Genesys Administrator Extension Help

Copying Capacity Rules

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To copy a capacity rule, perform the following actions:

1. Go to Accounts > System > Capacity Rules.
2. Select a capacity rule to copy. More information about the capacity rule is displayed in a new panel to the right.
3. In the new panel, click the Copy button. A new panel opens to the right.
4. Enter the following information:

    - Capacity Rule Name—The name of the capacity rule.

      > **Important**
      >
      > The Capacity Rule Name field must be unique in the environment.

    - Description—A description of the capacity rule.
    - Tenant and Folder—Click the Browse button to locate the folder in which the script is stored, or type the name of the folder in the Quick Filter field.

      > **Important**
      >
      > The list of displayed folders is based on each tenant's access settings.

    - Media Types—Click the New button to select which media types will be monitored by this capacity rule. For more information, see Media Types.
5. Click the Save button.