**Auto-Response Setup for Help Center in Zoho Desk**

**Overview of the Use Case**

*Use Case Description:* Setting up Auto-Response in Zoho Desk Help Center ensures customers receive prompt acknowledgment and support, improving overall customer satisfaction.

**Input:**

* Help Center inquiries
* Customer contact information
* Auto-response message content

**Output (Outcome):**

* Timely acknowledgment of customer queries
* Enhanced customer satisfaction

**Use Case Implementation Stages**

**Implementation Stage 1:**Access Zoho Desk Settings

Description*:* Begin by navigating to Zoho Desk settings to access the Help Center configuration.

Input:

* Zoho Desk login credentials

Output:

* Access to Help Center settings

**Implementation Stage 2:**Navigate Automation and Under Automation Click on Notify option to Auto-Response Configuration

Description*:* Within Help Center settings, locate and navigate to the Auto-Response configuration section.

Input:

* Help Center configuration access

Output:

* Auto-Response configuration options

**Implementation Stage 3:** Enable Auto-Response for Help Center

*Description:* Activate the Auto-Response feature specifically for the Help Center to ensure automatic acknowledgment.

*Input:*

* Help Center Auto-Response settings

*Output:*

* Enabled Auto-Response for Help Center

**Implementation Stage 4:** Compose Auto-Response Message

*Description:* Craft a warm and informative auto-response message tailored for Help Center inquiries.

*Input:*

* Auto-response message content

*Output:*

* Composed Auto-Response message

**Implementation Stage 5:** Utilize Placeholders

*Description:* Enhance personalization by incorporating placeholders like $CustomerName in the auto-response message.

*Input:*

* Placeholder usage in the auto-response message

*Output:*

* Personalized auto-response message

**Implementation Stage 6**: Preview and Save Auto-Response

*Description:* Preview the composed auto-response message and save the configuration.

*Input:*

* Preview of the auto-response message

*Output:*

* Saved Auto-Response settings

**Implementation Stage 7:**Test Auto-Response Feature

*Description:* Create test scenarios or sample tickets to verify the correct functioning of the Auto-Response feature.

*Input:*

* Test scenarios or sample tickets

*Output:*

* Verified Auto-Response feature

**Data Required**

* Help Center inquiries
* Customer contact information

**Tool Permissions Required**

* Access to Zoho Desk settings
* Help Center Auto-Response configuration permissions.

**Additional Notes**

* Regularly review and update auto-response messages based on customer feedback.
* Consider customizing auto-response messages for specific Help Center categories.

**Conclusion:** This process document guides you through the steps of setting up Auto-Response specifically for the Help Center in Zoho Desk. Following these steps ensures timely acknowledgment of customer inquiries and contributes to improved customer satisfaction.