

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.

Dates and Times

Default Timezone

UTC

Full date and time format

D, jS M Y g:i a

Full date format

D, jS M Y

Date format

M j Y

Short date format

M j

Time format

g:i a

Send agent task reminders at

09:00

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 |