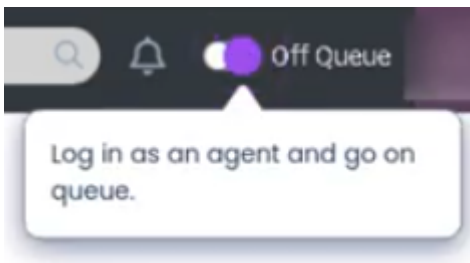
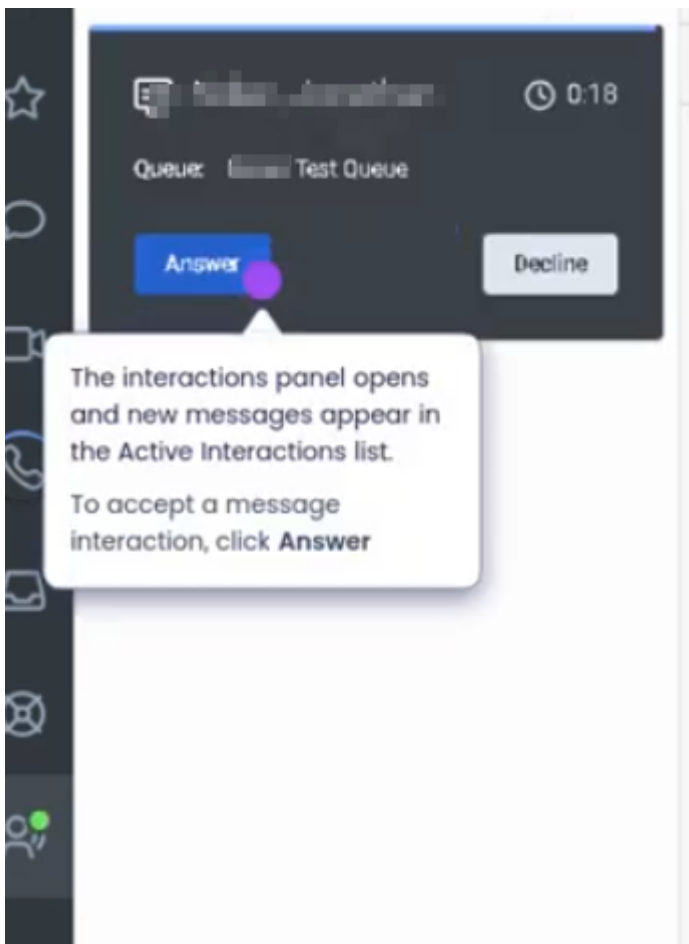


