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# Workforce Management Web for Supervisors Help

Business Units

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## Business Units






A business unit (BU) consists of a set of sites that may be grouped together because the agents at the sites perform the same activity, or for ease of management. Go to **Configuration > Organization > Business Units** to view this pane.

For monitoring purposes, you can group activity results from the various locations as a single business unit, allowing contact center managers to evaluate activity performance across locations. For display and staffing purposes, Workforce Manager splits the activity load among the sites that compose the business unit.

Use these panes to:



- **Create** a new business unit or **edit** an existing one.
- Delete a business unit.
- Copy a business unit.
- Use the **Sites** pane to link sites to a business unit.

### Business Unit Pane Controls

 <b>Search</b> <i>field</i>	Enter the search criteria. For example, the name of the business unit.
 <b>New</b>	Click to create a new business unit.
 <b>Delete</b>	Click to delete the selected business unit.
 <b>Copy</b>	Click to copy the selected business unit to create a new one.
 <b>Help</b>	Click to view a Help topic for the <b>Business Unit</b> pane.

When you create a business unit, the **Properties** pane is open for any selected business unit. It is the default selection in this pane. (The other selection is **Sites**.)

### Properties Pane Controls

 <b>Save Now</b>	Click to save the properties after you have entered them or made changes.
 <b>Help</b>	Click to view a Help topic for the <b>Properties</b> pane.

## Business Units

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<b>Name</b> <i>field</i>	Enter a name for the business unit.
<b>Time Zone</b> <i>drop-down list</i>	Click to select a time zone for this business unit.