



InfoCapture 'Thank You' Page

A 'Thank You' page can be created to display to users after they have submitted an InfoCapture issue.

This is useful for showing a message customised with images, such as your corporate branding.

The default view (without a thank you page set up) is to show users their own tickets or take them to the InfoCapture landing page.

Choose what users will see depending on whether they have permission to view their own submissions.

Configuration

To set up a "Thank You" page, go to InfoCapture Admin > select the relevant project > Thank You Page

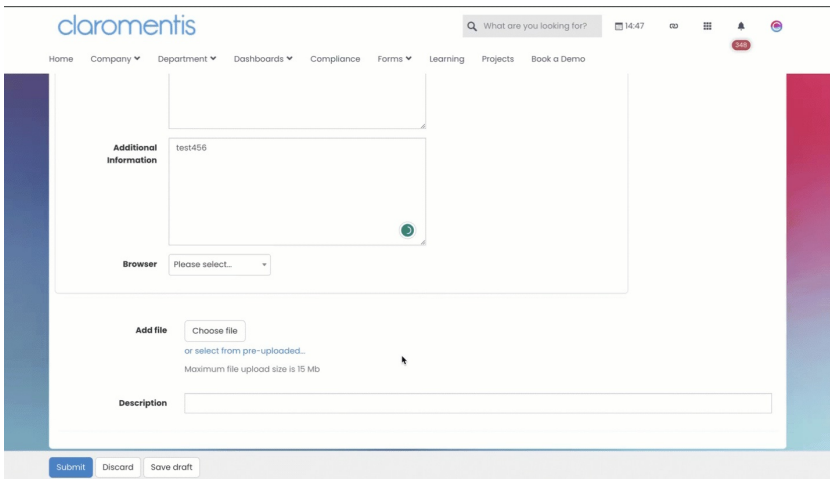
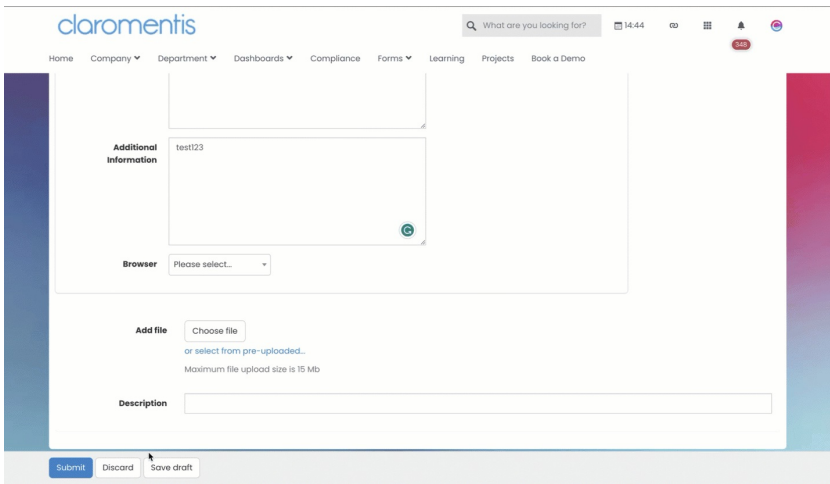
Choose the appropriate option from the list provided.

A screenshot of the InfoCapture Admin interface for configuring the 'Thank you' page. The breadcrumb trail at the top reads 'Admin / Infocapture / Support Tickets / Thank you' page. On the left, there is a sidebar with 'Project options' expanded, showing 'Project Summary', 'Edit project properties', 'Project permissions', 'Statuses', 'Conditions', and 'Field condition sets'. The main content area is titled '"Thank you" page' and contains a text box for a custom message: 'Once a ticket has been submitted, by default the submitting user will be shown the contents of their submitted form. You can instead choose for the user to be taken to a page with text you have written. For example, you may wish for the submitting user to see a message about how long they can expect to wait before receiving a response to their submission.' Below this is the 'After submission:' section with three radio button options: 'Show ticket in view mode (if the submitter has view rights) or the Infocapture main page (if the reporter does not have view rights)' (which is selected), 'Show the thank you page regardless of the submitter's view rights', and 'Show the thank you page only if the submitter does not have view rights'. A 'Save' button is at the bottom.

