



# Interruptible Capacity (Pilot)

## Omni-Channel Routing

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@salesforcedocs

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# Interruptible Capacity (Pilot)

When your agents handle both time-sensitive and long-running work, Omni-Channel can route time-critical work items so that customers receive faster response times. You can define less pressing work items as interruptible so that Omni-Channel can route more urgent work to agents right away.

## REQUIRED EDITIONS

Available in: Lightning Experience

Available in: Professional, Enterprise, Performance, Unlimited, and Developer Editions

Today, when Omni-Channel routes work, it considers whether an agent has available capacity. It also considers the size of the work item that's routed. Now you can define both *primary* and *interruptible* capacities—how much uninterruptible and interruptible work, respectively, that each agent can handle at a time. Omni-Channel routing then looks at whether a work item is interruptible and its size, and then checks for agents whose available capacities meet the rules.



**Example:** An agent who's busy with less pressing work, such as cases, can receive a work item that requires immediate attention, such as a voice call. Suppose agents can handle one call and four cases at a time. Assuming each work item is one unit of capacity, set the primary and interruptible capacities as one and four work items, respectively. Configure service channels so that calls are uninterruptible and cases are interruptible. If Omni-Channel assigns four cases to an agent, that agent is at full capacity for interruptible work and isn't offered another case. But when a call comes in, Omni-Channel sees that the agent still has available primary capacity and assigns the call. Previously, Omni-Channel considered that agent as unavailable and looked for another agent for the call.

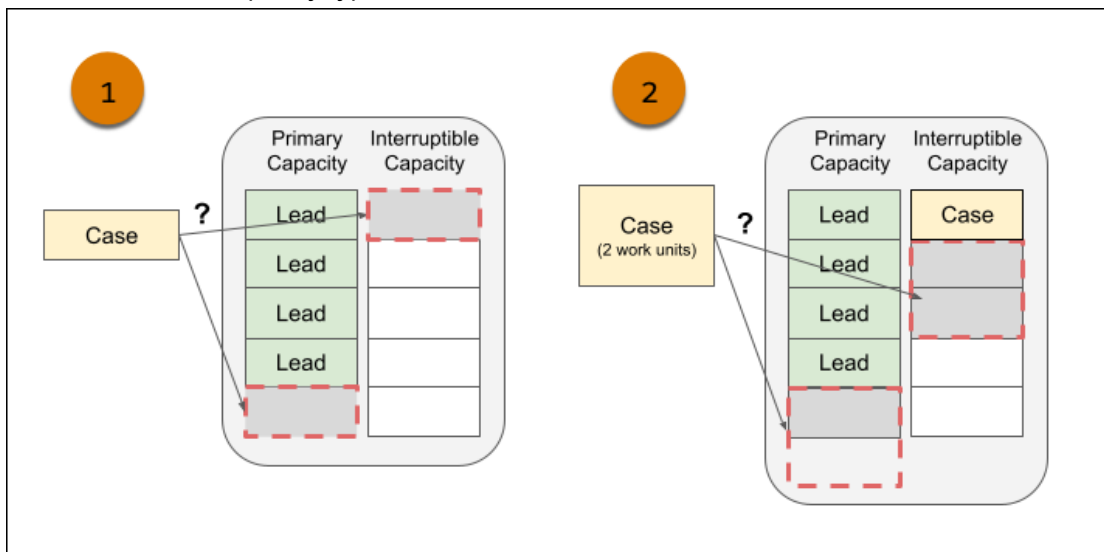
## How Does Capacity Impact Routing Decisions?

Here's a summary of Omni-Channel routing rules with respect to primary and interruptible capacity. When making routing decisions, Omni-Channel considers the nature of the work item and its size.

When the Work Item Is...	Omni-Channel Follows These Rules
Uninterruptible	Omni-Channel assigns an uninterruptible work item if the agent has available primary capacity. When routing uninterruptible work, Omni-Channel doesn't consider interruptible work that's assigned to the agent.
Interruptible	When routing interruptible work, Omni-Channel considers only those agents who have <i>both</i> sufficient primary and interruptible capacity. This way, if an agent is busy with uninterruptible work such as a phone call, Omni-Channel doesn't assign interruptible work that the agent can't get to.

Let's look at these rules in action. For the following scenarios, assume that agents can handle up to five leads and five cases at a time, so primary and interruptible capacities are set to five relative work units. Each lead or case consumes one unit of work. In the respective service channels, we set leads as uninterruptible and cases as interruptible.

