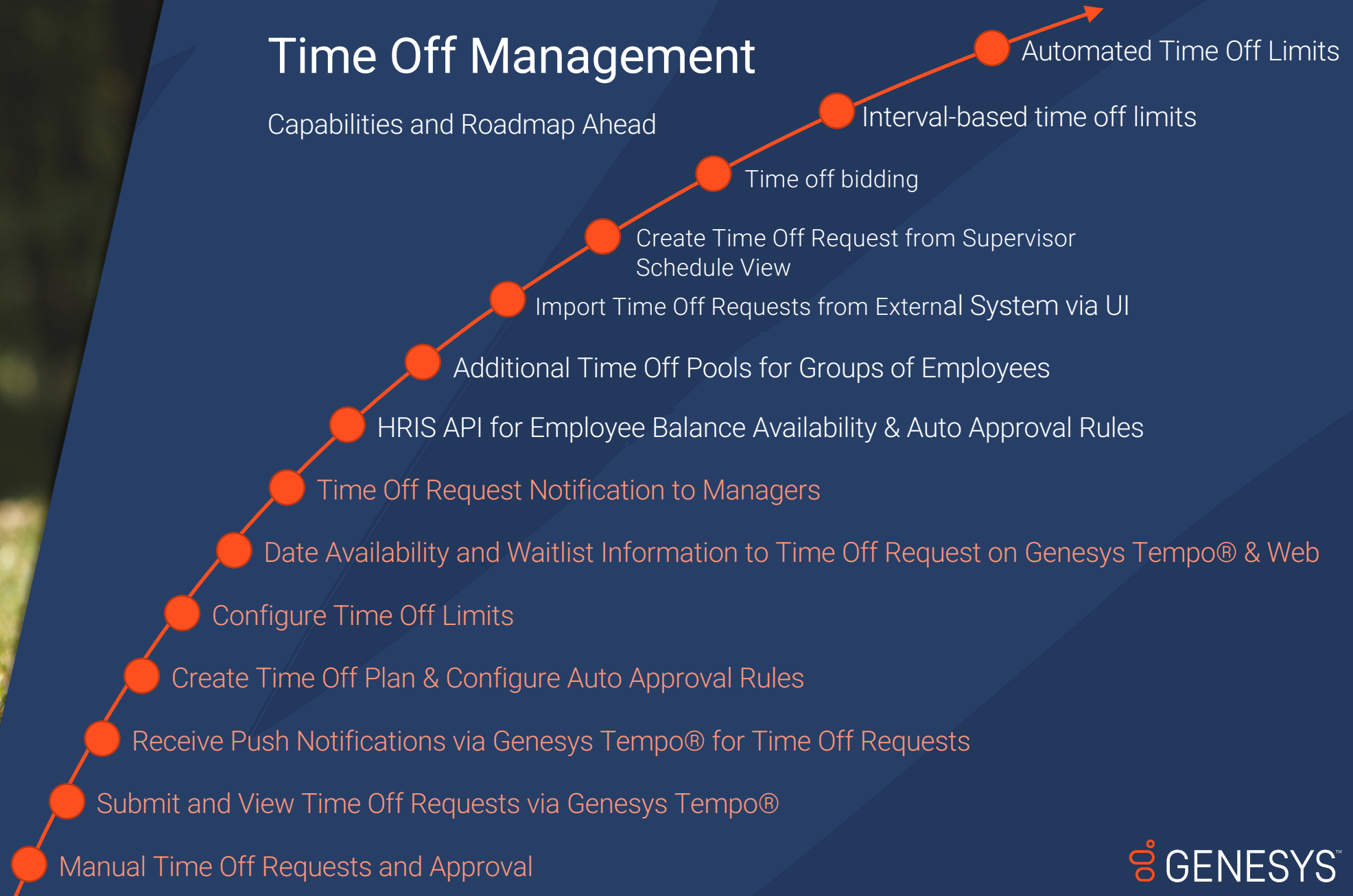




# Time Off Management

Capabilities and Roadmap Ahead



# Roadmap 2022 and Beyond

## Workforce Management – Time Off Management

### \* Time-Off Balances

- HRIS System Integration and API for employee Time-Off Balances
- Enhance time-off plans to allow auto-approval based on balances

### \* Time Off Automation Phase 2+

- Additional Holiday Pools (ie Stafftype/Job Profile)
- Time off bidding

### \* Time Off Request Scheduling Improvements

- Create Time Off Request from Supervisor Schedule
- Improve supervisor schedule time off synchronization dialog to highlight schedule changes

### \* Time Off Automation Phase 3+

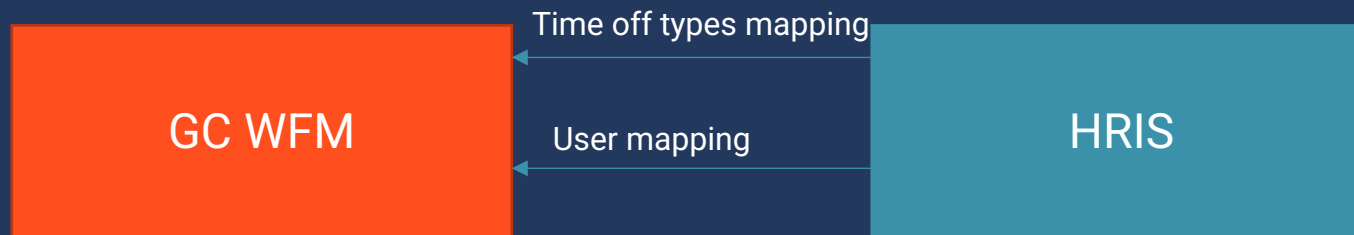
- Import time off requests via UI
- Setting interval-based time off limits
- Time off budget
- Configure Limits based on Long Term Capacity Plan

