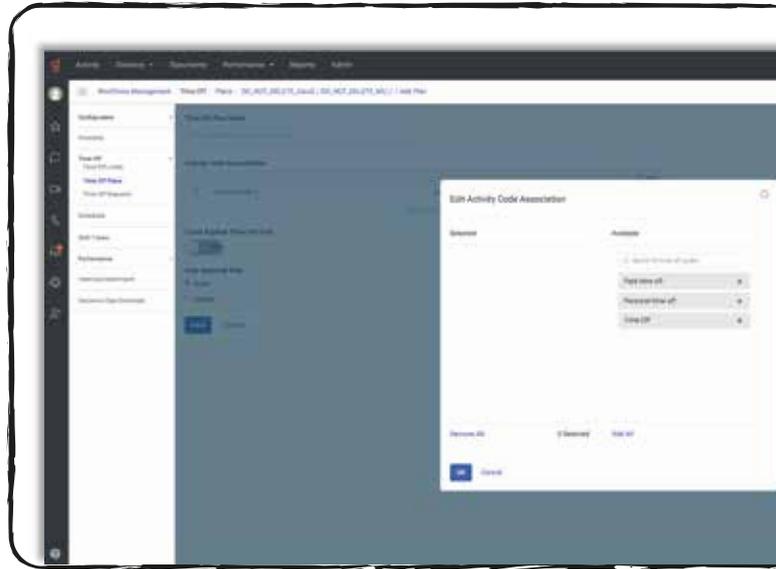


77% OF EMPLOYEES say they have experienced employee burnout at their current job, with more than half citing more than one occurrence, and **nearly 70 percent** of professionals feel their **employers are not doing enough** to prevent or alleviate burnout within their organization.”

— Deloitte, 2018 Workplace Burnout Survey

But what if...

You could liberate admins from the drudgery of manually reviewing and approving or denying agent time off requests AND give agents the ability to self-manage their time off within reasonable limits?



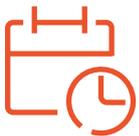
TIME OFF MANAGEMENT From Genesys Cloud WEM



Time Off Limits

Expedited processes with automation

Time off management need not be complex or time consuming. Save time on the repetitive process of approving or denying ,and ensure you have enough agents scheduled and on queue with easy to manage limits and rules for automatic time off approval.



Time Off Plans

Streamlined workflows for supervisors

Give supervisors the tools to quickly get through their time off requests by establishing time off plans and rules that cut down on the excess. Ensure supervisors can see and prioritize requests that require special consideration.



Auto Approval Rules

Work-life balance for agents

Give agents the power to self-manage their time with appropriate permissions. Provide visibility to agents so they can choose dates for time off where they'll have greater chances of approval.

Genesys Cloud™ **Time Off Management**, simplifies the process of managing agent time off requests while ensuring your contact center remains productive.

Its capabilities include:



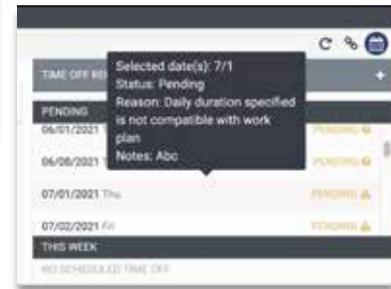
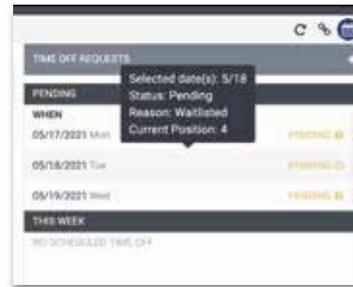
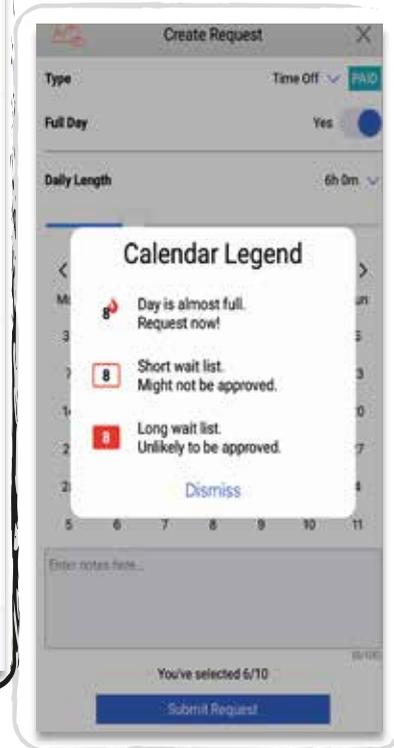
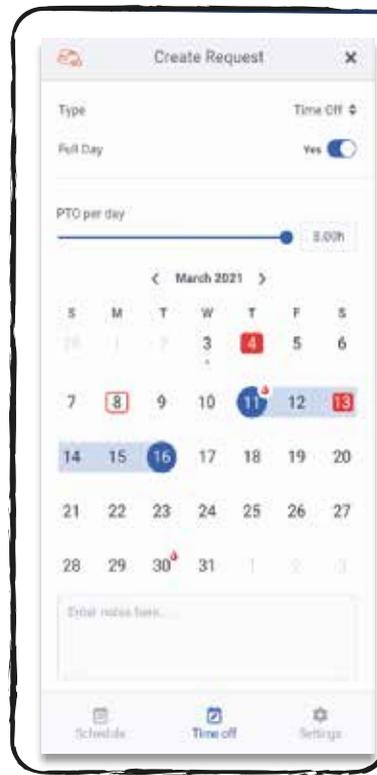
TIME OFF REQUESTS

