

How to Add & Use Canned Messages in Live Chat

[ProProfs Live Chat](#) enables you to add canned responses to facilitate quick replies to common questions and situations. These predefined messages can help you engage visitors while you take a course of action.













You can use them to welcome a visitor, acknowledge the visitor's patience, request a visitor wait for an appropriate response, and so on.

[Canned responses](#) allow you to respond to such scenarios in a single click without requiring you to write the same reply repeatedly.

With canned responses, you can:

- **Reduce** response time to common questions
- **Engage** visitors with appropriate predefined responses

Here's what canned messages look like:

<input type="checkbox"/>	Thanks	Please feel free to reach out if anything else comes up. Thanks!	-		
<input type="checkbox"/>	Confirmation	I hope I was able to answer your questions. Is there anything else I can do for you?	-		
<input type="checkbox"/>	Anything	Is there anything else, I might help you with today?	-		
<input type="checkbox"/>	Wait	Can you please hold on for a moment while I look into this for you?	-		
<input type="checkbox"/>	Verify	Let me see if I have this correct, you would like me to	-		
<input type="checkbox"/>	Sorry	I am really sorry to hear that. Let me check what I can do.	-		

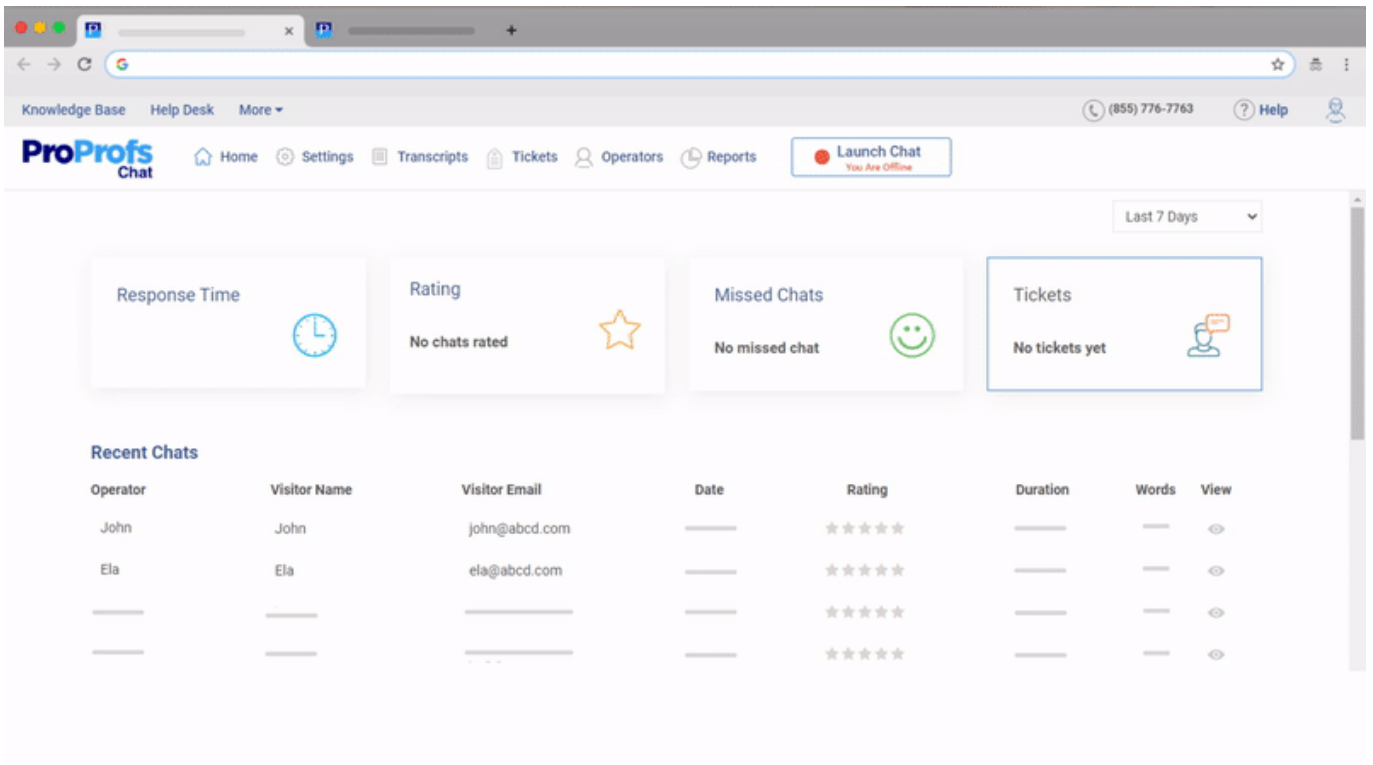
In this article, you'll learn:

1. [How to Add a Canned Response](#)
2. [How to Add a New Category Under a Specific Group](#)

How to Add a Canned Response

Step 1: On your ProProfs Live Chat dashboard,


- Navigate to **Settings >> General**
- Click '**Canned Responses**'








Step 2: To add a new canned response,

- Click '**Add New Canned.**' A slider window opens.

easy for operators to quickly respond to frequently asked questions. [Learn more](#)



il  + Add new Category

Responses	Category	Action
ks and have a nice day.	General	 
se feel free to reach out if anything else comes up. Thanks!	General	 
e I was able to answer your questions. Is there anything else I		

Step 3: In the new window,

- Choose a **category** in which you want to keep your canned response.
- Give it a title.
- Select the **appropriate response** from our **predefined** template list. You can even **type** your **own** response.
- Click '**Add**' to finish adding a new canned response.

