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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 shows the Deskpro Admin interface. On the left, the navigation sidebar includes sections for Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features (with Business Rules expanded), CRM, Apps & Integrations, and Data. The Business Rules section under Features is currently selected. On the right, the main content area shows the 'Ticket Triggers' configuration. The 'New Ticket Triggers' tab is selected. A modal dialog titled 'Edit: Send agent notifications' is open, showing the configuration for this trigger. The 'When' section lists 'New ticket' and 'By User' (Help Center, Ticket Form Widget, Messenger, Twitter). The 'Actions' section shows a 'Send agent email' action with a template 'New Ticket Notification'. The 'From name' field is set to 'Helpdesk name' and the 'From email' field is set to 'Helpdesk name'. The 'From name' field has a note: 'Name of the person that initiated the action'.

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.