



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

The screenshot shows the 'Custom messages' configuration page in the InfoCapture Admin interface. The page has a breadcrumb trail: Admin / Infocapture / Lessons Log / Custom messages. On the left is a sidebar with 'Project options' including Project Summary, Edit project properties, Project permissions, Statuses, Conditions, Triggers, Behaviour, Field visibility, SLA, Automatic changes, Workflow, Notification, and Customisation. The main content area is titled 'Custom messages' and contains a text box with instructions: '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'. Below this is a list of message types with corresponding text input fields:

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

A 'Save' button is located at the bottom of the form.

These will appear in the corresponding places within the project:

InfoCapture / Lessons Log

Ticket Jump Search Switch to Lessons Log

support service delivery 100001 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

Options

- + Submit a Quote Request
- List of Quote Requests
- Statistics

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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	Claromentis Administrator	Open	24-11-2022 17:27

Reminder: If your changes do not appear straight away, delete the site cache and check again.

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Created on 13 August 2018 by Hannah Door. Last modified on 30 November 2023

Tags: custom, infocapture, localisation, user guide, message