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Creating brand-specific Email Templates

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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:

9	Deskpro ~	≡ +		X			
ø	OVERVIEW	Agent Branding	Helpdesk name This is the actual name of your Helpdesk	Edit: Default			
g	CONFIGURATION ~		Deskpro	Help Center Configuration			
6	 	1	Favicon	2 User Registration			
 ✓ ✓ 	Business Hours		Logo	Brand Settings Brand Name* Mex.Brand			
6			Change file	Default Favicon			
(6)	AGENTS		Avatar	📴 🔹 Change file			
	HELP CENTER		📴 🗈 Change file	Avatar			
	TICKET STRUCTURE		Helpdesk URL	Brand Logo			
	FEATURES		https://5065-2a02-c7c-6b10-5200-10f1-ac97-dbb0-5795.ngrov	📴 🗶 Change file			
	BUSINESS RULES	Brands		Website			
	CRM	2 ~	Q Search Brands	Website name			
	APPS & INTEGRATIONS	-	Default Add New Brand	This is the name of your main website Website URL			
			🥵 🕂	This is the URL to your main website			
				Help Center			
€	🥵 🧿 Deskpro 🗸 😪 😪		Save Discard Changes	Save			

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

Template: admin.email_templates.em▼	Block: Name	~	Phrase: Name	~	{}	3	
Email subject							
<pre>1 helpcenter.emails.tickets re</pre>							
Email							
<pre>1 <html> 2 <head> 3 [blocks:resources.html.twig] 4 </head> 5 <hody> 6 [emails common:email code top.htm 7 [blocks:header.html.twig] 9 {% if reply.person.is_agent %} 9 [emails common:ticket message 11 {% else %} 12 [emails common:ticket message 13 {% endif %} 14 {% if show_rating link and app 16 {% set message = reply %} 17 [emails common:ticket rating 18 {% endif %} 19 4 obr /> 5 {% endif %} 20 5 {% endif %} 21 {% for message in ticket_message 22 {% endif %} 23 {% endif %} 24 {% endif %} 25 {% endif %} 26 {% endif %} 26 {% endif %} 27 {% if app.isPortalEnabled() and 28 {% chercle.mesils.ticket_accel 29 {% endif %}</br></br></br></hody></html></pre>	agent.html.twig .html.twig .isPortalEnabled() and c links.html.twig ges slice(1) %) nit or loop.index0 < cor ge row.html.twig 4 can_login(recipient.id ess ticket online	itext.message_li					
32 33 {% endif %} 34 35 blocks:footer.html.twig	{{ ticket_link }}						
36 37 {% if ticket.brand.id == 1 %} 38 Deskpro 39 {% elseif ticket.brand.id == 2 40 Elephant ticket.brand.id == 2 41 {% endif %}							
42 43 [emails common:email code bottom. 44 45	html.twig						

Which will look something like this:

Preview Default template					
Use ticket: 1 D Refresh					
Email subject					
RE: Test					
Email					
Hello, This is a new ticket.					
Was this message helpful? Yes It was OK No					
View and manage this ticket online: <u>https://221benergy.deskpro.com/tickets/PJBB-</u> 2867-QVLR					
Kind Regards,					
Hannah Complaints					
Deskpro					
https://221benergy.deskpro.com/					

Further Reading

You can also adjust styling across brands as well as content - you can read this <u>Knowledgebase Article</u> for more information.

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

Read the <u>w3schools.com</u> guide to using images with HTML below: <u>https://www.w3schools.com/html/html_images.asp</u>