Show ticket in view mode

The user will be taken to the 'View issue' page (if they have [permission](#) to view their own submission), or the main InfoCapture page (if they don't have permission)

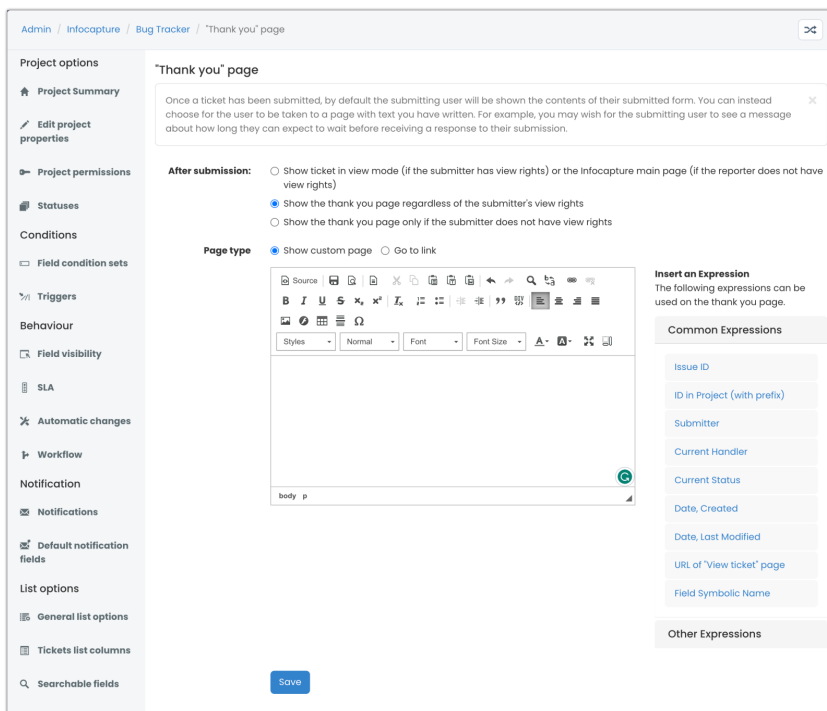
As shown below:



Show the thank you page regardless of the reporter's view rights

The Thank you page will show to the submitter after every submission.

This option reveals the additional choice of 'Show custom page' or 'Go to link'.



- 'Show custom page'

Create a custom thank you in the editor.

Enter the desired text, links, images, and InfoCapture expressions to curate a message for your use case.

e.g.

The screenshot shows the configuration interface for a "Thank you" page. On the left is a sidebar with navigation options: Project options, Project Summary, Edit project properties, Project permissions, Statuses, Conditions, Field condition sets, Triggers, Behaviour, Field visibility, SLA, Automatic changes, Workflow, Notification, Notifications, and Default notification fields. The main area is titled "Thank you" page and contains a description: "Once a ticket has been submitted, by default the submitting user will be shown the contents of their submitted form. You can instead choose for the user to be taken to a page with text you have written. For example, you may wish for the submitting user to see a message about how long they can expect to wait before receiving a response to their submission." Below this are "After submission" options: "Show ticket in view mode (if the submitter has view rights) or the Infocapture main page (if the reporter does not have view rights)", "Show the thank you page regardless of the submitter's view rights" (selected), and "Show the thank you page only if the submitter does not have view rights". The "Page type" section has "Show custom page" (selected) and "Go to link". A rich text editor shows the following content: "Thank you for your ticket submission (issue_id), which you can view [here](#). A notification about this will also have been sent to your email address. The support team will respond to your ticket asap." To the right, there is an "Insert an Expression" section with a list of "Common Expressions": Issue ID, ID in Project (with prefix), Submitter, Current Handler, Current Status, Date, Created, Date, Last Modified, and URL of "View ticket" page.

How this appears to submitters:

The screenshot shows the "Thank you" page as it appears to a submitter. The page header includes the "claramentis" logo and a search bar. The main content area displays: "Thank you for your ticket submission 000590, which you can view [here](#). A notification about this will also have been sent to your email address. The support team will respond to your ticket asap." Below the text is a circular logo with a stylized 'C' in blue and purple.

- 'Go to link'

There is a field to insert a link either to an external or internal source.

This screenshot shows the configuration interface for the "Go to link" option. The "Page type" section has "Go to link" selected. Below it is a text input field containing "http://". A "Save" button is located below the input field.

e.g.

This screenshot shows the configuration interface for the "Go to link" option with an internal URL. The "Page type" section has "Go to link" selected. Below it is a text input field containing "https://han-test-demo.myintranet.com/pages/thank_you". A "Save" button is located below the input field.

The screenshot shows the Clarentis web application interface. At the top left is the logo 'clarentis'. To its right is a search bar with the placeholder text 'What are you looking for?'. Further right are icons for a calendar showing '15:19', a user profile, and a notification bell with a red '123' badge. Below the search bar is a navigation menu with items: Home, Company, Department, Dashboards, Compliance, Forms, Learning, Projects, and Book a Demo. The main form area contains several sections: 'Severity' with a dropdown menu showing 'Please select...'; 'Priority' with another dropdown menu showing 'Please select...'; 'Summary*' with a text input field containing 'seg@gegrer'; 'Description' with a large text area; 'Additional Information' with another large text area; and 'Browser' with a dropdown menu showing 'Please select...'. At the bottom of the form are three buttons: 'Submit', 'Discard', and 'Save draft'.

Show the thank you page only if the reporter does not have view rights

This will also give the options 'Show custom page' or 'Go to link' as above.

Choose to create your own thank you page or link to another location.

This option will only show the chosen thank you page if the submitter cannot view their submissions once made.