

Customising System Messages and Prompts

Customer Self Service features a variety of system messages and prompts that are customisable to business needs.

Most system messages, field labels and prompts can be maintained via Resource Maintenance.

Step-by-step guide

To Customise a System Message or Prompt:

1. Login as an Administrator.
2. Navigate to **'Content' or 'Settings'** --> **'Resource Maintenance' (zResourceMaintenance.aspx)**.
3. Type the message or keyword into the Search box at the top of the page.
4. Set the search parameters ('Contains' or 'Starts With'), and hit Enter or click **'Search'**.
5. Locate the required record in the results list and select it via radio button.
6. Click **'Modify'**.
7. The **'Resource Value'** and **'Description'** fields will become editable at the bottom of the page. Edit text as required.
 - **Resource Value** - this is the message displayed to the customer. Text can be formatted with HTML if desired.
 - **Description** - this is an explanation of the message's context; for reference by site Administrators.
8. Click **'OK'** to save changes.