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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Notification Lists

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Notification Lists

Notification lists are used to inform groups of users within an organization about changes being made to the agents or resources. The notification lists are simply a collection of e-mail addresses. Administrators maintain the list of e-mail addresses from the **Notification Lists** page on the Administration module. These addresses are linked to the actions of Resource Management.

From the **Notification Lists** page, you can:

- View the e-mail addresses on a notification list by selecting a single row in the table. The row expands to show the e-mail addresses.
- Delete an e-mail address.
- Search for an e-mail address.
- Add a notification list.
- Delete a notification list that is no longer used. Note that multiselection (for deletion) is not available for Notification lists (including e-mail addresses within a notification list) or Notification templates.
- Update an existing notification list.
- Reset the updates to a notification list before it is saved.

Procedure: Add a Notification List

Steps

1. On the navigation bar, click **Notification Lists**.
2. Click **New**.
The **Add/Edit Notification List** page displays.
3. Type a name for the notification list.
4. To add an e-mail address, type one in the **Add E-mail** field and click **Add**.
5. Click **Save**. If you are adding multiple email addresses to create a notification list, be sure to click **Save** after you add each address. That is, type an email address in the **Add E-mail** field, click **Add**, and then click **Save** before adding the next email address.

Procedure: Edit a Notification List

Steps

1. On the navigation bar, click **Notification Lists**.
2. Click the **Edit** icon next to the notification list that you want to edit.
The **Add/Edit Notification List** page displays. The details display in the **User's E-mail** section.
3. Update the name of the notification list.
4. To add a new e-mail address, type one in the **Add E-mail** field and click **Add**.
5. Click **Save**. If you are adding multiple email addresses to the notification list, be sure to click **Save** after you add each address. That is, type an email address in the **Add E-mail** field, click **Add**, and then click **Save** before adding the next email address.

Procedure: Delete an E-mail Address from the List

Steps

1. On the navigation bar, click **Notification Lists**.
2. Click the **Delete** button next to the e-mail address you want to delete.
The following message displays: Do you want to delete the selected item?.
3. Click **Yes**. The item is removed from the table.
Click No to cancel the deletion. The confirmation dialog closes and the item remains in the table.