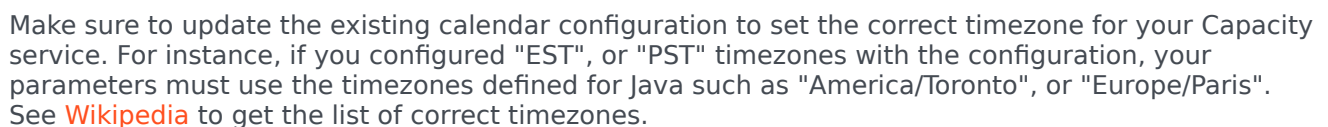




This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Callback User's Guide

Create Capacity Service



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

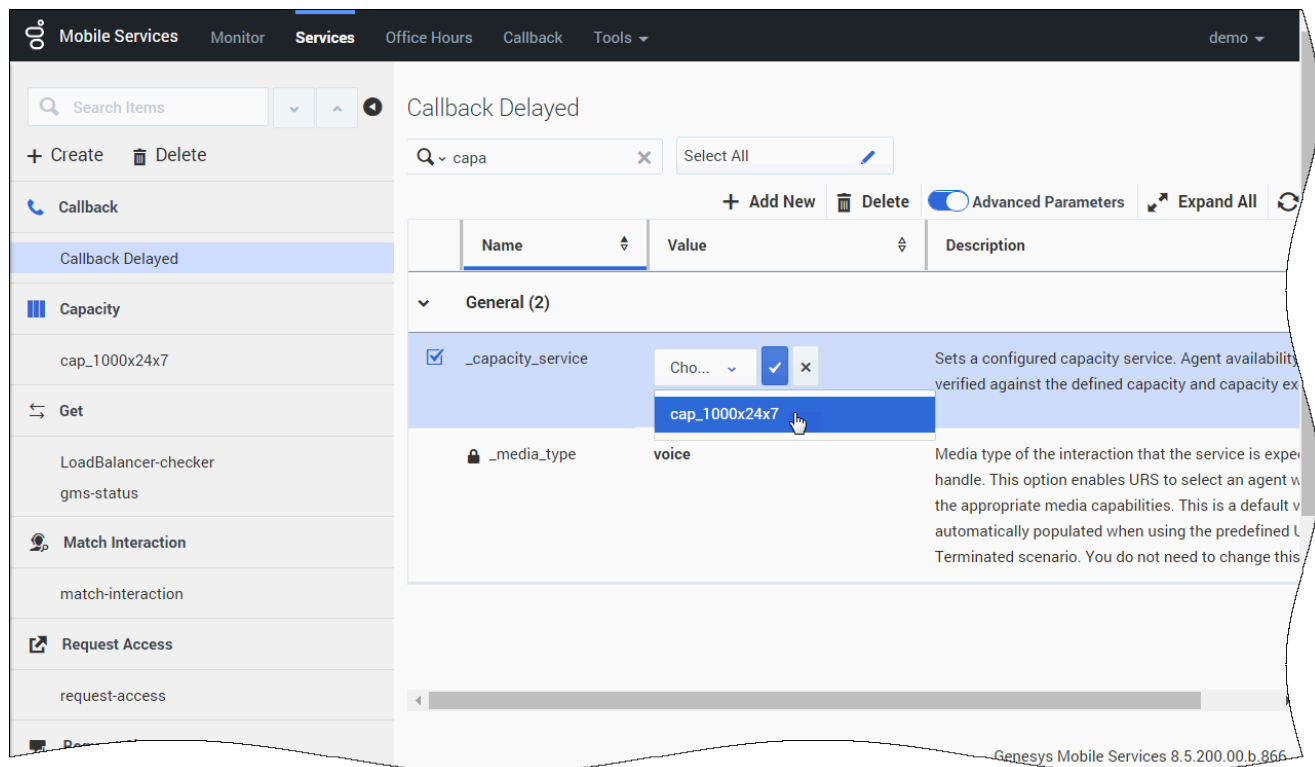
## Create Capacity Service

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



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

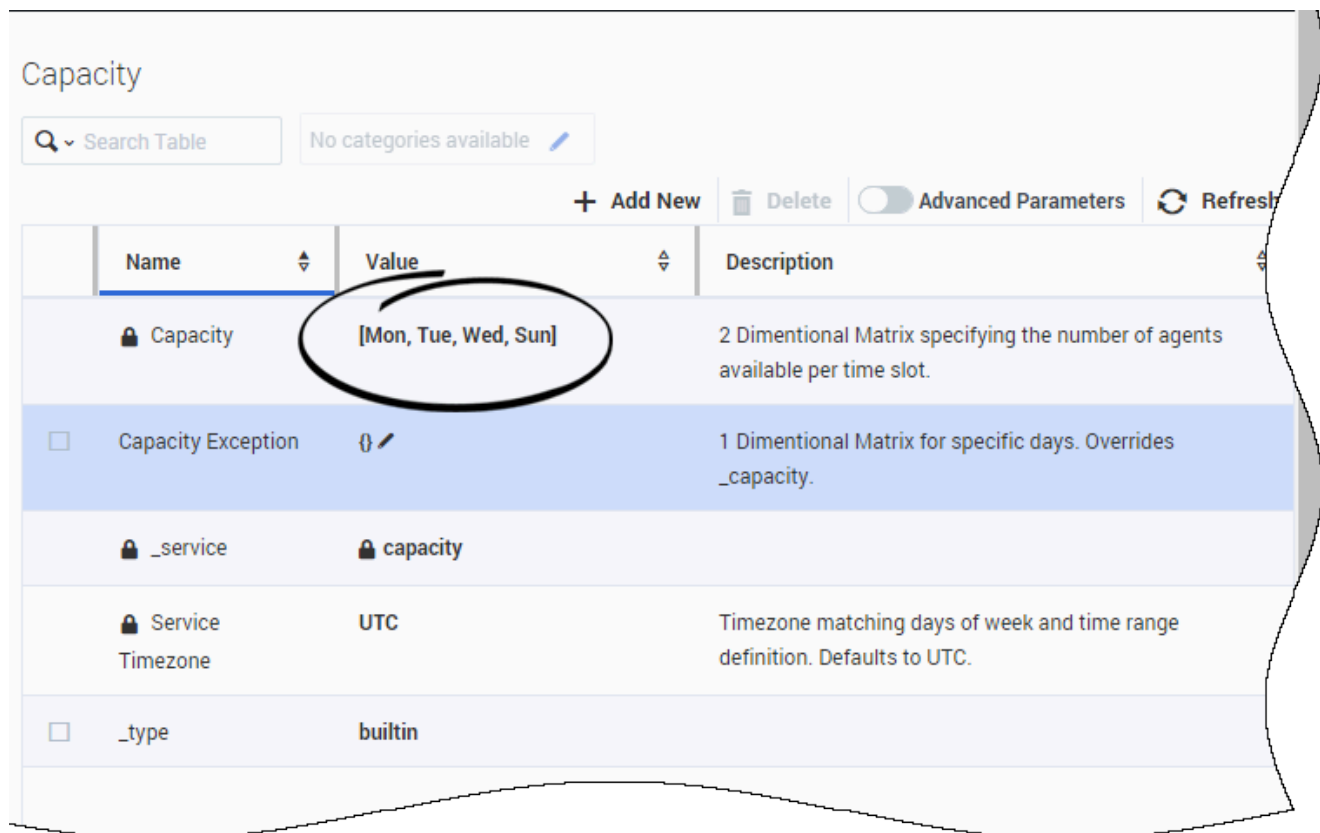
Timestamp	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Set Slot
00:00	0	0	0	0	0	0	0	
01:00	0	0	0	0	0	0	0	
02:00	0	0	0	0	0	0	0	
03:00	0	0	0	0	0	0	0	
04:00	0	0	0	0	0	0	0	
05:00	0	0	0	0	0	0	0	
06:00	0	0	0	0	0	0	0	
07:00	0	0	0	0	0	0	0	
08:00	0	0	0	0	0	0	0	
09:00	5	10	10	10	0	0	0	
10:00	5	10	10	10	0	0	0	
11:00	5	10	10	<input 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

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.

