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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 Deskpro Admin interface. On the left, the navigation menu includes 'OVERVIEW', 'CONFIGURATION', 'CHANNELS', 'AGENTS', 'HELP CENTER', 'TICKET STRUCTURE', 'FEATURES', 'BUSINESS RULES', 'CRM', 'APPS & INTEGRATIONS', and 'DATA'. The 'BUSINESS RULES' section is expanded to show 'New Ticket Triggers', 'New Reply Triggers', and 'Ticket Update Triggers'. The 'New Ticket Triggers' tab is active, showing a list of triggers. The 'Send agent notifications' trigger is selected, and the 'Edit' panel is open. In the 'Edit' panel, the 'Actions' section is visible, showing the 'Send agent email' action. The 'From name' field is set to 'Helpdesk name', and the 'From email' field is set to 'Helpdesk name'. The 'Criteria' section is also visible, showing the conditions for the trigger.

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.