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Genesys Engage cloud Agent's Guide

Requesting Time Off

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Requesting Time Off

Important

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

Use the [Time Off Calendar](#) to add a new time-off request, or to [recall an existing request](#).

Making a Time-Off Request

1. Select the check box next to each date for which you want to add a time-off request.
2. Click **New**.
The Inserting New Time Off Items dialog box opens. The [Time Off Limits grid](#) appears at the top of this dialog box. In the grid, Timesteps that this agent cannot select (because of limits or constraints) are colored red.
3. Select the time-off type from the drop-down list.
Time Off types which appear below the "*—Others—*" legend in the drop-down list box in the [Time Off window](#) are unavailable to you and cannot be selected.
4. If this is a request for a full day off, select the **Full Day** check box.
If you work a different number of hours on different days of the week, you must enter the number of paid hours here, so that the system deducts the appropriate hours from your time-off balance.
5. Specify the exact hours and minutes in your full day by entering or selecting them in the **Paid Time** drop-down list box. Note the following prerequisites:
 - You must select the **Full Day** check box and the **Paid Time** check box.
 - Workforce Management must be configured to enable agents to enter paid time for full-day time-off requests. This setting is configured by your system administrator.
6. For part-day requests, clear the **Full Day** check box and enter a start and end time for the request.
7. Click **Submit**, or, to discard a request, click **Cancel**.

Important

- If WFM successfully processes your requests, the Time Off window reappears and

displays your new time-off settings.

- If the server returns error messages, WFM opens a window containing the errors in a list. Click **Close** to return to the main Time Off view.
- WFM declines time-off requests that violate the terms of the agent's contract. If specifically configured to do so, WFM also declines requests that fall on a day with a granted day off, granted availability with duration of 0 in the Calendar, or a rotating pattern day off.

See other Time-Off related topics:

- [The Time Off Autogrant Feature](#)
- [Time-Off \(Vacation\) Bidding](#)
- [Wait-Listing Notes](#)

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