

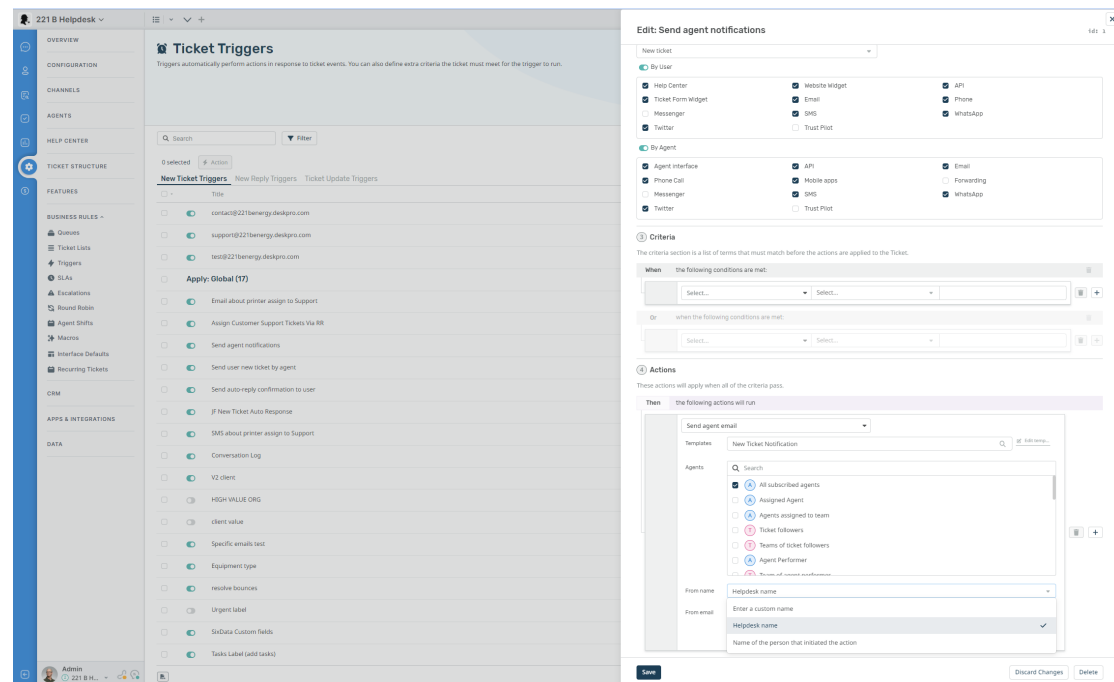
# How do I use a generic From: name for agent email notifications?

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).



The screenshot shows the Deskpro Admin interface. On the left, the 'Ticket Triggers' tab is selected in the 'New Ticket Triggers' section. The main area displays a list of triggers, including 'Send agent notifications'. The right panel shows the configuration for this trigger. In the 'Criteria' section, there are 'When' and 'Or' conditions. In the 'Actions' section, the 'Send agent email' action is configured. The 'From name' field is set to 'Helpdesk 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.