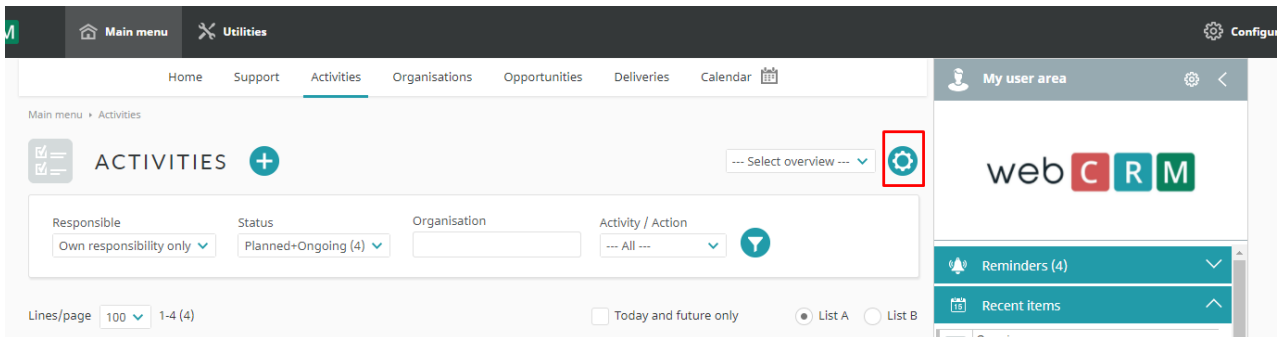


# Default and Favorite Templates

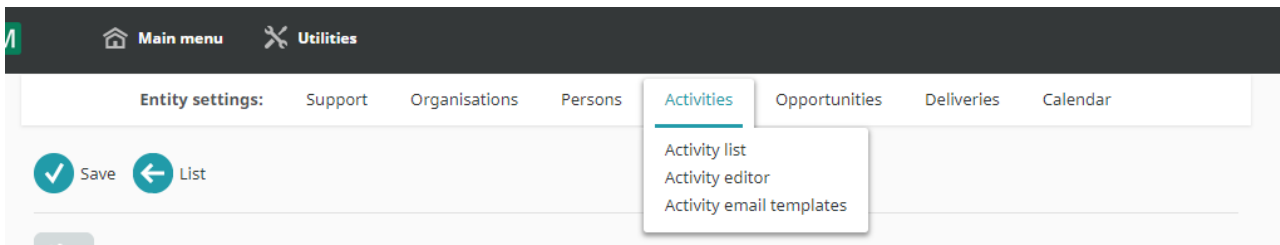
You can now add 1 default template and 5 favourite templates for **Support, Activities, Persons, Opportunities and Deliveries.**

This will eliminate having to look for the same reused templates over and over and instead give you a default template and the 1-5 favorite templates at the top of the template list when emailing.

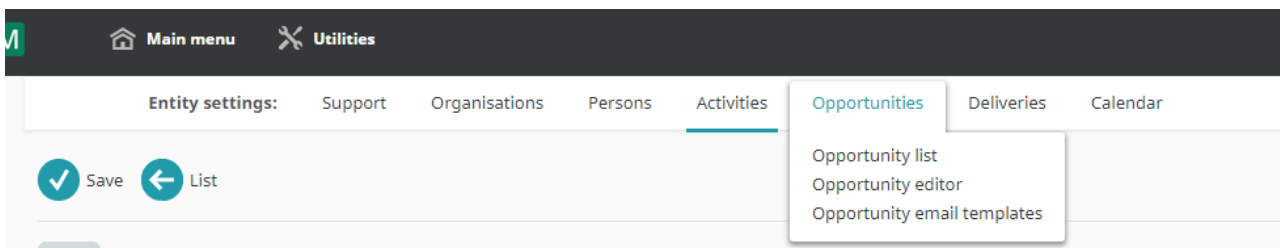
*To choose a default and favourite templates click an entity (here activities) and then the cog icon*



