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Workforce Management Web for Supervisors Help

Time-Off Bonuses

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Time-Off Bonuses

When you create time-off rules, you configure time off to be either **accrued or awarded**. On the other hand, time-off bonuses are awarded. You configure them (**add**, **edit**, and **delete**) as described in the procedures below.

Tip

If you do not have the **Edit Time-Off Bonuses** privilege in the **Agents** view, the **Add** and **Delete Time-Off Bonuses** icons are disabled.

Time-Off Bonus End Dates

Time-off bonuses may or may not have a set **End Date** property, but it's important to understand how the **End Date** property affects the way in which WFM counts unused hours when processing carry-over hours.




If the time-off bonus *has* a specified end date, WFM processes carry-over as follows:

- If the end date of the bonus time is before the carry-over date, the bonus expires and WFM does not carry over any hours.
- If the end date of the bonus is after the carry-over date, the bonus remains assigned after the carry-over date (it doesn't expire on carry-over date) and WFM fixes the used hours in the carry-over record, meaning the unused hours pass to the new carry-over period and they are not subject to the maximum carry-over hours constraint.

If the time-off bonus *does not have* a specified end date, WFM carries over the bonus hours to the next configured carry-over date. The total number of hours carried over is subject to the maximum carry-over hours constraint. The bonus expires after the carry-over date. Any used hours are updated as they were before.

Adding Time-Off Bonuses

To add a time-off bonus for a selected agent:

1. Select an agent and then, in the **Agent Properties** pane, click **Time-Off Bonuses**.
The Agent Time-Off Bonuses pane opens.
2. Click **Add Agent Time-Off Bonus** .
The Time-Off Bonuses Properties pane opens.
3. Select a **Time-Off Type** from the drop-down list.
4. Enter a **Start Date** and **End Date**, or click within either field to open a calendar, from which you can select a date.
The Start Date is pre-populated with the current date, but you can change it, if necessary. If you check the box at end of the End Date field, WFM Web enters the current date automatically.
5. In the **Bonus Hours** field, enter the number of hours you want to award the selected agent.
6. In the **Comments** field, enter any additional relevant information.
7. Click **Apply** .
8. In the **Agent Time-Off Bonuses** pane, click **Save Now** .



Editing Time-Off Bonuses

To edit an existing time-off bonus:

1. In the **Agent Time-Off Bonuses** pane, select the bonus that you want to edit.
2. When the **Time-Off Bonus Properties** pane opens, make the necessary changes following the steps 3-8 in [Adding Time-Off Bonuses](#).

Deleting Time-Off Bonuses

To delete an existing time-off bonus:

1. In the **Agent Time-Off Bonuses** pane, select the bonus you want to delete and click **Delete Agent Time-Off Bonus** .
2. When the **Confirmation** dialog opens, click **Yes** to proceed or **No** to cancel the action.
3. Click **Save Now** .