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Workforce Management Administrator's Guide

Using Self-Localization

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Contents

- 1 Using Self-Localization
 - 1.1 Requirements
 - 1.2 Precautions
 - 1.3 Initial and Subsequent Localization
 - 1.4 Localizing WFM the First Time
 - 1.5 Localizing WFM Subsequently
 - 1.6 Tools and File Descriptions
 - 1.7 Applying the localization.bat File Options

Using Self-Localization

You can localize the GUIs for WFM Web Supervisor and WFM Web Agent without having to obtain localized software from Genesys. This enables Genesys partners and customers to deploy translated versions of these user interfaces, when Genesys does not provide localized versions of WFM.

The WFM Agent and Supervisor components each draw their GUI text from a properties file, which you can modify. You can localize WFM to any language that you wish, by translating the text in these files.

Perform this localization carefully, by making backups that you can use to undo mistakes and by using text that has the precise meaning of the words and phrases that you are translating. Genesys assumes no responsibility for work performed by anyone, other than a Genesys employee.

Important

Self-localization does not affect all text in WFM Web. The text of some messages (such as the resolution of Calendar items, Schedule Build Validation messages, and others) do not reside in the wfm.war properties files, and are therefore, not localized.

Requirements

Ensure the JDK (the Java Development Kit, same version as required by WFM Web) is located in the path JAVA_HOME.

Using localization.bat

The localization.bat batch file is installed in the same directory where WFM Web was initially installed. Use this file to:

- Extract the agent.properties, agent800.properties, agentNew.properties and supervisor.properties files from the wfm.war file.
- Update the wfm.war file by reinserting the four WFM Properties files. Run the localization.bat file from the Windows command line interface.

For example, to display the help message, which summarizes all functionality, enter:
C:\Program Files\GCTI\WFM76\Web>localization -h

USAGE:

```
localization -{xu} [wfm-war-file] OR -{eh}
```

```
[-a OR -a8 OR -an [agent-properties-file]]  
[-s [supervisor-properties-file]]
```

Options:

```
-x      extract properties from WFM war  
-u      update WFM war with new properties  
-a      define path to agent properties file  
-a8     define path to agent800 properties file  
-an     define path to new agent properties file  
-s      define path to supervisor properties file  
-e      show examples  
-h,/?  show this message
```

Parameters:

```
[wfm-war-file] path to WFM war  
[agent-properties-file] path to agent properties file  
[supervisor-properties-file] path to supervisor properties file
```

Additional Info:

If you do not define the file name the default name will be used. In the current folder:

- For war it is wfm.war
- For agent it is agent.properties
- For agent800 it is agent800.properties
- For new agent it is agentNew.properties
- For supervisor it is supervisor.properties

Important

Backup the original properties to a safe place immediately after extraction. Use them to restore the properties if something goes wrong.

Precautions

Before localizing your WFM deployment, ensure you take the following precautions:

- Back up wfm.war before you make your changes. You may need to replace the modified file if your changes have unexpected results.
- Back up the properties files before you make your changes, for the same reason that you back up wfm.war.
- Back up wfm.war, as well as the properties files, after you make your changes. When you install a WFM Web patch, you also install a new (non-localized) wfm.war file. The backup allows you to restore your changes accurately and with a minimum of effort.
- Wait for the extraction and updating processes to finish; they do not display status.

Task Summary: WFM Localization Process

Task Summary
1. Extract the properties files from inside wfm.war
2. Localize the properties files. See Localizing WFM the First Time .
3. Convert all locale specific symbols to their unicode representation using the native2ascii utility found in the Java SDK.
4. Update wfm.war with the translated string resources (from task 3).
5. Deploy the new wfm.war on the web application server.

Tip

Before you begin the self-localization process, read this entire section, especially the [Precautions](#) and [Requirements](#) sections.

Initial and Subsequent Localization

You will use different procedures for the initial and subsequent localization of WFM.

Initial Localization

The first time you localize WFM, you must follow the steps in the [Localizing WFM the First Time](#). When you localize the text in your WFM web archive, you are modifying the program's software—the messages, menus and other elements of the screen display. By doing this yourself, you must accept responsibility for any possible errors you might make and ensure that you can recover from any possible errors. Therefore:

- Accept responsibility by following these instructions closely. Do not take shortcuts.
- Ensure error recovery by backing up your files before and after every change.

Subsequent Localization

In the future, if there is an updated version of WFM Web that you need to deploy (for example, a patch or software update) and you have already localized WFM, follow the steps in the [Localizing WFM the Next Time \(Subsequently\)](#).

Localizing WFM the First Time

Purpose: To localize WFM for the first time (the initial process).

Important

You must make a backup of the `wfm.war` file before *and after* you make changes so that you can update the new, non-localized `wfm.war` file that arrives with any new patches that are released. In a worst-case scenario, you can always reinstall WFM Web from the original software release disk or FTP download that you received from Genesys.

Start of Procedure

1. Make a backup copy of the existing `wfm.war` file and save it in a safe place (in a different directory, with a different name, or both).
The `wfm.war` file is an important WFM software component, and you might need to replace a broken version.
2. Extract the `agent.properties`, `agent800.properties`, `agentNew.properties`, and `supervisor.properties` files from the `wfm.war` file, by using the software tool `localization.bat`.
 - Click Start > Run to open a command window and then, enter: `localization -x`.
...where -x extracts the properties files. See [Using localization.bat](#) for ways to specify file names and locations.
3. Make a backup copy of the properties files before you change them, rename them with a descriptive name (for example, `agent.properties.english.v8.1.000.10`), and then store them in a safe place.
You will need these in the future to compare with newer properties files when software updates to WFM Web are released.
4. Using a text editor, update the four properties files by changing the English text strings to the language you want to use.
**The properties files contain strings in the format `<string_id>=<string_to_be_translated>`. ...where `<string_id>` is the identifier of the string and `<string_to_be_translated>` is string itself.
Translate only the right side of string (after the equal sign). Do not translate or change anything on the left side.
To help identify the text strings in context, you might want to run WFM in another window while you do this work.**
5. Make a backup copy of these localized properties files, rename them with a descriptive name (for example, `agent.properties.czech.v8.1.000.10`) and then store them in a safe place.

