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Workforce Management Web for Agents Help (Classic)

Recalling Time-Off Requests

Recalling Time-Off Requests

Use the Time Off calendar to recall existing requests, but first, watch the video.

Link to video

To recall time-off requests:

1. Select the day where you requested the time off.
2. Click **Recall**.
WFM displays your recall request(s) in the Recalling Time-Off Items window, with a separate line for each day.
3. If you decide not to submit the recall request for a day in the list, clear the check box at the far left of that day's line.
4. In the lower-right corner of this view, click **Submit**.

The recalled time off is marked in the calendar with one of the following statuses:

- **Recalled**—Indicates that the item was completely recalled and no longer affects your schedule.
- **Scheduled, Recalled**—Indicates that your recall request was received, but the item is not yet recalled. The item will remain active and in your schedule until a supervisor removes the time off from the schedule.

If your company uses WFM's notifications, WFM sends a notification to your supervisor and republishes the schedule (if autopublish is enabled) with the time off removed.