



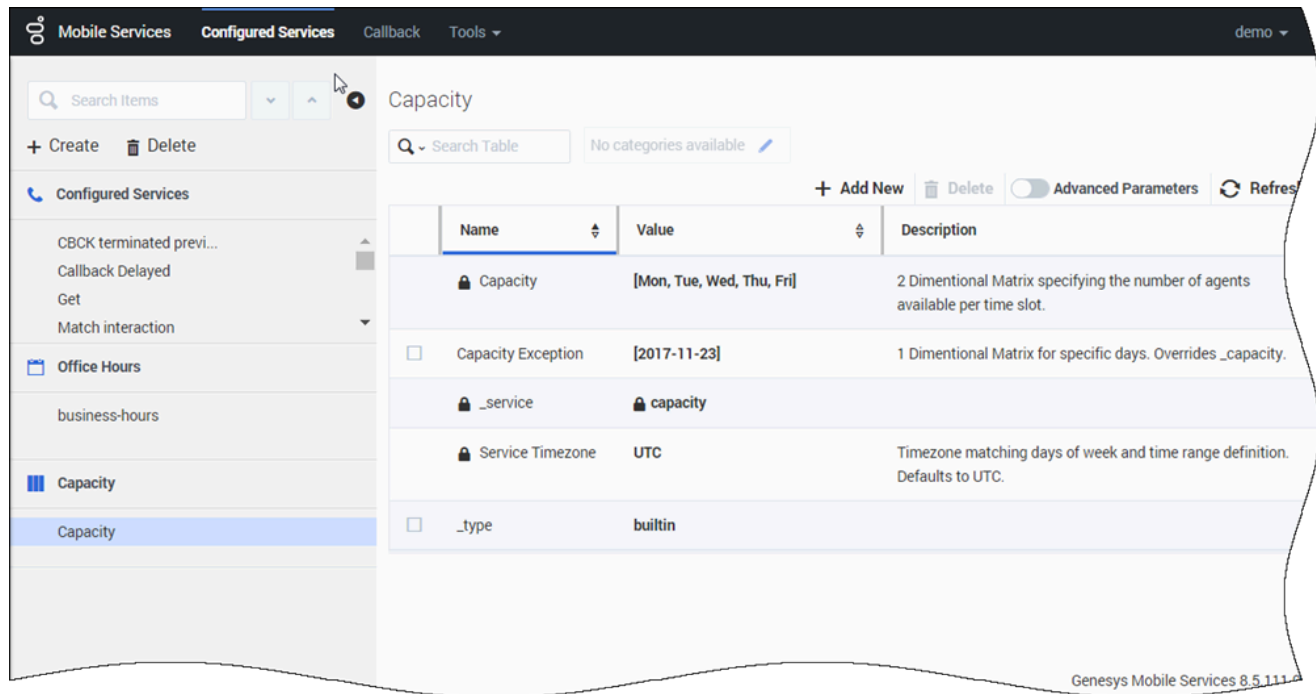
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Service Management UI Help

Capacity Service

12/17/2025

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

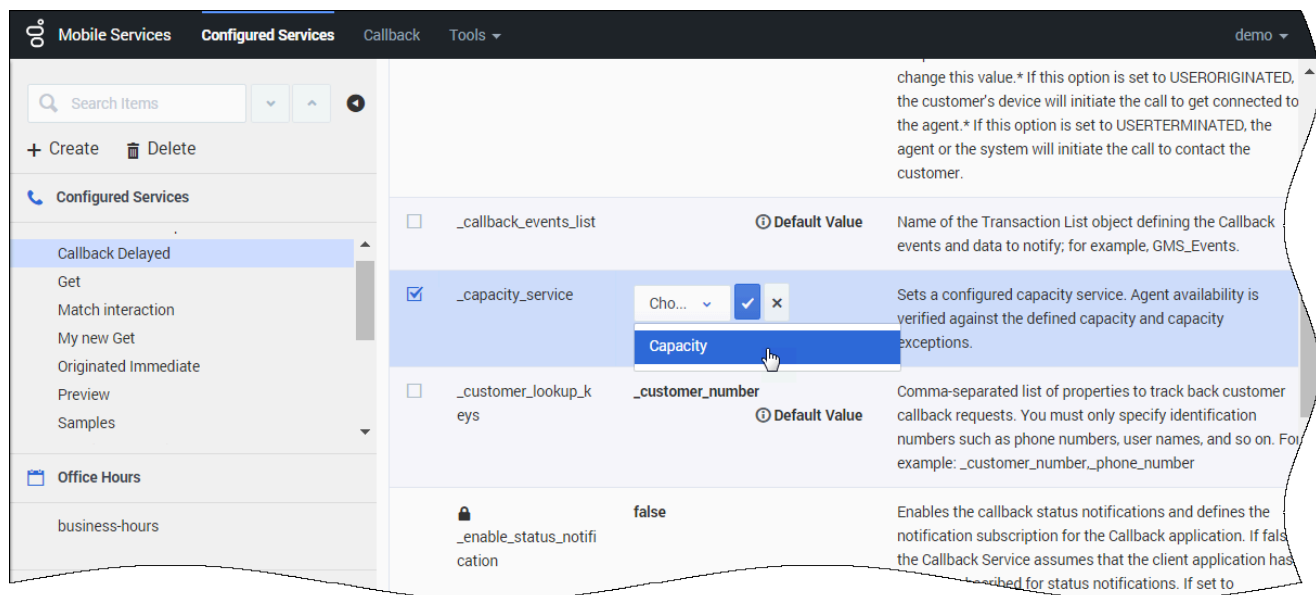
Create a new service and select **capacity** in the list of templates.

