

Genesys Cloud - Admin - Time off request

On SCHEDULE - Click new request

The screenshot displays the Genesys Cloud Admin interface. At the top, there are navigation tabs for 'Schedule', 'Scorecard', and 'Development'. Below these, a date range 'Oct 16 - Oct 22, 2023' is selected. The main area shows a calendar grid with columns for Friday (20), Saturday (21), and Sunday (22). The Friday column contains several activity blocks: '30m Paid', '8h 30m Paid', 'Meal 12:00 PM - 12:30 PM', 'On Queue 12:30 PM - 2:30 PM', 'Meeting 2:30 PM - 3:00 PM', and 'On Queue 3:00 PM - 5:00 PM'. A blue vertical bar highlights the Friday column. To the right, a 'My Time Off' panel shows 'No Upcoming Time Off'. A callout box with the text 'Click New Request.' points to a blue 'New Request' button located at the bottom right of the interface.

	Fri 20	Sat 21	Sun 22
	30m Paid	0m Paid	0m Paid
	8h 30m Paid		
	Meal 12:00 PM - 12:30 PM	Meal 12:00 PM - 12:30 PM	
	On Queue 12:30 PM - 2:30 PM	On Queue 12:30 PM - 2:30 PM	
	Meeting 2:30 PM - 3:00 PM	Meeting 2:30 PM - 3:00 PM	
	On Queue 3:00 PM - 5:00 PM		

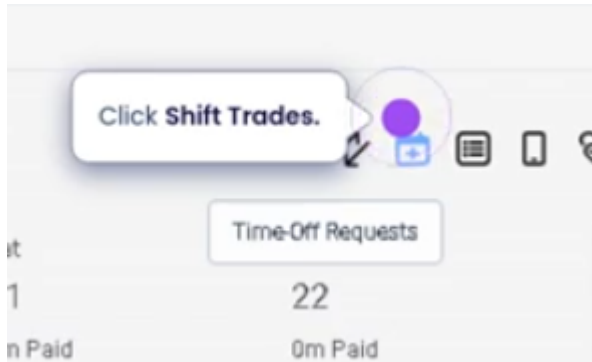
My Time Off

No Upcoming Time Off

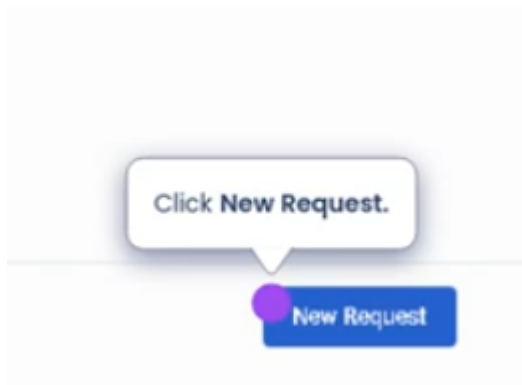
Click New Request.

New Request

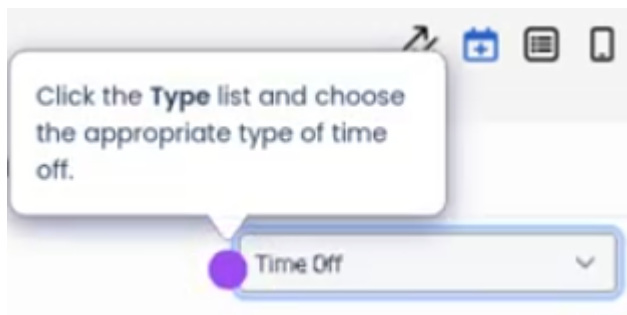
Click shift trades



Click new request



Select type



Submit a full day time off

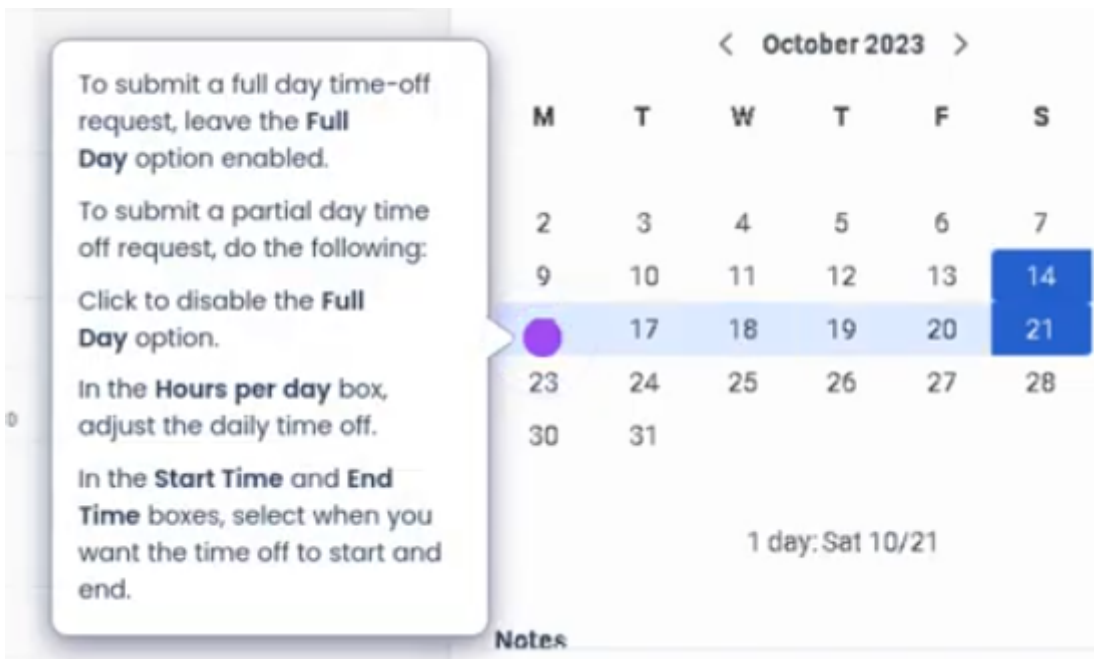
To submit a full day time-off request, leave the **Full Day** option enabled.

