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Resource Capacity Planning Guide

Capacity Vector

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Contents

- 1 Capacity Vector
 - 1.1 Media State
 - 1.2 Capacity Vector Examples

Capacity Vector

There are four dimensions of the capacity vector. They represent:

- The state of readiness, *S*, of a particular media type at a particular place—either NR or R for NotReady and Ready respectively.
- The number of interactions, *N*₁, currently in progress at a specific target for the particular media.
- The maximum number of interactions, *N*₂, of the particular media that can be routed to a specific target according to the current capacity rule, given the condition that the number of interactions on each of the other media remains unchanged. This calculation does not take into account the physical capacity of the multimedia DN; instead, this value corresponds to the value defined in the capacity rule for the person, place, or tenant resource.
- The number of additional interactions, *N*₃, of a particular media type that can be routed without violating the capacity rule, given the condition that the number of interactions on each of the other media remains unchanged.

Media State

The Ready/NotReady media state recorded in the capacity vector differs from the Ready/NotReady status of Place objects, which is documented in the *Stat Server User's Guide*. The Ready media state, as specified within a capacity vector, signifies that the Genesys router can route an interaction of a particular media type to a DN at a Genesys place, whereas the NotReady media state signifies that the Genesys router cannot route the interaction.

Stat Server derives the media state for the place from the independent media states of all of the DNs associated with that place. This DN media state can take on different interpretations, depending on the DN type and switch type:

- The media state on a voice treatment port (VTP) DN is considered to be Ready if and only if the status of the VTP DN is `WaitForNextCall`.
- A paired Position-Extension Meridian DN is Ready if any of the following apply:
 - The status of the Extension DN is `WaitForNextCall`.
 - An agent is logged in to the Position DN.
 - The Position DN holds any status other than `AfterCallWork` or `NotReadyForNextCall`.

Important

The media state of a DN configured on a Meridian 1 or Meridian Link Symposium switch takes into account the pairing of Position and Extension DNs on the Meridian switch. For purposes of determining capacity, Stat Server considers each pairing of Position and Extension DNs as one DN.

- The media state for most other DN types is Ready if and only if both of the following conditions are true:

- An agent is logged in to the DN.
- The status of the DN is `WaitForNextCall`.

The media state for a place, then, is defined to be `Ready` if the media state of at least one DN (or one pairing of Position-Extension Meridian DNs) at that Place is `Ready`. The media state for a place for media other than voice is equivalent to the status for the place.

Capacity Vector Examples

Example 1

The `[NR 0 1 0]` capacity vector for target PlaceX and Voice media type signifies that PlaceX is in `NotReady` state, no voice interactions are currently registered at PlaceX, and Stat Server can assign no interactions to PlaceX. From this information, you can infer that Stat Server has not yet connected to T-Server and because of this, it is not possible to know whether a voice interaction is currently under way.

Example 2

Capacity vector `[R 1 2 1]` at PlaceY for email media type signifies that PlaceY is in `Ready` state, one e-mail interaction is currently under way at PlaceY, and one additional e-mail interaction can be routed to PlaceY.

Important

N_1 may exceed N_2 in situations where the agents themselves initiate interactions.

Further Examples

Review your own Stat Server log for additional capacity vector examples to better understand the mechanics of how Stat Server applies capacity rules to your resources.