# Design

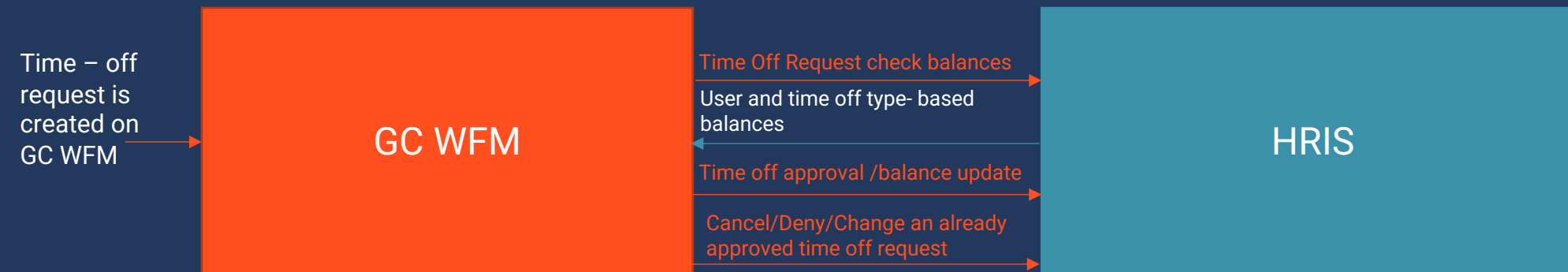


# The idea

## \* Mapping



## \* Time off interaction

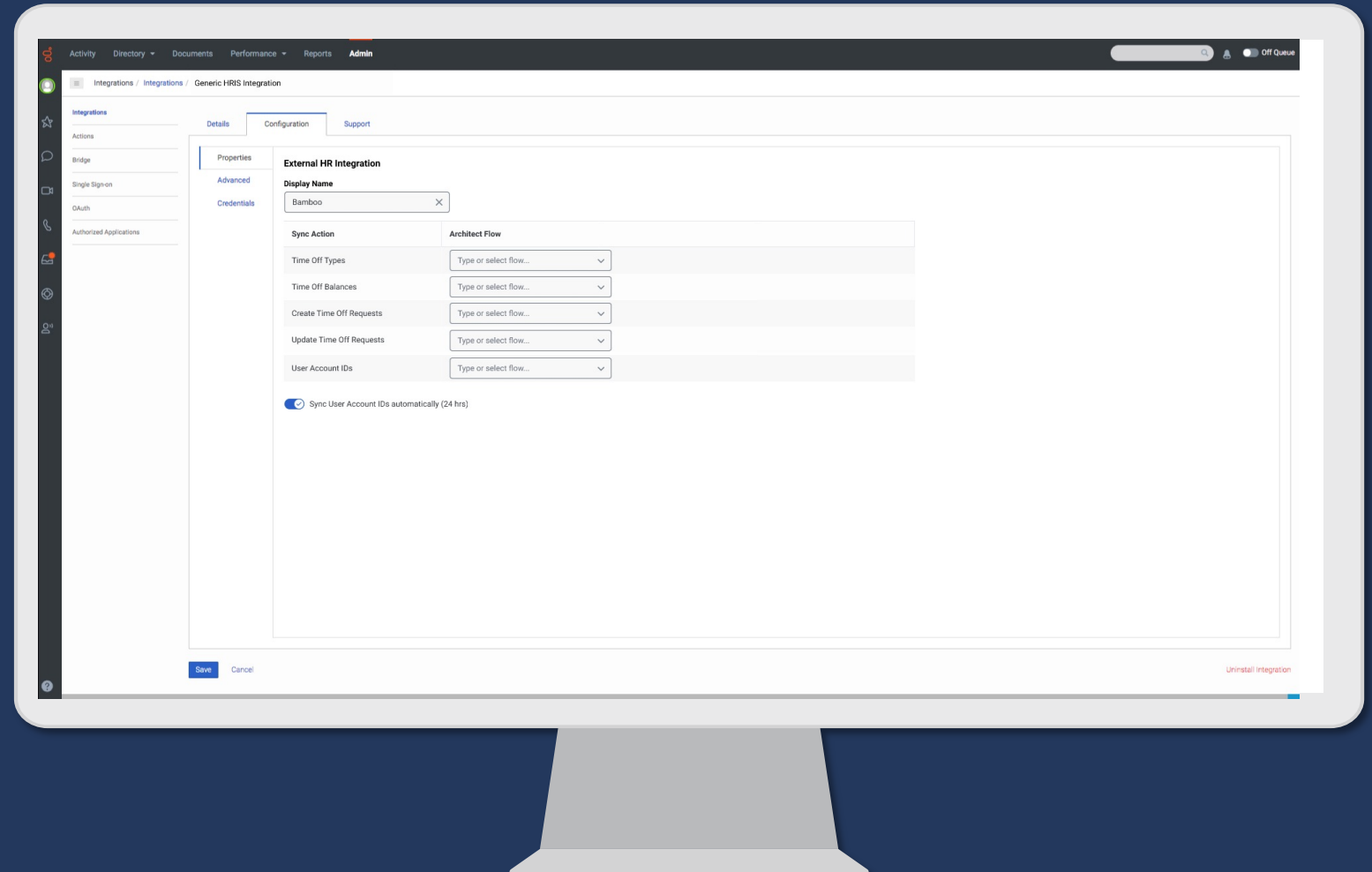


# Feature Overview



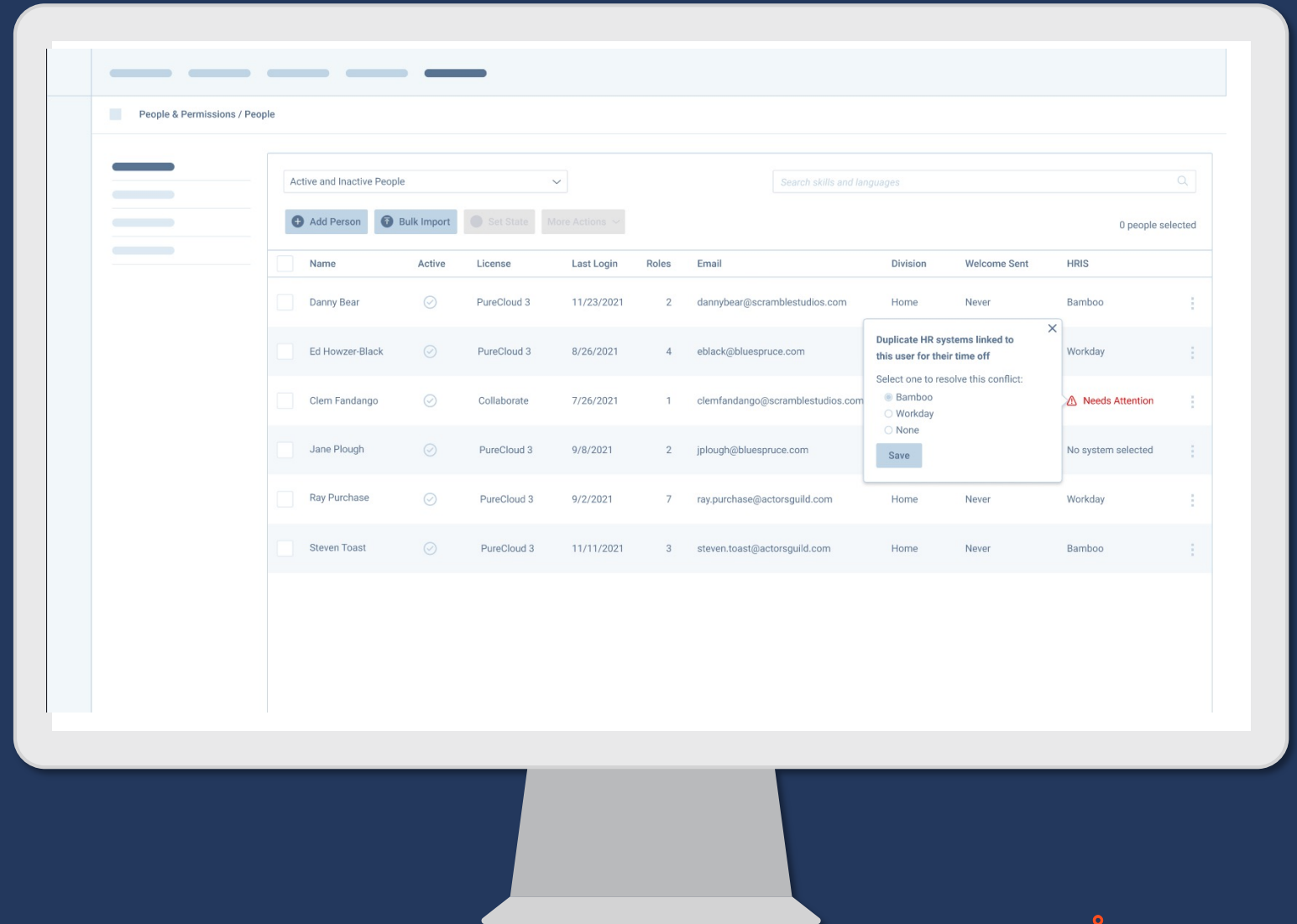
# HRIS : Integration ( Mockup )

- \* User