

Using Deskpro > Admin > Configuration > How do I customize the text that appears on my Help Center قاعدة المعلومات

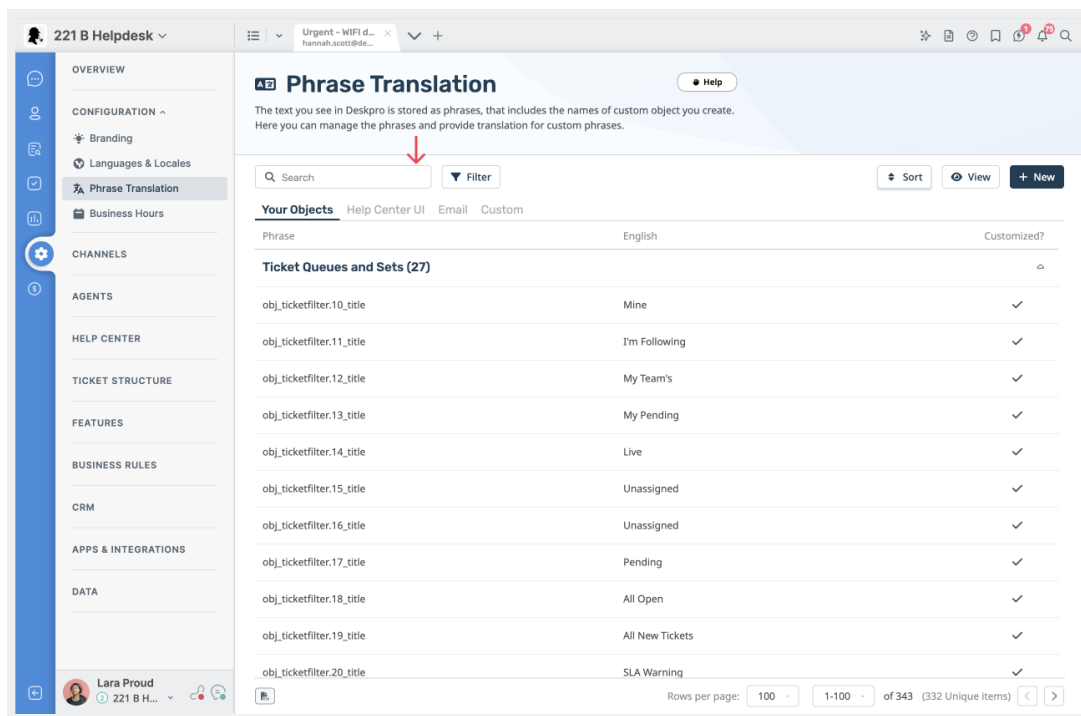
How do I customize the text that appears on my Help Center?

Configuration - تعليقات (.) - Cecilia Sam - 2023-08-17

Can I change the text used on the Help Center outside of the Publish app content

Yes, you can change almost all of the user-facing text on the Help Center and in emails .using the Deskpro phrases system

To do this, go to **Admin > Configuration > Phrase Translation**. To the phrase you want to change, you can use the **Search box** on the page or **Ctrl-F / Cmd-F** keyboard shortcuts .to search for the phrase on each page



Phrase Translation

The text you see in Deskpro is stored as phrases, that includes the names of custom object you create. Here you can manage the phrases and provide translation for custom phrases.

Search Filter

Sort View New

Your Objects Help Center UI Email Custom

| Phrase | English | Customized? |
|------------------------------------|-----------------|-------------|
| Ticket Queues and Sets (27) | | |
| obj_ticketfilter.10_title | Mine | ✓ |
| obj_ticketfilter.11_title | I'm Following | ✓ |
| obj_ticketfilter.12_title | My Team's | ✓ |
| obj_ticketfilter.13_title | My Pending | ✓ |
| obj_ticketfilter.14_title | Live | ✓ |
| obj_ticketfilter.15_title | Unassigned | ✓ |
| obj_ticketfilter.16_title | Unassigned | ✓ |
| obj_ticketfilter.17_title | Pending | ✓ |
| obj_ticketfilter.18_title | All Open | ✓ |
| obj_ticketfilter.19_title | All New Tickets | ✓ |
| obj_ticketfilter.20_title | SLA Warning | ✓ |

Rows per page: 100 1-100 of 343 (332 Unique Items)

In the **Text box**, enter your changed version of the text and click **Save**. If you have more than one language installed on the helpdesk, you will need to define the change for each .language

Edit: obj_ticketfilter.10_title



obj_ticketfilter.11_title



English

Mine



Français



Español



English (UK)



الإنجليزية



Türkçe



Deutsch

Save



Open next phrase

Discard Changes