

How can I have different signatures in emails for tickets across different brands?

Grace Howlett - 2024-10-17 - Comments (0) - Deskpro Legacy

Question:

My company provides support for several different brands, with each brand having its own department in Deskpro. Can my agents have different email signatures for different departments, with a different company name and telephone number on each?

Answer:

You can achieve this using Deskpro's email template system.

1. Make sure agents' signatures only contain their names, and don't include brand-specific information.
2. Look up the ID numbers of each department in **Admin > Tickets > Departments** using the gear icon at the top right of the department list.
3. For each department, create some template code like this:

```
{% if ticket.department.id == 1 %}<br>Brand X Support - Tel  
555-183-555<br>{% endif %}
```

where the number is the ID of the department, and the HTML code inside the **if** statement is what you want to appear at the bottom of emails for that department.

4. In **Admin > Emails > Email Templates > Layout**, edit the Footer template and add the code for all your departments you made in step 3:



5. Click **Save**.

Note that if you want to the same footer code in multiple departments, you can do:

```
{% if ticket.department.id == 1 or ticket.department.id == 2 %}
```

If you have a multi-language helpdesk and you need to translate signatures, instead of entering the HTML directly in the template, you should create a [custom phrase](#) for each department and include that in the template instead e.g.

```
{% if ticket.department.id == 1 %}{{ phrase('custom.dept1-sig') }}{%  
endif %}
```

Then create [translations](#) for each custom phrase.

For more information about the email template language, see the [Editing templates](#) chapter of the admin manual.