

Creating brand-specific Email Templates

Manu Marquez - 2023-10-19 - Comments (0) - Channels

If you have multiple brands set up on your helpdesk, it's likely that you will want your email templates to be brand-specific.

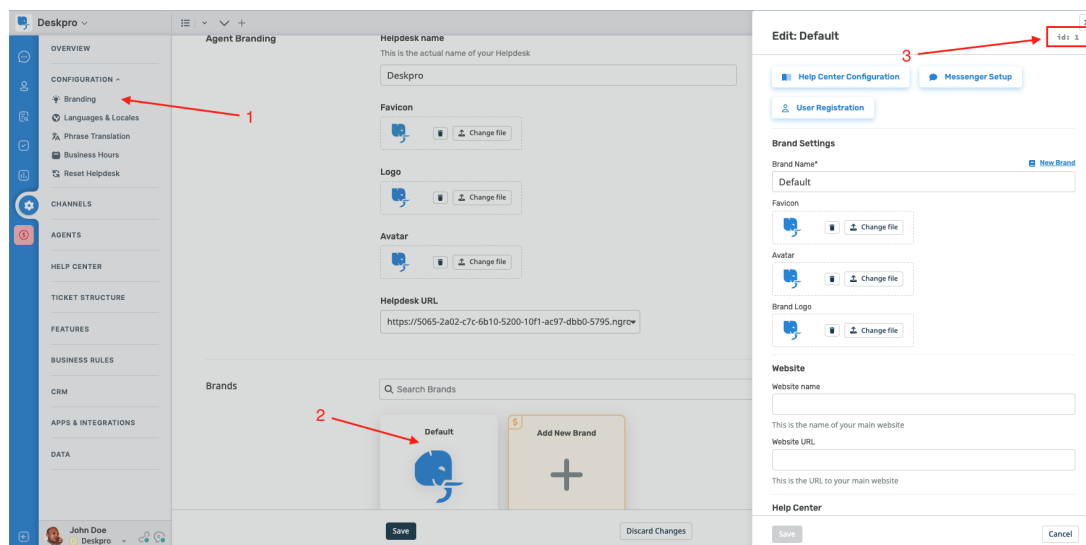
To do this, you can just create separate emails per brand. Or alternatively, it's possible to add arguments to your templates to send out different content depending on the brand the ticket belongs to.

Brand IDs

The first thing you'll need to do is find out your brand IDs to reference in your argument.

The easiest way to do this is by accessing **Admin > Configuration > Branding**

Click on the brand that you would like to reference, and you will be able to see the brand ID in the top right corner of the brand menu:



Example: Adding arguments to your Email Templates

To edit your email templates, go to **Admin > Channels > Email > Email Templates**. In this example I'm going to have two brands:

Deskpro (ID 1)

Elephant Inc (ID 2)

To distinguish between the brands, I would like my emails sent to include the brand name

for the relevant brand after the agent's signature on each email.

In this instance, I can use a simple if statement in the Template after the footer to achieve this:

```
{% if ticket.brand.id == 1 %}
```