# Genesys Cloud - Agent - Accept and respond to message interaction

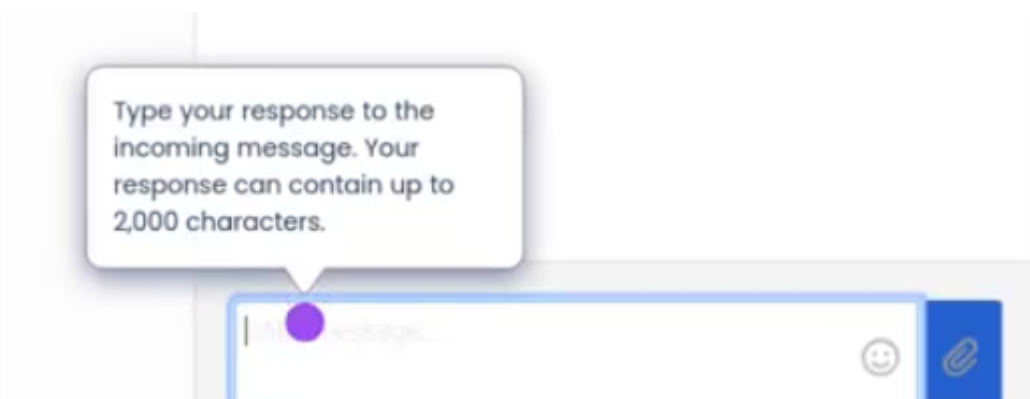
Login as agent



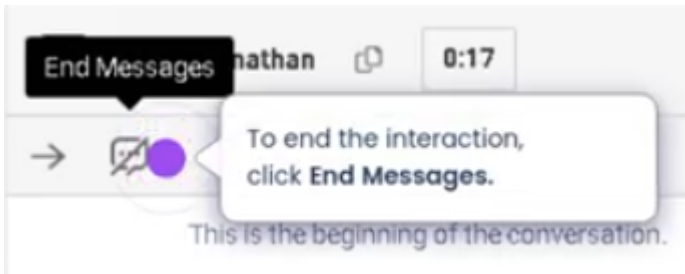
Answer Interaction



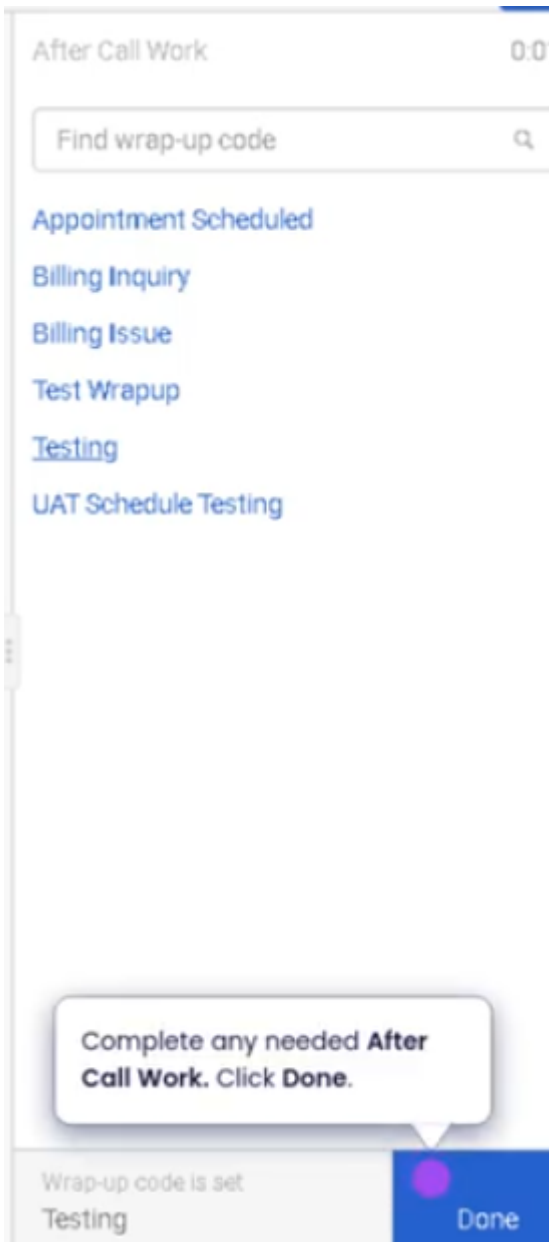
Type your response to the incoming message



To end the interaction click end message



## Disposition call and end



# 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.**

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## 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.

