

How can I have different signatures in emails for tickets in different departments?

Ben Henley - 2018-03-12 - Comments (0) - Using Deskpro

Question:

My company provides support for several different brands, with each brand having its own department in Deskpro. Can my agents have different email signatures for different departments, with a different company name and telephone number on each?

Answer:

You can achieve this using Deskpro's email template system.

1. Make sure agents' signatures only contain their names, and don't include brand-specific information.
2. Look up the ID numbers of each department in **Admin > Tickets > Departments** using the gear icon at the top right of the department list.
3. For each department, create some template code like this:

```
{% if ticket.department.id == 1 %}<br>Brand X Support - Tel  
555-183-555<br>{% endif %}
```

where the number is the ID of the department, and the HTML code inside the **if** statement is what you want to appear at the bottom of emails for that department.

4. In **Admin > Emails > Email Templates > Layout**, edit the Footer template and add the code for all your departments you made in step 3:

```
DeskPRO:emails_common:email-footer.html.twig

1 {% if ticket.department.id == 1 %}
2 Brand X Support - Tel 555-183-555
3 {% endif %}
4 {% if ticket.department.id == 2 %}
5 Brand Y Support - Tel 555-180-558
6 {% endif %}
7 <div class="dp-hr">&nbsp;</div>
8 {% if site_url %}<a href="{{ site_url }}">{{ site_name|def
9 {% if app.isPortalEnabled() %}<a href="{{ deskpro_url }}">
10 {% if tplvars.agent_notification_footer %}
11 &nbsp;&nbsp;&nbsp;<a href="{{ url_full('user') }}">agent/#setting
12 {% endif %}
```

5. Click **Save**.

Note that if you want to use the same footer code in multiple departments, you can do:

```
{% if ticket.department.id == 1 or ticket.department.id == 2 %}
```

If you have a multi-language helpdesk and you need to translate signatures, instead of entering the HTML directly in the template, you should create a [custom phrase](#) for each department and include that in the template instead e.g.

```
{% if ticket.department.id == 1 %}{{ phrase('custom.dept1-sig') }}{%
endif %}
```

Then create [translations](#) for each custom phrase.

For more information about the email template language, see the [Editing templates](#) chapter of the admin manual.