

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

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

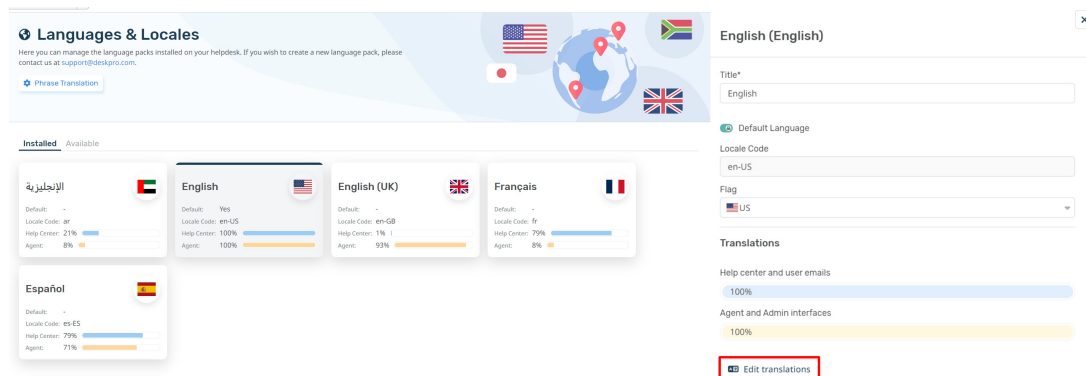
Question:

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'**.



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'**.

4.8

Phrase Translation

Help

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.

department

Filter

Sort

View

New

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_form_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

Edit: helpcenter.general.department

helpcenter.general.delete

helpcenter.general.download_pdf

English

Show Original

Reset

Which department do you need assistance from?

French

Department

Spanish

Sección

English (UK)

Department

Show Original

Reset

العربية

Department

Show Original

Reset

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 *

Alesia Burvin

Email

alesia.burvin@deskpro.com

Manage my email addresses

Which department do you need assistance from? *

IT Support

✓

Subject *