



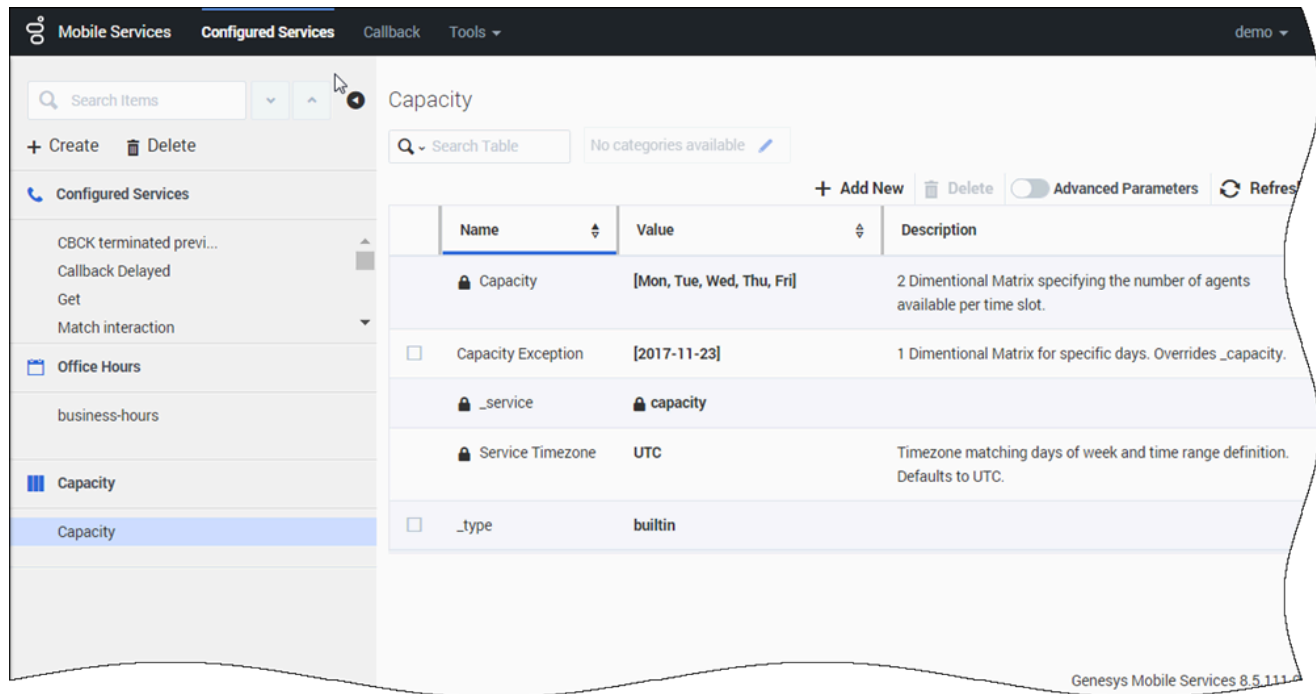
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Service Management UI Help

Capacity Service

5/4/2025

Capacity Service



The Capacity Service enables you to define the number of scheduled callbacks that are allowed for Callback for a given time slot in the week. Then, your Callback service refers to your Capacity service and to your Office Hours service to adjust the agent availability and the number of scheduled callbacks.

You can define exceptions for dates when fewer or more scheduled callbacks are available, and you can define as many Capacity services that you need to match your Callback services.

Make sure to update the existing calendar configuration to set the correct timezone for your Capacity service. For instance, if you configured "EST", or "PST" timezones with the configuration, your parameters must use the timezones defined for Java such as "America/Toronto", or "Europe/Paris". See [Wikipedia](#) to get the list of correct timezones.

