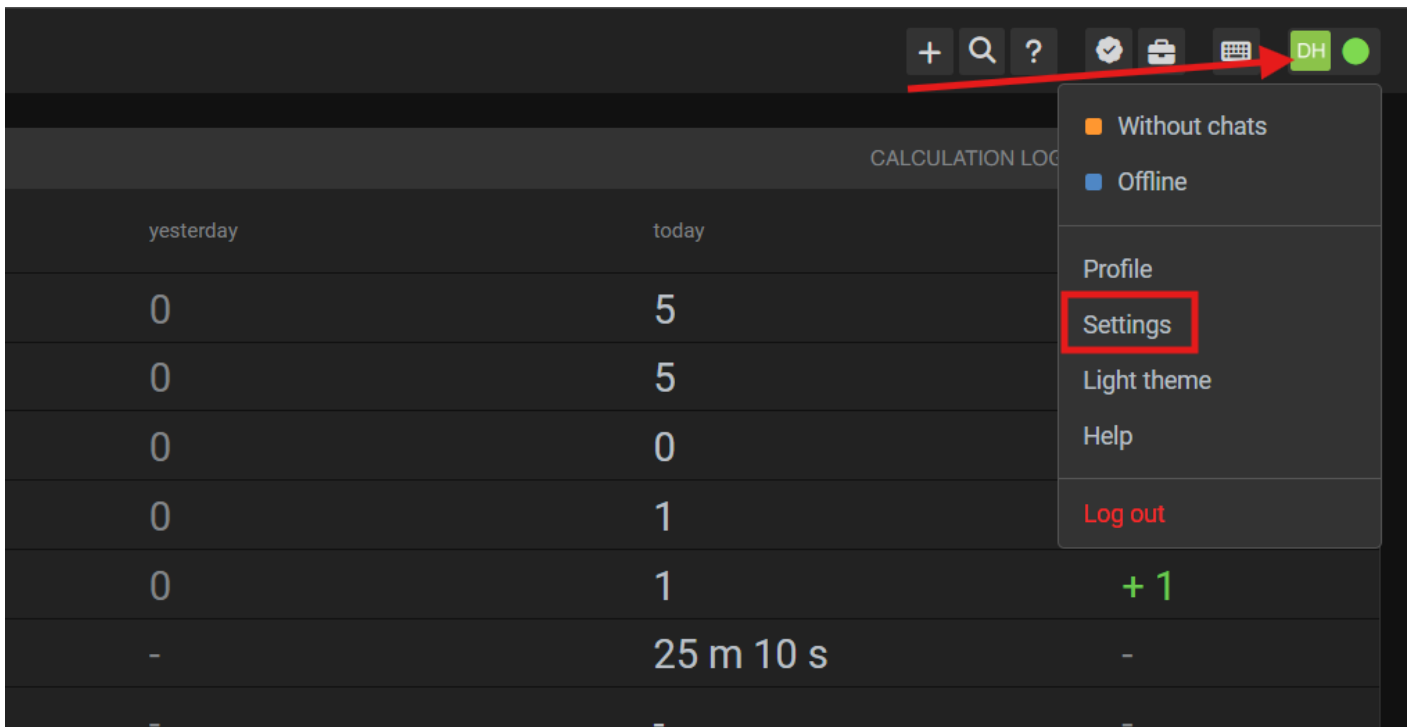


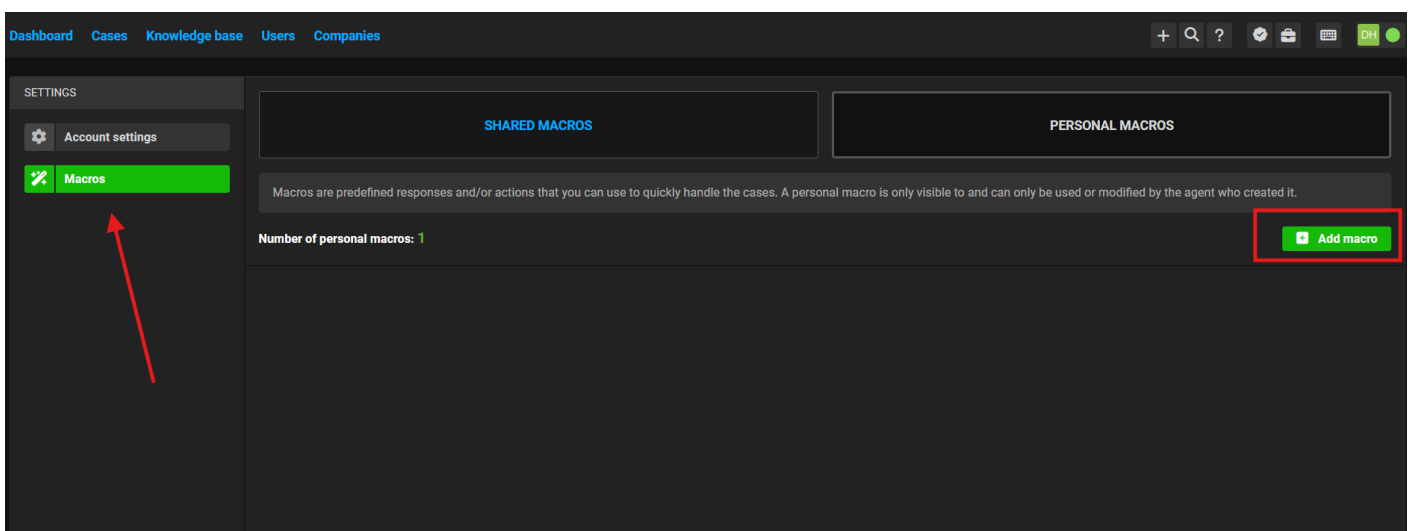
How to add templates for quick sending in Omnidesk

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