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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 , 1	Deskpro ~	$\equiv \cdot \cdot +$		
Θ	OVERVIEW	Agent Branding	Helpdesk name This is the actual name of your Helpdesk	Edit: Default
8	CONFIGURATION ^	1	Deskpro	Help Center Configuration Descenger Setup
R	Branding G Languages & Locales		Favicon	온 User Registration
0	A Phrase Translation	i i i	E Change file	Brand Settings
	Business Hours			Brand Name*
	🕄 Reset Helpdesk		Logo	Default
\odot	CHANNELS	SENTS	🖳 📱 🗶 Change file	Favicon
3	AGENTS		Avatar	Change file
	HELP CENTER		🖳 📱 主 Change file	Avatar
	TICKET STRUCTURE		Helpdesk URL	Brand Logo
	FEATURES	Brands 2 👡	https://5065-2a02-c7c-6b10-5200-10f1-ac97-dbb0-5795.ngrov	Change file
	BUSINESS RULES			Website
	CRM		Q Search Brands	Website name
	APPS & INTEGRATIONS		Default S Add New Brand	This is the name of your main website
	DATA			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:

Which will look something like this:

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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.

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