Workforce Management Administrator's Guide

Using Genesys Localization Software

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This topic describes how to localize WFM 8.1.1 and later, by using the Genesys localization software. If you are deploying WFM 8.1.0 and want to localize it, contact a Genesys representative to obtain localized software.

This topic includes the following sections:

- User and System Locales on Windows
- Preparing WFM for Genesys Localization
- Installing the Language Packs

Starting in release 8.1.1, WFM uses Language Packs (LP) to provide localized resources for the end user. The Language Pack is a separate IP, which is installed over the component IP. It contains only localized resources, which replace the resources in the original product IP. The Language Pack contains resources for a single language, so every language requires a separate LP. If you are installing more than one LP, you must install them one at a time. Only one Language Pack can be used over one component IP at one time.

WFM has LPs for the following components:

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

WFM Configuration Utility does not have an LP. It requires the full localized product IP to be deployed, just as it did prior to release 8.1.1.

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 also 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.

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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 Procedure: Adjusting the System Account Locale (Windows 2008), Procedure: Adjusting the User Account Locale (Windows 2003), and Procedure: Verifying the Locale in the Windows Registry.

After checking the locale, WFM servers attempt to load a Language Pack that has a language (or language group) that 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.

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 relating to the rules that govern locale settings. (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 determines the locale settings.

Also, if you are installing WFM on Windows versions earlier than Windows Vista—for example, Windows 2003 or Windows XP—you cannot set the display language, because the these OSs always use the language that is selected during installation, meaning the local 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:

   i. 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.

   ii. On any version of Java—Explicitly override the locale setting for the JVM by changing the `-Duser.language, -Duser.region, -Duser.country` Java options.

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Preparing WFM for Genesys Localization

This topic contains information and links to procedures that will help you to prepare WFM for localization. Complete all of these procedures or only the ones that apply to your WFM deployment.

Task Summary: Preparing WFM for Genesys Localization

Task	Procedures
Adjust and verify the system account locale on Windows 2008.	• Adjusting the System Account Locale (Windows 2008) • Verifying the Locale for the System Account
Adjust the user account locale on Windows 2003.	Adjusting the User Account Locale (Windows 2003)
Change the date format in WFM e-mail notifications.	Changing the Date Format in WFM E-mail Notifications
Adjust the WFM Web application to display the weekday in the correct language.	Adjusting WFM Web to Display Weekday in the Correct Language
Configure the date/time format and your language preference in the WFM Web interfaces.	• Changing the Preferred Language Settings in the Web Browser • Changing the Date/Time Format in the Web Agent Interface (Solaris) • Overriding the User Account Locale (Windows) • Overriding the User Account Locale (Solaris)

Important

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.

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Installing the Language Packs

Use the simple procedures below 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.

> ### Important
> 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, or Data Aggregator Language Pack

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

Prerequisites:

- 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 Procedure: 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

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