


1(b) 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.