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Genesys Administrator Extension Help

Capacity Rules

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Capacity Rules

The Capacity Rules panel enables you to set capacity rules for various operations in your environment. For example, you may choose to set capacity rules for how many voice interactions or email interactions, or a combination of both, can be processed at one time.

The Capacity Rules list displays the capacity rules in your environment. The list is organized in a hierarchy, starting with tenants, configuration units, sites, and folders.



Note: Capacity rules that are disabled will appear grayed out in the list.

Tenancy Permission Settings

Account Management respects tenancy permission settings. You can access only those objects that you have been granted permission to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the Tenant Filter button to open the Tenant filter panel. In this panel, click the check box beside each tenant that you want to select. Use the Quick Filter field in this panel to filter the tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

Actions

Click a capacity rule to view more details about the rule in a new panel that opens to the right. In the new panel, you can click the Validate button to validate the capacity rule. From this panel, you can also edit **access control**.

The following actions are available from the Capacity Rules panels:

- **Create capacity rules**
- **Copy capacity rules**
- **Enable or disable capacity rules**
- **Delete capacity rules**