



InfoCapture custom messages

Custom messages are used to change the default phrasing within the project.

For example, I may wish for my 'Quote Requests' project to use the term 'quote request' instead of 'ticket'.

Custom messages can be implemented from Admin > Infocapture > Your Project > Custom Messages

Admin / Infocapture / Lessons Log / Custom messages

Project options

- Project Summary
- Edit project properties
- Project permissions
- Statuses
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- Behaviour
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- Notification
 - Notifications
 - Default notification fields
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 - General list options
 - Tickets list columns
- Searchable fields
- Default search filter
- Customisation
 - "Thank you" page

Custom messages

Replace the default phrasing of the form with words of your choice. For example, 'View Ticket' can change to 'View Feedback Form' and 'List of Tickets' can change to 'List of Feedback Forms'

| | |
|---|--|
| List of tickets | List of Quote Requests |
| Submit ticket | Submit a Quote Request |
| View ticket | View Quote Request |
| Update issue | Update Quote Request |
| Clone issue | Clone Quote Request |
| Delete issue | Delete Quote Request |
| Ticket submitted | Quote Request Submitted |
| Issue has been updated | Quote Request has been updated |
| Issue has been cloned | Quote Request has been cloned |
| Issue has been deleted | Quote Request has been deleted |
| Issue is now being monitored | Quote Request is now being monitored |
| Issue is no longer being monitored | Quote Request is no longer being monitored |
| Tickets have been deleted | Quote Requests have been deleted |
| Tickets have been changed | Quote Requests have been changed |
| No tickets have been deleted | No Quote Requests have been deleted |
| No tickets have been changed | No Quote Requests have been changed |

Save

These will appear in the corresponding places within the project:

InfoCapture / Lessons Log

Ticket

Jump

Switch to

Lessons Log

support

service delivery

ISO9001

Compliance

+ Submit a Quote Request

This project is in "testing" state. Notifications will not be sent.

Lessons Learnt Form

Rich descriptions

Enter your search words...

Search

Ticket types

All

Submitted by me

Open

Monitored by me

1

1

1

3

Options

+ Submit a Quote Request

List of Quote Requests

Statistics

1-1/1

| ID | Project Type | Customer's name | Project Name | Brief description / summary of the event | Priority | Submitted | Status | Created |
|--------|--------------|-----------------|----------------|--|----------|---------------------------|--------|------------------|
| LL0001 | New Customer | Shell | Shell intranet | System passed over without branding | High | Claramentis Administrator | Open | 24-11-2022 17:27 |

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Thank You page