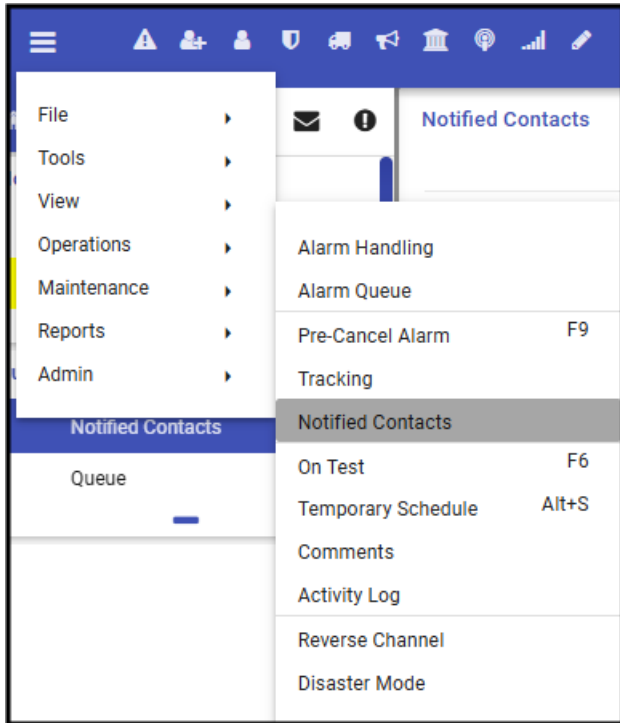# Notified Contacts

Previously known as "Paged Contacts," Notified Contacts house information regarding the persons contacted through email, SMS Message, Pager, or if a contact flagged the contact as "Left Message."

Notified Contacts are found under the Hamburger (≡) icon then Operations and Notified Contacts.

The page loads with any current Notified contacts made within the global period set within the Supervisor Workstation. When a customer calls in stating they received a message regarding their account, users may load the Notified Contacts form to review any messages set or left for customers.

Users may search for the specific customer or if they see the account in the list, they may click that item to validate with whom they are speaking.

Once validated ther options offered are based on the alarm status.

If the *alarm is still active* in the queue, users may **Handle** the alarm with the validated person or, if another operator has the alarm, they may **Notify** the alarm handler of the call in received.

Notified Contacts						

99001235   🔍   ⊤   Michael Michaelson   *134*   421 Windchime Pl   ✕

Contact Name   site password   CLEAR

REFRESH   HANDLE   SEND NOTIFICATION   REMOVE

🔍

Contact	Call Time	Status	Alarm	User ID	Message / Alarm Description	
▸ Michael Michaelson	02/03/2025 17:13:58	Sent	Available	CARYN	Late-To-Open / /	
					Rows: 10 ⌄ 1-1 of 1	

If the alarm is *no longer active* in the queue, the alarm displays in the Notified Contacts as Completed. At that point the operator may click **Remove** to clear out the call in with a Note about the information provided to the validated person.

Notified Contact Action
Bold Group
Comment
Joe called back. Notified of Alarm
CANCEL   DONE