GENESYS™

Callback User's Guide

Capacity

4/22/2025

Capacity

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 also implement exceptions that allow you to set a specific capacity for a given date.

If your Callback Service needs to define its scheduled callback capacity, you must map the _capacity_service parameter value with the name of the Capacity service that you have created. Depending on the defined capacity and on the defined business hours, the number of scheduled callbacks during certain days or hours will increase or decrease.

> ## 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.

REST API

The Capacity service is similar to Office Hours and is accessible through REST API for external queries.

Refer to the API Reference for further details.

Configuration

Option	Value	Comment
_type	builtin	Mandatory option.
_service	capacity	Mandatory
_capacity_*	JSON-formatted String	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).

Option	Value	Comment
		``_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*	JSON-formatted String	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 }
}```
_timezone		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.