



[Knowledge Base](#) > [Using Deskpro](#) > [Admin](#) > [Business Rules](#) > [How do I use a generic From: name for agent email notifications?](#)

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

James Godwin - 2023-08-29 - [Comments \(0\)](#) - [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 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, a modal window titled 'Edit: Send agent notifications' is open, showing configuration for 'New ticket' triggers. It lists various delivery methods: Help Center, Ticket Form Widget, Messenger, Twitter, Helpdesk Widget, Email, SMS, API, Phone, WhatsApp, and Trust Pilot. Below this, the 'By Agent' section lists triggers for Agent Interface, Phone Call, Messenger, SMS, Twitter, API, Mobile apps, SMS, and WhatsApp. The 'Criteria' section allows defining conditions for triggering the action. The 'Actions' section is where the 'Send agent email' action is selected, with a template named 'New Ticket Notification'. The 'Agents' section lists various agent selection criteria, and the 'From name' field is set to 'Helpdesk name'. The 'From email' field is set to 'Enter a custom name' with 'Helpdesk name' selected. At the bottom of the modal are 'Save', 'Discard Changes', and 'Delete' buttons.

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.