



## 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 009001 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     | Claroments Administrator | Open   | 24-11-2022 17:27 |

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