

# **GENESYS**

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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.

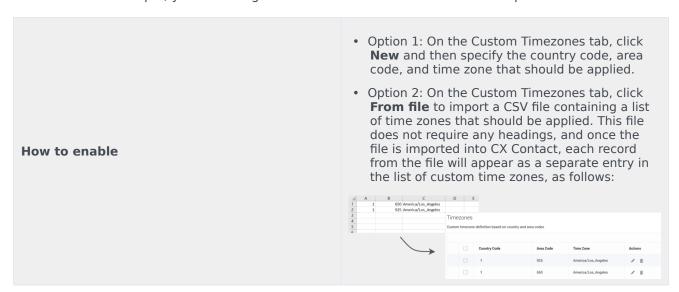
#### **Device Level**

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.



# Related Topics

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

- Create and Manage Contact Lists
- Import Specification Files