

# Canned Responses

## Common Phrases

Lots of these basic phrases are predicted by Howie and you don't need to waste time copying and pasting. But when you do need to add them, here are a few scenarios and options.

- I'm happy to help get this scheduled. Below are times that [customer] is available for a XX-minute meeting. {{Timeslots}} Please let me know what works best, and I'll send an invite.
- [Customer Name] is available for an XX-minute meeting at the below times.
- Hi [guest name], Thank you for sending your availability. I sent you an invite for your meeting with [customer] on [date and time]. Please let me know if you need any changes.
- Hi [guest name], Thanks for confirming. I've sent an invite for your [duration-minute] meeting with [customer] on [date at time]. Please let me know if you need any changes.
- Please let me know if you need any adjustments.
- Hi [guest name], Thanks for sending the invite. Confirming receipt in [Customer Name's] calendar.
- I'm happy to help reschedule this meeting. I've cancelled the meeting originally scheduled for [date time] while we find a new time. Below are times that [customer] is available for this XX-minute meeting. {{Timeslots}} Please let me know what works best, and I'll send an invite.
- "I've updated your preferences [whatever changes]" or "Going forward, I [won't or will do whatever was requested]...Please let me know if you need anything additional."
- Hi [guest name], I've used your booking link to find a time that works for this XX-minute meeting with [customer name]. I've confirmed that [customer name] received your invite for this meeting on [date time]. Please let me know if you need anything else.
- Apologies, but [host name] is no longer available at [time guest said works for them]. Below is an updated list of times that [host name] is available for this XX-minute meeting....

## Turn off Daily Briefings:

Ex.: <https://howie.ai/admin/training/cmeejgzwe0duwboxdrxvnh7ei>

**Action: reply email**

**Verbiage:**

You can turn off daily briefings here: <https://howie.ai/settings/doc> by scrolling to the Conflict Detection Notifications section.

## Can you BCC me?

**Action: reply email**

**Verbiage:**

*“Unfortunately that's not a feature that we provide at the moment. I've shared your request with the Howie team for future consideration.”*

## If you can't tell if Howie is needed:

**Action: reply email (privately to customer only)**

**Verbiage:**

*“Hi [Customer Name]  
Let me know if I can be of help with scheduling here.  
Best,”*

## Zoom Account not Connected:

**createEvent**

Account alex@kruzeconsulting.com

Title Sam <> Alex

Start 2025-06-06 10:30

End 2025-06-06 11:00

Recurrence n/a

Timezone America/New\_York

Attendees

1. alex@kruzeconsulting.com ✓

2. sam@mandellawpc.com

Location n/a

Conferencing zoom

Conference URL n/a

Description n/a

Response ERROR

Zoom account not connected. If you intended for this to be zoom conferencing please email the customer off thread to connect their Zoom account to create Zoom meetings.

Example of someone who wants zoom but has google meet in there also as okay:

<https://howie.ai/admin/training/cmbjj2f2g01ao10tq2ie0dlqh>

**Action: reply email**

**Verbiage:**

*Hi [ First Name of Howie Customer],*

*It looks like your Zoom account isn't currently connected, which is preventing me from creating the event. Could you go to your Howie settings and link your Zoom account?*

*You can do that here: <https://howie.ai/settings/integrations>*

*Let me know when this is completed and I will send an invite.*

*Best,  
Howie  
.....*

## **Customer wants to cancel Howie**

**Action:** reply email

**Verbiage:**

“Sorry to hear. You can cancel your Howie subscription here: <https://howie.ai/settings/billing>

Best,  
Howie”

## **A customer asking for a name other than Howie:**

(context may matter. If they ask, this is a good reply. If you notice they adjusted their preferences without us, you may want to start a new email thread after a given task and start with something like “I noticed you have a custom signature request...” then go into this reply.)

