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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Control Panel

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Control Panel

The **Notification Lists** and **Notification Templates** pages in the **Control Panel** section of the Administration module are applicable to the Resource Management Console (RMC). You must assign role-based access control (RBAC) privileges to all users who need to work with the **Notification Lists** and **Notification Templates** pages. See [CCAdv/WA Access Privileges](#) for the complete list of Advisors privileges for Contact Center Advisor/Workforce Advisor. See [AdvisorsAdministration.RMC.Notifications.canView](#) for information about the privilege required to view and use the pages in the **Control Panel**.

A good routing and resource plan based on historical data should represent a typical day. However, for unplanned events that happen during a day, **Resource Management** is available to address temporary changes to skills and skill levels, such as increased volume.

Warning

Resource Management is not intended for bulk changes and may disrupt mission critical system requests.

Launching **Resource Management** from the hierarchy is not recommended because the number of agents and agent data pulled might be very large and impact performance. Genesys recommends launching **Resource Management** from the **Agent Groups** pane, the **Applications** pane in CCAdv, or **Contact Group** pane in WA, in order to pull less than 150 agents.