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Contact Center Advisor and Workforce Advisor Help

Notifying Agents About Changes

Notifying Agents About Changes

Notification templates provide explanations and reasons for the directives and actions taken from the **Resource Management** console.

A notification system in the **Resource Management** console enables you to communicate with agents. You can inform an agent or a group of agents about such things as:

- Changes to their schedule
- Unusual events that might occur
- Measures being put in place to handle fluctuating call volumes

To start the notification process, select a set of agents and click the **New** button in the **Notification** panel of the **Resource Management** window.

See also:

- [Notifying About Change to Skill or Status](#)
- [Creating a New Notification Template](#)
- [Using a Previously Created Notification Template](#)