



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.

# Genesys Administrator Extension Help

Creating Capacity Rules

12/18/2025

# Creating Capacity Rules

## Creating Capacity Rules

To create a capacity rule, perform the following actions:

1. Go to Accounts > System > Capacity Rules.
2. Click the New button.
3. 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 function 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](#).
4. Click the Save button.