Create a Capacity Service

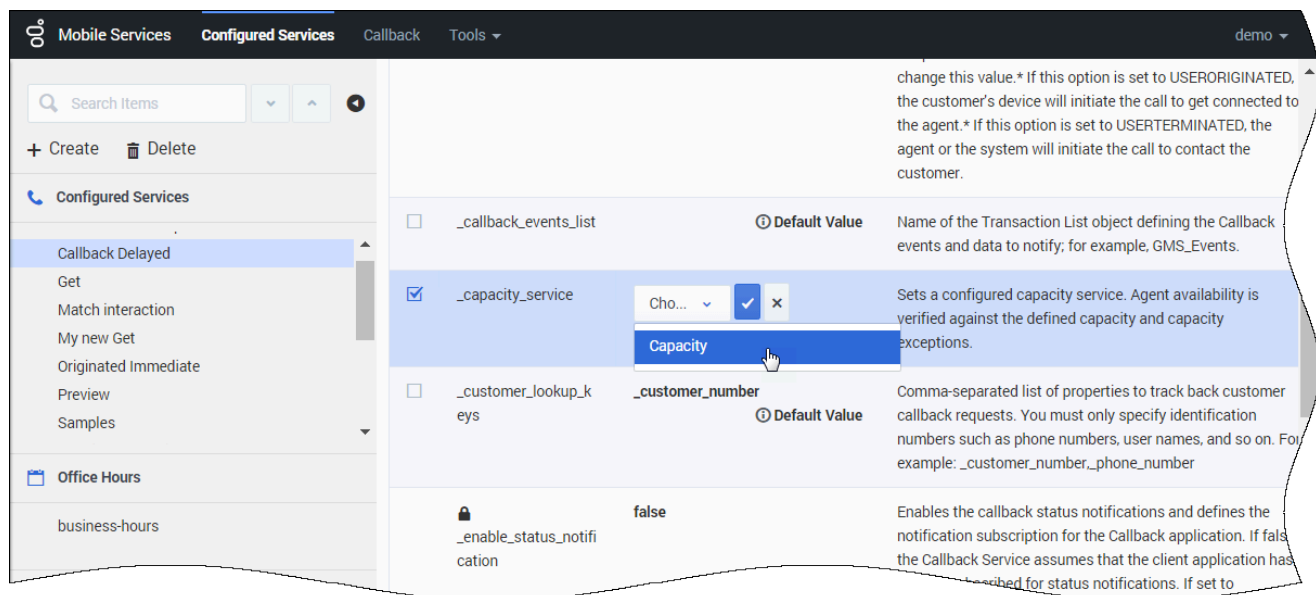
Create a new service and select **capacity** in the list of templates.

Once this service is created, you can use the [Capacity API](#).

Important

You also need to create an Office Hours service.

Link your Capacity to your Callback Service



If your Callback service needs variable capacity levels, you must map its `_capacity_service` parameter value with the name of the Capacity service that you have created.

Important



Callback services that need fixed capacity levels can continue to use the `_max_request_by_time_bucket` option. But, if your Callback service includes both `_capacity_service` and `_max_request_by_time_bucket` options, then `_max_request_by_time_bucket` is ignored.

