Widget Contact Form section

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In **KB settings > Widget**, use the **Contact Form** section to change some of the text labels and placeholder text in the widget's Contact tab, including:

- **Field labels**
- **Search results header**
- **Thank you message**
- **Add a custom footer**

> **Cached changes**
> If you make changes to these settings, it may take up to an hour to see them in your browser due to caching. You can bypass the caching by doing a hard refresh.

Customizable fields

Here's a list of the fields you can customize. Refer to the numbered screenshots below the list to view where those fields show up in the live widget.

1. **Subject:** Change the "Subject" label for the contact submission Subject.

2. **Details:** Change the "Details" label for the contact submission body.

3. **Name:** Change the "Your name" label for the sender's name.

4. **Email Address:** Change the "Your email address" label for the sender's email address.

5. **Attachment:** Change the "Upload an Attachment" link.

6. **Button:** Change the "Send email" button to submit the form.

7. **Suggested Resources:** Change the "Is this what you're looking for?" question that appears when the reader enters a Subject.

8. **Expand Suggested Resources:** Change the "Suggested content" label next to the arrow when the suggested resources section is collapsed.

9. **Thank You Message:** Change the "Thanks! Your request has been sent." message that appears after a reader submits the form.

10. **Custom Footer HTML:** Add a custom footer below the main body of the contact form. This field accepts HTML, so you can include links to a privacy policy, data retention policy, etc. In our screenshots, we've added "Read

our privacy policy."

Contact form limitations
The Widget 2.0 Contact Form does not incorporate Custom Fields or Zendesk fields from **Customize > Contact Form.** Contact us if you'd like to be added to the feature request for any of these fields.