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Workforce Management Web for Supervisors Help

Creating Business Units

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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** .