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Genesys Administrator Extension Help

Enabling or Disabling Capacity Rules

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Enabling or Disabling Capacity Rules

There are multiple methods to enable or disable a capacity rule:

- [Enable or disable a single capacity rule](#)
- [Enable or disable multiple capacity rules](#)

Enabling or Disabling a Single Capacity Rule

1. Go to **Accounts > System > Capacity Rules**.
2. Select a capacity rule. A new panel opens to the right.
3. In the new panel, perform one of the following actions:
 - If the capacity rule is currently enabled, click the **Disable** button.
 - If the capacity rule is currently disabled, click the **Enable** button.

Enabling or Disabling Multiple Capacity Rules

1. In the header, go to **Accounts > System > Capacity Rules**.
2. In the **Capacity Rules** panel, select the check box beside each capacity rule that you want to enable or disable.
3. Click the **Bulk Change** button. A pop-up menu displays. Select **Enable** to enable the selected capacity rules or **Disable** to disable the selected capacity rules.
4. A dialog box displays to confirm the action:
 - Click the **OK** button to continue.
 - Click the **Cancel** button to discard the action.