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# Contact Center Advisor and Workforce Advisor Help

## Creating a New Notification Template

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# Creating a New Notification Template

To create a new notification template:

1. Select an agent or agents from the **Resource Management** window and click the **New** button under **Notification.** The **Notification** dialog box opens.
2. Select the **Create Template** radio button.
3. Enter a name in the text box next to the **Create Template** radio button.
4. Optionally, enter a message in the **Message** text box.
5. (Optional) If the **Notification** dialog box offers you the option, and you would like to save the notification template for future use, select the check box. The notification is then saved to the database and available for future use.
6. Click the **Send** button. An indicator screen shows the progress of request processing.
7. The notification is sent to agents who have e-mail addresses. Agents without e-mail addresses do not get notifications – the Resource Management Console (RMC) does not display an error in these cases.
    - If the system encounters an e-mail address to which a message cannot be sent because the address is incorrect, it stops sending notifications.
8. A confirmation screen appears, showing the success or failure of the notification.

See also Using a Previously Created Notification Template.