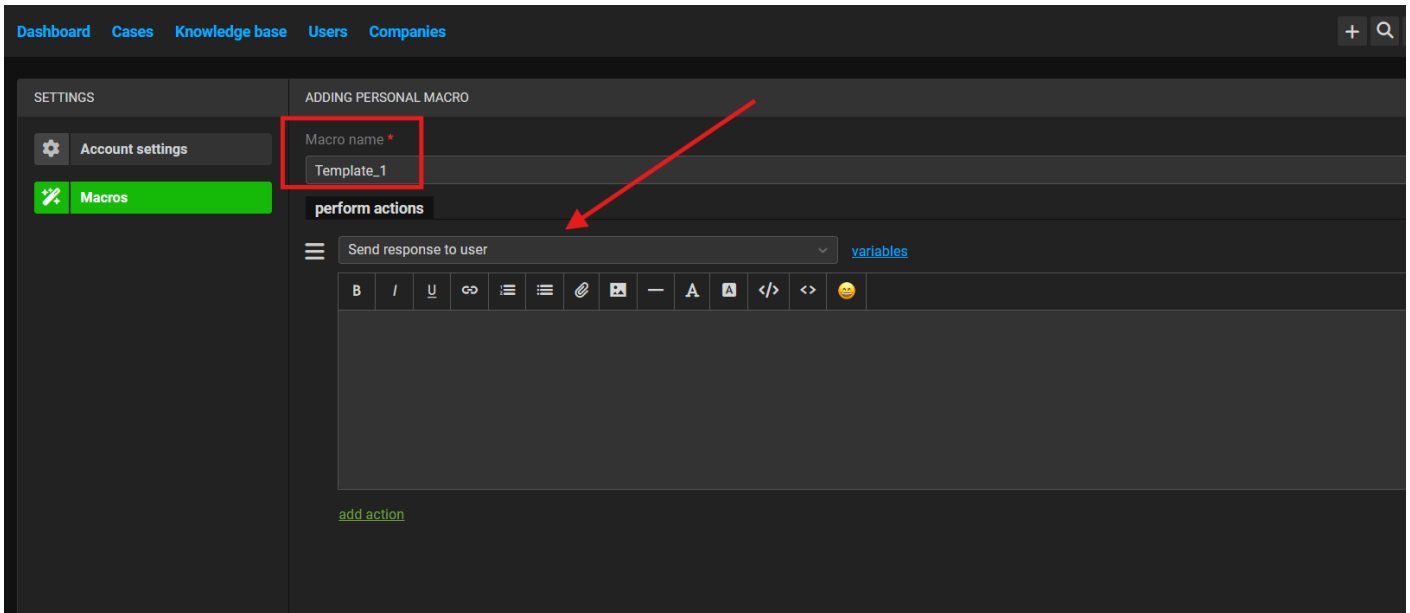
1. First, click on your profile logo in the top-right corner of Omnidesk. Then click "**Settings**".



