Genesys Engage cloud Workforce Management 8.5.1 Guide

Review Batch Requests Dialog

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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.

The **Review Batch Requests** dialog opens when a supervisor edits (prefers, grants, declines, deletes, or publishes) time-off requests that fall within a bidding period. WFM batches all agent time-off requests within that period and marks them as one request. If a supervisor selects only one or two items in the batch, the dialog opens with a message, such as, *You are about to Grant selected items that are part of a batch request(s), including Time Offs below. Selected action can be applied only to all listed items at once. Do you want to proceed?*

The dialog lists all of the selected time-off items, including the dates, the name of the agent (who is requesting the time off), the start/end times, and the name of the time-off item. The supervisor can select **Proceed** or **Cancel**.