

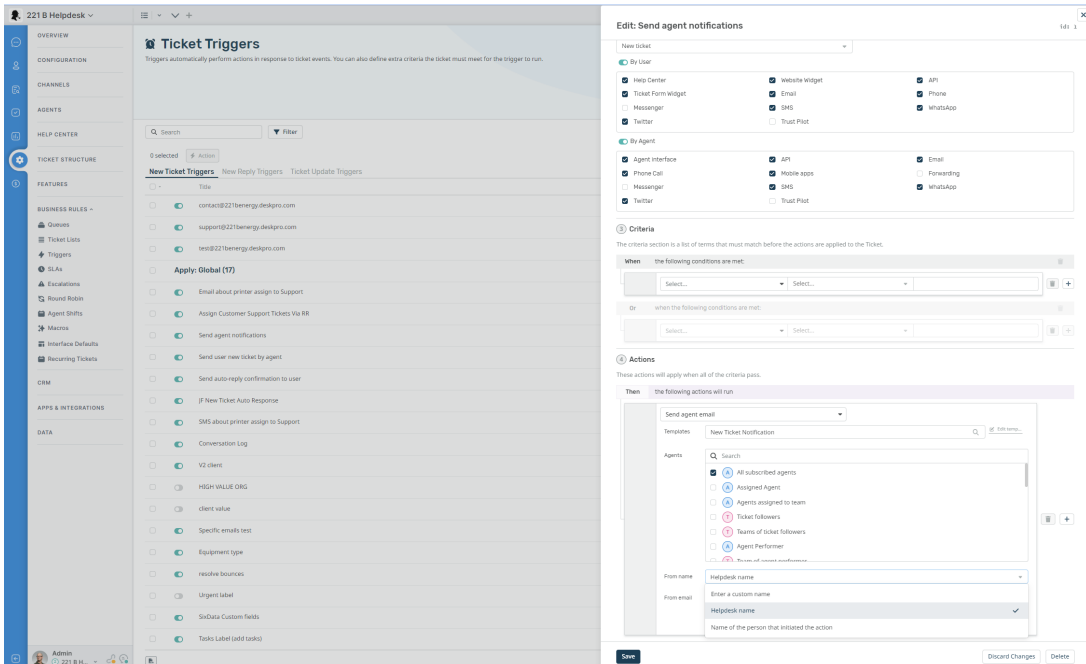
How do I use a generic From: name for agent email notifications?

James Godwin - 2023-08-29 - Comments (0) - 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).



The screenshot displays the Deskpro Admin interface for configuring a trigger. The left sidebar shows the navigation menu with 'BUSINESS RULES' expanded. The main content area is titled 'Ticket Triggers' and shows a list of triggers. The 'Send agent notifications' trigger is selected. The right-hand panel, titled 'Edit: Send agent notifications', shows the configuration for this trigger. Under the 'Criteria' section, the 'When' condition is set to 'the following conditions are met'. Under the 'Actions' section, the 'Then' condition is set to 'the following actions will run'. The 'Send agent email' action is configured with the 'From name' set to 'Helpdesk Name' and the 'From email' 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.