

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
S	M	T	W	T	F	S

341-024

Ques-2Service Capacity - means the

Number of applicable units of service that can be produced by a given facility, or service program at the facility, or a service program's practical, maximum level of service production.

Calls Per minute

A particular call center can service 22 calls per minute while meeting targets such as customer satisfaction ratings.

Concurrent users

A software platform can service 3000 concurrent users while meeting service level objectives.

Requests per minute

A website can handle 1,000 requests a minute while delivering on its SLA for performance and availability.

				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
M	T	W	T	F	S	S

Seating Capacity

A restaurant has seating for 90 customers.

Bandwidth

A network service offers bandwidth of 100 mbps.

Data Storage - A software service offers data storage of 4 TB per account.

Customers per hour - An airline

counter can check in 1200 passengers an hour with a waiting time of less than 20 minutes.

Tickets per hour

An IT support desk can handle 12 tickets per hour while delivering its SLA such as a mean time to repair target.