

# **GENESYS**

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# Designer User's Guide

**Business Controls** 

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Designer User's Guide



Administrator

The Business Controls pages help you to manage resources and settings that are specific to your site, such as Business Hours, Emergency Flags, Special Days, and Data Tables.

#### **Related documentation:**

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Any changes made on the Business Controls pages are immediately applied to your applications and modules—you do not have to update each application or module.

Learn more about:

#### **Emergency Flags**

Check for and react to an emergency condition.

#### **Business Hours**

Specify when your business is open or closed.

#### Special Days

Create holidays and other special days.

#### **Data Tables**

Create and manage data tables.

#### Callback Settings

**Business Controls** is also where you can manage the settings for Callback V2 (if applicable to your environment).

When you add or modify the Special Days or Business Hours for a callback virtual queue, Designer stores the values for each virtual queue in a system-defined data table called CALLBACK\_SETTINGS. You can then manage the settings for each callback virtual queue by editing its related row in the table.

For more information about Callback, see the Callback V2 page.

## Tip

The CALLBACK\_SETTINGS data table contains default values for parameters that are not set in **Business Controls** or by the Callback V2 blocks.

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