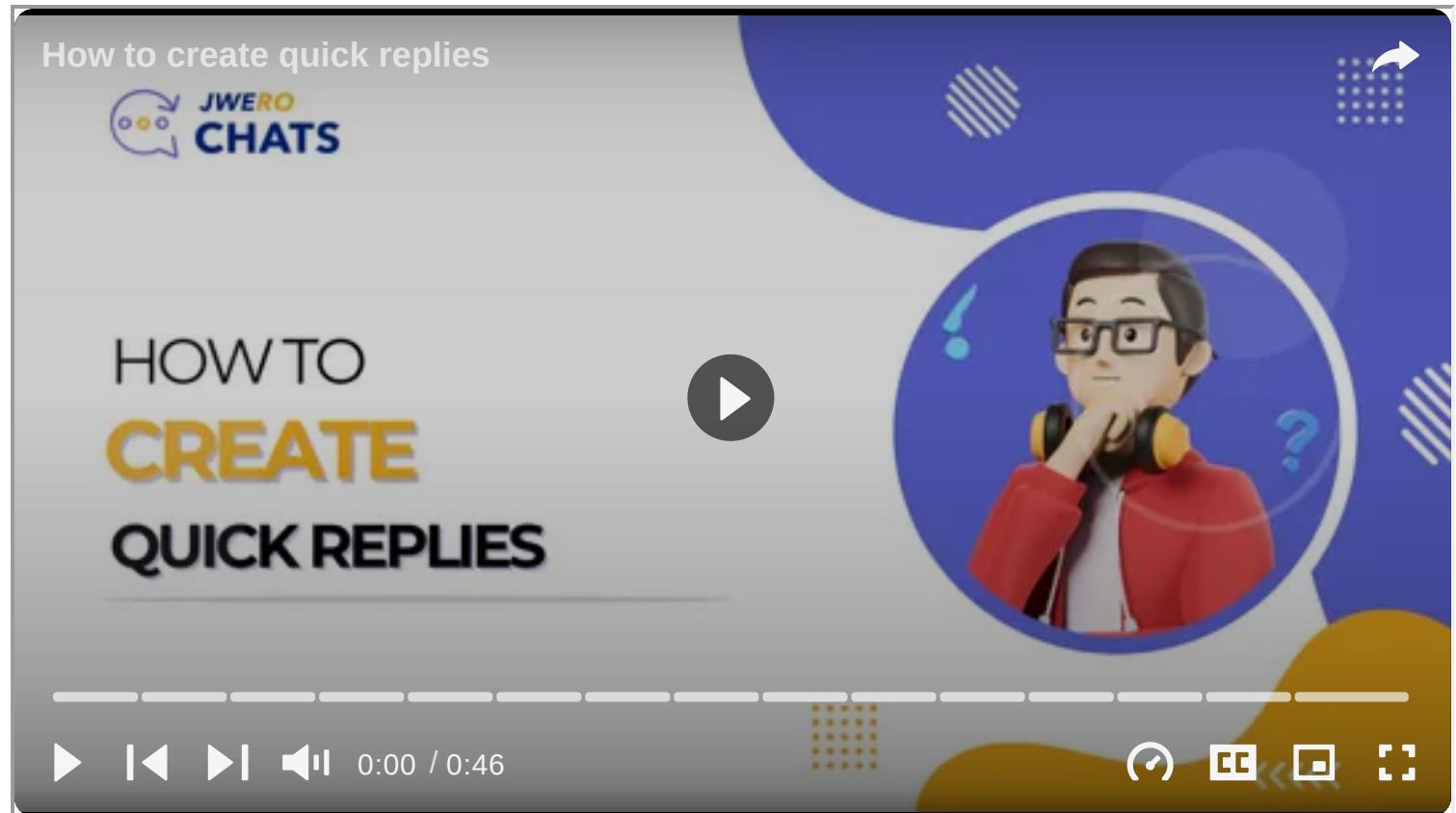


How To Create Quick Replies

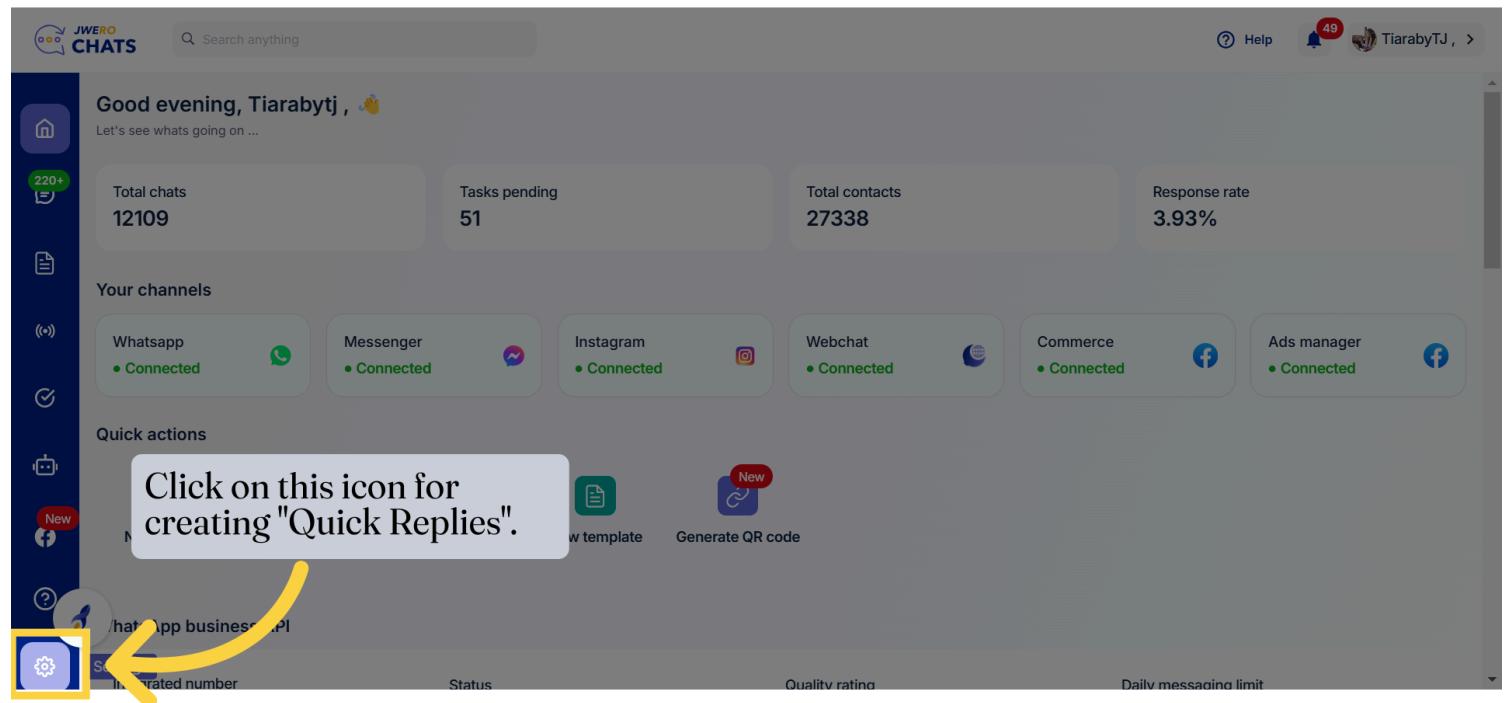


1. Quick Replies

Quick Replies in chat are predefined responses that allow users to reply faster and more efficiently.



2. Click on this icon for creating "Quick Replies".



Good evening, Tiarabytj , 🌟
Let's see what's going on ...

Total chats: 12109 | Tasks pending: 51 | Total contacts: 27338 | Response rate: 3.93%

Your channels:

