

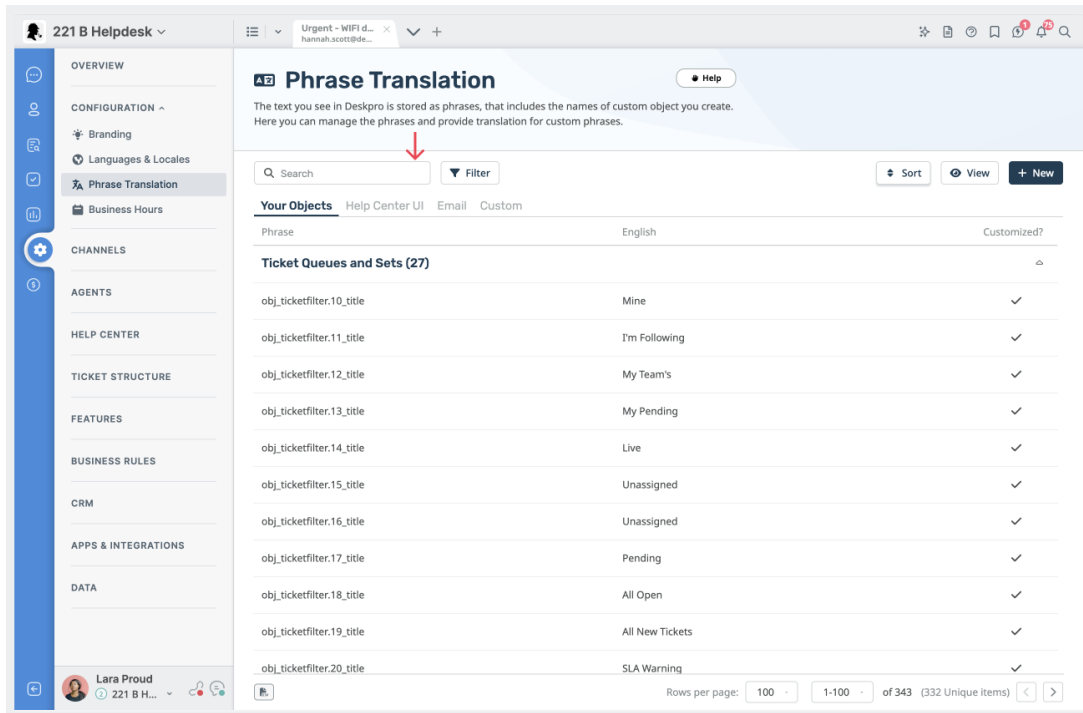
How do I customize the text that appears on my Help Center?

Cecilia Sam - 2023-08-17 - Kommentarer (0) - Configuration

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.



The screenshot shows the 'Phrase Translation' interface in Deskpro. The left sidebar contains navigation options like Overview, Configuration, Branding, Languages & Locales, Phrase Translation, Business Hours, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM, Apps & Integrations, and Data. The main content area is titled 'Phrase Translation' and includes a search box, a filter button, and a table of phrases. The table has columns for 'Phrase', 'English', and 'Customized?'. The table lists 27 items under 'Ticket Queues and Sets', including 'obj_ticketfilter.10_title' through 'obj_ticketfilter.20_title'. The 'English' column contains various phrases like 'Mine', 'I'm Following', 'My Team's', 'My Pending', 'Live', 'Unassigned', 'Pending', 'All Open', and 'SLA Warning'. The 'Customized?' column has checkmarks for all items. At the bottom, there is a 'Rows per page' selector set to 100, and a total count 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