Account IDs sync starts immediately on clicking save
- \* The HRIS integration can be used by ANY customer with ANY HRIS system as long as the HRIS system has REST APIs



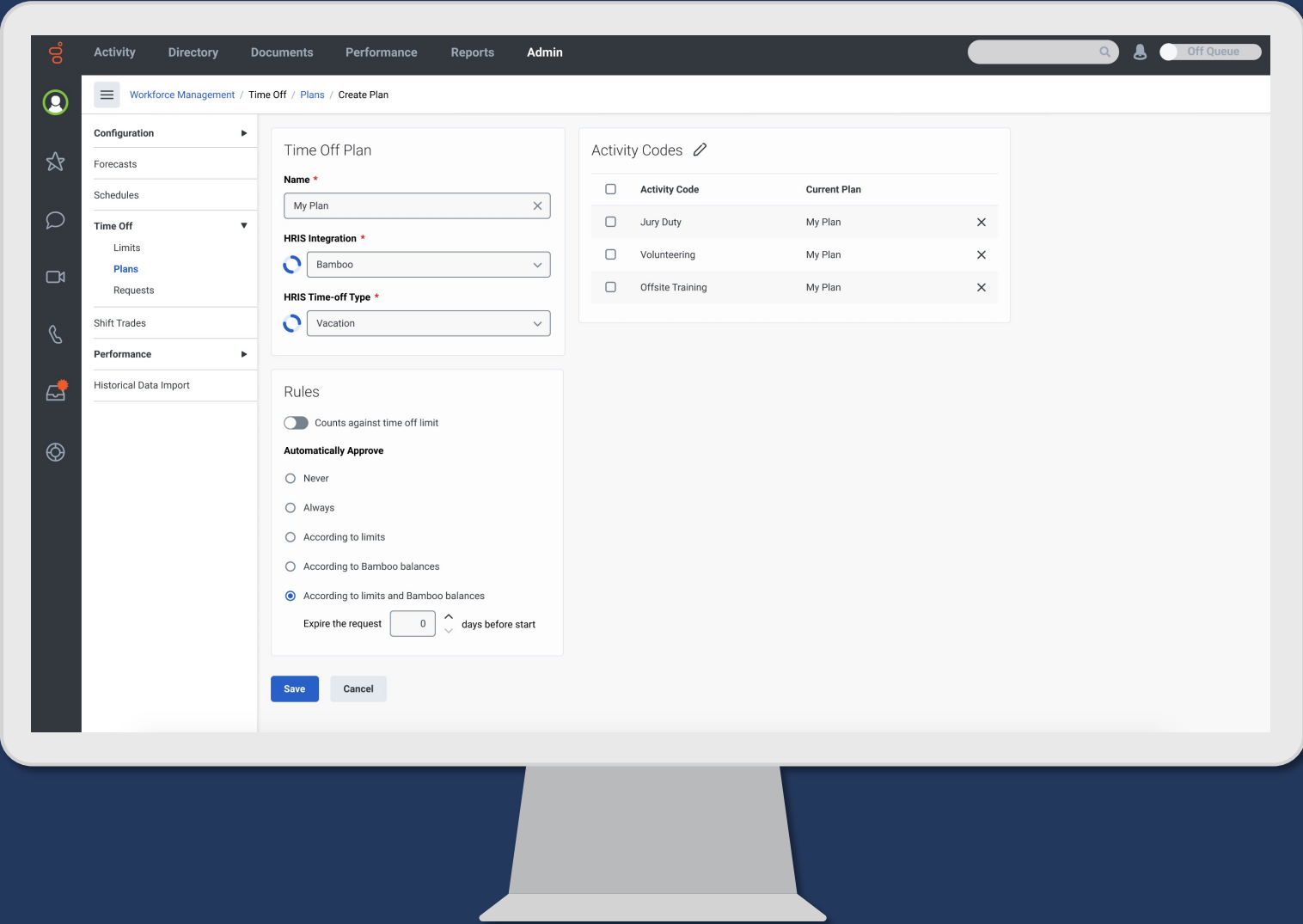
# Time-Off HRIS Integration: Agents UI ( Mockup )