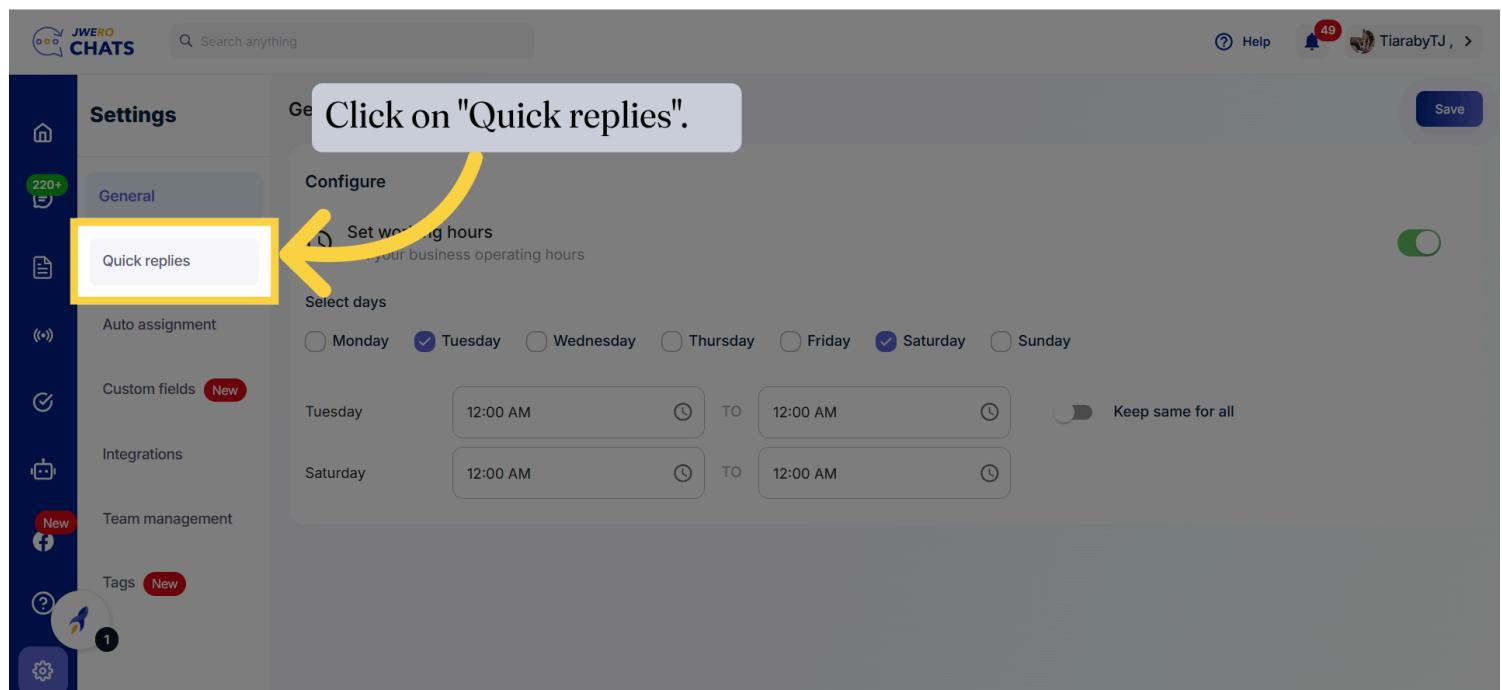
- Whatsapp • Connected
- Messenger • Connected
- Instagram • Connected
- Webchat • Connected
- Commerce • Connected
- Ads manager • Connected

Quick actions:

- New (highlighted with a yellow arrow)
- Create template
- Generate QR code

Other sections include: WhatsApp business API, Status, Quality rating, and Daily messaging limit.

3. Click on "Quick replies".



4. You will be listed with Quick Replies which are already created.

The screenshot shows the 'Quick replies' list page. A yellow box highlights the 'Quick replies' option in the sidebar, and a yellow arrow points to the main content area. The content area is titled 'Showing 7 quick replies' and lists seven entries:

- Hey, How are you**
Demo quick reply {{First Name}} {{Last Name}}
Created by Tiaraby TJ 06/11/23
- Multiline**
This Quick Reply Is 6 Lines {{first_name}}
Created by Tiaraby TJ 06/11/23
- Delivery not available for location**
Hello {{first_name}}, we understand your concern but as of now we do not serve deliver...
Created by Ludnzo TJ 22/11/23
- Greet**
Hey {{First Name}}
Created by 18/01/24
- Hello there**
Hey how are you
Created by 19/02/24
- hey**
hey {{first_name}}
Created by Manav Jagani 21/03/24
- Will Connect back**
{{First Name}}, Thanks for your message, our team will connect you soon. Thanks
Created by TiarabyTJ, 05/06/24

5. Click on "Create quick reply" to create new reply.

Settings

Quick replies

Showing 7 quick replies

Hey, How are you
Demo quick reply {{First Name}} {{Last Name}}

Multiline
This Quick Reply is 6 Lines

Greet
Hey {{First Name}}

Hello there
Hey how are you

Will Connect back
{{First Name}}, Thanks for your message, our team will connect you soon. Thanks

hey
hey {{first_name}}

+ Create quick reply

6. You will be prompted a window to enter the reply details.

You will be prompted a window to enter the reply details.

