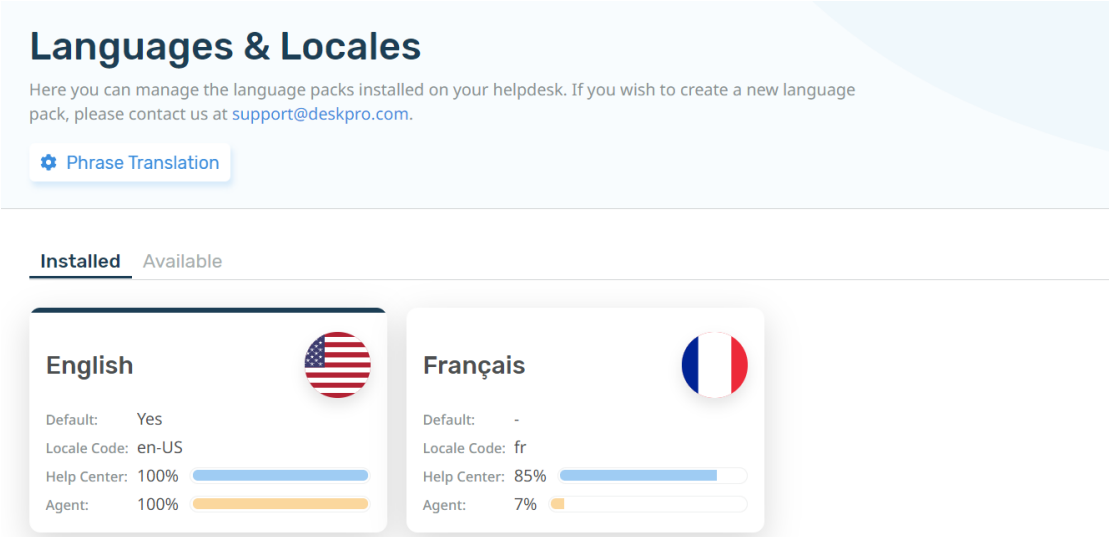
DeskPRO 1

Installing lanaguages

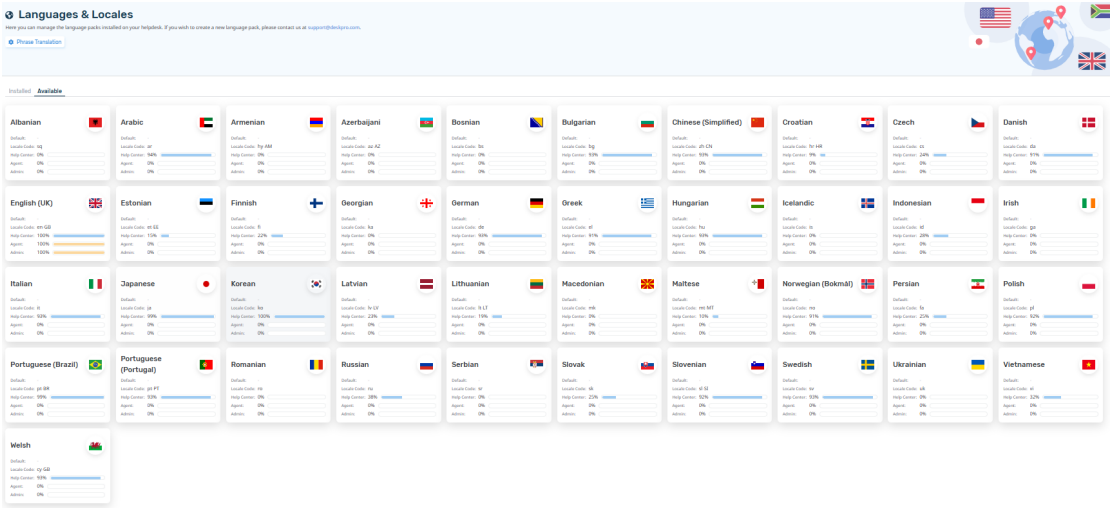
Matt Alias - 2026-11-01 - Comentário (1) - General's category

Deskpro has support for many international languages. At **Configuration > Languages & Locales** you can see:

- Installed languages - your default language will be marked with a blue line.