- \* The completed integration would fetch all the users from the HR system(s)
- \* The list would be compared based on emails with those on GC platform
- \* Admin will check audit to see one or more agents are out of synch



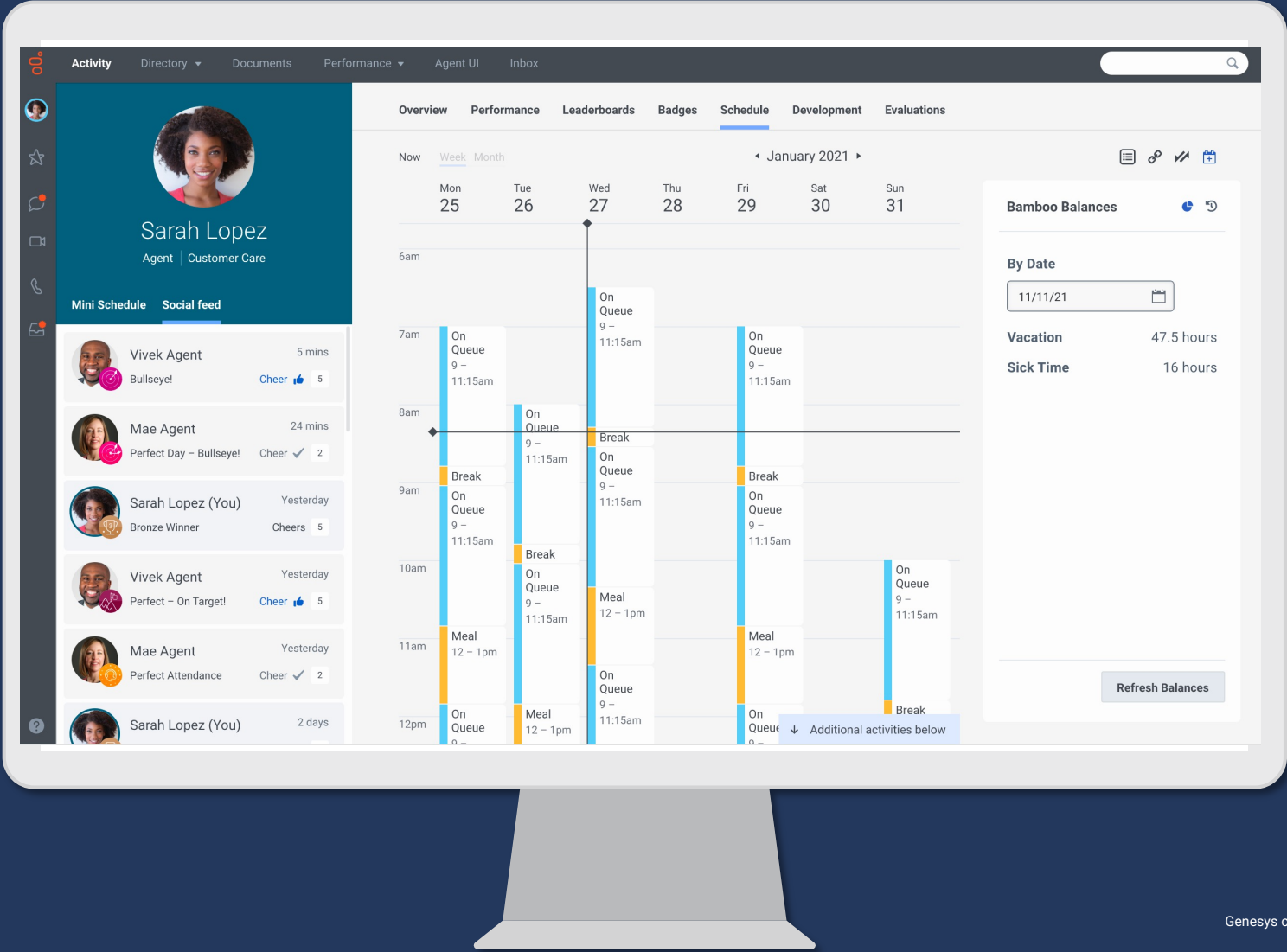
# Time-Off HRIS Integration: Time-Off Plans ( Mockup )

