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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.

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œ	OVERVIEW	Phrase Translation	• Help				
8	CONFIGURATION ^	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.					
R	👾 Branding						
	Canguages & Locales	Q Search		Sort 🕢 View + New			
U	丸 Phrase Translation						
	Business Hours	Your Objects Help Center UI Email Custom					
6	CHANNELS	Phrase	English	Customized?			
		Ticket Queues and Sets (27)		۵			
\$	AGENTS	obj_ticketfilter.10_title	Mine	~			
	HELP CENTER	obj_ticketfilter.11_title	I'm Following	~			
	TICKET STRUCTURE	obj_ticketfilter.12_title	My Team's	~			
	FEATURES	obj_ticketfilter.13_title	My Pending	~			
	BUSINESS RULES	obj_ticketfilter.14_title	Live	~			
	CRM	obj_ticketfilter.15_title	Unassigned	~			
		obj_ticketfilter.16_title	Unassigned	\checkmark			
	APPS & INTEGRATIONS	obj_ticketfilter.17_title	Pending	~			
	DATA	obj_ticketfilter.18_title	All Open	~			
		obj_ticketfilter.19_title	All New Tickets	~			
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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.

	obj_ticketfilter.11_title	\rightarrow
English		
Mine		
Français		
Español		
English (UK)		
الإنجليزية		
C• Türkçe		
Deutsch		