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 Ref

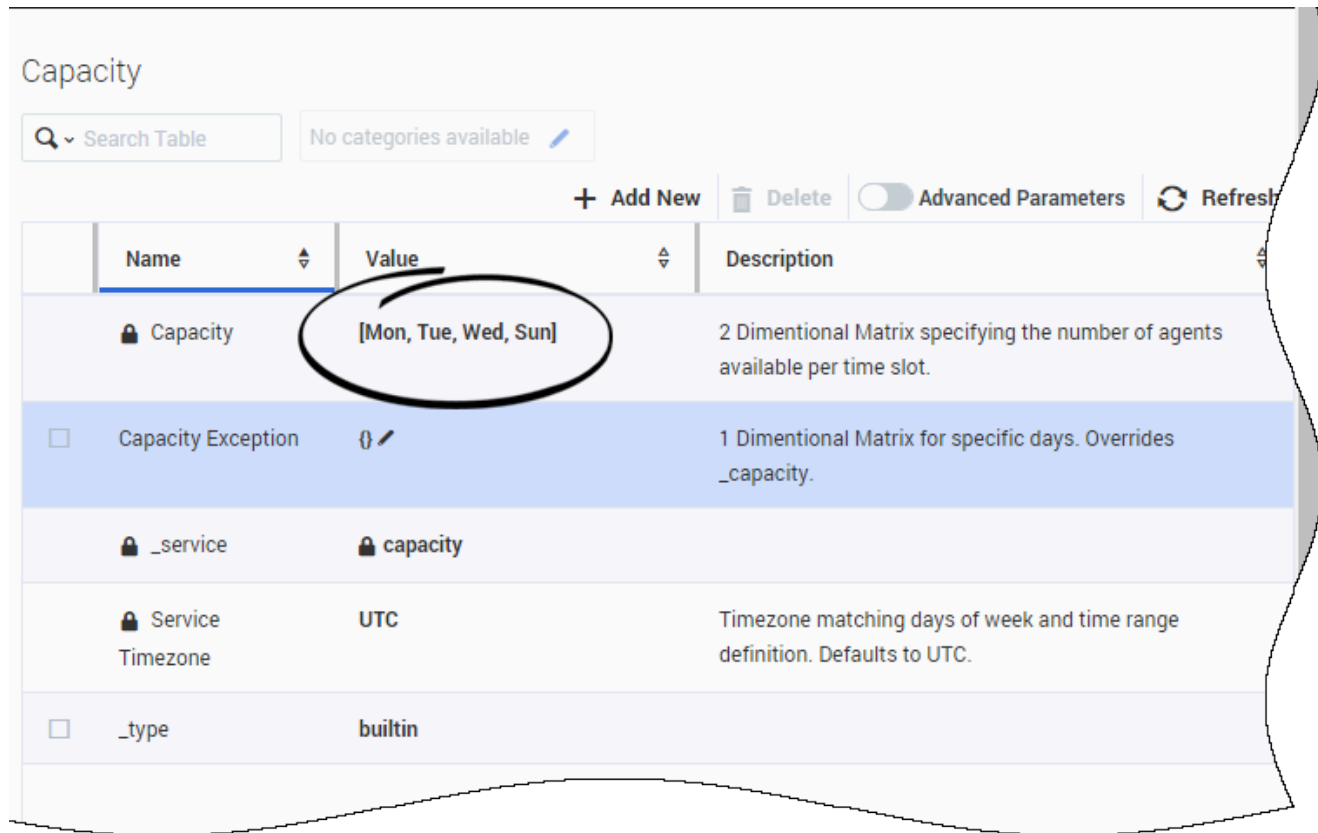
| Name | Value | Description |
|---|---|---|
| Capacity |  | 2 Dimensional Matrix specifying the number of agents available per time slot. |
| <input type="checkbox"/> Capacity Exception | {} | 1 Dimensional Matrix for specific days. Overrides _capacity. |
| <input type="checkbox"/> _service | | |
| <input type="checkbox"/> Service Timezone | | |
| <input type="checkbox"/> _type | | |