Add Capacity

Capacity

Search Table No categories available

+ Add New Delete Advanced Parameters Ref

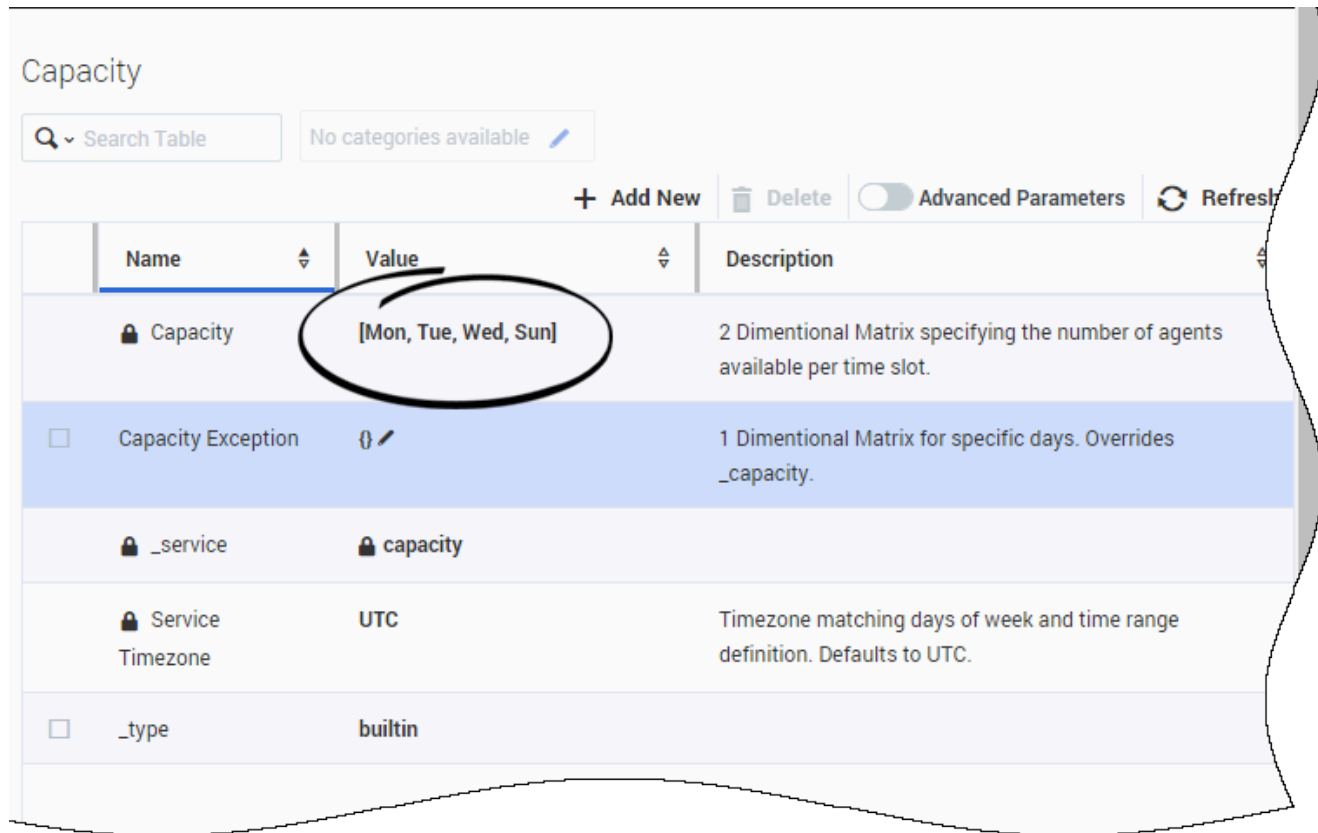
Name	Value	Description
Capacity		2 Dimensional Matrix specifying the number of agents available per time slot.
<input type="checkbox"/> Capacity Exception		1 Dimensional Matrix for specific days. Overrides _capacity.
<input type="checkbox"/> _service		
<input type="checkbox"/> Service Timezone		
<input type="checkbox"/> _type		

Capacity

Timestamp	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Set Slot
00:00	0	0	0	0	0	0	0	
01:00	0	0	0	0	0	0	0	
02:00	0	0	0	0	0	0	0	
03:00	0	0	0	0	0	0	0	
04:00	0	0	0	0	0	0	0	
05:00	0	0	0	0	0	0	0	
06:00	0	0	0	0	0	0	0	
07:00	0	0	0	0	0	0	0	
08:00	0	0	0	0	0	0	0	
09:00	5	10	10	10	0	0	0	
10:00	5	10	10	10	0	0	0	
11:00	5	10	10	<input type="text" value="1"/>	0	0	0	
12:00	5	10	10	0	0	0	0	
13:00	5	10	10	0	0	0	0	
14:00	5	10	10	0	0	0	0	
15:00	5	10	10	0	0	0	0	
16:00	5	10	10	0	0	0	0	
17:00	5	10	10	0	0	0	0	
18:00	5	10	10	0	0	0	0	
19:00	0	0	0	0	0	0	0	
20:00	0	0	0	0	0	0	0	
21:00	0	0	0	0	0	0	0	
22:00	0	0	0	0	0	0	0	
23:00	0	0	0	0	0	0	0	
Set Day								

Cancel Reset Save

Edit the **Capacity** value to open the Capacity grid widget. Enter your capacity per Day or Hours, then **Save**.

