Getting Started with CX Contact

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Contents

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

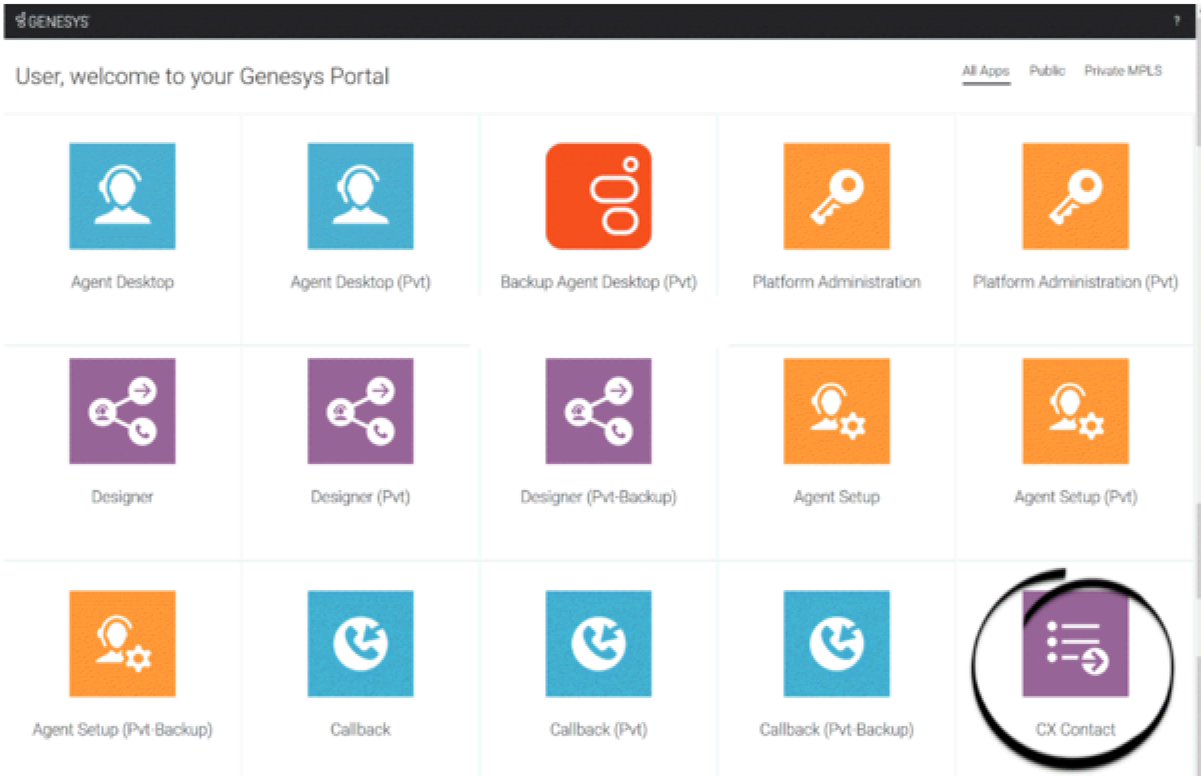
Related documentation:

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?)**

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:

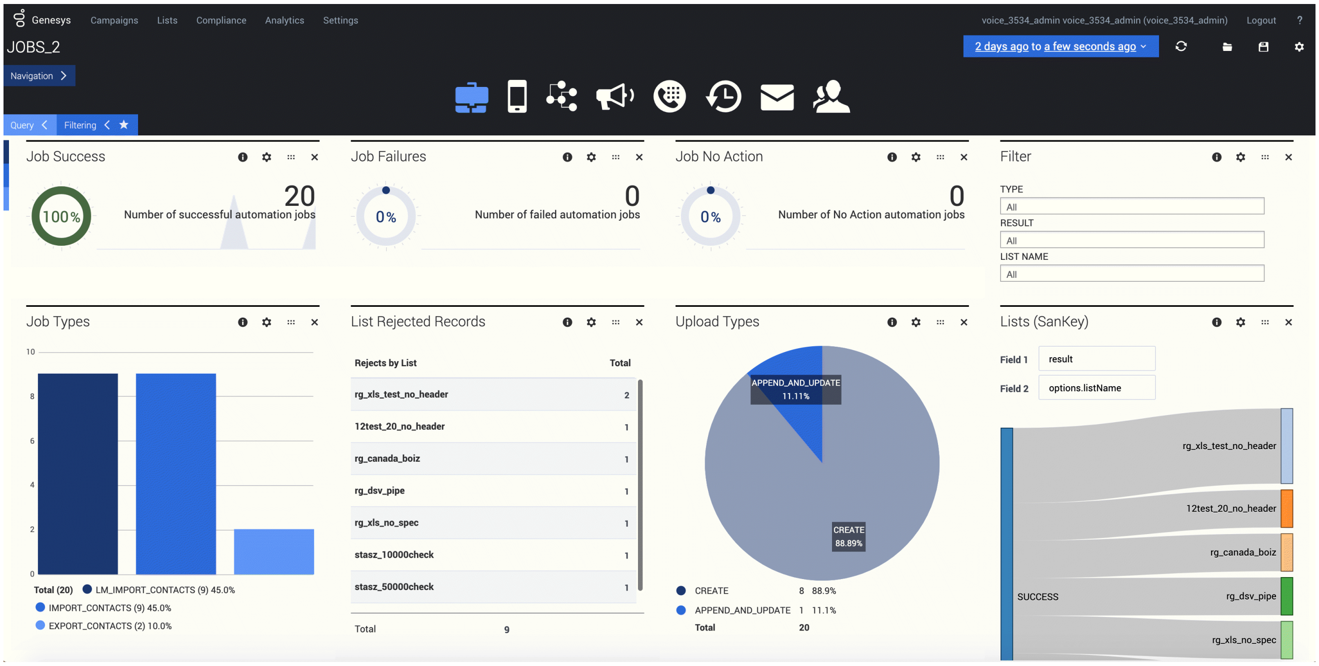
- apply upload rules to a list
- create list automation jobs
- create list labeling schemas
- create data mapping schemas

Compliance tab

Link to video

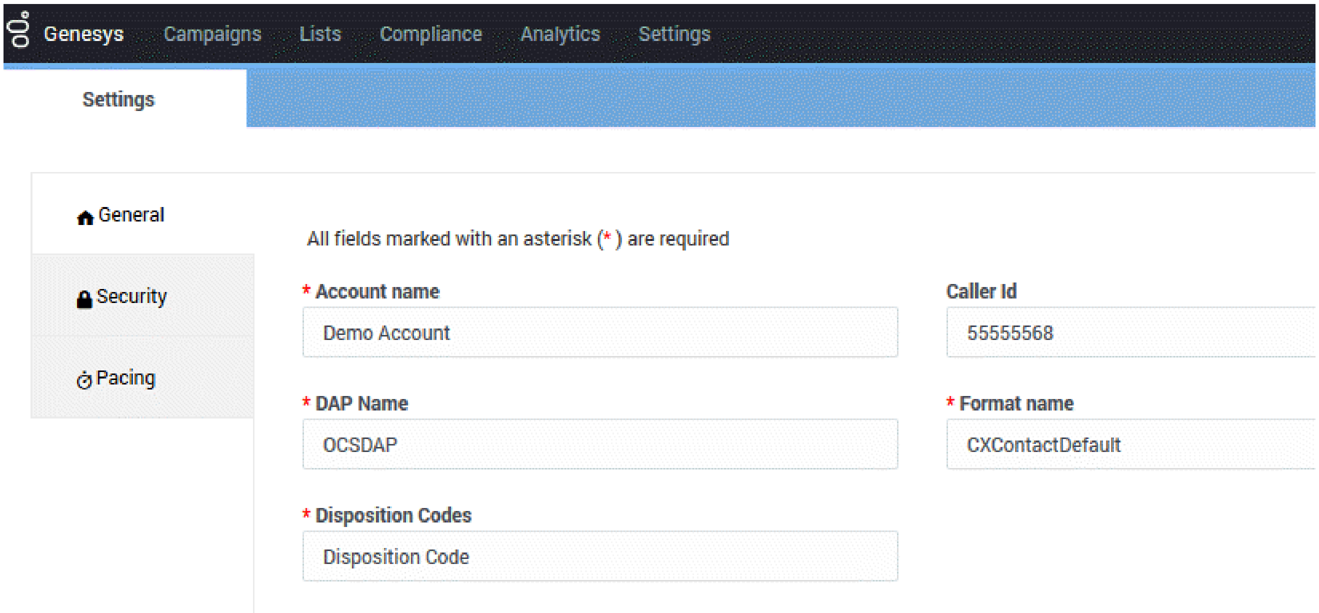
Use the Compliance tab to restrict contact attempts to records within a contact list and import or manage contact suppression lists.

Analytics tab



Use the Analytics tab to build custom Outbound reports.

Settings tab



Use the Settings tab toapply or manage the following global application settings:

- General
- Pacing
- Security