Capacity

| Timestamp | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Set Slot |
|-----------|-----|-----|-----|--------------------------------|-----|-----|-----|----------|
| 00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 01:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 02:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 03:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 04:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 05:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 06:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 07:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 08:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 09:00 | 5 | 10 | 10 | 10 | 0 | 0 | 0 | |
| 10:00 | 5 | 10 | 10 | 10 | 0 | 0 | 0 | |
| 11:00 | 5 | 10 | 10 | <input type="text" value="1"/> | 0 | 0 | 0 | |
| 12:00 | 5 | 10 | 10 | 0 | 0 | 0 | 0 | |
| 13:00 | 5 | 10 | 10 | 0 | 0 | 0 | 0 | |
| 14:00 | 5 | 10 | 10 | 0 | 0 | 0 | 0 | |
| 15:00 | 5 | 10 | 10 | 0 | 0 | 0 | 0 | |
| 16:00 | 5 | 10 | 10 | 0 | 0 | 0 | 0 | |
| 17:00 | 5 | 10 | 10 | 0 | 0 | 0 | 0 | |
| 18:00 | 5 | 10 | 10 | 0 | 0 | 0 | 0 | |
| 19:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 20:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 21:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 22:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 23:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Set Day | | | | | | | | |

Cancel Reset Save

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

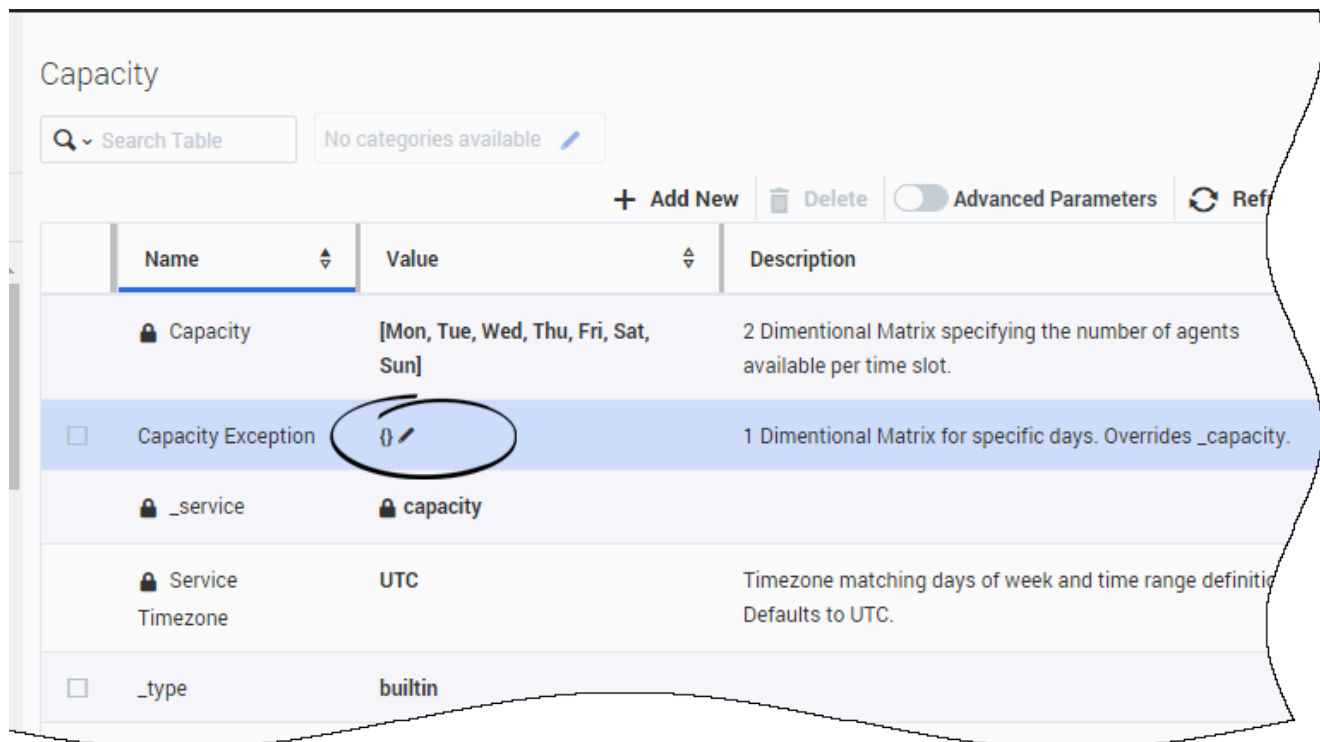


The screenshot shows a web interface for configuring the Capacity Service. At the top, there is a search bar and a button to 'Add New'. Below this is a table with three columns: Name, Value, and Description. The first row, 'Capacity', is highlighted in light blue and has a hand-drawn circle around its 'Value' cell, which contains '[Mon, Tue, Wed, Sun]'. The second row, 'Capacity Exception', is highlighted in a darker blue and has an empty 'Value' cell. The third row, '_service', has a 'capacity' value. The fourth row, 'Service Timezone', has a 'UTC' value. The fifth row, '_type', has a 'builtin' value.

| Name | Value | Description |
|---|----------------------|---|
| Capacity | [Mon, Tue, Wed, Sun] | 2 Dimensional Matrix specifying the number of agents available per time slot. |
| <input type="checkbox"/> Capacity Exception | | 1 Dimensional Matrix for specific days. Overrides _capacity. |
| _service | capacity | |
| Service Timezone | UTC | Timezone matching days of week and time range definition. Defaults to UTC. |
| <input type="checkbox"/> _type | builtin | |

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



Add Exceptions



Capacity

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+ Add New Delete Advanced Parameters Ref

| Name | Value | Description |
|---|---|---|
| Capacity | [Mon, Tue, Wed, Thu, Fri, Sat, Sun] | 2 Dimensional Matrix specifying the number of agents available per time slot. |
