SMART CAPACITY FOR WORKLOAD ROUTING

ABSTRACT

Examples are described of smart capacity workload routing. One example involves storing a workload model in memory regarding a set of different factors associated with user communications, with each factor is associated with a measurement of workload. A received request including information regarding one or more of the factors is process and used in identifying a workload measurement for the requested user communication based on comparing the received request information to the stored workload model, and identifying an agent with capacity that is available to handle the requested user communication. A communication slot for the identified agent is activated and defined by the identified workload measurement. The request is then routed to the identified agent and updating available workload capacity in the system.

Fig. 10