

How do I customize the text that appears on my portal?

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Question:

Can I change the copy used on the portal outside of the Publish app content?

Answer:

Almost all the user-facing text on the portal and in emails is editable using the Deskpro phrases system.

In **Admin > Setup > Languages**, select your language and then click **Edit Phrases**.

Find the phrase you want to change. Use Ctrl-F or Cmd-F in your browser to search each page.

In the **Custom** column furthest to the right, enter your changed version of the text.

User Interface Phrases				
Emails				
User lang				
Time and Dates				
User Default Data				
Download Phrases				
General Phrases				
Portal Phrases				
News Phrases				
Knowledgebase				
Email Subjects				
Profile Phrases				
Feedback Phrases				
Chat Phrases				
Website Widget				
Errors				
Ticket Phrases				
user.tickets.click_to_close	Click to close this ticket	Click to close this ticket	Click to close this ticket	
user.tickets.close_window	Close Window	Close Window	Close Window	
user.tickets.contact_us_explain	Reset	Please complete this form and one of our agents will reply to you by email as	Please complete this form and one of our agents will reply to you by email as	Please describe your problem in detail and we'll fix it right away.
user.tickets.content-suggestions_answered	We are pleased your question has been answered. Do you still	We are pleased your question has been answered. Do you still need	We are pleased your question has been answered. Do you still	
user.tickets.creator	Creator	Creator	Creator	
user.tickets.date_created	Date Created	Date Created	Date Created	
user.tickets.dont_add_me_to_ticket	No thanks	No thanks	No thanks	
user.tickets.download_pdf	Download PDF	Download PDF	Download PDF	
user.tickets.edit	Edit	Edit	Edit	

Scroll to the bottom and click **Save**.

If you have more than one language installed on the helpdesk, you will probably want to repeat the change for each language.