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

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

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

The formatting will apply to the agent interface.

Enter the format characters from the table below that correspond to the date you want to display.

For 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".

format character	Description	Example output
Day		
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

W	ISO-8601 week number of year, weeks starting on Monday	Example: 42 (the 42nd week in the year)

Month

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

Y	A full numeric representation of a year, 4 digits	Examples: 1999 or 2003
y	A two digit representation of a year	Examples: 99 or 03

Time

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		
e	Timezone identifier	UTC, GMT, Atlantic/Azores
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 colon between hours and minutes	+02:00
T	Timezone abbreviation	EST, MDT
Full Date/Time		
c	ISO 8601 date	2004-02-12T15:19:21+00:00
r	RFC 2822 formatted date	Thu, 21 Dec 2000 16:01:07 +0200