With appropriate permission, enable agents to manage their own time-off requests from their Agent tab or through their mobile device using Genesys Tempo®.

Through either interface, agents can:

- View time off availability:** Agents can see how fast the existing limits are filling up. Through icons on the schedule view, agents can identify the days with the higher possibility of approval or estimated wait list position.

- Create and review time off requests:** Agents can create time off requests and monitor their request's status through the Tempo® app or web interface. They can see whether their request is pending admin approval, in violation of a rule or waiting for the waitlist to clear to be approved.



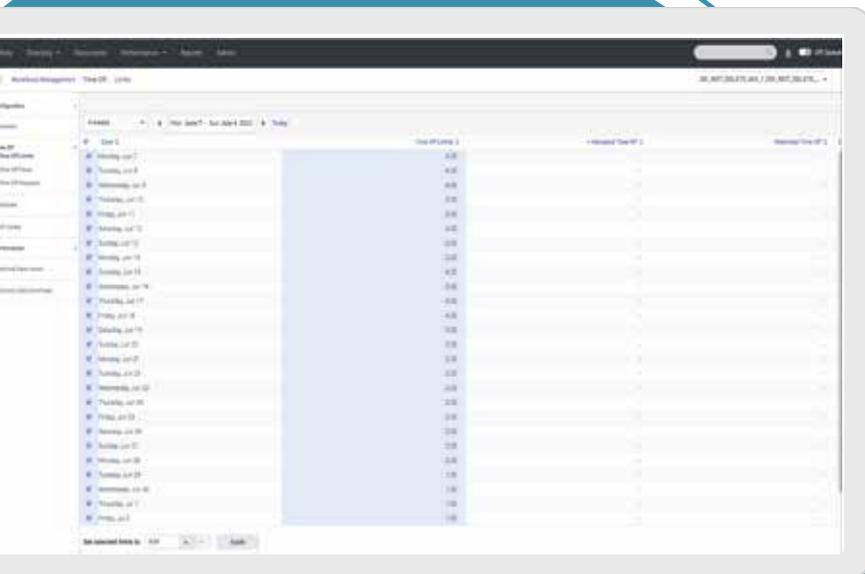
Available for **GC3**, and **GC1** or **GC2** with **WEM Add-on**



TIME OFF LIMITS

Time-off limits allow you to specify the number of hours available on a particular date for agents to request time off. Administrators with appropriate permissions can view, add, edit, and remove time-off limits.

- NOTE:** Even though agents will see time-off requests in their time zone, the limits still divide the days according to the management unit's time zone. Each management unit can only have one time-off limit per day.

