

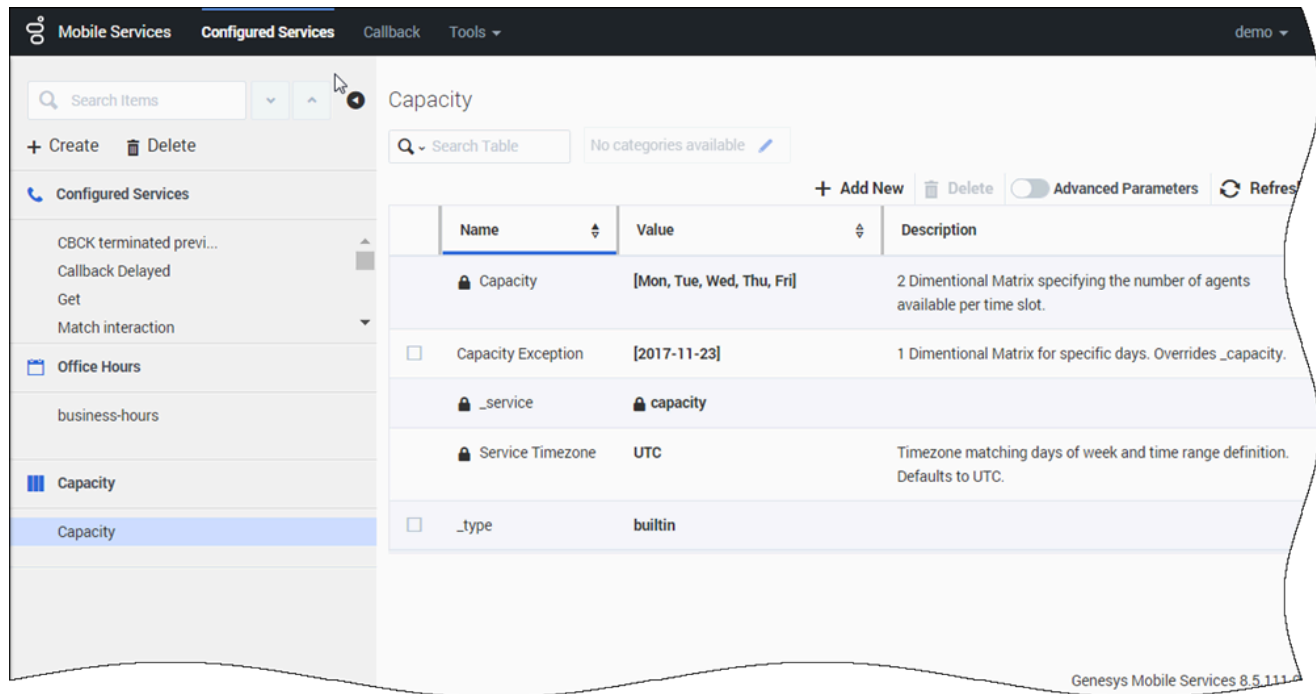


This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Callback User's Guide

Create Capacity Service

Create Capacity Service



The Capacity Service enables you to define the number of scheduled callbacks that are allowed for Callback for a given time slot in the week. Then, your Callback service refers to your Capacity service and to your Office Hours service to adjust the agent availability and the number of scheduled callbacks.

You can define exceptions for dates when fewer or more scheduled callbacks are available, and you can define as many Capacity services that you need to match your Callback services.

Make sure to update the existing calendar configuration to set the correct timezone for your Capacity service. For instance, if you configured "EST", or "PST" timezones with the configuration, your parameters must use the timezones defined for Java such as "America/Toronto", or "Europe/Paris". See [Wikipedia](#) to get the list of correct timezones.

