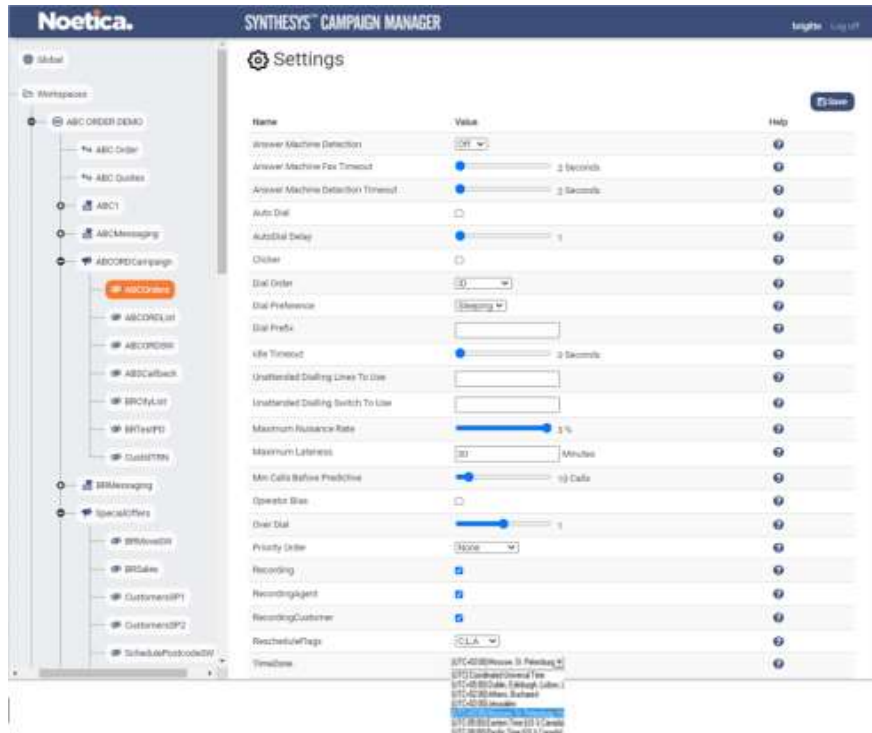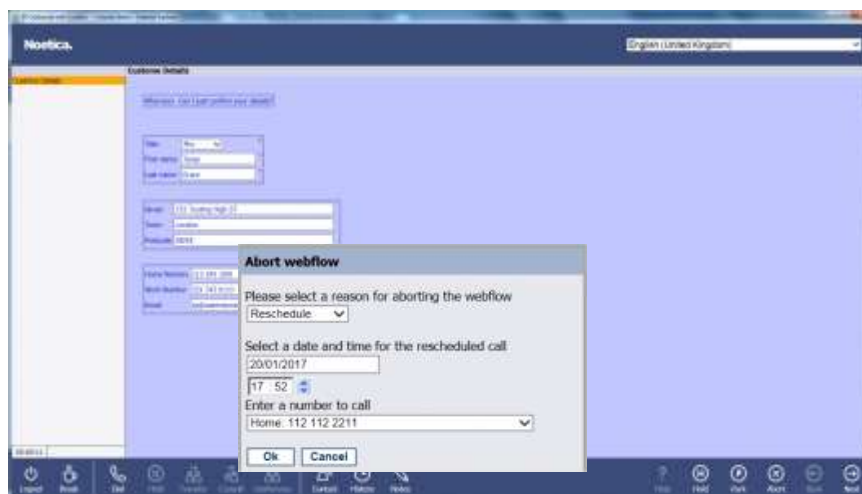# MULTIPLE TIME ZONES
IN SYNTHESYS™

Selecting supported Time Zones

Rescheduling calls using Customer or Local list time zone.

Multiple Time Zones

Last updated April 2021

CONTENT

MULTIPLE TIME ZONES IN SYNTHESYS™

Introduction

Multiple Time Zones enable international contact centres to contact customers living in different time zones at the appropriate time. If, for example, a customer is told that s/he will be called at 5pm, then that is the time the call will be dialled, relative to the customer's time zone.

Time Zones are set per call **list** and will therefore apply to all customers within that list. To use per-customer time zones, SQI queries can be used to queue selected CRM records into separate call lists with the relevant time zones.

