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Outbound (CX Contact) CX Contact Help

Time Zone Assignment

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- Administrator

Learn how CX Contact assigns a time zone to a record within a contact list.

Related documentation:

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Time Zone Assignment Options

The record's Timezone is independently detected by the Contact level and Device level as described below.

Important

- If you upload a non-geo number (+1 800) without providing a contact time zone for that record and the CX Contact account doesn't contain a custom time zone entry for +1 800, then CX Contact will refer to the Default time zone field specified on the General tab of the Settings page.
- System-level assignment of time zones based on device and/or postal code is sourced from third-party providers and maintained within the compliance component of CX Contact. This is an inclusive feature of CX Contact.

User-defined Field

A user-defined field is a custom field within a contact list used to define or determine a contact's time zone. The custom time zone fields are described below.

Contact Level

The user-defined field used at the Contact level depends on the type of mapping used, as described below:

- Mapping via explicit assignment - The value in the user-defined value explicitly states the time zone to be used (for example, Europe/London).

- User-defined field can be tz, time_zone, or timezone.
- Mapping via country code and postal code - The value in these user-defined fields stores the postal code and country code.
 - User-defined fields are c_postal_code and c_country_code_iso.

Device Level

The user-defined field used at the Device level depends on the type of mapping used, as described below:

- Mapping via Custom map - See the Custom Time Zone Mapping section below for more information.
- Mapping via Country code and area code - Timezone is selected based on device's country code and area code.

Custom Time Zone Mapping

Use the custom mapping option as an alternative to adding a user-defined field to a contact list. In the custom map, you assign a time zone to all phone numbers containing a specific country code and area code. For example, you can assign the EST time zone to all national rate phone numbers.

How to enable

- Option 1: On the Custom Timezones tab, click **New** and then specify the country code, area code, and time zone that should be applied.
- Option 2: On the Custom Timezones tab, click **From file** to import a CSV file containing a list of time zones that should be applied. This file does not require any headings, and once the file is imported into CX Contact, each record from the file will appear as a separate entry in the list of custom time zones, as follows:

| # | A | B | C | D | E |
|---|---|---|-------------------------|---|---|
| 1 | 1 | | 650 America/Los_Angeles | | |
| 2 | 1 | | 925 America/Los_Angeles | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |

Timezones

Custom timezone definition based on country and area codes

| <input type="checkbox"/> | Country Code | Area Code | Time Zone | Actions |
|--------------------------|--------------|-----------|---------------------|---------|
| <input type="checkbox"/> | 1 | 925 | America/Los_Angeles | ✎ ☰ |
| <input type="checkbox"/> | 1 | 650 | America/Los_Angeles | ✎ ☰ |

Related Topics

- Compliance Tools - Custom Time Zones
- Create and Manage a Dialing Profile
- Define a Safe Dialing Window

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- Create and Manage Contact Lists
 - Import Specification Files