

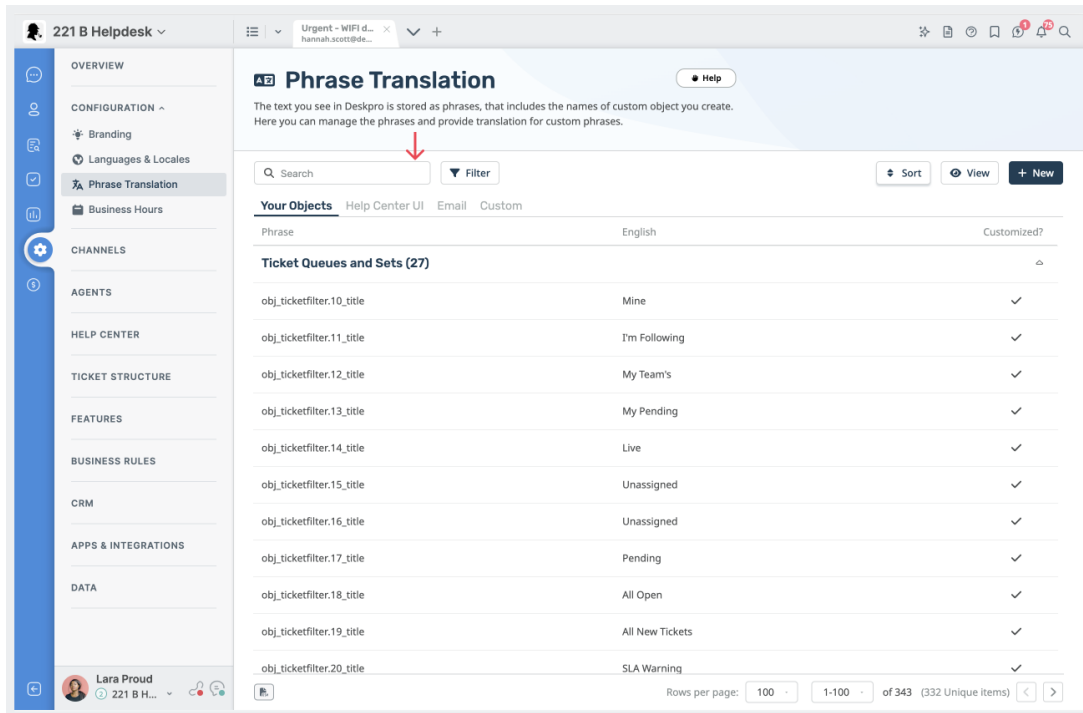
How do I customize the text that appears on my Help Center?

Cecilia Sam - 2023-08-17 - Comments (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' configuration page in Deskpro. The page has a sidebar on the left with navigation options like Overview, Configuration, Branding, Languages & Locales, Phrase Translation (selected), 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. A red arrow points to the search box. 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 'Rows per page' is set to 100, and there are 343 unique items.

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	✓

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