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Outbound (CX Contact) CX Contact Help

[Import Specification Files](#)



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How email wo

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- Administrator

Learn how to apply a specification file to a contact list.

Related documentation:

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If you don't want to apply a data mapping schema to a contact list being imported into CX Contact, you can use a specification file.

An input specification file (*.spc) is a text file used to identify the location of the fields in your data that are needed to populate your contact list. For example, if the First Name field starts at the seventh position in your data format, that information is included in the input specification file. Using the specification file, you can selectively extract some of the fields from your data while ignoring the ones you don't need. Here's an example:

```
# 5th Column (51st to 60th spot)
homePhone:s/^\.{50}(\d{10})/$1/

# Columns 1, 2 and 3 to ClientID
ClientID:s/^\.{26})/$1/

# Work Phone
workPhone:s/^\.{120}(\d{10})/$1/

# First Name to FirstName
firstName:s/^\.{60})/$1/

# Last Name to LastName
lastName:s/^\.{60}(\.{60})/$1/
```

The topics covered on this page are as follows:

- Import a specification file
- Specification file keywords
- Specification files and contact list database tables

Import a Specification File

Once you have created the specification file, use the following steps to import the file:

1. On the Specification Files page, click **New**.
2. In the Type field, leave the **Input** option.
3. Click **Select File** to locate the file on your PC or network. Input specification files must be text files with an spc extension.
4. Specify a name (required) and description (optional) for the specification file.
5. Click **Import Specification**.

Important

If you attempt to upload a specification file that is not formatted correctly, the system will return an error and the file will fail to upload.

All specification files appear in a table on the main Specification Files page. The table contains the following information for each specification file:

Name	The name of the specification file.
Description	A description of the specification file (if you provided one).
Type	The type of specification file. The default is Input.
Last Modified Date	The date the specification file was last modified.
Created Date	The date the specification file was initially imported.

Once you import a specification file, you can use the tools in the Actions menu to do any of the following:

Edit	Click the pencil icon to edit any of the specification file's properties.
Download	Click the download icon to download a specification file.
Delete	Click the trash can icon to delete a specification file.

Specification File Keywords

The following table lists specification file keywords and the corresponding contact list fields they map to.

Keyword	Contact List Field
<ul style="list-style-type: none"> • fname • first name • firstname 	c_first_name
<ul style="list-style-type: none"> • lname • last name • lastname • name 	c_last_name
<ul style="list-style-type: none"> • company 	c_company
<ul style="list-style-type: none"> • other1-otherN 	c_other1 (applies to other1-otherN)
<ul style="list-style-type: none"> • clientid • client id 	c_client_id
<ul style="list-style-type: none"> • tz • time_zone • timezone 	c_tz_uid
<ul style="list-style-type: none"> • zip • zip_code • zip code • postal_code • postal code 	c_postal_code
<ul style="list-style-type: none"> • country • country_code • country code 	c_country_code_iso
<ul style="list-style-type: none"> • state • region 	c_state_code

Specification Files and Contact List Database Tables

If you use a specification file before uploading contact data into CX Contact and you use user-defined fields in the specification file, CX Contact will store the user-defined data for fields Other1-Other20 in the main calling list table, and it will store user-defined fields from Other21 and onward in the secondary table.

Here is an example specification file:

```
FirstName:s//$1/  
LastName:s//$2/  
ClientID:s//$3/  
HomePhone:s//$4/  
WorkPhone:s//$5/  
CellPhone:s//$6/  
Other1:s//$7/  
Other2:s//$8/  
Other3:s//$9/  
Other4:s//$10/  
Other25:s//$11/  
Other28:s//$12/
```

That yields the following input file:

```
"John", "Snow", "540-18-4455", "+16504661200", "+19252381988", "+14159873456", "01value", "02value", "03value", "04value"
```

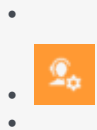
Now here are the contact list tables that are created from this file:

Resulting calling list tables:

```
outbound_22_30=> select record_id, c_last_name, c_first_name, c_client_id, contact_info, c_other1, c_other2, c_other3, c_other4, chain_id, chain_n from cc_list_153 order by 1;  
record_id | c_last_name | c_first_name | c_client_id | contact_info | c_other1 | c_other2 | c_other3 | c_other4 | chain_id | chain_n  
-----  
1 | Snow | John | 540-18-4455 | +16504661200 | 01value | 02value | 03value | 04value | 1 | 0  
2 | Snow | John | 540-18-4455 | +19252381988 | 01value | 02value | 03value | 04value | 1 | 1  
3 | Snow | John | 540-18-4455 | +14159873456 | 01value | 02value | 03value | 04value | 1 | 2  
(3 rows)  
  
outbound_22_30=> select * from cc_list_153_ud;  
ud_id | ud_chain_id | ud_key | ud_value  
-----  
1 | 1 | Other25 | 025value  
2 | 1 | Other28 | 028value  
(2 rows)
```