\* Time-off plans will remain at a management unit level

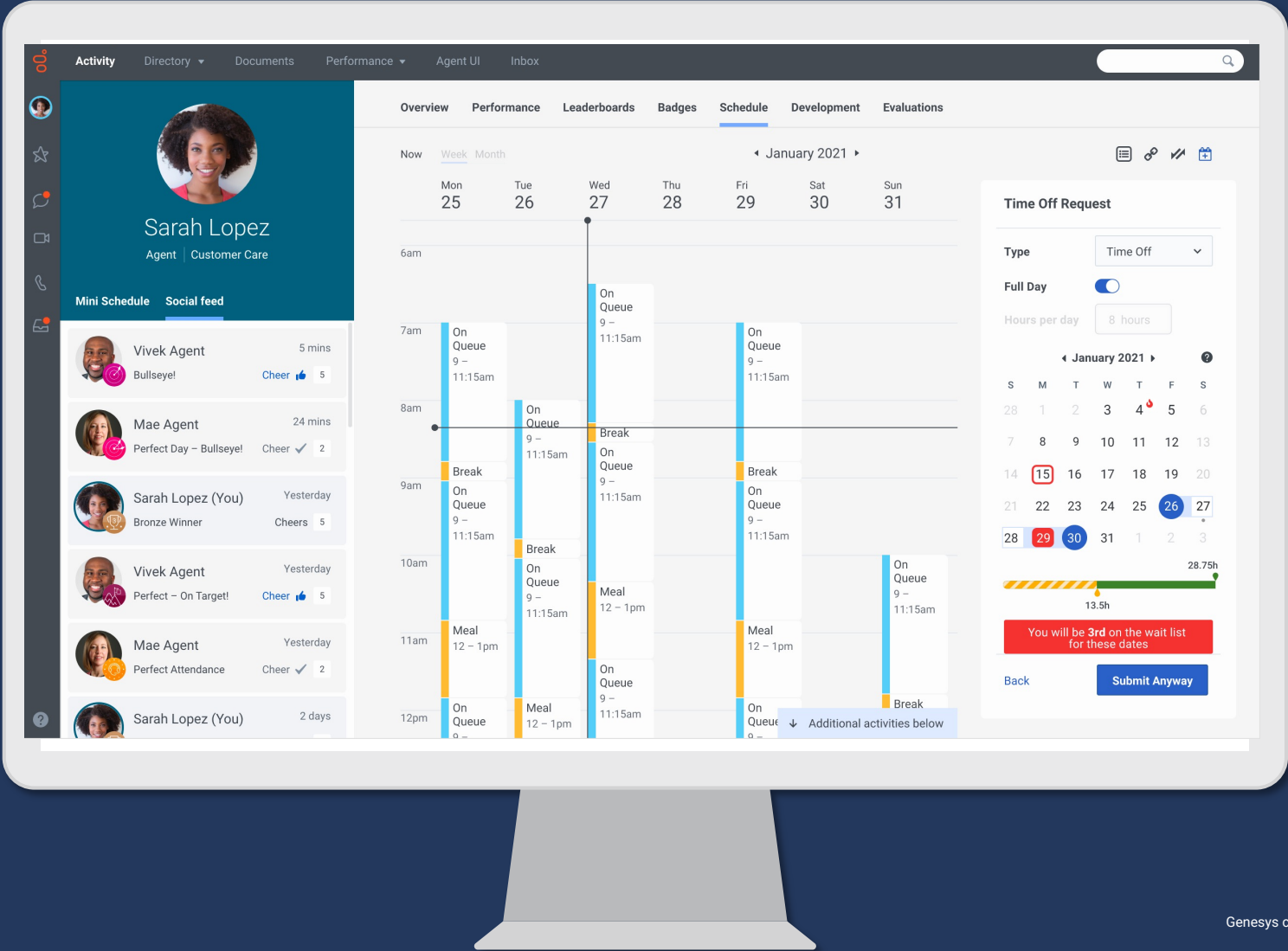




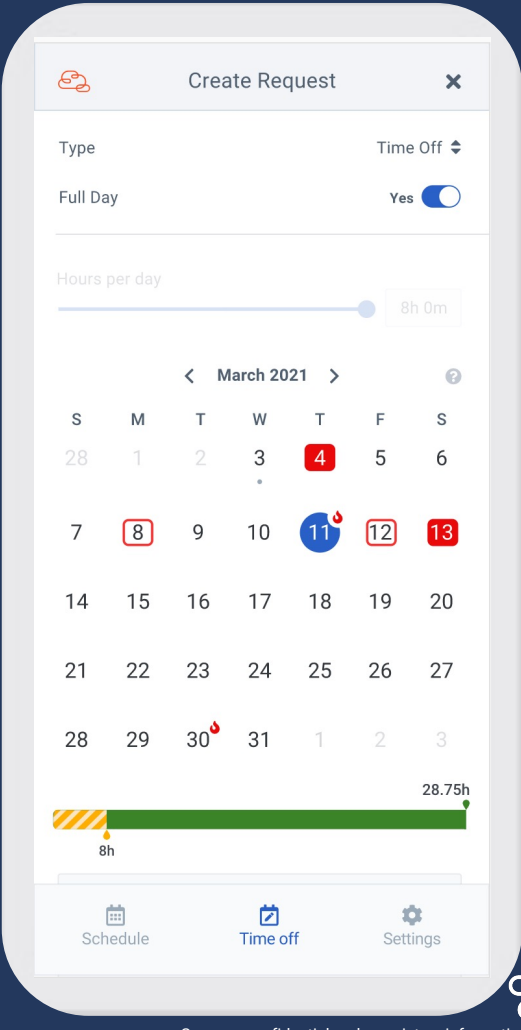
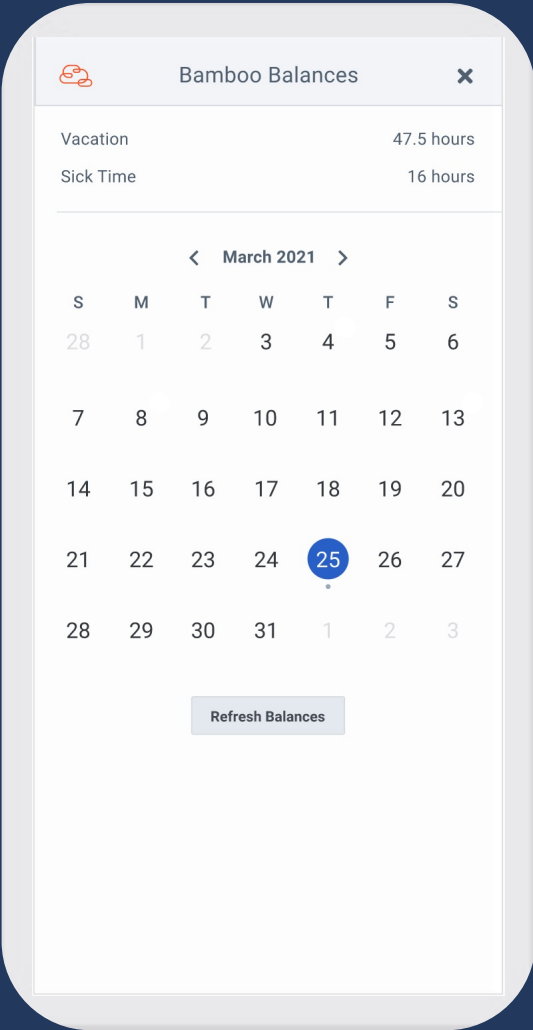
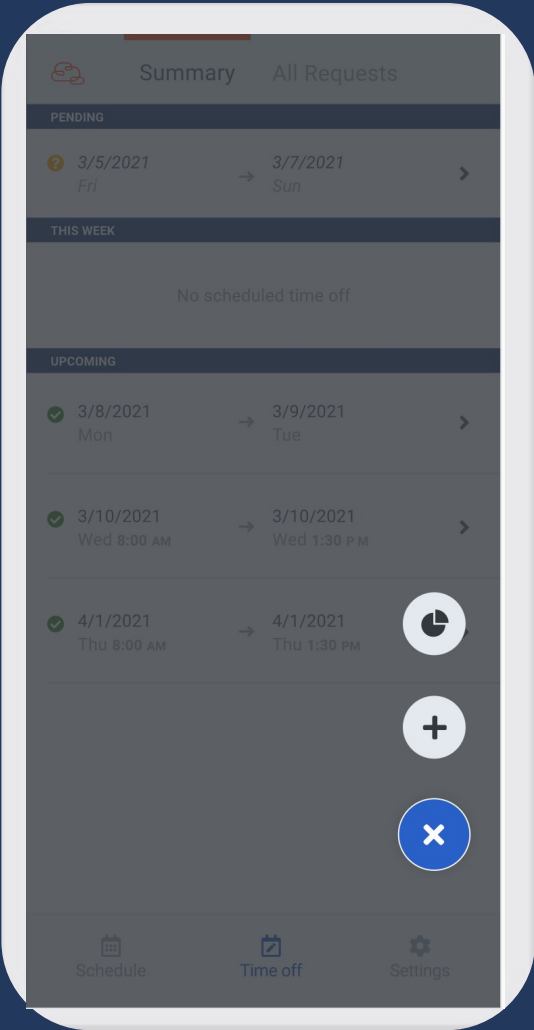
# Time-Off HRIS Integration - Available Balance Agent Desktop ( Mockup )



