

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