

## **GENESYS**

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## Contact Center Advisor and Workforce Advisor Administrator User's Guide

Control Panel

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The **Notification Lists** and **Notification Templates** pages in the **Control Panel** section of the Administration module are applicable to the Resource Management Console (RMC). You must assign role-based access control (RBAC) privileges to all users who need to work with the **Notification Lists** and **Notification Templates** pages. See CCAdv/WA Access Privileges for the complete list of Advisors privileges for Contact Center Advisor/Workforce Advisor. See AdvisorsAdministration.RMC.Notifications.canView for information about the privilege required to view and use the pages in the **Control Panel**.

A good routing and resource plan based on historical data should represent a typical day. However, for unplanned events that happen during a day, **Resource Management** is available to address temporary changes to skills and skill levels, such as increased volume.

## Warning

**Resource Management** is not intended for bulk changes and may disrupt mission critical system requests.

Launching **Resource Management** from the hierarchy is not recommended because the number of agents and agent data pulled might be very large and impact performance. Genesys recommends launching **Resource Management** from the **Agent Groups** pane, the **Applications** pane in CCAdv, or **Contact Group** pane in WA, in order to pull less than 150 agents.