

Utilization

Topic	Detail
Navigation	Admin → Contact Center → Utilization
Purpose	Controls how many simultaneous interactions an agent can handle and which channels can interrupt others
Levels	Organization-wide default + per-user override

Overview

Utilization defines agent capacity — how many interaction "slots" an agent has per media type and what priority rules govern interruptions between channels. It prevents agents from being overwhelmed while ensuring high-priority interactions (like voice calls) are never missed.

Organization-Wide Configuration

1. Navigate to [Admin → Contact Center → Utilization](#)
2. Set **Maximum Capacity** per media type:

Media Type	Typical Capacity
Voice	1 (almost always)
Chat	2-3
Email	4-5
Message	2-3
Callback	1

3. Configure **Can be interrupted by** checkboxes — defines which channels can interrupt an active interaction
 - Example: If an agent is working on an Email, can a Voice call interrupt? If checked, the agent sees the incoming call alert while the email draft stays open
4. **Block calls when on a non-ACD call** — prevents ACD queue calls from reaching an agent who is already on an internal/personal call (Busy-on-Busy logic)

5. Click **Save**

Media	Maximum Capacity	Can be interrupted by
Voice	<input type="text" value="1"/>	Select media types
	<input type="checkbox"/> Block calls when capacity is reached by a non-ACD call (excludes transfers)	
Chat	<input type="text" value="4"/>	Select media types
Email	<input type="text" value="1"/>	<input type="button" value="Voice x"/> <input type="button" value="Callback x"/> <input type="button" value="Chat x"/>
Message	<input type="text" value="4"/>	Select media types
Callback	<input type="text" value="1"/>	Select media types

[Reset to system defaults](#)

User-Level Override

To set different utilization for a specific agent (e.g., a Lead Engineer or Super Agent):

1. Navigate to [Admin → People & Permissions → People](#)
2. Select the user
3. Click the **ACD Utilization** tab
4. Toggle **Inherit from Organization** to **Off**
5. Manually adjust capacity and interruption rules for this person
6. Click **Save**

Key Technical Rules

Rule	Detail
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Capacity	Number of simultaneous interaction slots per media type
Interruption	Priority override — defines if a new channel can interrupt an active one
Non-ACD Blocking	Busy-on-Busy for internal/direct calls vs. ACD queue calls
Alerting counts	An interaction counts toward utilization when it starts Alerting (ringing) , not when the agent answers
Voice interrupt	Voice is always a "hard" interrupt — takes precedence over all digital channels
Transfers	Non-ACD calls (transfers or direct dials) are excluded from utilization count unless "Block calls" is checked

Summary

Term	Meaning
Capacity	How many slots/sessions the agent has per channel
Interruption	Priority override logic between channels
Non-ACD Blocking	Busy-on-Busy for internal extensions vs. ACD lines

Interview Cheat Sheet

Question	Answer
Where is utilization configured?	Admin → Contact Center → Utilization
What are the two configuration levels?	Organization-wide default and per-user override
When does an interaction count toward utilization?	When it starts Alerting (ringing), not when answered
What does "Block calls when on a non-ACD call" do?	Prevents queue calls from reaching agents already on internal/personal calls
What is the typical voice capacity?	1 — voice is almost always a single-slot media type

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