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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Notification Lists

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Notification Lists

The **Notification Lists** page contains a collection of email addresses, which are used to inform groups of users within an organization about changes being made to the agents or resources. Administrators maintain the list of email addresses on the **Notification Lists** page on the administration module. Addresses are linked to actions within the Resource Management Console (RMC).

From the **Notification Lists** page, you can:

- View the email addresses on a notification list by selecting a single row in the table. The row expands to show the e-mail addresses.
- Delete an email address.
- Search for an email address.
- Add a notification list.
- Delete a notification list that is no longer used.
Multiselection (for deletion) is not available for notification lists (including email addresses within a notification list) or notification templates.
- Update an existing notification list.
- Reset the updates to a notification list before it is saved.

Warning

Email addresses that you enter on the **Notification Lists** page are stored in the DCC_NOTIFICATION_LIST_USERS table in the Platform database. When you remove a user from the **Notification Lists** page and remove that user's Person object from Configuration Server, the user's email address persists in the database table. If the user's email address contains the employee's full name, then it can be considered to be personally identifiable information (PII). Therefore, to be compliant with the General Data Protection Regulation (GDPR), you must use the **Notification Lists** page to remove the user's email address from the Platform database table within the timeframe described in the GDPR if the user makes a "forget me" request. For more information about PII and the GDPR, see the [Genesys Security Deployment Guide](#).

Procedure: Add a Notification List

Steps

1. On the navigation bar, click **Notification Lists**.
2. Click **New**.
The **Add/Edit Notification List** page displays.
3. Type a name for the notification list.
4. To add an email address, type one in the **Add E-mail** field and click **Add**.
5. Click **Save**. If you are adding multiple email addresses to create a notification list, be sure to click **Save** after you add each address. That is, type an email address in the **Add E-mail** field, click **Add**, and then click **Save** before adding the next email address.

Procedure: Edit a Notification List

Steps

1. On the 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** page displays. The details display in the **User's E-mail** section.
3. Update the name of the notification list.
4. To add a new email address, type one in the **Add E-mail** field and click **Add**.
5. Click **Save**. If you are adding multiple email addresses to the notification list, be sure to click **Save** after you add each address. That is, type an email address in the **Add E-mail** field, click **Add**, and then click **Save** before adding the next email address.

Procedure: Delete an E-mail Address from the List

Steps

1. On the navigation bar, click **Notification Lists**.
2. Click the **Delete** button next to the email address that you want to delete.
The following message displays: Do you want to delete the selected item?.
3. Click **Yes**. The item is removed from the table.
Click No to cancel the deletion. The confirmation dialog closes and the item remains in the table.