

## Adding vacation, holiday or absence

1. Right click within the agents day in the schedule screen. This can be with or without a shift present.
2. Click 'Add Activity'.
3. Choose the activity type. Holiday for Vacation or Absence for Sickness.
4. If the agent had a shift. Tick the box for 'Full Day (whole shift)'.
5. If the agent does not have a shift. Make sure the Start time is 00:00 and tick the 'Full Day (whole shift)' box.
6. If the agent is having a partial day off, choose the start time and length.

The screenshot shows a form titled 'Activity' for 'Service14'. The 'Activity Type' is set to 'Holiday'. The 'Start' time is 13:30 and the 'Length (End 14:00)' is 00:30. The 'All Day' checkbox is checked, and the 'Duplicate Activity' checkbox is unchecked. There is a 'Note' field at the bottom, and 'CANCEL' and 'SAVE' buttons at the bottom right.

## Adding Partial Holidays

Partial holidays must be added through the scheduler manually as agents cannot currently request them through the Agent Portal.

Agents can see when a partial holiday has been added, and also that the hours of the partial holiday have been deducted from their annual allowance.

To add a partial holiday, add it like any other activity.

Note that lunches might need to be changed to the middle of the shift to allow an exact half-day holiday.

## Cancellation Requests

Agents can request to cancel holidays that also need authorisation from an administrator.

This is done in the same way as authorising holidays.

Click the **tick** to authorise the cancellation or the **cross** to decline.

## Viewing Previously Authorised and Declined Requests

All previous holiday requests, authorised or declined, can be viewed by clicking on the corresponding icons in the Holidays section.