

IVR - Adding a schedule condition in Dutch language generates an error in YourSite Explorer

PROBLEM

When using YourSite Explorer in the Dutch language, you attempt to add a schedule condition to a VWM callflow, and receive an error.

SYMPTOMS

The error thrown will look like the following:

CAUSE

Date/Time formatting in Dutch uses "-" where in English we would use "/". This causes date ranges (formatted as "01/01/2010-12/31/2013" in English) to generate syntax errors.

WORKAROUND

To work around this issue, we recommend switching that user to English before creating your call flow.

1. Open the **Contact Center Management** website from **Start > Programs > Mitel**.
2. Log in as the user you are using to create the call flow in YSE.
3. Go to **Mijn Opties > Mijn Voorkeuren** and from the **Deze taal weergeven** drop-down menu, select **Engels - Noord-Amerika** (or **Engels (Verenigd Koninkrijk)** if you prefer.)
4. Click **Opslaan**.

Once you have completed the changes in YourSite Explorer, you can change the language back to Dutch.

1. Open the **Contact Center Management** website from **Start > Programs > Mitel**.
2. Log in as the user you are using to create the call flow in YSE.
3. Go to **My Options > My Preferences** and from the **Display the language** drop-down menu, select **Dutch**
4. Click **Save**.

RESOLUTION

This issue will be resolved in our 7.0 release.

APPLIES TO

IVR 6.0.2.X

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