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## Getting Started with CX Contact

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CX Contact is an outbound campaign management application used to create, manage, and monitor outbound voice, SMS, and email campaigns.

### Related documentation:

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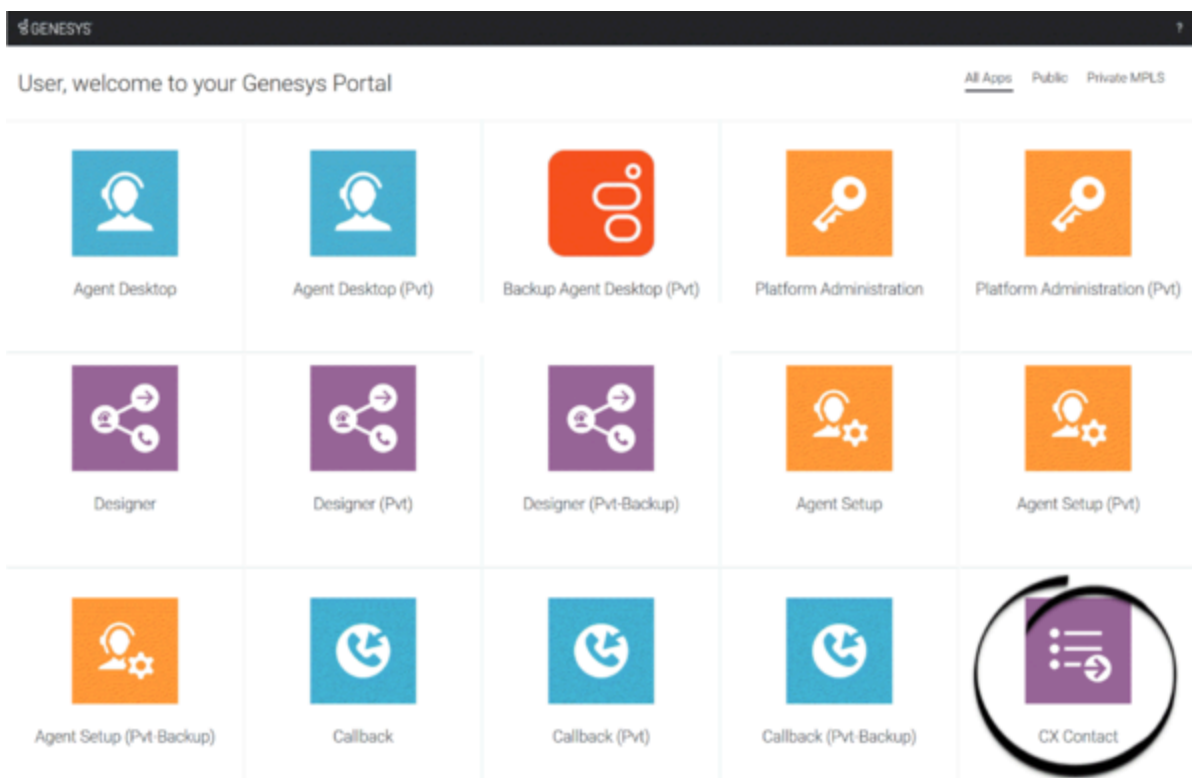


CX Contact's intuitive web-based application enables you to run, manage, and monitor Outbound voice, SMS, and email campaigns. The video below explains some of its core capabilities.

[Link to video](#)

## Accessing the application

Once your Genesys Multicloud CX environment is up and running and you've checked that you meet the necessary **requirements, as described on the Requirements page**, log in to your Genesys Portal to access CX Contact.



Now log in to CX Contact. **If you don't know your login credentials or have lost your password....(this information would be contained on a standalone page that we pull in, correct?)**



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## Important

The login process to Genesys Portal and an application varies, depending on whether your organization uses Single Sign-On (SSO). For more information, refer to the Single Sign-On page.

## Application walkthrough

The CX Contact user interface is broken up into five tabs, each handling a set of tasks. This section gives a brief overview of each tab.

**(Bring the others into this section)**

### Campaigns tab

[Link to video](#)

Use the Campaigns tab to handle all tasks related to the configuration and management of campaigns, including:

- Set up and manage dialing profiles, campaign templates, and campaign groups.
- Define call treatments.
- View campaign statistics in real-time.

