

# 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 several sections:

- Operating Hours:** A section for configuring business hours. It includes a 'From' and 'To' time range (8:00 AM to 8:00 AM) and a 'Working Week Days' section with checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, and Sat.
- Time Zone:** A dropdown menu labeled 'Select the relevant item'.
- Channels:** A section showing two channels: 'Channel' and 'IVR Routing'. The status is 'Visible: 2 Total: 2'.
- Business Processes:** A section showing a list of business processes. The status is 'Visible: 9 Total: 9'. 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