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

Cecilia Sam - 2023-08-17 - [Reactions \(0\)](#) - [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 displays the '221 B Helpdesk' interface. The left sidebar contains a navigation menu with options: OVERVIEW, CONFIGURATION (with a sub-menu showing Branding, Languages & Locales, Phrase Translation, and Business Hours), CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The main area is titled 'Phrase Translation' and includes a search box (highlighted with a red arrow), a 'Filter' button, and 'Sort' and 'View' options. Below this is a table with columns 'Phrase', 'English', and 'Customized?'. The table lists 27 items under the heading 'Ticket Queues and Sets (27)'. The items 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 bottom of the interface shows 'Rows per page: 100' and '1-100 of 343 (332 Unique Items)'.

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