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## Workforce Management Web for Agents Help (Classic)

Requesting Time Off

# Requesting Time Off

Use the **Time Off calendar** to add a new time-off request, but first, watch the video.

## Creating a Time-Off Request

### [Link to video](#)

To request time off:

1. Select the check box next to each date for which you want to add a time-off request.  
**For example, if you want to see an entire month, select all dates in that month.**
2. Click **New**.  
**The Inserting New Time-Off Items dialog box opens. The Time-Off Limits grid appears at the top of this dialog box. Timesteps that you cannot select in the grid, (because of limits or constraints) are colored red.**
3. Select the time-off type from the drop-down list.
4. If this is a request for a full day off, select the **Full Day** check box.  
**If you work a different number of hours on different days of the week, you must enter the number of paid hours here, so that the system deducts the appropriate hours from your time-off balance.**
5. Specify the exact hours and minutes in your full day by entering or selecting them in the **Paid Time** drop-down list box.  
**You must select the Full Day check box and the Paid Time check box.**
6. For part-day requests, clear the **Full Day** check box and enter a start and end time for the request.
7. Click **Submit**, or, to discard a request, click **Cancel**.

### Tip

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**.) Also, in step 5 above the **Paid Time** check box is visible only if your systems administrator has configured WFM to enable you to enter paid time for full-day time-off requests.

If WFM successfully processes your requests, the **Time Off** window reappears and displays your new time-off settings. If the server returns error messages, WFM opens a window containing the errors in a list. Click **Close** to return to the main Time Off view.

### Important

WFM declines time-off requests that violate the terms of your contract. WFM might also decline requests that fall on a day with a granted day off, granted availability with duration of 0 in the calendar, or a rotating pattern day off. Ask your supervisor about this, if it happens.

See other time-off-related topics:

- [Autogranting Time Off](#)
- [Bidding for Time Off](#)
- [Wait-Listing Notes](#)