

<u>知识库 > Using Deskpro > Admin > Can I change the title of the 'Department' field on the contact form?</u>

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'.

Languages & Lo e you can manage the language packs in tact us at support@deskpro.com.		rish to create a new	r language pack, please		•		English (English) Title* English	
stalled Available							Default Language Locale Code en-US	
الإنجليزي efault: - paple Coste: ar	English Default: Yes Locale Code: en-US		English (UK)		Français Default: - Locale Code: fr		Flag	
elp Center: 21% 💶 gunt: 8% 🧧	Help Center: 100%	_	Help Center: 1% Agent: 93%	3	Help Center: 79%		Translations	
							Help center and user emails	
spañol 🗾							100%	
efault: -							Agent and Admin interfaces	
acale Code: es-ES elp Center: 79%							100%	
gent: 71%								

- 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 he text you see in Deskpro is stored as phrases, that includes the names of custom object yo	• Help	"			Edit: helpcenter.general.dep	artment	
re text you see in Deskito is solited as prinades, that includes the names of coston object yo te phrases and provide translation for custom phrases.	u creace. Here you can manage		-		← helpcenter.general.delete	helpcenter.general.download_pdf	r →
		,,,	• • •		English Which department do you need assistanc	Show Original	Reset
Q department * Filter			Sort Ø View	+ New	Français		h
Your Objects Help Center UI Email Custom					Département		
Phrase	English		Cu	stomized?	Español		h
Help Center General (1)					Sección		
helpcenter.general.department	Department			~	English (UK)	Show Original	Reset
Help Center Forms (4)					Department		1.
	Unable to select parent department.			- 1	الإنجليزية 🔜	Show Original	Reset
helpcenter.forms.error_ticket_department_invalid	You cannot select a parent departme	nt. Try selecting a sub-department		-	Department		1.
helpcenter.forms.error_ticket_department_required	A department is required			- 1			
helpcenter.forms.error_unauthorized_department	Insufficient permission						
Help Center Messenger (8)				_			
	Department			1			
helpcenter.messenger.chat_pre_chat_form_department_1	Department			~			
helpcenter.messenger.chat_pre_chat_form_department_2	Department			~			
8	Roy	vs per page: 100 - 1-18	of 18 (14 Unique iter	• ms) < >	Save 🗹 Open next phrase	Discard Chan	iges

When you view the form now, the title should be updated.

Please complete this form a possible.	nd one of our agents will reply	to you by email as soon as
Name *	Email	Manage my email addresse
Alesia Burvin	alesia.burv	vin@deskpro.com
Which department do you need a	ssistance from? *	
IT Support		~