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# Contact Center Advisor and Workforce Advisor Help

Resource Management

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# Resource Management

Resource Management enables users who have permission to change the skills and skill levels of agents or to log an agent out. You can also notify the affected parties of the actions by e-mail. Notifications are also a stand-alone action for managing agents within the contact center.

For example, if call volume spikes and all agents need to be on the phone, a notification message (for example, "All hands on phones") can be sent by e-mail to agents' mobile phones, causing agents to leave training or breaks and return to the phones. The changes are published to Genesys operational systems and have immediate impact on contact-center operations.

A good routing and resource plan based on historical data should represent a typical day. However, for unplanned events that happen during a day, Resource Management is available to address *temporary* changes to skills and skill levels, such as increased volume.

## Warning

Resource Management is not intended for bulk changes and may disrupt mission critical system requests.

Launching Resource Management from the hierarchy is not recommended because the number of agents and agent data pulled may be very large and impact performance. Genesys recommends launching Resource Management from the Agent Groups pane, the Applications pane in CCAAdv, or Contact Group pane in WA, in order to pull fewer than 150 agents.

Role-based access and permissions control what you can see and do in CCAAdv and WA. For example, if the System Administrator has granted you access to Resource Management, the **Resource Management** icon is available on your dashboard and you can open the **Resource Management** window. For more information about this topic, see [Role-Based Access and Permissions](#).

## Prerequisites

Before Resource Management features can be used to manage agent information, data must be configured at the Contact Center Advisor/Workforce Advisor system administrator level. Please refer to the *Performance Management Advisors Contact Center Advisor & Workforce Advisor Administrator User's Guide* for more information.

## Access to Notification Lists and Templates

To access Resource Management, an Administrator must grant you access privileges to the Resource Management console. Otherwise, the button that enables you to access the tool is not displayed on the CCAAdv or WA dashboard. The Administrator can grant access to the Resource Management

console only, and configure the notification lists and templates that are used in the console, or he/she can grant access to the Resource Management console and the Administration module and you configure the initial lists and templates on your own.