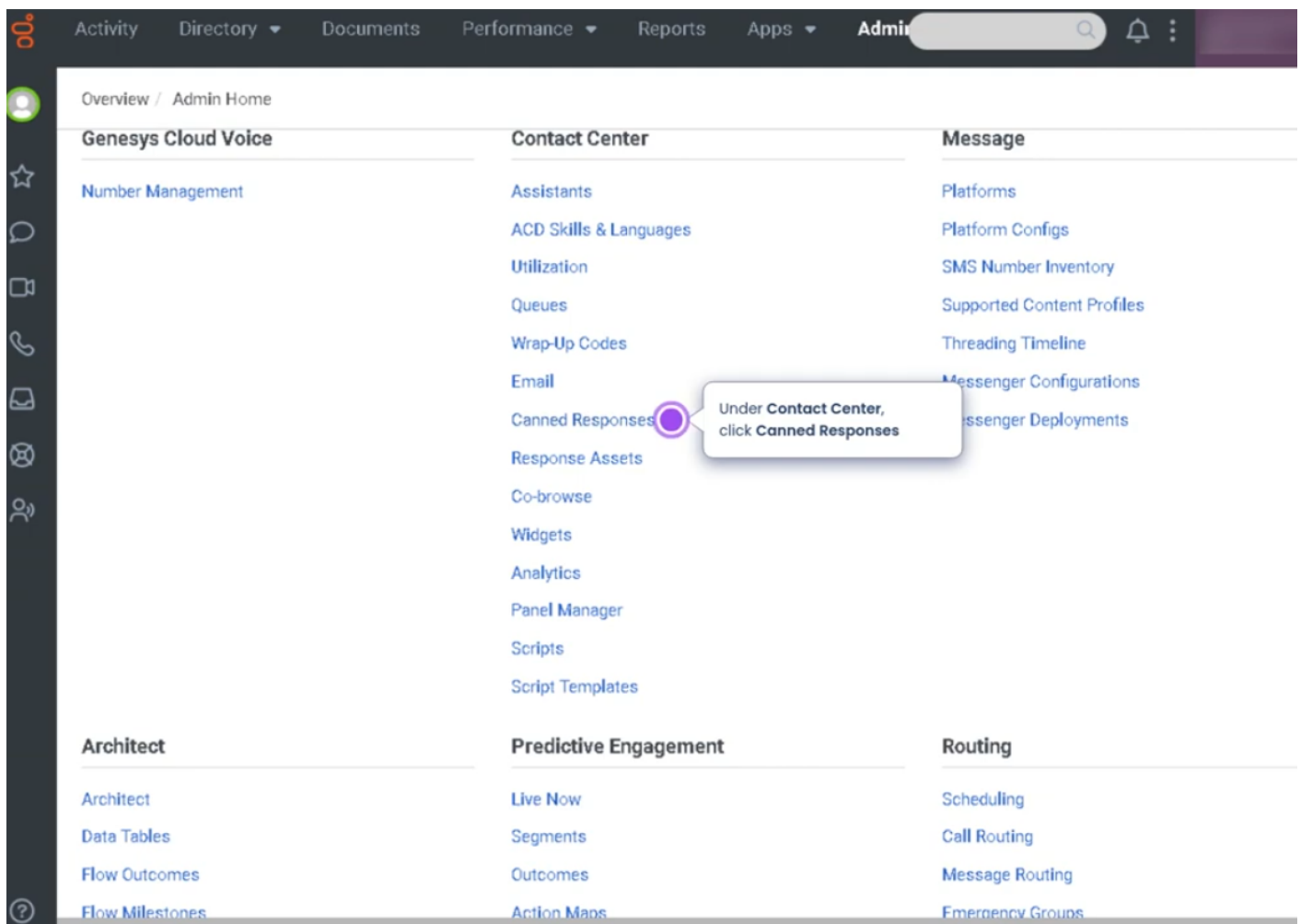


Genesys Cloud - How to - Contact Center - Canned responses



Activity Directory Documents Performance Reports Apps Admin

Contact Center / Canned Responses / Manage Libraries

Assistants

ACD Skills & Languages

Utilization

Queues

Wrap-Up Codes

Email

Canned Responses

Response Assets

Co-browse

Widgets

Analytics

Panel Manager

Scripts

Script Templates

Libraries **Manage Libraries**

Search Libraries

View All Responses

Email

SMS

Test Library

Search Responses

+ Add Response

Response Name	Library	Actions
Additional Info Needed	Email	
Appointment Cancellation R...	Email	
Appointment Scheduled	Email	
Appointment Scheduled Co...	Email	
Cancellation Request	Email	
Email Initial Response	Email	
Email Received Confirmation	Email	
Forwarded to Schedule	Email	
General X-ray - Enterprise	Email	
Initial Contact	Email	
International Request	Email	

