

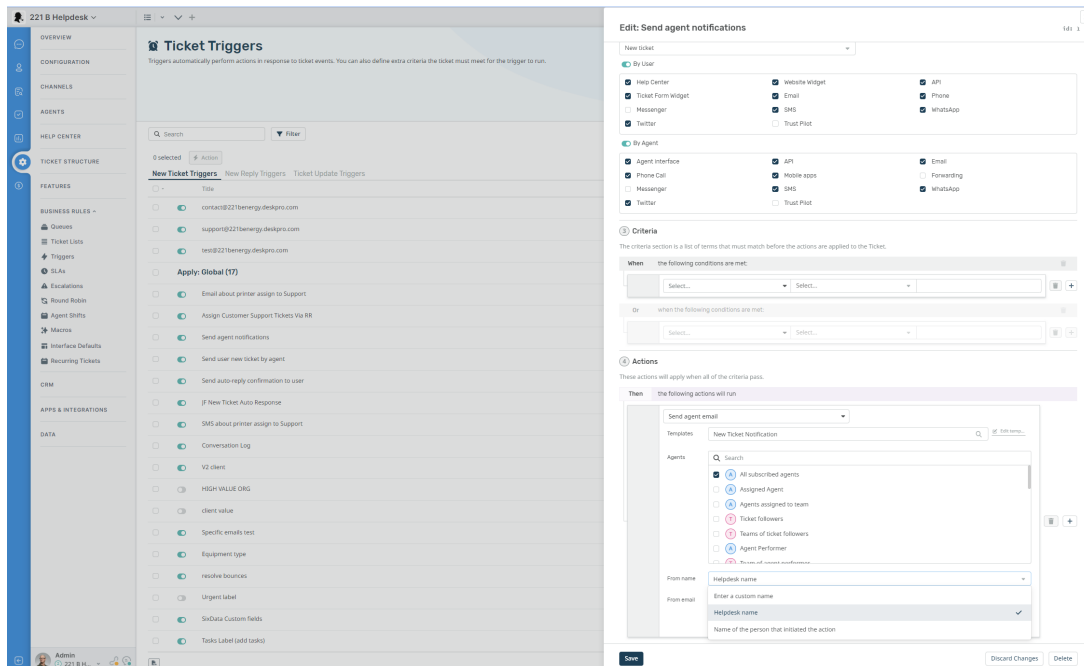
How do I use a generic From: name for agent email notifications?

James Godwin - 2023-08-29 - Kommentarer (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 shows the 'Ticket Triggers' configuration page. The 'New Ticket Triggers' tab is active, showing a list of triggers. The 'Send agent notifications' trigger is selected. The right panel shows the configuration for this trigger, including 'When' criteria and 'Actions'. The 'Actions' section shows the 'Send agent email' action with the 'From name' set to 'Helpdesk 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.