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Resource Capacity Planning Guide

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Resource Capacity Planning (RCP) represents Genesys's latest methodology for distributing contact-center interactions. Stat Server is the principle element at the core of resource capacity planning, feeding the capacities of resources to Multimedia and Universal Routing servers - information that is needed to make intelligent routing decisions. Together with the business-priority planning that you define, RCP enables you to better manage agent workload and interaction delivery.

New in This Release

- Stat Server 8.5 no longer supports Configuration Wizard and Resource Capacity Wizard, described in the [Genesys 8.1 Resource Capacity Planning Guide](#).
- Starting with RTME release 8.5.0, Genesys Administrator Extension (GAX) interface replaces the Resource Capacity Wizard functionality.

Video: Creating Capacity Rules using GAX

[Link to video](#)

GAX help provides more details on how to set [Capacity Rules](#).