


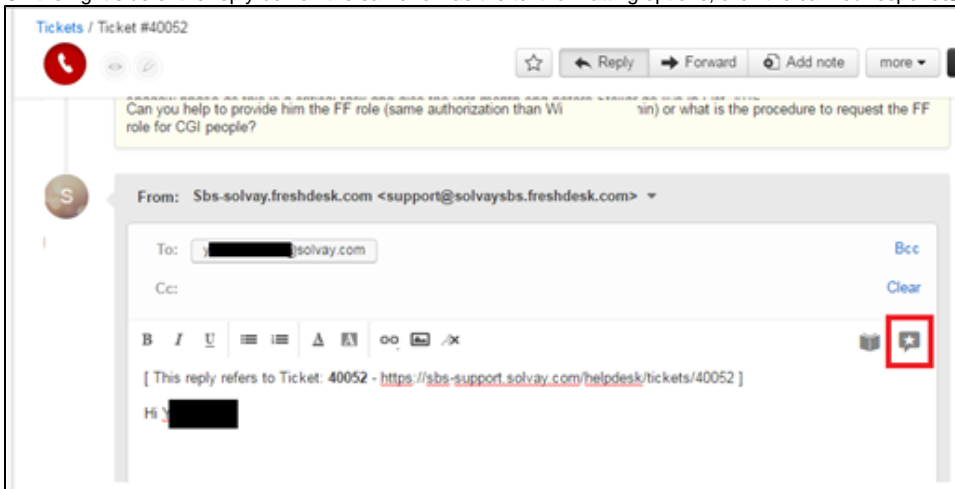
# Use a Canned Response in a Freshdesk ticket

**Canned Responses** are predefined reply templates which can be used to quickly send out replies to tickets. You can use **placeholders** in your canned responses to fill in dynamic content like the requester's name, ticket ID and URL inside the response..

## Step-by-step guide

1. Select Reply to a ticket.

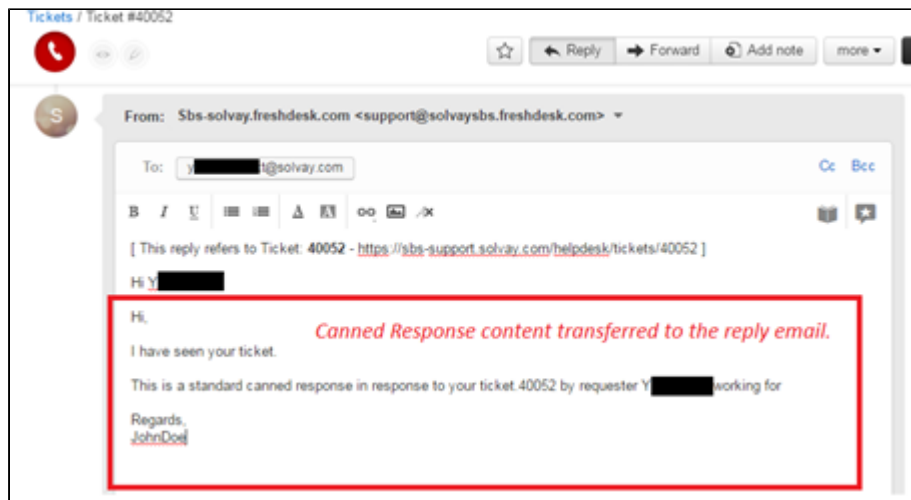
2. On the right side of the reply box on the same row as the text formatting options, click the canned response  button. A popup will appear.



3. Select the canned response from the popup list.



4. The content from the canned response will be filled into the reply box as shown below. Any placeholders used will also be populated



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- [Setup a Canned Response in Freshdesk](#)

- Select Reply to a ticket.
- On the right side of the reply box on the same row as the text formatting options, click the canned response button. A popup will appear.