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Genesys Mobile Services

capacity Section

12/18/2025

capacity Section

- `_capacity`
- `_max_capacity`
- `_capacity_add`
- `_timezone`

`_capacity`

Default Value: [Click to edit](#)

Valid Values: string

Changes Take Effect: Immediately

This option is mandatory.

Multiple properties that start with a prefix `_capacity_` and describe capacity allocation through the course of the week. The JSON structure specifies the day of the week, and capacity for hourly slots during that day. Days of the week are numbered as recommended by ISO-8601 from 1 (Monday) to 7 (Sunday).

```
_capacity_1 : {  
  1 : { // Monday  
    "0900" : 5,  
    "1000" : 7,  
    "1100" : 10,  
    "1200" : 10 }  
}  
_capacity_2 : {  
  2 : { // Tuesday  
    "0900" : 3,  
    "1000" : 5,  
    "1100" : 7,  
    "1200" : 7 }  
}
```

`_capacity_add`

Default Value: [Click to edit](#)

Valid Values: JSON-formatted String

Changes Take Effect: Immediately

Multiple properties that start with the `_capacity_add_` prefix and describe the capacity exceptions for additional working days.

The format is similar to the format of `_capacity_*` properties but instead of a weekday, the full date for the extra day is used to prefix the capacity exception. This date is entered in the format of `yyyyMMdd` (year, month, day of the month).

```
_capacity_add_20160508 : {  
  20160508 : { // May 8, 2016  
    "0900" : 5,  
    "1000" : 7,  
    "1100" : 10 }  
}  
_capacity_add_20161111 : {  
  20161111 : { // November 11, 2016  
    "0900" : 3,  
    "1000" : 5,  
    "1100" : 7 }  
}
```

`_max_capacity`

Default Value: 1000

Valid Values: integer

Changes Take Effect: Immediately

This option is mandatory.

Maximum capacity allowed per hourly slot. If a user tries to assign a capacity higher than the maximum capacity allowed, GMS throws the `com.genesyslab.gsg.services.capacity.CapacityException` error message.

`_timezone`

Default Value: UTC

Valid Values: string

Changes Take Effect: Immediately

This option is mandatory.

Timezone for your capacity service. For instance, if you configured "EST", or "PST" timezones with the CME, your parameters must use the timezones defined for Java such as "America/Toronto", or "Europe/Paris". See [here Wikipedia](#) to get the list of correct timezones.