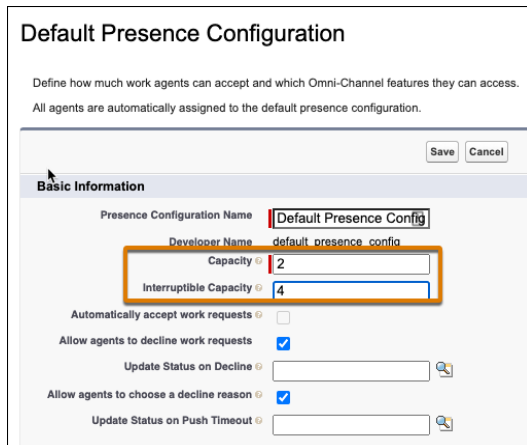
- Agent Maria is 100% available for uninterruptible and interruptible work. When Omni-Channel receives an uninterruptible lead, it checks that Maria has available primary capacity. She does, so Omni-Channel assigns her the lead.
- Agent Erika is working on five cases, so she has no available interruptible capacity. She's 100% available, though, for uninterruptible leads. When Omni-Channel receives a lead, it sees that Erika has available primary capacity and assigns the lead.
- Agent Lucas is working on five leads, so he has no available primary capacity. He has no cases, so he's 100% available for interruptible work. When Omni-Channel receives a case, it checks if Lucas has *both* enough primary and interruptible capacity for the work item. Because Lucas has no primary capacity, Omni-Channel looks for another agent who has capacity of both types available.
- Agent Ben has four leads and no cases. He has one work unit of primary capacity available and five work units of interruptible capacity available. When Omni-Channel receives a case that requires one work unit (1), it checks if Ben has that much available capacity in *both* the primary and interruptible capacity pools. He does, so Omni-Channel assigns him the case. Now Ben has four leads and one case, which means that he has one unit of primary capacity and four units of interruptible capacity available. If Omni-Channel gets a case that requires two work units (2), it sees that Ben doesn't have sufficient primary capacity: he has only one work unit of primary capacity available. Omni-Channel looks for a different agent who has two units of *both* capacity types available.



In (1), Omni-Channel sees sufficient capacity of both types and routes the case. In (2), the case isn't routed to this agent.

## Prepare for Routing with Primary and Interruptible Capacity

1. In Setup under Presence Configurations, define primary and interruptible capacity. These values represent the maximum amount of uninterruptible and interruptible work that an agent can handle at a time. You can specify available capacity using relative work unit values or a percentage.



The screenshot shows the 'Default Presence Configuration' setup form. The form is titled 'Default Presence Configuration' and includes a description: 'Define how much work agents can accept and which Omni-Channel features they can access. All agents are automatically assigned to the default presence configuration.' Below the description are 'Save' and 'Cancel' buttons. The 'Basic Information' section contains the following fields:

- Presence Configuration Name: Default Presence Config
- Developer Name: default\_presence\_config
- Capacity: 2
- Interruptible Capacity: 4
- Automatically accept work requests:
- Allow agents to decline work requests:
- Update Status on Decline: [Empty field]
- Allow agents to choose a decline reason:
- Update Status on Push Timeout: [Empty field]

A value is required for primary capacity in the Capacity field. If you define only primary capacity, interruptible capacity is set to the same value by default.

2. Configure work items as interruptible or uninterruptible.



**Note:** Voice Call and LiveChatTranscript records are uninterruptible and always use primary capacity.

A field on the work item—the Is Interruptible field on a Pending Service Routing or Agent Work record—determines whether a work item is interruptible. You can set this flag on work items in several ways.

- Set work items from the service channel as interruptible.

In Setup, under Omni-Channel Service Channels, select **Is Interruptible**. For example, configure work in the Case service channel as interruptible and work from the Voice service channel as uninterruptible.

**Service Channels**

Route work from a Salesforce object, such as cases, chats, leads, or even custom objects, to support agents.

Save Cancel

**Basic Information**

Service Channel Name: Case

Developer Name: Case

Salesforce Object: Case

Custom Console Footer Component: [Empty]

Minimize the Omni-Channel widget when work is accepted:

Automatically accept work requests:

Is Interruptible:

- Set work items from a routing configuration as interruptible.

In Setup, under Omni-Channel Routing Configurations, set Capacity Type for routed work items. You can set this field as interruptible, uninterruptible, or inherited from the service channel.

**Routing Settings**

The routing priority determines the order in which work items across your Omni-Channel queues get pushed to your agents. Lower-priority items are pushed first.

The routing model determines how to evenly distribute work items to your agents. It acts as a tiebreaker if two or more agents qualify to take on the same work item. Least Active routes to the agent with the fewest number of open work items. Most Available routes to the agent with the most open capacity in proportion to their set capacity.

Routing Priority: 1

Routing Model: Least Active

Push Time-Out (seconds): 2

Drop Additional Skills Time-Out (seconds): [Empty]

Capacity Type: Not Interruptible

This routing configuration is used for a Service Chat button. Work items from the Service Chat service channel can't be interrupted.

- In Apex, set the field explicitly on a Pending Service Routing record or Agent Work record for a work item.

