

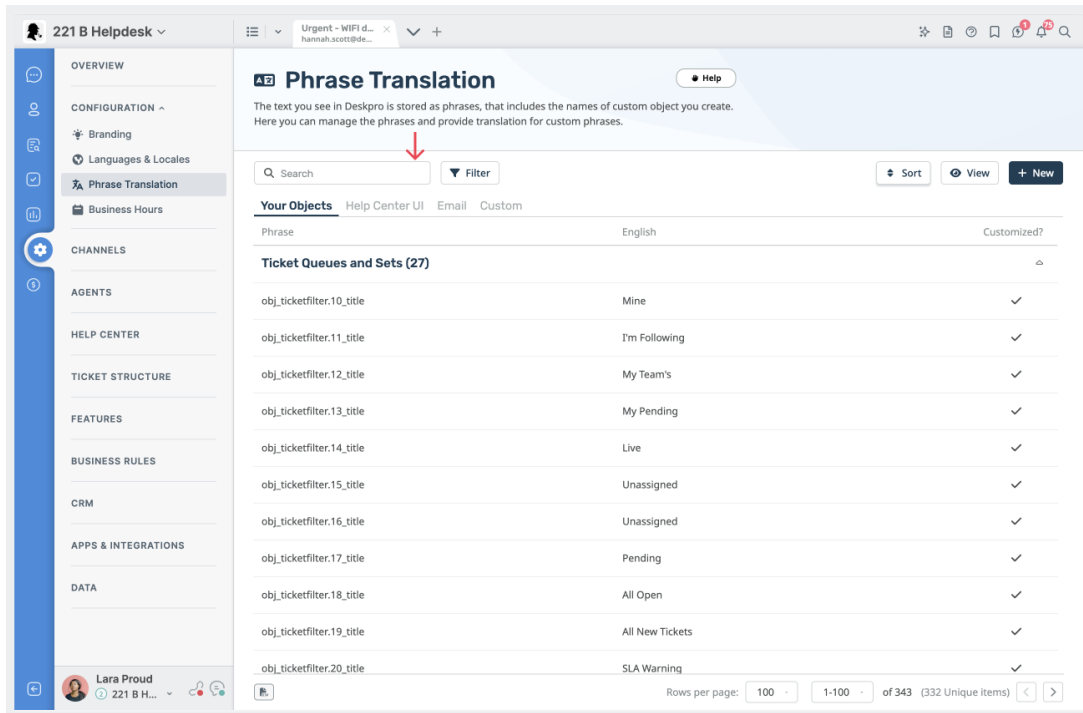
How do I customize the text that appears on my Help Center?

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 Phrase Translation. The main content area displays a search box and a table of phrases. A red arrow points to the search box. The table has columns for 'Phrase', 'English', and 'Customized?'. The table lists 20 phrases under the heading 'Ticket Queues and Sets (27)'. The phrases are: 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), and obj_ticketfilter.20_title (SLA Warning). The interface also shows a sidebar with navigation options like Overview, Configuration, Branding, Languages & Locales, Phrase Translation, Business Hours, Channels, Agents, Help Center, Ticket Structure, Features, Business Rules, CRM, Apps & Integrations, and Data. The user is logged in as Lara Proud.

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