



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Contact Center Advisor and Workforce Advisor Help

Notifying Agents About Changes

12/19/2025

Notifying Agents About Changes

Notification templates provide explanations and reasons for the directives and actions taken from the **Resource Management** console.

A notification system in the **Resource Management** console enables you to communicate with agents. You can inform an agent or a group of agents about such things as:

- Changes to their schedule
- Unusual events that might occur
- Measures being put in place to handle fluctuating call volumes

To start the notification process, select a set of agents and click the **New** button in the **Notification** panel of the **Resource Management** window.

See also:

- [Notifying About Change to Skill or Status](#)
- [Creating a New Notification Template](#)
- [Using a Previously Created Notification Template](#)