Hi \_\_\_\_\_,

*At this time, I don't support custom names for Howie in the standard plan. If you're interested in customizing the assistant's name and branding, you can upgrade to the white-label offering here: <https://howie.ai/settings/billing>.*

*Let me know if you have any questions.*

*Best,*

*Howie*

*Assistant to \_\_\_\_\_*

## **If a customer asks us to do something outside of our scope:**

Example:

<https://howie.ai/admin/training/cmddgufrn07fuxcbbomp78i3v>

This may need to be customized but here is a rough start for an idea of what to say and an example attached^

*“I primarily focus on calendar management and scheduling—finding times, sending invites, booking through guests' links, and protecting focus time—all with the goal of minimizing back-and-forth and saving you time. I'm happy to block time for .....”*

## **Unpaid member:**

**Action:** proceed as normal and treat them as a customer.

**2nd Step:** StartEmailThread:

**Subject:**

Courteous Notice: Howie Account Billing Update Needed

Hi [name],

I see you've been using Howie, but your subscription is no longer active. To continue using Howie, you can reactivate it here:  
<https://howie.ai/settings/billing>

Please let me know if you have any questions.

Best,

Howie

## Non-Howie member at all:

### Example:

Email	Participants	Events
lindsay.burns@ccsd.us		▼
toby@tapassistant.com		▼
<b>Matthew J. Benson</b> mjb@efuse.io		▼
<b>Howie</b> howie@howie.com	ASSISTANT	▼

### Action: Start New Email

**Subject: Action Required: Please Add Your Email to Access Your Account**

### Verbiage:

*"Hi there,*

*We just received a scheduling request from this email, but we don't see an active Howie account associated with it.*

*If you're a Howie customer using a different email, you can log in with that account and connect your calendar here:*

<https://howie.ai/settings/calendars>

*If you'd like to use this email and ensure that I recognize it, you can add it as an alias to your account here:*

<https://howie.ai/settings/account>

*If you are a guest of a Howie customer, just a heads-up — I'm an AI assistant that supports multiple people, so I may need a bit more context to assist you properly. If you start a new email that includes the email address of the person or people you'd like to meet with, I'll make sure to get things moving in the right direction. I'm here to help with anything you need.*

*Once that's done, please re-send your latest message to Howie so we can pick it up.*

Thanks,  
– Team Howie”

## N/A Preferences:

Example: <https://howie.ai/admin/training/cmabb63cfy00cj6j4a9qt48bgw>

**Chris Matthews**

chris@blackfield.capital

MEMBER



Recent timezone

America/Los\_Angeles

Calendars



Preferences



No preferences found...

**Action: reply email**

**Verbiage:**

Hi [Customer Name],

It looks like you haven't set your preferences yet. When you have a moment, please visit your Howie settings here:

<https://howie.ai/settings/doc>

Once you've filled out a few essentials—like your time zone and working hours—let me know so I can better support your scheduling needs.

Thanks,  
Howie

## **If Customer Responds That They're on the Waitlist but Want to Be Added**

**Action:** reply email + CC or add a@howie.ai to the thread.

**Verbiage:**

*I've looped in Austin, who will follow up with you shortly.*

## **If 2 Howie customers are trying to schedule and there has not yet been an agreement on coordinating a meeting and we need to ask permission for one of them:**

Example loop: <https://howie.ai/admin/training/cmb53p47v02dtvj4em7gg49t8>

Example loop: <https://howie.ai/admin/training/cmbjicuum017ufybc48q8ahje>

**Action:** Reply email (PRIVATELY to the one you are checking coordination with)

**Verbiage to person you are checking with:**

*Hi [Howie Customer First Name],*

*Since both you and [other Howie customer who requested] are Howie customers, I can go ahead and book the meeting by checking mutual availability—no need to send options back and forth.*

*Before I do, I just want to confirm you're comfortable taking the meeting.*

*Let me know, and I'll get it scheduled.*

*Best,*

*Howie*

*Assistant to [Howie Customer First Name Last Name]*

## **Can you set a reminder on my calendar before the event:**

Example: <https://howie.ai/admin/training/cmbhxbz900g2td2r1gvi3mn8>

**Action: reply email**

**Verbiage:**

*Unfortunately, this isn't a feature I currently support. You may be able to adjust this in your personal calendar settings, but I'm happy to send you an email reminder ahead of the event if that's helpful.*

