



# Customize Contact Form text guide

Last Modified on 06/22/2026 5:10 pm EDT

Use [Customize > Default text](#) to change KnowledgeOwl's default wording to better match your organization. Refer to [Customize default text overview](#) for more information on using this feature overall; refer to [Add and remove customized text strings](#) for instructions on editing text strings.

On this page, we walk through all of the **Contact Form Default Text Strings** available with accompanying screenshots to show how they're used.

Contact Form text customizations are only necessary if you're using the Contact Form. Refer to [Contact Form](#) for more information on using this feature.

The Contact Form basically has three main pages:

- **The initial search page:** This page prompts the viewer to search for something
- **A search results page:** Their initial question or phrase is searched and we return potentially useful articles. They select whether the article there answered their question. If they say it did answer their question, they're kicked to a confirmed self-serve success page and finish the form. If they say it did not answer their question, they move to the full form.
- **The full contact form:** Once someone has navigated through the first two pages and confirmed that none of the suggested resources answered their question, they're presented with the full contact form. Submitting this form will trigger an email (or whatever method of contact form submission you've selected!) and will then present a confirmed submission page.



## Contextual help widget users

These text strings will update the Contact Form in the full knowledge base only. If you're using the [Contextual Help Widget \(2.0\)](#), update that text in [KB settings > Widget](#). (Text in [Modern & Legacy Contextual Help Widget \(deprecated\)](#) won't update).

## Default text string references

Here's a list of all the Default Text strings available in the **Contact Form Knowledge Base Section**:

Default Text String	Description	Additional notes/description	Screenshot References
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Default Text String	Description	Additional notes/description	Screenshot References
Contact Form	Contact form page title tag	The title tag is what's used as the label for the browser tab. It's displayed throughout the contact form interaction, but only shown in one screenshot here.	<a href="#">Initial search screenshot, #1</a>
How can we help?	Contact form introduction header text	The header displayed when someone first opens the contact form.	<a href="#">Initial search screenshot, #2</a>
We need just a bit more information before you submit your question.	Contact form header		<a href="#">Full contact form screenshots, #1</a>
Do any of these articles answer your question?	Contact form search header		<a href="#">Search results page screenshot, #1</a>
Next	Contact form search submit button text	The Next button is displayed when someone first opens the Contact Form. They select this once they've entered their initial question/search.	<a href="#">Initial search screenshot, #5</a>
Yes! That Helped!	Contact form search confirmed self-serve button text	This button is displayed once someone completes the initial search in the Contact Form, when we suggest resources based on that search. If they click this button, it gets marked as a confirmed self-serve and they're taken to a success page that uses the Self-serve confirmation header as the header.	<a href="#">Search results page screenshot, #2</a>
No, submit my request	Contact form search submit ticket button text	This button is displayed once someone completes the initial search in the Contact Form, when we suggest resources based on that search. If they click this button, they're taken to the full Contact Form so they can submit a query.	<a href="#">Search results page screenshot, #3</a>

Default Text String	Description	Additional notes/description	Screenshot References
Awesome!	Self-serve confirmation header	If someone selects the "Yes! That Helped!" button, this is the header of the page that gets displayed. The body of the text displayed below this header can be edited in <b>Customize &gt; Contact Form</b> in the <b>Successful Search Body</b> field.	<a href="#">Confirmed self-serve screenshot, #1</a>
Where should this ticket go?	Multiple email label	If the Contact Form is set up to <a href="#">send via email</a> and the option to send to multiple email addresses is selected, this is label is displayed above the dropdown for the reader to select where to send it.	<a href="#">Full contact form screenshots, #11</a>
Subject	Contact form subject label	This label is placed above the question field on the first page, and gets carried through as the "Subject" if they proceed with submitting to the full Contact Form.	<a href="#">Initial search screenshot, #3</a> <a href="#">Full contact form screenshots, #2</a>
How do I...	Contact form subject placeholder	This placeholder is displayed in the search bar when the Contact Form is first loaded. If someone goes to submit the full form and deletes all of the text they previously entered in the Subject field, this placeholder will display again in the full form.	<a href="#">Initial search screenshot, #4</a>
Details	Contact form details label	This is the label for the body or details section of the full contact form. It's only displayed if someone selects "No, submit my request".	<a href="#">Full contact form screenshots, #3</a>
Your Name	Contact form full name label	This label displays above the name field in the full contact form.	<a href="#">Full contact form screenshots, #4</a>

