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

Grace Howlett - 2023-08-10 - [Comments \(0\)](#) - [Admin](#)

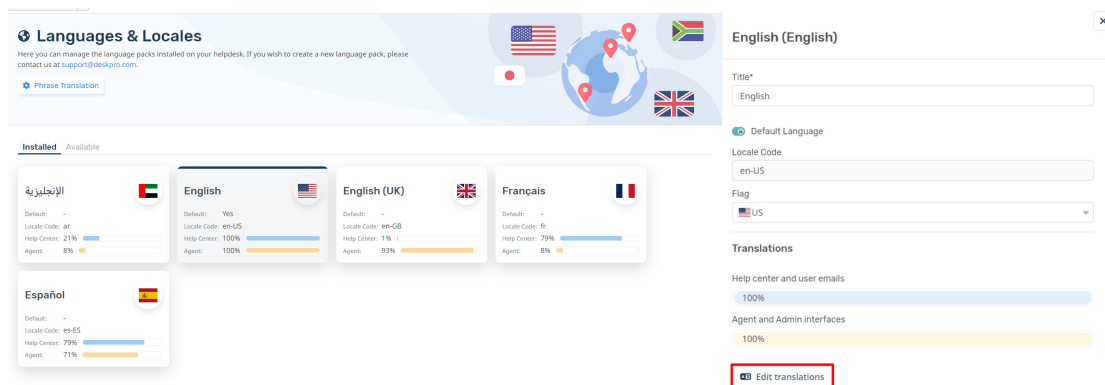
Question:

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'**.

Phrase Translation

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.

Filter

Sort

View

New

Your Objects	Phrase	English	Customized?
Help Center UI Email Custom			
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)

helpcenter.general.delete

helpcenter.general.download_pdf

English

Show Original

Reset

Which department do you need assistance from?

Français

Département

Español

Sección

English (UK)

Department

Show Original

Reset

العربية

Department

Show Original

Reset

Save

Open next phrase

Discard Changes

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 *