Quick reply

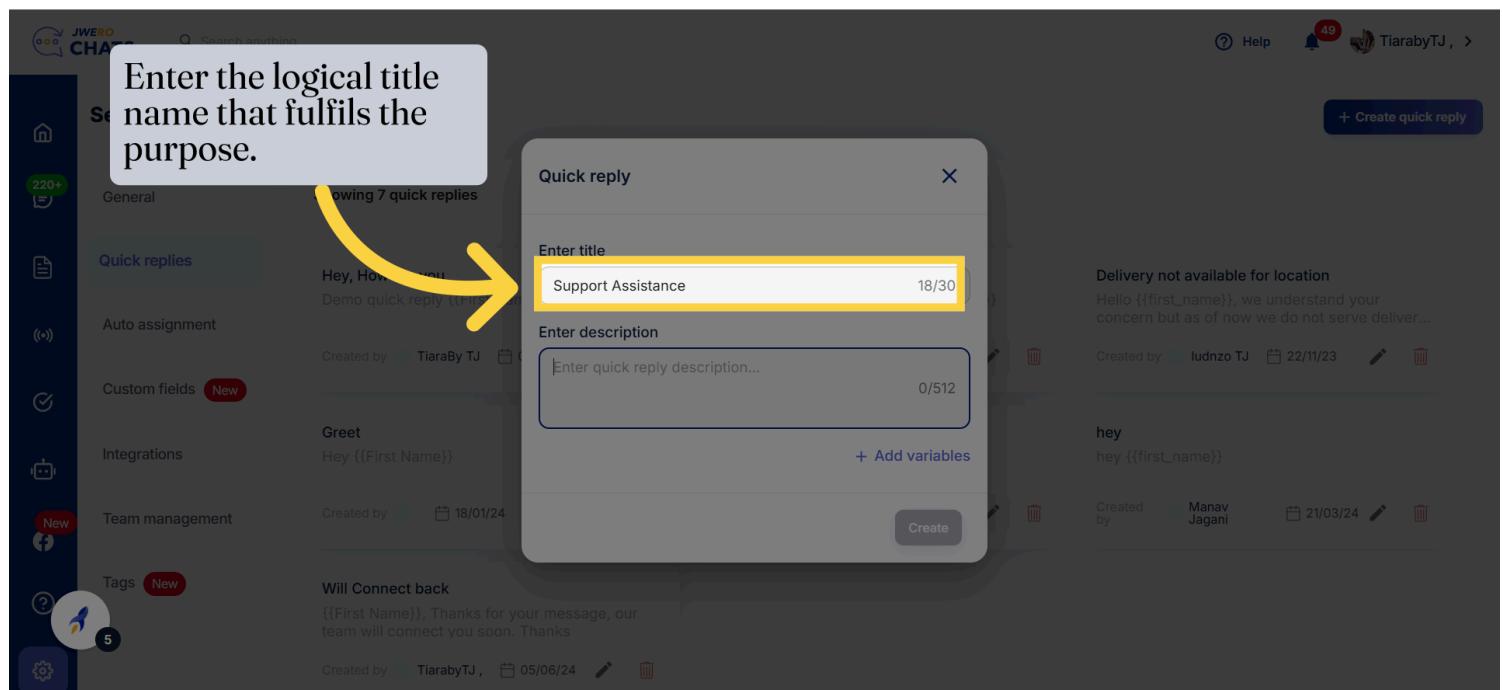
Enter title
Support Assistance 18/30

Enter description
Enter quick reply description... 0/512

