KNOWLEDGE BASE ARTICLE

How to Check Team Conflicts Before Approving a Request

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Overview

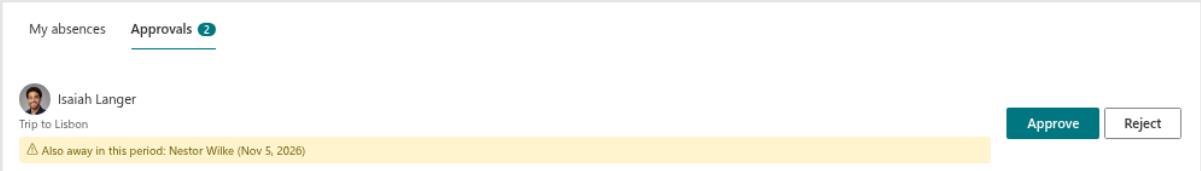
When you decide on a time-off request, the key question is rarely whether the employee has enough days left. More often it is who else on the team is away at the same time. The **Approvals** tab of the My Absences **web part** answers this directly: below every request that waits for your decision it shows a warning line with the colleagues whose absences overlap the requested period.

This article explains what the line shows, which people it covers, how to use it together with the Team Absence Calendar, and what it cannot tell you.

Where the conflict line appears

Open the page with the My Absences web part. If you have requests to decide, or if you have direct reports in **Microsoft Entra ID**, the web part shows two tabs: **My absences** and **Approvals**. Employees without direct reports and without pending decisions see only their own requests.

Each request on the **Approvals** tab shows the employee, the absence type, the period and the number of days, the employee's comment and the named substitute. If other absences overlap the period, a warning line follows, for example: *Also away in this period: Maria Lopez (10 Nov – 12 Nov), Jonas Kalns (13 Nov – 14 Nov)*. If there is no warning line, none of the people covered by the check is absent in that period.



The Approvals tab with the team conflict warning under a request

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What the line lists and what it leaves out

Aspect	Included	Not included
People	Your direct reports in Microsoft Entra ID, and other employees who currently have a request waiting for your decision	People outside these groups, and the employee whose request you are reading
Status	Pending and Approved	Rejected and Cancelled

Aspect	Included	Not included
	absences	absences
Period	Any absence that overlaps the requested period by at least one day	Absences outside the period
Absence type	All types, including Remote work	The type itself is never shown
Details shown	Name and period of the other absence	Type, status (pending or approved), half days, number of days, substitute

The check reads the absences when the web part loads and again after each action you take in it, such as approving a request. Because it also includes everyone with a request in your queue, two overlapping requests that are both waiting for you show each other: if Anna Berzina and Jonas Kalns both ask for days in the same week, Anna's request lists Jonas and Jonas's request lists Anna.

Warning

The line is a prompt, not a full team report. It covers only your direct reports and the people who have a request in your queue. A colleague who reports to someone else is included only if they have a request in your queue.

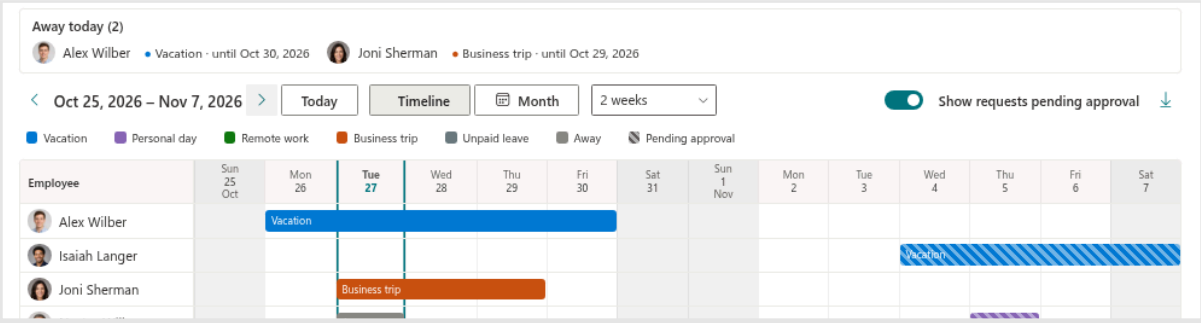
How to check for conflicts before you decide

1 Open the page with My Absences and select the **Approvals** tab. The number on the tab is the count of requests waiting for you.
2 Read the request: the type, the period, the number of days, the employee's comment and the substitute.
3 Look under the request for the warning line **Also away in this period**. No line means that nobody in the checked group is away in that period.
4 For every name in the line, check the dates against the requested period. A one-day overlap is treated like a full week: the line lists the colleague either way.
5 If the overlap matters, open the Team Absence Calendar (see the next section) to see how many people are away on each day and which absences are still pending.
6 Click **Approve** or **Reject**. If you reject because of the overlap, write that in the

Comment field: the employee sees your text as the reply to the request.

Combine the line with the Team Absence Calendar

The warning line tells you that there is an overlap; the Team Absence Calendar shows what it looks like. On the same **site**, open a page with the Team Absence Calendar web part and set its scope to **My direct reports** or **My team (me, my manager and colleagues)**. In the **Timeline view**, move to the requested weeks: every person is a row, absences are coloured bars, and absences that are still pending are hatched. Together with the legend this lets you see at a glance how many people are away on each day.



The Team Absence Calendar showing the same period as the request

Tip

The calendar shows the absence type of your colleagues (private types appear as Away unless you are the employee or the recorded approver), while the warning line never does. For the full picture, read the team calendar as described in KB10339. Team Absence Calendar: Timeline and Month Views.

Limitations to keep in mind

- **Group of people.** Only your direct reports (as stored in Microsoft Entra ID) and the employees who have a request in your queue are checked. An incorrect manager relationship in Entra ID can omit direct reports, unless they have a request in your queue. The Department field is not used by this check.
- **Minimal details.** The line gives a name and dates only. It does not say whether the other absence is already approved or still pending, and it does not show half days or the number of days.
- **Private types.** Colleagues with a private absence type are listed by name and dates like everyone else; the type is not shown either way.
- **No automatic rule.** The product does not block a decision or limit how many people

may be away at once. The line informs your decision; the decision is yours.

Note

The product does not send e-mail or Teams notifications. If the overlap is a problem, tell the employee through the reply comment when you reject the request, or talk to them directly.

Terms

Microsoft Entra ID
Microsoft Entra ID (formerly Azure Active Directory) is a cloud-based identity and access management service offered by Microsoft. It allows organizations to efficiently manage and secure their users' identities and access to a variety of resources, both internal and external. These resources include Microsoft 365, the Azure platform, and thousands of other software-as-a-service (SaaS) applications.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

View
A view is a saved configuration that determines which items of a list or library are displayed and how, including the columns, sorting, filtering, grouping, and layout. Views can be personal or public.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.