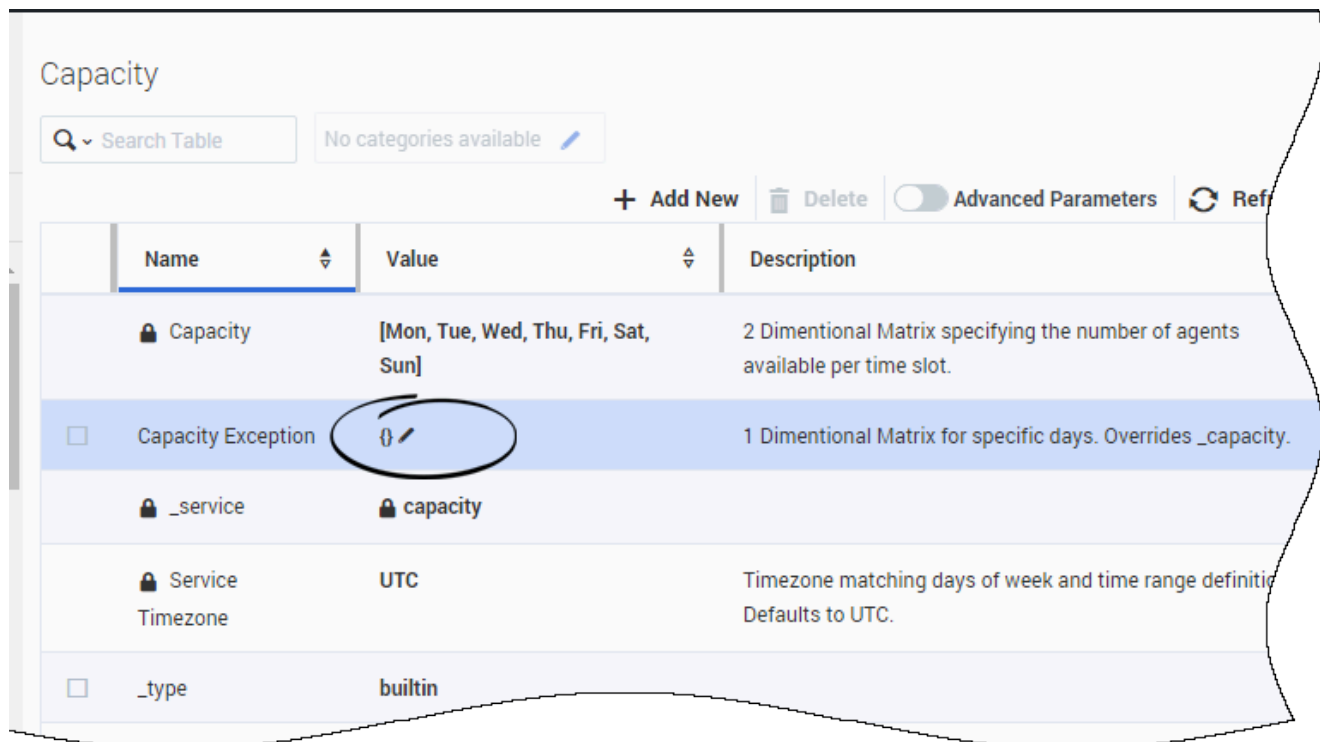


The screenshot shows a web interface for configuring the Capacity Service. At the top, there is a search bar and a button to 'Add New'. Below this is a table with three columns: Name, Value, and Description. The first row, 'Capacity', is highlighted in light blue and has a hand-drawn circle around its 'Value' cell, which contains '[Mon, Tue, Wed, Sun]'. The second row, 'Capacity Exception', is highlighted in a darker blue and has an empty 'Value' cell. The third row, '_service', has a 'capacity' value. The fourth row, 'Service Timezone', has a 'UTC' value. The fifth row, '_type', has a 'builtin' value.

Name	Value	Description
Capacity	[Mon, Tue, Wed, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
<input type="checkbox"/> Capacity Exception		1 Dimensional Matrix for specific days. Overrides _capacity.
_service	capacity	
Service Timezone	UTC	Timezone matching days of week and time range definition. Defaults to UTC.
<input type="checkbox"/> _type	builtin	

You can see for which days of the week the Capacity service is defined.



