Contact Center Advisor and Workforce Advisor Help

Maintaining Notification Lists

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Maintaining Notification Lists

To create a new notification list or to edit an existing list, you must work in a role that has access to the following:

- the Advisors Administration module in the Advisors interface
- the **Control Panel** section in the navigation panel of the Advisors Administration module

To add a notification list:

1. On the Administration module navigation bar, click **Notification Lists.** The **Notification Lists** page opens.
2. Click **New.** The **Add/Edit Notification List** window opens.
3. Type a name for the notification list.
4. To add an e-mail address, type one in the **Add E-mail** field and then click **Add.**
5. Click **Save.** The **Notification Lists** page shows the newly-created list along with the rest of the existing notifications.

To edit a notification list:

1. On the Administration module navigation bar, click **Notification Lists.**
2. Click the **Edit** icon next to the notification list that you want to edit. The **Add/Edit Notification List** window opens. The details appear in the **User's E-mail** section.
3. Update the name of the notification list.
4. To add a new e-mail address, type one in the **Add E-mail** field and click **Add.**
5. Click **Save.** The **Notification Lists** page reappears.