Genesys Engage cloud Workforce Management 8.5.1 Guide

IMW: Select Time Off Screen

5/11/2025

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> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Workforce Management in Genesys Engage cloud.

To fill in the **Select Time Off** screen **Insert Multiple Wizard** (IMW):

1. Select a **time-off** type from the **Select Time Off** list.

   Click a single row to select its time-off type. (If more time-off types are hidden above or below the displayed list items, a vertical scroll bar appears to the right to help you reveal them.)

   The list shows all of the time-off types that have been configured for the selected site in the **Policies** module of WFM Web. The list's columns show each time-off type's name, short name, whether or not the time off is paid, whether the time off counts toward the configured time-off limits, and all sites to which **Time Off** is assigned.

   Select the **Show all** check box to display all **Time-Off** types.
   Clear the check box to display only the **Time-Off** types that are applicable to the selected agent. See the Time Off Primer.

   > **Tip**
   >
   > The **Paid** and **Counts** check boxes are informational only. You cannot select or clear them.

2. If the **time-off** item is part-day, fill in the **Start time** and **End time** text boxes. Type in the times that you want, or use the up or down arrows to modify the displayed times.

3. Select **Next Day** next to the **Start Time** and **End Time** text boxes if the time-off starts on the day after the agents' shifts begin.
   Or select **Next Day** next to the **End Time** text box if the time-off begins on the same day as the agents' shifts begin, but ends on the day after.

4. If the time off is for the entire day, select the **Full Day** check box. This disables the start time and end time text boxes.

5. Click **Finish** to insert the selected time off and close the wizard.

   This returns you to the **Intra-Day** view.

- If you want to review or change your entries in the **Select State Type** screen, click **Previous**.

- If you want to close the wizard without inserting the time off, click **Cancel**.