



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'

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
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.

Recommended next article:

Thank You page