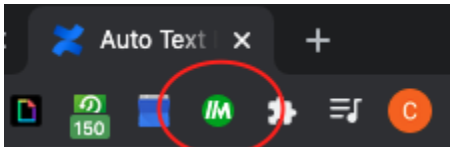


## Auto-Text Expander

Setup:

1. Go to the Auto [Magical \(Formerly Auto Text Expander\)](#) and Click 'Add to Chrome'
2. After it's installed, you'll see it on the right-hand side of the Chrome Toolbar.  
**Click on it** to open the setup page



3. Once there, you'll see some pre-created text expanders. You can delete these by hovering your mouse over the shortcut and clicking the **trashcans** next to them.


Shortcut	Shortcut text
9000	CH wanted to update the address. Explained to CH we need address update docs and DL.
actt	user wanted to activate card: checked last four of Social Security Number card number and zipcode.
adddd	ch wanted to know if they could add an authorized user. explained not able to. allset
annn	ch wanted to know annual fee. explained annual
avvv	ch wanted to know available credit
balll	user wanted to know balance. Explained Balance and Available



4. Click the **+ New Shortcut** Button to create new shortcuts. Once you're done, be sure to click the save button. A few examples are:

**//Magical** Formerly Auto Text Expander (t:t)


**Join now or sign in**  
Get automatic backups, storage, and 1000's of more site support.

 **Sign in with Google**


(t:t) Auto Text Expander → **//Magical** Auto Text Expander for Google Chrome™ is now Magical! X

What's new for signed in members [View all that's new](#)


**Never lose your shortcuts**  
Sign in with Google for your shortcuts to be auto-backed up in the cloud.



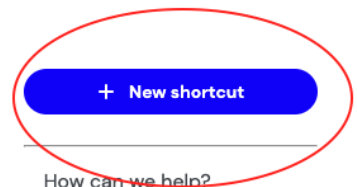
**Search and select where you type**  
Forgot a shortcut? Type // to see all of your shortcuts. Insert in just a click!



**Works in more places**  
Try it in Intercom, Facebook, Salesforce, LinkedIn, and 1000's more.



[New release](#) available for bug fixes. | Updated [privacy policy and terms of service](#).



How can we help?

Contact support

Learn tips & tricks

Demo & format shortcuts

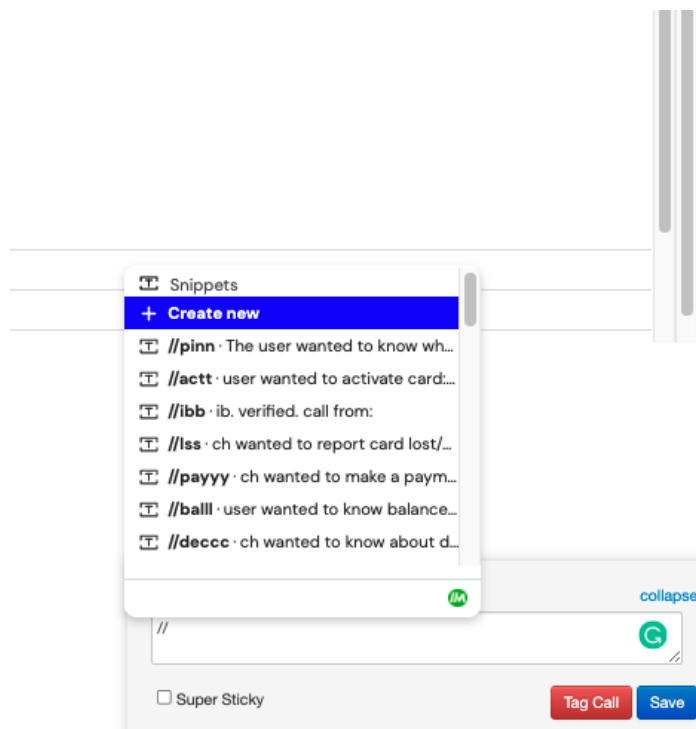
See what's new

Need your data?

Import/Export

Shortcut	Shortcut text
9000	CH wanted to update the address. Explained to CH we need address update docs and DL.
actt	user wanted to activate card: checked last four of Social Security Number card number and zipcode.

5. Simply type // in any field or text box for search capabilities where you're inserting your shortcut, and you'll see a dropdown appear with all of your shortcuts. Search based on the content within your shortcut (or the shortcut name) to find it.



The screenshot shows the //Magical interface with a dropdown menu open. The dropdown lists several shortcuts, each with a name and a description. The first shortcut is //pinn, followed by //actt, //ibb, //lss, //payyy, //balll, and //deccc. The dropdown is titled "Snippets" and has a "+ Create new" button. Below the dropdown, there is a text box containing "//" and a "collapse" button. At the bottom of the interface, there is a "Tag Call" button and a "Save" button.

### Tips:

- Be sure to use a combination of words/letters/numbers that makes sense for the shortcut. It shouldn't be something you'd write in a normal sentence alone. Example: don't use "pay" as a shortcut but rather "addpay" or "pay1".
- Use the Auto-text Expander for notes that you would use most often on calls. You will notice not all my call note templates are in the Auto-text Expander but rather just notes for common calls such as payments, address updates, and OTB.
- Practice using these shortcuts for expanded texts in slack or in a google doc so you can remember the shortcuts you used and work with the process of it before using them while on a call in your call notes.

**Disclaimer:** These tools are provided to you to build on as they are by no means a complete replacement to typing your own call notes. It is your responsibility to update your notes accordingly with BI / Reg / policy changes and to ensure your call note has all the necessary information.