To submit a partial day time off request, do the following:

Click to disable the **Full Day** option.

In the **Hours per day** box, adjust the daily time off.

In the **Start Time** and **End Time** boxes, select when you want the time off to start and end.



The screenshot shows a calendar for October 2023. The days of the week are labeled M, T, W, T, F, S. The dates 14, 17, 18, 19, 20, and 21 are highlighted in blue. A purple circle is positioned over the date 17. Below the calendar, it says "1 day: Sat 10/21".

Notes

Enter notes



Under **Notes**, enter any details about the reason for the request.

Notes

Type here...

Click save

Time-Off Request

Requested Dates

Fri **October 20, 2023**
Payable Time: 8h 30m

Sat **October 21, 2023**
Payable Time: 0m

Notes


Type here...

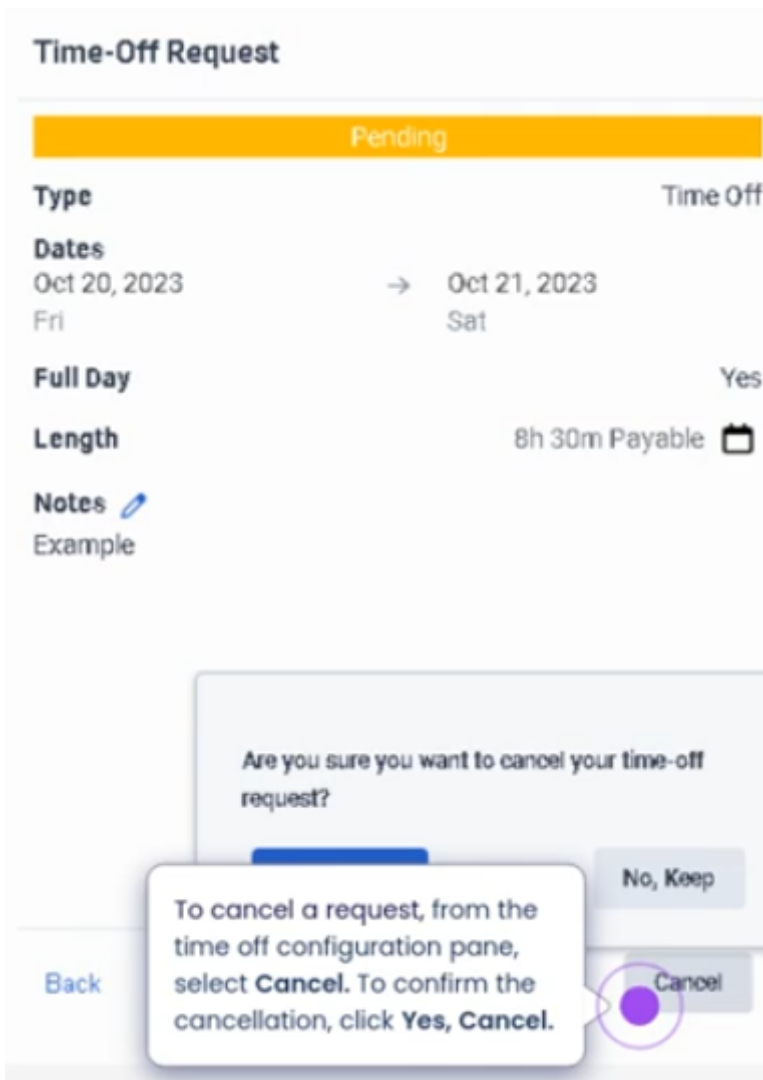
[Back](#) Click Save.

To edit time off request

21 22 **My Time Off**

To edit a time off request, select the time-off request you want to edit.

 **Fri, Oct 20, 2023** → **Sat, Oct 21,**
8h 30m



Requesting Time Off (Genesys Cloud)

Summary

Requesting time off in **Genesys Cloud Workforce Management (WFM)** allows agents to submit requests for scheduled leave such as vacation, personal time, or other approved absence types. These requests are reviewed and validated against **staffing requirements, scheduling rules, and time-off limits** configured by workforce administrators.

The time-off request process helps organizations maintain **service-level coverage while providing agents with flexibility to manage their schedules.**

Utilization

Use Case	Description
Vacation planning	Agents request time off for planned vacation periods
Personal appointments	Agents request short-term leave for appointments or personal commitments
Sick leave	Agents notify management of illness or unexpected absence
Planned schedule changes	Agents request future schedule adjustments in advance
Workforce scheduling compliance	Ensures requests align with staffing and forecast requirements

Time-off requests are validated against **capacity limits and workforce planning rules** to ensure the contact center maintains appropriate staffing levels.

Best Practices

Practice	Reason
Submit requests as early as possible	Increases likelihood of approval before staffing limits are reached
Verify team policies and blackout periods	Prevents requests during restricted scheduling windows
Monitor request status	Allows agents to respond quickly if adjustments are required
Use the correct time-off type	Ensures accurate reporting and workforce planning
Avoid submitting multiple overlapping requests	Prevents scheduling conflicts
Communicate with supervisors if the request is urgent	Helps ensure timely review and approval

Example Scenarios

Scenario 1 – Planned Vacation

Agent plans vacation weeks in advance



Agent submits time-off request in WFM



System validates staffing requirements



Supervisor reviews and approves request



Schedule updates to reflect approved time off

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