

16) Service capacity

Service capacity is the the volume that a service can handle while maintaining standard of quality and performance.

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.

ELEMENT OF SERVICE

- Calls Per Minute.

A particular call center can service 22 call per minute for customer satisfaction.

- Concurrent Users

A software platform can service 3,000 concurrent users while meeting service level objectives.

- Requests Per Minute

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

- Seating Capacity

A restaurant has seating for 90 customers.

- Bandwidth

A network service offers bandwidth of 100 Mbits/s

- Data storage

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

- Tickets Per Hour.

- Customer Per Hour.