### Lists tab

[Link to video](#)

Use the Lists tab to create and working with contact lists. Key capabilities include the following:

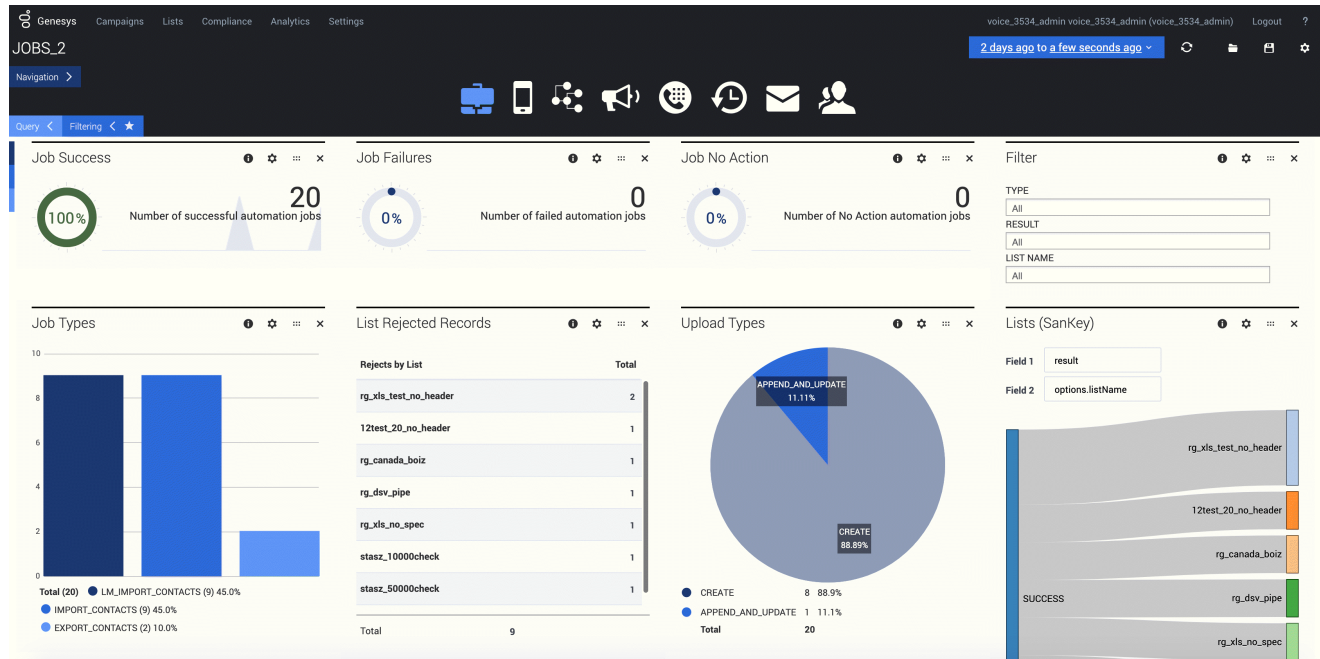
- apply upload rules to a list
- create list automation jobs
- create list labeling schemas
- create data mapping schemas

### Compliance tab

[Link to video](#)

Use the Compliance tab to restrict contact attempts to records within a contact list and import or manage contact suppression lists.

## Analytics tab



Use the Analytics tab to build custom Outbound reports.

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## Settings tab

The screenshot shows the Genesys application interface with the 'Settings' tab selected. The top navigation bar includes 'Genesys', 'Campaigns', 'Lists', 'Compliance', 'Analytics', and 'Settings'. Below this, a sub-navigation bar highlights 'Settings'. On the left, a sidebar contains three options: 'General' (selected), 'Security', and 'Pacing'. The main content area displays a form for account settings. A note states: 'All fields marked with an asterisk (\*) are required'. The form includes three required fields: '\* Account name' (containing 'Demo Account'), '\* DAP Name' (containing 'OCSDAP'), and '\* Disposition Codes' (containing 'Disposition Code'). There are also two optional fields: 'Caller Id' (containing '55555568') and '\* Format name' (containing 'CXContactDefault').

Field	Value
* Account name	Demo Account
Caller Id	55555568
* DAP Name	OCSDAP
* Format name	CXContactDefault
* Disposition Codes	Disposition Code

Use the Settings tab to apply or manage the following global application settings:

- General
- Pacing
- Security