

GENESYS

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Workforce Management Agent Help

Time off

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Agent

View your time-off request details and customize these views to suit your preferences.

Related documentation:

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Clicking **Time Off** in the Menu bar displays a drop-down menu, from which you can select one of two views, Calendar and Details. Use these views to:

- View your requested time off in the calendar, with its status.
- · Request time off.
- · Edit, recall, or delete time-off requests that have not yet been granted or scheduled.
- · View your time-off balance for any desired date.
- View bidding periods for selected dates.

Viewing time off in the calendar

Use the **Calendar** view to view all of your time-off requests and their statuses. You can perform all of the tasks required to effectively manage your time-off requests in this view.

Error creating thumbnail: Unable to save thumbnail to destination You'll find the following settings and controls in this view:

- Get Balance—Use this button to open the **Balance** dialog and view your time-off balances.
- Bidding Period—Use this button to view bidding periods or change your status in the bidding process.
- New, Recall, and Delete—Use these buttons to make, recall, or delete time-off requests.
- Date selectors and Calendar—For a description how to use these controls, see Changing the date.
- Settings—Click this icon to open a dialog box that enables you to change the data display in this view.
- **Legend**—Each status displayed in the calendar (Declined; Granted; Preferred; Scheduled, Recalled; Scheduled; Not Scheduled; and Recalled) is represented by its own color. To display the legend in this view, see Changing the view settings.

Tip

If you do not see **Time Off** in the Menu Bar, then the Time-Off Planner is not enabled for your contact center.

Changing the view settings

You can change the way you view information in the **Calendar** view by changing the settings to display only the current month (default) or multiple consecutive months, or display a legend that describes the color-coded statuses.

Error creating thumbnail: Unable to save thumbnail to destination To change the settings in this view:

- 1. In the upper-right corner, click **Settings**. **The Settings dialog box opens.**
- 2. To change the number of months and how they are displayed, enter a number in these two fields or use the up or down arrows:
 - Number of months to show
 - Number of months to show in one row
- 3. To display the statuses legend above the calendar, enter a check mark in the **Show Legend** check box.
- 4. **Save** the settings (or discard them by clicking **Close**).

Viewing time-off details

Use this view to see all of the details for each of your time-off requests in a table. In the **Details** view, the following information is displayed in columns and rows. Each column can be sorted in ascending or descending order by clicking the arrow controls in the column:

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- Check boxes—Statemberalick boxes when you want to take action (recall, or delete a time-off request). Select pr திதை the check box in the header to operate all check boxes in the column (and thus, all rows) with one click.
- Date—The date PAYEtime-off is requested.
- Time off—The time-off type.
- Full day—Indicates whether or not the request is for a full day. If the time-off request is for a full day, the check box is checked. If the request is for a part-day, the check box is unchecked.

- Actions—Click this icon to open a drop-down list of actions, enabling you to edit, recall, or delete
 Effectivem in that row.
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- thumbnail:
 The time when the time-off begins.
- **End time**—The time when the time-off ends. save
- Paid bours—The number of paid hours for the time-off period.
- **Status/reason**—The status of the time-off and the reason why the WFM system set a particular status for this time-off request, such as Declined or Not Scheduled.
- Comments—Comments are notes that you can entered when submitting or editing time-off requests.

Changing the view settings

You can change the settings in the **Details** view to display only the current month (default) or multiple consecutive months.

Error creating thumbnail: Unable to save thumbnail to destination To change the settings in this view:

- 1. In the upper-right corner, click **Settings**. **The Settings dialog box opens.**
- 2. To change the number of months that display in this view, enter a number in the **Number of months to show** field, or use the up or down arrows.
- 3. **Save** the settings (or discard them by clicking **Close**).