Agent Dialog Defaults & Customization

Starting with Agent v2.1, the ability to customize dialog messaging is available. This can be accomplished by visiting the Settings screen (you will need to be an Administrator) and filling out the "Agent Dialog Override" for each dialog you desire you change.

This document outlines each different dialog that is available to override, when it appears, and what the default messaging is. As you will see, by default some dialogs have variations of wording depending on whether you have a "Ticketing System" integration setup or not. If ticketing is setup, where available, the $TICKET_NUMBER variable can be used to insert that value into your custom text when it is shown to the end-user.

You can also use HTML tags in your messaging for formatting, line breaks, and coloring. Please avoid changing the size of the text as the default sizes are set based on the overall UI/UX that has been specifically designed for each screen.

Realtime Timer - Appears

When does this appear? When an end-user makes a Request and the timer appears.

Default Title: (No Title)

Default Message: Please stand by for a few moments while we get approval from your administrator.

Realtime Timer - Disabled

When does this appear? When an end-user makes a Request, but no timer appears.

Default Title: (No Title)

Default Message: A notification has been sent. You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Default Message (with ticketing): A notification has been sent and a service ticket has been opened (Ticket #$TICKET_NUMBER). You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Realtime Timer - Time Ran Out

When does this appear? When the time runs out before a Request can be approved or denied.

Default Title: (No Title)

Default Message: Sorry for the wait! Real-Time approval is taking longer than expected. A notification has been sent. You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Default Message (with ticketing): Sorry for the wait! Real-Time approval is taking longer than expected. A notification has been sent and a service ticket has been opened (Ticket #$TICKET_NUMBER). You'll be notified on how to proceed with the next steps of your request as soon as our technical team has finished their evaluation. Thank you for your patience.

Realtime Denied

When does this appear? When a Request is denied while the timer is still counting down.

Default Title: (No Title)

Default Message: We're sorry to inform you that the request for this has been denied by your administrator.

Default Message (with ticketing): We're sorry to inform you that the request for this has been denied by your administrator. A service ticket has been opened (Ticket #$TICKET_NUMBER) and will likely include additional information.

App Already Denied by Rule

When does this appear? When an end-user tries to elevate something that already has a Rule set to "Deny".

Default Title: We've noticed that you just tried to run:

Default Message: Unfortunately this application has been blocked by your administrator.

Denied - One Time

When does this appear? When a Request is denied for "This Request" (One Time Denial – No Rule Created)

Default Title: Single Request Denied for:

Default Message: Your request was denied in this single instance ONLY.

Default Message (with ticketing): Your request was denied in this single instance ONLY. (Ticket #$TICKET_NUMBER).

Denied - Rule Made

When does this appear? When a Request is denied and a Rule is made for either the Computer, Location, Company, or All Companies.

Default Title: Request Denied for:

Default Message: Your request was denied and cannot be launched in the future.

Default Message (with ticketing): Your request was denied and cannot be launched in the future. (Ticket #$TICKET_NUMBER)

Approved - One Time

When does this appear? When a Request is approved for "This Request" (One Time Approval – No Rule Created)

Default Title: Single Request Approved for:

Default Message: Your request was approved in this single instance ONLY. To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

Default Message (with ticketing): Your request was approved in this single instance ONLY. (Ticket #$TICKET_NUMBER). To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

Approved - One Time (CLSID Variant)

When does this appear? When a Request for a CLSID based item is approved for "This Request" (One Time Approval – No Rule Created)

Default Title: Single Request Approved for:

Default Message: Your request was approved in this single instance ONLY. Please launch it again manually.

Default Message (with ticketing): Your request was approved in this single instance ONLY. (Ticket #$TICKET_NUMBER) Please launch it again manually.

Note: The portion of text: "Please launch it again manually." is bold and red.

Approved - Rule Made

When does this appear? When a Request is approved and a Rule is made for either the Computer, Location, Company, or All Companies.

Default Title: Request Approved for:

Default Message: Your request was approved and can be launched in the future without further approval. To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

Default Message (with ticketing): Your request was approved and can be launched in the future without further approval. (Ticket #$TICKET_NUMBER). To try and launch it now, click 'OK'. If it doesn't launch, please launch it again manually.

Approved - Rule Made (CLSID Variant)

When does this appear? When a Request for a CLSID based item is approved and a Rule is made for either the Computer, Location, Company, or All Companies.

Default Title: Request Approved for:

Default Message: Your request was approved and can be launched in the future without further approval. Please launch it again manually.

Default Message (with ticketing): Your request was approved and can be launched in the future without further approval. (Ticket #$TICKET_NUMBER) Please launch it again manually.

Note: The portion of text: "Please launch it again manually." is bold and red.

Duplicate Request

When does this appear? When an end-user tries to make a Request for something that they already have a Pending Request for.

Default Title: Duplicate Request - Already processing a request for:

Default Message: Once the technical team has completed their evaluation, you will immediately be notified on this machine. If approved, you will be given the ability to re-launch or continue this process with elevated privileges. Thank you for your patience!

Default Message (with ticketing): Ticket #$TICKET_NUMBER has been opened and the issue is being tracked. Once the technical team has completed their evaluation, you will immediately be notified on this machine. If approved, you will be given the ability to re-launch or continue this process with elevated privileges. Thank you for your patience!

Credential Input

When does this appear? On the first time an application is launched that has a corresponding "Approved Rule" set to "User Elevation". Or on the first time an approved application (any elevation type) is launched from a network share. Once the credential is input by the user, this dialog won't appear again unless their password changes.

Default Title: Save Your User Credentials

Default Message: We are optimizing your user credential so that you can run approved applications and processes using Admin Privileges. This step will only need to be done initially while we secure your computer with our Privilege Management system and then again periodically when your password changes. To complete this 1-Time setup and proceed with elevation of your requested application, please enter your Windows password.