

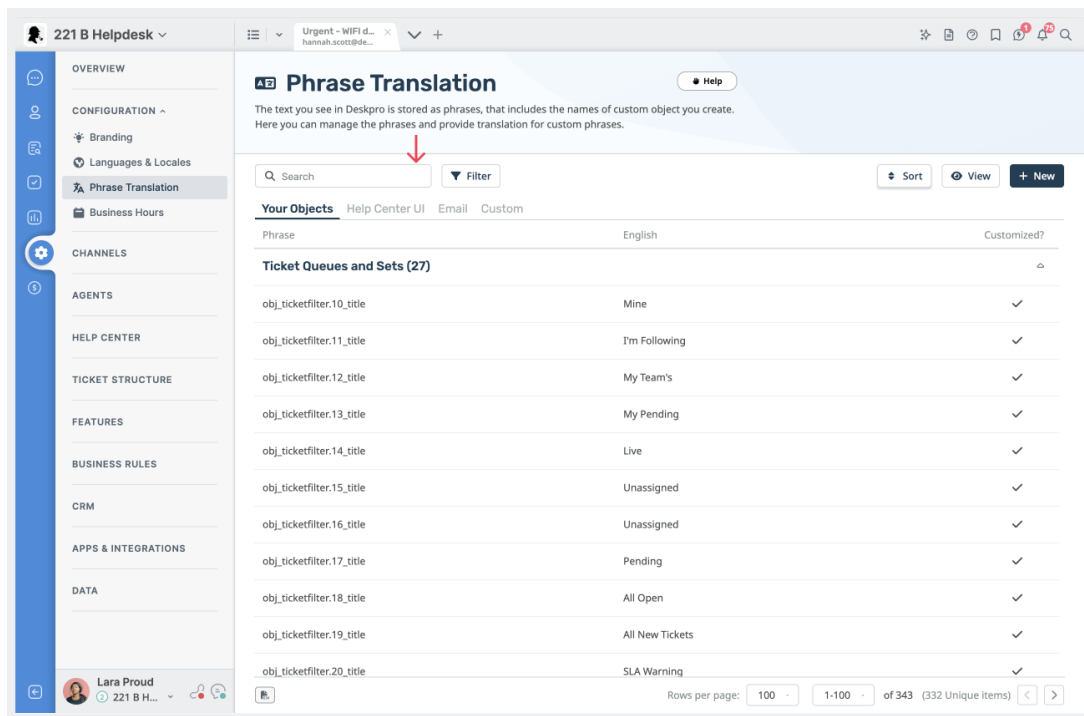
## How do I customize the text that appears on my Help Center?

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. On the left is a sidebar with navigation options: OVERVIEW, CONFIGURATION (with sub-items like Branding, Languages & Locales, Phrase Translation, Business Hours), CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The main content area is titled 'Phrase Translation' and includes a search bar, a filter dropdown, and buttons for Sort, View, and New. Below this is a table with columns 'Phrase', 'English', and 'Customized?'. The table lists various phrases under the heading 'Ticket Queues and Sets (27)', including 'obj\_ticketfilter.10\_title' through 'obj\_ticketfilter.20\_title'. A red arrow points to the search bar. At the bottom, there's a footer with 'Rows per page: 100' and 'of 343 (332 Unique Items)'.

Phrase	English	Customized?
<b>Ticket Queues and Sets (27)</b>		
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