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## Best Practices

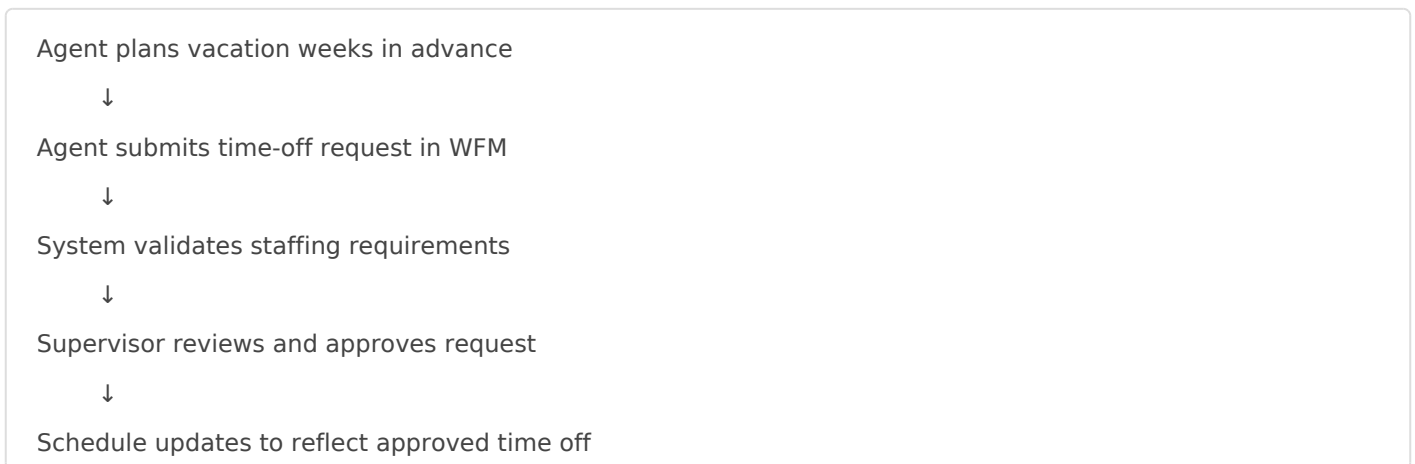
Practice	Reason
Submit requests as early as possible	Increases likelihood of approval before staffing limits are reached

Practice	Reason
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

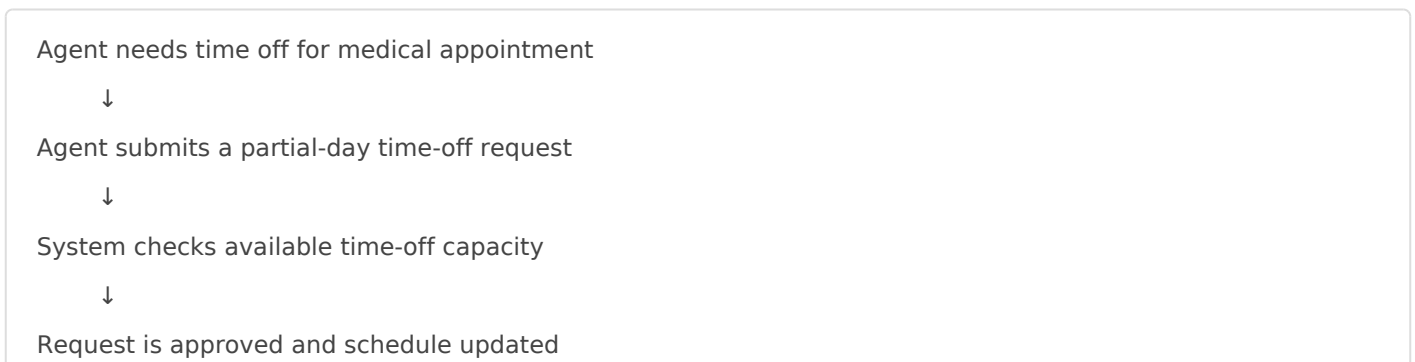
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# Example Scenarios

## Scenario 1 – Planned Vacation



## Scenario 2 – Personal Appointment



# Scenario 3 – Sick Leave Notification

Agent becomes ill before scheduled shift

↓

Agent submits a time-off request for the shift

↓

Supervisor reviews request

↓

Schedule reflects absence and staffing is adjusted

## Key Benefits

Benefit	Explanation
Improved schedule management	Agents can plan time off without disrupting staffing
Workforce compliance	Requests are validated against staffing rules
Better visibility for supervisors	Managers can track and approve requests efficiently
Enhanced employee satisfaction	Provides flexibility while maintaining operational coverage

Revision #4

Created 11 March 2026 15:21:43 by Cesar Gzz

Updated 11 March 2026 21:39:46 by Cesar Gzz