



Canned Messages: Cheat Sheet

Canned messages

Use of canned messages is optional. Additional canned messages can be reviewed in the Messages tab. You can create personal canned messages here, too!

Use keywords to insert canned messages into your conversations. Start typing, hit "Tab" or select with your cursor, then edit or personalize the message as necessary.

Intro/Closing

Intro:

- "Welcome" – chat and text
- "Tell us your name" – chat only

Closing:

- "Thank you" – chat and text
- "Save a copy" – chat only

Transfers

- "Transfer" – to set up a transfer
- "Reviewed your transcript" – to accept a transfer

Reference Interview

To gather more info:

- "Tell me a little"
- "Assignment"

To follow up:

- "Anything else"
- "Enough info"

Local Information

Canned messages for local information follow the formula [info] at [college]. Some examples are...

- "Hours at"
- "Renew books at"
- "Study room at"
- "Citation at"
- "Article at"
- "Book at"
- "DVD at"
- "PIN at"
- "Holds at"

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