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Contact Center Advisor and Workforce Advisor Help

Notifying About Change to Skill or Status

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Notifying About Change to Skill or Status

You can notify people after changes are accepted and implemented on the Genesys operational system.

To notify about a change:

1. Select an agent or agents from the **Resource Management** window.
2. Do one of the following:
 - Update information under **Manage Skills**, and then click **Apply**.
 - Select **Logged Out** from the **Manage Status** drop-down list and then click **Apply** to log out the selected agent(s).
3. If prompted, you can choose to show the agent(s) affected by your changes.
4. For the notification message, either:
 - Select an existing notification template from the **Select Template** list (the message details appear). You can edit them, but you cannot save these changes.
 - Create a notification message by typing a template name in the **Create Template** field. If the **Notification** dialog box offers you the option, and you would like to save the notification template for future use, select the **Save New Template** check box.
5. To send the notification to the affected agents, select the **Notify Affected Agents** check box.
6. To send a notification to people on a list, select the **Notify Lists** check box and select the lists. The people that are members of a notification list can be anyone: agents, their supervisors, and so on. You can add an optional message for those on the notification lists.
7. Click **Submit**.
8. The notification is sent to agents who have e-mail addresses. Agents without e-mail addresses do not get notifications – the Resource Management Console (RMC) does not display an error in these cases.
 - If the system encounters an e-mail address to which a message cannot be sent because the address is incorrect, it stops sending notifications.
9. A confirmation screen appears, showing the success or failure of the notification.
10. To return to the **Resource Management** window, click **Close**. The confirmation message closes. The agents affected by the change are highlighted at the top of the list. If a skill was added or edited, then that skill displays in boldface for all the affected agents.

See also:

- [Notifying Agents About Changes](#)
- [Creating a New Notification Template](#)
- [Using a Previously Created Notification Template](#)