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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, a sidebar menu shows the navigation path: **Admin** > **221 B Helpdesk** > **Business Rules** > **Triggers**. The main content area is titled "Ticket Triggers" and shows a list of triggers. The "Send agent notifications" trigger is selected. The right-hand panel, titled "Edit: Send agent notifications", shows the configuration for this trigger. Under the "By User" section, "Help Center" and "Ticket Form Widget" are checked. Under the "By Agent" section, "Agent interface" and "Phone Call" are checked. The "Criteria" section is empty. In the "Actions" section, the "Send agent email" action is selected. The "From name" dropdown is set to "Helpdesk name", and the "From email" dropdown is set to "Name of the person that initiated the action".

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.