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Workforce Management Web for Supervisors Help

[Sites](#)

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.**