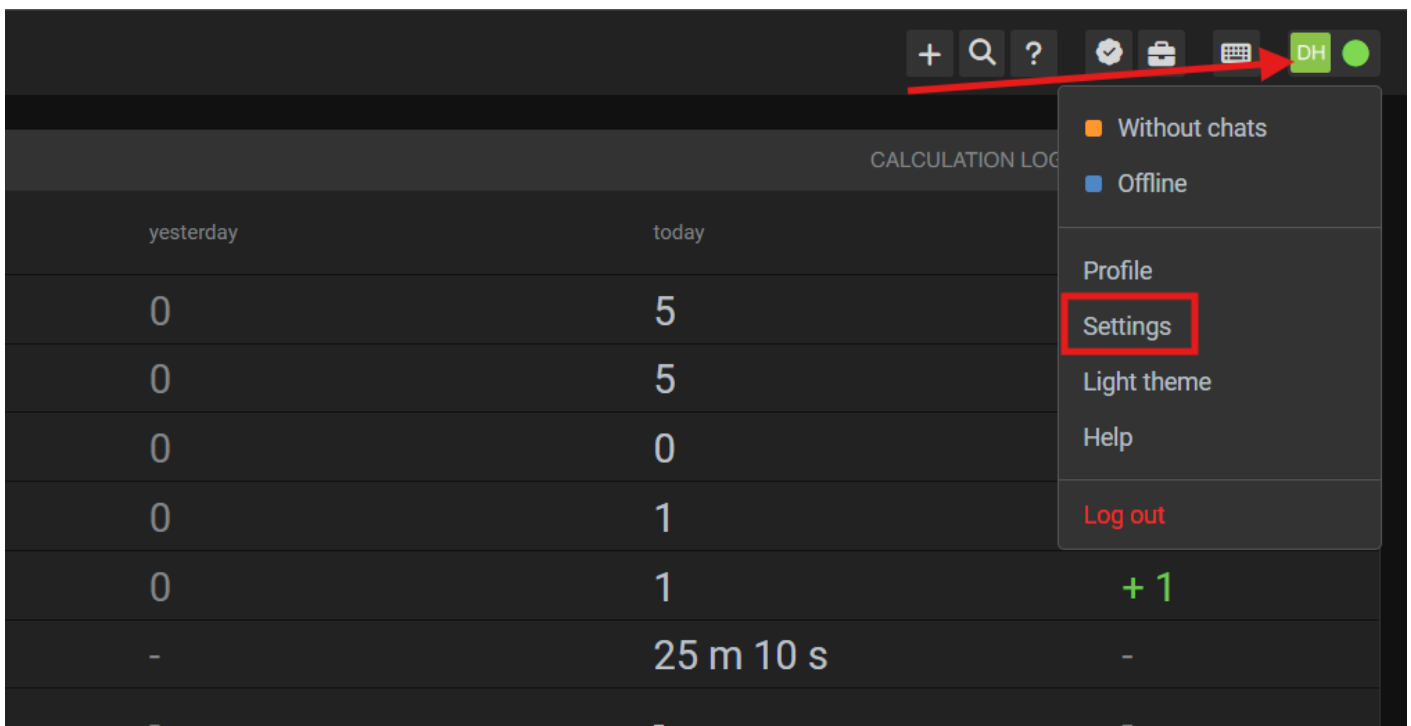


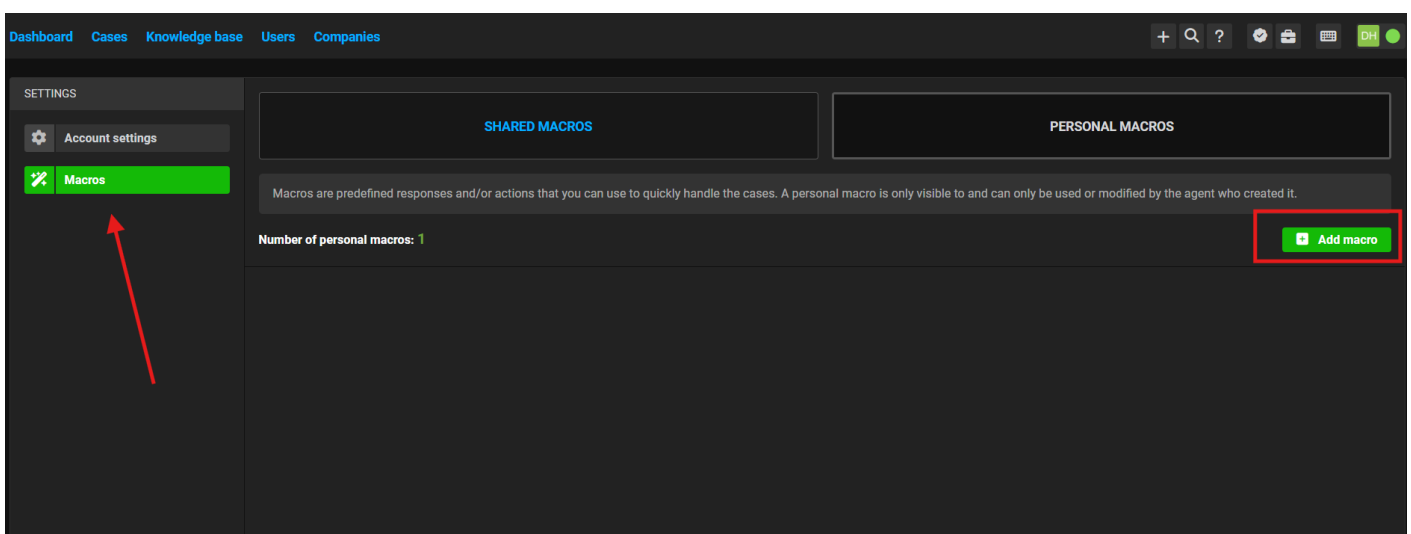
How to add templates for quick sending in Omnidesk

How to add templates for quick sending in Omnidesk

