

How do I stop agent names appearing in the 'From:' field of emails

Ben Henley - 2023-08-29 - Comment (1) - Deskpro Legacy

:Question

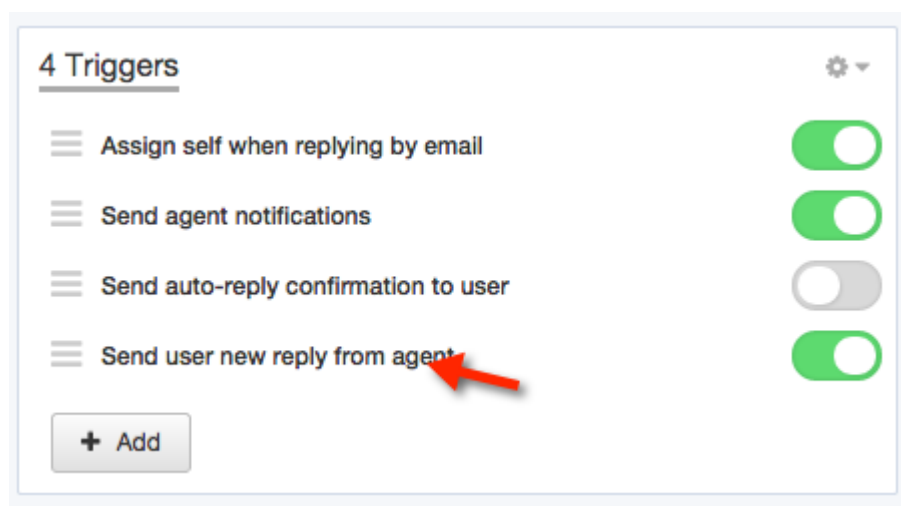
When users receive email notifications about their tickets, the From: name on the email is the agent's name. We'd rather just have the email sent from "Acme Support". How can we change this

:Answer

By default, Deskpro uses the agent's name to make support feel more personal, but you can change this if you prefer

You do this by editing the trigger which emails the user when an agent replies

In **Admin > Tickets > New Reply Triggers**, click on the **Send user new reply from agent** trigger



You will then see the **Actions** for that trigger

Change the **From Name:** field from "Name of the person who initiated the action" to use your Helpdesk Name, or a custom name of your choice

You can use variables in a custom name. For example, if you want the From: name to include the name of the department the ticket is in, you could use this as the custom name

Acme {{ticket.department.title}} Department

Actions ?

then The following actions will run:

Send User Email	Template:	New Agent Reply edit template
	To:	<input type="radio"/> Email only the ticket owner <input checked="" type="radio"/> Email everyone on the ticket (owner and all CC's)
	From Name:	Helpdesk Name (Helpdesk) ▼
	From Email:	<input type="text" value=""/>
	Headers:	<div>Name of the person who initiated the acti... Helpdesk Name (Helpdesk) Enter a custom name</div>

Action

Another useful variable that can be used in 'Custom Name' if you would like to show the :agent name, but also preface this with some set text is

```
{{ ticket.agent.display_name }}
```

You should also do the same for the "Send user new ticket by agent" trigger in **Admin > .Tickets > New Ticket Triggers**