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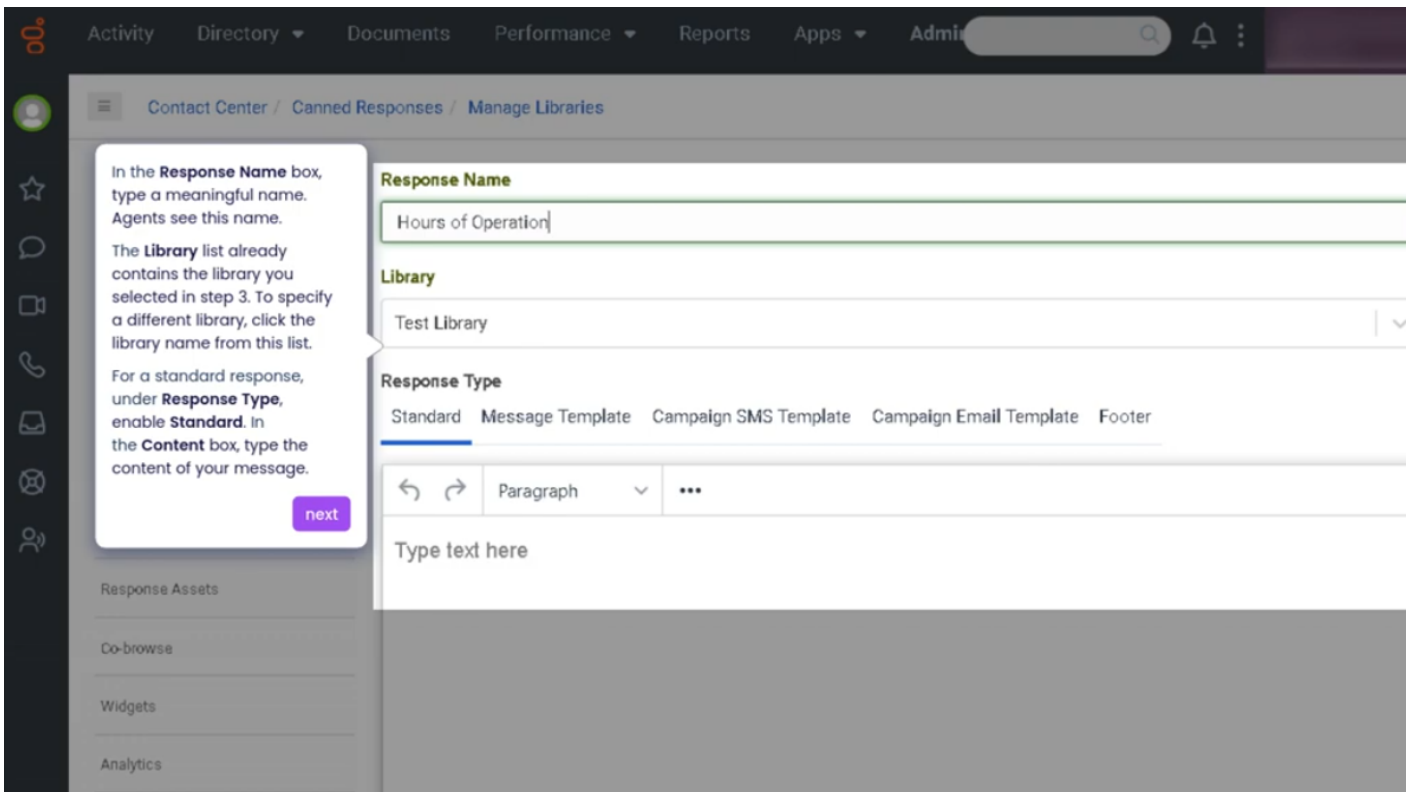
