

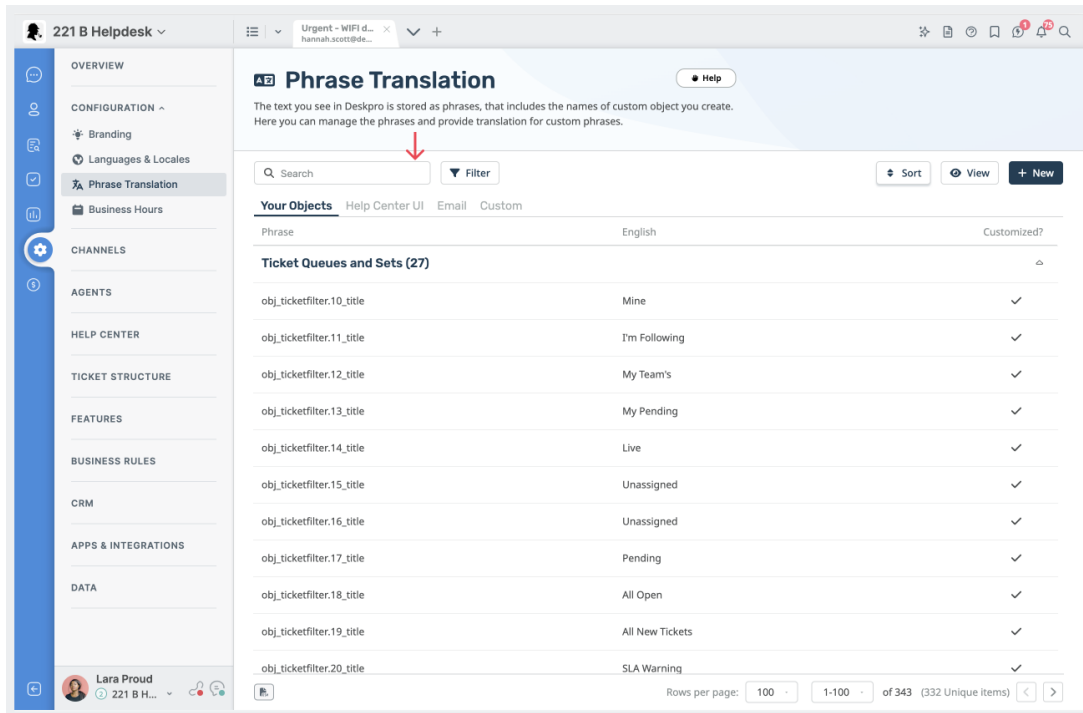
How do I customize the text that appears on my Help Center?

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' page in the Deskpro admin interface. The page title is 'Phrase Translation' and it includes a 'Help' button. Below the title, there is a search bar and a 'Filter' button. A red arrow points to the search bar. The page displays a table of phrases under the heading 'Your Objects'. The table has columns for 'Phrase', 'English', and 'Customized?'. The table lists 27 items under the heading 'Ticket Queues and Sets (27)'. The items are listed in a table with columns for 'Phrase', 'English', and 'Customized?'. 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. The interface also shows a sidebar with navigation options like 'OVERVIEW', 'CONFIGURATION', 'CHANNELS', 'AGENTS', 'HELP CENTER', etc.

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