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# Genesys Designer Help

Business Controls

# Business Controls

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The **Business Controls** pages enable you to manage resources and settings that are specific to your site or business, such as [Emergency Flags](#), [Business Hours](#), [Special Days](#), and [Data Tables](#). Any changes made on these pages are immediately applied to your applications and modules—you do not have to update each application or module.

Learn more about:

### Emergency Flags

Check for and react to an emergency condition.

### Business Hours

Specify when your business is open or closed.

### Special Days

Create holidays and other special days.

### Data Tables

Create and manage data tables.

### Callback Settings

**Business Controls** is also where you can manage the settings for Callback V2 (if applicable to your environment).

When you add or modify the [Special Days](#) or [Business Hours](#) for a callback virtual queue, Designer stores the values for each virtual queue in a system-defined [data table](#) called [CALLBACK\\_SETTINGS](#). You can then manage the settings for each callback virtual queue by editing its related row in the table.

For more information about Callback, see the [Callback V2 blocks](#) page.

#### Tip

The [CALLBACK\\_SETTINGS](#) data table contains default values for parameters that are not set in **Business Controls** or by the [Callback V2 blocks](#).