Genesys Engage cloud Workforce Management 8.5.1 Guide

Assigning Time-Off Rules

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> ### Important
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Workforce Management in Genesys Engage cloud.

Use the **Time-Off Rules Assignment** pane to assign agents and time-off types to a time-off rule.

Associating Agents and Time-Off Types to Rules

To associate agents and time-off types to time-off rules:

1. In the **Time-Off Rules Assignments** pane, click **Associate Agents and Time-Off Types with this rule** .

2. Enter a **Start Date** and **End Date** for this rule assignment.

3. Click **Add Agent(s) to a Time-Off Rule** .
   A pane containing a list of available agents opens.

4. Select one or more agents to associate with this rule and then, click **Apply** .
   The selected available agents are moved to a list of assigned agents.

5. In the **Time-Off Types** section, click **Add Time-Off Types to a Time-Off Rule** .
   Another pane opens, enabling you to select from a list of time-off types.

6. Select one or more time-off types and click **Apply** .
   The selected time-off types are moved to a list of assigned time-off types.

7. In the **Associate following agents and time-off types with rule** pane, click **Apply** again.

Disassociating Agents and Time-Off Types

To disassociate agents and time-off types to time-off rules:

1. In the assigned agents and time-off types lists, select the items you want to disassociate from this rule.

2. Click **Remove Agents and Time-Off Types association from this rule** .

3. When the confirmation dialog appears, click **Yes** to proceed or **No** to cancel the action.