

Making email templates brand specific

Matthew Wray - 2023-10-19 - Comment (1) - Deskpro Legacy

When you have a multiple brand setup you'll likely want to make your email templates .brand specific

.You can just create separate emails per brand

Alternatively it's possible to add arguments to your templates to send out different content .depending on the brand the ticket belongs to

Brand IDs

.The first thing you'll need to do is find out your brand IDs to reference in your argument

.The easiest way to do this is by using the api sandbox

Simply add the following to your helpdesk URL **/api/v2/doc#get--api-v2-brands** then click on the sandbox tab when you arrive at the page. Then hit try and your brand data will (be returned (including IDs

Adding arguments to your templates - example

:In this example I'm going to have two brands

(Deskpro (brand id 1

(Test (brand id 2

I would like my emails sent with my template to include the brand name for the relevant .brand at the beginning of each email

In this instance I can use a simple if Statement at the beginning of the template achieve :this

```
{% if ticket.brand.id == 1 %}
```

Deskpro

```
{% endif %}
```

```
{% if ticket.brand.id == 2 %}
```

Test

```
{% endif %}
```

:So the new ticket by agent for example would look like this



Further Reading

You can adjust styling across brands as well as content - read the KB article below to read :how

<https://support.deskpro.com/en/kb/articles/how-can-i-set-different-styling-for-emails-across-different-brands>

A particularly useful example of this can be using different logos in different emails. Read :the [w3schools.com](https://www.w3schools.com/html/html_images.asp) guide to using images with HTML below

https://www.w3schools.com/html/html_images.asp