

Editing an Existing Message Template - Admin Panel

Purpose: Show how to update the heading or text of a template.

Steps

1. Go to **Admin > Copilot Settings > Message Templates**.
2. Use **Search** to find the template you want to change.
3. On the row, click the **Edit** icon (pencil).
4. On the edit screen, update the **Template Heading** and **Message Text** as needed.
5. Click **Save**.

Result

Your changes are saved and the updated template is immediately available to all users.

Tips and good practices

- Notify your team if you change the meaning of a commonly used template.
- Keep the heading stable when possible so users recognize the item.
- Review placeholder spelling after edits so variables such as `continue` to work.

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