- Other available (and therefore installable) languages.

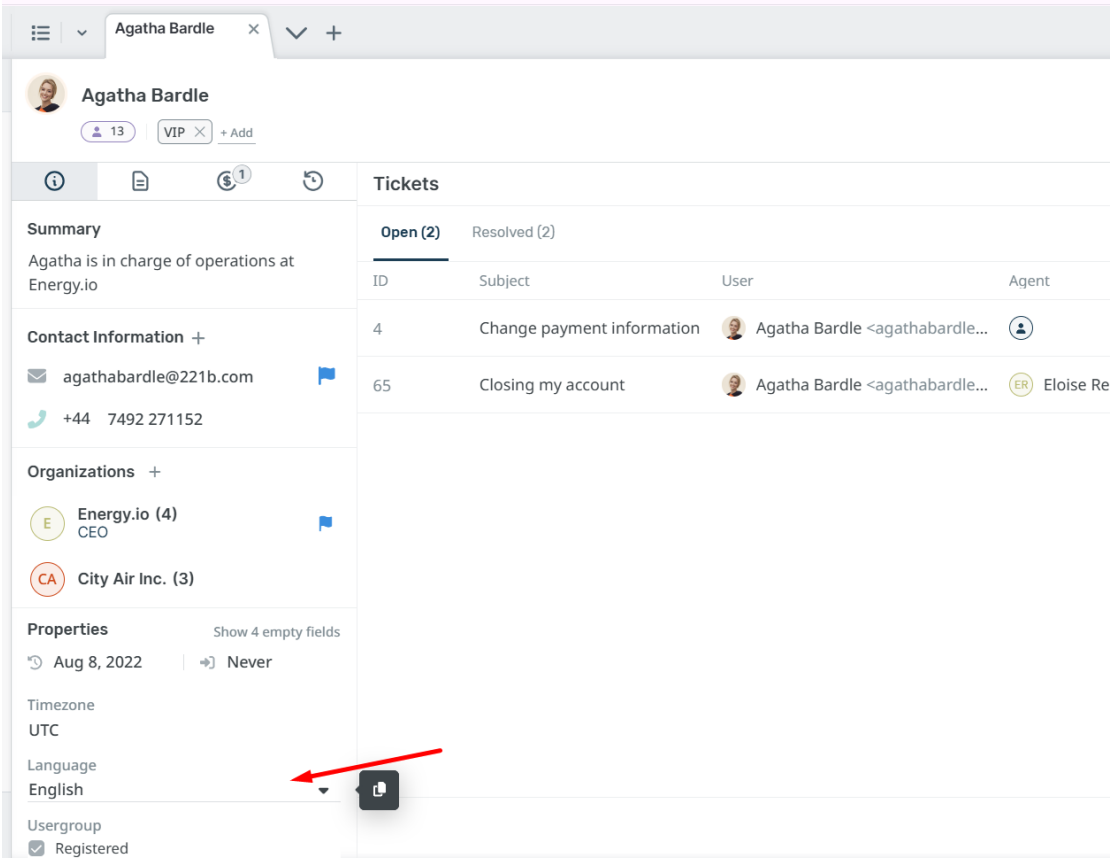


The level of translation support varies, as indicated by the top blue bar: most language packs currently have translations for **Help Center and User Emails** text (Help Center and Emails) only. Some additionally translate the **Agent and Admin interfaces** (and Agent notification Emails).

Deskpro records the language of both Tickets and Users.

The language of a Ticket is determined based on text character set. Users can pick their preferred language (from those you have installed) when they are logged in to the Help Center, using the language selection control at the top right hand of the interface.

Agents can change a User's Language from within the Agent interface, using the **Properties** section of the User record.

