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Genesys Engage cloud Agent's Guide

Editing Time Off

12/15/2025

Editing Time Off

Important

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Use the Time Off **calendar** to edit existing time-off requests.

1. Select the check box next to each date for which you want to edit a time-off request.
2. Click **Edit**.
The Editing Time Off Items dialog box appears. It shows all time-off requests for the days you selected. By default, all are selected.

Tip

The **Time Off Limits grid** appears at the top of this dialog box.

3. Clear the check boxes for time-off requests that you do not want to edit.

Important

You cannot clear (or select) the check box for a Time Off type that you can no longer use. (These Time Off types appear below the "*—Others—*" legend in the drop-down list box in the **Time Off window**.)

4. Change the time-off settings for the requests you want to edit.
5. Click **Submit**. Or, to discard your changes, click **Cancel**.

If WFM successfully processes your requests, the Time Off window reappears and displays your new time-off settings.

If the server returns error messages, an error window lists them. Click Back to correct the problems.

Tip

You can **Recall a time-off Request**.