

Wissensdatenbank > Using Deskpro > Admin > Can I change the title of the 'Department' field on the contact form?

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

Grace Howlett - 2023-08-10 - Kommentare (0) - Admin

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'.

Languages & Here you can manage the language contact us at support@deskpro.com Phrase Translation	packs installed on your helpdesk. If you w	ish to create a new	v language pack, please			English (English) Title* English	×
Installed Available						Default Language Locale Code	
الإنجليزية	English		English (UK)	Français		en-US Flag	
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Locale Code: Af Help Center: 21%	Locale Code: en-US Help Center: 100%	_	Locale Code: en-GB Help Center: 1% L Agent: 93%	Locale Code: fr Help Center: 79%		Translations	
						Help center and user emails	
Español	<u>x</u>					100%	
Default: -						Agent and Admin interfaces	
Locale Code: es-ES Helo Center: 79%	-					100%	
Agent: 71%						Edit translations	

- 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'.

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Help Center Forms (4)					Department		1.
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helpcenter.forms.error_unauthorized_department	Insufficient permission						
Help Center Messenger (8)				_			
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When you view the form now, the title should be updated.

Please complete this form a possible.	nd one of our agents will reply	to you by email as soon as
Name *	Email	Manage my email addresse
Alesia Burvin	alesia.burv	vin@deskpro.com
Which department do you need a	ssistance from? *	
IT Support		~