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How do I add an organization-wide email signature?

John Davison - 2023-09-08 - <u>Reacties (0)</u> - <u>Channels</u>

Agents can <u>create a personal signature</u> within their account preferences, but you might want to set an organization signature that applies to all Agent replies being emailed to your users from Deskpro.

This can be set up in your User Email Templates. Go to Admin > Channels > Email > Templates > User Email Templates > Ticket Emails.

You will need to update two of the templates **New Ticket by Agent** and **New Agent Reply**:

Template: please select	Block: Name	Phrase: Name	• ()	3	P	review	Def
Agent Email Templates 🕨						Use ticket:	1
Jser Email Templates 🕨	Ticket Emails	New Ticket Auto-Response*	_				
Sustom Templates	Account Emails	New Ticket by Agent*				Email subjec	t
1	Chat Emails	New Ticket Confirmation					
	Publish Emails	New Ticket Denied (Registratio				Email	
	Community Topic Emails 🕨	New Agent Reply					
	Alerts & Errors	New Ticket Reply From We New	v Agent Reply:	Email reply s	ent to users		
	Approvals (Approver)	User Reply Auto-Response					
	Approvals (Owner)	New reply rejected because tic					
		Validation	•				
		Warnings, alerts & errors	•				
		Rating	•				
		CC and new participants	•				

On the Templates insert the Organization Signature underneath where the template says:

emails common:ticket message.html.twig

{% endif %}



In the above example, this will insert the phrase 'Flora Street Support Center' into each message that is sent.