The Agent Portal uses both, the *Local Date Time,* to capture the contact centre agents' time zone, and the *Customer Date Time,* reflecting the time zone selected for the respective call lists.

Agents local time is used when taking **Inbound** calls, or when testing calls in the Synthesys ™ Portal. Accordingly, the agent's local time is displayed when viewing entries to the *CRM History* and *CRM Notes* dialog.

Customer date time is used for **Outbound** calling, to ensure that customers are contacted at the appropriate times, relative to the customer's time zone. Here, events in the *CRM History* and *CRM Notes* dialog are displayed in the customer local time.

Check with your System Administrator that the supported time zones have been added to the systems configuration settings. If the time zone of the agent machine is not supported, a message: 'Local Time Zone is not defined in Synthesys' will be displayed and the agent will be unable to log on.

The Agent Local Time is stored in the TIMEZONE column of the Phoenix_AgentLogon table. The date and times are written back to the server in the time zone of the server. If the client uses an application and database server, both the database server and the application server need to run in the same time zone. This might be UTC time zone (Coordinated Universal Time), for a contact centre using a cloud based database system.

ENABLING TIME ZONES FOR CALL LISTS

Time Zones are enabled per call list and apply to all customers within that list.

If you wish to contact selected CRM customers in a specific time zone, you can set up multiple call lists, each with the required time zone, active times, and recycling rules, and then use Filter queries and Queueing Jobs in the Synthesys™ Campaign Manager, to place selected CRM records into the relevant call lists.

To set the required Time Zones

- In the **Campaign Manager,** select the list that you want to view or manage.

- Click the **Settings** tab at the top right of the Campaign Manager dialog.

- Scroll down the list of properties displayed and select the required **Time Zone** from the drop down menu.

- The **Active Times** information uses the time zone of the selected call list.
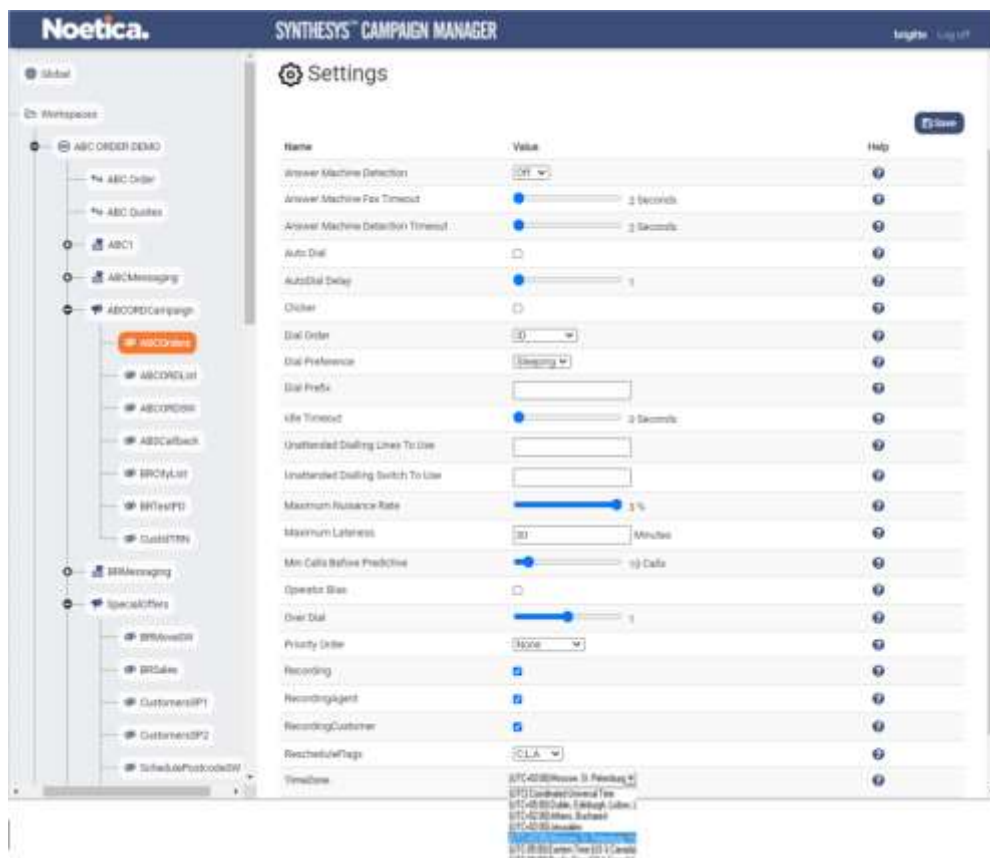
With Time Zones enabled, the supported time zones can be selected from the Time Zone drop down list in the **Settings** dialog.

