

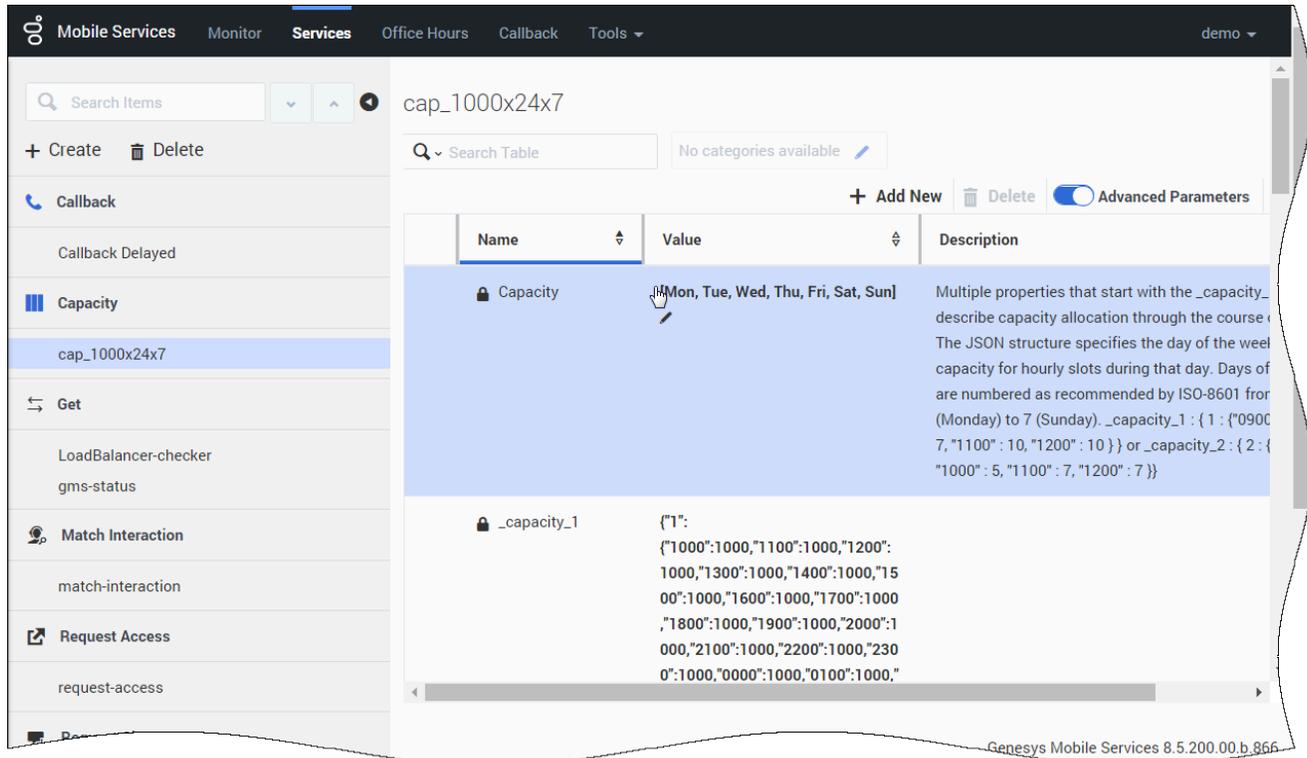


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# Callback User's Guide

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.

## Create Capacity Service

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

The screenshot displays the Genesys Mobile Services interface for configuring a 'Callback Delayed' service. The interface includes a sidebar with navigation options such as 'Callback', 'Capacity', and 'Get'. The main area shows a table of parameters for the 'Callback Delayed' service. The '\_capacity\_service' parameter is highlighted, and a dropdown menu is open, showing 'cap\_1000x24x7' as the selected value. The description for this parameter states: 'Sets a configured capacity service. Agent availability verified against the defined capacity and capacity ex'.

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

The interface shows a table with the following data:

Name	Value	Description
Capacity		2 Dimensional Matrix specifying the number of agents available per time slot.
Capacity Exception	0	1 Dimensional Matrix for specific days. Overrides _capacity.

