Vacation Management

- In the **hamburger** menu, go to **REQUEST MANAGEMENT**.

- By default, the **Vacation Authorisation** screen will display.

- Across the top of screen are buttons that will show **VACATION AUTORISATION, SHIFT SWAP AUTHORISATION** and **SENT NOTIFICATIONS**.

- Click on an agent request. In the above example, for the agent named **Sales1, Sales**.

- A screen similar to below will then be displayed.

- At the top of the request are the Entitlement, Used and Remaining hours for the agent for both the current and next year.

- At the bottom is the request made by the agent. Included in the request is –

  - Date – The date the request is for

  - Shift – How many hours the agent is due to work on the date requested

  - Time of Request – How many hours were available when the agent made the request

  - Current – How many hours are available **now**

- Click on the **Tick** or **Cross** to Approve or Deny the request, then click **COMPLETE REQUEST**.

- Any approved Vacation will be added to the agents schedule automatically.

- The agent will receive a notification of the approval or denial.

- To view any vacation **Cancellation** requests, click on **CANCELLATIONS** and follow the same process. **Tick** to approve a cancellation, **Cross** to deny a cancellation.