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Workforce Management Web for Supervisors Help

Notifications

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Notifications

In the **Configuration** module, select **Notifications** to **create**, **edit**, **delete**, and **copy** emails by site for the four types of notifications listed below. The notification types that you create are listed in the Notifications pane, along with its corresponding subject. You can create the same notification types for many different sites and business units, depending on your requirements.

- Schedule Modifications
- Schedule Trade Status Changes
- Time-Off Bidding
- Time-Off Requests Status Changes

Security Permissions

You must have certain security permissions assigned in WFM Web to configure notifications. See **User Security** in the *Workforce Management Administrator's Guide* for a description of WFM security roles and associated privileges, and **Creating Roles** in this Help.

Default Setting

By default, WFM does not generate notifications. To generate notifications you must first create them, then select at least one site in the **Associated Sites** tab, to which the notifications will be sent and save. Once you have done so, notifications of the selected types are sent.

WFM Daemon

A Genesys server component, WFM Daemon, sends out notifications to agents and supervisors. For more information on this server component, see *Workforce Management Administrator's Guide*.

Managing Notifications

After **creating** notifications, you might need to **edit**, **delete**, or **copy** them from time to time, or you might want to add or remove certain **associated sites**. The following procedures describe how to perform these tasks.

Creating Notifications

To create notifications of schedule modifications:

1. In the Configuration module, select **Notifications**.
2. In the **Objects** tree, select a business unit.
3. In the Notifications pane, click **New**.
The Properties tab opens by default.
4. From the Type drop-down list, select one of four notification types:
 - **Schedule Modifications**
 - **Schedule Trade Status Changes**
 - **Time-Off Bidding**
 - **Time-Off Request Status Changes**
5. At this step, choose one of two options:
 - Use the prepopulated text in the **Subject** and **Message** fields, adding any additional token variables, as required.
 - Enter new text in the **Subject** and **Messages** fields, adding token variables, as required.
6. Click **Save**.

You can now **associate sites** with this notification.

Editing Notifications

Tip

You cannot change the notification type when modifying notifications.

To modify the message subject or body text:

1. Delete/type over text.
2. Place the cursor where you wish to insert a token.
3. Click the appropriate token button. The token gets inserted.
4. Click **Save** on the toolbar.
If you switch to another notification type without saving, a message asks if you wish to save or cancel.

Deleting Notifications

To delete a notification:

1. In the Notifications pane, choose the notification you want to delete.
2. Click **Delete**.
3. In the Confirmation dialog, click **Yes** to delete the notification or **No** to cancel the action.

Copying Notifications

To copy an existing notification to a different business unit:

1. In the Notifications pane, choose the notification you want to copy.
2. Click **Copy**.
3. When the Copy Notification pane opens, select a business unit and then, click **Apply**.
The notification is now copied and associated with the business unit you selected.

Web for Supervisors Views in Previous Versions of WFM

If the WFM 8.5.2 backend deployed in your environment is prior to 8.5.203, the Notifications view displayed in the interface more closely matches the content below.

Under **Configuration**, use the **Notifications** view to create and edit emails by site for the types of notifications listed below:

- Schedule trade status changes
- Time-off request status changes
- Schedule modifications

Default Setting

By default, WFM does not generate notifications. To generate notifications, you must select at least one site to send notifications of given type in the **Targets** tab and save. Once you have done so, notifications of the selected types are sent.

Security Permissions

You must have certain security permissions assigned in the WFM Web. See each individual topic above for the type of permission required.

WFM Daemon

A Genesys server component, WFM Daemon, sends out notifications to agents and supervisors. For

more information on this server component, see [*Workforce Management Administrator's Guide*](#).