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

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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 categories 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 contains a list of triggers under 'New Ticket Triggers'. One trigger, 'Send agent notifications', is selected. A modal window titled 'Edit: Send agent notifications' is open on the right. It shows configuration options for 'By User' (Help Center, Ticket Form Widget, Messenger, Twitter, Webots Widget, Email, SMS, Trust Pilot, API, Phone, WhatsApp) and 'By Agent' (Agent interface, Phone Call, Messenger, Twitter, API, Mobile apps, SMS, Trust Pilot, Email, Forwarding, WhatsApp). Below these are sections for 'Criteria' and 'Actions'. In the 'Actions' section, the 'Send agent email' action is selected, and the 'From name' dropdown is set to 'Helpdesk name'.

.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