> *Selected Time Zones will automatically adjust during DST (Daylight Saving Time). If, for example, the Time Zone selected is Moscow UTC +03:00, the customer local time will only show 2 hours ahead between the end March to end October, adjusting to the British Summer Time (BST), when the clocks are set ahead 1 hour (UTC offset: +1 hour), while Russia will remain on Standard Time (winter).*

TIME ZONES IN OUTBOUND CALLING

The **Customer Date Time** is used when taking outbound calls, to reflect the time zone selected for the respective call lists, and to ensure that customers are contacted at the appropriate times, relative to the customer's time zone.

CRM History

- In outbound calls, events in the **CRM History** dialog show the *customer local time,* in the **Customer Date Time** column.

CRM Notes

- Entries in the **CRM Notes** dialog also show the *customer local time* in the **Customer Date Time** column.

Aborting and rescheduling Outbound calls

When an outbound call is aborted, either by the PD, or by the agents selecting **Busy, No Answer, Answerphone,** or when **rescheduling** calls
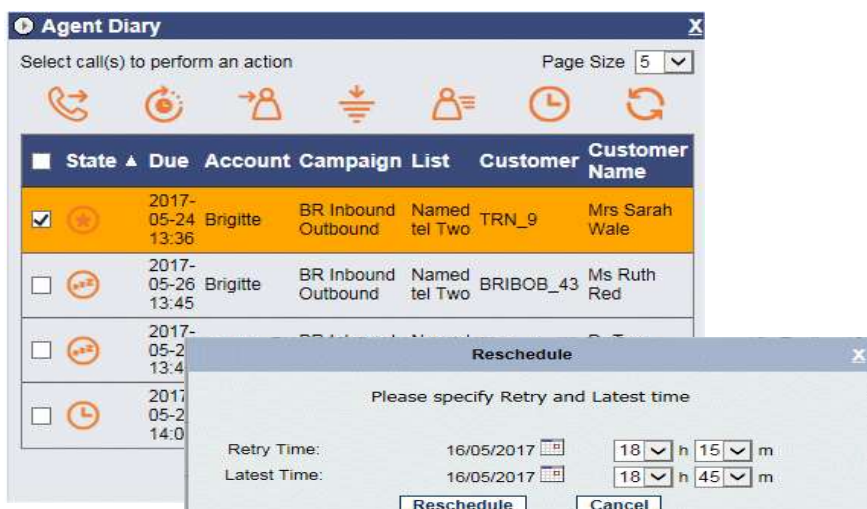
- The due time in the call queue is displayed in the customer local time, reflecting the call list time zone settings.
- If the Abort option Reschedule is used, the time displayed in the Reschedule dialog again uses the customer local time for the selected call list.
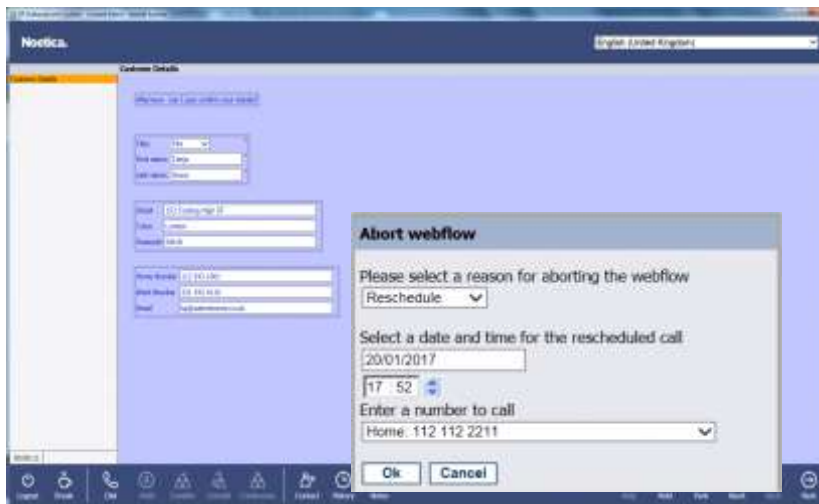
Agent Call Diary

In the Agent Call Diary, the due time is displayed in two columns. The **Agent Time Due** column shows the time due in the *agent's local time*, the **Customer Time Due** column shows the time due in the *customer's local time,* reflecting the time zone set for the particular call list.

