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

James Godwin - 2023-08-29 - Kommentare (0) - Business Rules

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).

OVERVIEW		Edit: Send agent notifications				
	10 Ticket Triggers	New ticket w				
CONFIGURATION	Triggers automatically perform actions in response to ticket events. You can also define extra criteria the ticket must meet for the trigger to run.	By User				
CHANNELS		Help Center	<ul> <li>Website Widget</li> </ul>	API		
		Ticket Form Wid		Phone		
AGENTS		Messenger     Twitter	SMS	WhatsApp		
HELP CENTER	Q. Search There	By Agent				
FEATURES	0 selected 4 Action	<ul> <li>Agent interface</li> </ul>	2 API	Email		
	New Ticket Triggers New Reply Triggers Ticket Update Triggers	Phone Call	Mobile apps	<ul> <li>Forwarding</li> </ul>		
	🗆 - Tide	Messenger	SMS	S WhatsApp		
BUSINESS RULES ~	contact@221benergy.diskpro.com	S Twitter	<ul> <li>Trust Pliot</li> </ul>			
a Queues	Cuspon(8)21theregy delayers com     G Criteria     Custoria     C					
Ticket Lists Triggers						
SLAs	Apply: Global (17)	When the folio	wing conditions are met:			
A Escalations		Sele	ect • Select	*		
😋 Round Robin	Email about printer assign to Support	Or when the following conditions are met:				
Agent Shifts	Assign Customer Support Tickets Via RR					
Interface Defaults	Send agent notifications		ect • Select		1	
Recurring Tickets	© Stend score rose toket by agent ③ Actions					
CRM	Send auto-reply confirmation to user					
APPS & INTEGRATIONS	JF New Ticket Auto Response	Then the following actions will run				
2404	SMS about printer assign to Support	Sand agent email  Templates New Ticket Notification Q, Mr. Editorep				
	- Conversation Log			Q		
	V2 client	Agen			_	
	Image: Second Seco		<ul> <li>All subscribed agents</li> <li>All subscribed Agent</li> </ul>			
			Agents assigned to team			
	Client value		Ticket followers			
	Specific emails test		Teams of ticket followers			
	Equipment type		Agent Performer			
			Term of round performer			
	resolve bounces	From	name Helpdesk name		*	
	Urgent label	From	email Enter a custom name			
	Skibata Custom fields		Helpdesk name Name of the person that initiated the action		~	
	Tasks Label (add tasks)		Name or one person that initiated the action			
Admin o	Q. B	Save			Changes Del	

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.