

HOW TO: Close Down Capacity in Service Titan

What does "Close Down Capacity" Mean?

Disabling or reducing the available capacity for scheduling or reducing the number of hours available for scheduling in a given time slot or period.



Deactivate Capacity for a Business Unit Group

- Go to the "Business Unit Groups" screen in Service Titan.
- Filter to show Business Unit Groups with "Is true" for ACP.
- Select the desired Business Unit Group(s) and click "Deactivate Capacity".
- To reactivate, filter for "Is false" and select the groups to "Activate Capacity".



Use Manual Adjustment

- Enable "Manual Adjustment" mode in Settings > Capacity Planning > Configuration.
- You can then manually adjust the capacity up or down for specific time slots or arrival windows.



Configure Adaptive Capacity Rules

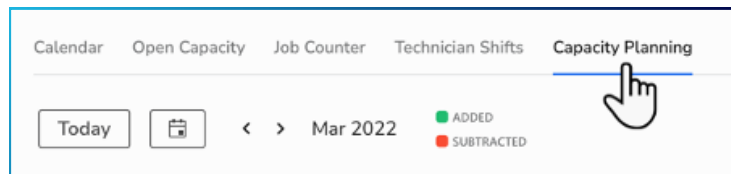
- Go to Operations > Adaptive Capacity > Strategic Rules.
- Create rules that adjust the capacity threshold based on factors like business units, job types, technicians, or zones.
- For example, you can reduce capacity for a specific job type or during certain times of the year.

NOTE

All employees can view the Capacity Planning Board, but only employees with the Manually Adjust Capacity permission can manually adjust capacity.

View the Capacity Planning Board

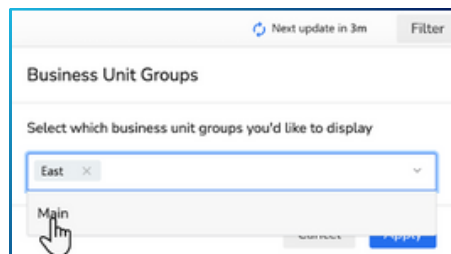
1. Go to the navigation bar and click **Schedule**.
2. Click the **Capacity Planning** tab.



In the Capacity Planning Board that opens:

- You can view technician availability by the hour.
- Time slots are organized **by business units (BUs)** and displayed **by the day**.
- You can customize your view by using the Filter to show or hide business unit groups.

When finished, click **Apply**.



IMPORTANT - FINAL STEP: After making your updates, **check the call center view** as a final confirmation. This ensures your intended changes are shown and incorrect capacity adjustments have not occurred.