



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

Business Units

5/4/2025

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

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

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

Business Units

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