| <input type="checkbox"/> Capacity Exception |   | 1 Dimensional Matrix for specific days. Overrides _capacity. |
| <input type="checkbox"/> _service | capacity | |
| <input type="checkbox"/> Service Timezone | UTC | Timezone matching days of week and time range definition Defaults to UTC. |
| <input type="checkbox"/> _type | builtin | |

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.

The screenshot displays the 'Capacity Exception' interface. On the left, a calendar for July 2016 is shown with the 4th of July selected. A circled '+' button next to the date is highlighted with an arrow pointing to the text: 'Click (+) to modify the capacity for this date'. Below the calendar, there is an 'Add Capacity Exception' section with a text input field and another circled '+' button. A note below this section states: 'You can add more exceptions here, or edit later the _exception value'. To the right, a table titled 'Capacity Exceptions' shows the current configuration for 2016-07-04. The table has columns for 'Timestamp' and 'Capacity'. The data is as follows:

| Timestamp | Capacity |
|-----------|----------|
| 00:00 | 0 |
| 01:00 | 0 |
| 02:00 | 0 |
| 03:00 | 0 |
| 04:00 | 0 |
| 05:00 | 0 |
| 06:00 | 0 |
| 07:00 | 0 |
| 08:00 | 1 |
| 09:00 | 1 |
| 10:00 | 2 |
| 11:00 | 2 |

At the bottom of the interface are 'Cancel' and 'Save' buttons.

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

Capacity

No categories available

+ Add New
🗑 Delete
⚙ Advanced Parameters
🔄 Ref

| | Name | Value | Description |
|-------------------------------------|--------------------|-------------------------------------|---|
| 🔒 | Capacity | [Mon, Tue, Wed, Thu, Fri, Sat, Sun] | 2 Dimensional Matrix specifying the number of agents available per time slot. |
| <input checked="" type="checkbox"/> | Capacity Exception | [2016-07-04] | 1 Dimensional Matrix for specific days. Overrides _capacity. |
| 🔒 | _service | 🔒 capacity | |
| 🔒 | Service Timezone | UTC | Timezone matching days of week and time range definition. Defaults to UTC. |
| <input type="checkbox"/> | _type | builtin | |

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

Display Sub-capacities and Sub-exceptions

Capacity

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+ Add New Delete ☒ Advanced Parameters Refresh

| Name | Value | Description |
|-------------|--|---|
| Capacity | [Mon, Tue, Wed, Sun] | 2 Dimensional Matrix specifying the number of agents available per time slot. |
| _capacity_1 | { "1": { "1000":10,"1100":10,"1200":10, "1300":10,"1400":10,"1500":10," 1600":10,"1700":10,"1800":10," 0900":10}} } | |
| _capacity_2 | { "2": { "1000":10,"1100":10,"1200":10, "1300":10,"1400":10,"1500":10," 1600":10,"1700":10,"1800":10," 0900":10}} } | |
| _capacity_3 | { "3": { "1000":10,"0900":10}} } | |
| _capacity_7 | { "7": { "1000":5,"1100":5,"1200":5,"1300":5,"1400":5,"1500":5,"1600":5,"1700":5,"1800":5,"0900":5}} } | |

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