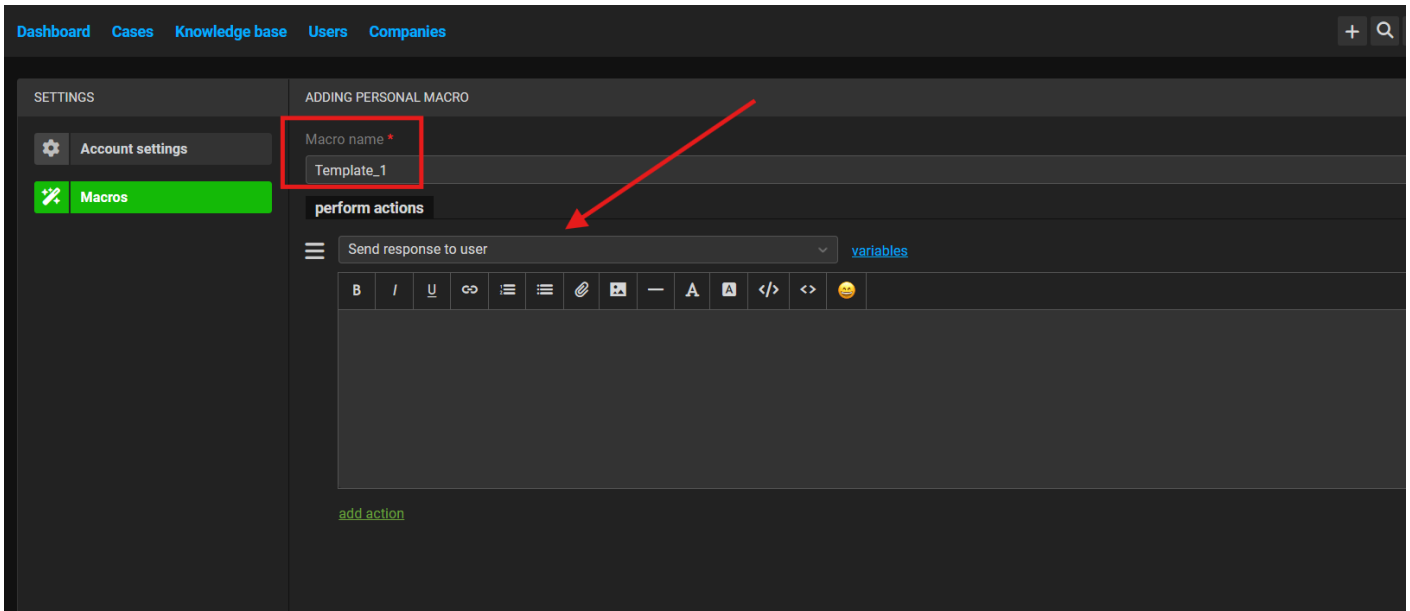
1. First, click on your profile logo in the top-right corner of Omnidesk. Then click **“Settings”**.