# Time-Off HRIS Integration - Agent Time off Request ( Mockup )



# Time-Off HRIS Integration - Agent Tempo App ( Mockup )



# Admin – Time off Request ( Mock up)

Activity

Directory

Documents

Performance

Reports

Admin

Workforce Management

Time Off

Requests

BU

MU

New Request

Configuration

Forecasts

Schedules

Time Off Requests

Shift Trades

Performance

Historical Data Import

New Request

Request Status Pending

Agent(s) \*

Joshua Adams X

Activity Code \*

Vacation Paid

Counts as paid time

Dates

04/22/22

Request Type

Partial Day Full Day

Dates

F April 22, 2022 – 24h 0m

Scheduled Paid Time: 6.5h

Notes

Available Balance

Vacation

40 hours

– 6.5 requested hours

33.5 remaining hours

Refresh Balances

Save Changes

Save and Add New

Cancel

# Beta – Phase 1

August 10<sup>th</sup>, 2022



# Blueprint

- ✳ Access Blueprint to find out how to build an integration using Flows and Data Actions

Genesys Cloud

Developer Center

Search

Back

Recent Announcements

10/18/2021 - Removing invalid "total" property in GET all topics for in speech and text analytics

Category: API, Informational Summary: The 'total' field in the get all topics APIs will be removed when they are invalid. Context: In early...[read more](#)

10/14/2021 - Removing external organization id property when creating a new outbound messaging conversation

Category: API, Informational Summary: The externalOrganizationId property on the request to create a new outbound...[read more](#)

9/30/2021 - WFM historical data validation request property change

Category: Infrastructure, API, Informational (choose all that apply) Summary: The fileId property used in the request body for POST /api/v2/workforcemanagement...[read more](#)

9/29/2021 - Content Changelog

Developers can now access the Developer Center content change log to learn about updates to published content in the Developer Center. Users may filter by page title, change type, change date, or l...[read more](#)

9/16/2021 - Normalized Platform API 429 responses

Category: Infrastructure, API, Informational Summary: The Platform API will begin returning strongly consistent 429 responses with Retry-After headers. Context: Today 429 resp...[read more](#)

Home > Blueprints > Blueprints

# Blueprints

Genesys Cloud Developer Blueprints provide detailed instructions, everything-included toolkits, and open source code repositories to assist developers in crafting custom integrations with third-party products and complex solutions within Genesys Cloud.

Yuri's Angular App

Home User Search Queues List

Andrie the Kagne

Yuri's Well

Develop an Angular app that uses the Genesys Cloud Platform SDK

Infrastructure and Integration

Prince Merluza

This Genesys Cloud Developer Blueprint demonstrates how to include the Genesys Cloud Javascript Platform SDK in an Angular project. The blueprint includes a sample Angular project that uses the Genesys Cloud API for supervisor functionalities like searching and setting the status of agents. The blueprint also shows how to configure the SDK for a new or existing Angular project.

Automate callbacks using an always-running campaign and data...

Infrastructure and Integration

Ronan Watkins

This Genesys Cloud Developer Blueprint explains how to configure automated callbacks using data actions to direct interactions through a series of Architect flows. The process explained in this blueprint adds calls to a workbin or holding queue and calculates the estimated wait time (EWT), timing the callback to match the time the caller would have spent on hold as closely as possible. While a caller's number waits in the holding queue, you can view it and even delete it, if necessary. To initiate the callback after the EWT, a data action adds the number to an agentless always-running...

