

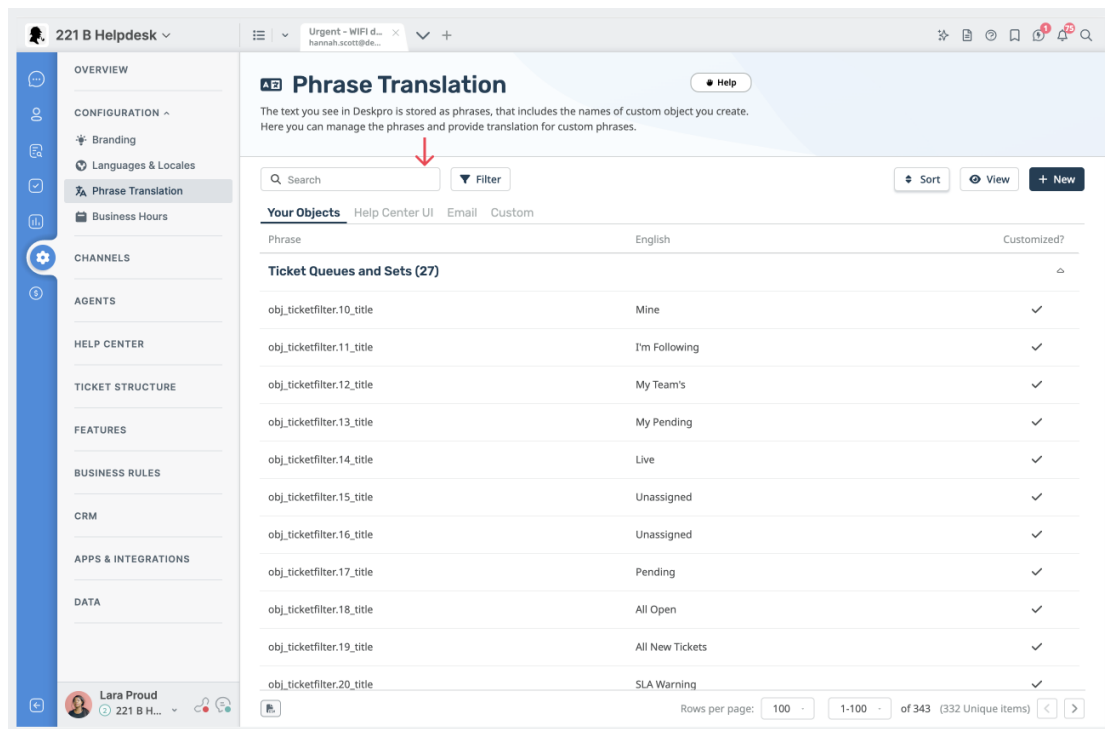
How do I customize the text that appears on my Help Center?

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 Deskpro admin interface for '221 B Helpdesk'. The left sidebar contains navigation links: OVERVIEW, CONFIGURATION (with sub-links for Branding, Languages & Locales, Phrase Translation, and 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 bar (highlighted with a red arrow), a filter button, and tabs for 'Your Objects', 'Help Center UI', 'Email', and 'Custom'. Below the tabs is a table with columns 'Phrase', 'English', and 'Customized?'. The table lists 27 items under the heading 'Ticket Queues and Sets (27)', including various ticket filter titles and their corresponding English translations, each with a checkmark in the 'Customized?' column. At the bottom, there is a pagination bar showing 'Rows per page: 100' and '1-100 of 343 (332 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