

How do I create an Auto Response?



In MyRepChat you can create auto responses when certain key words are received via text.

For example, if a client were to text you the word 'Quote,' you can set up an auto response that responds back to the client automatically.

How to set up auto-responses

- On the desktop version tap on **'Auto Response' > 'Create Auto Response'**:
- Enter the **keyword** (that will trigger the auto response) and the message that will go out automatically.
- Move the toggle button to **"enabled"** (green).
- Click **'Save'**.

A screenshot of a mobile application interface for configuring an auto-response. It features a dropdown menu for 'When An' set to 'Incoming SMS', a text input field for 'Equals' containing 'Leave blank for all', another dropdown menu for 'Then..' set to 'Reply with', and a larger text input field for 'Message*' containing 'Type message'. At the bottom, there is a 'Disabled' toggle switch (currently off) and two buttons: 'CANCEL' and 'SAVE'.A screenshot of the same mobile application interface, but with the 'Equals' text input field containing the word 'Quote'. The 'Then..' dropdown menu is now set to 'Send email To'. The 'Message*' text input field contains 'Type email'. The 'Enabled' toggle switch is now turned on (green), and the 'SAVE' button is highlighted in blue.

How to set up auto-responses

You can set up an Auto Response that will send you an email for every incoming text.

To do this leave the keyword section **BLANK** and then change the second dropdown to **"Send Email To."** You can enter up to two emails.

NOTE: If entering two email addresses, separate them with a semicolon.

Need some help on getting started?

Copy and paste these keywords and messages into your account to start using this feature today.

Keyword: RSVP

Message:

Thanks for the RSVP to our event! We will be in touch soon with more information.

Keyword: Reschedule

Message:

Sorry to hear that you need to change our meeting time. Please call our office to reschedule, or you can schedule a new time on the link below:

[insert your scheduling link, i.e. Calendly etc]

We look forward to seeing you at your new time!

Keyword: Balance

Message:

Sure, \${contact.firstname} - I'll get back to you within 24 hours.

Keyword: 1

Message:

Great, looking forward to seeing you.

Keyword: 2

Message:

Sorry you're unable to make it. To reschedule, please use the link

[insert your scheduling link, i.e. Calendly etc]