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Contact Center Advisor and Workforce Advisor Help

Alert and Action Management

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Alert and Action Management

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](#).