



## 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
- Conditions
  - Field condition sets
- Triggers
- Behaviour
  - Field visibility
  - SLA
  - Automatic changes
  - Workflow
- Notification
  - Notifications
  - Default notification fields
- List options
  - 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'

|   |   |
|---|---|
| <b>List of tickets</b>                    | <input type="text" value="List of Quote Requests"/>                     |
| <b>Submit ticket</b>                      | <input type="text" value="Submit a Quote Request"/>                     |
| <b>View ticket</b>                        | <input type="text" value="View Quote Request"/>                         |
| <b>Update issue</b>                       | <input type="text" value="Update Quote Request"/>                       |
| <b>Clone issue</b>                        | <input type="text" value="Clone Quote Request"/>                        |
| <b>Delete issue</b>                       | <input type="text" value="Delete Quote Request"/>                       |
| <b>Ticket submitted</b>                   | <input type="text" value="Quote Request Submitted"/>                    |
| <b>Issue has been updated</b>             | <input type="text" value="Quote Request has been updated"/>             |
| <b>Issue has been cloned</b>              | <input type="text" value="Quote Request has been cloned"/>              |
| <b>Issue has been deleted</b>             | <input type="text" value="Quote Request has been deleted"/>             |
| <b>Issue is now being monitored</b>       | <input type="text" value="Quote Request is now being monitored"/>       |
| <b>Issue is no longer being monitored</b> | <input type="text" value="Quote Request is no longer being monitored"/> |
| <b>Tickets have been deleted</b>          | <input type="text" value="Quote Requests have been deleted"/>           |
| <b>Tickets have been changed</b>          | <input type="text" value="Quote Requests have been changed"/>           |
| <b>No tickets have been deleted</b>       | <input type="text" value="No Quote Requests have been deleted"/>        |
| <b>No tickets have been changed</b>       | <input type="text" value="No Quote Requests have been changed"/>        |

These will appear in the corresponding places within the project:

InfoCapture / Lessons Log
Ticket
Jump
Switch to Lessons Log

support
service delivery
R09001
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

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 |

**Reminder:** If your changes do not appear straight away, delete the [site cache](#) and check again.

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[Thank You page](#)