

Capacity and Demand

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Overview

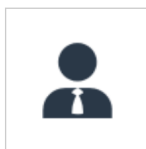
Capacity and **Demand** go together to create better scheduling and routing of agents and teams. It takes into account what supply is available for the demand of that day's appointments.

This article will review:

- [Settings and Navigation](#)
- [Capacity](#)
- [Demand](#)

Settings and Navigation

Capacity is set at the **Service Agent**. Go to **Control Panel > Service Agents**.



[Service Agents](#)

Manage resource scheduling and availability.

Demand is set at the **Service**. Go to **Control Panel > Services**.



[Services](#)

Configure the services you offer, including which are available for your customers to schedule themselves.

Capacity

Capacity can be set up on the Service Agent to determine the amount of chemicals, water, fuel, etc. can be used in a day. This is generally set up on an equipment type service agent (i.e., the service vehicle for appointments).

Commission Rate %
Rate for commission-based compensation

[Routing](#)

Capacity

[Availability](#)

Active ☐

Demand

The Demand is then set on the Service and equates to how much of the total capacity the service will require.

Entering a value into the Capacity Demand box will create a set value for the service, so every appointment gets the same amount. You can also choose to use the Override Demand From dropdown menu, which calculates the demand from the value entered into the custom field on the contact's profile.

Capacity Demand

Amount of demand per unit of capacity

Override Demand From

None

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Override the calculated capacity demand with the value from the selected custom field.

You can also configure a capacity demand by pricing band.

Pricing Bands

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Add...	At Least	Less Than	Price	Formula	Duration	Demand	Ignore Qty?	Overage Mode?
Edit Delete	0		\$250.00	{quantity} * {contact.cust_numberofzones} + 250	15	100	No	No

The Demand on the appointments is then used in conjunction with the capacity on the trucks to ensure the capacity is greater than the demand for all of the appointments that day. This, in conjunction with minimizing total drive time and how long the service agents are available in a given day are factored into the route optimization solution.