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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 shows the Deskpro Admin interface with the 'Ticket Triggers' page open. On the left, the navigation sidebar includes sections for Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features (with Business Rules expanded), CRM, Apps & Integrations, and Data. The 'Ticket Triggers' list on the right shows several triggers, with 'New Ticket Triggers' selected. A modal dialog box titled 'Edit: Send agent notifications' is open on the right, showing configuration for a 'New ticket' trigger. The 'By User' section has 'Help Center' checked, with 'Helpdesk Widget' and 'Email' selected. The 'By Agent' section has 'Agent Interface' checked, with 'Email' selected. The 'Actions' section contains a 'Send agent email' action with a template named 'New Ticket Notification'. The 'From name' field is 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.