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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 displays the Deskpro Admin interface. On the left, the sidebar shows the navigation menu with 'BUSINESS RULES' expanded, leading to 'Triggers'. The main area is titled 'Ticket Triggers' and shows a list of triggers under the 'New Ticket Triggers' tab. The 'Send agent notifications' trigger is selected. On the right, the 'Edit: Send agent notifications' configuration window is open. It shows the 'By User' and 'By Agent' sections with various notification channels selected. The 'Criteria' section is empty. The 'Actions' section shows the 'Send agent email' action. In the 'From name' dropdown, 'Helpdesk name' is selected, and in the 'From email' dropdown, 'Helpdesk name' is also selected. The 'Name of the person that initiated the action' is shown as the default for the email field.

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.