

## **GENESYS**

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# Workforce Management Web for Agents Help (Classic)

**Editing Time-Off Requests** 

### Editing Time-Off Requests

Use the Time Off calendar to edit existing time-off requests, but first, watch the video.

#### Link to video

To edit 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 with the Time-Off Limits grid at the top. The dialog displays the time-off requests for the days you selected. By default, all are selected.
- 3. Clear the check boxes for time-off requests that you do not want to edit.
- 4. Change the time-off settings for the requests you want to edit.
- 5. Click Submit.

  To discard your changes, click Cancel.

#### Tip

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.)

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

You might see a message containing a list of errors. If so, simply click **Back** and correct the errors.

#### Tip

You can recall a time-off request.