


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  , Select **Response Templates** menu.

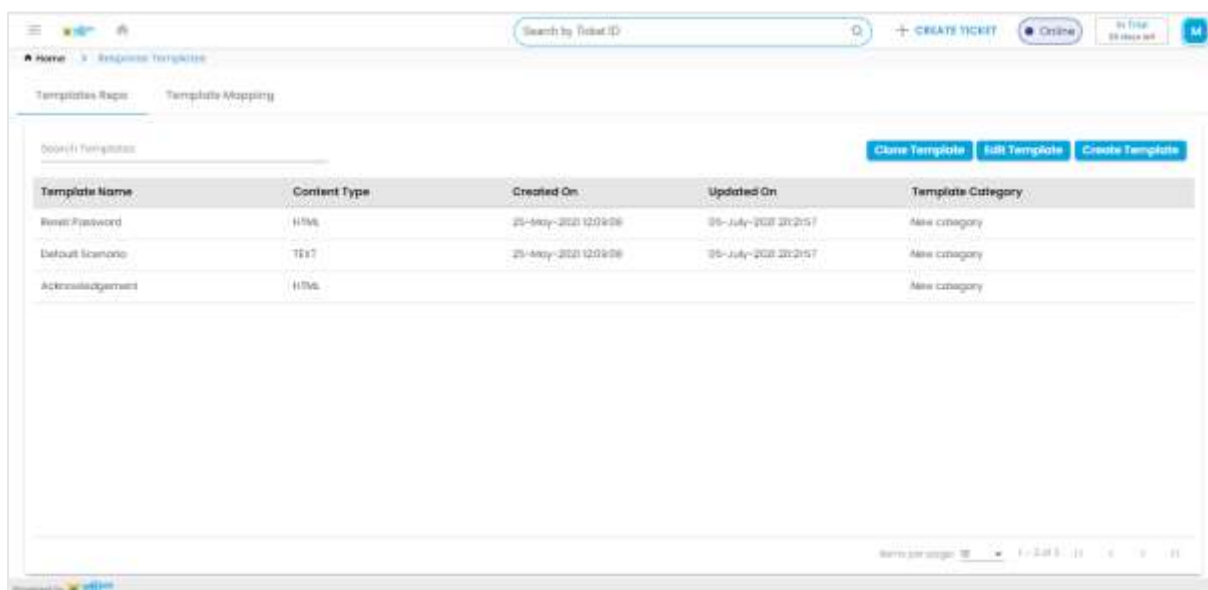


Fig-01

- 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.

