Contact Center Advisor and Workforce Advisor Help

Using a Previously Created Notification Message

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To use an already-created notification message:

1. Select an agent or agents from the **Resource Management** window.

2. Do one of the following:

   - Click the **New** button under **Notification.**

   - Update information under **Manage Skills,** and then click **Apply.**

   - Select **Logout** from the **Change Phone State** drop-down list and then click **Update** to log out the selected agent(s).

3. If prompted, you can choose to show the agent(s) affected by your changes.

4. Select an existing notification template/message from the drop-down list. (This list is populated with the notification templates listed in the database.) The message is shown in the **Message** text box.

5. Optionally, edit the message. Edits cannot be saved from the **Message** text box. All changes must be made through the Administration module. The **Save notification** check box is not available when you choose to use a pre-existing message.

6. Click **Send** to send the notification.

See also Creating a New Notification Message.