



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.


Workforce Management Web for Supervisors Help

Creating Business Units

5/4/2025


Creating Business Units

To create a new business unit:

1. In the **Configuration > Organization** module, select **Business Unit**.
2. In the **Business Unit** pane, select **New** .
By default the **Properties** pane for this business unit is open.
3. In the **Name** field, enter a name for the business unit.

Important



New Business Units are created with the default name, **New Business Unit (<number>)**. The BU name must be unique. Therefore, Genesys recommends that you change it to a unique name, otherwise an error message appears prompting you to edit the name.

4. In the **Time Zone** drop-down list, select a time zone for the new business unit.
5. Click **Save Now** .
A new business unit appears.

For help with configuration of your new business unit, see [Business Unit Properties](#).

Creating New Business Units Using Copy

To create a new business unit by copying an existing one:

1. In the **Business Unit** pane, select a business unit.
2. Click **Copy** .
The new business unit appears in the **Business Units** list with the same time zone as the business unit you copied.
3. Do the rest of the configuration as described in [Business Unit Properties](#) and [Business Unit Sites](#).
4. Click **Save Now** .