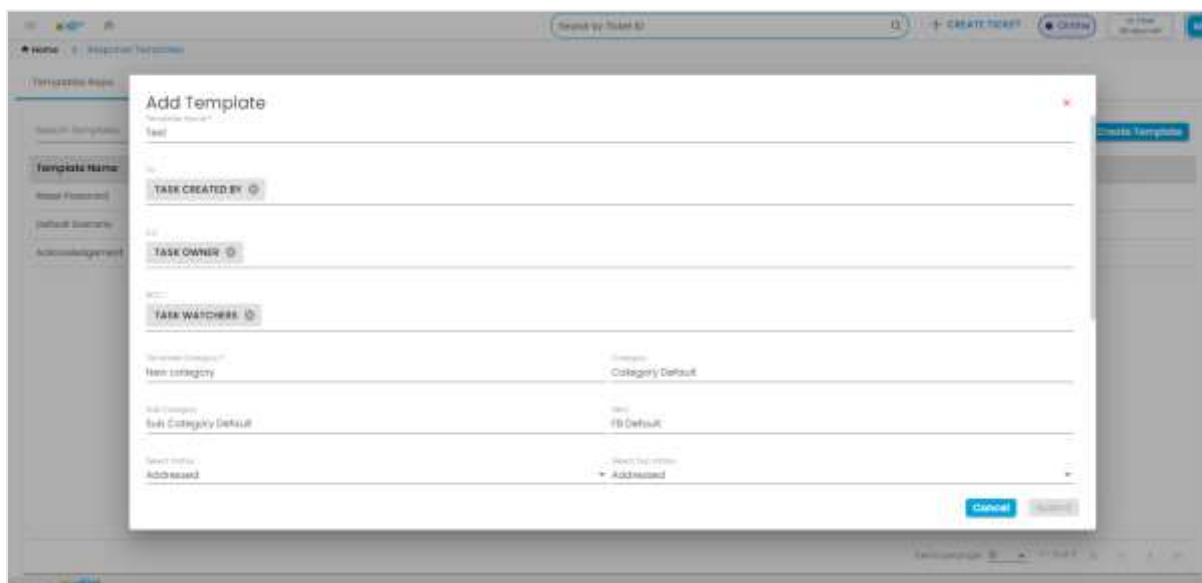


Fig-02

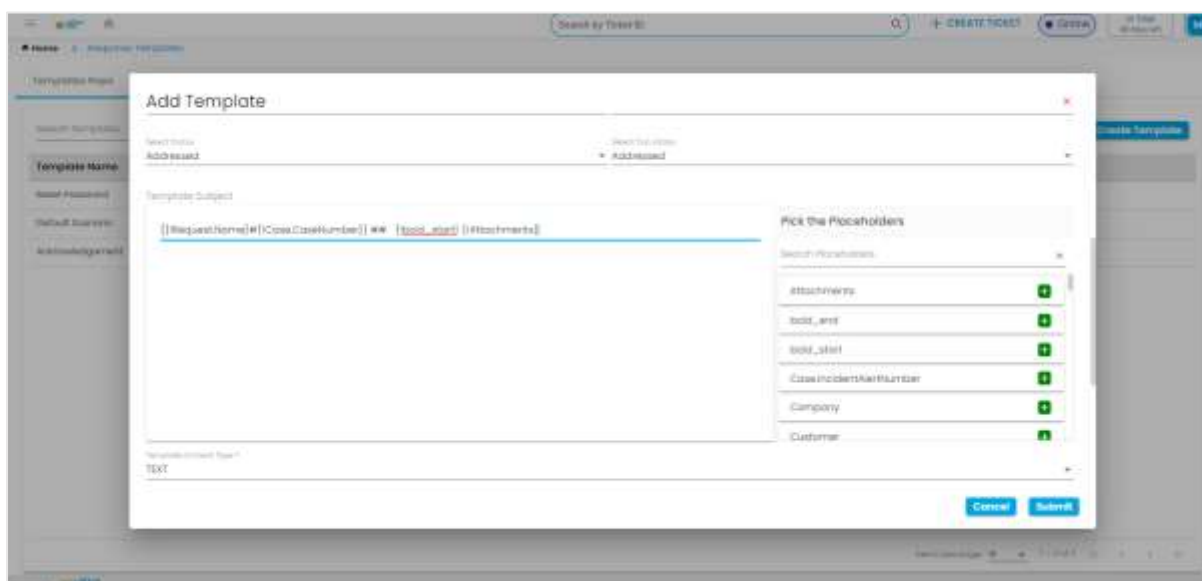


Fig-03

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

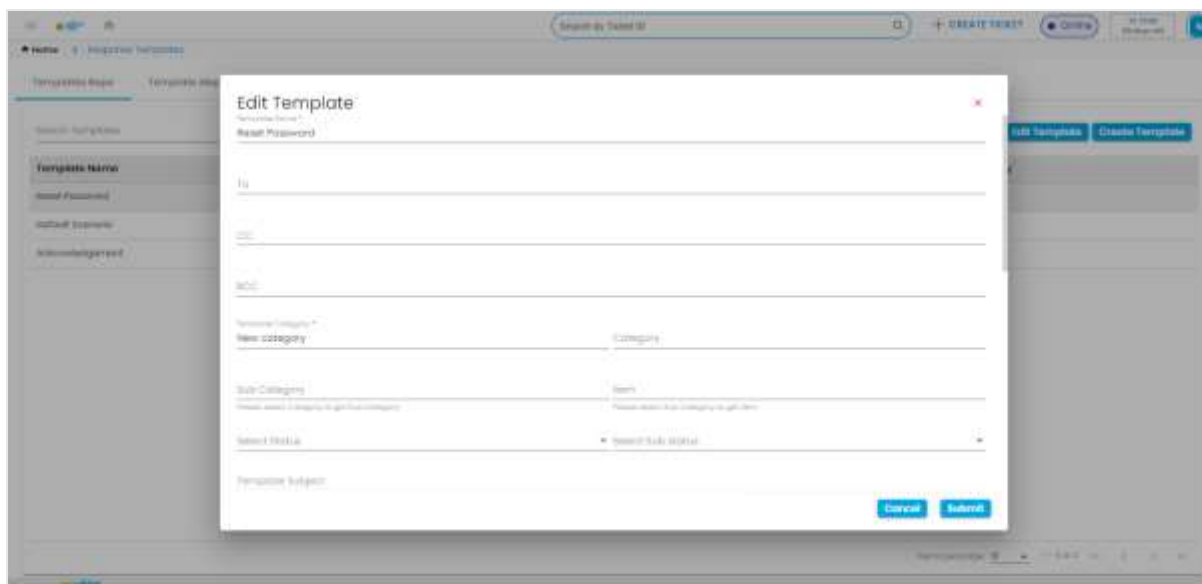


Fig-04

- 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.

