

ECS Setup: Business Processes

Manage your Business Processes within your contact center.

- [ECS Setup: Business Process - General](#)
- [ECS Setup: Business Process - Handling Defaults](#)
- [ECS Setup: Assigning Disposition Codes](#)

The screenshot shows the ECS Setup: Business Processes interface. The sidebar on the left contains a 'SETUP' section with a gear icon and an 'Edit' button, and a 'Subsystems' section with icons for Business Structure, Staffing, Implementation, and Deployment. The main area is divided into two sections: 'Operating Hours' and 'Business Processes'.

Operating Hours: This section allows configuring the contact center's operating hours. It includes a 'From' time (8:00 AM) and a 'To' time (8:00 AM). The 'Working Week Days' are set to Sun, Mon, Tue, Wed, Thu, Fri, and Sat.

Business Processes: This section displays a list of business processes, each with a count of Agents and Supervisors. The processes are:

Business Process	Agents	Supervisors
Client Technology	7	10
Contact Center	3	9
Customer Service	27	13
Dialer	16	3
Engineering	8	9
Operator	22	10
Sales	30	11
Technical Support	28	14
Tuly	43	4