How do I add an organization-wide email signature?

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Agents can create a personal signature within their account preferences, but you might also want to set an organization signature which applies to all Agent replies being emailed to your users from Deskpro. This can be setup within the "New Agent Reply" email template .

1. Go to **Admin > Emails > Email Templates > User Email Templates > Ticket Emails > New Agent Reply**.
2. Add your organization's signature directly underneath the **<dp:agent-reply />** line.



3. Click **Save**.

4. Do the same for the **New Ticket By Agent** template to ensure the signature is also used when new tickets are created by Agents (this time, insert under the **<dp:last-reply />** line).

This will place your general signature directly below the response in every Agent reply email. If your agents also have a personal signature setup, this will display above the organization signature.