GENESYS™

Genesys Engage cloud Agent's Guide

Recalling a Time-Off Request

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Recalling a Time-Off Request

> ### Important
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Genesys Engage cloud for Agents.

Use the Time Off Calendar to add a new time-off request, or to recall an existing request:

1. Select the day where you requested the time off.
2. Click **Recall**.
   WFM displays your recall request(s) in the Recalling Time Off Items window, with a separate line for each day.
3. If you decide not to submit the recall request for a day in the list, clear the check box at the far left of that day's line.
4. Click **Submit** (at the lower right).

The recalled time off is marked in the calendar with the status Recalled or Scheduled, Recalled. If your company uses WFM's notification functionality, then WFM sends a notification to the appropriate supervisor. If autopublish is enabled, WFM republishes the schedule, with the time-off removed.

- **Recalled** status—Indicates that the item was completely recalled and no longer affects the agent's schedule.
- **Scheduled, Recalled** status—Indicates that the agent's recall request was received, but the item is not yet recalled. The item will remain active and in the agent's schedule until a supervisor removes the time off from the schedule.