

Kennisbank > Using Deskpro > Admin > Channels > How do I add an organization-wide email signature?

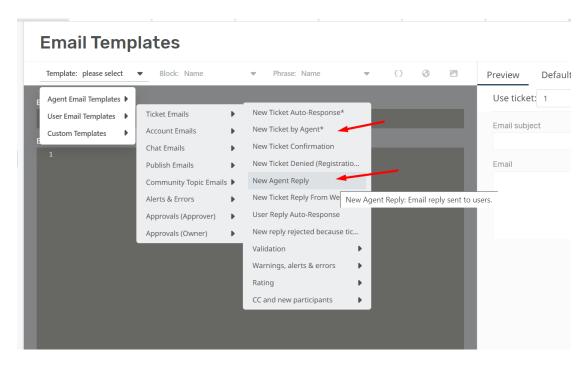
How do I add an organization-wide email signature?

John Davison - 2023-09-08 - Reacties (0) - Channels

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**:



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

emails common:ticket message.html.twig

{% endif %}


```
Email subject
    1 {{ticket.subject}}
   1 <html>
2 <head>
blocks:resources.html.twig
   4 </head>
5 <body>
   6 [emails common:email code top.html.twig]
    8 blocks:header.html.twig
          {% set message = ticket_messages|first %}
{% if message.person.is_agent %}
    emails common:ticket message agent.html.twig
{% else %}
  10
11
12
  13
14
         emails common:ticket message.html.twig
  15
16
17
18
19
20
21
22
23
          <br /><br />
         <body> Flora Street Support Center </body>
          {% for message in ticket messages|slice(1) %}
{% if not context.message_limit or loop.index0 < context.message_limit %}
    [emails common:ticket message row.html.twig]</pre>
  24
25
26
27
28
29
30
          helpcenter.emails.ticket access ticket online
<a href="{{ ticket_link }}">{{ ticket_link }}</a>
{% endif %}
  31 <a href="{{ tre...
32 {% endif %}
33 34 blocks:footer.html.twig}
  35
36 [emails common:email code bottom.html.twig]
  37 </body>
38 </html>
```

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