AWS EventBridge - Create a PagerDuty incident in response to...

Infrastructure and Integration

Ronan Watkins

This Genesys Cloud Developer Blueprint provides an example of a Lambda function that creates a PagerDuty incident in response to OAuth client deletes. This blueprint includes a SAM template with Typescript and Python Lambda functions for the CloudFormation stack used in this blueprint.

Follow @GenesysCloudDev

# Data Actions

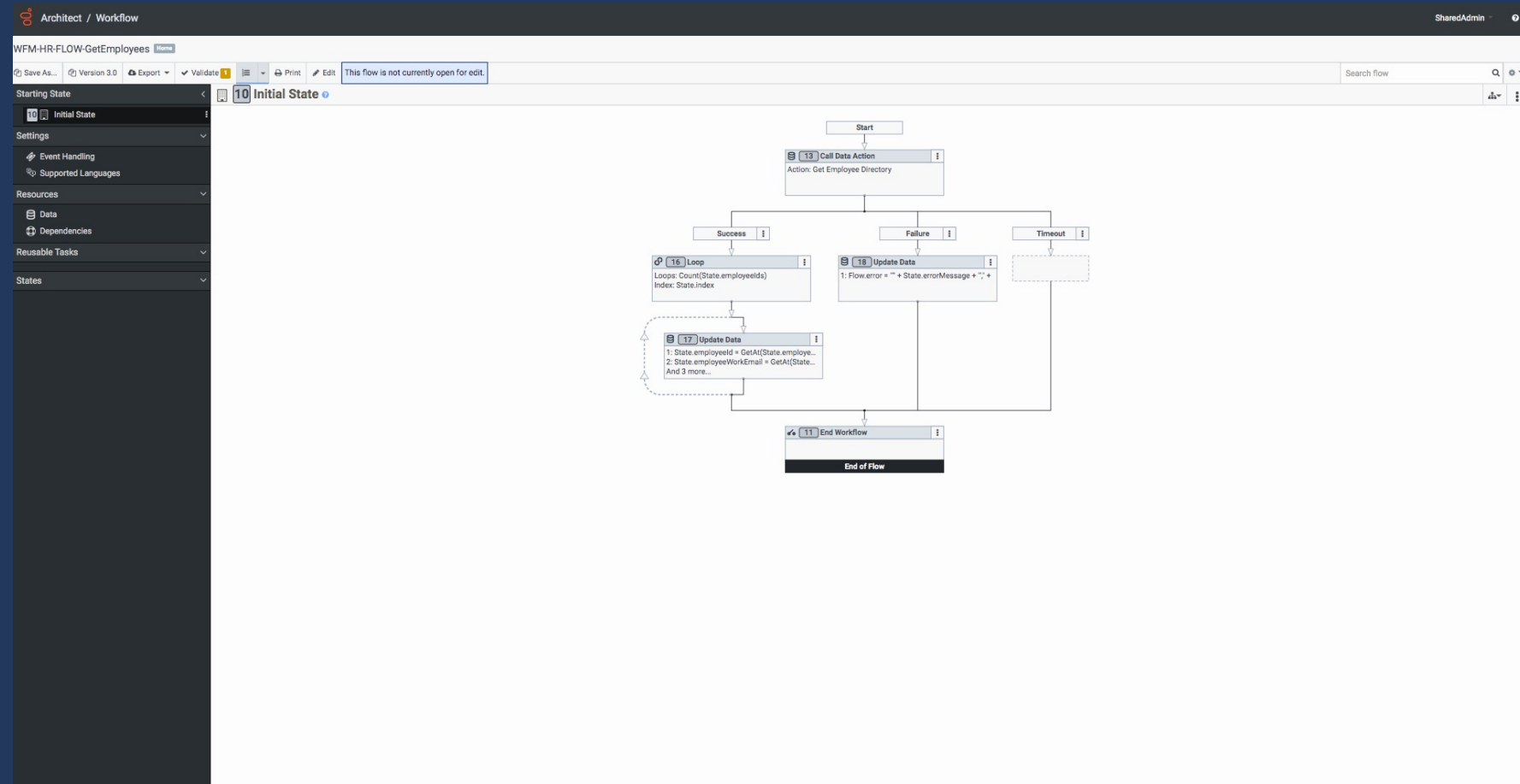
- \* Create Data Actions
  - Synch Agent IDs
  - Synch time-off types
  - Create time-off requests
  - Update time-off request
  - Get balance

The screenshot displays the Genesys Admin console interface for configuring a data action. The top navigation bar includes tabs for Activity, Directory, Documents, Performance, Reports, and Admin. The left sidebar shows a menu with options like Integrations, Actions, Bridge, Single Sign-on, OAuth, and Authorized Applications. The main content area is titled 'Integrations / Actions / Get Time Off Types' and features a 'PUBLISHED' status badge in the top right corner. The configuration is divided into two tabs: 'Summary' and 'Setup'. The 'Setup' tab is active, showing the 'Action Configuration' section. This section includes a 'Request' tab with a 'Simple JSON' option, a 'Request URL Template' field containing 'https://api.bamboohr.com/api/gateway.php/wfmanalytics/v1/meta/time\_off/types', and a note stating 'The URL to the desired API. Will start with /api/ if your action connects back to Genesys Cloud.' Below this is a 'Headers' section with an 'Accept' header set to 'application/json'. The 'Authentication' section is set to 'Basic Auth'. The 'Response' tab is also visible, showing a JSON structure with fields like 'translationMap', 'translationMapDefaults', and 'successTemplate'. On the right side of the configuration area, there are sections for 'Available Inputs' (Raw Request (string)) and 'Available Outputs' (timeOffTypes (array), defaultHours (array)). At the bottom, there are buttons for 'Save Draft', 'Save & Publish', 'Viewing', 'Published', and 'Cancel', along with a 'Delete Action' link.