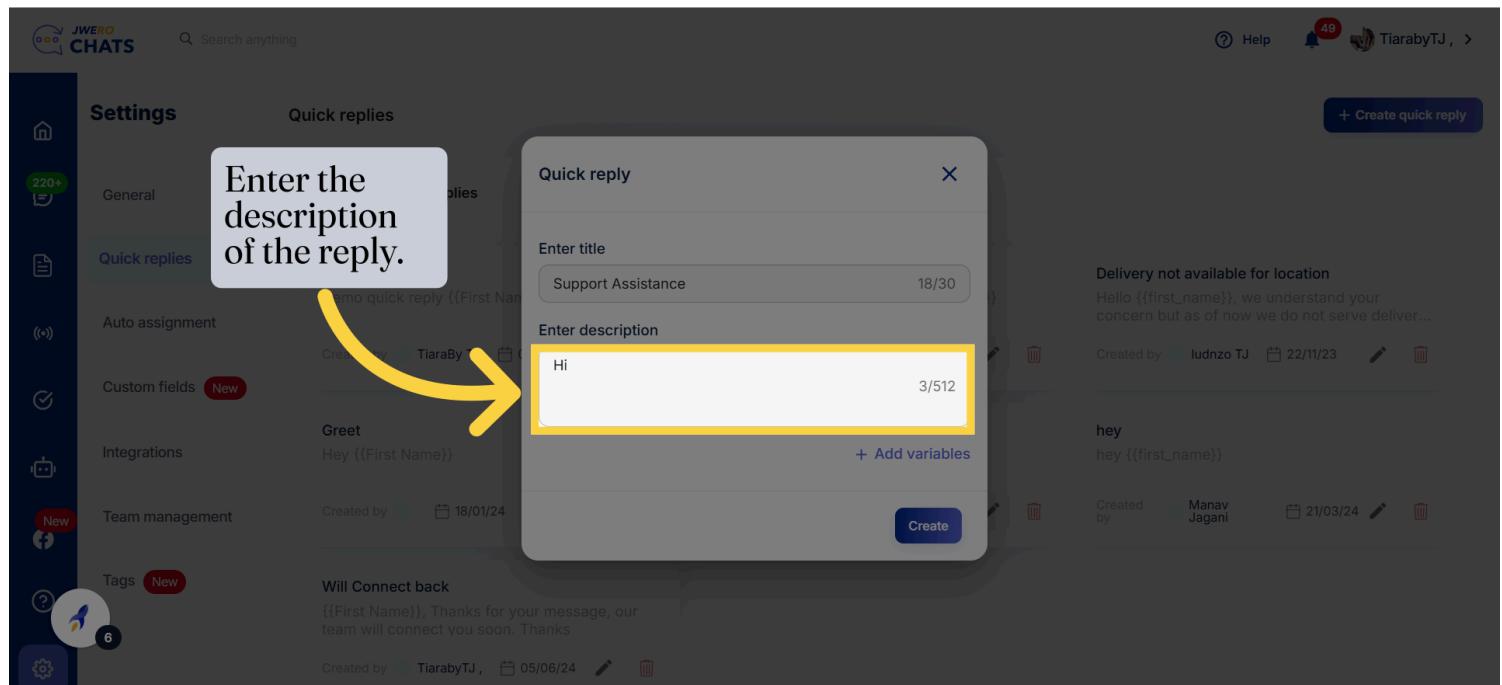
+ Add variables

Create

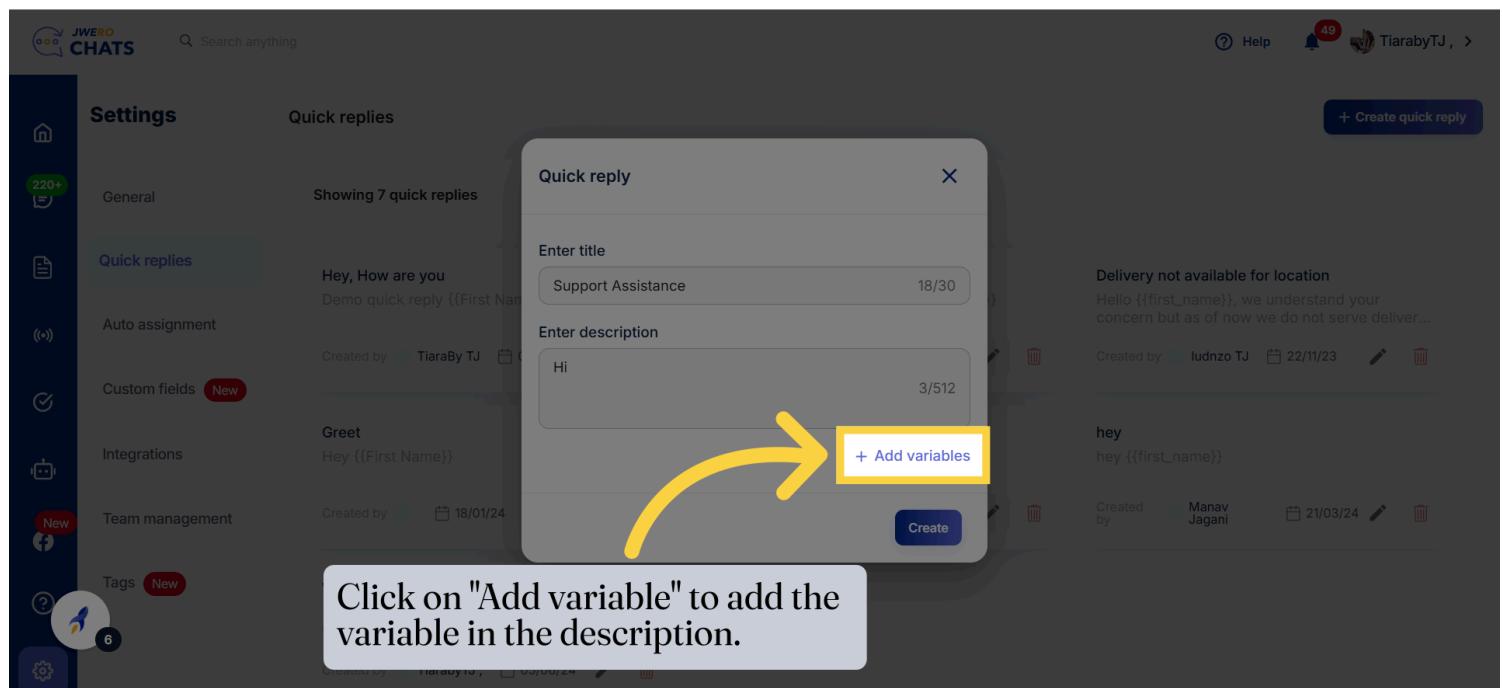
7. Enter the logical title name that fulfills the purpose.



