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# 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 221 B Helpdesk Admin interface. On the left is a sidebar with navigation options: Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, Escalations, Round Robin, Agent Shifts, Macros, Interface Defaults, Recurring Tickets, CRM, Apps & Integrations, and Data. The main area is titled 'Ticket Triggers' and shows a list of triggers under the 'New Ticket Triggers' tab. The 'Send agent notifications' trigger is selected. On the right, the 'Edit: Send agent notifications' configuration window is open. It shows the 'By User' and 'By Agent' sections with various notification channels checked. The 'Criteria' section is empty. The 'Actions' section shows the 'Send agent email' action with the 'From name' dropdown set to 'Helpdesk 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.