

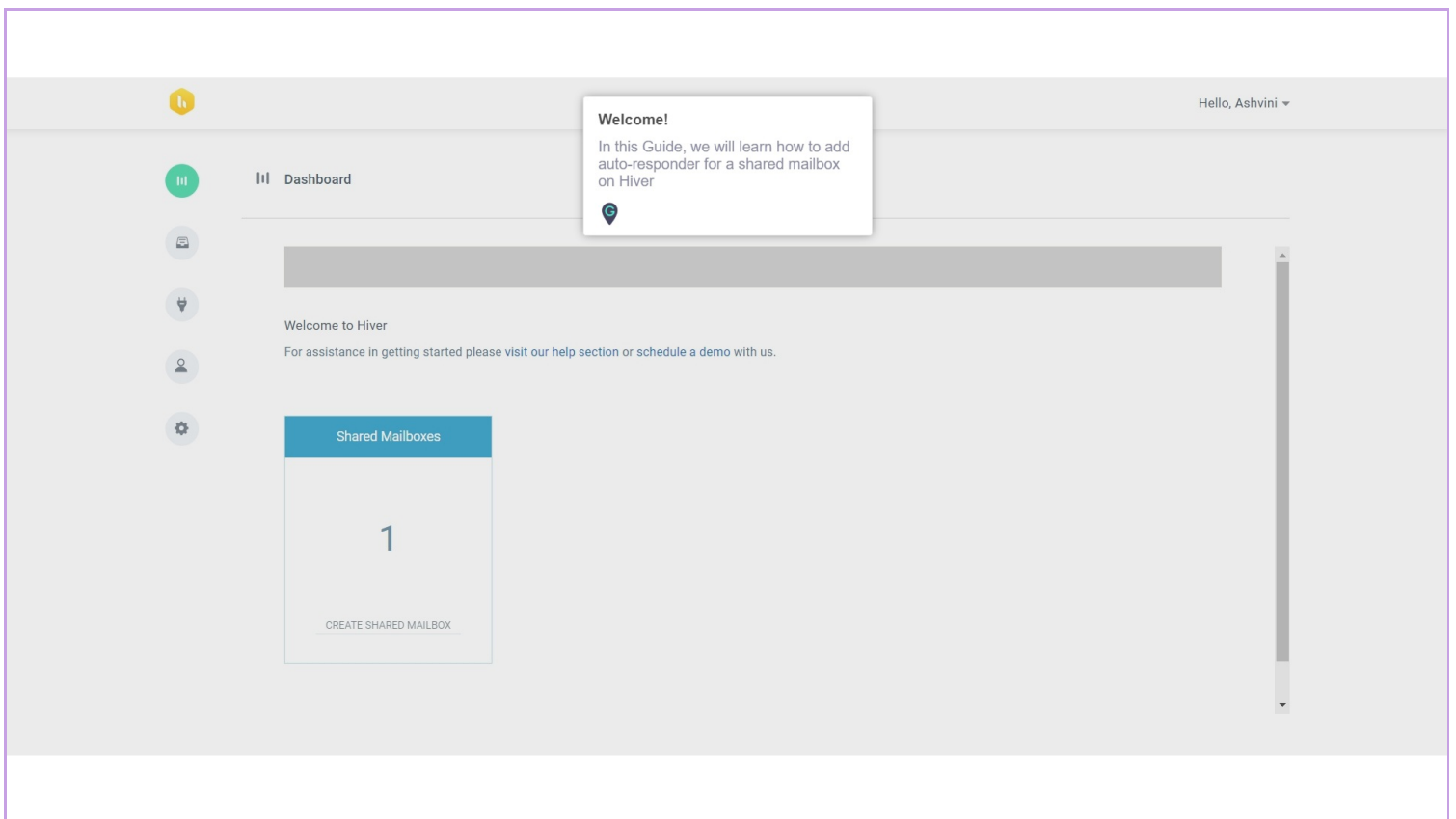


How to add auto-responder for a shared mailbox
on Hiver

Step: 01

