

## Why am I not getting any email notifications from WFO?

The Puzzel WFO can be set by the local administrator to send notifications via email for changes that occur in the system, to inform users of changes that affect them. Some examples of these types of notification include:

- Schedule changes (WFM)
- Status changes in time off, shift swap and shift request and change requests(WFM)
- Batch notifications for status changes for requests for managers (WFM)
- Reminders for upcoming scheduled activities (WFM)
- Alerts on real-time statistics such as Service Level deviations from forecasted/required (WFM)
- Adherence notifications (WFM)
- Notifications for Category Hits, changes in Category or Term trends and volumes (Speech Analytics)
- Reminders and notifications for coaching and lesson assignments (Coaching/eLearning)
- Scorecard notifications for KPIs out of range and notes added (Performance Management)

In order for anyone to receive an email notification for any of these examples, the user only needs a correct email account that can receive external emails added to their WFO profile.