



To simplify the entering of repetitive ticket comments a feature called canned text allows you to configure predetermined responses. These responses can be made available for all ticket events, or you can choose to filter them based on a specific event type.

There are two levels of canned text for use with ticket comments, one for all to be able to use and the other for the individual technician to use.

### Global Canned Text – Available to All Technicians

Administration – Helpdesk – Canned Text

These Canned Text responses are available to all technicians using the Helpdesk, they can be configured to only be available for specific Ticket Event types.

#### Creating the Canned Text

Administration – Helpdesk – Canned Text

Enter the response, give it a Description and Filter – Press Add

***In this example we will filter based on the Event Type “Chromebook Issues”***

Configure predetermined responses.

Canned Response

Your Chromebook has been fixed and can be picked up from the media center.  
  
Please remember to return the loaner Chromebook provided.

Description (Optional)

Chromebook Ready for pickup

Filter (Optional)

Chromebook Issue

Add

Not all Canned Text responses need to be tied to a specific Event Type.



## Helpdesk Canned text Quick Reference

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### Editing an existing Canned Text Response

Administration – Helpdesk – Canned Text

Select the response that you wish to edit by clicking on the check box, make the necessary changes and press Save.

☐ Select All

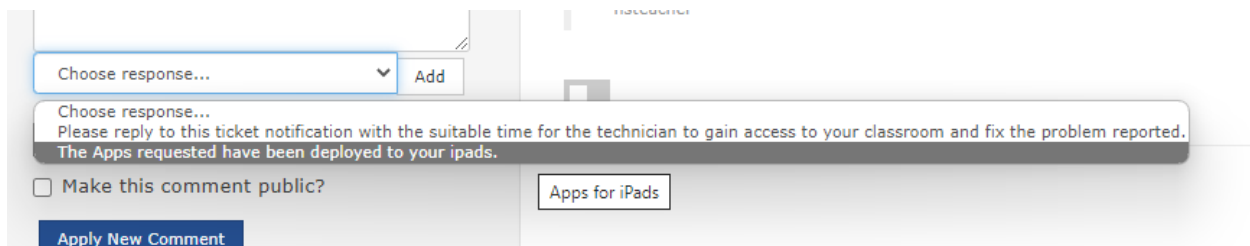
<input type="checkbox"/>	Choose Event ▼	Please reply to this ticket notification with the suitable	Classroom Availability
<input type="checkbox"/>	Chromebook Issue ▼	Your Chromebook has been fixed and can be picked up	Chromebook Ready for pickup
<input type="checkbox"/>	iPad Issue ▼	The Apps requested have been deployed to your ipads.	Apps for iPads

***\*\*Please Note – When applying a filter, the canned text responses will only be accessible for tickets associated with the corresponding event type.***

## Using a Canned Text Response when updating a Ticket

When you're updating a ticket, simply click on "Choose Response" located beneath the comment box. From there, you can select from the available canned text responses to automatically populate the comment box.

The list of responses will be filtered based on the ticket event type. This means that you'll see both the canned text responses available for all events, as well as the ones specifically available for the event type that matches the ticket you're working on.

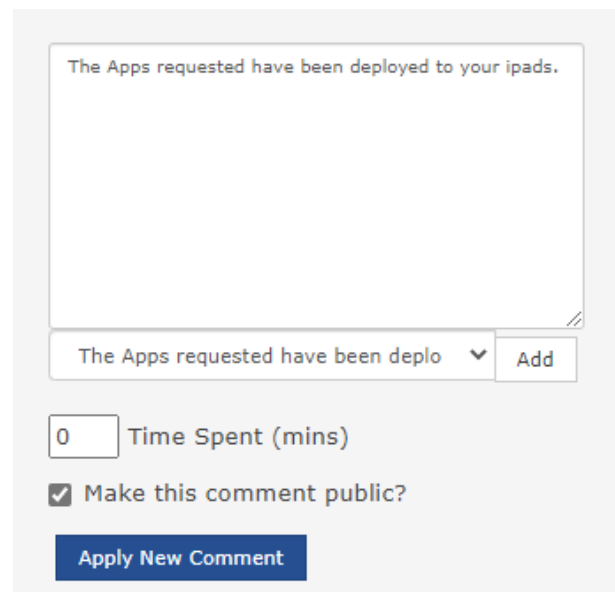


The text will show in the comments box, remember to check off make this comment public if you want the response to go to the end user.

Click **Apply** to save the comment, send the ticket update notification, remain in the edit ticket screen and mark the ticket status as open.

Click **Save** to save the comment, send the ticket update notification, close the edit ticket screen and mark the ticket status as open.

Click **Close** to save the comment, send the ticket close notification, close the edit ticket screen and mark the ticket status as closed.