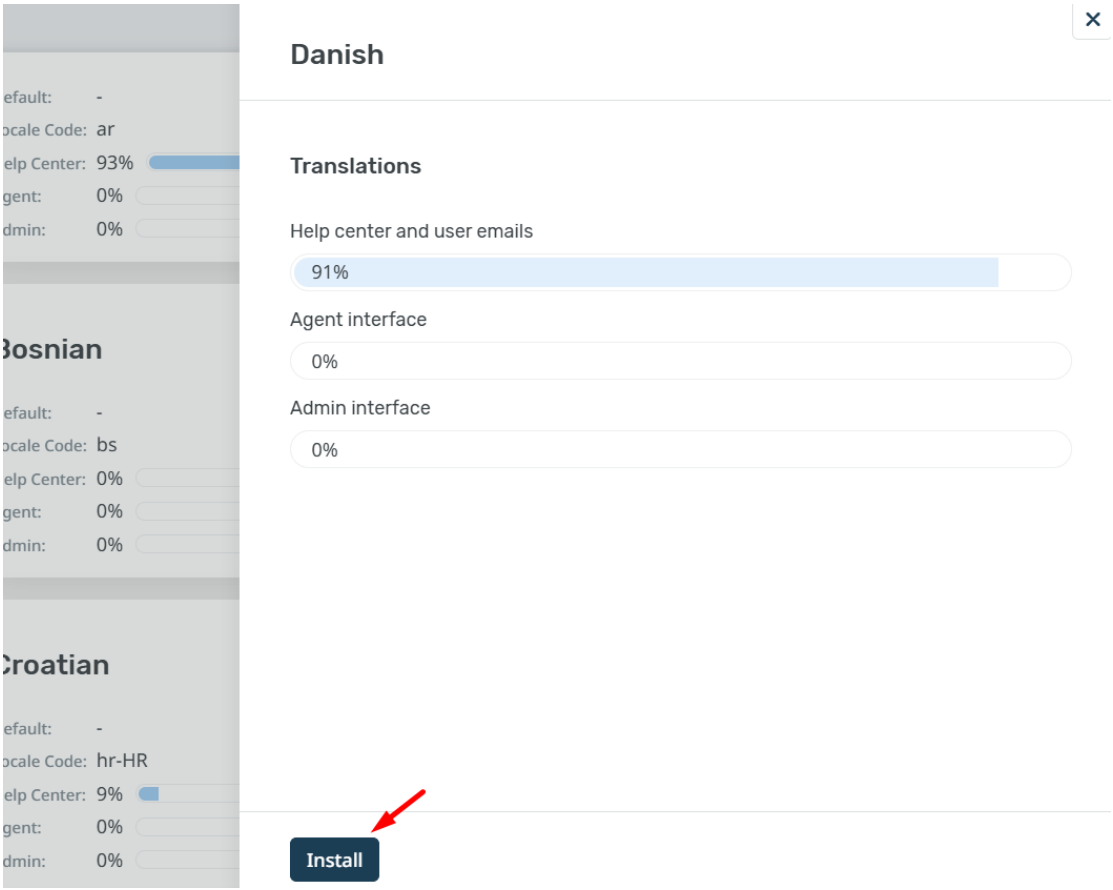


Changing a User's language will change the language in which they view the Help Center, Tickets and Email notifications.

If the language for a Ticket or User cannot be determined (e.g. the User has not yet logged in), the helpdesk default will be used.

