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Genesys Engage cloud Workforce Management 8.5.1 Guide

Configuring Time-Off Bidding Periods

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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](#).

To configure a bidding period:

1. In the **Configuration** module, select **Configuration > Time-Off Bidding Periods**.
2. Select a site within a business unit and click **New**  .
The **Time-Off Bidding Period Properties** pane opens.
3. Enter the bidding period parameters in the following fields:
 - **Name**—Enter a name for the bidding period.
 - **Processing date and time**—Enter the date and time that the requests within this bidding period will be processed.
 - **Start date and time**—Enter the date and time that this bidding period starts.
 - **End date and time**—Enter the date and time that this bidding period ends.
4. From the drop-down list, select a Time zone. (You can choose the business unit time zone, if desired.)
5. Enter a value for the **Minimum days per request**.
6. Select one of four priorities for this bidding period; **Rank**, **Seniority**, **Seniority and Rank**, or **First come, first serve**.
Requests will be granted, declined, or wait-listed, based on the priority.
7. Check the **Do not process this time-off bidding period. (It will be automatically checked by system after it was processed)** check box if you do not want the bidding period to be processed for any reason.
8. In the **Message to agents** field, add any message that you feel is relevant to this bidding period.
9. **Associate sites** with this bidding period.
10. Click **Save Now**  .

Tip

When saving bidding periods, if the dates for any two periods for the same site overlap, WFM displays an error message.

Deleting a Bidding Period

To delete a bidding period:

1. In the **Time-Off Bidding Periods** pane, select the bidding period that you want to delete.
2. Click **Delete**  .
3. When the **Confirmation** dialog opens, select **Yes** to delete the selected bidding period or **No** to cancel the action.