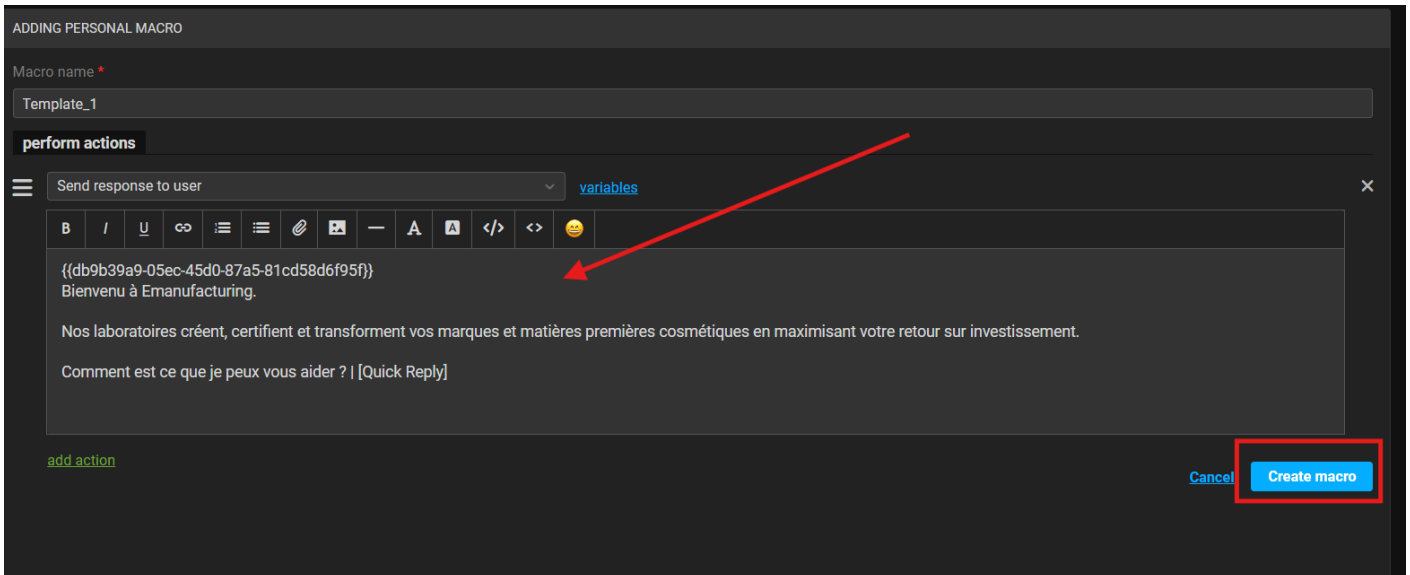
2. Go to the **“Macros”** -> **“Personal macros”** -> **“Add macro”**



3. Give the template a name so you can easily understand what kind of template it is. In the actions section, select **“Send response to user”**.



4. Paste the template text together with its ID into the text field. After that press "**Create macro**"



5. After that, go to the chat, click the pencil icon there (indicated by the arrow in the screenshot), and your template will appear in the "**Personal macros**" section.

