

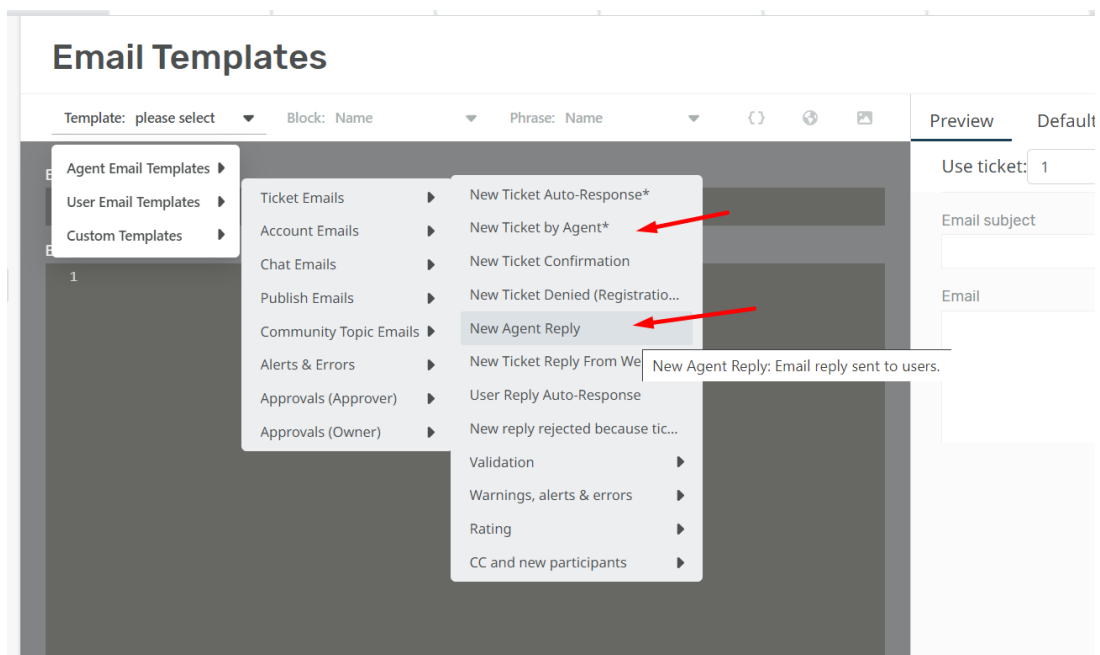
How do I add an organization-wide email signature?

John Davison - 2023-09-08 - Comments (0) - Channels

Agents can [create a personal signature](#) within their account preferences, but you might want to set an organization signature that applies to all Agent replies being emailed to your users from Deskpro.

This can be set up in your User Email Templates. Go to **Admin > Channels > Email > Templates > User Email Templates > Ticket Emails**.

You will need to update two of the templates **New Ticket by Agent** and **New Agent Reply**:



On the Templates insert the Organization Signature underneath where the template says:

```
emails common:ticket message.html.twig
```

```
{% endif %}
```

```
<br /><br />
```

Email subject

```
1 {{ticket.subject}}
```

Email

```
1 <html>
2 <head>
3   [blocks:resources.html.twig]
4 </head>
5 <body>
6   [emails:common:email_code_top.html.twig]
7
8   [blocks:header.html.twig]
9
10  {% set message = ticket_messages|first %}
11  {% if message.person.is_agent %}
12    [emails:common:ticket_message_agent.html.twig]
13  {% else %}
14    [emails:common:ticket_message.html.twig]
15  {% endif %}
16
17  <br /><br />
18
19  <body> Flora Street Support Center </body>
20
21  {% for message in ticket_messages|slice(1) %}
22    {% if not context.message_limit or loop.index0 < context.message_limit %}
23      [emails:common:ticket_message_row.html.twig]
24    {% endif %}
25  {% endfor %}
26
27  {% if app.isPortalEnabled() and can_login(recipient.id) %}
28    <br /><br />
29
30    [helpcenter.emails.ticket:access_ticket_online]
31    <a href="{{ ticket_link }}">{{ ticket_link }}</a>
32  {% endif %}
33
34  [blocks:footer.html.twig]
35
36  [emails:common:email_code_bottom.html.twig]
37 </body>
38 </html>
```

In the above example, this will insert the phrase 'Flora Street Support Center' into each message that is sent.