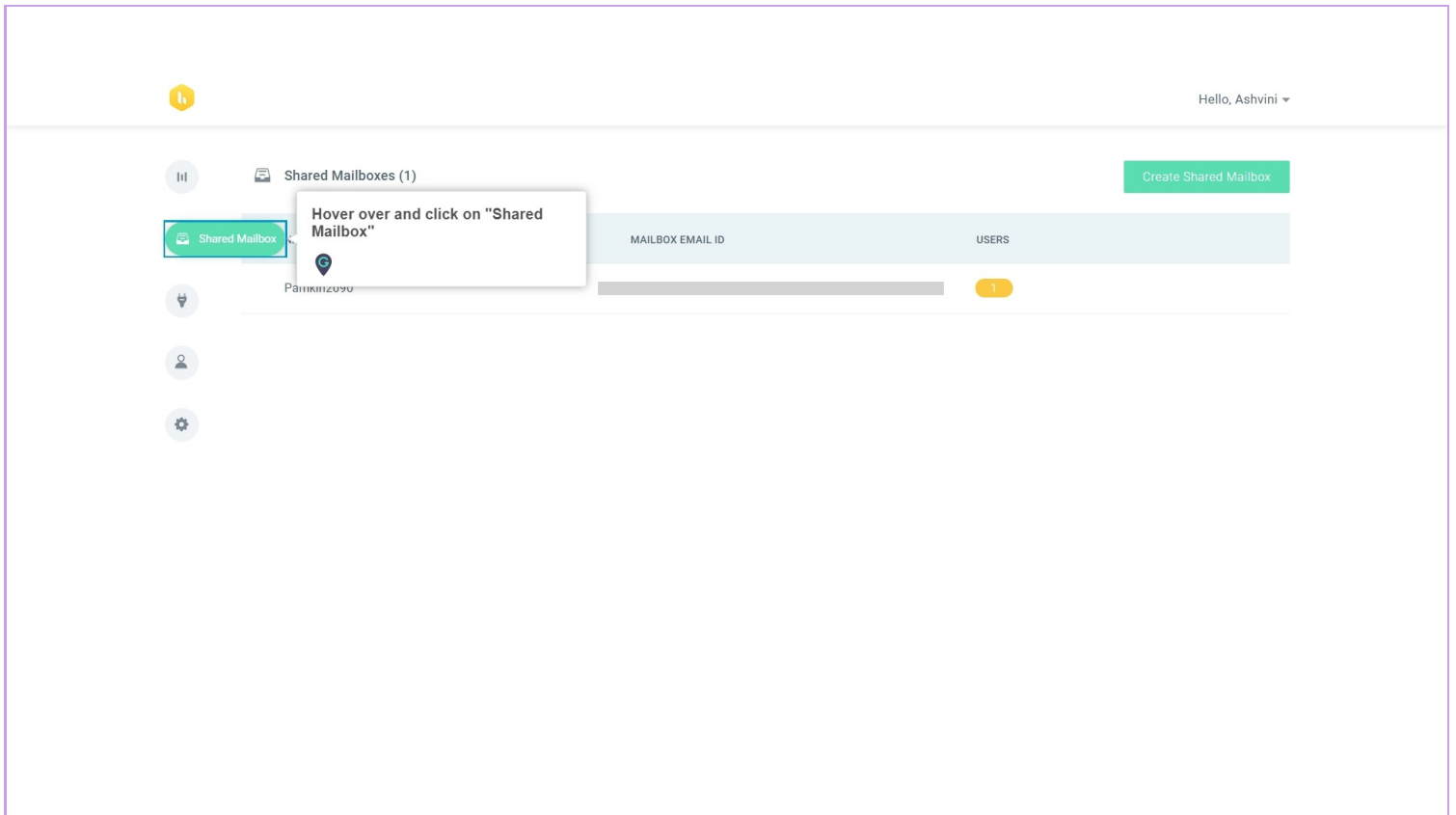
Welcome!

In this Guide, we will learn how to add auto-responder for a shared mailbox on Hiver



