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Genesys Administrator Extension Help

Deleting Capacity Rules

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Deleting Capacity Rules

There are multiple methods to delete a capacity rule:

- [Delete a single capacity rule](#)
- [Delete multiple capacity rules](#)

Deleting a Single Capacity Rule

1. Go to Accounts > System > Capacity Rules.
2. Select a capacity rule in the Capacity Rules list. More information about the capacity rule is displayed in a new panel to the right.
3. In the new panel, click the Delete button.
4. A dialog box displays to confirm the action:
 - Click the OK button to continue.
 - Click the Cancel button to discard the action.

Deleting Multiple Capacity Rules

To delete multiple capacity rules simultaneously, perform the following actions:

1. In the Capacity Rules list, click the check box of each capacity rule that is to be deleted.
2. Click the Bulk Change button, and select Delete from the pop-up list of options.
3. A dialog box displays to confirm the action:
 - Click the OK button to continue.
 - Click the Cancel button to discard the action.