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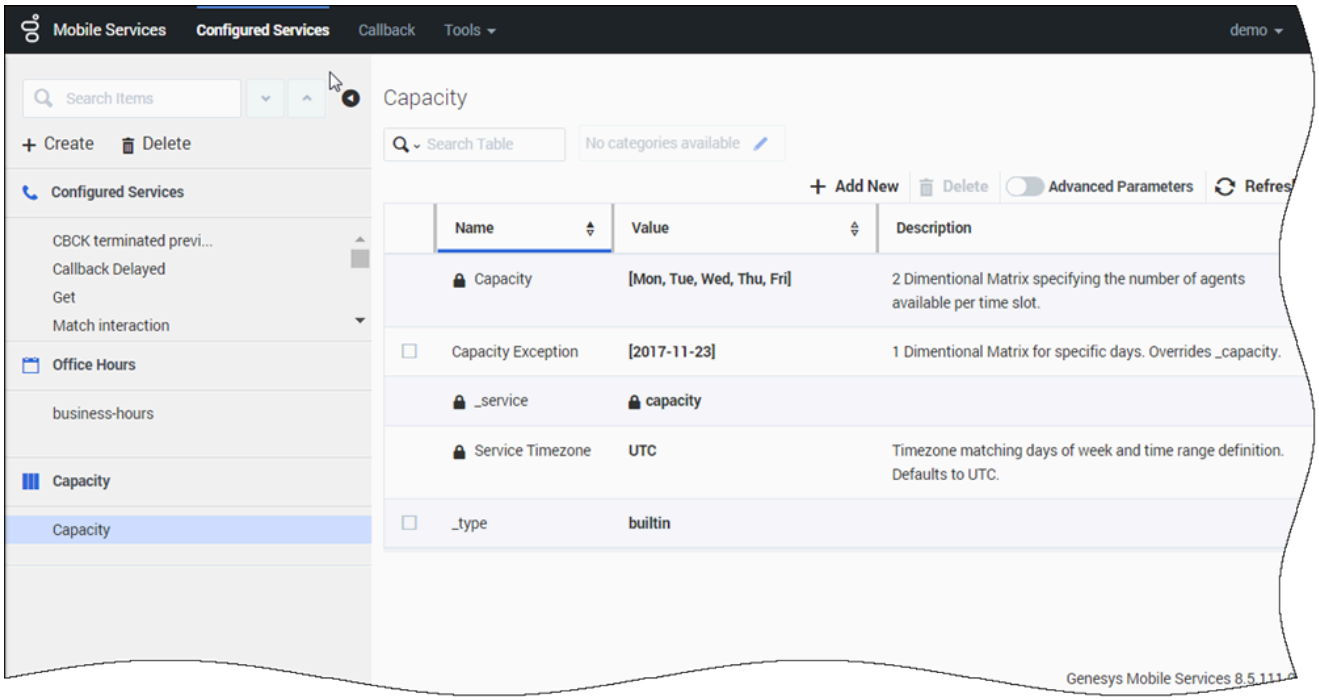
Service Management UI Help

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.