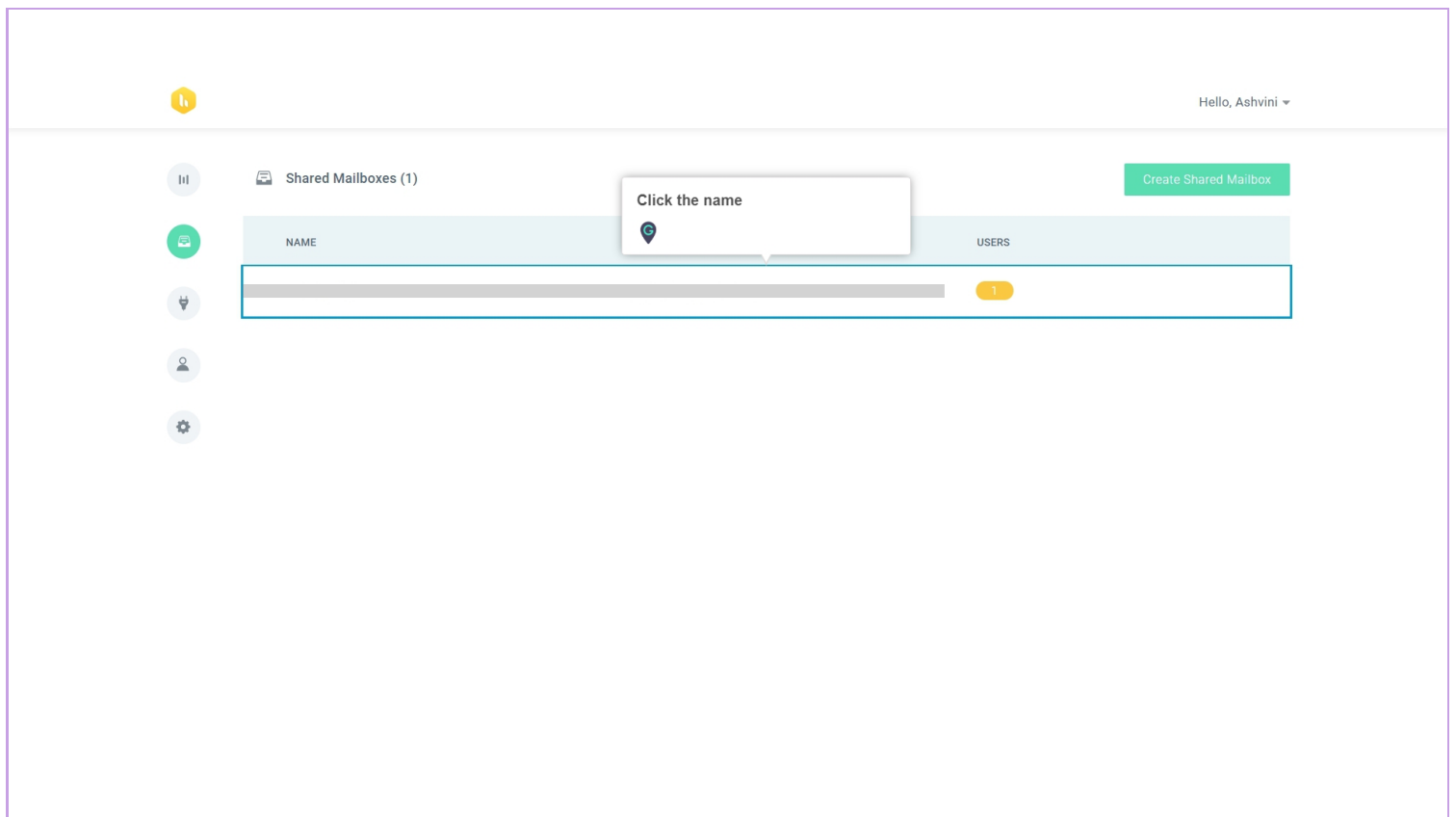
Step: 02

Hover over and click on "Shared Mailbox"



