How can I change the display and format of date and time?

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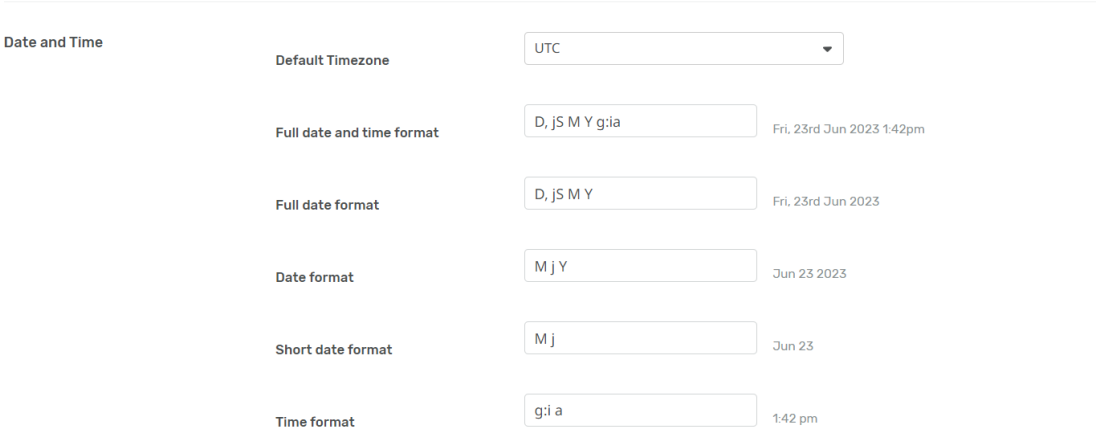
You can customize the format that Deskpro uses to display dates and times in the Dates and Times section of **Admin > Help Center > Settings.**

The formatting will apply to the Agent interface and Help Center.



Enter the option under the **format character** column from the table below, that corresponds to the date layout you want to display.
Example

The date format M j Y means that when the interface needs to display a date, it will display something like "Jan 1 2017". If you wanted it to display, "1st January 15", you would edit the **Date format** field to read "jS F y".

Day

Format character	Description	Example output
d	Day of the month, 2 digits with leading zeros	01 to 31
D	A textual representation of a day, three letters	Mon through Sun
j	Day of the month without leading zeros	1 to 31
l (lowercase 'L')	A full textual representation of the day of the week	Sunday through Saturday
S	English ordinal suffix for the day of the month, 2 characters	st, nd, rd or th. Works well with j
z	The day of the year (starting from 0)	0 through 365

Week

Format character	Description	Example output
W	ISO-8601 week number of year, weeks starting on Monday	42

Month

Format character	Description	Example output
F	A full textual representation of a month, such as January or March	January through December
m	Numeric representation of a month, with leading zeros	01 through 12
M	A short textual representation of a month, three letters	Jan through Dec
n	Numeric representation of a month, without leading zeros	1 through 12

Year

Format character	Description	Example output
Y	Full numeric year, 4 digits	1999, 2003
y	A two-digit representation of a year	99, 03

Time

Format character	Description	Example output
a	Lowercase Ante meridiem and Post meridiem	am or pm
A	Uppercase Ante meridiem and Post meridiem	AM or PM
g	12-hour format of an hour without leading zeros	1 through 12
G	24-hour format of an hour without leading zeros	0 through 23
h	12-hour format of an hour with leading zeros	01 through 12
H	24-hour format of an hour with leading zeros	00 through 23
i	Minutes with leading zeros	00 to 59
s	Seconds, with leading zeros	00 through 59

Timezone

Format character	Description	Example output
I (capital i)	Whether or not the date is in daylight saving time	1 if Daylight Saving Time, 0 otherwise
O	Difference to Greenwich time (GMT) in hours	+0200
P	Difference to Greenwich time (GMT) with a colon between hours and minutes	+02:00

Full Date/Time

Format character	Description	Example output
c	ISO 8601 date	2004-02-12T15:19:21+00:00
r	RFC 2822 formatted date	Thu, 21 Dec 2000 16:01:07 +0200

- Tags
- date
- localization
- time