

Time Off Management



Why Time Off Management is Different with CommunityWFM Enterprise

The CommunityWFM time off platform provides an automated end-to-end solution to streamline your requests to improve agent morale.



Accrue

You define how agents earn time off by creating customized methods that fit your business.



Track

Let agents keep track of their time off hours without asking supervisors.



Bid

Empower agents to easily bid on days off without leaving the WFM software.

Leverage Time Off Solutions to Improve Efficiency

- Approve or deny all time off requests for a select period in just a few clicks.
- Let agents wait list for popular days so their requests can be approved if another agent cancels their time off.
- Color coded calendars improve the overall agent time off selection process.
- Set thresholds for minimum hours or days worked before enabling time off options.
- Tailor calendar rules by department so each group has their own unique set of time off parameters.
- Unlimited classifications for agent time off including PTO, sick leave, unpaid, and more.

Areheart, Sam
Time off overview

ACTIVITY		TOTAL ACCRUED HOURS	SCHEDULED HOURS	ACCRUAL BALANCE
SITE 1 - DALLAS, TX	FULL YEAR	160.00	40.00	120.00
	YEAR TO DATE	120.00	40.00	80.00

Sam's time off settings

General time off settings
Set up the basic time off configuration for Sam.

Configure basic settings.

PTO Policy
Assign Sam to a PTO policy.
Current assignment: **Regular Full time**

Set up the PTO policy.

Restricted activity plan
Set up restricted activity plans for Sam.

Review restricted activity plans.

PTO Classification Summary
This summary shows how each PTO Classification contributes to the total for the published accrual calendar.

VACATION			SICK TIME		
Accrued hours	Scheduled hours	Balance	Accrued hours	Scheduled hours	Balance
120.00	32.00	88.00	40.00	8.00	32.00

Integrate Our Time Off Management Solution with Your HR System

Time off balances can be shared between an HR system and CommunityWFM Enterprise. Excel information uploads are also supported.

A Streamlined Time Off Bidding Process

The CommunityWFM Enterprise time off management solution focuses on simplifying the bidding process.

- Create fully automated bidding rounds with varying rules.
- Reduced rebidding with accurate time off information blocking off relevant days through a color coded calendar.
- Allow preferred groups of agents to have priority bidding to improve their likeliness of getting the days off they desire.



Additional Time Off Options for Agents

Our time-off management system offers maximum agent empowerment and collaboration. Agents can see how likely they are to get time off approved based on their request for both a single day and blocks of days. They can also see detailed tracking of time off used across all categories.