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## Getting Started with CX Contact

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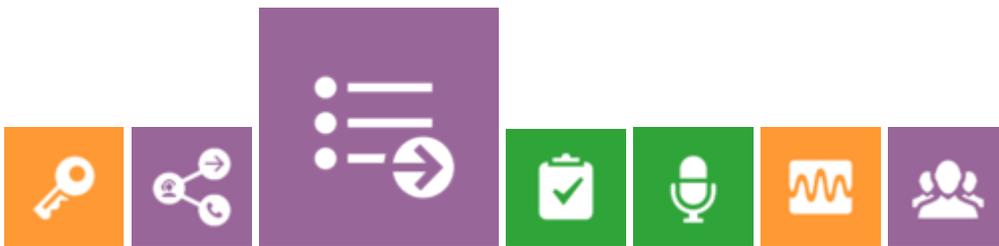
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CX Contact is an outbound campaign management application used to create, manage, and monitor outbound voice, SMS, and email campaigns.

**Related documentation:**

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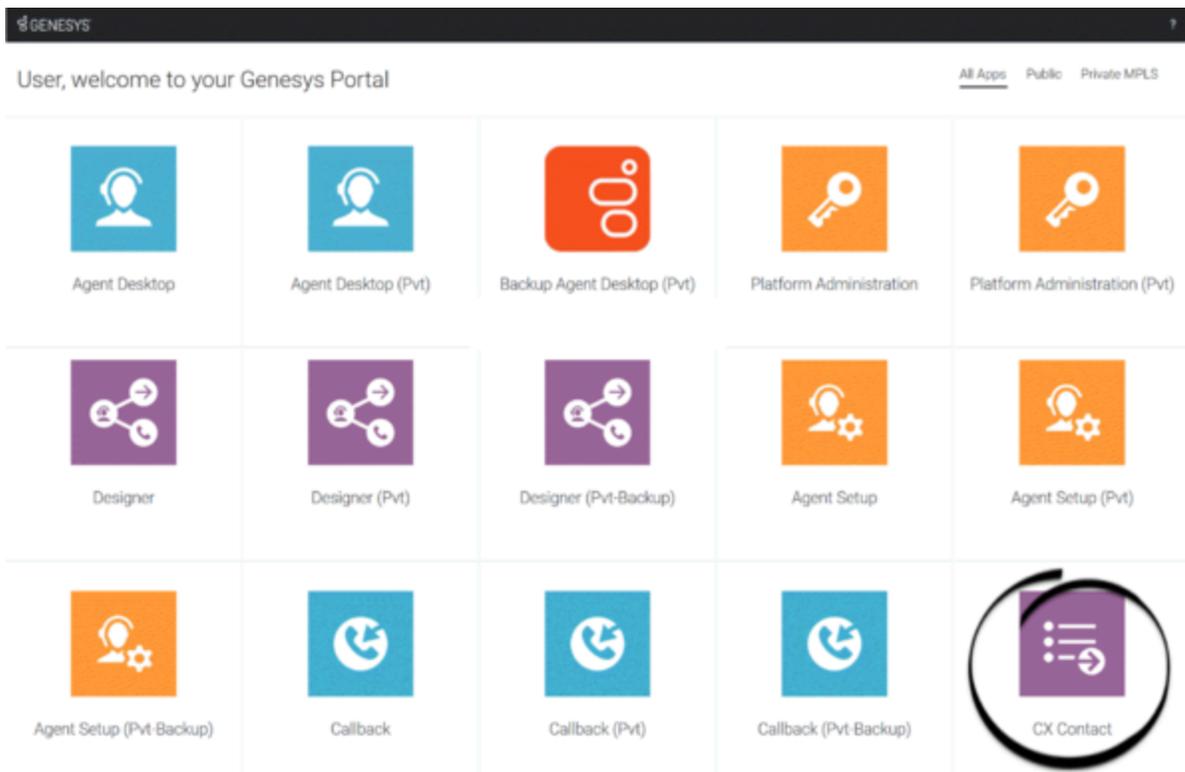


CX Contact's intuitive web-based application enables you to run, manage, and monitor Outbound voice, SMS, and email campaigns. The video below explains some of its core capabilities.