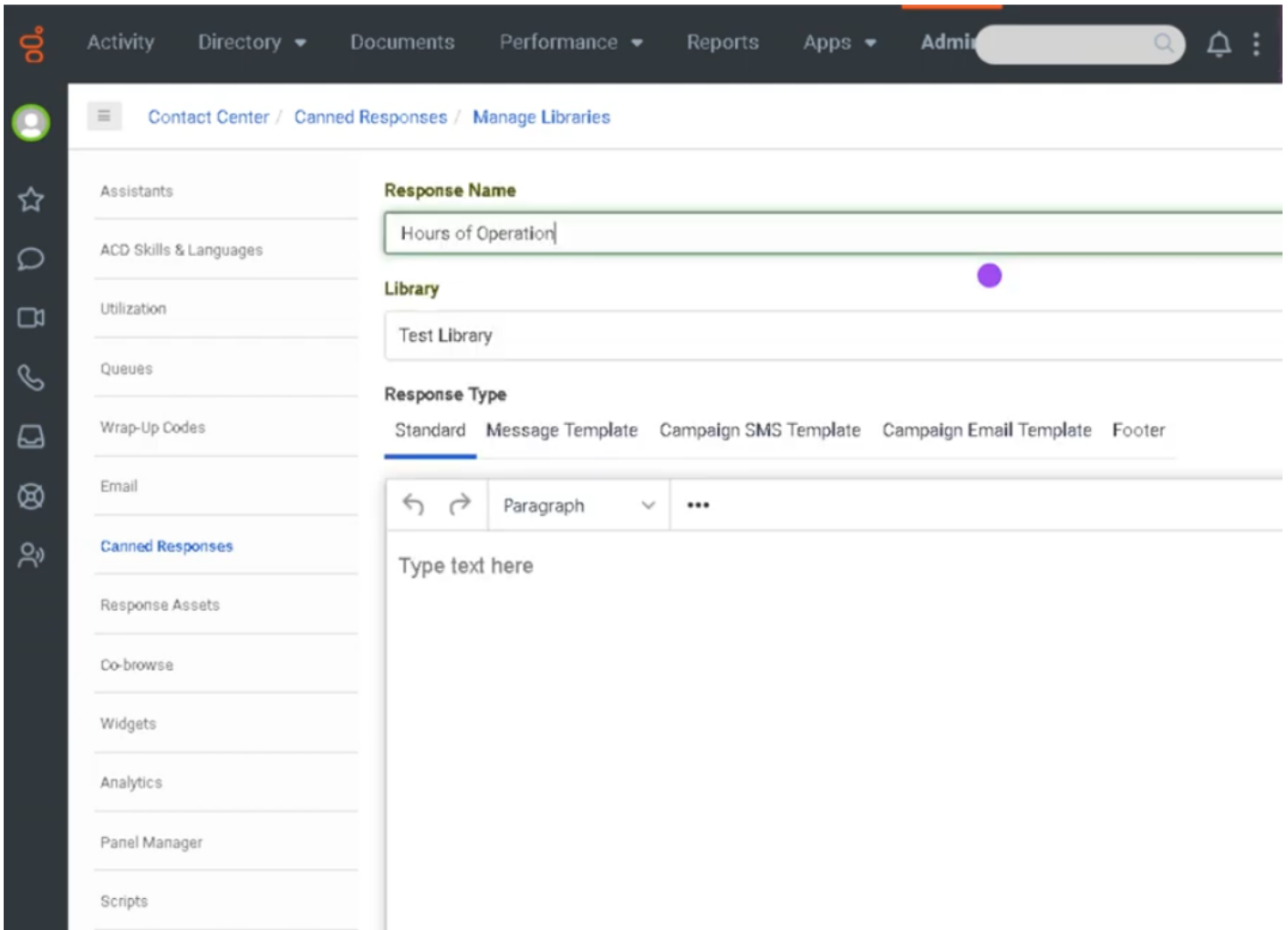
Test Library