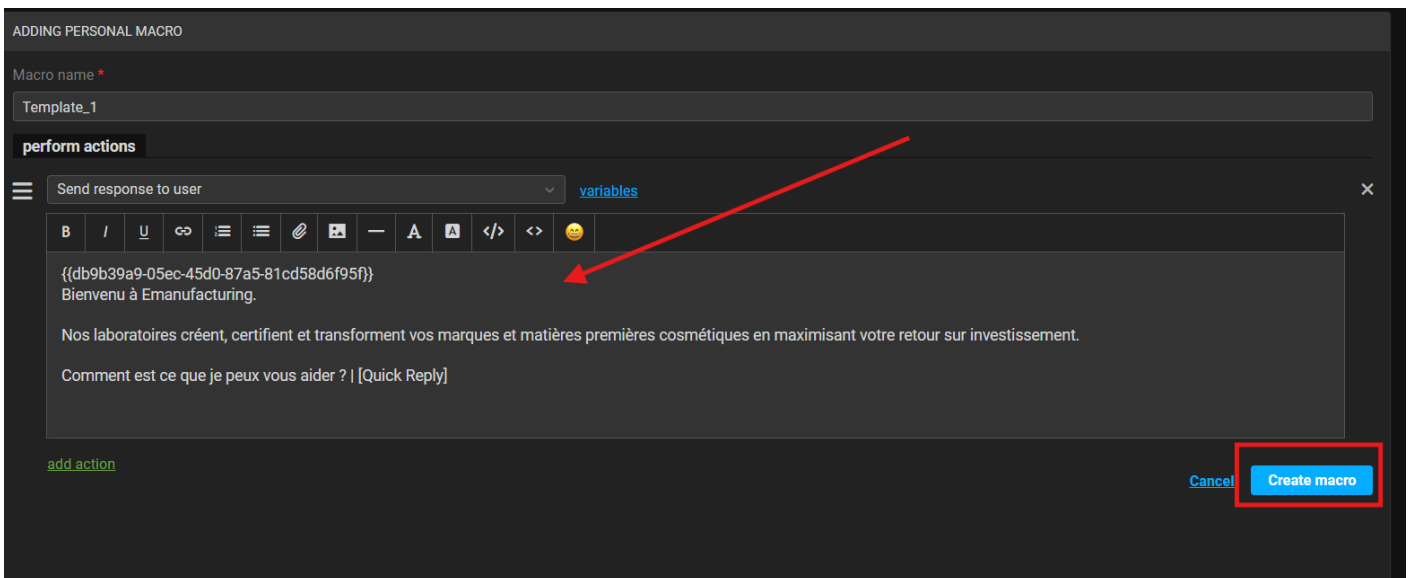
2. Go to the "**Macros**" -> "**Personal macros**" -> "**Add macro**"



3. Give the template a name so you can easily understand what kind of template it is. In the actions section, select "Send response to user".



4. Paste the template text together with its ID into the text field. After that press "**Create macro**"



5. After that, go to the chat, click the pencil icon there (indicated by the arrow in the screenshot), and your template will appear in the "**Personal macros**" section.

