# Griffith Service Manager (GSM)
Canned Responses

Send updates to or resolve support tickets faster and more efficiently with Canned Response templates. Canned Responses are reusable messages that can be used to send quick and consistent repeatable messages to customers.

The canned response module is available in the desktop and browser client.

Access the Canned Response module

Accessing the canned response module allows you to create, edit and view existing canned responses. To access the module:

- **Desktop Client**: From your home dashboard:
  1. Open the Task Pane located on the left-hand side.
  2. Select the drop down under **Quick Search** then select the related canned response and Search. All canned responses will display.
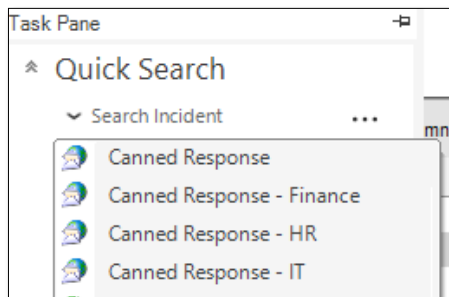
- **Browser Client**: From your home dashboard:
  1. Select **Quick Search** drop down then select the related canned response.
  2. **Type a space in the search field** then press Enter. All canned responses will display.
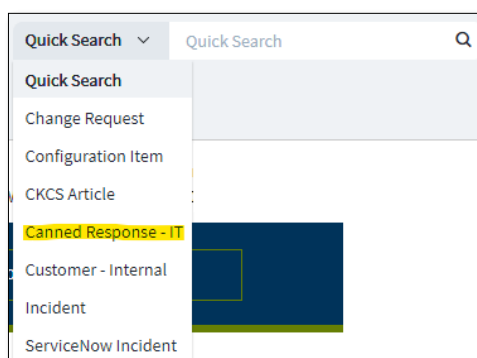
Create a Canned Response

1. From your home dashboard, select **New** > **New Canned Response.** The following new canned response template will create:


2. Set a **Template Name**.
3. Select **Managed By** then select an owned by team.
4. From the **Addressed To** drop down select the type of receiver the canned response is intended for:
   - **Individual**: Will begin the canned response with "Dear [Requestors name]" and add the customers email address in the email 'To:' field.
   - **Team**: Will begin the canned response with "Hi Team" and add the team name the ticket is assigned to in the email 'To:' field. All members of the 'Assigned To' team will receive the canned response email.
   - **None**: The canned response email will load without any greeting or email address in the 'To:' field.
5. Enter an **E-Mail Subject**. Leave blank to use the follow-up email subject.
6. Enter the **Canned Response** body. This is a rich text field, so you can add colour, images, and formatting.
7. In the **I Want To** section, press **Enabled Auto Resolved Pop-Up** if you want to use the canned response to auto resolve a ticket.
   Note: You cannot edit a canned response email before sending if the "auto resolve" option is **enabled.**
8. Select **Save** to save the canned response.
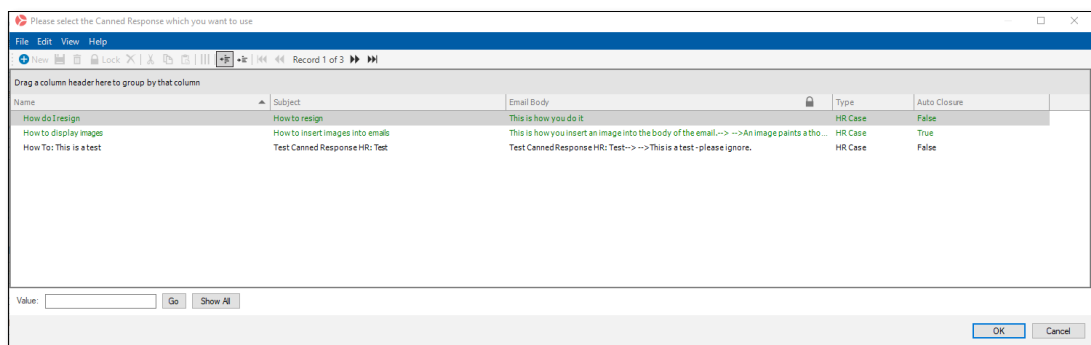
Edit a Canned Response

1. Follow the first step in the **Access the canned response module** above to open the search panel.
2. Enter the name of the canned response you want to edit or leave blank (enter a space if using the browser client) to bring up all the canned responses.
3. Press enter or select the magnifying glass icon to search.
4. Click the canned response you want to edit to open it.
5. Update the details then select **Save** in the Menu toolbar.
   Note: The journal tab records what values were updated and by who, providing a record of both new and old details.

Use a Canned Response within a GSM ticket

1. Open a ticket (Incident, Service Request, HR Case, Finance Enquiry, Work Order).
2. From the **I Want To** section, select **Send Canned Response.**
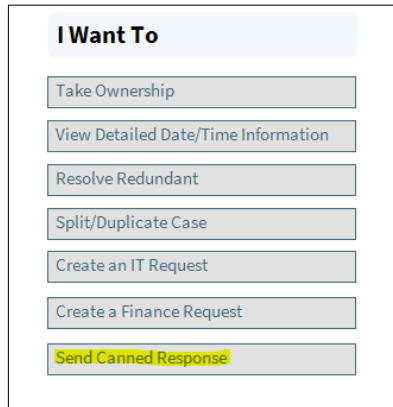

3. The canned responses for the related ticket type will open. Select the canned response you intend to use.

4. After selecting the required canned response, the GSM compose email message window will load and populate the email body with the canned response. You can edit the email before sending.
5. A record of the canned response email sent will be recorded in the journal.

   Note: If you select a canned response with **Auto Resolve** enabled, the following message will appear:
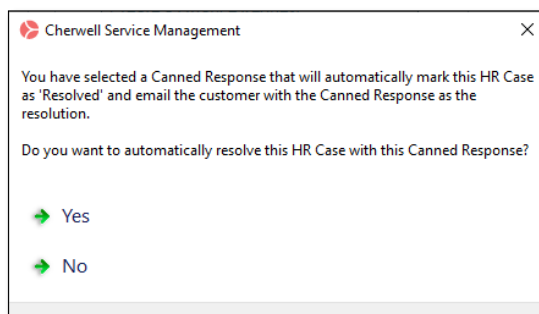
- Yes – Email will be sent, and the ticket will be resolved with the body of the canned response as the resolution.
- No – This will cancel the email and take you back to your ticket.

Support

For additional inclusions for amendments to GSM:
- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
    - **Service**: Business Application
    - **Category**: Griffith Service Manager
    - **Subcategory**: Config Request

Online resources

Visit the Enterprise Service Management website: http://intranet.secure.griffith.edu.au/computing/service-management for self-help resources and reference guides.

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