# Architect Flows

## \* Create Workflows

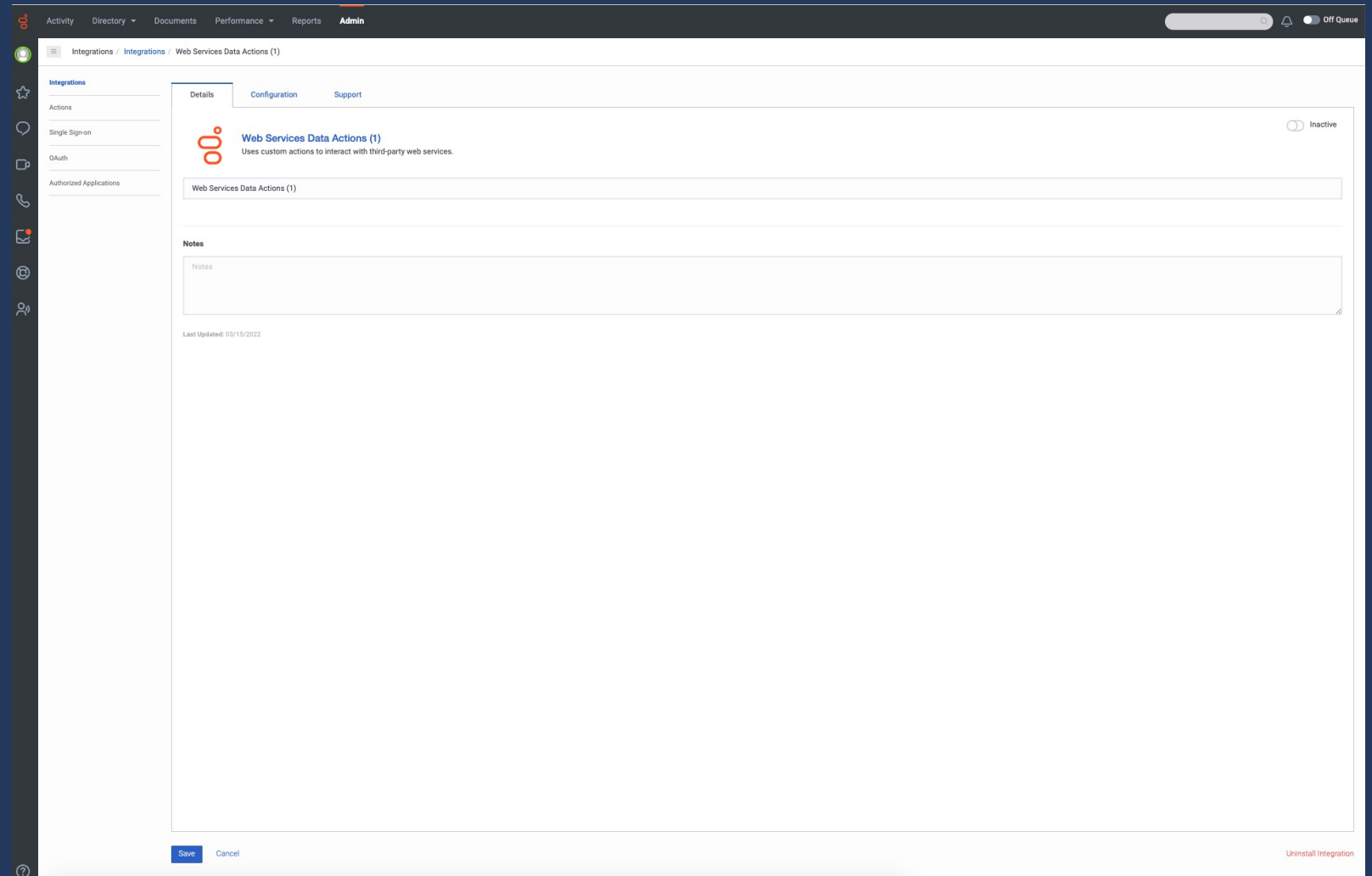
1. Synch Agent IDs
2. Synch time-off types
3. Create time-off requests
4. Update time-off request
5. Get balance





# Web Services Data Actions

- \* Setup a “Web Services Data Action” integration to test your setup



# FAQ

## \* What is the scope for phase 1 beta?

- For this phase of beta, a Blueprint document will be provided to all beta participants containing information about how to set up architect flows and data actions to integrate your HR system. The scope is to configure the integration according to the instructions in the Blueprint.

## \* Will the blueprint work as-is for all the HR systems in the market?

- No, the blueprint is specific to the BambooHR system. Participants using other HR systems should use this Blueprint as a guide to set up data actions and architect flows for their respective HR systems.
- Familiarity with the APIs of your HR system is required for this process.

## \* What is the timeline for phase 1 Beta?

- The beta will start on August 10<sup>th</sup> 2022 and will remain open until phase 2 beta begins. The current projection for phase 2 beta is Q4 2022. Additional details about phase 2 will be provided at least 3 weeks prior to the phase 2 date.

## \* How many hours will this take me to setup?

- It depends on what HR system you use and your level of familiarity with HR system's APIs, Architect flows and data actions.

## \* What HR systems does this integration support?

- Any HR system that uses JSON REST API endpoints will be supported by this integration.

## \* How do I know if my organization has been selected for the Beta?

- Your organization will be added to the beta sub-community on Genesys Beta HQ website on July 15<sup>th</sup> 2022. In case, you do not have access or need to clarify please reach out to your CSM.

# FAQ

## \* Who do I reach out to if I run into issues when setting up my integration?

- We would recommend posting in the Beta sub-community for additional diagnosis or help. We will make sure someone on our team will respond to your query. Additionally, other participants using similar HR systems may also be able to provide guidance.

## \* How do I share feedback about phase 1 beta?

- There are 2 channels available to share feedback –
  - Posting on the beta sub-community
  - Survey form which will be sent out near the end of phase 1

## \* Will my organization be able to participate in phase 2 beta without participating in phase 1 beta?

- In order to participate in phase 2 Beta, you will need to set up the integration per the Blueprint document in phase 1. Your organization can participate in phase 2 by completing phase 1.

## \* Who is my point of contact for any urgent issues or concerns?

- Beta sub-community
- CSM