Outbound Contact Deployment Guide

Time Zones

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Time Zones

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Outbound Contact uses time zones in call records to determine the contact's time zone. Genesys Administrator populates the tz_dbid field with the international three-letter abbreviation for the time zone parameter when it imports or exports a calling list. Call time, dial schedule time, and valid dial time (dial from and dial till) are based on the record's time-zone. For more information about the time zone abbreviations see Framework Genesys Administrator Help.

Note:	If Daylight Savings Time (DST) is configured for time zones located below the equator using the Current Year or Fixed Date (Local) properties, define both the Start Date and End Date in the DST definition as the current year and make the Start Date later than the End Date.

Outbound Contact dynamically updates time changes from winter to summer and summer to winter. The default set of Time Zones created during Configuration Server installation is located in the Time Zones folder under the Environment (for a multi-tenant environment) or under the Resources folder (for a single tenant).

Creating a Custom Time Zone for a Tenant

- To create a custom Time Zone for a Tenant, if necessary.

Start

1. In Genesys Administrator, select Provisioning > Environment > Time Zones.
2. Click New.
3. Define the fields in the Configuration tab. For more information, see *Framework Genesys Administrator Help.*
4. Click Save and Close.

End

Time Zones Object--Configuration Tab Fields

Name

Required; default is [Time Zone]. The name of a Time Zone object. This value must be unique within the tenant.

Tenant

Automatically populated by the system.

Description

Optional; the default value is [Blank]. A brief description of the Time Zone object.

Time Zone

Required; the default value is [GMT]. Greenwich Mean Time (GMT) plus the amount of time (in hours and minutes) to add to that standard.

DST Select

Optional; A drop-down list to select Daylight Savings Time definition (GMT) to indicate that the time zone observes Daylight Savings Time (DST) or Current Year or Fixed Date (local) to indicate that DST is not observed.

Netscape (in Specific Time Zone section)

Required; Enter the time zone as it appears in Netscape Navigator.

Microsoft Internet Explorer (in Specific Time Zone section)

Required; Enter the time zone as it appears in Microsoft Internet Explorer.

State Enabled

Required; default is checked. A check box indicating whether or not a customer interaction can be directed to this target. A more complete description can be found in *Framework Configuration Manager Help*.

Time Zones and Time-Related Calculations

OCS uses the operating system time zone information for time-related calculations. For example, when a record is rescheduled by the agent or by using a treatment. On UNIX platforms, OCS recognizes time zone information in POSIX format only. OCS does not support any other format.