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Genesys Administrator Extension Help

Media Types

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Media Types

You can add one or media types to capacity rules to specify how many instances of each media type are allowed simultaneously.

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Adding media types to capacity rules

To add media types to capacity rules, perform the following actions:

1. Go to Accounts > System > Capacity Rules.
2. Perform one of the following actions:
 - Click the New button, and create a new capacity rule.
 - Click an existing capacity rule in the Capacity Rules panel.
3. In the Media Types section, click the New button to add media types to the capacity rule. A new panel opens to the right.
4. In the new panel, click the Media Type drop-down menu to select a media type. A new section called Conditions displays.
5. Set the conditions for the media type.
6. Click the Save button.

Conditions

By default, the maximum value of the media type is 1. You can click the [media type] exceeds 1 button to set a new maximum value. For example, if you select Voice as a media type, click the Voice exceeds 1 button to open a new panel, and enter a new value in the Maximum Capacity field. Click OK to save the change.

You can also mix media types for the capacity rule. For example, you could set a capacity rule that allows one Voice interaction **and** one Email interaction (for a total of two simultaneous interactions). Alternately, you could set a capacity rule that allows one Voice **or** one Email interaction, but not both (for a total of one simultaneous interaction).

Adding an **and** condition to a media type

To add an and condition, perform the following steps:

1. In the Conditions drop-down menu, click the and button. A new panel opens to the right that allows you to add a condition.
2. Click the Media Type drop-down menu, and select a media type.
3. Enter a value in the Maximum Capacity field.

4. Click the OK button to add the condition.

Adding an **or** condition to a media type

To add an or condition, perform the following steps:

1. In the Conditions drop-down menu, click the or button. A new panel opens to the right that allows you to add a condition.
2. Click the Media Type drop-down menu, and select a media type.
3. Enter a value in the Maximum Capacity field.
4. Click the OK button to add the condition.