GENESYS™

Genesys Engage cloud Workforce Management 8.5.1 Guide

Notification of Time-Off Request Status Changes

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Notification of Time-Off Request Status Changes

To configure notifications of time-off request status changes, you must have the permission assigned in WFM Web. See Roles and Notification Role Privileges in this Help.

To bring up the module for notification of time-off request status changes:

1. Select the **Configuration** tab.

2. Select **Notifications** from the **Views** menu.

3. In the Objects tree, select **Time Off Request Status Changes**. The Working pane shows the **Messages** tab where you configure the message **Subject**, **Body**, and variables (**Tokens**).

Messages Tab

The **Messages** tab has three areas:

- **Tokens**. This area contains buttons for inserting tokens into the message body. Available tokens related to agent time off requests are: **Agent**, **Requested Dates**, **Requested Status**, **Employee ID**, **Team**, **Site**, **Submit Date**, **Actual Status**.

- **Subject**. This area contains Genesys-supplied subject text, which you can modify by changing text or inserting tokens. The supplied text is:

  Message from Genesys Workforce Management: Time off request status changed.

- **Message Body**. This area also contains Genesys-supplied body text, which you can modify by deleting/ typing over text and inserting tokens. The supplied text is:

  <Agent> has requested time off for the date(s) <Dates>. The requested time off is currently in <Status> status.

Modifying the Message

To modify the message subject or body text:

1. Delete/type over text.

2. Place the cursor where you wish to insert a token.

3. Click the appropriate token button. The token gets inserted.

4. Click **Save** on the toolbar. If you switch to another notification type without saving, a message asks if you wish to save or cancel.

Targets Tab

Use the **Targets** tab to select sites. You can expand business units to display their sites. You can select multiple sites.

Rules for Sending

After a successful save, WFM uses the specified **Subject** and **Body** and the rules listed below when sending notifications to agents and supervisors.

- When a supervisor manually changes agent time off in the **Calendar** module, the affected agent receives a notification.

- When an agent time-off request is saved in a **Preferred** status, the affected agent, as well as any supervisors with access to the agent's team, are notified.