

GENESYS[®]

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.

Performance Management Advisors Deployment Guide

Custom Time Zones

5/9/2025

Custom Time Zones

You can configure custom time zones for Workforce Advisor; use the following procedure.

1. Navigate to the \conf directory.

2. Create an empty file called TimeZoneMapping.properties.

3. Edit the file and enter the custom time zone mappings.

For example: #This file contains time zone mappings to allow custom time zone names to be #translated to Java time zones #MyTimeZone = CST6CDT GENESYS = US/Eastern

where GENESYS is the name of the custom time zone.