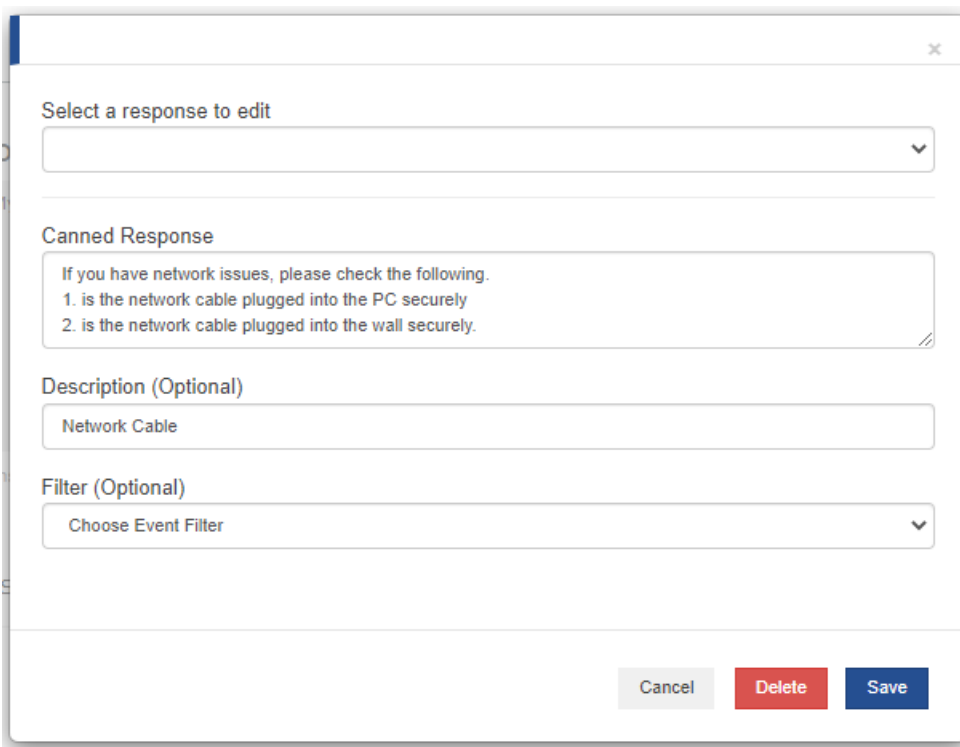
## Technician Defined Canned Text

A technician can create personal canned text responses that are only available for their use when editing tickets.

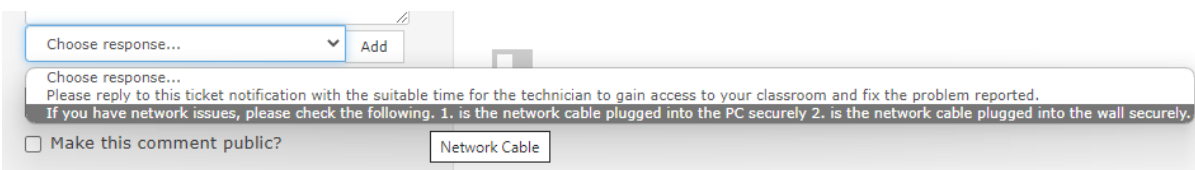
When updating a ticket click on the Add button underneath the comment box.



Enter a new Canned Response and description, select a filter if required and press Save



You can now select the newly created canned text response.

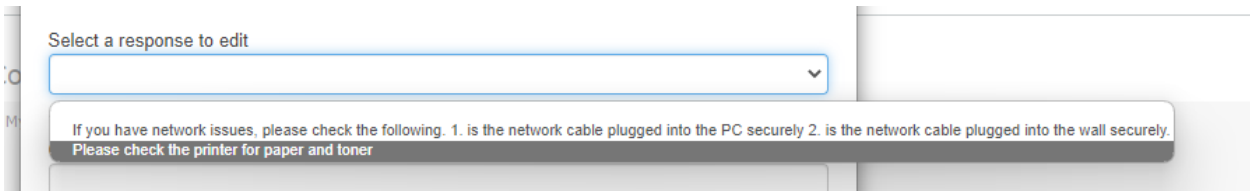


## Editing an Existing Technician Created Canned Text

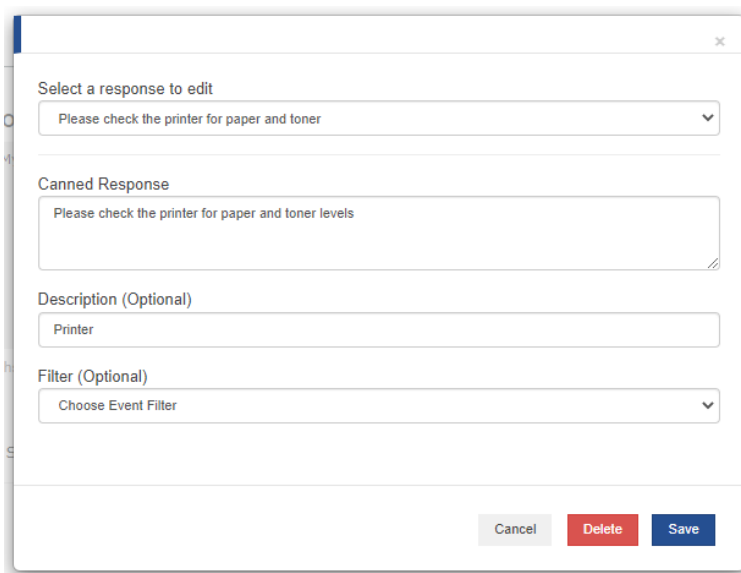
When updating a ticket click on the Add button underneath the comment box.

A screenshot of a user interface element showing a dropdown menu with the text 'Choose response...' and a small downward arrow, followed by a button labeled 'Add'.

Select the canned text response you wish to edit from one the drop-down menu

A screenshot of a dropdown menu titled 'Select a response to edit'. The menu is open, showing a list of canned responses. The first response is 'If you have network issues, please check the following. 1. is the network cable plugged into the PC securely 2. is the network cable plugged into the wall securely. Please check the printer for paper and toner'.

Make the changes and press Save.

A screenshot of a dialog box titled 'Edit Canned Response'. The dialog box contains a dropdown menu labeled 'Select a response to edit' with the text 'Please check the printer for paper and toner'. Below this is a text area labeled 'Canned Response' containing the text 'Please check the printer for paper and toner levels'. There is also a text field labeled 'Description (Optional)' with the text 'Printer'. At the bottom, there is a dropdown menu labeled 'Filter (Optional)' with the text 'Choose Event Filter'. At the very bottom of the dialog box are three buttons: 'Cancel', 'Delete', and 'Save'.