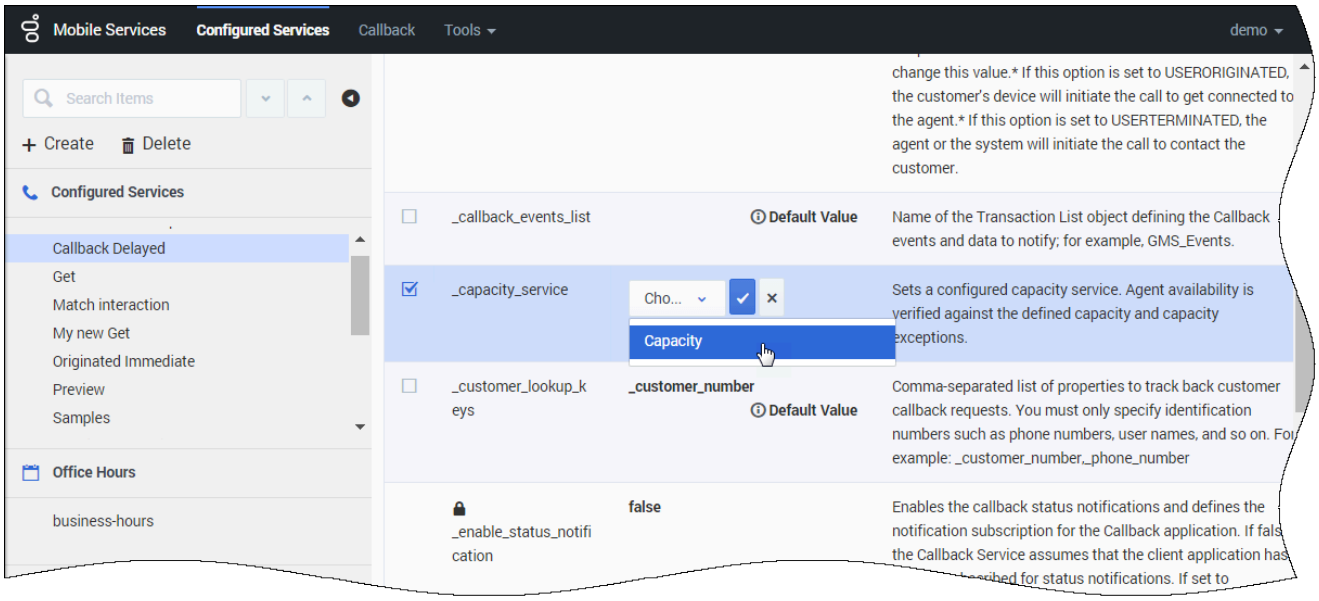
Create a Capacity Service

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.

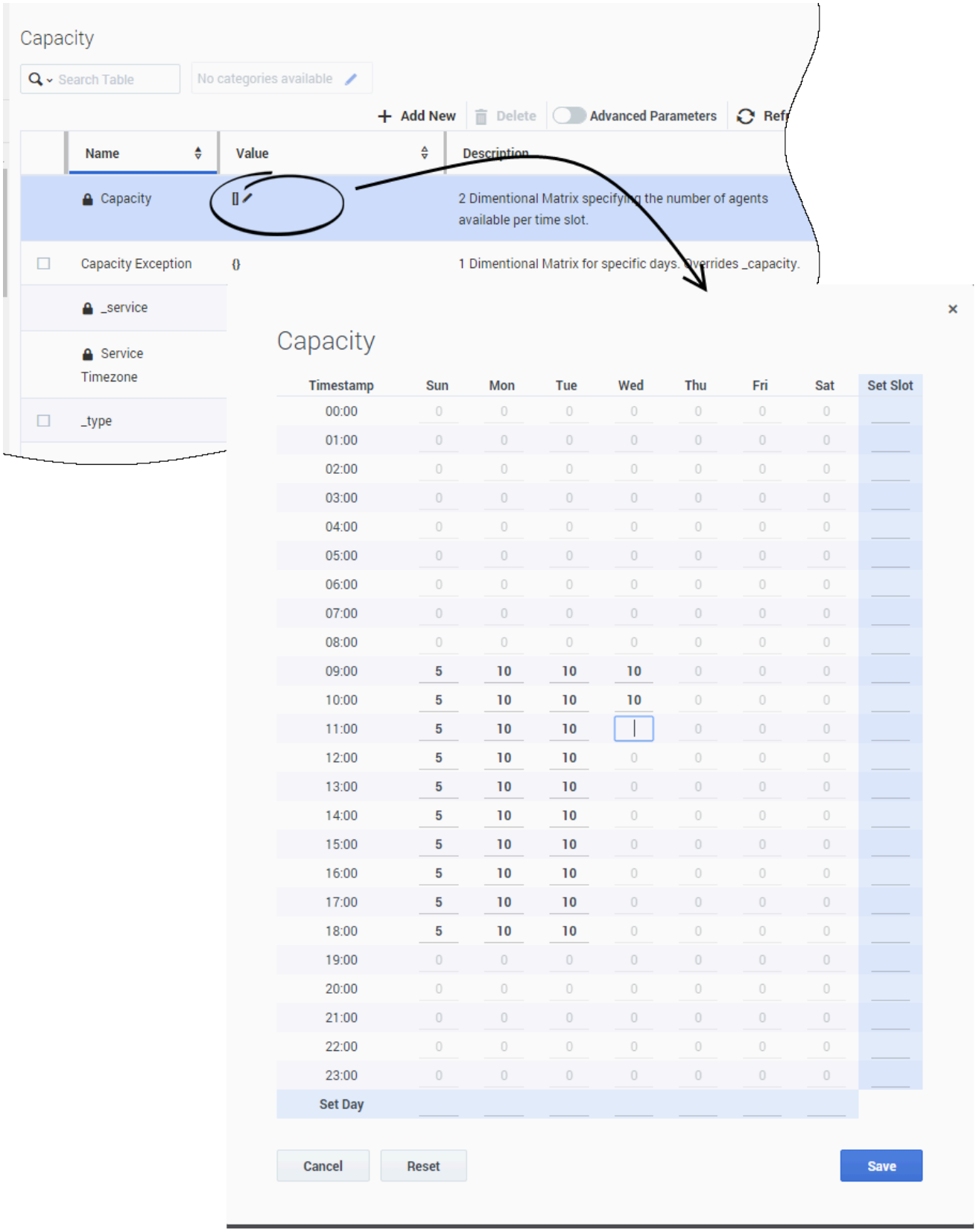
Link your Capacity to your Callback Service