The modal window titled "Capacity" contains the following table:

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	10	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								

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

### Important

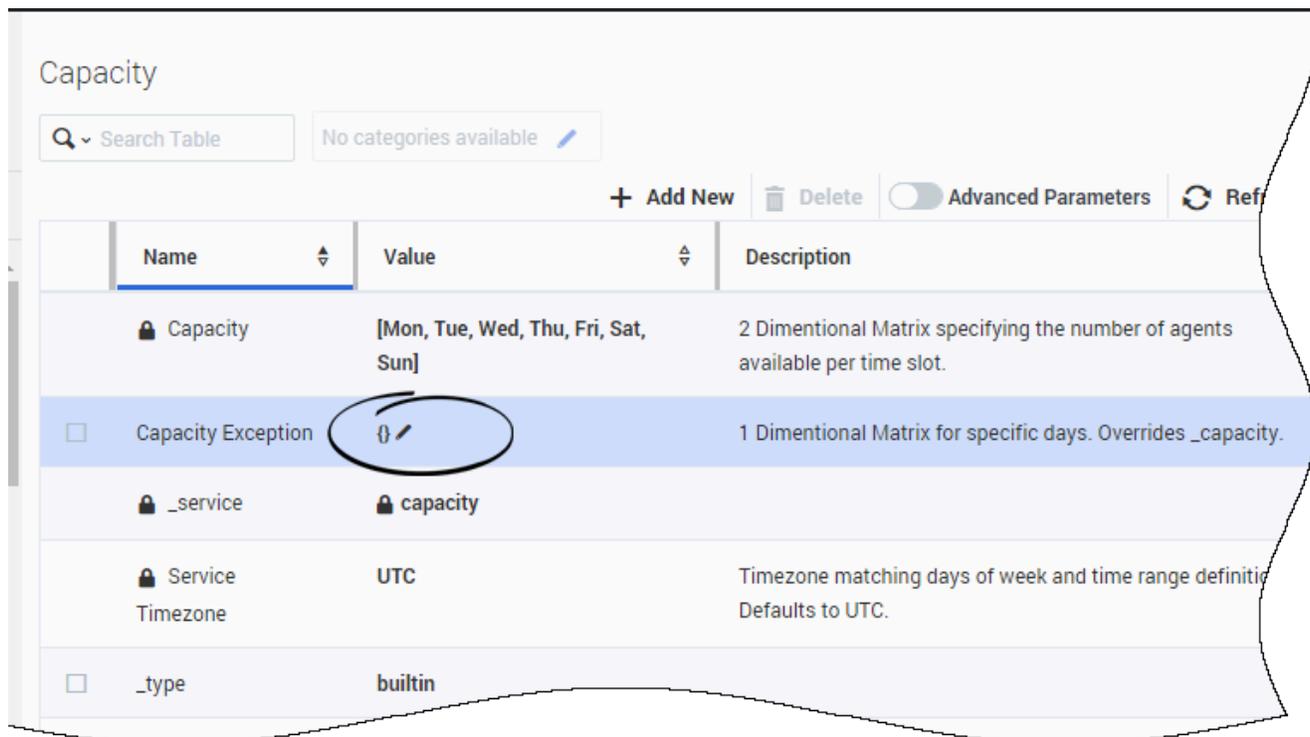
Values above 999 are accepted but may not display properly in the UI.

The screenshot shows a table titled "Capacity" with the following data:

Name	Value	Description
Capacity	[Mon, Tue, Wed, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
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.
_type	builtin	

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

## Add Exceptions



The screenshot shows a configuration interface for a 'Capacity' service. At the top, there is a search bar and a 'No categories available' message. Below this are buttons for '+ Add New', 'Delete', 'Advanced Parameters', and 'Ref'. The main part of the interface is a table with three columns: 'Name', 'Value', and 'Description'. The table contains several rows, with the 'Capacity Exception' row highlighted in blue. The edit icon for this row is circled in black.

Name	Value	Description
Capacity	[Mon, Tue, Wed, Thu, Fri, Sat, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
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.
_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

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The screenshot shows two overlapping windows. The top window, titled "Capacity Exception", contains a calendar for July 2016. A date picker shows "2016-07-04" with a plus sign icon circled in red. A handwritten note with an arrow pointing to this icon says "Click (+) to modify the capacity for this date".

The bottom window, also titled "Capacity Exception", displays a table of exceptions for the selected date. Below the table is an "Add Capacity Exception" form with a plus sign icon circled in red. A handwritten note with an arrow pointing to this icon says "You can add more exceptions here, or edit later the \_exception value".

