

## **GENESYS**<sup>®</sup>

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## Workforce Management Web for Agents Help (Classic)

Time Off

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## Time Off

Use the Time Off pane to:

- View your requested time off in the calendar, with its status.
- Request time off.
- Remove time-off requests that have not yet been granted or scheduled.
- View your time-off balance for any desired date.

To use Time Off:

• Click Time Off in the Menu bar.

The Time Off pane includes:

- A drop-down list with all the time-off types available to you.
- The time-off balance pane.
- A 12-month calendar for the current year.
- A legend, explaining the significance of the colors used in the calendar.
- Four command buttons (**New**, **Edit**, **Recall**, and **Delete**) that you can use to make, change, or delete time-off requests. These buttons are displayed in the top-left corner of the Time Off pane.

## Tip

If you do not see **Time Off** in the Menu Bar, then the Time Off Planner is not enabled for your contact center.