How do I change the From: name used for agent notifications? I don't want the emails to appear to be "From" the user

Ben Henley - 2023-08-29 - Comments (0) - Deskpro Legacy

Question:

My agents get emails notifications from the helpdesk about tickets, which is fine, but the From: name used for the emails is the user's name - even though the message is really coming from our ticket email address at support@acme.com.

How can I change it so these emails all have a From: name of "Acme Helpdesk"?

Answer:

In **Admin > Tickets > New Ticket Triggers** and 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).

Go to **New Reply** and do the same for the **Send agent notifications** trigger there.

Go to **Ticket Update** and do the same again.