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Genesys Engage cloud Workforce Management 8.5.1 Guide

Agents Time Off






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Important

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In the **Time-Off** pane, you can add, edit, and delete Time-Off Rules and Time-Off types that are associated with selected agents. Use the controls in the top-right corner of the following panes to complete the described tasks:

Time Off Pane Controls

 Show Historical <i>check box</i>	Enter a check mark to display time-off rules that contain historical data (the selected agent's time-off balance).
 Associate Time-Off Rule and Time-Off Type with Agent	Click to associate the selected agent with time-off rules and time-off types.
 Remove Time-Off Rule and Time-Off Type association from Agent	Click to disassociate the selected agent from time-off rules and time-off types.
 Save Now	Click to save any changes.
 Help	Click to view a Help topic about the Time Off pane.

Time Off Historical Data

Historical data refers to the calculated balance in time-off rules. When the **Show Historical** check box is checked or enabled, the list of time-off rules (available for selection) will include rules that have calculated balances. If you select a rule, the **Time-Off Rule Assignment Properties** pane opens, displaying the details of the rule's assignment, calculated carry-over balances, and time-off types. The **Show Historical** check box is cleared by default.

Time-off rules that contain historical data can be deleted, but it is not recommended, because it can affect the agent's time-off balance.