

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 displays the ECS Setup interface for configuring Business Processes. The interface is divided into several sections:

- Left Sidebar:** Contains a 'SETUP' header with a gear icon, followed by 'Edit' and 'WebC' options. Below this is a search bar and status indicators for 'Visited (2)' and 'Invalid (0)'. The 'Subsystems' section lists 'Business Structure', 'Staffing', 'Implementation', and 'Deployment'.
- Operating Hours:** A section for defining business hours, showing 'From: 8:00 AM' and 'To: 8:00 AM'. The 'Working Week Days' are checked for Sun, Mon, Tue, Wed, Thu, Fri, and Sat.
- Time Zone:** A dropdown menu labeled 'Select the relevant item'.
- Channels:** A section with two visible items: 'Channel' and 'IVR Routing', each with a yellow box and a gear icon. The status is 'Visible: 2 Total: 2'.
- Business Processes:** A section containing nine process cards, each with a gear icon and a list of agents and supervisors. The status is 'Visible: 9 Total: 9'. The cards are:
 - Client Technology:** Agents - 7, Supervisors - 10
 - Contact Center:** Agents - 3, Supervisors - 9
 - Customer Service:** Agents - 27, Supervisors - 13
 - Dialer:** Agents - 16, Supervisors - 3
 - Engineering:** Agents - 8, Supervisors - 9
 - Operator:** Agents - 22, Supervisors - 10
 - Sales:** Agents - 30, Supervisors - 11
 - Technical Support:** Agents - 28, Supervisors - 14
 - Yuly:** Agents - 43, Supervisors - 4