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Genesys Engage cloud Agent's Guide

The Time Off Autogrant Feature

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Agents](#).

If your supervisor enables autogranting, your time-off requests are immediately granted and published to the Master Schedule in certain conditions:

- The feature is enabled. Consult your supervisor.
- All the requested days come after the specified lead time. The lead time is shown on the [balance pane](#).
- The time-off request is for more hours than the minimum required for the auto-grant feature to apply.
- Your absence does not exceed time-off limits established by your supervisor.
- You have accrued enough time-off hours to cover your time-off request.

If the auto-granting feature is disabled, your time-off requests are entered in Preferred status and a supervisor must grant your requests before they can be included in your schedule.

Some conditions apply to only full-day or part-day time-off requests:

- Full-day time-off requests are always auto-published.
- When a full-day time-off is recalled, WFM restores a baseline schedule if that is available.
 - If the recalled time-off itself is a baseline schedule or if a baseline schedule is not available, then WFM inserts a Day Off if the time-off was unpaid.
 - If the recalled time off is paid, then WFM schedules a compatible shift with the same number of paid hours as the recalled time off.
- A part-day time-off request must occur during the hours of the agent's shift.
- If a part-day time-off instance overlaps a part-day exception, WFM preempts and removes the exception (if configured.)
- If a part-day time-off instance overlaps another part-day time off, WFM refuses the request.

Important

- If the Time Off instance that you added has the status Granted Not Scheduled, WFM will send a notification to your supervisor.
- When you specify either start/end or paid time in a time-off request, WFM verifies the values against these configured constraints: contract availability, minimum of earliest start of all available for the day shifts, maximum of latest end of all shifts.