Add Exceptions



Capacity

Search Table No categories available

+ Add New Delete Advanced Parameters Ref

Name	Value	Description
Capacity	[Mon, Tue, Wed, Thu, Fri, Sat, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
<input type="checkbox"/> Capacity Exception	 	1 Dimensional Matrix for specific days. Overrides _capacity.
<input type="checkbox"/> _service	capacity	
<input type="checkbox"/> Service Timezone	UTC	Timezone matching days of week and time range definition. Defaults to UTC.
<input type="checkbox"/> _type	builtin	

For more flexibility, you can set exceptions for the Capacity service. You can enter dates with different capacities for federal holidays, vacations, and so on.

Edit the **Capacity Exception** value to open the interface.

The screenshot displays the 'Capacity Exception' interface. On the left, a calendar for July 2016 is shown with the 4th of July selected. A circled '+' button next to the date is highlighted with an arrow pointing to the text: 'Click (+) to modify the capacity for this date'. Below the calendar, there is a text input field for 'Add Capacity Exception' and another circled '+' button. A note below this says: 'You can add more exceptions here, or edit later the _exception value'. To the right, a table titled 'Capacity Exceptions' shows the current configuration for 2016-07-04. The table has columns for 'Timestamp' and 'Capacity'. The data shows capacity values of 0, 1, and 2 at various times throughout the day. At the bottom of the interface are 'Cancel' and 'Save' buttons.

Capacity Exception

Add Capacity Exception

2016-07-04

July 2016

S M T W T F S

26 27 28 29 30 1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 29 30

31 1 2 3 4 5 6

Click (+) to modify the capacity for this date

Capacity Exception

Capacity Exceptions

Timestamp	Capacity	Timestamp	Capacity
00:00	0	12:00	2
01:00	0	13:00	2
02:00	0	14:00	2
03:00	0	15:00	2
04:00	0	16:00	2
05:00	0	17:00	2
06:00	0	18:00	1
07:00	0	19:00	1
08:00	1	20:00	0
09:00	1	21:00	0
10:00	2	22:00	0
11:00	2	23:00	0

Add Capacity Exception

You can add more exceptions here, or edit later the _exception value

Cancel Save

You can add as many exceptions as you need. You can also even update later to modify your capacity.

Capacity

No categories available

[+ Add New](#) [Delete](#) ☐ Advanced Parameters [Refresh](#)

	Name	Value	Description
<input type="checkbox"/>	Capacity	[Mon, Tue, Wed, Thu, Fri, Sat, Sun]	2 Dimentional Matrix specifying the number of agents available per time slot.
<input checked="" type="checkbox"/>	Capacity Exception	[2016-07-04]	1 Dimentional Matrix for specific days. Overrides _capacity.
	_service	capacity	
	Service Timezone	UTC	Timezone matching days of week and time range definition. Defaults to UTC.
<input type="checkbox"/>	_type	builtin	

Click **Save** to update your Capacity data. A popup message displays the operation result.

Display Sub-capacities and Sub-exceptions

Capacity

Q Search Table No categories available

+ Add New Delete ☒ Advanced Parameters Refresh

Name	Value	Description
Capacity	[Mon, Tue, Wed, Sun]	2 Dimensional Matrix specifying the number of agents available per time slot.
_capacity_1	{ "1": { "1000":10,"1100":10,"1200":10, "1300":10,"1400":10,"1500":10," 1600":10,"1700":10,"1800":10," 0900":10}} }	
_capacity_2	{ "2": { "1000":10,"1100":10,"1200":10, "1300":10,"1400":10,"1500":10," 1600":10,"1700":10,"1800":10," 0900":10}} }	
_capacity_3	{ "3": { "1000":10,"0900":10}} }	
_capacity_7	{ "7": { "1000":5,"1100":5,"1200":5,"1300":5,"1400":5,"1500":5,"1600":5,"1700":5,"1800":5,"0900":5}} }	

To display the list of sub-capacities and sub-exceptions, enable **Advanced Parameters**.