

# Canned Responses Pro for Jira

**Canned Responses** is what makes commenting issues better in Jira and Jira Service Management (formerly Jira Service Desk) - **faster**, and more **comfortable**.

It's best at saving you **time** and improving your team's **productivity** and **quality of communication**.

It's **simple** yet **powerful**. Loved by hundreds of **help-desks** and **call-centers** all over the world as well as by **internal teams** for various use cases.



It allows you to:

- create and manage customizable **templates** for comments and issue descriptions
- add **automated actions** to templates - set field values, trigger transitions and Jira Automation
- add content-aware **macros** for various values from Jira fields
- set **permissions** and **visibility** of templates – for groups and projects
- quickly insert favorite templates with just **one-click**
- analyze templates usage with insightful **stats and reports**
- use templates on **mobile** – in official Jira **apps**

For more information, please visit [Atlassian Marketplace page](#).

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[Try it free from Atlassian Marketplace](#)

For Cloud users – we additionally recommend installing our [browser extension](#).

Read more about [installing the app](#).

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If you have any **questions** or **problems** – please contact us at [Appfire Support Portal](#) or [support@spartez-software.com](mailto:support@spartez-software.com).