

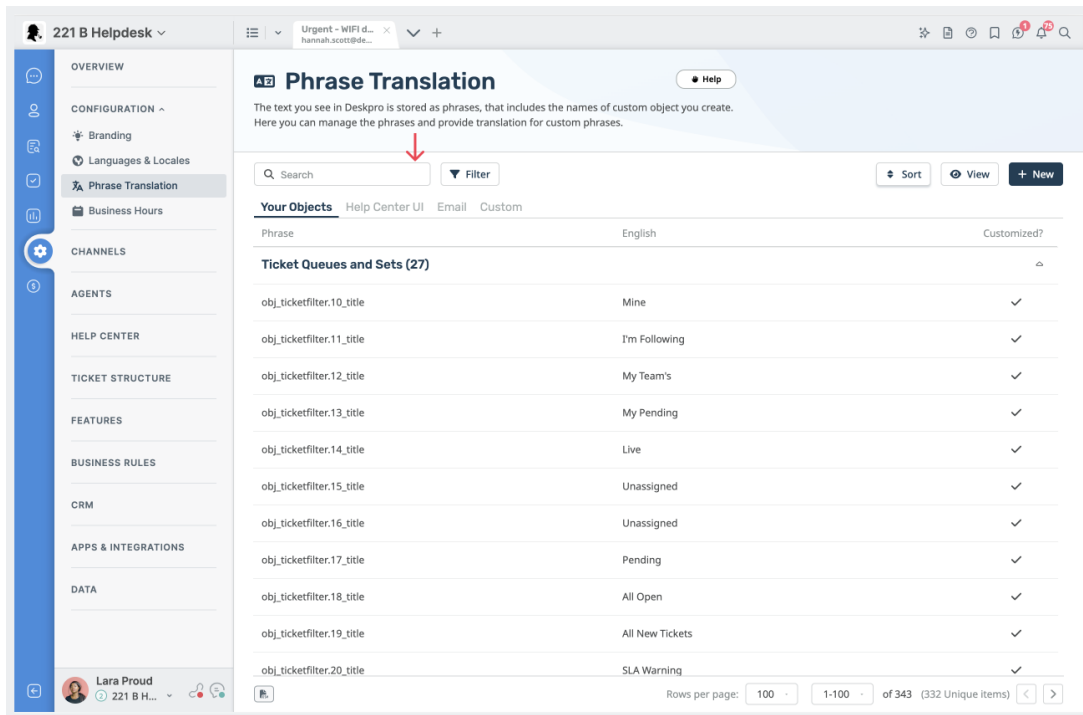
## How do I customize the text that appears on my Help Center?

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 'Phrase Translation' page in the Deskpro admin interface. The page title is 'Phrase Translation' and it includes a 'Help' button. Below the title is a description: '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.' There is a search box and a 'Filter' dropdown. Below this is a table with columns 'Phrase', 'English', and 'Customized?'. The table is titled 'Your Objects' and has tabs for 'Help Center UI', 'Email', and 'Custom'. The table lists various phrases, including 'Ticket Queues and Sets (27)', 'obj\_ticketfilter.10\_title', 'obj\_ticketfilter.11\_title', 'obj\_ticketfilter.12\_title', 'obj\_ticketfilter.13\_title', 'obj\_ticketfilter.14\_title', 'obj\_ticketfilter.15\_title', 'obj\_ticketfilter.16\_title', 'obj\_ticketfilter.17\_title', 'obj\_ticketfilter.18\_title', 'obj\_ticketfilter.19\_title', and 'obj\_ticketfilter.20\_title'. The 'English' column contains values like 'Mine', 'I'm Following', 'My Team's', 'My Pending', 'Live', 'Unassigned', 'Unassigned', 'Pending', 'All Open', 'All New Tickets', and 'SLA Warning'. The 'Customized?' column has checkmarks. At the bottom, there is a 'Rows per page' selector set to 100, and a total count of 343 items (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