Create a Capacity Service

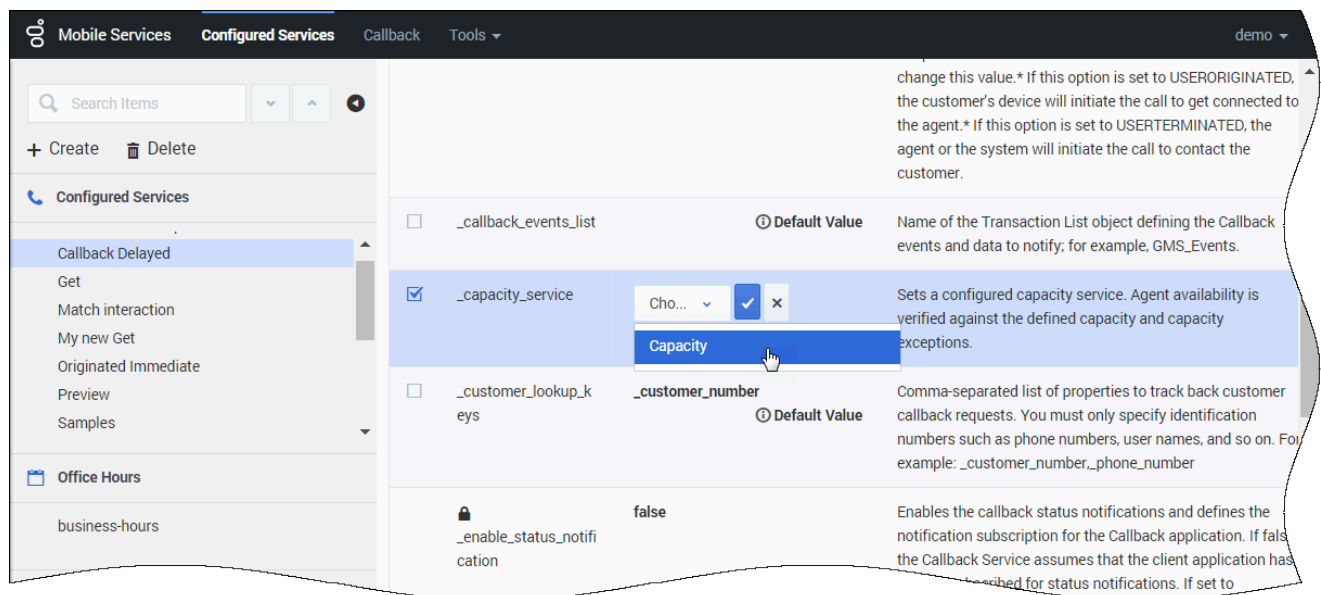
Create a new service and select **capacity** in the list of templates.

Once this service is created, you can use the [Capacity API](#).

Important

You also need to create an Office Hours service.

Link your Capacity to your Callback Service



If your Callback service needs variable capacity levels, you must map its `_capacity_service` parameter value with the name of the Capacity service that you have created.

Important

Callback services that need fixed capacity levels can continue to use the `_max_request_by_time_bucket` option. But, if your Callback service includes both `_capacity_service` and `_max_request_by_time_bucket` options, then `_max_request_by_time_bucket` is ignored.


Add Capacity

Create Capacity Service

Capacity

Search Table No categories available

+ Add New Delete Advanced Parameters Ref

Name	Value	Description
Capacity		2 Dimentional Matrix specifying the number of agents available per time slot.
<input type="checkbox"/> Capacity Exception	{}	1 Dimentional Matrix for specific days. Overrides _capacity.
<input type="checkbox"/> _service		
<input type="checkbox"/> Service Timezone		
<input type="checkbox"/> _type		