## **Can you colorcode?**

**Action: Reply email**

**Verbiage:**

*Unfortunately, this isn't a feature I currently support, but I've shared your request with the Howie team for consideration.*

## **Can you make this event only visible to me?**

**Action: Reply email**

**Verbiage:**

*Unfortunately, this isn't a feature I currently support, but I've shared your request with the Howie team for consideration.*



Rachael Ellison

May 12, 2025, 8:09 AM

rachael@reworkingleadership.com

To **Howie** howie@howie.com

ID <CA++2TFad27Y5zpNsEt6Zcuir7eF2\_dsOqiNQXZ2ZO\_FM\_XDrYA...

Please put this on my calendar for Mondays at 7-8:30 make it free and

visible only to me

ACA

Women & Mental Health

Reading -

"The Body Keeps

the Score"

Trigger Warning

(CPTSD &

Trauma Psychology)

## Can you mark my calendar as free?

Ex. <https://howie.ai/admin/training/cmbjjn63801fmfybcogfgffb>

**Action: Reply email**

**Verbiage:**

*Unfortunately, marking a calendar event as free isn't a feature I currently support. I've shared your request with the Howie team for future consideration. If you'd like, I can add this to your calendar, but just a heads-up—it will not appear as free. Would you like me to go ahead and add it?*

## Can I add someone on my team to Howie?

**Action: Reply email**

**Verbiage:**

*Absolutely. Here are the options for adding a team member to Howie:*

*Full Team Member (\$29/month)*

*Great for people with frequent external scheduling needs.  
Your invite allows teammates to skip the waitlist and create an account under your billing.  
Howie will check everyone's availabilities when you and your teammates are scheduling something externally.*

#### *Limited Team Member (free)*

*Perfect for people who don't need full access to Howie, but are often involved in your scheduling; like your EA, CoS, or Recruiter.*

*As long as you are on the email thread, Howie will coordinate and schedule for a Limited Member. (For example, if you and a Limited Member are both coordinating a meeting with a third-party, Howie will offer the overlap between your availabilities)*

*Howie checks calendars across your team to offer overlapping availability when scheduling externally.*

*If you'd like to share access and streamline scheduling across your team, you can upgrade your Howie account and add colleagues as limited members here:*

*<https://howie.ai/settings/team>*

## **Follow Ups to Customer:**

**Action:** Reply email

**Verbiage:**

*Hi [customer],*

*We haven't heard back from \_\_\_\_ yet. Would you like me to follow up?*

*Best,*

*Howie*

*Assistant to First Last*

*DO NOT SET A TIMER*

## **Follow Ups to Howie Guest once Customer gives okay to Follow Up:**

**Action:** Reply email

**Verbiage:** *"Hi [Howie Guest Name],*

*I'm just following up about your availability to meet with [howie customer name]. Below are updated times that [Cust. Name] is available for a 30-minute meeting:*

{{timeslots}}

*Please let me know what time works best and I will send an invite.*

## **When 2 accounts for 1 user need to be combined**

*Hi \_\_\_\_\_,*

*I noticed that you're showing up as two separate people in this thread. To help avoid confusion, would you please try logging into Howie using your \_\_\_\_\_ (email that isn't connected) \_\_\_\_?*

- \_\_\_\_\_@--.com
- \_\_\_\_\_@--.com

*Please note that you can go into your Howie settings and add any calendars you'd like me to have access to. For example, if you'd like to add your ' \_\_\_\_\_ ' calendar; you can do that here: • <https://howie.ai/settings/calendars>*

*Best,*

*Howie*

*EX: <https://howie.ai/admin/training/cmbzcl5n90418rh8vj11tdycn>*

Kyle Costello  
kylecostello@treasuryprime.com

Jun 16, 2025, 1:07 PM

To: Kyle Costello kyle.r.costello@gmail.com  
Ethan Cox ethancox@treasuryprime.com  
howie@howie.com howie@howie.com

ID: <CAM=MgMeb0+16DYeKC3Gf7Xn1jA9\_NBGn\_4qVQ\_rjL-Wra+zBfA@mail.gmail.com>

#### Time with me and Ethan

Hi there Kyle's personal Gmail!

