

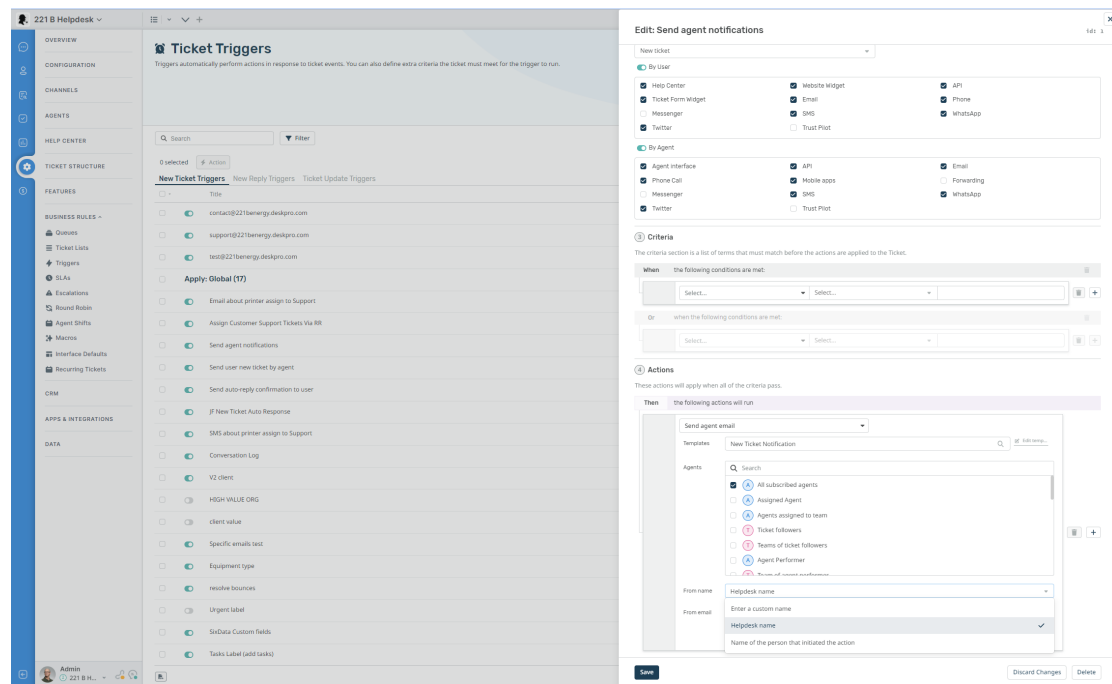
How do I use a generic From: name for agent email notifications?

James Godwin - 2023-08-29 - [Reacties \(0\)](#) - [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. On the left, the sidebar shows the navigation menu with 'Business Rules' expanded. 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 '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.