- When using the *Reschedule* option in the Agent Call Diary, the Reschedule dialog uses the **customer local time** for the selected call list.

Call Queue: Time Due & CRM History

Viewing the call status and outcomes in the call queue

- **Due times** for rescheduled and sleeping calls are displayed in the *customer date time*, reflecting the time zone set for the selected call list.

- The date and time of events in the **Customer History** dialog is also displayed in the customer/ call list time, in the **Customer Date Time** column.

Call Recycling

- In Recycling, the time periods (i.e., sleeping and retime options) use the **customer local time**, reflecting the time zone set for the selected call list.

- When moving customers from one call list to another in a different time zone, the due time will be displayed in the relative time zone of the second call list.
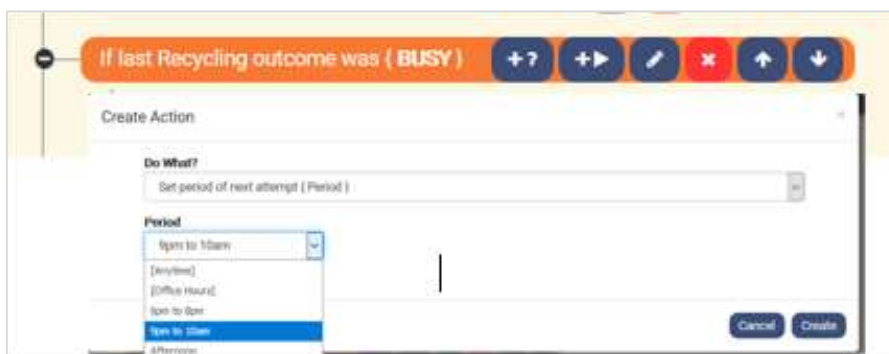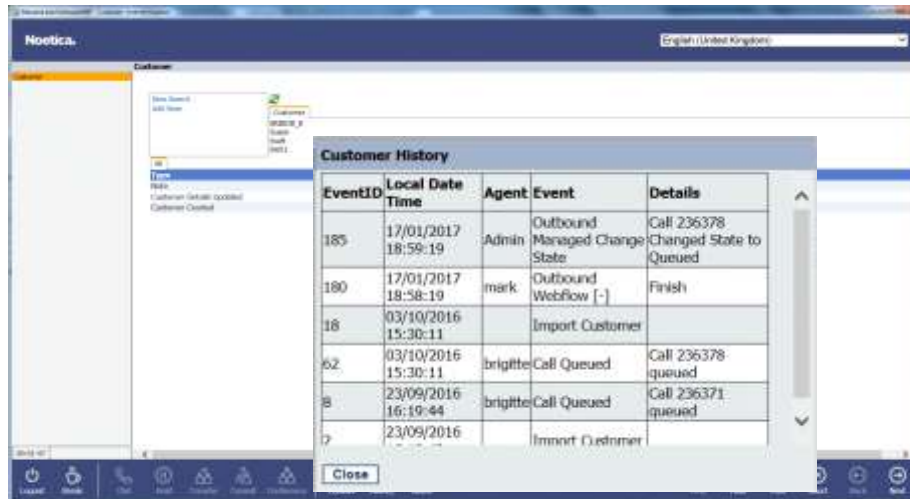
TIME ZONES IN INBOUND CALLING

When taking Inbound calls (or when running test calls in the Synthesys ™ Portal), the Portal uses the **agent's local time**, reflecting the contact centre agent's time zone.

- When opening the **CRM History** dialog while in an Inbound call, the date and time is shown in the **Local Date Time** column, in the *agent's local time*.

- The **CRM Notes** dialog also shows the date and time in the **Local Date Time** column, in the *agent's local time.*