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# Contact Center Advisor and Workforce Advisor Help

Alert and Action Management

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Using Alert Management, you can record the action taken to resolve one or more alerts, as well as the results of that action. You can record each action in a separate report. These key action reports create a knowledge base that helps to identify repetitive patterns and resolve future violations quickly.

## Important

Role-based access and permissions control what you can see and do in each CCAdv and WA view. For more information about this topic, see [Role-Based Access and Permissions](#).