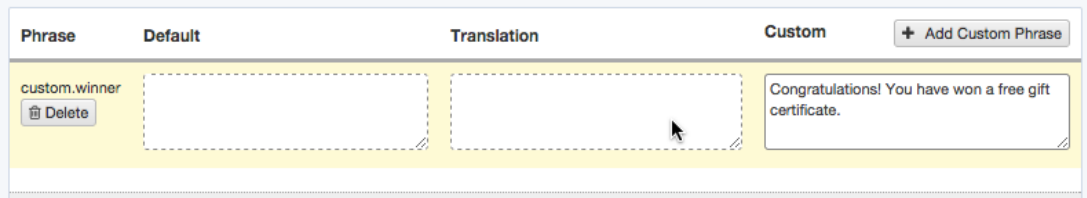
How do I translate a custom phrase?

Ben Henley - 2023-09-25 - Comments (0) - Deskpro Legacy

Question:

I've created a custom phrase, but my helpdesk uses multiple languages, and the agent interface won't let me enter a translation. The **Translation** box is disabled. What do I do?



Answer:

To translate a custom phrase, you *don't* use the Translation box.

Instead, simply create a phrase with the same name for each installed language.

For example, if your helpdesk uses English and French, and you have created a *custom.winner* phrase in English, you should then create a phrase named *custom.winner* in French too - with the text of that phrase being the French equivalent of the English.

You can then reference *custom.winner* in any template, and it will be automatically displayed in the correct language for each person.

Make sure you use exactly the same name for the custom phrase in each language you have installed.

You should create a version for *every* language you have installed. Otherwise, users who have selected a language where the phrase is missing will get broken versions of emails or pages that reference the missing phrase.