I'm emailing from my Treasury Prime address, hoping to schedule some time with you and my colleague @Ethan Cox  
mailto:ethancox@treasuryprime.com.

@Howie mailto:howie@howie.com, please find some availability for Kyle's personal gmail based on what works for me and Ethan at Treasury Prime, ideally this week.

Thanks  
Kyle

Step 5

#### replyEmail

Reply-To: <CAM=MgMeb0+16DYeKC3Gf7Xn1jA9\_NBGn\_4qVQ\_rjL-Wra+zBfA@mail.gmail.com>

To: kylecostello@treasuryprime.com

CCs: n/a

Timeslots: n/a

#### Body

Hi Kyle,  
I noticed that you're showing up as two separate people in this thread. To help avoid confusion, would you please try logging into Howie using your Gmail?  
• kyle.r.costello@gmail.com  
• kylecostello@treasuryprime.com  
Please note that you can go into your Howie settings and add any calendars you'd like me to have access to. For example, if you'd like to add your 'kyle.r.costello@gmail.com' calendar, you can do that here:  
• <https://howie.ai/settings/calendars>  
Best,  
Howie

 AI Feedback

## Scheduled Over an Event:

When a customer clearly asks us to schedule something, but there is something on the calendar (imagine this: they know theres a conflict and they can have a colleague step in to the other meeting so they can take something more important and maybe they can jump into the meeting if one wraps up earl, OR they slipped and said a time but they meant a different time.) its okay to book. Just flag to them-

Ex: <https://howie.ai/admin/training/cmb9pizlz009xv63jszvimwi0>

Ex: <https://howie.ai/admin/training/cmbkw919e011hcqi8dhlpeky8>

**Action: Query Calendar + Create event (or Update event if we are moving) + Reply email and confirm to thread then privately message customer.**

### Verbiage:

Hi \_\_\_\_\_,

I have gone ahead and sent the invite. I just wanted to flag that this meeting with \_\_\_\_\_ conflicts with " \_\_\_\_\_ " on your calendar. Please let me know if you'd like me to make adjustments to either event.

Best,

Howie

Assistant to \_\_\_\_\_

## What took so long question:

Ex: <https://howie.ai/admin/training/cmcwhkbs3005ops8ftnkeiwa?most-recent=false>

**Action:** reply email + loop in support@howie.ai

**Verbiage:**

*I do not have set response timelines—the speed depends on my task queue and response complexity. Typically, responses should be prompt; I apologize for the delay in this case. I'm looping in our support team at support@howie.ai to assist in this matter. Please let me know if you have any more scheduling needs.*

*Best,  
Howie*

## What are your Capabilities:

*I primarily handle calendar management and scheduling — finding times, sending invites, booking on guests booking links, protecting focus time, with the aim of reducing back-and-forth and saving you time. That said, capabilities can vary depending on the workflow — what did you have in mind? I'm happy to share whether I support it.*

## Questions on Sub-Calendars:

**Action:** Reply email

**Verbiage:**

"I believe you may be referring to sub-calendars, which I'm currently unable to view within connected accounts."

