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# Designer User's Guide

Business Controls

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- 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.

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### Tip

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