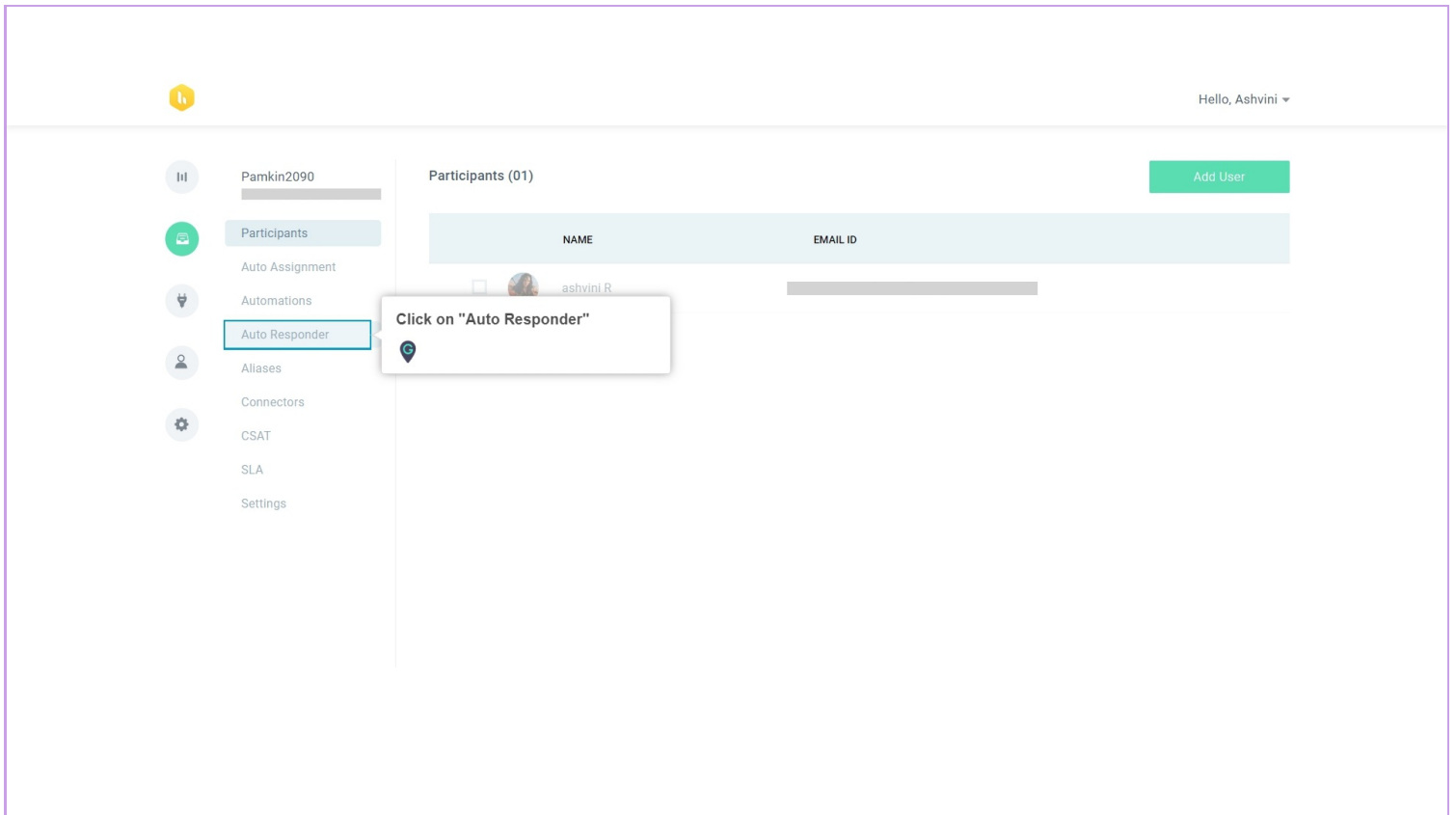
Step: 03

Click the name



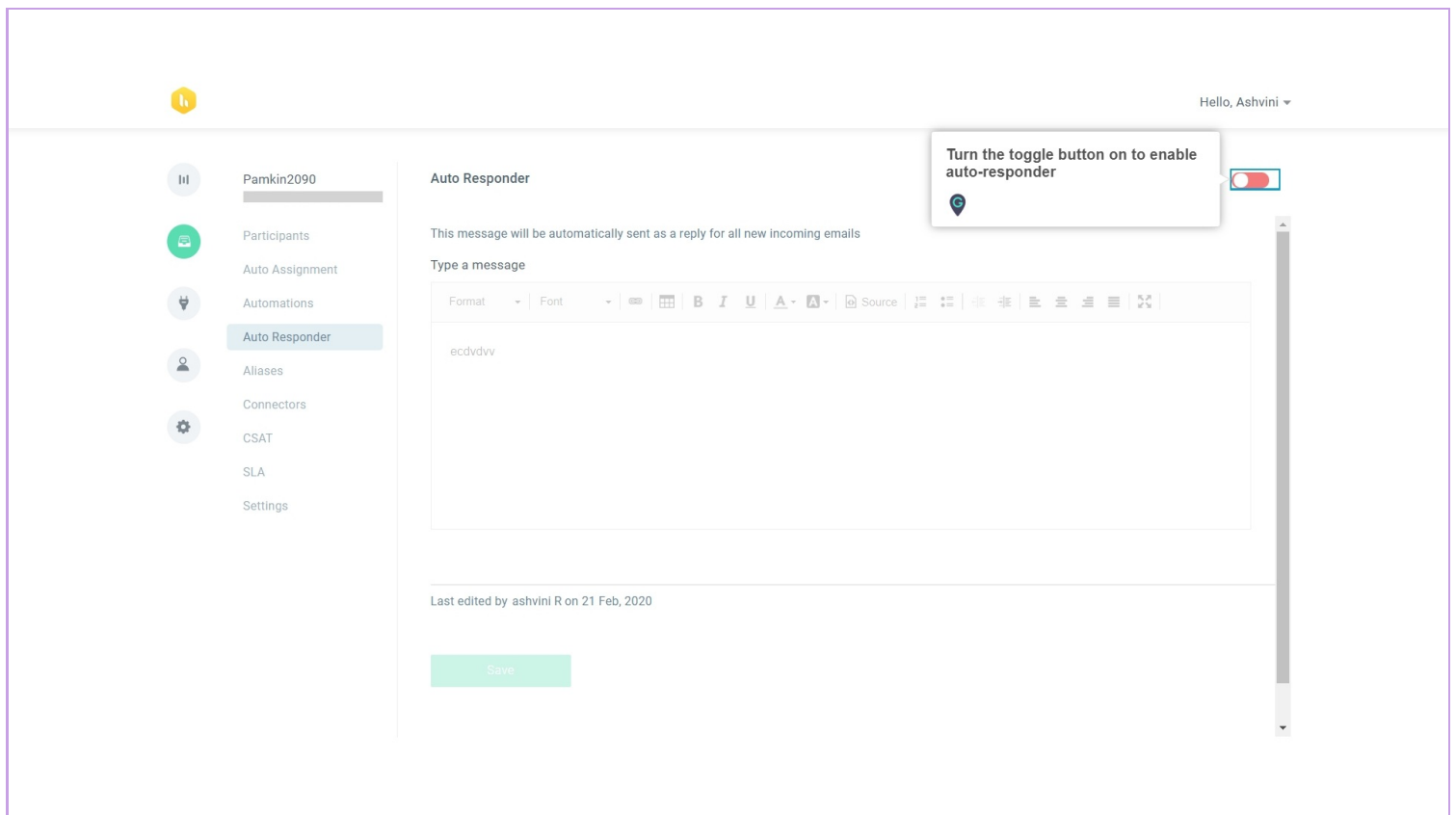
Step: 04

