



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Agent's Guide

Editing Time Off

Editing 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 edit existing time-off requests.

1. Select the check box next to each date for which you want to edit a time-off request.
2. Click **Edit**.
The Editing Time Off Items dialog box appears. It shows all time-off requests for the days you selected. By default, all are selected.

Tip

The [Time Off Limits grid](#) appears at the top of this dialog box.

3. Clear the check boxes for time-off requests that you do not want to edit.

Important

You cannot clear (or select) the check box for a Time Off type that you can no longer use. (These Time Off types appear below the "*—Others—*" legend in the drop-down list box in the [Time Off window](#).)

4. Change the time-off settings for the requests you want to edit.
5. Click **Submit**. Or, to discard your changes, click **Cancel**.

If WFM successfully processes your requests, the Time Off window reappears and displays your new time-off settings.

If the server returns error messages, an error window lists them. Click Back to correct the problems.

Tip

You can **Recall a time-off Request**.