Contact Center Advisor and Workforce Advisor Help

Using Notifications

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Using Notifications

Notifications are standard texts that are used to tell agents and other system users about changes to their profile details, timetable, working arrangements, or any other event. You can e-mail notification text to lists of e-mail addresses, or to sets of agents.

You can create reusable notification templates and lists if you work in a role that has access to the **Control Panel** section of the Advisors Administration module.

In this section you can find out about:

- Notifying About Change to Skill or Status
- Notifying Agents About Changes
- Creating a New Notification Template
- Using a Previously Created Notification Template
- Maintaining Notification Lists