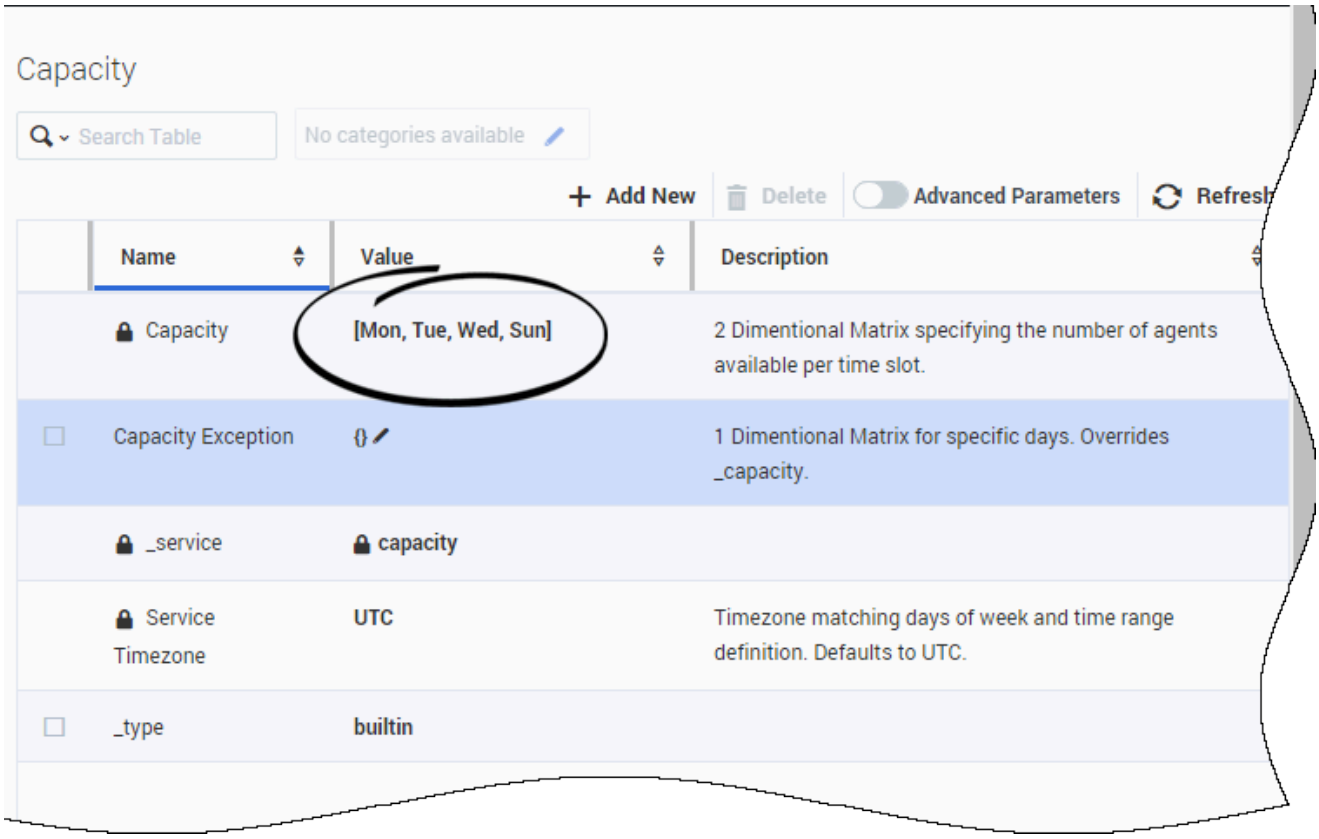
If your Callback service needs variable capacity levels, you must map its `_capacity_service` parameter value with the name of the Capacity service that you have created.

