

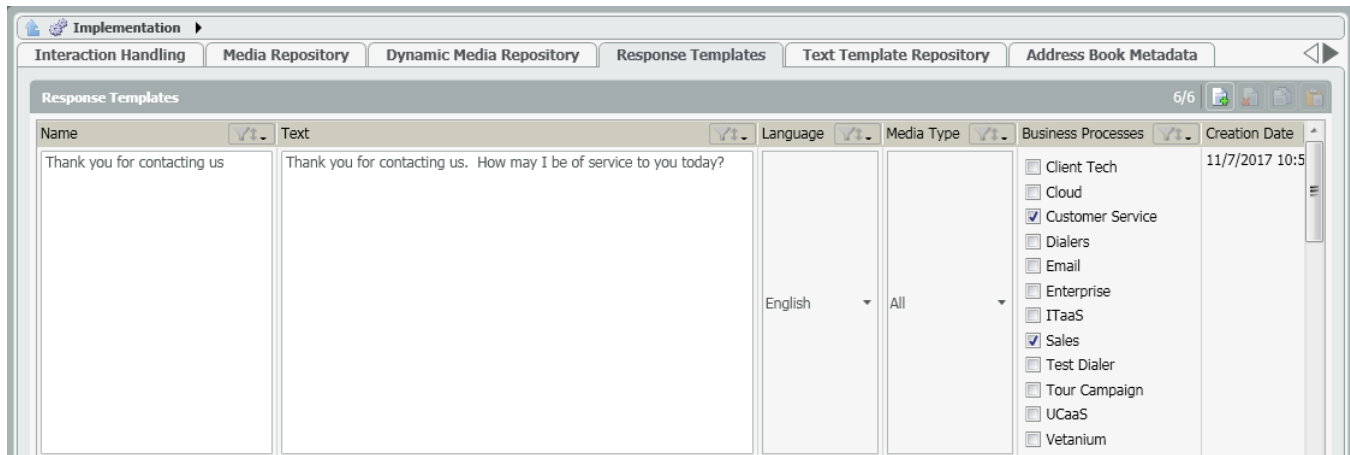
ECS Setup: Implementation - Response Templates

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.



- **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



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: Client Tech, Customer Service, Dialer, Campaign, ITaaS, Sales, Test Dialer, Tour Campaign, UCaaS, Vetanium

Creation Date: 11/7/2017 10:5

Visible: 6 Total: 6

OK Cancel

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

Implementation

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, Dialer, Email, Enterprise, ITaaS, Sales, Test Dialer, Tour Campaign, UCaaS, Vetanium

Creation Date: 5/17/2018 1:52

5. Save and deploy