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Contact Center Advisor and Workforce Advisor Help

Using Notifications

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Using Notifications

Notifications are standard texts that are used to tell agents and other system users about changes to their profile details, timetable, working arrangements, or any other event. Notification texts can be linked to lists of users, or to individuals.

In this section you can find out about:

- [Notifying Parties About Changes](#)
- [Notifying Agents About Changes](#)
- [Creating a New Notification Message](#)
- [Using a Previously Created Notification Message](#)
- [Maintaining Notification Lists](#)