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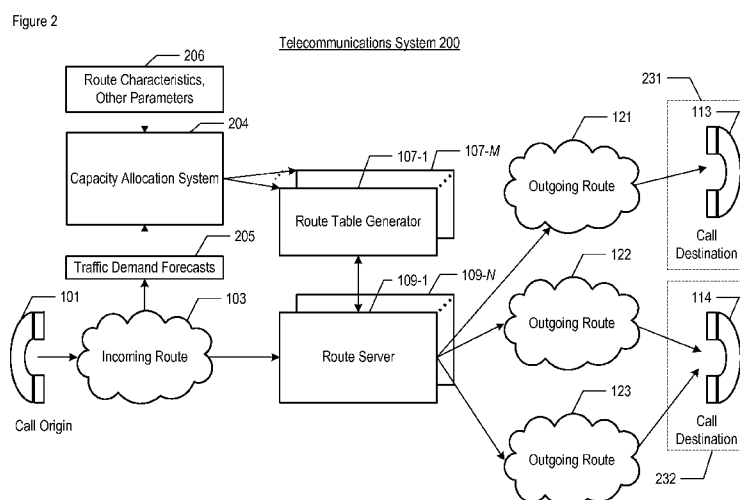
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(54) Title: CAPACITY ALLOCATION OF CALL-HANDLING DEVICES



(57) **Abstract:** A system and method are disclosed that allocate call capacity based on the need to divide the call capacities of at least some call-termination devices across geographic regions. Accordingly, the allocation system uses various input parameters as constraints in a linear programming optimization, which has the objective of maximizing the capacity allocation of a device to fulfill the traffic demands of each region being processed. The input parameters that are used include i) the traffic demand forecast of each geographic region being evaluated, ii) the available call capacity of each call-termination device, iii) the call destinations associated with each region, and iv) service levels associated with each given call destination. Call-capacities are separately allocated for i) the predicted traffic that is expected in the next time period and ii) an additional margin of excess traffic above and beyond the expected traffic.