Workforce Management Web for Supervisors (Classic) Help

Review Requests and Messages Dialogs

12/25/2025

Contents

-
  - Supervisor

Find out how to view and what kind of information you'll find in the Review Batch Requests and Review Calendar Messages dialogs.

Related documentation:
-

Review Batch Request dialog

The **Review Batch Requests** dialog opens when a supervisor edits (prefers, grants, declines, deletes, or publishes) time-off requests that fall within a bidding period. WFM batches all agent time-off requests within that period and marks them as one request. If a supervisor selects only one or two items in the batch, the dialog opens with a message, such as, *You are about to Grant selected items that are part of a batch request(s), including Time Offs below. Selected action can be applied only to all listed items at once. Do you want to proceed?*

The dialog lists all of the selected time-off items, including the dates, the name of the agent (who is requesting the time off), the start/end times, and the name of the time-off item. The supervisor can select **Proceed** or **Cancel**.

Review Calendar Messages dialog

In the Calendar, if you grant a time-off item that exceeds the time-off limits, Workforce Management (WFM) returns a warning. WFM presents all warnings as a table in the **Review Calendar Messages** dialog box. The columns of the table include the check box column, **Team**, **Agent**, **Date**, and **Message**.

If you have **Prefer/Grant/Decline** and **Edit Time-Off Limits** permissions within the **Calendar** module, you can override the warnings.

1. Select the check box in the leftmost column of each warning that you want to override, or click the **Select All Warnings** button.

2. Click the **Proceed for Selected** button to ignore the warnings and continue.

> ### Tip
> Although you can override warnings, you cannot override error messages; their check

boxes are disabled.