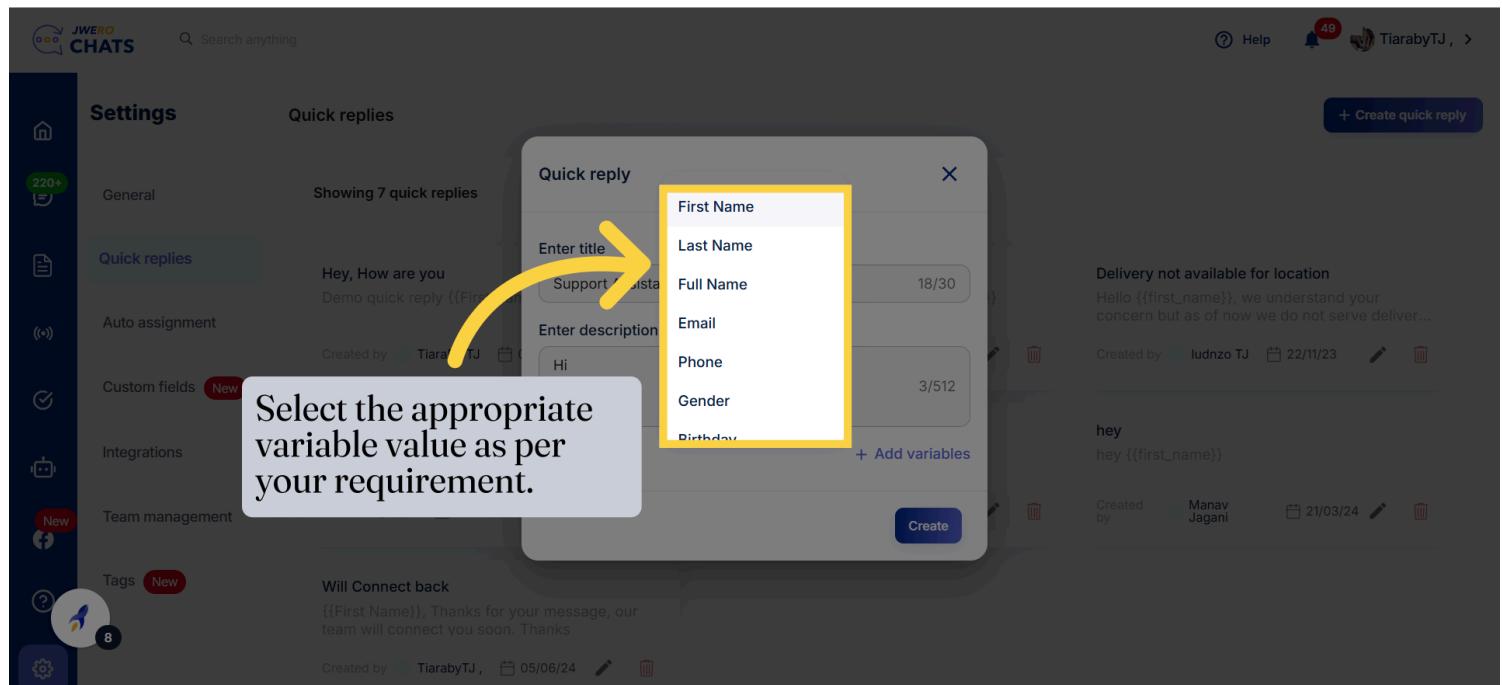
8. Enter the description of the reply.