> **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

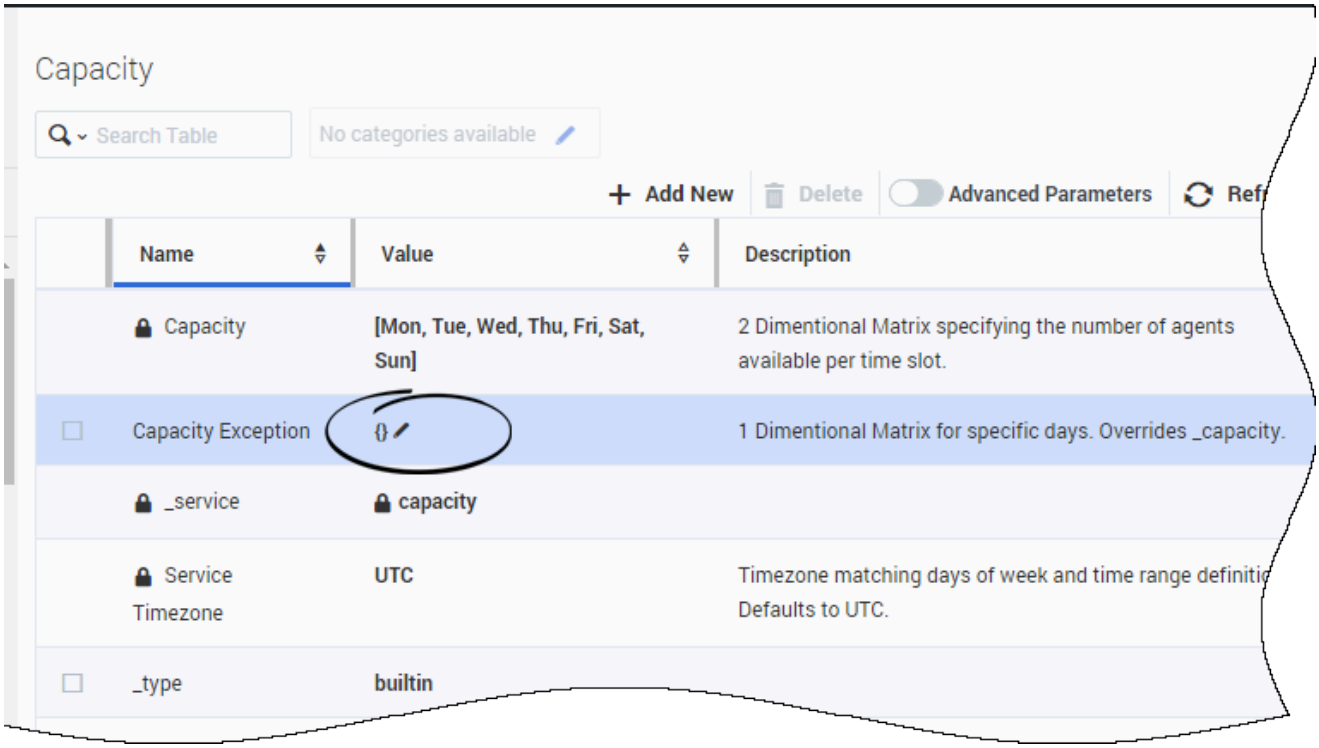

Capacity
Search Table
No categories available
Add New
Delete
Advanced Parameters
Name
Value
Description
Capacity
[]
2 Dimentional Matrix specifying the number of agents available per time slot.
Capacity Exception
{}
1 Dimentional Matrix for specific days. Overrides _capacity.
_service
Service Timezone
_type
Capacity
Timestamp
Sun
Mon
Tue
Wed
Thu
Fri
Sat
Set Slot
Set Day
Cancel
Reset
Save

