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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Notification Templates

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Notification Templates

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Notification templates provide standard content for e-mails that describe the directives and actions taken from Resource Management. Notification templates are preconfigured messages that users can send to affected agents (and users) who are on notification lists. Administrators maintain notification templates from the **Notification Templates** page. Templates can also be created dynamically (while using Resource Management); however, they must be managed from the **Notification Templates** page.

Notification Templates Page

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

- Add a notification template. If you have permission, you can create up to 50 distinct templates.
- Delete a notification template that is no longer used. Note that multi-selection (for deletion) is not available for notification lists (including e-mail addresses within a notification list) or notification templates.
- Update an existing notification template.
- Reset the updates to a notification template before it is saved.

Notification templates are composed of the name of the template and its contents.

Sample Notification Templates

Use the examples in this section as a guide if you are creating notification templates for use in your enterprise.

Examples of Skills Change Statements

The following statements are examples of notifications that could be sent for changes to skills:

- The following skills have been added: <list skill name and level>
- The levels of the following skills have been changed: <list skill name and new level>
- The following skills have been removed: <list skill name>

Examples of E-mail Notification Templates

The following table shows examples of e-mail formats for notification templates. In the Resource Management Console, a user can add to or change the text in a notification template when that template is selected for a notification message. For example, the message that a supervisor chooses to send to individual agents might differ from text sent to notification lists, when the latter can be selected in the workflow.

Action	E-mail Subject	E-mail Body
Status Change	Notification of Status Change	Your status has been changed to <new status inserted here>
Status Change	Notification of Status Change	The status of the listed agents in agent group <Insert agent group name here> has been changed to <Insert new status here>. Agents Affected <Insert list of agents from this agent group here>
Status Change	Notification of Status Change	The status of the listed agents in agent group <Insert agent group name here> has been changed to <Insert new status here>. Agents Affected <Insert list of agents from this agent group here>
Skill Change	Notification of Skill Change	Your skills have been changed. <Insert statement about how skills have been changed>.
Skill Change	Notification of Skill Change	The skills of the listed agents in agent group <Insert agent group name here> have been changed. <Insert statement about how skills have been changed>. Agents Affected <Insert list of agents from this agent group here>
Skill Change	Notification of Skill Change	The skills of the included agents have been changed. <Insert statement about how skills have been changed>. Agents Affected: <Insert list of agents here>
General Notification	<title of template>	Message From the Operator: <Insert comments>