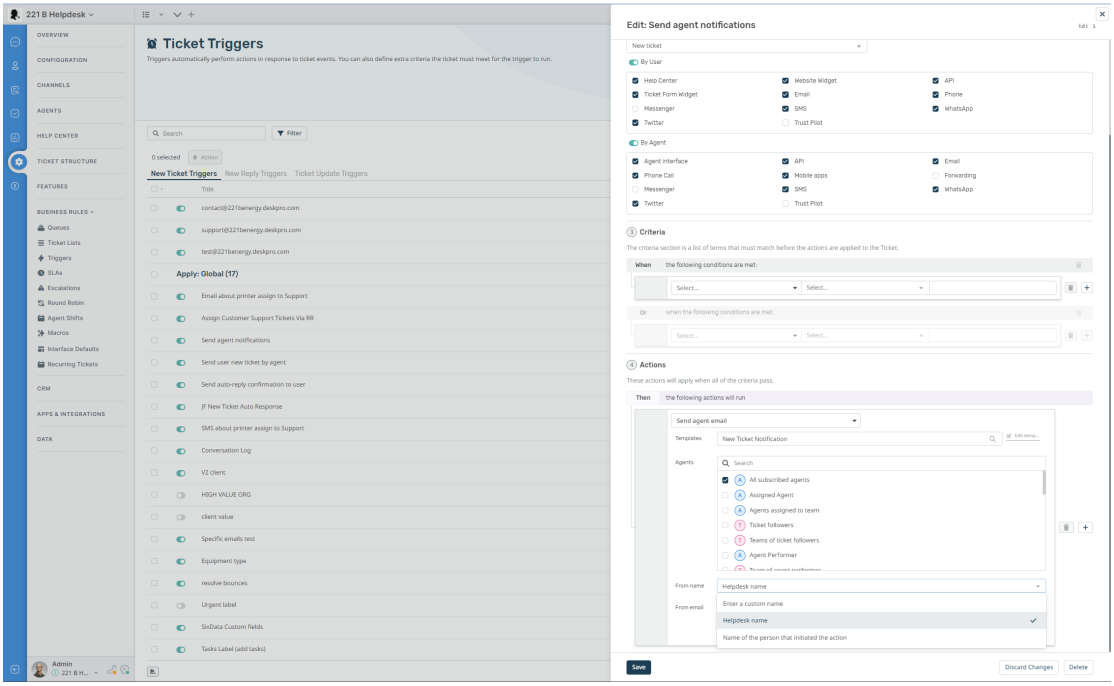
How do I use a generic From: name for agent ?email notifications

Business Rules - (٠) تعليقات - 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



.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