



Take the
complexity
out of
time-off
management

With Sabio Time Manager for Genesys Cloud

Annual leave, TOIL, flexitime and time-off balances managed within Genesys Cloud WEM environment.

Sabio Time Manager adds integrated time-off balance management to Genesys Cloud WEM. Employees check their balance in an embedded widget before requesting leave, while supervisors, managers and planning teams administer balances centrally — with continuity for joiners, movers and leavers.

Optional modules extend this to TOIL and flexitime pots, schedule adherence processing, carry-over rules by management unit, adherence-based deductions and HR integration.

Why is managing time off more complicated than it should be?

For many contact centres, annual leave balances, TOIL, flexitime, carry-over rules and adherence-related adjustments are often managed outside the WEM platform, creating disconnected processes and limited visibility for employees and planners.

Common challenges:

- manual administration & reconciliation effort
- policy inconsistency: when employees move teams, new starters need balances loaded, leavers need final balances managed, or organisations need different management-unit-level rules for carry-over, TOIL or flexitime.

Why It Matters



Faster, simpler leave decisions

Employees can see their annual leave balance before submitting requests, helping reduce avoidable queries and improving transparency.



Reduced HR integration complexity

Organisations can operate with embedded WEM-based balance management while retaining HR integration as an optional route where automated data transfer is required.



Greater flexibility for complex policies

Optional TOIL, flexitime, carry-over and adherence management capabilities support organisations with more advanced workforce rules.



Less administration for planning teams

Supervisors, managers and planners can administer balances centrally, reducing reliance on spreadsheets, manual reconciliation and disconnected approval processes.



Better workforce control

Embedded balance visibility, management-unit-level configuration and support for movers, joiners and leavers help planning teams make more confident availability and scheduling decisions.

How Time Manager can support your organisation

- WEM migration: Time Manager helps remove one of the common blockers in WEM migration: leave entitlement and HR integration complexity.
- For spreadsheet-heavy teams: Time Manager gives planning teams a governed, embedded way to manage balances and reduce manual administration.
- For employee experience: Time Manager gives agents clear visibility of their balance and supports faster, more transparent time-off decisions.
- For complex workforce policies: Time Manager supports annual leave, TOIL, flexitime, carry-over rules and adherence-based balance processing.
- For multi-team operations: Time Manager supports configurable management-unit-level rules and balance migration when employees move teams.

Choose the capabilities that your organisation needs

Capability	Included	Optional Extra	Impact
Annual leave balance tracking	✓		Track and manage annual leave balances up to a full calendar year in advance.
Employee balance widget	✓		Give every agent quick access to their leave balance through an embedded widget.
Supervisor, manager and planning administration	✓		Enable operational teams to manage balances centrally and consistently.
Movers, joiners and leavers support	✓		Maintain continuity when employees change team or management unit.
Embedded Genesys Cloud WEM experience	✓		Deliver an experience that feels part of Genesys Cloud WEM, supporting ease of adoption.
TOIL and flexitime management		✓	Manage additional balance categories with up to three separate balance pots.
Schedule adherence processing		✓	Support semi-automated, curated accrual of TOIL or flexitime based on operational rules.
Annual leave carry-over rules		✓	Configure carry-over rules by management unit to reflect different team policies.
Adherence management		✓	Apply deductions from TOIL or flexitime balances for lateness, helping support fair and consistent policies.
HR integration		✓	Connect with an HR solution where automated data transfer is required.

If any of these describe your organisation:

- Using Genesys Cloud WEM and needing stronger time-off balance management.
- Migrating to Genesys Cloud and wanting to avoid HR integration delays.
- Managing leave entitlement through spreadsheets or manual processes.
- Looking to improve agent experience and workforce transparency.
- Seeking to reduce administration for WFM, planning and operations teams.
- Managing multiple teams, management units or balance types.

Take a look at Time Manager

To find out more, please visit the AppFoundry listing [here](#).

"In terms of the team and staff morale, that's definitely improved because our advisors are able to see time-off limits and if there's availability and the automated decision-making means that they get an instant decision as soon as they've put a request in, so they're not waiting for a human to have to make that decision; it's so much quicker and easier."

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