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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Notification Lists

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Notification Lists

Notification lists are used to inform groups of users within an organization about changes being made to the agents or resources. The notification lists are simply a collection of e-mail addresses. Administrators maintain the e-mail addresses from the Notification Lists page on the Administration module. These addresses are linked to the actions of Resource Management.

From the Notification Lists page, you can:

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

Adding a Notification List

Start Procedure

1. On the navigation bar, click Notification Lists.
The Notification Lists page displays.
2. Click New.
The Add/Edit Notification List page displays.
3. Type a name for the notification list.
4. To add an e-mail address, type one in the Add E-mail field and click Add.
5. Click Save.
The Notification Lists page displays.

Editing a Notification List

Start Procedure

1. On the navigation bar, click Notification Lists.
2. Click the Edit icon next to the notification list that you want to edit.
3. The Add/Edit Notification List page displays. The details display in the User's E-mail section.
4. Update the name of the notification list.
5. To add a new e-mail address, type one in the Add E-mail field and click Add.
6. Click Save. The Notification Lists page displays.

Deleting an E-mail Address from the List

Start Procedure

1. On the navigation bar, click Notification Lists.
2. Click the Delete button next to the e-mail address you want to delete.
The following message displays: "Do you want to delete the selected item?" with Yes/No buttons.
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.