GENESYS™

Workforce Management Administrator's Guide

WFM Localization

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WFM Localization

Genesys localizes (translates) Workforce Management (WFM) into a number of languages. You can localize WFM 8.1 components by using Genesys localization software or by using the self-localization method.

If Genesys localizes into your language, you can use the Genesys-provided localization software to localize WFM Daemon, Server, Builder, Data Aggregator, and Web. Otherwise, you can use the self-localization method to localize WFM Web Supervisor and Agent. Contact your Genesys sales representative to inquire about specific localized versions.

The two methods of localization are described in detail in the following topics.

Using Genesys Localization Software

Using Self-Localization

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> ### Important
> This does not imply or ensure that all preferred elements of localization within the product for any possible locale are done. For example, right to left mirroring (Arabic) or vertical text presentation (some Chinese).