If you define an Omni-Channel flow that uses the Route Work action, specify a service channel or routing configuration in the flow. Configure interruptibility in the service channel or routing configuration. Omni-Channel can then set the Is Interruptible field on Pending Service Routing records accordingly.

**Example:** Your Tier 1 agents handle mostly high-priority cases. When they have time, they take cases with lower priorities, too. Define a queue and create a routing configuration for each type of case. In each routing configuration, set Capacity Type as Not Interruptible for high-priority cases and Interruptible for lower priority cases. An Omni-Channel flow can look at an incoming case's priority and route the case to the appropriate queue. Omni-Channel then checks the Interruptible field on the Pending Service Routing record and routes the work to an agent that meets the capacity rules.

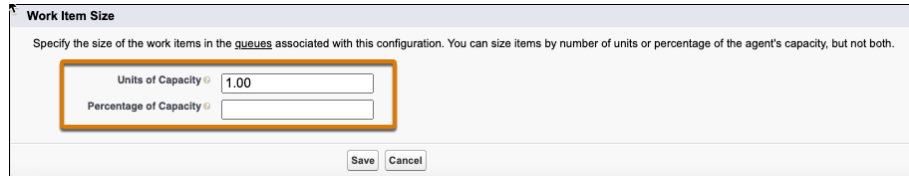
3. Configure the capacity weight that a work item consumes.

Sound familiar? Previously, before the interruptible capacity pilot, you also defined how much capacity a work item requires.

**Important:** When you define the size of a work item, make sure that it's smaller than the value that's set for the primary and interruptible capacities. Otherwise, Omni-Channel can never route that work item.

- Set the capacity weight for work items in the routing configuration.

In Setup, under Omni-Channel Routing Configurations, specify the work item size. Define the size as work units or as a percentage of an agent's capacity. For example, if an agent has a capacity of six work units and all cases have a capacity weight of two, an agent can handle up to three cases. Alternatively, specify the work item's required capacity as a percentage. For example, a voice call consumes 100% of an agent's capacity.



The screenshot shows a dialog box titled "Work Item Size". The text inside reads: "Specify the size of the work items in the queues associated with this configuration. You can size items by number of units or percentage of the agent's capacity, but not both." There are two input fields: "Units of Capacity" with a value of "1.00" and "Percentage of Capacity" which is empty. Both fields are highlighted with an orange border. At the bottom right, there are "Save" and "Cancel" buttons.

When Omni-Channel makes routing decisions, it checks percentages of available primary and interruptible capacity. If you specify work item size using work units, it converts available capacities to percentages to check if the agent has availability that meets the rules.

- In Apex, set the Capacity Weight or Capacity Percentage field explicitly on these records.
  - Pending Service Routing
  - Agent Work
  - Service Channel
  - QueueRoutingConfig

Now you're ready for Omni-Channel to make routing decisions using primary and interruptible capacity!



# Object Changes for Interruptible Capacity

Here's a summary of how Salesforce objects changed to support interruptible capacity. These changes are public in API version 57.0 and later only when the feature is enabled for you.



**Note:** Voice Call and LiveChatTranscript records are uninterruptible and always use primary capacity.

SOAP API Object	Summary of Change	Details
<a href="#">AgentWork</a>	Use the new <code>IsInterruptible</code> field to indicate whether a work item is interruptible.	<p><code>IsInterruptible</code></p> <p><b>Type</b> boolean</p> <p><b>Properties</b> Defaulted on create, Filter, Group, Sort</p> <p><b>Description</b> Indicates whether a work item consumes interruptible or uninterruptible capacity. The default value is <code>false</code>. Available in version 57.0 and later when the Interruptible Capacity feature is enabled.</p>
<a href="#">PendingServiceRouting</a>	Use the new <code>IsInterruptible</code> field to indicate whether a work item is interruptible.	<p><code>IsInterruptible</code></p> <p><b>Type</b> boolean</p> <p><b>Properties</b> Defaulted on create, Filter, Group, Sort</p> <p><b>Description</b> Indicates whether a work item consumes interruptible or uninterruptible capacity. The default value is <code>false</code>. Available in version 57.0 and later when the Interruptible Capacity feature is enabled.</p>
<a href="#">UserServicePresence</a>	Use the new <code>ConfiguredInterruptCapacity</code> field to indicate the total configured capacity in the user's interruptible capacity pool. Use the <code>ConfiguredCapacity</code> field to indicate the total configured capacity in the primary capacity pool.	<p><code>ConfiguredInterruptCapacity</code></p> <p><b>Type</b> int</p> <p><b>Properties</b> Filter, Group, Nillable, Sort</p> <p><b>Description</b> The user's total configured capacity in the user's interruptible capacity pool. Available in version 57.0 and later when the Interruptible Capacity feature is enabled.</p>