

## **GENESYS**<sup>®</sup>

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## Workforce Management Web for Agents Help (Classic)

**Recalling Time-Off Requests** 

5/1/2025

## 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.