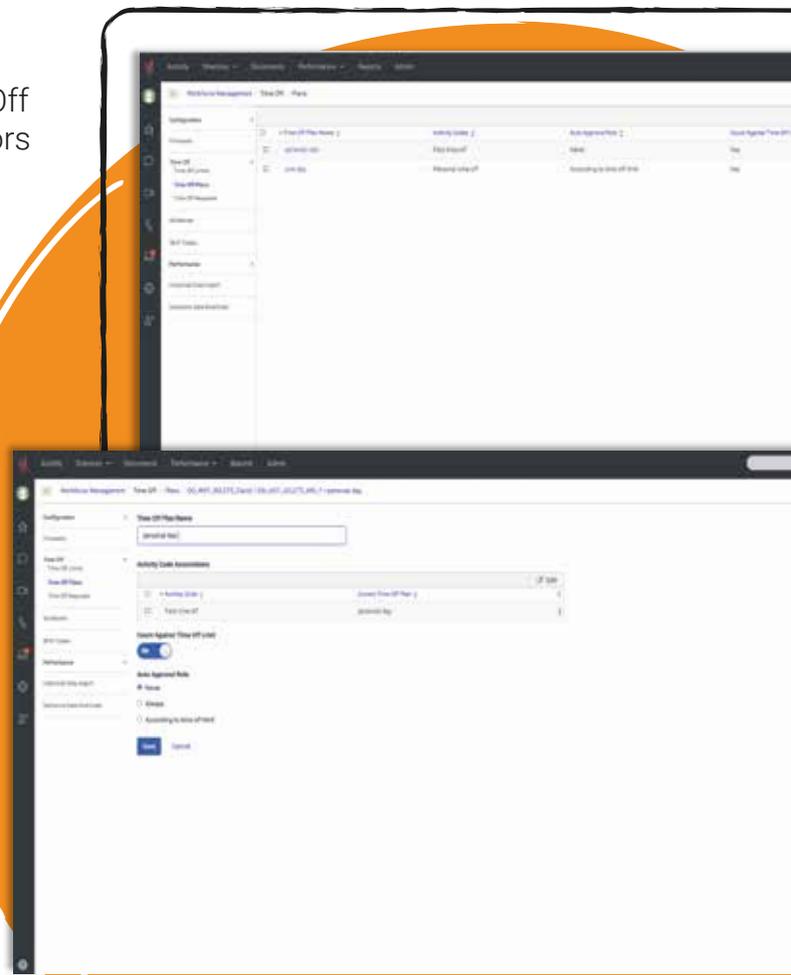


Available for **GC3** and **GC1** or **GC2** with **WEM Add-on**

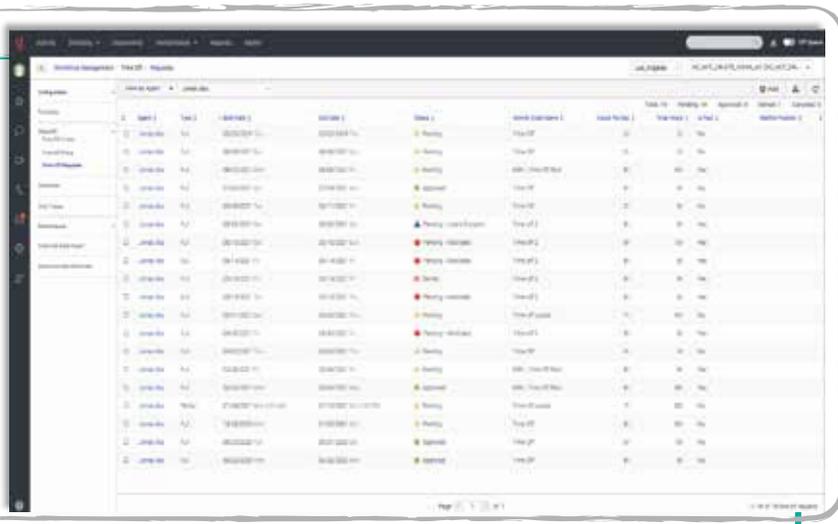
TIME OFF PLANS

Time-off plans allow you to associate Time Off activity codes to time-off limits. Administrators can view, add, edit, and delete time-off plans.

- * **Create time off plans for your management unit.** You can have up to 250 time-off plans per management unit. Select the activity codes you want to associate to your time-off plan by clicking it or searching for them in the search box.
- * **Count against time off limits.** You can set whether your time off plan will count against any time off limit you have set for any given day.
- * **Establish Auto Approval rules.** Define whether you want requests using a particular activity code to be automatically approved or denied.



Available for **GC3** and **GC1** or **GC2** with **WEM Add-on**



AUTO APPROVAL RULES

Auto approval rules mark the guidelines for the system to automatically approve or send a request to the admin automatically. Rules can also be set to count against time off limits, effectively approving requests even if they surpass a time off limit. If rules specify a request must obey time off limits, a request will be sent to a waitlist until admin approval or expiration.

Check out everything you can do with Genesys WEM Cloud:

[**REQUEST YOUR DEMO**](#)

Available for **GC3** and **GC1** or **GC2** with **WEM Add-on**