

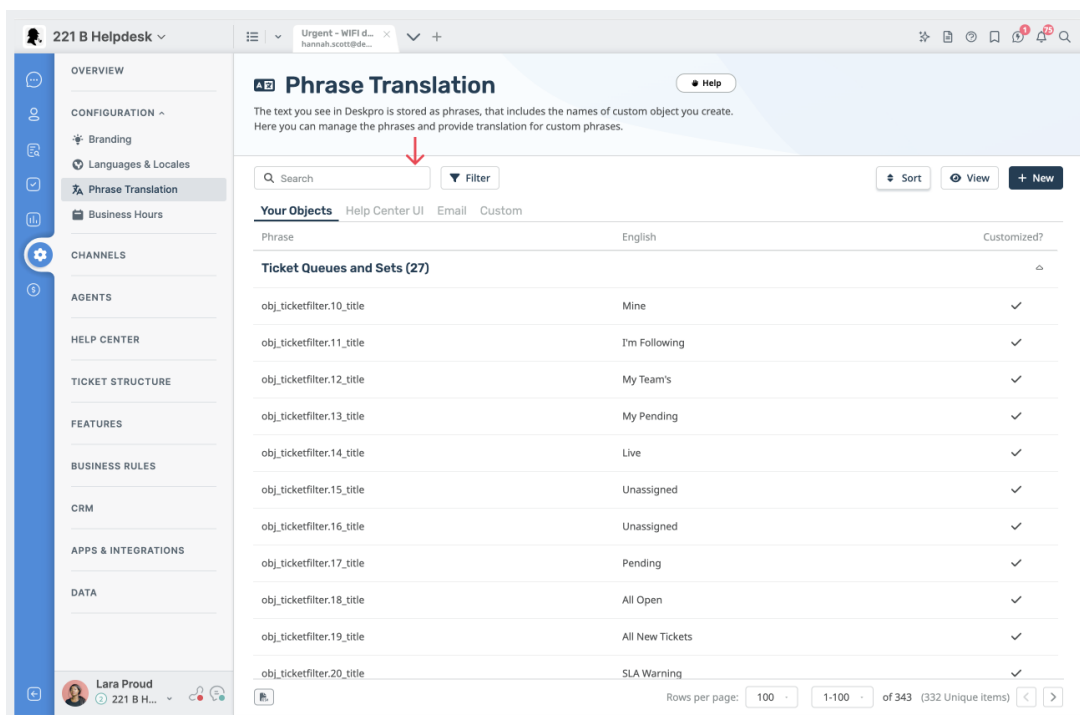
How do I customize the text that appears on my Help Center?

Cecilia Sam - 2023-08-17 - Commentaire (1) - 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.



| Phrase | English | Customized? |
|------------------------------------|-----------------|-------------|
| Your Objects | | |
| 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