Deskpro

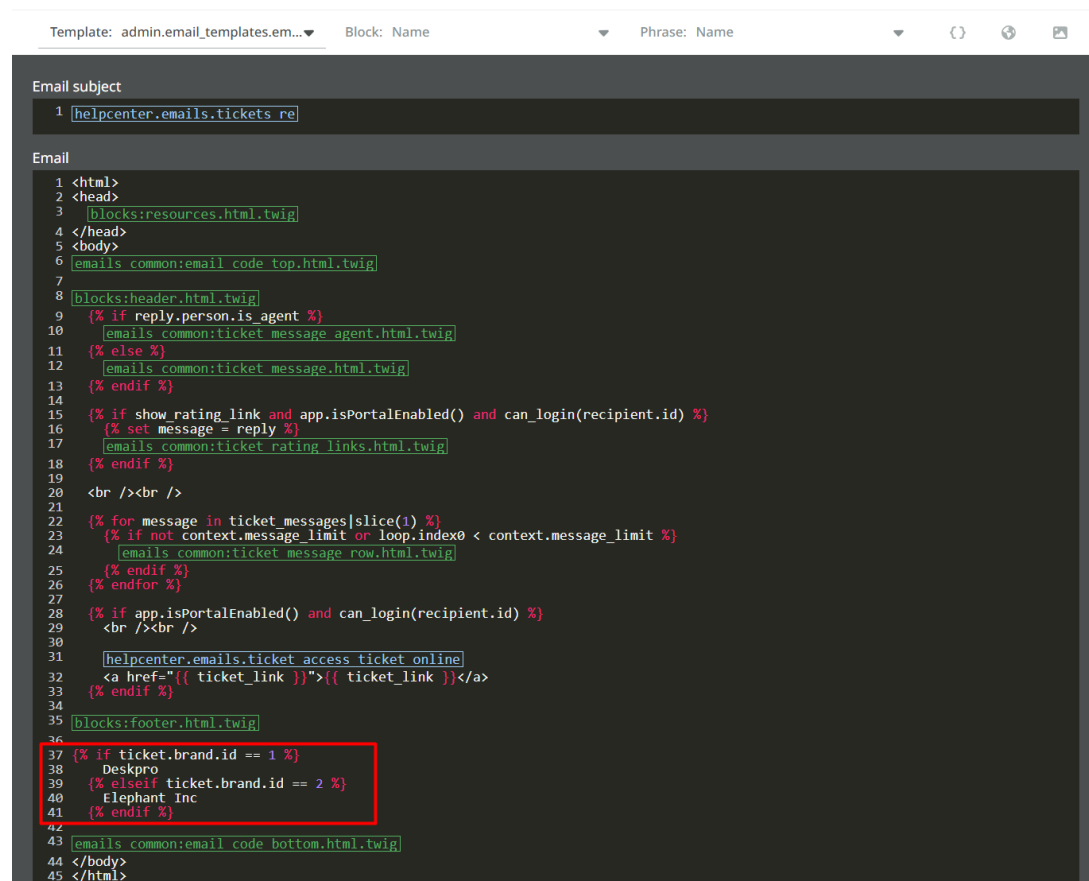
```
{% elseif ticket.brand.id == 2 %}
```

Elephant Inc

```
{% endif %}
```

For this example, I would insert the if statement into the template as follows:

Email Templates



The screenshot shows the 'Email Templates' editor interface. At the top, there are tabs for 'Template: admin.email_templates.em...', 'Block: Name', and 'Phrase: Name'. Below the tabs, the 'Email subject' field contains the text 'helpcenter.emails.tickets re'. The main area displays the email template code in a dark-themed editor. The code is a Twig template for an email, starting with standard HTML tags and including various blocks like 'resources.html.twig', 'header.html.twig', and 'footer.html.twig'. A red box highlights a specific section of the code at the bottom, which is an if/elseif/endif statement used to display the brand name based on the ticket's brand ID.

```
1 <html>
2 <head>
3   [blocks:resources.html.twig]
4 </head>
5 <body>
6   [emails:common:email_code_top.html.twig]
7
8   [blocks:header.html.twig]
9   {% if reply.person.is_agent %}
10    [emails:common:ticket_message_agent.html.twig]
11  {% elseif %}
12    [emails:common:ticket_message.html.twig]
13  {% endif %}
14
15  {% if show_rating_link and app.isPortalEnabled() and can_login(recipient.id) %}
16    {% set message = reply %}
17    [emails:common:ticket_rating_links.html.twig]
18  {% endif %}
19
20  <br /><br />
21
22  {% for message in ticket_messages[slice(1)] %}
23    {% if not context.message_limit or loop.index0 < context.message_limit %}
24      [emails:common:ticket_message_row.html.twig]
25    {% endif %}
26  {% endfor %}
27
28  {% if app.isPortalEnabled() and can_login(recipient.id) %}
29    <br /><br />
30
31    [helpcenter.emails.ticket_access_ticket_online]
32    <a href="{{ ticket_link }}">{{ ticket_link }}</a>
33  {% endif %}
34
35  [blocks:footer.html.twig]
36  {% if ticket.brand.id == 1 %}
37    Deskpro
38  {% elseif ticket.brand.id == 2 %}
39    Elephant Inc
40  {% endif %}
41
42  [emails:common:email_code_bottom.html.twig]
43
44 </body>
45 </html>
```

Which will look something like this:

Preview

Default template

Use ticket: Refresh

Email subject

RE: Test

Email

Hello,
This is a new ticket.

Was this message helpful?

View and manage this ticket online: <https://221benenergy.deskpro.com/tickets/PJBB-2867-QVLR>

Kind Regards,
Hannah
Complaints

Deskpro

<https://221benenergy.deskpro.com/> —

Further Reading

You can also adjust styling across brands as well as content - you can read this [Knowledgebase Article](#) for more information.

A particularly useful example of this can be using different logos in different emails.

Read the [w3schools.com](https://www.w3schools.com/html/html_images.asp) guide to using images with HTML below: https://www.w3schools.com/html/html_images.asp