Capacity Exceptions	Timestamp	Capacity	Timestamp	Capacity
2016-07-04	00:00	0	12:00	2
	01:00	0	13:00	2
	02:00	0	14:00	2
	03:00	0	15:00	2
	04:00	0	16:00	2
	05:00	0	17:00	2
	06:00	0	18:00	1
	07:00	0	19:00	1
	08:00	1	20:00	0
	09:00	1	21:00	0
	10:00	2	22:00	0
	11:00	2	23:00	0

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

## Create Capacity Service

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Capacity

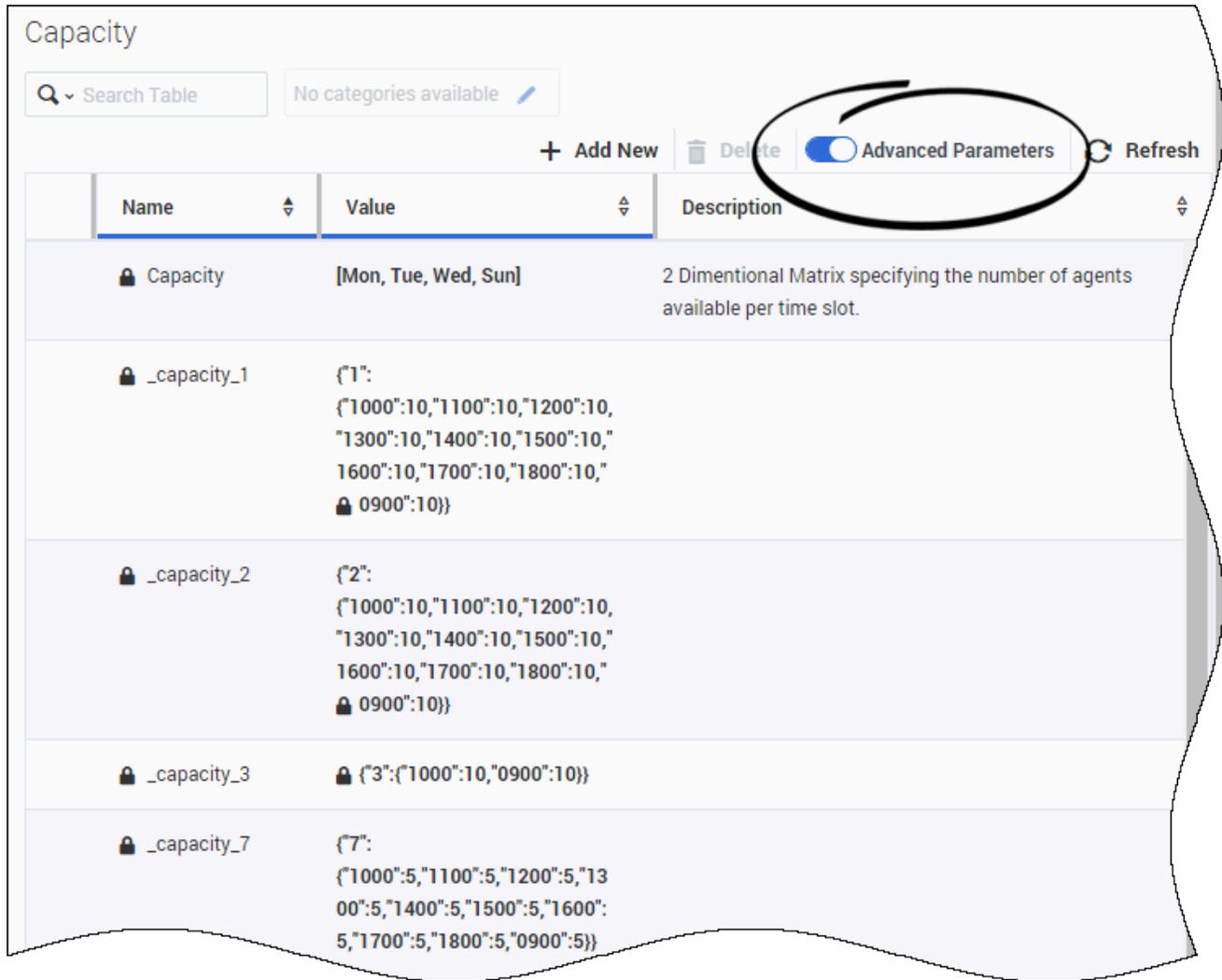
Search Table No categories available

+ Add New Delete Advanced Parameters Refresh

Name	Value	Description
Capacity	[Mon, Tue, Wed, Thu, Fri, Sat, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
<input checked="" type="checkbox"/> Capacity Exception	[2016-07-04]	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	

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

### Display Sub-capacities and Sub-exceptions



The screenshot shows a web interface for managing capacity services. At the top, there is a search bar labeled 'Search Table' and a status indicator 'No categories available'. Below this are action buttons: '+ Add New', 'Delete', 'Advanced Parameters' (a toggle switch that is currently turned on and circled in black), and 'Refresh'. The main content is a table with three columns: 'Name', 'Value', and 'Description'. The table lists several capacity entries, including a main 'Capacity' entry and several sub-capacity entries (\_capacity\_1 through \_capacity\_7) with their respective values and descriptions.

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**.