Related Topics

- Create a Data Mapping Schema



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- Administrator
 - Agent
 - Supervisor

Genesys email ensures that agents receive the right emails for their skills and the best resources to respond to those emails and provide an excellent customer experience. There are two email solutions: Email classic and Engage cloud Email.

Related documentation:

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Contents

- [1 What Email does](#)
- [2 How Email works](#)
 - [2.1 Mailboxes](#)
 - [2.2 Interactions](#)
 - [2.3 Reporting](#)

What Email does

Genesys Email classic enables:

- Monitoring of inbound mailboxes.
- Automated responses to incoming emails.
- Routing of email to the best-fit agents based on content analysis.
- Supervisor review of outgoing emails.

Genesys Multicloud CX Email enables all the features of Email classic, plus:

- Routing of email to the best-fit agents based on content analysis plus your Categories and Prioritization schemas for Engage cloud Email.
- Near real-time dashboards for monitoring your backlog.

How Email works

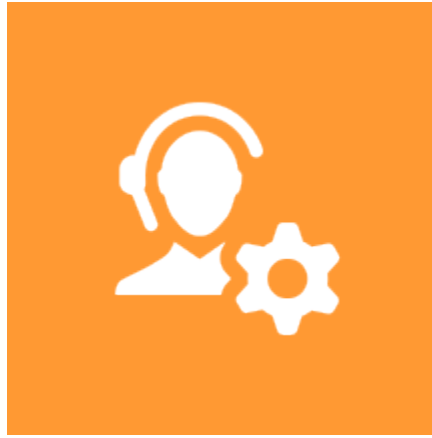
Email classic uses various applications:

- Provision mailboxes and agent features in Agent Setup.
- Create standard responses in eServices Manager.
- Send and respond to emails in Agent Workspace.

Engage cloud Email uses various applications:

- Provision mailboxes and auto-acknowledgments in Intelligent Workload Distribution.
- Provision agent features in Agent Setup.
- Create standard responses in eServices Manager or Designer, depending on your implementation.
- Send and respond to emails in Agent Workspace.

Mailboxes



Players: Administrators

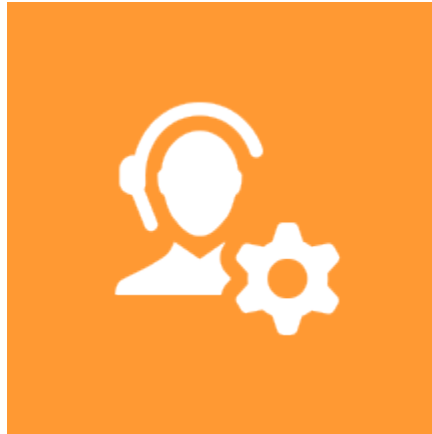
Actions: With Email classic, use Agent Setup to designate your incoming and outgoing mailboxes. You can also create email aliases that agents can choose as their From address.

With Engage cloud Email, use Intelligent Workload Distribution to designate your incoming and outgoing mailboxes. To create email aliases that agents can choose as their From address, continue to use Agent Setup.

Email classic addresses and mailboxes

Engage cloud Email addresses and mailboxes

Interactions



Players: Administrators, Agents, Supervisors

Actions: Agents use Agent Workspace to send new and reply emails to customers, adding standard responses as needed. Supervisors use Agent Workspace to review, edit, or return an outbound email to the agent for editing. Administrators use Agent Setup to determine what agents can and can't do, such as Reply All and Forward. Administrators can also set up standard responses that agents can use in drafting replies.

Email for agents

Email for supervisors

Email channel options

Creating standard responses (eServices Manager)

Creating standard responses (Designer)

Standard responses for agents

Reporting



Players: Administrators, Supervisors, Agents

Actions: Supervisors and administrators can analyze current email and agent activity through Workload Manager and Pulse dashboards and reports. They can use Genesys CX Insights to analyze historical events and long-term trends. Agents can analyze their own activity through reports built into Agent Workspace.

How Reporting works

Get Started with Genesys Pulse

Get started with Genesys CX Insights

Navigating Agent Workspace

Manage reporting environments