9. Click on "Add variable" to add the variable in the description.



10. Select the appropriate variable value as per your requirement.

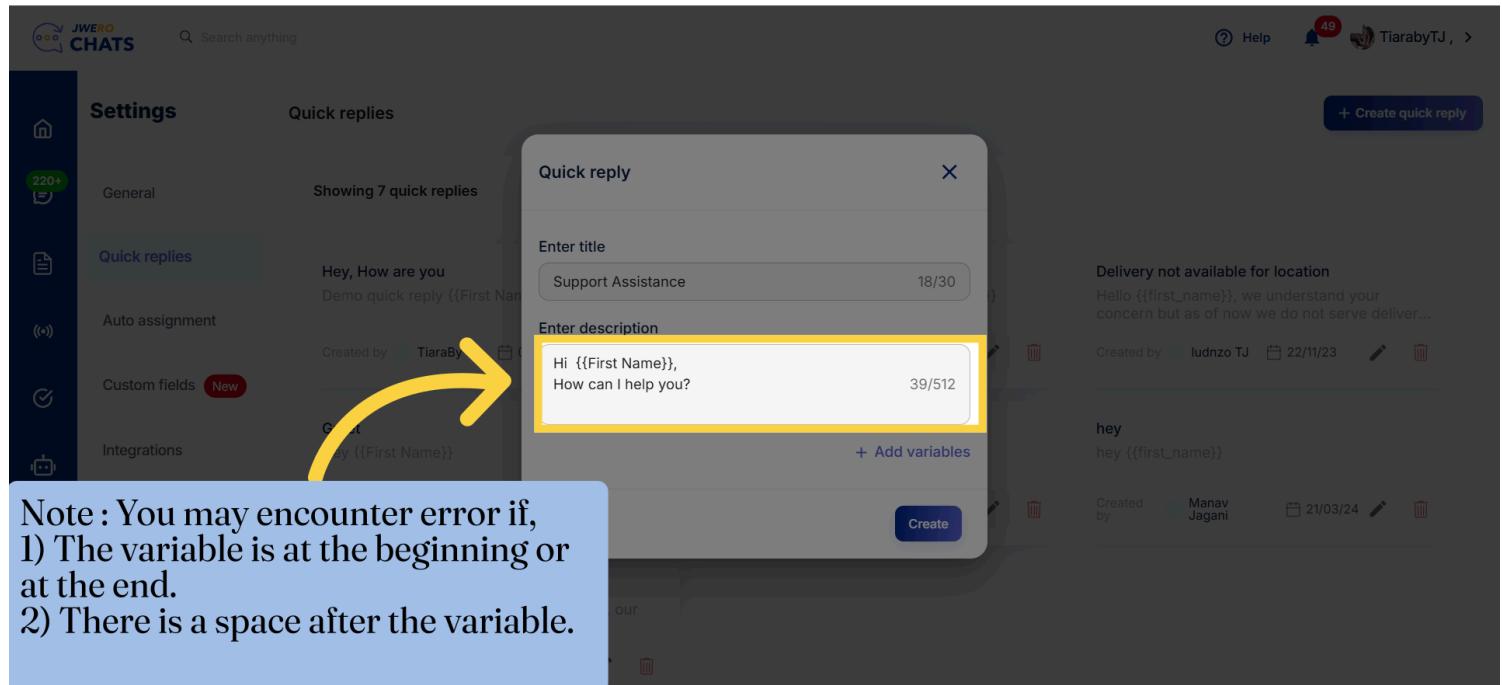


11. Error

You may encounter error if,

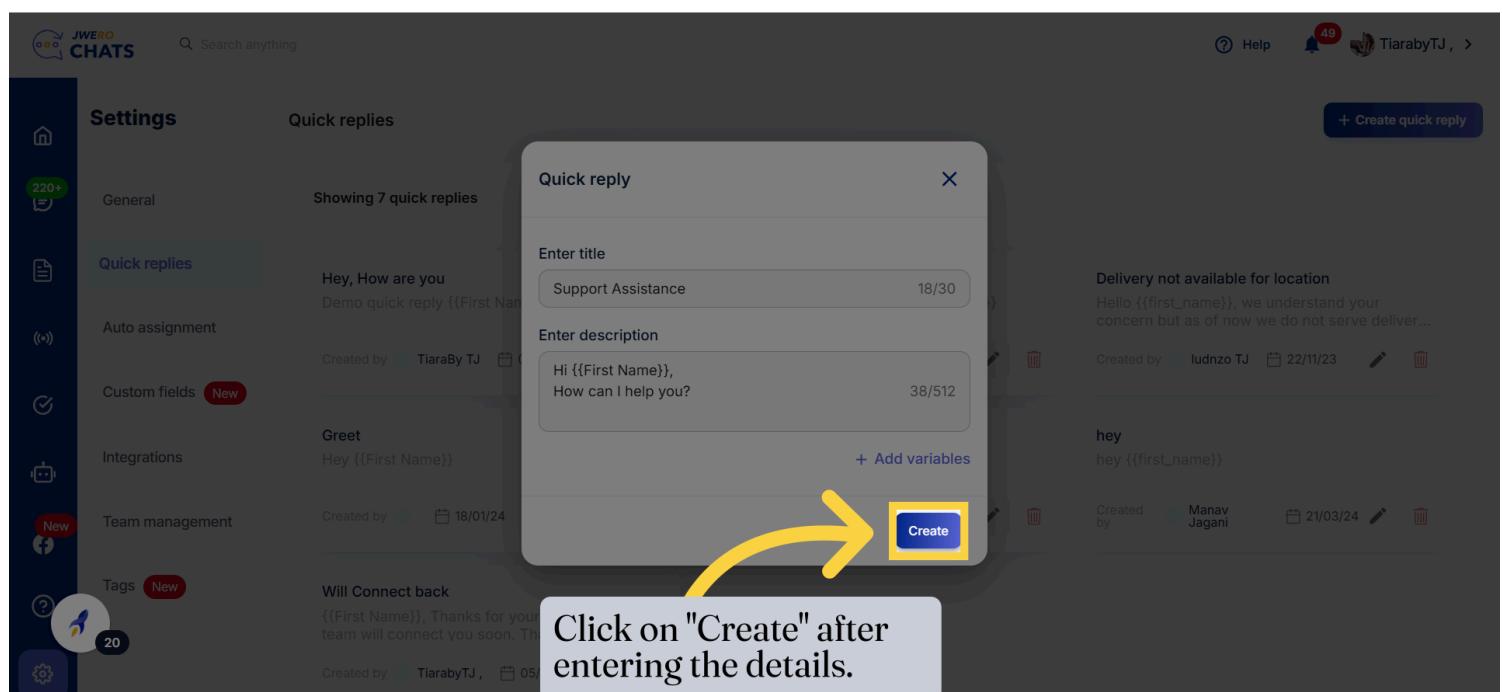
1) The variable is at the beginning or at the end.

2) There is a space before the variable.



Note : You may encounter error if,
1) The variable is at the beginning or
at the end.
2) There is a space after the variable.

12. Click on "Create" after entering the details.



Click on "Create" after
entering the details.

13. You will receive this message after successfully creating the Quick Replies.

The screenshot shows the JWERO CHATS platform's settings interface. On the left, there's a sidebar with various icons and sections like Home, General, Quick replies (which is selected and highlighted in blue), Auto assignment, Custom fields, Integrations, Team management, Tags, and a gear icon for settings. The main area is titled 'Quick replies' and shows a list of 8 quick replies. One quick reply is highlighted with a yellow box and contains the text: 'Support Assistance Hi {{First Name}}, How can I help you?'. Another quick reply is highlighted with a yellow box and contains the text: 'Delivery not available for location Hello {{first_name}}, we understand your concern but as of now we do not serve deliver...'. A third quick reply is highlighted with a yellow box and contains the text: 'hey hey {{first_name}}'. A fourth quick reply is highlighted with a yellow box and contains the text: 'Will Connect back {{First Name}}, Thanks for your message, our team will connect you soon. Thanks'. At the top right of the quick replies list, there's a notification box with a yellow border that says 'Quick reply added Quick reply has been added successfully' with a 'Close' button. A large yellow arrow points from this notification box down to the central text message.

You will receive this message after successfully creating the Quick Replies.

Quick Reply	Description	Created By	Date	Actions
Support Assistance	Hi {{First Name}}, How can I help you?	TiarabyTJ	23/12/24	
Delivery not available for location	Hello {{first_name}}, we understand your concern but as of now we do not serve deliver...	Iudnzo TJ	22/11/23	
hey	hey {{first_name}}	Manav Jagani	21/03/24	
Greet	Hey {{First Name}}		18/01/24	
Will Connect back	{{First Name}}, Thanks for your message, our team will connect you soon. Thanks	TiarabyTJ	05/06/24	
This Quick Reply Is 6 Lines	This Quick Reply Is 6 Lines {{first_name}}	TiaraBy TJ	06/11/23	
Hello there	Hey how are you		19/02/24	