CASE PARAMETERS

572-410637 – 123

PERSONAL MACROS

Template_1

SHARED MACROS

Overload + Open status

Apology + redirect to the tech department + status Open

More info + status Pending

Gratitude for flattering words + status Closed

Accountant's help needed

Planning a demo

ACEBOT TEMPLATES

zwmwemjgpzzviqokvnofd – en

id919191 – en

Search macros

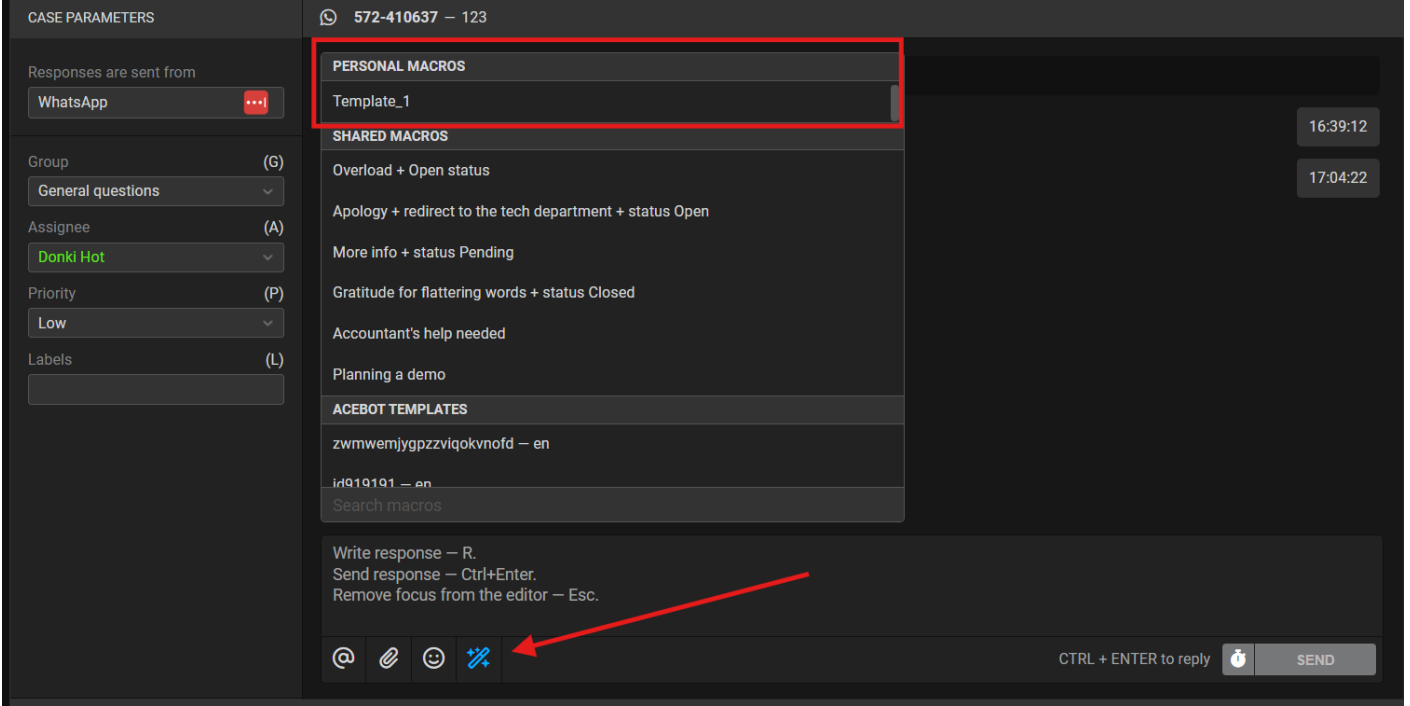
Write response – R.
Send response – Ctrl+Enter.
Remove focus from the editor – Esc.

@ 📎 😊 🛠️

CTRL + ENTER to reply 🗋️ SEND

16:39:12

17:04:22



Done. Now you know how to add templates to quick replies inside Omnidesk.

Revision #1

Created 2026-05-15 14:45:12 UTC by Kirill K

Updated 2026-05-15 15:04:23 UTC by Kirill K