How do I add an organization-wide email signature?

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

Agents can create a personal signature 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**:
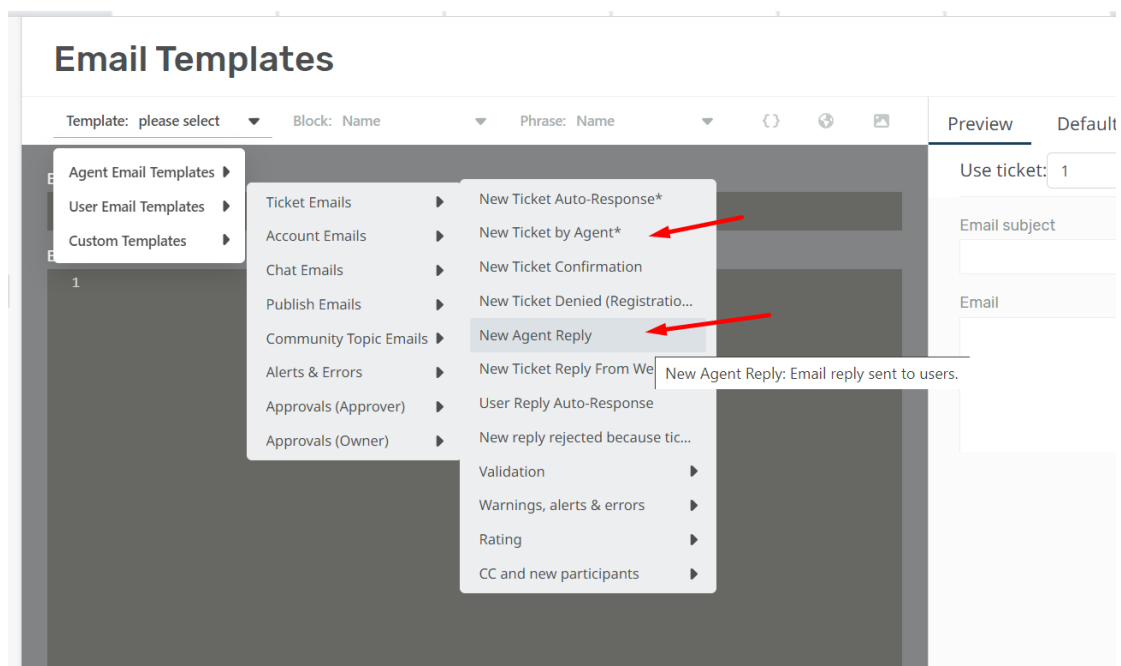
On the Templates insert the Organization Signature underneath where the template says:

emails common:ticket message.html.twig

{% endif %}

Email subject

```
1  {{ticket.subject}}
```

Email

```
 1  <html>
 2  <head>
 3      blocks:resources.html.twig
 4  </head>
 5  <body>
 6  emails common:email code top.html.twig
 7
 8  blocks:header.html.twig
 9
10    {% set message = ticket_messages|first %}
11    {% if message.person.is_agent %}
12        emails common:ticket_message_agent.html.twig
13    {% else %}
14        emails common:ticket_message.html.twig
15    {% endif %}
16
17    <br /><br />
18
19    <body> Flora Street Support Center </body>
20
21    {% for message in ticket_messages|slice(1) %}
22        {% if not context.message_limit or loop.index0 < context.message_limit %}
23            emails common:ticket_message_row.html.twig
24        {% endif %}
25    {% endfor %}
26
27    {% if app.isPortalEnabled() and can_login(recipient.id) %}
28        <br /><br />
29
30        helpcenter.emails.ticket_access_ticket_online
31        <a href="{{ ticket_link }}">{{ ticket_link }}</a>
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.