Workforce Management Web for Supervisors Help

Sites

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Sites

Sites can be equivalent to switches, which are defined in Genesys Configuration Manager and imported into WFM.

You can create sites in WFM that are unrelated to a switch. This is appropriate when switches do not correlate with your company's organization. For example, a single location could be divided into multiple entities to reflect divisions along business unit lines.

Go to **Configuration > Organization** and select **Sites**. Now you can:

- Create new sites
- Edit sites
- Delete sites
- Associate agents with sites
- Distribute agents between teams.