



Widget Contact Form section

Last Modified on 07/12/2023 4:30 pm EDT

In **Settings > Widget**, the **Contact Form** section allows you 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



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.

Contact Form

Subject

1 Subject

Details

2 Details

Name

3 Your name

Email Address

4 Your email address

Attachment

5 Upload an Attachment

Button

6 Send email

Suggested Resources

7 Is this what you're looking for?

Expand Suggested Resources

8 Suggested content

Thank You Message

9 Thanks! Your request has been sent.

Custom Footer HTML

10

Widget Contact Form settings

The image displays four sequential screenshots of the Widget 2.0 Contact Form, illustrating various settings that can be configured. Each screenshot shows a form with fields for Subject, Details, Your name, Your email address, and an Upload an Attachment button, followed by a Send email button. The settings are indicated by numbered red circles:

- 1. Subject:** Text entered here changes the label for the Subject field.
- 2. Details:** Text entered here changes the label for the Details field.
- 3. Name:** Text entered here changes the label for the Name field.
- 4. Email Address:** Text entered here changes the label for the Email address field.
- 5. Attachment:** Text entered here changes the label for the Upload an Attachment field.
- 6. Button:** Text entered here changes the label for the button that submits the contact form.
- 7. Suggested Resources:** Text entered here changes the header above the Suggested Articles once a reader types into the Subject field.
- 8. Expand Suggested Resources:** Text entered here changes the text next to the expand arrow when the suggested resources are collapsed.
- 9. Thank You Message:** Text entered here changes the Thank you message that appears after a reader submits the contact form.
- 10. Custom Footer HTML:** You can add a custom footer which will appear 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.

Widget Contact Form settings in widget

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As of July 2023, the Widget 2.0 Contact Form does not incorporate Custom Fields or ZenDesk fields in the main Knowledge Base > Contact Form settings. [Contact us](#) if you'd like to be added to

the feature request for any of these fields.
