



[Tudásbázis](#) > [Using Deskpro](#) > [Admin](#) > [Business Rules](#) > [How do I use a generic From: name for agent email notifications?](#)

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

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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).

The screenshot displays the Deskpro Admin interface. On the left, a sidebar contains navigation links: Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM, Apps & Integrations, and Data. The 'Business Rules' section is expanded, showing 'Triggers' and 'SLAs'. The main area is titled 'Ticket Triggers' and contains a list of triggers. The 'Send agent notifications' trigger is selected. On the right, a modal window titled 'Edit: Send agent notifications' is open. It shows the 'Criteria' section with 'When' and 'Or' conditions. The 'Actions' section is also visible, showing the 'Send agent email' action. The 'From name' field is set to 'Helpdesk name', and the 'From email' field is set to 'Enter a custom name'.

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.