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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. On the left is a navigation sidebar with categories like Overview, Configuration, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CSAT, and Apps & Integrations. The main area is titled 'Ticket Triggers' and contains a list of triggers. The 'Send agent notifications' trigger is selected. On the right, a modal window titled 'Edit: Send agent notifications' is open. It has sections for 'By User', 'By Agent', 'Criteria', and 'Actions'. The 'Actions' section is expanded, showing a list of actions to be performed when the trigger fires. The 'Send agent email' action is selected, and its configuration is visible. The 'From name' field is set to 'Helpdesk name', and the 'From email' field is set to 'Name of the person that initiated the action'. There are 'Save', 'Discard Changes', and 'Delete' buttons at the bottom of the modal.

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.