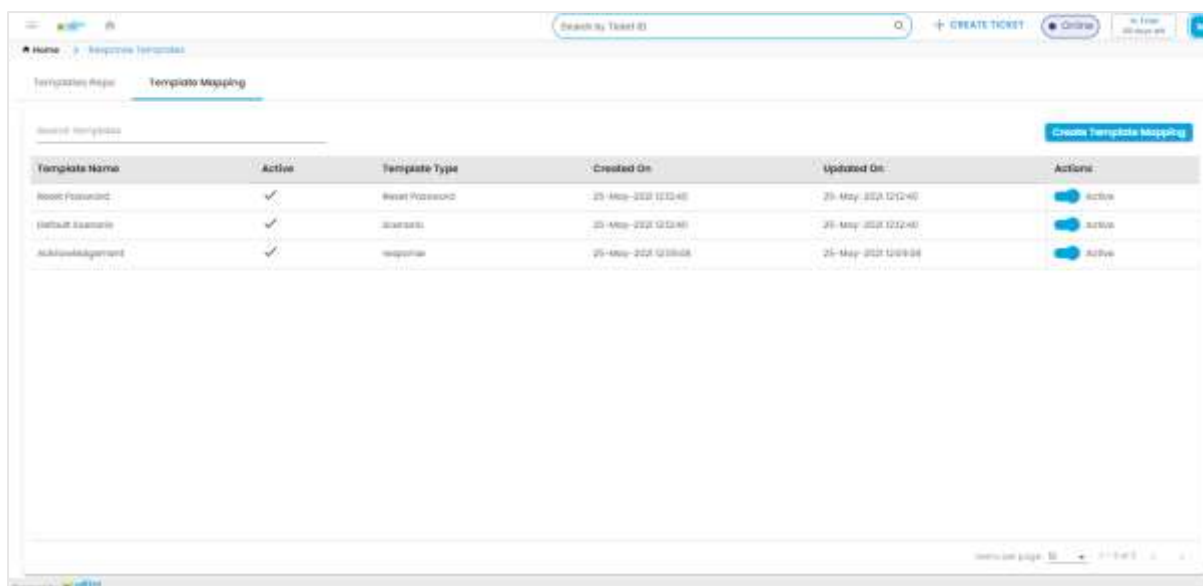


Fig - 05

- 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 .

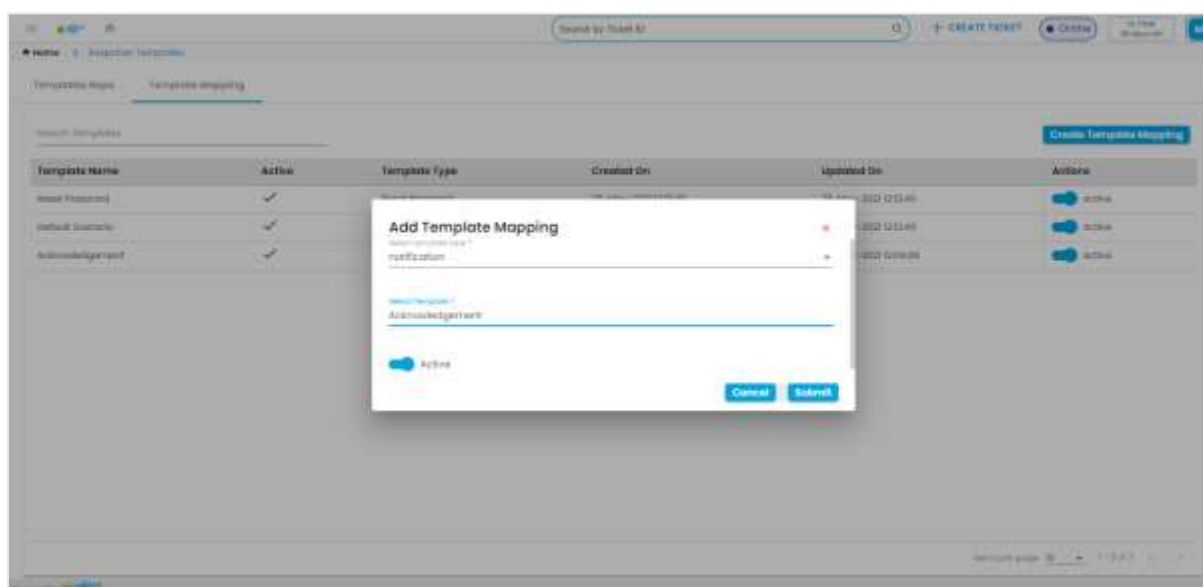


Fig - 05

