



## 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:

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

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

## Recommended next article: Thank You page

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