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# SupportTrio

*Setting up Saved Responses*

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## Setting up Saved Responses

Saved Responses can save a lot of time from typing common replies on tickets.

To set up Saved Responses, visit Administration > Saved Responses:



Provide a descriptive name for your saved response (used when choosing the saved response from a list of others), and the actual content that will appear when you choose this saved response on ticket replies, or when opening tickets.

Name

Content HTML Editor Text Editor

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testing here

Type When Replying To Tickets  
When Opening Tickets In Admin Section

Select: [All](#) · [None](#)

Category

When choosing the "Type," you can designate where the saved response will appear: either when replying to tickets, or when opening tickets in the admin section.

Saved responses will be reflected within the ticket body section, on the appropriate page (designated by "Type"):

Email:

Subject:

Department:

Status:

▼ Saved Responses Search for saved responses by typing here...

Categories... ▼

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saved response 2

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