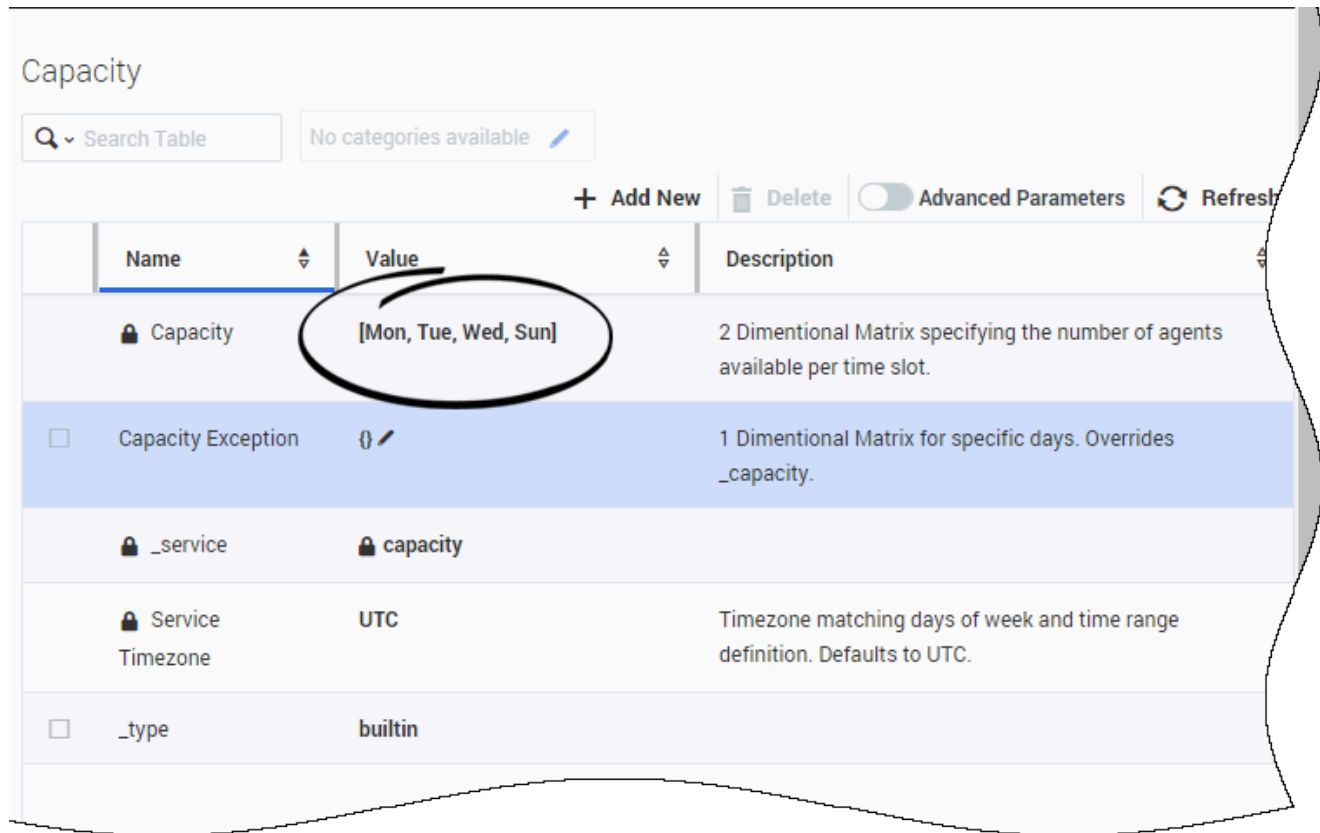
Capacity

Timestamp	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Set Slot
00:00	0	0	0	0	0	0	0	
01:00	0	0	0	0	0	0	0	
02:00	0	0	0	0	0	0	0	
03:00	0	0	0	0	0	0	0	
04:00	0	0	0	0	0	0	0	
05:00	0	0	0	0	0	0	0	
06:00	0	0	0	0	0	0	0	
07:00	0	0	0	0	0	0	0	
08:00	0	0	0	0	0	0	0	
09:00	5	10	10	10	0	0	0	
10:00	5	10	10	10	0	0	0	
11:00	5	10	10	<input type="text" value="1"/>	0	0	0	
12:00	5	10	10	0	0	0	0	
13:00	5	10	10	0	0	0	0	
14:00	5	10	10	0	0	0	0	
15:00	5	10	10	0	0	0	0	
16:00	5	10	10	0	0	0	0	
17:00	5	10	10	0	0	0	0	
18:00	5	10	10	0	0	0	0	
19:00	0	0	0	0	0	0	0	
20:00	0	0	0	0	0	0	0	
21:00	0	0	0	0	0	0	0	
22:00	0	0	0	0	0	0	0	
23:00	0	0	0	0	0	0	0	
Set Day								