## Change my primary account:

**Action:** Reply email

**Verbiage:**

"Hi [First Name],

*I'm looping in our support team at **support@howie.ai** to assist with updating your primary email. They'll be able to take care of this for you and follow up directly if anything else is needed.*

*Best,*

*Howie”*

## **Adding Image details:**

*Ex: <https://howie.ai/admin/training/cmbf84ab202911300z2ev1nsc>*

### **Action: Reply email**

### **Verbiage:**

*Hi Anna,*

*I'm not currently able to view images, but I can work with text-based content. Could you share the details in text so I can add this to your calendar?*

*Best,*

*Howie*

*Assistant to Anna Kirk*

**Additionally, if you suspect someone may have sent an image, this also works:**

**Example: <https://howie.ai/admin/training/cmbjh7l3u00w8m0957f2q47ws>**

*“Hi\_\_\_\_\_*

*I'm not seeing the details you're asking to add. If you shared an image, I'm currently unable to view image-based content. If you can send the information in text format, I'll be able to add it to your calendar.*

*Best,*

*Howie”*

## When we are asking for permission if the Howie customer is okay taking the meeting:

**Action:** Reply email (**only to Howie customer**) Use your best judgement if you truly feel that an email to the wider group is necessary or is going to put our customer in an uncomfortable situation if they say no.

**Verbiage:** *"I want to confirm you're comfortable taking the meeting, as [XXX] isn't listed among those authorized to book on your behalf. Let me know, and I'll get it scheduled. Also, if you'd like me to update your preferences to add anyone authorized to schedule on your behalf, let me know."*

## When someone is asking you to reference another thread or asking what is open of requests:

Ex: <https://howie.ai/admin/training/cmbk6dtod00gph7vhkIwj60qt>

**Action:** Reply email

**Verbiage:**

Hi \_\_\_\_\_,

*Unfortunately, I cannot interact with multiple email threads at once or track the scheduling processes on them. Please let me know if there are any other scheduling-related tasks I can assist you with.*

*Best,*

*Howie*

*Assistant to \_\_\_\_\_*

Sheila Stafford  
sheila@teamsense.com

Jun 5, 2025, 10:17 PM

To **Howie** howie@howie.com

ID <CAAPFiWxCf=Pi3CCcycu4n93EpiaFhQGtbk8P7qBCtBGUazjTqg@...

who are you working on scheduling

Howie,  
please tell me who you are currently working on trying to schedule.

Sheila Stafford

## Waiting on a guest to confirm availabilities:

If a Howie customer is **clearly (and I really mean clearly and explicitly asking)** trying to hear their guests availabilities before having Howie jump in and propose times:

**Action: Reply email**

**Verbiage:**

*"I will wait for [guest name] to confirm availability. If I haven't heard back by tomorrow, I'll check in with you to see if I should follow up with [guest name]. Let me know if you would like me to be more proactive."*

**Action: set timer for 24 hours**

\*please do NOT use this to turf to later. It creates more back and forth if a customer wants you to propose availabilities, therefore creating more loops. So only use this if they are explicitly asking someone to confirm a time or date. An example of what **not** to do is below:

The screenshot shows an email from Greg Kubin to Joachim Scholpp and a corresponding Howie interface. The email, dated Jun 2, 2025, 10:34 AM, asks for availability on June 6 or 13 at 10:30am ET. The Howie interface shows a 'queryCalendars' action with a 'Timer completed' notification for 4 hours. A red overlay with the text 'Do not set a timer to address later, show the customer that Howie is responsive and working by actioning with this canned reply' is placed over the timer notification.

Greg Kubin  
greg@psymedventures  
Jun 2, 2025, 10:34 AM

To **Joachim Scholpp** j.scholpp@googlemail.com  
**Howie** howie@howie.ai

ID <CAN5+4WZYXh5o+5rqRk+UTMmzECPyYVSLUHQKGQA6Ah79dT...

**Re: quick question**

Hi Joachim - happy to learn more. How's your availability June 6 or 13 at 10:30am ET?

@Howie mailto:howie@howie.ai can send an invite if either works.

On Sun, Jun 1, 2025 at 6:47 AM Joachim Scholpp mailto:j.scholpp@googlemail.com wrote:

Dear Greg  
It has been a while since we were in contact (we met during a mental health translational symposium in Stanford, organised by Leanne) and I hope you are keeping well!

