

ECS Setup: Implementation - Response Templates

Implementation: Response Templates

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Overview

The Response Templates provides the ability to add certain canned responses that will be presented to customers when they have reached out to a Business Process via a chat or email. A canned response can be used as a place holder until an agent becomes available to handle the interaction or it can be utilized by an agent when actively engaged in an interaction with a customer.

The screenshot shows the 'Implementation' tab selected in the top navigation bar. Below it, the 'Response Templates' sub-tab is active. The main area displays a table with columns: Name, Text, Language, Media Type, Business Processes, and Creation Date. A single row is visible with the following data:

Name	Text	Language	Media Type	Business Processes	Creation Date
Thank you for contacting us	Thank you for contacting us. How may I be of service to you today?	English	All	<input type="checkbox"/> Client Tech <input type="checkbox"/> Cloud <input checked="" type="checkbox"/> Customer Service <input type="checkbox"/> Dialers <input type="checkbox"/> Email <input type="checkbox"/> Enterprise <input type="checkbox"/> ITaaS <input checked="" type="checkbox"/> Sales <input type="checkbox"/> Test Dialer <input type="checkbox"/> Tour Campaign <input type="checkbox"/> UCaaS <input type="checkbox"/> Vetanium	11/7/2017 10:5

- **Name:** Shows the name of the canned response. The name of the response is what will appear in searches when locating the file to upload to various sub-sections of the portal like the Interaction Handling flow. This is a free form field that can be edited by the Project Manager/Customer Admin.
- **Text:** The exact text that will be presented to the customer when utilizing the canned response. This is a free form field that can be edited by the Project Manager/Customer Admin
- **Language:** Language of the canned response. Select between English, Spanish, Russian or Hebrew
- **Media Type:** The media type the canned response can be used for: Chat or Email
- **Business Processes:** The business processes the canned response is assigned to and can be used when utilizing the media type within the business process
- **Creation Date:** Date and time the canned response was created

Adding a Response Template

1. Click on the Add New icon to add a canned response

The screenshot shows the 'Response Templates' sub-tab. In the top right corner of the main area, there is a toolbar with several icons. The 'Add New' icon, which is a green square with a white plus sign, is highlighted with a red rectangular box.

2. A new canned response template pop-up box will open. Fill in the following information:
 - a. **Title** – Title/name of the canned response. The title is what will show up when searching to add canned responses within a business process or channel.
 - b. **Language** – language of the response.
 - c. **Media Type** – the media type the response is able to be applied too: Chat, Email or Both.
 - d. **Text** – the text that will appear to customers when they receive the canned response.
 - e. **Business Process** – the business process the canned response can be utilized and assigned.

Implementation

Interaction Handling | Media Repository | Dynamic Media Repository | **Response Templates** | Text Template Repository | Address Book Metadata

Response Templates

Name: Thank you for contacting us

Language: English

Media Type: Chat

Text: Our hours of operation are:
M-F 8am-6pm
Saturday 8am-12pm

Business Processes

Selected: Client Tech

Not Selected: Cloud, Customer Service

Processes: 11/7/2017 10:5, 11/16/2017 1:3

OK Cancel

3. Select Ok.
4. The canned response will be added to the Canned Response Repository.

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Interaction Handling | Media Repository | Dynamic Media Repository | **Response Templates** | Text Template Repository | Address Book Metadata

Response Templates

Name: Hours of Operation

Text: Our hours of operation are:
M-F 8am-6pm
Saturday 8am-12pm

Language: English

Media Type: Chat

Business Processes:

- ☐ Client Tech
- ☐ Cloud
- ☒ Customer Service
- ☐ Dialers
- ☐ Email
- ☐ Enterprise
- ☐ ITaaS
- ☐ Sales
- ☐ Test Dialer
- ☐ Tour Campaign
- ☐ UCaaS
- ☐ Vetanium

Creation Date: 5/17/2018 1:52

5. Save and deploy