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# Genesys Administrator Extension Help

Capacity Rules

# Capacity Rules

The Capacity Rules panel enables you to set Capacity Rules for various operations in your environment. For example, you may choose to set Capacity Rules for how many voice interactions or email interactions, or a combination of both, can be processed at one time.

## Display Options

### Display Options

The Capacity Rules list displays the Capacity Rules in your environment. The list is organized in a hierarchy, starting with tenants, configuration units, sites, and folders.

#### Important

Capacity rules that are disabled will appear grayed out in the list.

Configuration Object Management respects tenancy permission settings. You can access only those objects that you have been granted permission to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the Tenant Filter button to open the Tenant filter panel. In this panel, click the check box beside each tenant that you want to select. Use the Quick Filter field in this panel to filter the tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

## Procedures

### Possible Procedures from this Panel

Click a Capacity Rule to view more details about the rule in a new panel that opens to the right. In the new panel, you can click the Validate button to validate the Capacity Rule. From this panel, you can

also edit [access control](#).

You can perform the following actions:

### Creating Capacity Rules

#### **[+] Click here to reveal procedure**

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—The Tenant and folder to which this Capacity Rule belongs. 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.

### Media Types

#### **[+] Click here to reveal procedure**

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

#### 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.

### Deleting Capacity Rules

#### **[+] Click here to reveal procedure**

There are multiple methods to delete a Capacity Rule. Choose a procedure below:

#### 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.

### Copying Capacity Rules

#### **[+] Click here to reveal procedure**

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**—The Tenant and folder to which this Capacity Rule belongs. 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.

## Enabling or Disabling Capacity Rules

### [+] Click here to reveal procedure

There are multiple methods to enable or disable a Capacity Rule. Choose a procedure below:

#### 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.