[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

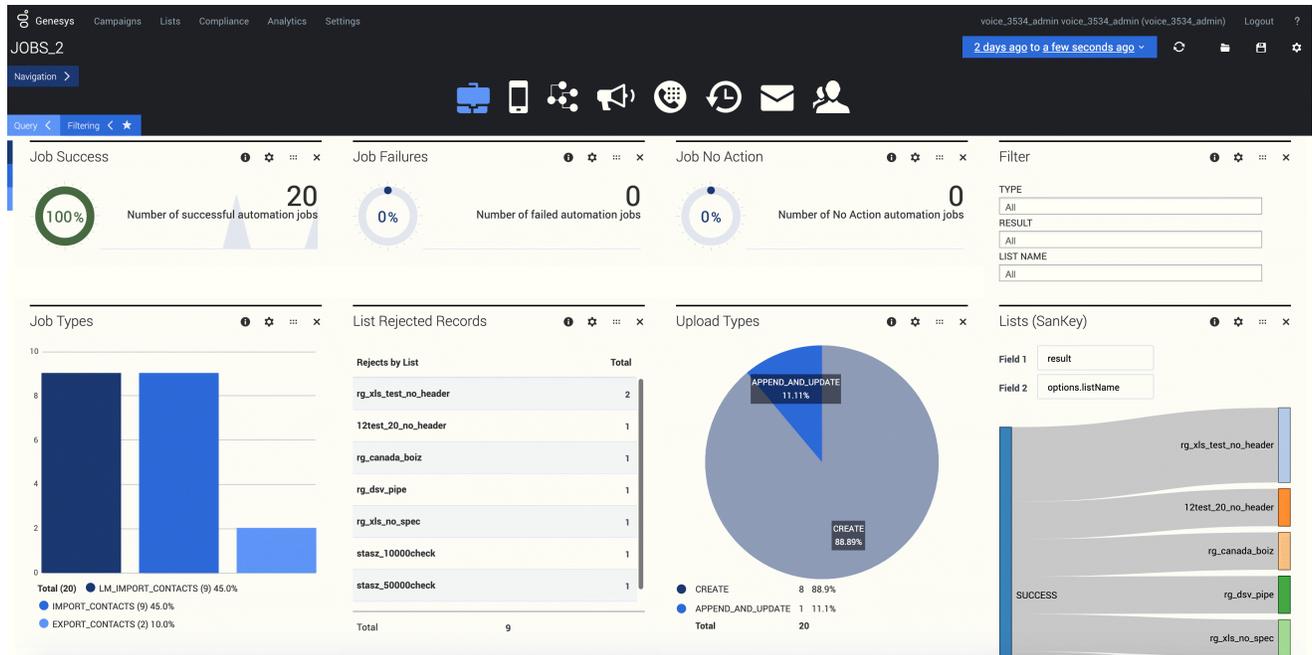
## Compliance tab

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[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 Settings tab interface. At the top, a navigation bar includes 'Genesys', 'Campaigns', 'Lists', 'Compliance', 'Analytics', and 'Settings'. Below this, a blue bar highlights the 'Settings' tab. On the left, a sidebar contains three menu items: 'General' (with a home icon), 'Security' (with a lock icon), and 'Pacing' (with a speedometer icon). The main content area displays a warning: 'All fields marked with an asterisk (\*) are required'. Below this, there are four input fields arranged in two columns. The left column contains: '\* Account name' with the value 'Demo Account', '\* DAP Name' with the value 'OCSDAP', and '\* Disposition Codes' with the value 'Disposition Code'. The right column contains: 'Caller Id' with the value '55555568' and '\* Format name' with the value 'CXContactDefault'.

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

- General
- Pacing
- Security