Dashboard Cases Knowledge base Users Companies

CASE PARAMETERS

572-410637 – 123

PERSONAL MACROS

Template_1

SHARED MACROS

Overload + Open status

Apology + redirect to the tech department + status Open

More info + status Pending

Gratitude for flattering words + status Closed

Accountant's help needed

Planning a demo

ACEBOT TEMPLATES

zwmwemjgpzzviqokvnofd – en

id919191 – en

Search macros

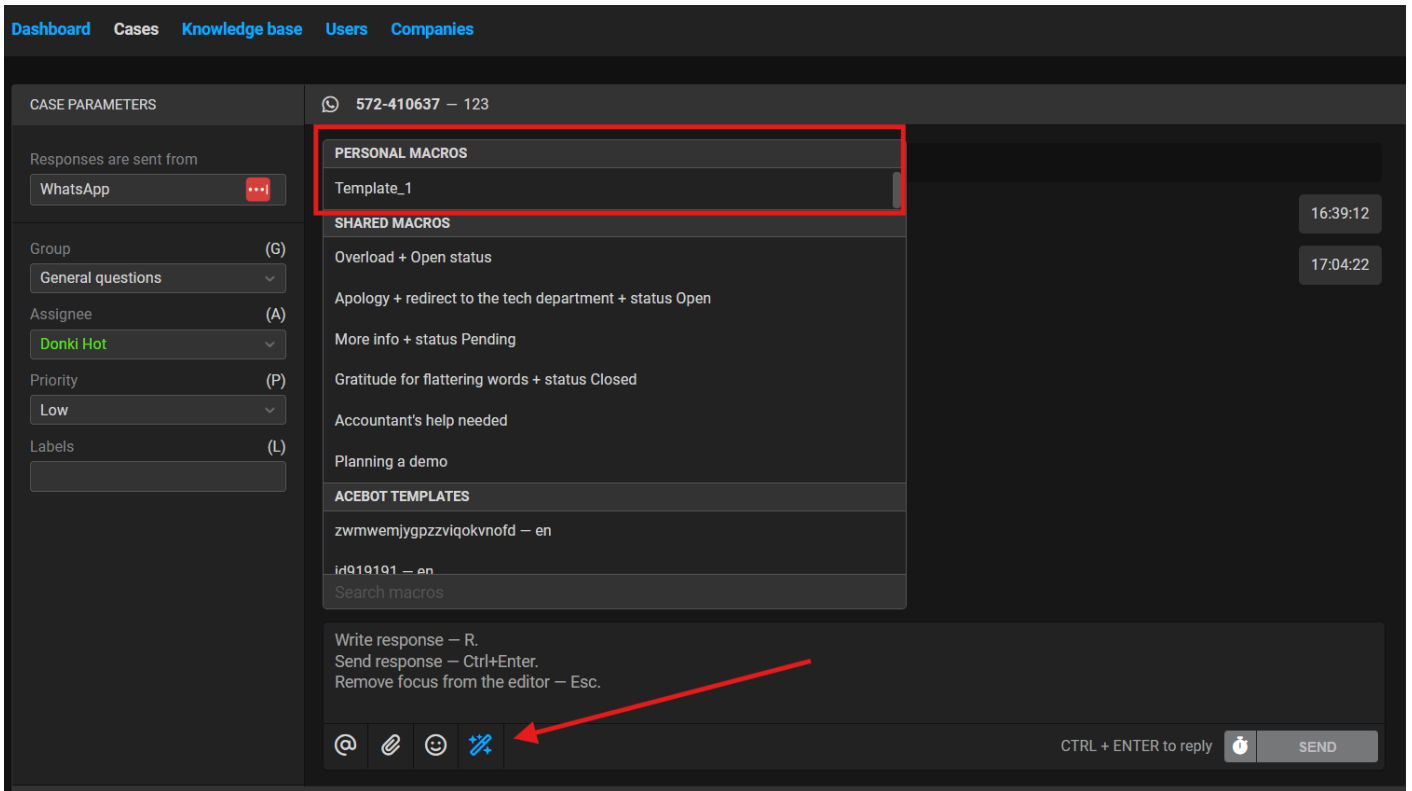
Write response – R.
Send response – Ctrl+Enter.
Remove focus from the editor – Esc.

@ 📎 😊 🛠️

CTRL + ENTER to reply 🗨️ SEND

16:39:12

17:04:22



Done. Now you know how to add templates to quick replies inside Omnidesk.

Revision #1

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