

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

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

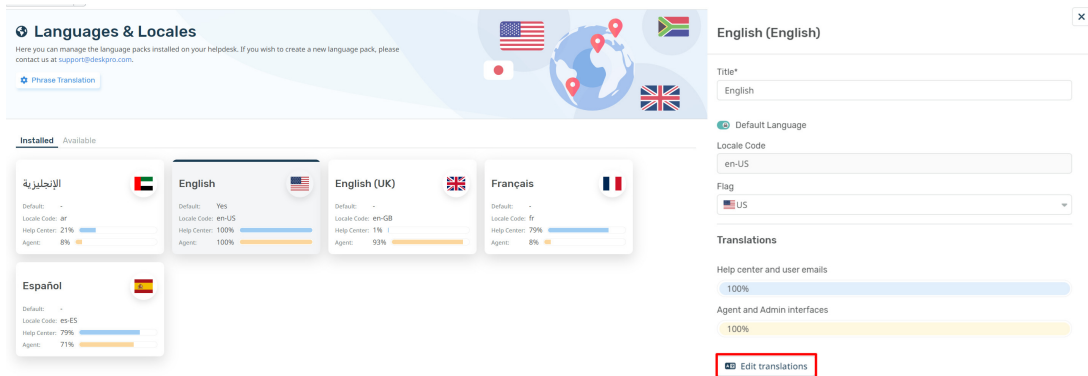
Question:

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 & Locales

Here you can manage the language packs installed on your helpdesk. If you wish to create a new language pack, please contact us at support@deskpro.com.

[Phrase Translation](#)

| Installed | Available | | |
|--|--|--|---|
| الإنجليزية Default: - Locale Code: ar Help Center: 21% Agent: 8% | English Default: Yes Locale Code: en-US Help Center: 100% Agent: 100% | English (UK) Default: - Locale Code: en-GB Help Center: 1% Agent: 93% | Français Default: - Locale Code: fr Help Center: 79% Agent: 8% |
| Español Default: - Locale Code: es-ES Help Center: 79% Agent: 71% | | | |

English (English)

Title*
English

Default Language
Locale Code
en-US
Flag
US

Translations

Help center and user emails
100%

Agent and Admin interfaces
100%

[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'**.

Phrase Translation

The text you see in Deskpro is stored as phrases, that includes the names of custom object you create. Here you can manage the phrases and provide translation for custom phrases.

English

department

Your Objects: **Help Center UI** | Email | Custom

| Phrase | English | Customized? |
|---|--|-------------|
| Help Center General (1) | | |
| -helpcenter.general.department | Department | ✓ |
| Help Center Forms (4) | | |
| -helpcenter.forms.error_not_assignable_department | Unable to select parent department. | |
| -helpcenter.forms.error_ticket_department_invalid | You cannot select a parent department. Try selecting a sub-department. | |
| -helpcenter.forms.error_ticket_department_required | A department is required | |
| -helpcenter.forms.error_unauthorized_department | Insufficient permission | |
| Help Center Messenger (8) | | |
| -helpcenter.messenger.chat_pre_chat_form_department | Department | |
| -helpcenter.messenger.chat_pre_chat_department_1 | Department | ✓ |
| -helpcenter.messenger.chat_pre_chat_form_department_2 | Department | ✓ |

Rows per page: 100 - 1-18 - of 18 (14 Unique Items)

Save Open next phrase Discard Changes

English Show Original | Reset

Which department do you need assistance from? ✓

Français Département

Español Sección


English (UK) Show Original | Reset

Department

العربية Show Original | Reset

Department

When you view the form now, the title should be updated.

 **Contact Us**

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name * **Email** [Manage my email addresses](#)

Which department do you need assistance from? *

✓

Subject *