

## Approve or decline vacation / holiday requests

### Approving or declining vacation requests within the agent portal

1. When logged in to the agent portal, click on the hamburger menu at the top left of screen and choose **Request Management**.
2. On the left of screen is a list of requests made by agents. Clicking on a request brings up a screen as below.
3. The request has the following information -
  - Date - The date the request is for.
  - Shift - The amount of hours that the request is for (from the agents shift information)
  - Time of Request - How many hours were available when the agent made the request.
  - Current - How many hours are available right now.
4. Click on the tick icons to approve days off or the cross to decline.
5. After making your selections, click **Complete Request**
6. Any approvals will automatically be added to the schedule.
7. Agents will receive notifications via the bell in the top right of their screens.