6. After everything is translated, use the native2ascii utility found in the Java SDK to convert all locale-specific symbols to their unicode representation.

This utility is usually located in bin directory under the Java SDK installation root. Do not skip this step. If you do, the application might not function and the locale-specific symbols will not display correctly.

7. Update the wfm.war file by using the localization -u option.
8. Deploy the wfm.war file to the WFM Web server, by completing the following steps:
 - Stop Tomcat.
 - Copy the edited wfm.war file and then paste it into the Tomcat folder.
 - Start Tomcat.

End of Procedure

Localizing WFM Subsequently

Purpose: To localize WFM after an updated version has been deployed (subsequent to the initial localization).

Prerequisite: Your WFM deployment has been localized at least once before. See [Initial Localization](#).

Start of Procedure

1. Use the localization.bat file to extract the four properties files (three for the WFM Web for Agents GUI and one for the WFM Web for Supervisors GUI) from the wfm.war file. (See step 2 in the [Localizing WFM the First Time](#).)
2. Compare the new versions of the properties files with the original ones, by using the windiff tool (or any text editor that provides comparison capabilities) to identify any new or changed strings that require localization.
3. Using the text editor, update the four localized properties files that you created in step 4 in [Localizing WFM the First Time](#), adding any new string resources in the appropriate place.
Make a new backup copy of the properties files; if you make a mistake, you can continue to work, by using the backup you created in step 5 in [Localizing WFM the First Time](#).
4. Update the wfm.war file by using the localization -u option (steps 6 and 7 in [Localizing WFM the First Time](#)).
5. Deploy the updated wfm.war file on the Web application server.
See instructions for updating the .war file in Tomcat (step 8 in [Localizing WFM the First Time](#)).

End of Procedure

Tools and File Descriptions

Use the tools specified in the table below to localize your installation of WFM.

Tool	Description
localization.bat	Use this batch file to extract and update the properties files from wfm.war. See Using localization.bat .
wfm.war	This Web archive file contains the WFM properties files agent.properties, agent800.properties, agentNew.properties, and supervisor.properties.
agent.properties	Edit the text inside this properties file, to localize the WFM Web for Agents GUI.
agent800.properties	Edit the text inside this properties file, to localize parts of the WFM Web for Agents (Classic) GUI.
agentNew.properties	Edit the text inside this properties file, to localize parts of the latest WFM Web for Agents GUI.
supervisor.properties	Edit the text inside this properties file, to localize the WFM Web for Supervisors GUI.
Text editor	Use a non-formatting text editor (such as Notepad or WordPad) to edit the properties files.
Windows system tools	Use the appropriate system tools to stop and restart the web application server, and to copy the localized wfm.war to its appropriate location.
Web Application Server	This appendix uses Tomcat as the default device that enables access to WFM.

Applying the localization.bat File Options

This section describes how to use the options in the `localization.bat` file and provides examples.

Specifying the Defaults

Each file used by the `localization.bat` file has a default name and a default location. To use these defaults, enter the command line in its simplest format:

- `localization -x`
This command line applies all the defaults
 - The web archive is named `wfm.war` and is located in the current directory.
 - The properties files that are extracted from `wfm.war` are named `agent.properties`, `agent800.properties`, `agentNew.properties`, and `supervisor.properties` and are saved to the current directory.
- `localization -u`
This command line applies all the defaults.

Specifying Directories

You can specify absolute paths or relative paths to the directories that hold the files.

- `localization -x "C:\Program Files\GCTI\WFM76\Web\wfm.war"`
wfm.war is in the absolute directory C:\Program Files\GCTI\WFM76\Web\.
You can also specify absolute directories for the properties files. For example
 - `localization -u -a "C:\Program Files\GCTI\WFM76\Web\propfiles\agent.properties"`
 - `localization -x -s "C:\Program Files\GCTI\WFM76\Web\propfiles\supervisor.properties"`
- `localization -x ".\safe\wfm.war"`
wfm.war is in the directory \safe\, whose position is relative to the current directory (they share the same parent directory).
You can also specify relative directories for the properties files. For example
 - `localization -x -a ".\propfiles\agent.properties"`
 - `localization -x -a8 ".\propfiles\agent800.properties"`
 - `localization -x -an ".\propfiles\agentNew.properties"`
 - `localization -u -s ".\propfiles\supervisor.properties"`

Specifying Filenames

You can specify different filenames for any of the files.

- `localization -u "wfmLOCALIZED.war"`
The web archive is named wfmLOCALIZED.war.
You can specify names for the properties files. For example
 - `localization -x -a "agentORIGINAL.txt"`
 - `localization -u -s "supervisorREVISED.txt"`

Combining Options

You can combine any or all of these options. This example occupies a single command line, and has been wrapped in arbitrary places for readability:

- `localization -u "C:\Program Files\GCTI\WFM76\Web\wfmLOCALIZED.war"`
 - `-a "C:\Program Files\GCTI\WFM76\Web\propfiles\agentORIGINAL.txt"`

- -s "C:\Program Files\GCTI\WFM76\Web\propfiles\supervisorREVISED.txt"

Help

To see usage examples, enter this command line: `localization -e`