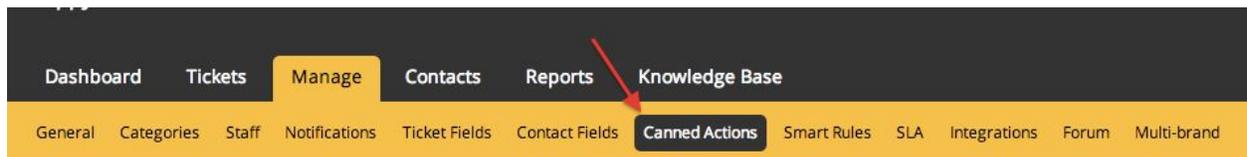


Use canned Actions for frequent replies

At times, you might need to send repeated responses to similar customer support queries. For instance, you might get a set of queries everyday about retrieving username/password or pricing plans for your product. Reply to these queries would mostly be identical and this is where canned actions feature would be useful.



Canned actions are stored responses that you could use while replying to tickets. You can find the canned actions function under the Manage tab. HappyFox allows you to create multiple canned actions and use them when updating a ticket from *Apply Canned Action* drop down.

Canned Actions

Create and edit canned actions

Export : CSV Excel

Name	Available to	Categories	
All fields	All Staff	8	
Application Not Loading On Browser	All Staff	7	edit delete
Forgot User Name	All Staff	7	
Password Reset	All Staff	7	
Payment Gateway Failure	Me	7	
Request for Screenshot	Me	7	
 Add new Canned Action			

1 - 6

Create a canned action by assigning a name and explaining in brief the context of canned action with a description.

Name

Password Reset

Description

Info regarding password reset

In addition to inserting the reply content you can also trigger ticket level actions to happen with the canned actions. Changing the status, priority and assigning the ticket to staff are some of the frequently used actions along with Canned Actions. For example, you can set to mark tickets to high priority and assign it to a customer support manager automatically if a canned action for escalation is used.

Canned Reply

Insert Reply (optional):

B I U
Font Family Font Size
A ab
☰ ☰
☰ ☰

To reset your password if you have forgotten it, please go to the login page and click "forgot password" link. Specify your user name and an email will be sent to your email address. Click on the password reset link in the email and you will be taken to the password reset page where you can specify your new password.

G

Change Ticket Property

Status to:

Bugs

Priority to:

Normal

Time spent on ticket (In Minutes):

5

Tags (separate multiple tags by comma):

password reset, forgot password

Assign it to:

John Smith

Update Customer

-- No Change --

Who can access the canned action

Available to:

All Staff

Associate Categories : [Select all](#)

<input checked="" type="checkbox"/> Customer Support	<input type="checkbox"/> default category	<input type="checkbox"/> DoesNotHaveCustomFields
<input checked="" type="checkbox"/> Express Delivery	<input checked="" type="checkbox"/> Freight	<input checked="" type="checkbox"/> Logistics
<input checked="" type="checkbox"/> Shipping	<input checked="" type="checkbox"/> support	<input checked="" type="checkbox"/> Transport

To use canned responses in your ticket update, open a support ticket and click the *Reply* button. Use the *Apply Canned Action* drop down to pick the one you wish to use for the selected ticket and then click on *Update the ticket* button. HappyFox will

automatically perform the associated actions that have been assigned during creation of the canned action.

Add Update

Add CC | Add BCC | Add Subscribers | Attach a File | Record Screenshot | Change Reply Subject | Quote Reply | Update Ticket Fields

B I U Font Family Font Size [text color] [background color] [bulleted list] [numbered list] [link] [unlink] [image]

Apply Canned Action ✓ -- select an action --
All fields
Application Not Loading On Browser
Forgot User Name
Password Reset
Payment Gateway Failure
Request for Screenshot

Insert link

update customer :
Yes

assigned to :
jennifer

time spent (min) :
[input field]

set due date :
17 Jul 2014

add new tags :
[input field]

Update Ticket Reset Discard Draft Cancel

Exporting your canned responses:

It takes a while to craft a perfect response that not only resolves customer queries in a timely manner, but also reflects the warmth and hospitality in your culture.

HappyFox has thus introduced the option to export all your canned responses in CSV or Excel format to keep track of changes that have happened to the content over a period of time.

Canned Actions

Create and edit canned actions

Export : [CSV](#) [Excel](#)



Name	Available to	Categories
All fields	All Staff	<u>8</u>
Application Not Loading On Browser	All Staff	<u>7</u>
Forgot User Name	All Staff	<u>7</u>
Password Reset	All Staff	<u>7</u>
Payment Gateway Failure	Me	<u>7</u>
Request for Screenshot	Me	<u>7</u>

[+](#) Add new Canned Action