Click on "Auto Responder"



Step: 05

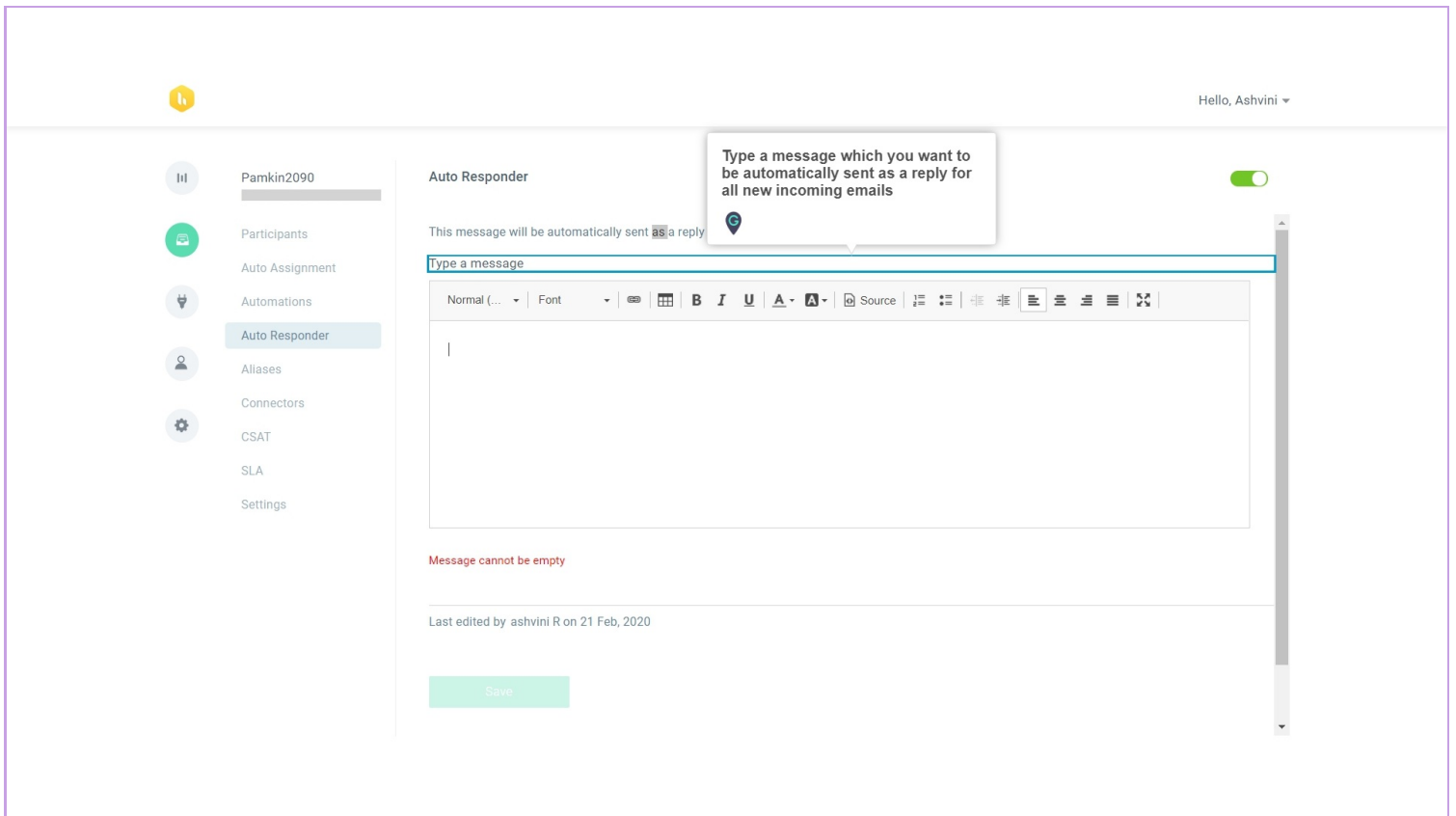
Turn the toggle button on to enable auto-responder