← Add new Canned

Category
Customer Support

Title
Welcome Messages

Response
Thanks for your patience and for the opportunity to serve you. How may I assist you?

Predefined Messages

Welcome Messages

Thanks for your patience and for the opportunity to serve you. How may I assist you?

Thanks for the opportunity to chat with you. May I help you?

Thanks for having taken the time to visit our site. How may I help you?

Hi! I notice that you are looking for specific information on our web site. May I assist you with your search or direct you to the appropriate page?

Anything

Is there anything else I can assist you with?

Can I be of any further assistance?

Please do not hesitate to get in touch with us if you have any more questions. Is there anything else I can assist you with?

May I be of any further assistance to you?

Thanks

Thank you for having visited our web site. We hope you will come back again.

Thanks for chatting with me. I hope I was of assistance to you. Thank you.

Before I say Good Bye I want you to know that we are always standing by to assist you in any way possible. Thanks.

Thank you for your time. Until next time, good bye and have a great day!

Welcome Thanks




e

Add





The newly added **canned response(s)** will show up on the main screen under the specific category. You can **edit** or **delete** it from here.

Setup for Group All

Category Customer Support + Add new Category

Title	Responses	Category	Action
Welcome Messages	Thanks for your patience and for the opportunity to serve you. How may I assist you?	Customer Support	  

When you click on the **Edit** icon, you get options to customize the canned response in multiple ways.

<input type="checkbox"/>	Title	Responses	Group	Action
<input type="checkbox"/>	Welcome4	Hi! I notice that you are looking for specific information on our web site. May I assist you with your search or direct you to the appropriate page?	Sales	 
<input type="checkbox"/>	Welcome	Thank you for connecting with us. We assure you that you are in the right place. We will resolve all your queries.	New Visitors	 


Follow the instructions below:

← **Add new Canned**

Category 1
Customer Support

Title 2
Welcome Messages

Response 3
Thanks for your patience and for the opportunity to serve you. How may I assist you?

Add 

Predefined Messages

Welcome Messages

Thanks for your patience and for the opportunity to serve you. How may I assist you?

Thanks for the opportunity to chat with you. May I help you?

Thanks for having taken the time to visit our site. How may I help you?

Hi! I notice that you are looking for specific information on our web site. May I assist you with your search or direct you to the appropriate page?

Anything

Is there anything else I can assist you with?

Can I be of any further assistance?

Please do not hesitate to get in touch with us if you have any more questions. Is there anything else I can assist you with?

May I be of any further assistance to you?

Thanks

Thank you for having visited our web site. We hope you will come back again.

Thanks for chatting with me. I hope I was of assistance to you. Thank you.

Before I say Good Bye I want you to know that we are always standing by to assist you in any way possible. Thanks.

Thank you for your time. Until next time, good bye and have a great day!

Welcome Thanks

1. Category: You can **change** the category of a canned response.

← Add new Canned

Category
General

Select
Customer Support
General

Response
Thanks for your patience and for the opportunity to serve you. How may I assist you?

Add

Predefined Messages

Welcome Messages

Thanks for your patience and for the opportunity to serve you. How may I assist you?

Thanks for the opportunity to chat with you. May I help you?

Thanks for having taken the time to visit our site. How may I help you?

Hi! I notice that you are looking for specific information on our web site. May I assist you with your search or direct you to the appropriate page?

Anything

Is there anything else I can assist you with?

Can I be of any further assistance?

Please do not hesitate to get in touch with us if you have any more questions. Is there anything else I can assist you with?

May I be of any further assistance to you?

Thanks

Thank you for having visited our web site. We hope you will come back again.

Thanks for chatting with me. I hope I was of assistance to you. Thank you.

Before I say Good Bye I want you to know that we are always standing by to assist you in any way possible. Thanks.

Thank you for your time. Until next time, good bye and have a great day!

Welcome Thanks

2. Title: You can modify the title.


3. Response: You can change the message to make it more engaging.

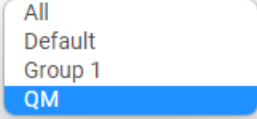

How to Add a New Category Under a Specific Group

ProProfs Live Chat enables the **categorization** of canned responses for **every** group of operators to help you **better serve** your customers.

Canned Responses

Canned responses make it easy for operators to quickly respond to frequently asked questions. [Learn more](#)

1 Setup for Group All 

2 Category  + Add new Category 

Title	Responses	Category
Welcome	Thanks for the opportunity to serve you. How may I assist you?	Customer Support

1. Before adding a new canned response, you can select a **group** from the dropdown for which you want to set up a new predefined response.

2. After **selecting** a group, you can be more specific by **adding categories** and **dividing** your responses category-wise to enable better assistance from operators to customers.

That is all about adding a new canned response.

Related Articles:

- [How Do Tickets Help Improve Customer Support?](#)
- [How to Configure Pre Chat Form API in Live Chat?](#)
- [How to Configure Live Chat Transcripts via API?](#)