Default Text String	Description	Additional notes/description	Screenshot References
John Doe	Contact form full name placeholder	This placeholder is displayed in the name field in the full contact form. If readers are logged in, the name associated with their account is pre-populated and they won't see this placeholder.	<a href="#">Full contact form screenshots, #5</a>
Your Email Address	Contact form email address label	This label displays above the email field in the full contact form.	<a href="#">Full contact form screenshots, #6</a>
john@doe.com	Contact form email address placeholder	This placeholder is displayed in the email field in the full contact form. If readers are logged in, the email associated with their account is pre-populated and they won't see this placeholder.	<a href="#">Full contact form screenshots, #7</a>
Attach Files	Contact form file attachments label	This label appears above the file picker in the full contact form.	<a href="#">Full contact form screenshots, #8</a>
Submit	Contact form feedback submit button label	This button is what readers click to submit the full contact form.	<a href="#">Full contact form screenshots, #10</a>
Back	Contact form feedback cancel button label	This button allows readers to back out of the full contact form to return the search results page.	<a href="#">Full contact form screenshots, #9</a>
Awesome!	Contact form submitted confirmation header	Once someone submits the full contact form, this is the header of the page that gets displayed. The body of the text displayed below this header can be edited in <b>Customize &gt; Contact Form</b> in the <b>Form Submitted Body</b> field.	<a href="#">Submission confirmation page screenshot, #1</a>



### "Contact Us" link

To customize the wording for the "Contact Us" link your top navigation, go to **Knowledge Base Section: Top Navigation**. Refer to [Customize Top Navigation text guide](#) for more information.

## Initial search screenshot

The Initial search page is displayed when someone first opens the Contact Form, and contains a streamlined set of fields:

1 Contact Form

2 How can we help?

3 Subject

4 How do I...

5 Next

Search for articles...

The initial search page of the Contact Form

Once the reader selects "Next", a search is performed and they're taken to the search results page.

## Search results page screenshot

Once a reader selects Next on the initial search page, we'll perform a search for relevant articles. The reader will be taken to an intermediate Search results page to see if we can encourage them to self-serve with a relevant resource.

They use the two buttons at the bottom to either confirm that their question has been answered (Yes! That Helped!) or to confirm that their question hasn't been answered and they need to go to the full contact form (No, submit my request.):

## 1 Do any of these articles answer your question?

[What are my pricing and plan options?](#)

Last Updated: 11/08/2023

[How do I add more knowledge bases to my trial?](#)

Last Updated: 11/08/2023

[How do I add more users to my trial?](#)

Last Updated: 11/08/2023

[What happens when I subscribe to KnowledgeOwl?](#)

Last Updated: 11/08/2023

[How do I extend my trial?](#)

Last Updated: 11/08/2023

2

Yes! That Helped!

3

No, submit my request.

The search results page

## Confirmed self-serve screenshot

If the reader selects "Yes! That Helped!" from the search results, they'll exit the contact form and be taken to a confirmation page. This will log their search as a self-serve in [Contact form reporting](#).

# 1 Awesome!

Thanks for contacting us!

Confirmed self-serve page



**Edit "Thanks for contacting us!"**

The "Awesome!" header is the only text on this page you can edit in **Customize > Default text**.

Edit the "Thanks for contacting us!" message in **Customize > Contact Form** by updating the **Successful Search Body** field.

## Full contact form screenshots

If the reader selects "No, submit my request" button on the search results page, they're taken to the full contact form. Once they fill out the details here and select "Submit", the contact form submission will be delivered to you through whatever send method you've set up.

The screenshot shows a contact form with the following elements:

- 1** We need just a bit more information before you submit your question.
- 2** Subject: A text input field containing "how do I update my billing info".
- 3** Details: A large, empty text area for providing more information.
- 4** Your Name: A text input field containing "John Doe".
- 5** (Label for the name field)
- 6** Your Email Address: A text input field containing "john@doe.com".
- 7** (Label for the email field)
- 8** Attach Files: A file upload section with a "Choose File" button and the text "No file chosen".
- 9** Back: An orange button to return to the previous step.
- 10** Submit: An orange button to submit the form.

The form is contained within a white box with a dark blue header that reads "The full contact form".

If the contact form has been set up to [use multiple email addresses](#), that field will display between the full contact form header and the Subject:

**1 We need just a bit more information before you submit your question.**

**11** Where should this ticket go?

**2** Subject

**3** Details

The full contact form, with multiple email addresses

## Submission confirmation page screenshot

Once a reader selects the "Submit" button from the full contact form, they're presented with a submission confirmation page:

**1 Awesome!**

We will get back to you as soon as possible.

The submission confirmation page



**Edit "We will get back to you as soon as possible."**

The "Awesome!" header is the only text on this page you can edit in [Customize > Default text](#).

Edit the "We will get back to you as soon as possible" message in **Customize > Contact Form** by updating the **Form Submitted Body** field.

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