Cancel Reset Save

Create Capacity Service

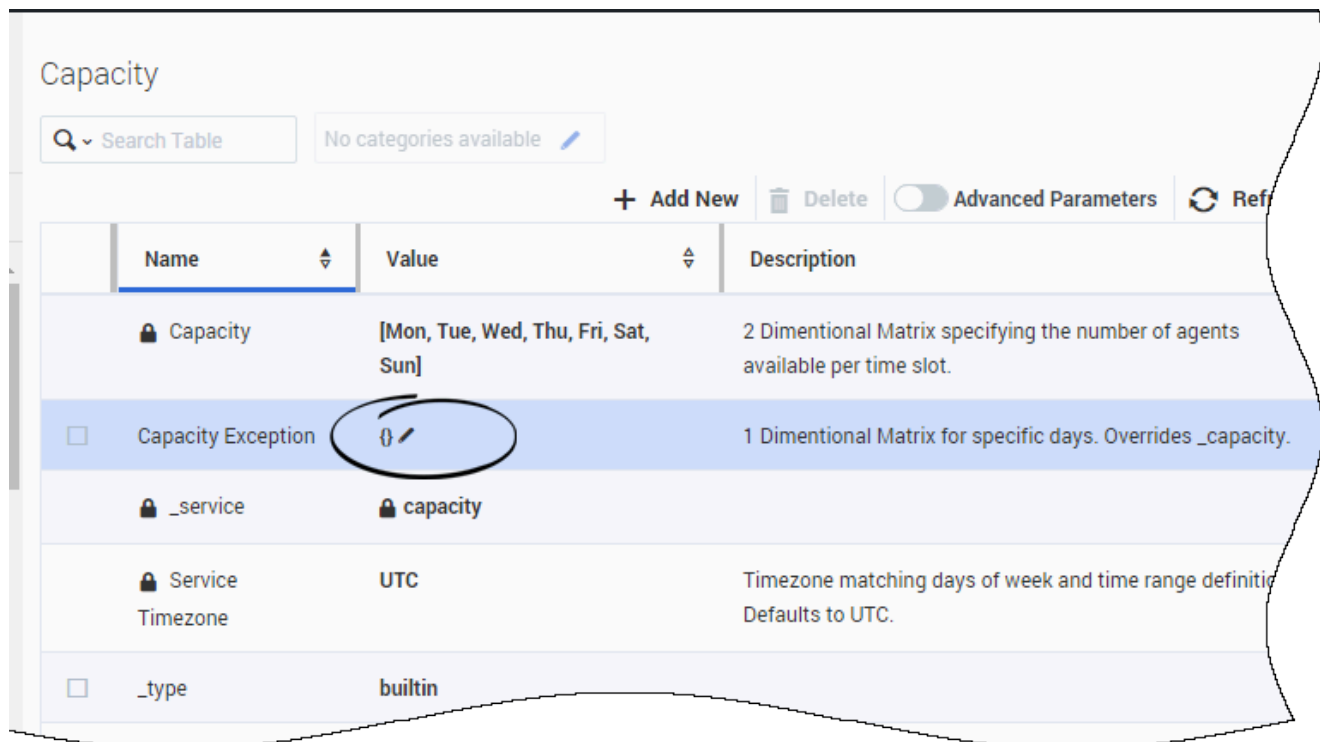
Edit the **Capacity** value to open the Capacity grid widget. Enter your capacity per Day or Hours, then **Save**.



