

Response Templates

To create Reusable templates used to provide quick and consistent messages to users.

The saved templates are used to provide a quicker reply to the customer for his queries.

Getting Started

- Login to **Wolken Care** , as Admin.
- Click the Hamburger icon \equiv , Select Response Templates menu.

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Fig-01

- Click Create Template, to add a new template.
- Add Template Name , to Mail ID , CC, and Bcc mail ID's.
- Select Temporary Category , Category , Subcategory , Item from the list box.
- Select the **Status** and **Sub status** of the ticket from the list box.



• Click **Submit** to Save.

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- Select a template and Click **Edit** button ,to edit the created template.
- Once the changes are done , Click **Submit**.

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Fig-04

- Click **Clone Template** , to create another copy of the created template.
- Click **Submit** , to save.

Template Mapping

To map templates with the template type.

Once the template is created , it is mapped by default to response template type.

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- Click **Create Template Mapping** , to map the template.
- Select the **Template type**, **Template name** to be mapped, from the list box.
- Enable the **Active** button.
- Click **Submit** , to save .

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User guide