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Genesys Engage cloud Workforce Management 8.5.1 Guide

Time-Off Bonuses

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Time-Off Bonuses

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](#).

When time-off rules are created, time off is configured to be **accrued or awarded**. Time-off bonuses are awarded and configured (**added**, **edited**, and **deleted**) in the following panes.

Adding Time-Off Bonuses

To add a time-off bonus for a selected agent:

1. Select an agent and then, in the **Agent Properties** pane, click **Time-Off Bonuses**.
The **Agent Time-Off Bonuses** pane opens.
2. Click **Add Agent Time-Off Bonus** .
The **Time-Off Bonuses Properties** pane opens.
3. Select a **Time-Off Type** from the drop-down list.
4. Enter a **Start Date** and **End Date**, or click within either field to open a calendar, from which you can select a date.

Tip

- The **Start Date** is pre-populated with the current date, but you can change it, if necessary.
- If you check the box at end of the **End Date** field, WFM Web enters the current date automatically.

5. In the **Bonus Hours** field, enter the number of hours you want to award the selected agent.
6. In the **Comments** field, enter any additional relevant information.
7. Click **Apply** .

8. In the **Agent Time-Off Bonuses** pane, click **Save Now**  .

Editing Time-Off Bonuses

To edit an existing time-off bonus:

1. In the **Agent Time-Off Bonuses** pane, select the bonus in the list that you want to edit.
2. When the **Time-Off Bonus Properties** pane opens, make the necessary changes following the steps 3-8 in [Adding Time-Off Bonuses](#).

Deleting Time-Off Bonuses

To delete an existing time-off bonus:

1. In the **Agent Time-Off Bonuses** pane, select the bonus in the list and click **Delete Agent Time-Off Bonus**  .
2. When the **Confirmation** dialog opens, click **Yes** to proceed or **No** to cancel the action.
3. Click **Save Now**  .