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Contact Center Advisor and Workforce Advisor Help

Creating a New Notification Message

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To create a new notification message:

1. Select an agent or agents from the **Resource Management** window and click the **New** button under **Notification**. The **Notification** dialog box opens.
2. Select the **Create Notification** radio button.
3. Enter a name in the text box next to the **Create Notification** radio button.
4. Optionally, enter a message in the **Message** text box.
5. Save the notification by checking the **Save notification** check box. The notification is then saved to the database and available for future use.
6. Click the **Send** button. An indicator screen shows the progress of request processing. After the notification has been sent to all the selected agents, the confirmation screen appears.

See also [Using a Previously Created Notification Message](#).