Name	Value	Description
Capacity	[Mon, Tue, Wed, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
<input type="checkbox"/> Capacity Exception	{}	1 Dimensional Matrix for specific days. Overrides _capacity.
_service	capacity	
Service Timezone	UTC	Timezone matching days of week and time range definition. Defaults to UTC.
<input type="checkbox"/> _type	builtin	

You can see for which days of the week the Capacity service is defined.



Add Exceptions



Capacity

Search Table No categories available

+ Add New Delete Advanced Parameters Ref

Name	Value	Description
Capacity	[Mon, Tue, Wed, Thu, Fri, Sat, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
<input type="checkbox"/> Capacity Exception	 	1 Dimensional Matrix for specific days. Overrides _capacity.
<input type="checkbox"/> _service	capacity	
<input type="checkbox"/> Service Timezone	UTC	Timezone matching days of week and time range definition. Defaults to UTC.
<input type="checkbox"/> _type	builtin	

For more flexibility, you can set exceptions for the Capacity service. You can enter dates with different capacities for federal holidays, vacations, and so on.

Edit the **Capacity Exception** value to open the interface.

Create Capacity Service

The screenshot displays the 'Capacity Exception' interface. On the left, a calendar for July 2016 is shown with a circled '+' button in the top right corner. An arrow points from this button to the main table. The main table, titled 'Capacity Exceptions', has columns for 'Timestamp' and 'Capacity'. It shows a list of exceptions for the date 2016-07-04. Below the table, there is an 'Add Capacity Exception' button with a circled '+' icon. A text box at the bottom left explains that more exceptions can be added or edited later. The table data is as follows:

Timestamp	Capacity
00:00	0
01:00	0
02:00	0
03:00	0
04:00	0
05:00	0
06:00	0
07:00	0
08:00	1
09:00	1
10:00	2
11:00	2

At the bottom of the interface are 'Cancel' and 'Save' buttons.

Capacity Exception

Click (+) to modify the capacity for this date

Capacity Exception

Capacity Exceptions

2016-07-04

Add Capacity Exception

You can add more exceptions here, or edit later the _exception value

Cancel Save

You can add as many exceptions as you need. You can also even update later to modify your capacity.

Capacity

No categories available

[+ Add New](#) [Delete](#) ☐ Advanced Parameters [Refresh](#)

	Name	Value	Description
<input type="checkbox"/>	Capacity	[Mon, Tue, Wed, Thu, Fri, Sat, Sun]	2 Dimentional Matrix specifying the number of agents available per time slot.
<input checked="" type="checkbox"/>	Capacity Exception	[2016-07-04]	1 Dimentional Matrix for specific days. Overrides _capacity.
	_service	capacity	
	Service Timezone	UTC	Timezone matching days of week and time range definition. Defaults to UTC.
<input type="checkbox"/>	_type	builtin	

Click **Save** to update your Capacity data. A popup message displays the operation result.

Display Sub-capacities and Sub-exceptions

Capacity

Search Table No categories available

+ Add New Delete Advanced Parameters Refresh

Name	Value	Description
Capacity	[Mon, Tue, Wed, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
_capacity_1	{ "1": { "1000":10,"1100":10,"1200":10, "1300":10,"1400":10,"1500":10, "1600":10,"1700":10,"1800":10, "0900":10}} }	
_capacity_2	{ "2": { "1000":10,"1100":10,"1200":10, "1300":10,"1400":10,"1500":10, "1600":10,"1700":10,"1800":10, "0900":10}} }	
_capacity_3	{ "3": { "1000":10,"0900":10}} }	
_capacity_7	{ "7": { "1000":5,"1100":5,"1200":5,"1300":5, "1400":5,"1500":5,"1600":5, "1700":5,"1800":5,"0900":5}} }	

To display the list of sub-capacities and sub-exceptions, enable **Advanced Parameters**.