# Resource Capacity Planning Guide

Genesys-Provided Capacity Rules

5/13/2025

# Genesys-Provided Capacity Rules

With the Multimedia 8.x release, Genesys supplies three out-of-box capacity rules for you to assign to Person, Place, or Tenant objects in Configuration Server. If you do not assign any capacity rule to these objects, then Stat Server's inherent Default capacity rule applies.

## Default

## Default Capacity Rule

Stat Server uses its inherent `Default` capacity rule when no capacity rule has been assigned directly or indirectly to an agent. This might occur when no capacity rule has been associated with the corresponding `Person`, `Place`, and Tenant objects in the Configuration Layer. This default rule is not accessible within the Configuration Layer and is uneditable as it is embedded within Stat Server logic.

The `Default` capacity rule allows an agent to receive one voice interaction only and no other interactions of any other media type. For example, if Configuration Layer has the `voice`, `email`, and `chat` media types, then each agent (who does not have an assigned capacity rule) can receive one voice interaction if he or she is not already working on an interaction of any type; the agent can receive no e-mail or chat interactions in this scenario. If you configure an additional media type at a later time–for example, `fax`–then the same applies: the `Default` capacity rule will allow the agent to receive one voice interaction, and no fax, chat, or e-mail interactions, before the software determines that capacity has been reached. To state it another way, the rule states that if an agent has at least one interaction that he or she is already working on, a new inbound interaction of any type cannot be distributed to him/her.

## One Interaction

## Default_One_interaction_of_any_type_only Capacity Rule

This capacity rule states that new e-mail, chat, or voice interactions cannot be distributed to an agent if he or she is already participating in any other interaction. This differs from the `Default` capacity rule just described in that three media rules for these media types are the only three comprising the capacity rule; whereas, the `Default` capacity rule will automatically formulate a media rule for each configured media type.

> ## Important
> This rule does not prevent an agent from participating in more than one interaction. The rule merely prevents the routing of new interactions to the agent under the stated circumstances.

Participation in an interaction includes those instances where the agent initiates customer contact, accepts an interaction that is transferred to him/her, and is involved in interactions other than voice, e-mail, and chat.

## One Media

## Default_One_media_allows_more_than_one_interaction Capacity Rule

This capacity rule prevents an agent from simultaneously handling more than one interaction of each media type, except e-mail, for which the rule allows for no more than five simultaneous interactions. Maximum capacity using this rule is one voice, five e-mail, and one chat interactions.

## Voice Interactions

## Default_Voice_interactions_always_ allowed Capacity Rule

This capacity rule favors voice interactions over other interaction types in allowing agents to handle one voice interaction plus one interaction of any other type. Maximum capacity is reached when the agent participates in any of the following interactions:

- One voice interaction
- One voice and one chat interactions
- One voice and one e-mail interactions