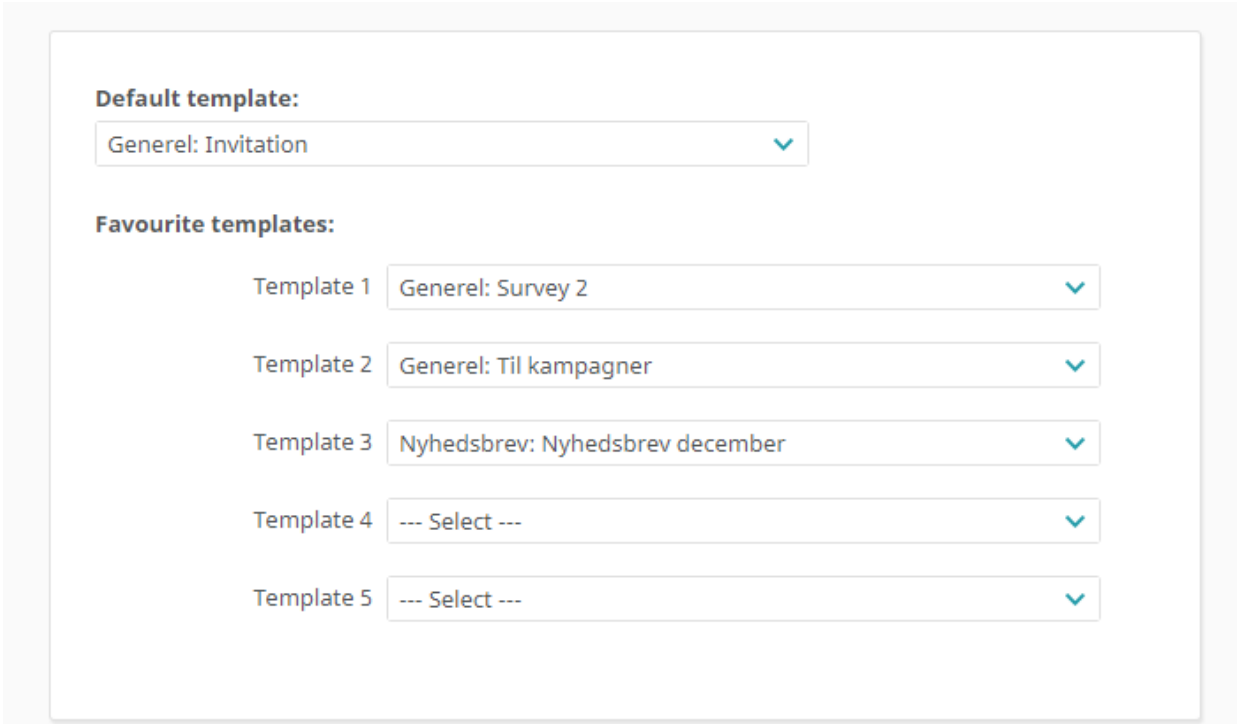
*Hover over the specific entity of which you want to configure the templates for*



*Click e.g. "Opportunity email templates"*

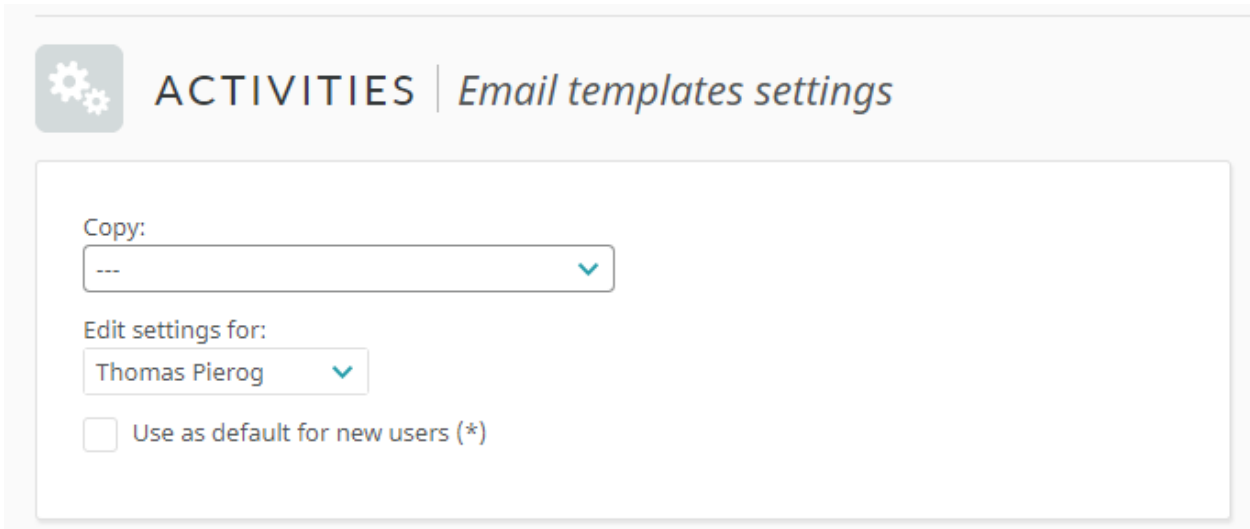


Then choose the desired Default template and setup optional Favourite templates 1-5.



The screenshot shows a configuration panel for email templates. It features a 'Default template:' dropdown menu currently set to 'General: Invitation'. Below this is a 'Favourite templates:' section with five rows, each labeled 'Template 1' through 'Template 5'. The dropdowns are set to 'General: Survey 2', 'General: Til kampagner', 'Nyhedsbrev: Nyhedsbrev december', and two instances of '--- Select ---'.

It is possible to copy the configuration to all or specific users and use the configuration as default for new users.



The screenshot shows the 'ACTIVITIES | Email templates settings' configuration panel. It includes a 'Copy:' dropdown menu set to '---', an 'Edit settings for:' dropdown menu set to 'Thomas Pierog', and a checkbox labeled 'Use as default for new users (\*)' which is currently unchecked.

When configured the default template will preload when opening the email screen from any entity where default and favourite templates have been configured.

[Youtube video guide](#)