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Genesys Engage cloud Workforce Management 8.5.1 Guide

Notification of Time-Off Request Status Changes

12/19/2025

Notification of Time-Off Request Status Changes

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](#).

To configure notifications of time-off request status changes, you must have the permission assigned in WFM Web. See [Roles](#) and [Notification Role Privileges](#) in this Help.

To bring up the module for notification of time-off request status changes:

1. Select the **Configuration** tab.
2. Select **Notifications** from the **Views** menu.
3. In the **Objects tree**, select **Time Off Request Status Changes**. The **Working pane** shows the **Messages** tab where you configure the message **Subject**, **Body**, and variables (**Tokens**).

Messages Tab

The **Messages** tab has three areas:

- **Tokens.** This area contains buttons for inserting tokens into the message body. Available tokens related to agent time off requests are: **Agent**, **Requested Dates**, **Requested Status**, **Employee ID**, **Team**, **Site**, **Submit Date**, **Actual Status**.
- **Subject.** This area contains Genesys-supplied subject text, which you can modify by changing text or inserting tokens. The supplied text is:

Message from Genesys Workforce Management: Time off request status changed.

- **Message Body.** This area also contains Genesys-supplied body text, which you can modify by deleting/typing over text and inserting tokens. The supplied text is:

<Agent> has requested time off for the date(s) <Dates>. The requested time off is currently in <Status> status.

Modifying the Message

To modify the message subject or body text:

1. Delete/type over text.
2. Place the cursor where you wish to insert a token.
3. Click the appropriate token button. The token gets inserted.
4. Click **Save** on the toolbar. If you switch to another notification type without saving, a message asks if you wish to save or cancel.

Targets Tab

Use the **Targets** tab to select sites. You can expand business units to display their sites. You can select multiple sites.

Rules for Sending

After a successful save, WFM uses the specified **Subject** and **Body** and the rules listed below when sending notifications to agents and supervisors.

- When a supervisor manually changes agent time off in the **Calendar** module, the affected agent receives a notification.
- When an agent time-off request is saved in a **Preferred** status, the affected agent, as well as any supervisors with access to the agent's team, are notified.