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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 displays the 'Edit: Send agent notifications' configuration window in the Deskpro Admin interface. The window is divided into several sections:

- By User:** A grid of checkboxes for various channels: Help Center, Ticket Form Widget, Messenger, Twitter, Website Widget, Email, SMS, Trust Pilot, API, Phone, and WhatsApp.
- By Agent:** A grid of checkboxes for agent-specific actions: Agent interface, Phone Call, Messenger, Twitter, API, Mobile apps, SMS, Trust Pilot, Email, Forwarding, and WhatsApp.
- Criteria:** A section for defining conditions. It includes 'When' and 'Or' sections with dropdown menus for selecting criteria.
- Actions:** A section for defining actions. It shows a 'Send agent email' action with a dropdown for 'Templates' (set to 'New Ticket Notification') and a list of agents. Below this, the 'From name' is set to 'Helpdesk name', and the 'From email' is set to 'Helpdesk name'.

At the bottom of the window, there are 'Save', 'Discard Changes', and 'Delete' buttons.

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.