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



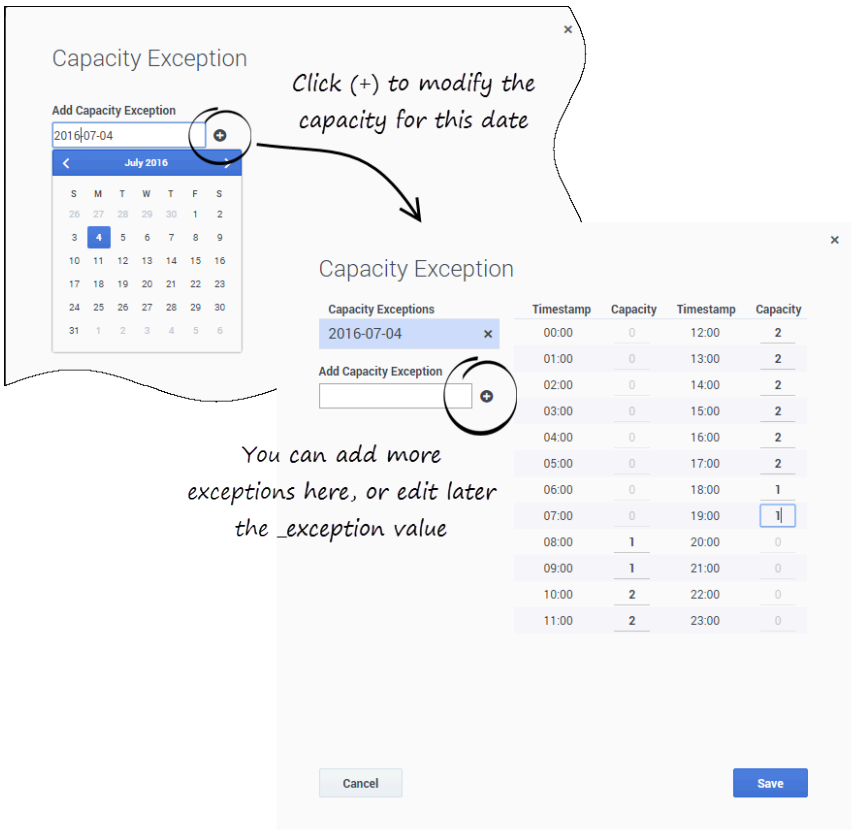
You can see for which days of the week the Capacity service is defined.

Add Exceptions

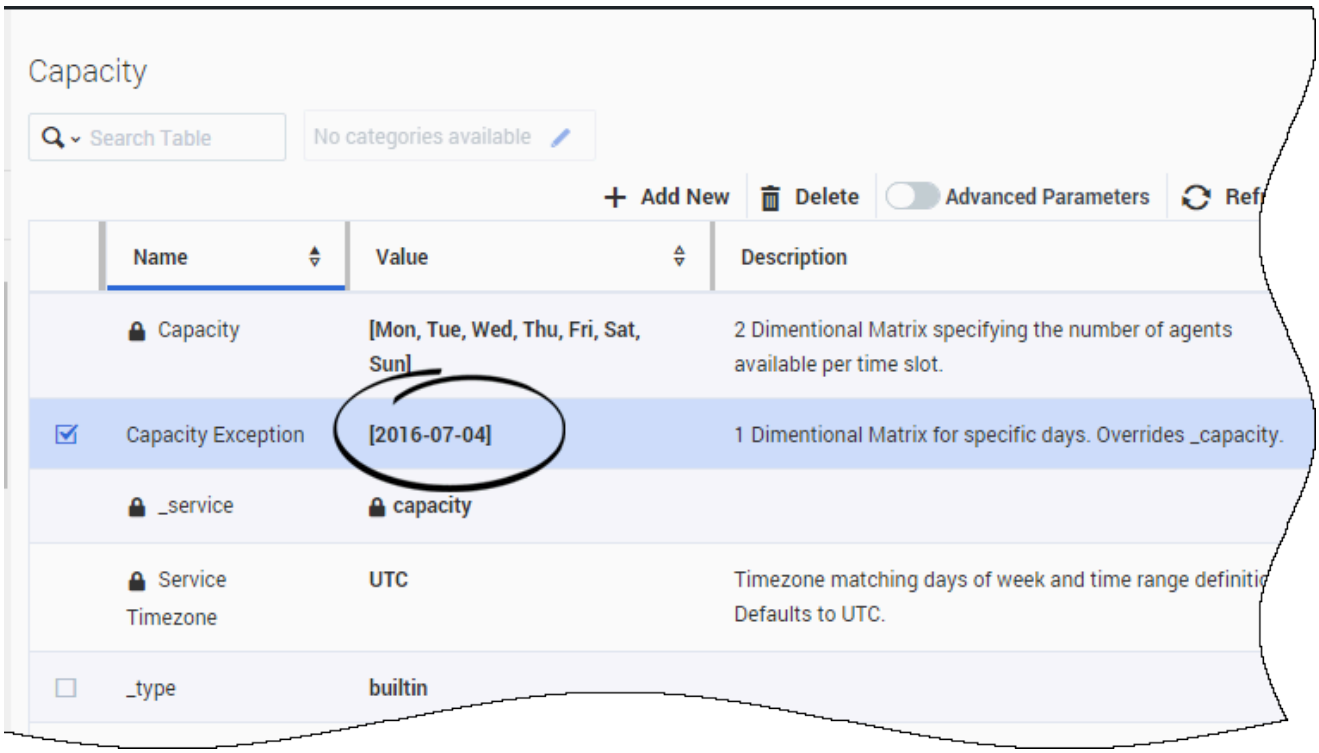


For more flexibility, you can set exceptions for the Capacity service. You can enter dates with different capacities for federal holidays, vacations, and so on.