Installing New Languages

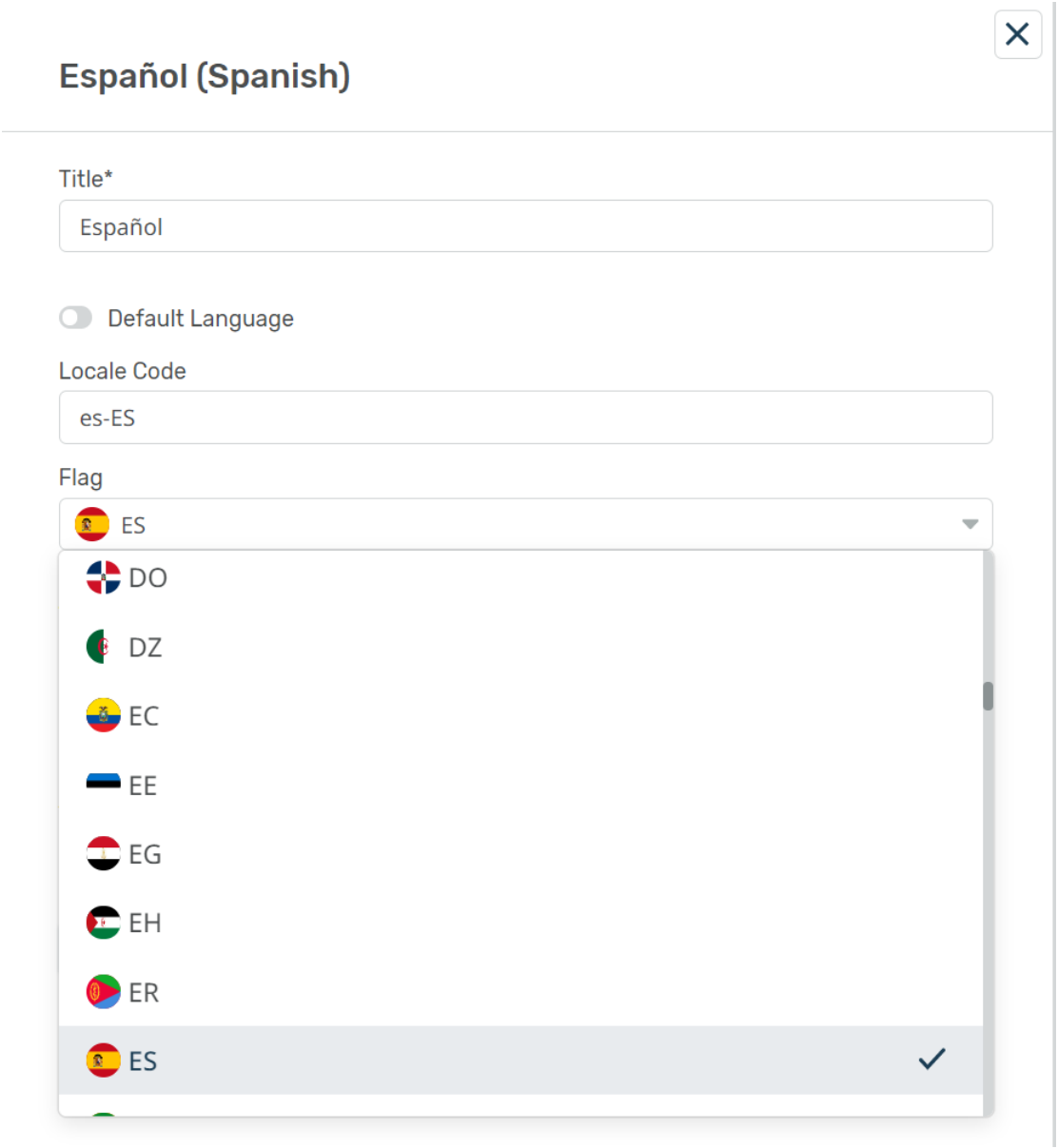
Installing a supported language is easy. Just go to the **Available** tab, click on the language you want to install, then click **Install**.



After you've installed the language, you can click on it to view its settings.

If you want to make sure you support as many languages as possible, install every language pack, then click **Settings & Tools** at the bottom of the page and select **Automatically install new languages**.

You can select which flag to display for each language. This is useful if the language you've installed is used in multiple countries, but your customers who speak that language will mainly come from one particular country.



Changing Default Language

Simply select an installed language from the **Default Language** pulldown to change the default language.

From **Settings & Tools**, you can apply mass updates to Tickets or Users. This is useful if you want to apply a new language to Users who have not explicitly picked a language.

For example, suppose you know that most of your Users speak Russian and you have been evaluating Deskpro with only English installed, during which time many Users have registered.

Once you install Russian, instead of changing Users one by one, you could just update all ‘no language’ Users to Russian:

Any Users who haven’t explicitly selected English as their language now

have their language set to Russian.

Agent Interface Language Setting

If a language has **Agent** support, Agents can select which language they wish to use from their **Preferences** in the Agent interface.

You can’t change an Agent’s language from the Admin interface, except by logging in as the Agent.

If you have other translation requirements, please contact us at support@deskpro.com.