Contact Center Advisor and Workforce Advisor Help

Using a Previously Created Notification Template

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Using a Previously Created Notification Template

To use an already-created notification template:

1. Select an agent or agents from the **Resource Management** window.
    - Click the **New** button under **Notification.**
2. If prompted, you can choose to show the agent(s) affected by your changes.
3. Select an existing notification template from the drop-down list. (This list is populated with the notification templates listed in the database.) The message is shown in the **Message** text box.
4. Optionally, edit the message.
    - You cannot save changes you make to the message here. All changes must be made through the Administration module.
    - The **Save new template** check box is not available when you choose to select an existing template.
5. Click the **Send** button. An indicator screen shows the progress of request processing.
6. 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.
7. A confirmation screen appears, showing the success or failure of the notification.

See also Creating a New Notification Template.