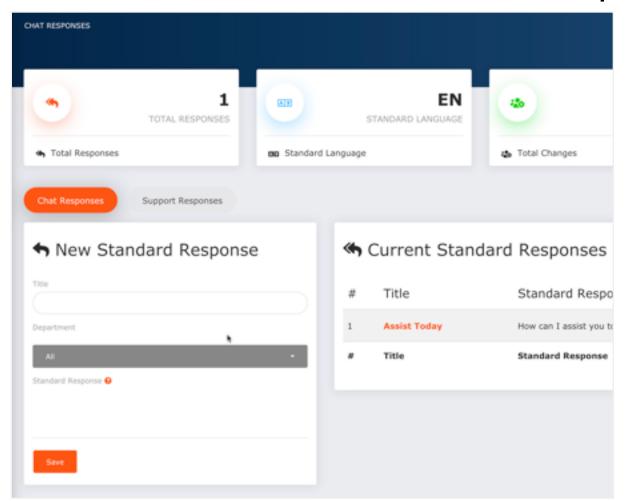
21. Chat Standard Responses



Create new standard responses with the provided form. Set a department to have the standard response only visible on this particular department.

Edit Delete

Edit Delete

Create unlimited chat standard responses and manage them on the chat responses view. Repeated used phrases can be set here for the live support chat.

Existing standard responses can be edited or deleted.

You can use following

%email%

The red "Help" icon will give you more hints how

to personalise your response for the client.

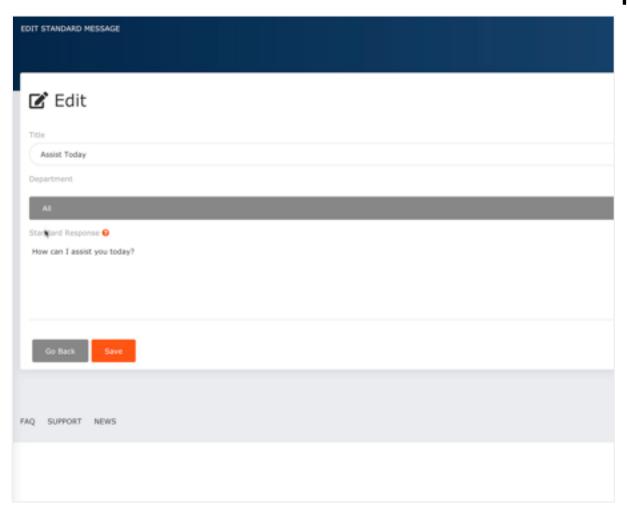
placeholders: Client Name: %client%, Operator Name:

%operator%, System Email:

Department

How can I assist you t

Edit Chat Standard Response



You can use following
placeholders: Client Name:
%client%, Operator Name:
%operator%, System Email:
%email%

You can edit each Chat Standard Response by clicking on the title or "Edit" button. All input fields can be edited and saved.

Following placeholders can be used: %client%, %operator%, %email%.