Contact Center Advisor and Workforce Advisor Administrator User's Guide

Distribution Lists

12/15/2025

Distribution Lists

Access to contact centers and application groups must be configured by an administrator in Genesys Configuration Manager. Data relating to or depending on objects to which users have no permissions will not be displayed. CCAdv and WA have the ability to generate and distribute e-mail notifications to specified distribution lists. The following screenshot shows the Distribution Lists page.

Distribution Lists Page

Distribution lists are associated with a specific type of alert. The types are:

- B1 and B2 for business alerts

- T1 and T2 for technical alerts

The message notification is delivered to all users contained in the list who have permission to see the business objects associated with the alert.