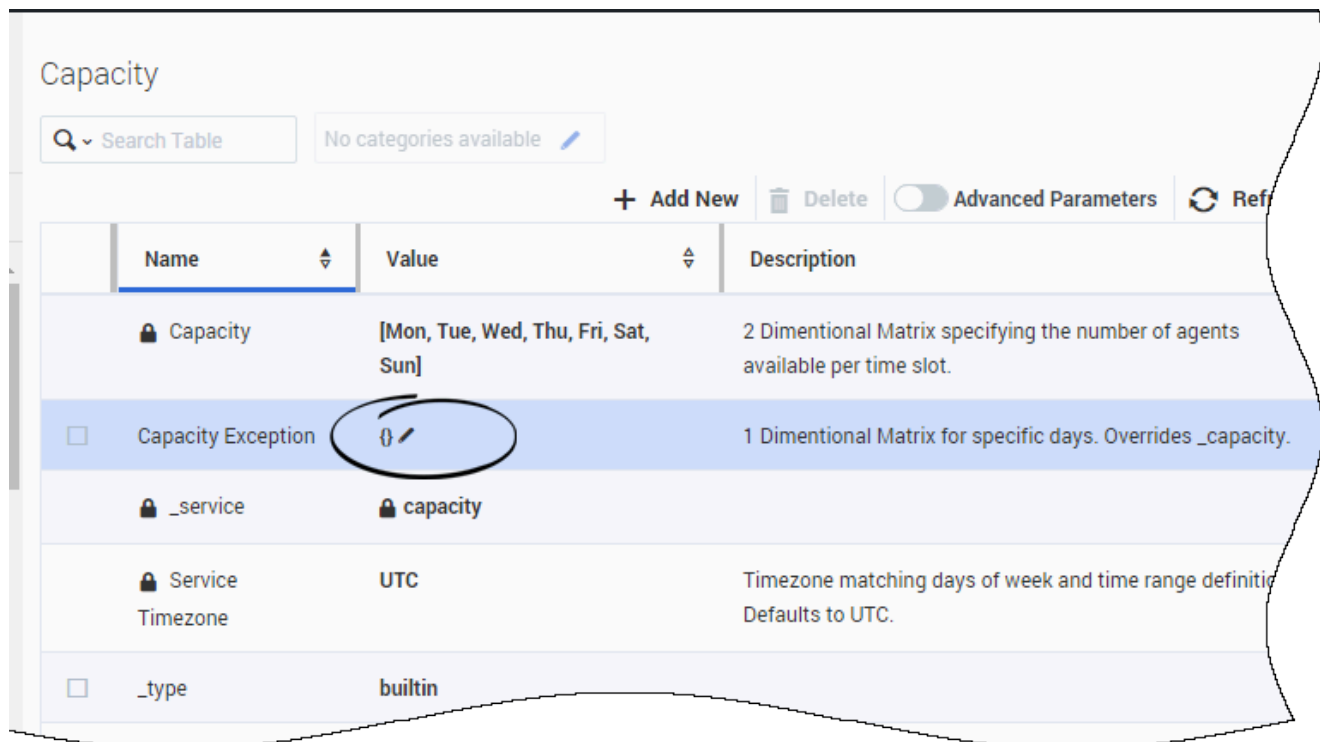


The screenshot shows a web interface for configuring a 'Capacity' service. At the top, there's a search bar and a 'No categories available' message. Below that are buttons for '+ Add New', 'Delete', 'Advanced Parameters' (a toggle switch), and 'Refresh'. The main part of the interface is a table with three columns: 'Name', 'Value', and 'Description'. The 'Name' column has a lock icon for all rows. The 'Value' column has a lock icon for the first row and an edit icon for the others. The 'Description' column provides details for each row. A hand-drawn black circle highlights the 'Value' cell of the first row, which contains '[Mon, Tue, Wed, Sun]'. The second row, 'Capacity Exception', is highlighted in blue. The third row shows a relationship between '\_service' and 'capacity'. The fourth row shows 'Service Timezone' set to 'UTC'. The fifth row shows '\_type' set to 'builtin'.

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 Exception', has a header row with 'Timestamp' and 'Capacity' repeated twice. Below the header, a table lists exceptions for the date 2016-07-04. The table has columns for 'Timestamp' and 'Capacity'. The first column is labeled 'Timestamp' and the second is labeled 'Capacity'. The table contains 24 rows of data, representing hourly intervals from 00:00 to 23:00. The 'Capacity' values are mostly 0 or 2, with some rows showing 1. A circled '+' button is located below the table, with an arrow pointing to it from the text 'You can add more exceptions here, or edit later the \_exception value'. At the bottom of the interface are 'Cancel' and 'Save' buttons.

Capacity Exception

Add Capacity Exception

2016-07-04

Click (+) to modify the capacity for this date

Capacity Exception

Timestamp	Capacity	Timestamp	Capacity
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 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

Q 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**.