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Workforce Management Administrator's Guide

Using Genesys Localization Software

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Using Genesys Localization Software

This topic describes how to use the Genesys localization software or *Language Packs* (LP) to localize Workforce Management (WFM). Localized software displays the WFM interface, controls, and dialogs in the language of the installed LP. If you are deploying WFM and want to localize it, contact a Genesys representative to obtain localized software.

WFM uses Language Packs to provide localized resources for the end user. The Language Pack is a separate IP that is installed over the component IP. It contains only localized resources that replace the resources in the original product IP. The Language Pack contains resources for a single language. Each language requires a separate LP. If you are installing more than one LP, you must install them one at a time. Each component IP can use only one Language Pack at a time.

WFM has LPs for the following components:

- WFM Web
- WFM Daemon
- WFM Server
- WFM Data Aggregator
- WFM Builder

Important

WFM Configuration Utility is discontinued and no longer in use. Functionality, previously found in Configuration Utility is now in WFM Web.

Context Information in Localization Kits

WFM localization kits now include context information. The kits contain resources for translation that appear in the product. The information about how the resource is used by the product can be used to improve translation. In addition, context information simplifies verification testing, enabling the tester to easily find and check the effects of translated content.

User and System Locales on Windows

The WFM server (Server, Builder, and Data Aggregator) services choose the installed Language Pack according to the locale. It uses the exact language match or, if it is unavailable, the Language Pack for the same *language group*.

WFM servers check the user or system account locale of the operating system on which it is running. By default, it is either the user account (Windows 2003) or system account (Windows 2008). To adjust

the user and system account settings, see the procedures [Adjusting the System Account Locale \(Windows 2008\)](#), [Adjusting the User Account Locale \(Windows 2003\)](#), and [Verifying the Locale in the Windows Registry](#).

After checking the locale, WFM servers attempt to load a Language Pack whose language (or language group) matches this locale. For example, if the user account locale or system account locale is French (Canada) and the French (Canada) Language Pack is not installed, then the French (France) Language Pack is used. If the process is run as a service (which is usually the case), then the system account locale must be adjusted.

Language Settings in the Web Browser

You must change the language settings in the browser to view WFM Web in your preferred language. The location and type of settings will differ, depending on the browser and browser version you are using (for example, Internet Explorer, FireFox, or Chrome). For more information about these settings, check the appropriate vendor website or Help. Also, see [Changing the Preferred Language in the Web Browser](#)

Important Information About Changing Locales on Windows with Java Applications Installed

An incompatibility relating to the rules that govern locale settings was detected when WFM Web and Daemon applications are running on Windows operating systems with Java 7. (See article #4700857 on the vendor website www.oracle.com.)

Changes to the WFM local settings are made in different locations depending on which Java version you are using. In Java 7, the **Display** language settings determine the locale settings. In Java 6, the **Regional Settings** dialog in **Control Panel** determine the locale settings.

Also, if you are installing WFM on Windows versions earlier than Windows Vista such as Windows 2003 or Windows XP, you cannot set the display language because these operating systems always use the language selected during installation and the locale settings cannot be changed.

You can use one of two workarounds to set a different locale setting for WFM applications:

1. Select the appropriate display language that contains the locale settings you want to use.
2. If step 1 cannot be done, complete one or both of following steps:
 - Revert Java 7 to Java 6 behavior—Set the **-Dsun.locale.formatasdefault** Java 7 option to `true` and then, set the locale settings in the **Regional Settings** in **Control Panel** to the locale you want to use.
 - On any version of Java—Explicitly override the locale setting for the JVM by changing the **-Duser.language**, **-Duser.region**, and **-Duser.country** Java options.

Preparing WFM for Genesys Localization

The following information and procedures will help you prepare WFM for localization. Complete only as many procedures as are required for you to complete your WFM localization.

Task Summary: Preparing WFM for Genesys Localization

| Task | Procedures |
|--|---|
| Adjust and verify the system account locale. | <ul style="list-style-type: none"> Adjusting the System Account Locale in (Windows 2008) Verifying the Locale for the System Account |
| Adjust the user account locale. | Adjusting the User Account Locale (Windows 2003) |
| Change the date format in WFM email notifications. | Changing the Date Format in E-mail Notifications |
| Adjust WFM Web to display the weekday in the correct language. | Adjusting WFM Web to Display Weekday in the Correct Language |
| Read about how to prepare the Web interfaces. | Preparing the WFM Web Interfaces |
| Configure the date/time format and your language preference in the WFM Web interfaces. | <ul style="list-style-type: none"> Changing the Preferred Language Settings in the Web Browser Changing the Date and Time Format in the Web Agent Interface (Solaris) Overriding the User Account Locale (Windows) Overriding the User Account Locale (Solaris) |

Tip

After you have completed the procedures in the Task Summary: Preparing WFM for Genesys Localization (above), complete the procedures in **Installing the WFM Language Packs**.

Procedures

The procedures in this section will help you to install the Language Packs for each of the WFM components. Complete all of the procedures to localize your WFM deployment.

Installing the Web Language Pack

Purpose: To localize WFM Web by installing the Web Language Pack.

Prerequisite: The WFM Web IP is installed on the host.

Start of Procedure

1. Start the Web Language Pack IP for the language you are installing and follow the steps in the Installation Wizard.

2. If WFM Web is already deployed in the servlet container, undeploy it using the servlet container-specific instructions.

You must undeploy WFM Web from the servlet container, but do not uninstall it from system.

3. Deploy the WFM Web wfm.war file that was updated by the Language Pack IP, by using the servlet container specific instructions.

WFM Web uses localized resources from the Language Pack.

End of Procedure

Installing the Daemon Language Pack

Purpose: To localize WFM Daemon by installing the Daemon Language Pack.

Prerequisite: The WFM Daemon IP is installed on the host.

Start of Procedure

1. Stop the WFM Daemon process.
2. Start the WFM Daemon Language Pack IP for the language you are installing and follow the steps in the Installation Wizard.
3. Start the WFM Daemon process.

The WFM Daemon uses localized resources from the Language Pack.

End of Procedure

Installing the Server, Builder, and Data Aggregator Language Pack

Purpose: To localize WFM Server, Builder, or Data Aggregator by installing the associated Language Pack.

Prerequisite:

- The WFM Server, Builder, or Data Aggregator IP is installed on the host.
- The user account locale is adjusted to match the Language Pack that is being installed. See [Adjusting the User Account Locale \(Windows 2003\)](#) or [Adjusting the System Account Locale \(Windows 2008\)](#).

Start of Procedure

1. Stop the WFM Server, Builder, or Data Aggregator process.
2. Start the WFM Server, Builder, or Data Aggregator Language Pack IP for the language you are installing and follow the steps in the Installation Wizard.
3. Start the WFM Server, Builder, or Data Aggregator process.

End of Procedure