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Can I change the title of the 'Department' field on the contact form?

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Question:

Is there a way to change the 'Department' field title on the contact form? We'd like to change this to something along the lines of "Which department do you need assistance from?"

Answer:

Yes, you can customize the title of the 'Department' field on the form (as well as most other phrases found on the Help Center). To do so, follow the steps below:

1. Go to **Admin > Configuration > Languages & Locales**.
2. For your default language, click **'Edit translations'**.

The screenshot displays the 'Languages & Locales' configuration interface. On the left, there's a grid of language packs. The 'English' pack is highlighted, showing 100% completion for Help Center and Agent, and 100% for Admin. On the right, the configuration for the selected language is shown, including the title 'English', locale code 'en-US', and a red box around the 'Edit translations' button.

1. Go to the **'Help Center UI'** tab. You will be presented with a list of different phrases that relate to your help center. You can customize any of these.
2. Search for **'helpcenter.general.department'**, click edit and enter your new title in the relevant language.
3. Scroll down to the bottom of the page and click **'Save'**.

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: department | Filter

Your Objects: **Help Center UI** | Email | Custom

Phrase	English	Customized?
Help Center General (1)		
helpcenter.general.department	Department	✓
Help Center Forms (4)		
helpcenter.forms.error_not_assignable_department	Unable to select parent department.	
helpcenter.forms.error_ticket_department_invalid	You cannot select a parent department. Try selecting a sub-department.	
helpcenter.forms.error_ticket_department_required	A department is required	
helpcenter.forms.error_unauthorized_department	Insufficient permission	
Help Center Messenger (8)		
helpcenter.messenger.chat_pre_chat_form_department	Department	
helpcenter.messenger.chat_pre_chat_form_department_1	Department	✓
helpcenter.messenger.chat_pre_chat_form_department_2	Department	✓

Rows per page: 100 | 1-18 of 18 (14 Unique Items)

Save | open next phrase | Discard Changes

English | Show Original | Reset

Which department do you need assistance from? ✓

Français | Département

Español | Sección


English (UK) | Show Original | Reset

Department

العربية | Show Original | Reset

Department

When you view the form now, the title should be updated.



Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name *

Email [Manage my email addresses](#)

Which department do you need assistance from? *

✓

Subject *