Step 1

**queryCalendars**

Calendars greg@psymedventures

Query n/a

Start 2025-06-06

End 2025-06-13

Timezone America/New\_York

Response SUCCESS

View calendars

Step 2

**Timer completed**

4 hours

Notes  
Waiting for Joachim's answer about offered availability and send invite if either works.

Do not set a timer to address later, show the customer that Howie is responsive and working by actioning with this canned reply



## If Howie messed up:

**Action:** Any correction that may need to be made

**Reply:**

*“I apologize for the oversight...”*

## A Guest Asked if Howie was AI:

If someone in the customer thread (but not the meeting invite) asks whether Howie is a real person or AI, respond with:

*“Hi, I’m Howie, [Customer Name]’s AI assistant.”*

## Running late (customer or guest):

Ex: <https://howie.ai/admin/training/cmd7tjx7900kjbxienv06tufsr>

**Show Howie's Plan** 1/8 participants are members

**Jesse Coren** Jul 17, 2025, 1:04 PM  
jesse@mutualfrnds.com

To: **howie@howie.com** howie@howie.com  
Cc: **justin kaminuma** jkaminuma@gmail.com  
**j@alumnt.emory.edu**  
**Sarayu Caulfield** sarayu.caulfield@umusic.com  
**Daisy Tom** daisy@mutualfrnds.com  
ID: <EABD20A0-FC64-4124-950B-B8B2F0AF658E@mutualfrnds.com>

**Re: Creative Direction Inquiry / Chelsea Cutler**  
Hey Justin, so sorry for the delay - I'll be on in 5 if that's ok!

**Sarayu Caulfield** Jul 15, 2025, 2:07 PM  
sarayu.caulfield@umusic.com

To: **howie@howie.com** howie@howie.com  
ID: <3515b6d2623047d8bbb84af78430a2b5@VITPR06MB5663.eurpr...>

Automatic reply: Creative Direction Inquiry / Chelsea Cutler  
Hi there!

**Step 1**

**replyEmail**

From: Howie <howie@howie.com>  
Reply-To: <EABD20A0-FC64-4124-950B-B8B2F0AF658E@mutualfrnds.com>  
To: jesse@mutualfrnds.com  
CCs: n/a  
Timeslots: n/a  
Body:

Hi Jesse,  
Just wanted to check in and make sure you got to connect with Justin. Please let me know if you need any assistance in rescheduling.  
Best,  
Howie  
Assistant to Jesse Coren

**Response** ● SUCCESS 🔍 📄

Reply email sent: <010f01981a0692ae-bcde2e7a-64a9-47c1-916c-d9467386165b-000000@us-east-2.amazonaws.com>

**AI Feedback**  
10/10, no notes

**Action:** Reply email

**Verbiage:**

*Hi Customer,*

*Just wanted to check in and make sure you got to connect with [Guest]. Please let me know if you need any assistance in rescheduling.*

*[Signature]*

Do not set a timer.

## **No Loop Left Open: under no circumstance should we be leaving an open loop**

The only situation we would leave something open is if there is a bug that is physically preventing us from closing. Otherwise, under no circumstance should a loop be left open. If you're unsure what a customer is asking and how to proceed and can't reach Erica, Nicole, Austin, or the engineers—especially during late or weekend hours—please let us know in Trainers or via slack message. But in addition, we ask that you do your best to make an informed executive decision (without risking any customer security). We trust your judgment. And if something isn't actioned right, the customer will usually guide or correct it—which helps them learn to better communicate with Howie, too. It's far better to take action than to leave something open and risk the customer thinking Howie isn't working.

If you *truly* can't decide—and this should be a last resort—you can use the reply below:

*"I'm actively looking into this request. I'll follow up with an update within the next 24 hours."*

Action: Set a timer for **12 hours** so we can buy some time and if we need to continue to look into, set for another 12 hours til someone can help and we ask that you take ownership of following up to ensure the answer is provided to complete this to the customers ask.

If Howie were a person, what snack would they stress-eat while solving a calendar crisis?