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Workforce Management

AgentTimeOff Section

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- [AllowEnterFullDayStartEnd](#)
- [AllowTimeOffPlanner](#)
- [SeparateStartEndForEachDay](#)
- [AllowEnterPaidTime](#)
- [AllowWaitList](#)

AllowEnterFullDayStartEnd

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not agents can specify start and end times in full-day time-off requests.

If this option value is set to true or if the option is not set, agents can specify start and end times in full-day time-off requests.

AllowEnterPaidTime

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not agents can specify the number of paid hours to deduct when creating or editing full-day time-off requests.

If this option value is set to true, agents can specify the number of paid hours to deduct when creating or editing full-day time-off requests in the **Time-Off Request** view.

AllowTimeOffPlanner

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies whether or not the Time-Off Planner is visible in WFM Web for Agents interface.

If this option value is set to `true`, the Time-Off Planner is visible in WFM Web for Agents.

AllowWaitList

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not agents can submit time-off requests to be wait-listed.

Tip

This option is applicable to WFM Web for Agents (Classic) only and must be added manually. It is deprecated in 8.5.205 and later releases of WFM Web for Agents.

If this option value is set to `true` and agents submit time-off requests that violate time-off limits, they can submit the time-off request for wait-listing. If this option value is set to `false`, agents are not permitted to submit time off for wait-listing.

Important

Even when this option is set to `false`, a supervisor can wait-list a time-off request when adding or editing the item through the WFM Calendar. However, if the agent subsequently edits the wait-listed time-off item, the status changes, and the item is no longer wait-listed.

SeparateStartEndForEachDay

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not agents can define separate (and different) start and end times for each full day in time-off requests that span multiple days.

If this option is set to `true`, agents can define separate (and different) start and end times for each full day in time-off requests that span multiple days. If this option is set to `false` or not set, agents can define only identical start and end times for full days in time-off requests.