The screenshot displays the 'Auto Responder' configuration page. On the left, a sidebar menu includes options like 'Participants', 'Auto Assignment', 'Automations', 'Auto Responder' (highlighted), 'Aliases', 'Connectors', 'CSAT', 'SLA', and 'Settings'. The main content area is titled 'Auto Responder' and contains the text: 'This message will be automatically sent as a reply for all new incoming emails'. Below this is a text editor with a toolbar and the placeholder text 'Type a message'. The text 'ecdvdv' is entered in the editor. At the bottom, it says 'Last edited by ashvini R on 21 Feb, 2020' and a 'Save' button is present. A callout box in the top right corner of the main area says 'Turn the toggle button on to enable auto-responder' and points to a toggle switch that is currently turned off.

Step: 06

Type a message which you want to be automatically sent as a reply for all new incoming emails



The screenshot shows the 'Auto Responder' configuration page for a user named 'Pamkin2090'. The interface includes a left-hand navigation menu with options like 'Participants', 'Auto Assignment', 'Automations', 'Auto Responder', 'Aliases', 'Connectors', 'CSAT', 'SLA', and 'Settings'. The 'Auto Responder' section is active, showing a toggle switch that is turned on. A text box contains the instruction: 'Type a message which you want to be automatically sent as a reply for all new incoming emails'. Below this, there is a rich text editor with a toolbar and a large text area. A red error message states 'Message cannot be empty'. At the bottom, there is a 'Save' button and a timestamp: 'Last edited by ashvini R on 21 Feb, 2020'. The top right corner shows the user's name 'Hello, Ashvini'.

Step: 07

Click on "Save"

The screenshot shows the 'Auto Responder' configuration page in the myGuide interface. On the left is a navigation sidebar with options: Pamkin2090, Participants, Auto Assignment, Automations, Auto Responder (highlighted), Allases, Connectors, CSAT, SLA, and Settings. The main content area is titled 'Auto Responder' and has a green toggle switch turned on. Below the title, it states 'This message will be automatically sent as a reply for all new incoming emails' and 'Type a message'. A rich text editor contains the following text: 'Thank you for contacting customer support team!', 'We've acknowledged the issue. Our team will get back to you with a resolution on the rasised issue.', and 'Regards, Customer Support team'. Below the editor, it says 'Last edited by ashvini R on 21 Feb, 2020'. At the bottom left, there is a green 'Save' button. A callout box with a pointer to the button contains the text 'Click on "Save"'. The top right corner shows a user profile 'Hello, Ashvini'.

Thank You!

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