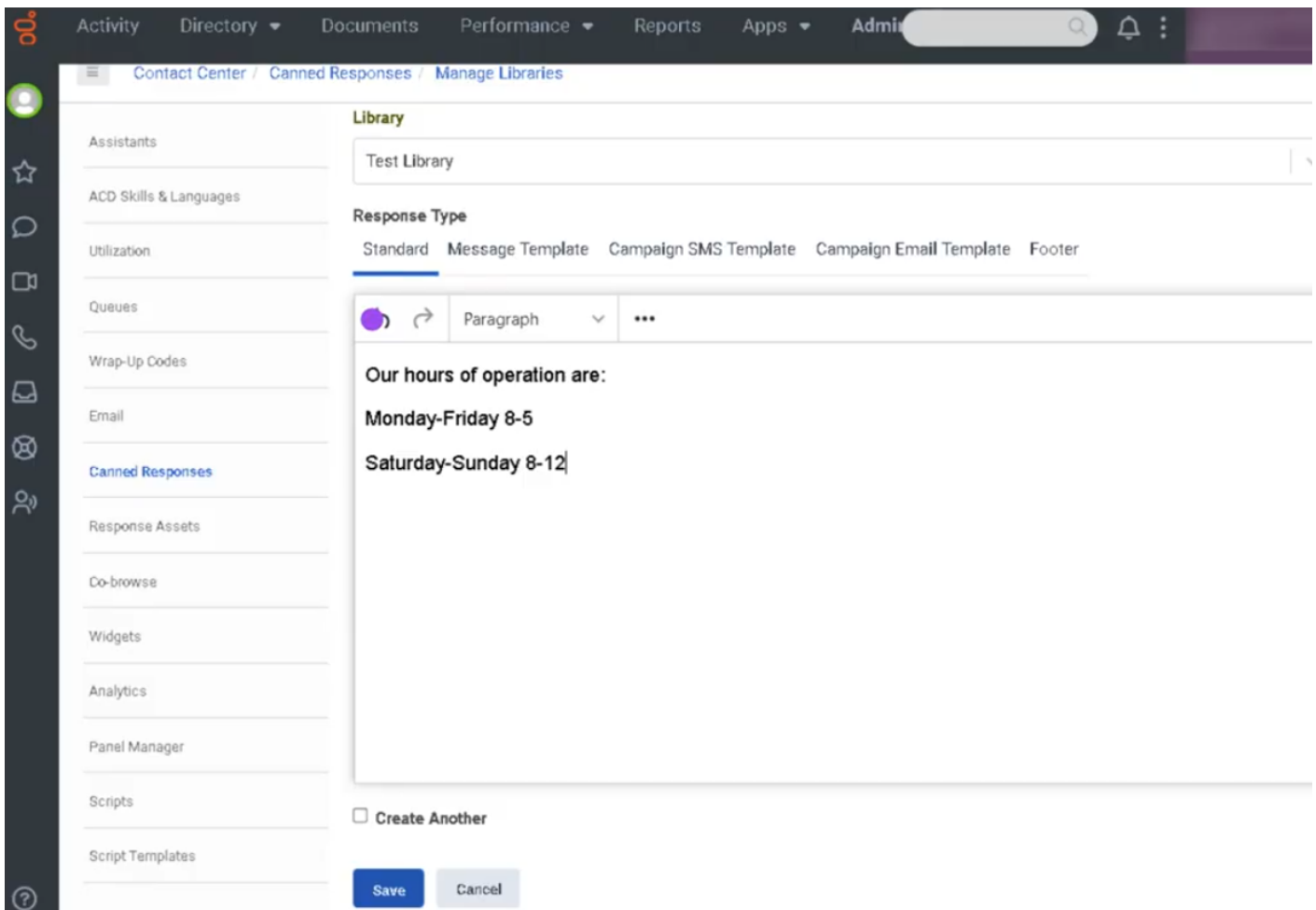
Search Responses

+ Add Response

Click Add Response

Response Name	Library	Actions
<p>No responses</p> <p>Add a response or view all responses</p>		





Canned Responses (Genesys Cloud)

Summary

Canned Responses in Genesys Cloud are prewritten message templates that agents can quickly insert into conversations across digital channels such as **chat, email, SMS, and social messaging**. They are designed to help agents respond faster while maintaining consistent messaging aligned with company policies and support guidelines.

Canned responses are typically organized into categories and can include placeholders for personalization (for example, customer name or case details). Agents can search, select, and edit these responses before sending them to customers.

Utilization

Use Case	Description
Frequently asked questions	Provide quick answers to common inquiries
Standard greetings	Use consistent opening messages when starting interactions
Troubleshooting guidance	Deliver step-by-step instructions to customers
Policy explanations	Share approved company policies or procedures
Closing messages	Send consistent closing statements when interactions end

Canned responses help agents **reduce response time and maintain consistent communication across customer interactions.**

Best Practices

Practice	Reason
Keep responses concise and easy to read	Customers should quickly understand the message
Organize responses into categories	Helps agents locate the correct response quickly
Personalize responses when needed	Prevents interactions from feeling automated
Regularly review and update templates	Ensures information remains accurate
Avoid sending canned responses without context	Improves customer satisfaction
Train agents on when to use them	Ensures they enhance rather than replace proper communication

Example Scenarios

Scenario 1 – Responding to a Common Question

Customer asks a frequently asked question



Agent searches canned response library



Agent selects appropriate response



Agent reviews and personalizes message



Agent sends response to customer

Scenario 2 – Troubleshooting Assistance

Customer reports technical issue



Agent selects troubleshooting canned response



Response provides step-by-step instructions



Customer follows instructions to resolve issue

Scenario 3 – Closing an Interaction

Agent resolves customer's issue



Agent selects closing canned response



Agent sends professional closing message



Interaction ends with consistent communication

Key Benefits

Benefit	Explanation
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Faster response times	Agents can reply quickly without typing repetitive information
Consistent messaging	Ensures customers receive standardized responses
Improved agent efficiency	Reduces time spent composing messages
Knowledge sharing	Centralized repository of approved responses
Better customer experience	Clear and consistent communication

Revision #2

Created 11 March 2026 22:18:54 by Cesar Gzz

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