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How do I use a generic From: name for agent email notifications

[Business Rules](#) - [تطبيقات \(.\)](#) - James Godwin - 2023-08-29

By default, when agents get email notifications from the helpdesk about tickets the From: name used for the emails is the user's name, you can update this to display email notifications as coming from a Generic Email and .From: name such as Acme Helpdesk and support@acme.com

In **Admin > Business Rules > Triggers** on the **New Ticket Triggers** tab select the **Send agent notifications** trigger

In the Actions section, change the From: name from "Name of the person who initiated the action" to "Helpdesk .(Name" (or enter a custom name

The screenshot shows the Deskpro Admin interface. On the left is a navigation menu with sections like OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The main area is titled 'Ticket Triggers' and shows a list of triggers under the 'New Ticket Triggers' tab. One trigger, 'Send agent notifications', is selected. A modal window titled 'Edit: Send agent notifications' is open on the right. It has sections for 'By User', 'By Agent', 'Criteria', and 'Actions'. In the 'Actions' section, the 'From name' is set to 'Helpdesk name' and the 'From email' is set to 'Helpdesk name'. The 'Name of the person that initiated the action' is also visible.

.Go to **New Reply** tab and do the same for the **Send agent notifications** trigger there

.Go to **Ticket Update** tab and do the same again