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

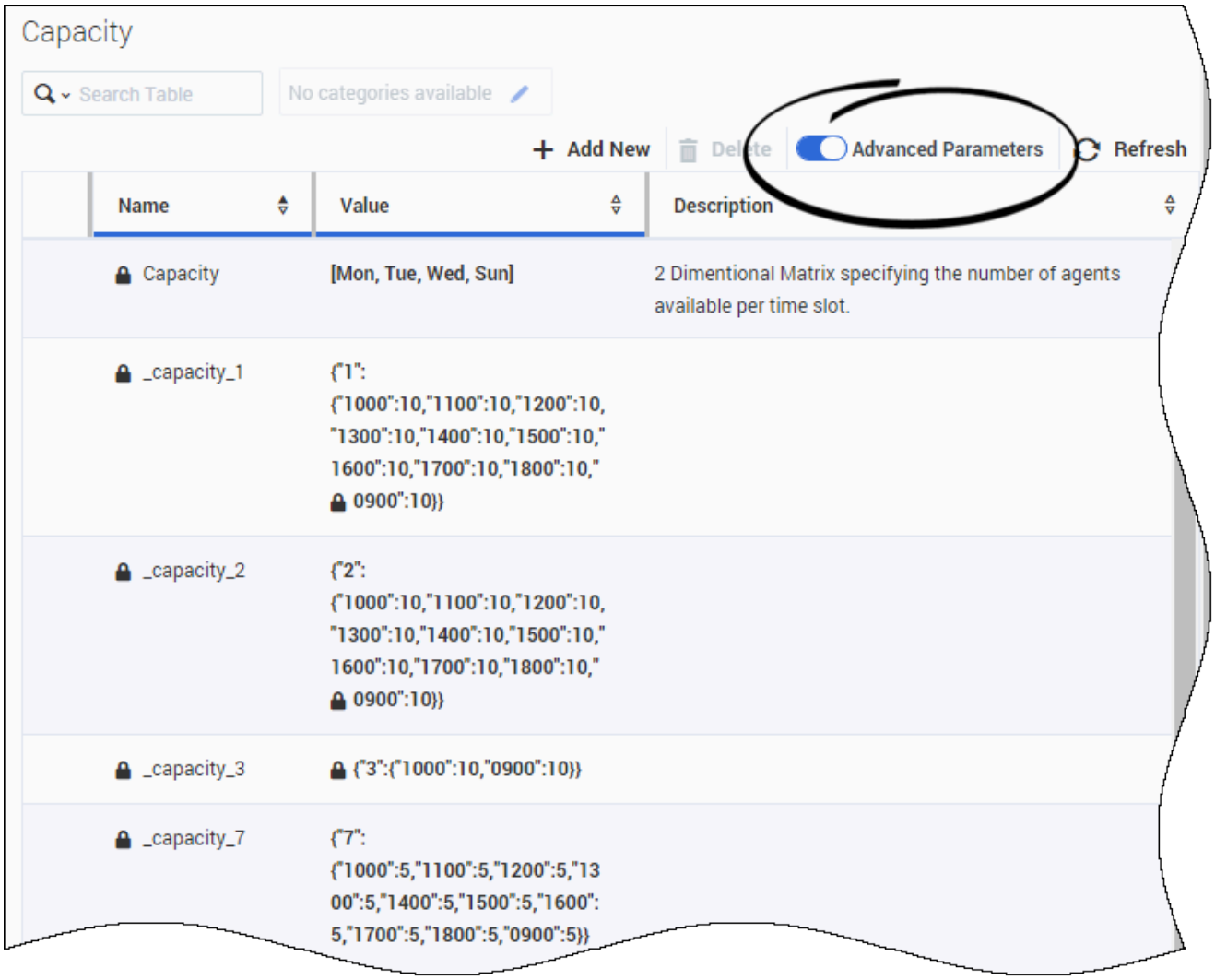


You can add as many exceptions as you need. You can also even update later to modify your capacity.



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

Display Sub-capacities and Sub-exceptions



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