

<u>Base de connaissances > Using Deskpro > Admin > Business Rules > How do I use a generic From: name for agent email notifications?</u>

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

James Godwin - 2023-08-29 - Commentaire (1) - 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).

OVERVIEW	W Tislet Tripper	Edit: Send agent notifications			
	Tricket Triggers Triggers automatically perform actions in response to ticket events. You can also define extra criteria the ticket must meet for the trigger to run.	New ticket w			
CONFIGURATION	inggers accomatically perform accors in response to toke, events, roll can also derine extra criteria the toket must need for the ingger to run.	By User			
CHANNELS		Help Center	Website Widget	S API	
AGENTS		Ticket Form Widg     Messenger	get 🜌 Email	<ul> <li>Phone</li> <li>WhatsApp</li> </ul>	
AGENTS		S Twitter	Trust Pliot	C minutepy	
HELP CENTER	Q, Search Tilter	By Agent			
TICKET STRUCTURE	0 selected # Action	Agent interface	I API	🖸 Email	
	New Ticket Triggers New Reply Triggers Ticket Update Triggers	Phone Call	Mobile apps	Forwarding	
FEATURES	C + Title	Messenger	<b>2</b> SMS	🛃 WhatsApp	
BUSINESS RULES ^	contact@221benergy.diskpro.com	S Twitter	<ul> <li>Trust Pliot</li> </ul>		
a Queues	C support(2)?Therergy designs cam     G Otheria     The otheria section is a list of turns that must much before the actions are applied to the Take.				
Ticket Lists					
SLAs	Apply: Global (17)	When the folio	wing conditions are met:		
A Escalations		Sele	ct • Select	*	W
Si Round Robin	Email about printer assign to Support	Or when the following conditions are met:			
Agent Shifts	Assign Customer Support Tickets Via RR				
Interface Defaults	Send agent notifications	Seler	ct • Select		
Recurring Tickets	© © Send user new tildet by spent ③ Actions				
CRM	Send auto-reply confirmation to user	There actions will apply when all of the othering pass. Them the following actions will run			
APPS & INTEGRATIONS	JF New Ticket Auto Response				
8474	SMS about printer assign to Support	Sent	d agent email	Q. <u>18 1</u>	Edit temp
	- Conversation Log			Q Search  (A subscribed agents	
	V2 client	Agent			
	HIGH WALLE ORG		Assigned Agent		
			Agents assigned to team		
	clent value		Ticket followers		
	Specific emails test		Teams of ticket followers		
	Equipment type		🗌 🗷 Agent Performer		
	resolve baunces	From			*
	On Urgent Libel	From			
	Skibata Custom fields		Helpdesk name Name of the person that initiated the action		~
	Tasks Label (add tasks)				
Admin 3 221 B H., - 2		Save		Disc	card Changes Del

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.