



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Administrator Extension Help

Time Zones

12/20/2025

Time Zones

Time Zones are predefined objects that provide Genesys applications with information about international time zones.

When you first open the list of Time Zone objects, you will see a list of international time zones.

Display Options

Display Options

The Time Zones list shows the Time Zones that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Time Zones that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the magnifying glass button to open the Tenant Directory filter panel. In this panel, click the Tenant that you want to select. Use the Quick Filter field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking the Select Columns button.

To select or de-select multiple objects at once, click the Select button.

Procedures

Possible Procedures from this Panel

To **create a new Time Zone object**, click the New button. To view or edit details of an existing object, click on the name of the object, or click the check-box beside an object and click the Edit button.

To delete one or more objects, click the check-box beside the object(s) in the list and click the Delete button. You can also delete individual objects by clicking on the object and then clicking the Delete button.

Otherwise, click the More button to perform the following tasks:

- Clone—Copy a Time Zone.
- Move To—Move a Time Zone to another **hierarchical structure**.
- Enable or disable Time Zones.
- Create a folder, configuration unit, or site. See **Object Hierarchy** for more information.

Click on the name of a Time Zone to view additional information about the object. You can also set **options** and **permissions**, and view **dependencies**.

Creating Time Zone Objects

To create a Time Zone object, perform the following actions:

1. Go to Configuration > System > Configuration Manager.
2. Click Time Zones. The Time Zones list displays.
3. Click the New button.
4. Enter the following information. For some fields, you can either enter the name of a value or click the Browse button to select a value from a list:
 - Name—The name of the Time Zone. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
 - Description—A brief description of the Time Zone.
 - Name in Mozilla—The name of the Time Zone used in the Mozilla Firefox browser. You must specify a value for this property.
 - Name in Explorer—The name of the Time Zone used in the Microsoft Internet Explorer browser. You must specify a value for this property.
 - DST Observed—Indicates whether Daylight Saving Time (DST) is used.

Note: The following fields display only if the DST Observed check box is selected.

- Daylight Saving Time Type—Select one of the following to define when DST starts and ends:
 - Current Year or Fixed Date (local)—DST begins and ends on a specific date and time. This setting covers only one year, and must be reset every year.
 - Start Date—The date at which DST begins.

- End Date—The date at which DST ends.
- Start Time—The time at which DST begins.
- End Time—The time at which DST ends.
- Daylight Saving Time definition (GMT)—DST begins and ends on a specific month/day/time. These settings are carried forward over many years, until changed or DST is no longer used.
 - Start Year—The year that DST started to be observed or will start to be observed. If DST is currently in use, you can also select Not Observed.
 - End Year—The year that DST is to be discontinued. If there are no plans to discontinue DST, select Not Observed.
 - Start Month—The month in which DST starts.
 - End Month—The month in which DST ends.
 - Start Day Type—Specifies whether the Start Day value is Fixed, in which DST starts on the same date every year, or Variable, in which you must define the variables to be used to determine the Start Day.
 - End Day Type—Specifies whether the End Day value is Fixed, in which DST ends on the same date every year, or Variable, in which you must define the variables to be used to determine the End Day.
 - (If Start Day Type is set to Fixed) Start Day—The date at which DST begins.
 - (If End Day Type is set to Fixed) End Day—The date at which DST ends.
 - (If Start Day Type is set to Variable) Start Week—The week number in which DST begins.
 - (If End Day Type is set to Variable) End Week—The week number in which DST ends.
 - (If Start Day Type is set to Variable) Start Day of Week—The day of the week in which DST begins.
 - (If End Day Type is set to Variable) End Day of Week—The day of the week in which DST ends.
 - Start Time—The time at which DST begins.
 - End Time—The time at which DST ends.
- Tenant—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the Tenant Directory field in the object list.
- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

5. Click the Save button.

International Time Zones

International Time Zones

Genesys Administrator Extension includes the following international time zones:

Abbreviation	Time Zone
ACT	Australia Central Time
AET	Australia Eastern Time
AGT	Argentina Standard Time
AtIST	Atlantic Standard Time
ART	(Arabic) Egypt Standard Time
AST	Alaska Standard Time
BET	Brazil Eastern Time
BST	Bangladesh Standard Time
CAT	Central Africa Time
CNT	Canada Newfoundland Time
CST	Central Standard Time
CTT	China Taiwan Time
EAT	Eastern Africa Time
ECT	European Central Time
EET	Eastern European Time
EST	Eastern Standard Time
GMT	Greenwich Mean Time
HST	Hawaii Standard Time
IET	Indiana Eastern Standard
IST	India Standard Time
JST	Japan Standard Time
KST	Korea Standard Time
MET	Middle East Time
MIT	Midway Islands Time
MST	Mountain Standard Time
NET	Near East Time
NST	New Zealand Standard Time
PLT	Pakistan Lahore Time
PNT	Phoenix Standard Time
PRT	Puerto Rico and US Virgin Islands Time
PST	Pacific Standard Time
SST	Solomon Standard Time
VST	Vietnam Standard Time