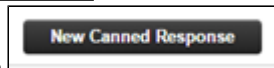
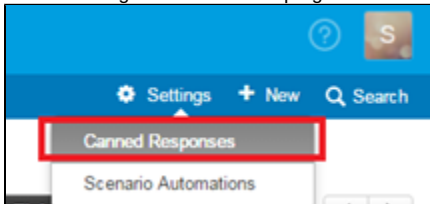


Setup a Canned Response in Freshdesk

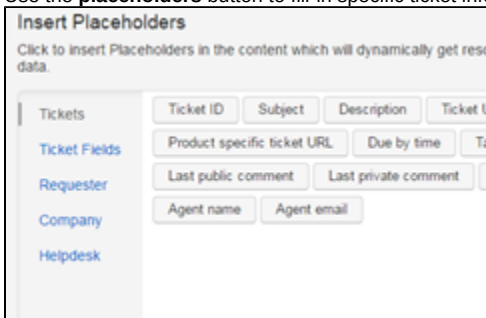
Canned Responses are predefined reply templates which can be used to quickly send out replies to tickets. You can use **placeholders** in your canned responses to fill in dynamic content like the requester's name, ticket ID and URL inside the response..

Step-by-step guide

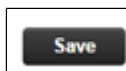
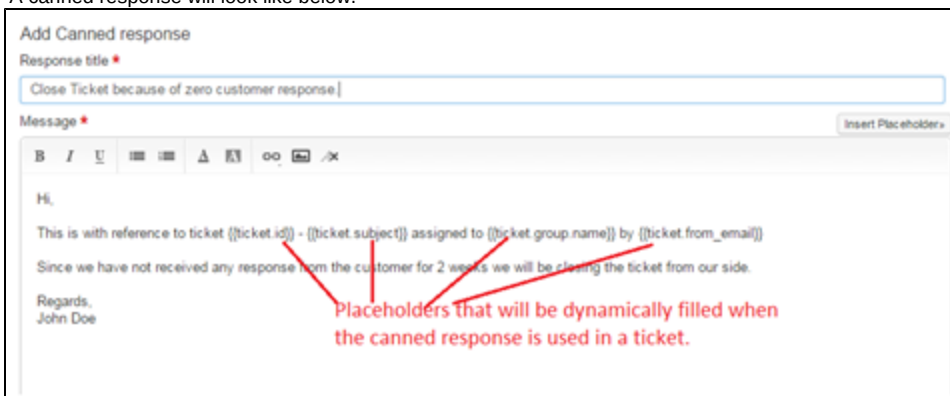
1. Hit the Settings button on the top right of the Freshdesk page and select canned response.



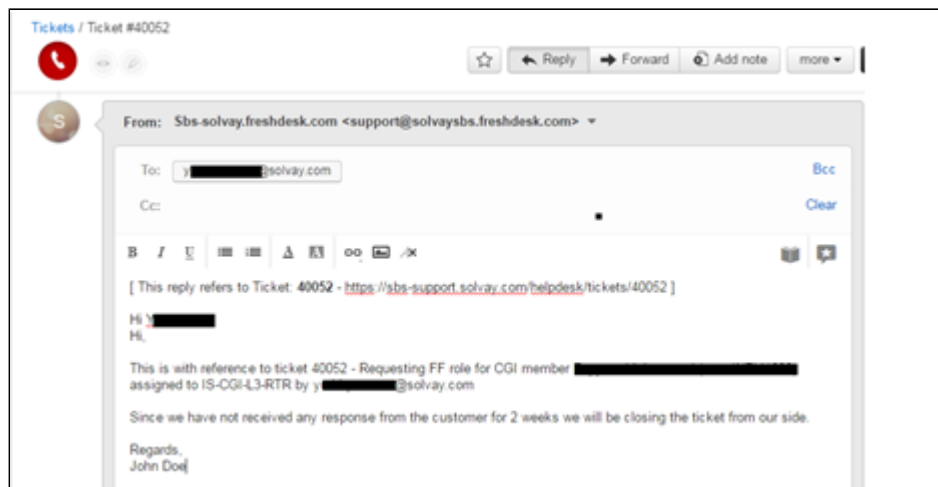
2. Hit the New Canned Response Button
3. Give a title to your canned response.
4. Fill in the content for the canned response. Be aware that the purpose of a canned response is to be used repetitively over various tickets.
5. Use the **placeholders** button to fill-in specific ticket info dynamically when the canned response is actually used.



A canned response will look like below.



6. Hit the **Save** button when done. The above canned response when used in a ticket will look like below.



Related articles

- [L1 Agent](#)
- [How to create a ticket for Freshdesk admin team](#)
- [Stellar-OB-007-Freshdesk status](#)
- [What are the types of Freshdesk Statuses](#)
- [Setup a Canned Response in Freshdesk](#)