

[Using Deskpro](#) > [Admin](#) > [Business Rules](#) > [How do I use a generic From: name for agent email notifications](#) < [قاعدة المعلومات ?notifications](#)

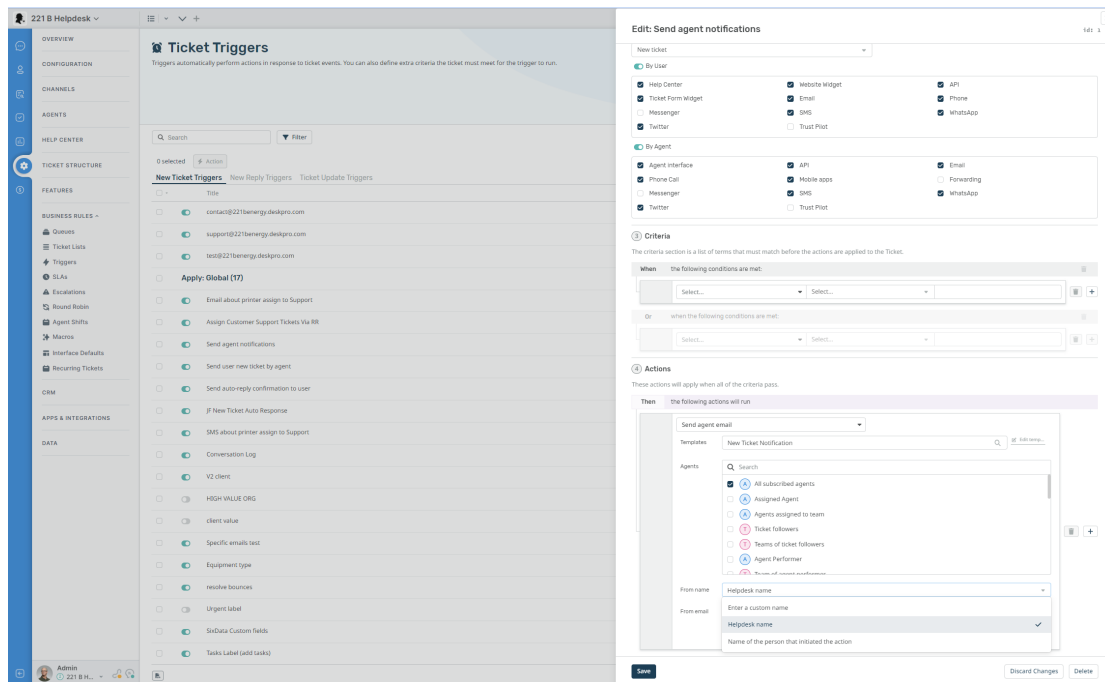
## How do I use a generic From: name for agent email notifications

[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, the navigation menu has 'Triggers' selected. The main area displays the 'Ticket Triggers' configuration page. The 'New Ticket Triggers' tab is active, showing a list of triggers. The 'Send agent notifications' trigger is selected. The right panel shows the configuration for this trigger. In the 'Criteria' section, there are two conditions: 'When the following conditions are met:' and 'Or when the following conditions are met:'. In the 'Actions' section, the 'Send agent email' action is selected. The 'From name' 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