



# Paste Template Tool

## Instructions:

1. Open Paste Template Tool
2. Edit the messages (optional)
3. Click on Apply

You can re-edit the messages by clicking on the Edit button and then Apply

When you press key combinations listed on top of the text box it whites it for you.

Enjoy 😊

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The screenshot shows a window titled "Paste Te..." with a standard Windows title bar (minimize, maximize, close buttons). The window contains several sections, each with a keyboard shortcut and a text box for a message template. The templates are as follows:

- Ctrl+Alt+q:** Dear user, Please inform us if the issue persists. Kind regards
- Ctrl+Alt+w:** Dear Team, could you please assist? Kind Regards
- Ctrl+Alt+r:** Dear user, Following this message the ticket will be set as "Awaiting User Resolution Confirmation" status, so you will have 10 days to close the case by yourself.
- Ctrl+Alt+t:** Dear user, In order to progress your issue we need to establish remote connection with your device. Please contact us at your convenience via call:
- Ctrl+Alt+d:** Closing as per latest update from the user
- Ctrl+Alt+a:** R01\R01U-EMEIA-VPN-CBL

At the bottom of the window, there are two buttons: "Apply" and "Quit".