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Getting Started with CX Contact

Contents

- 1 Accessing the application
- 2 Application walkthrough
- 3 Campaigns tab
- 4 Lists tab
- 5 Compliance tab
- 6 Analytics tab
- 7 Settings tab

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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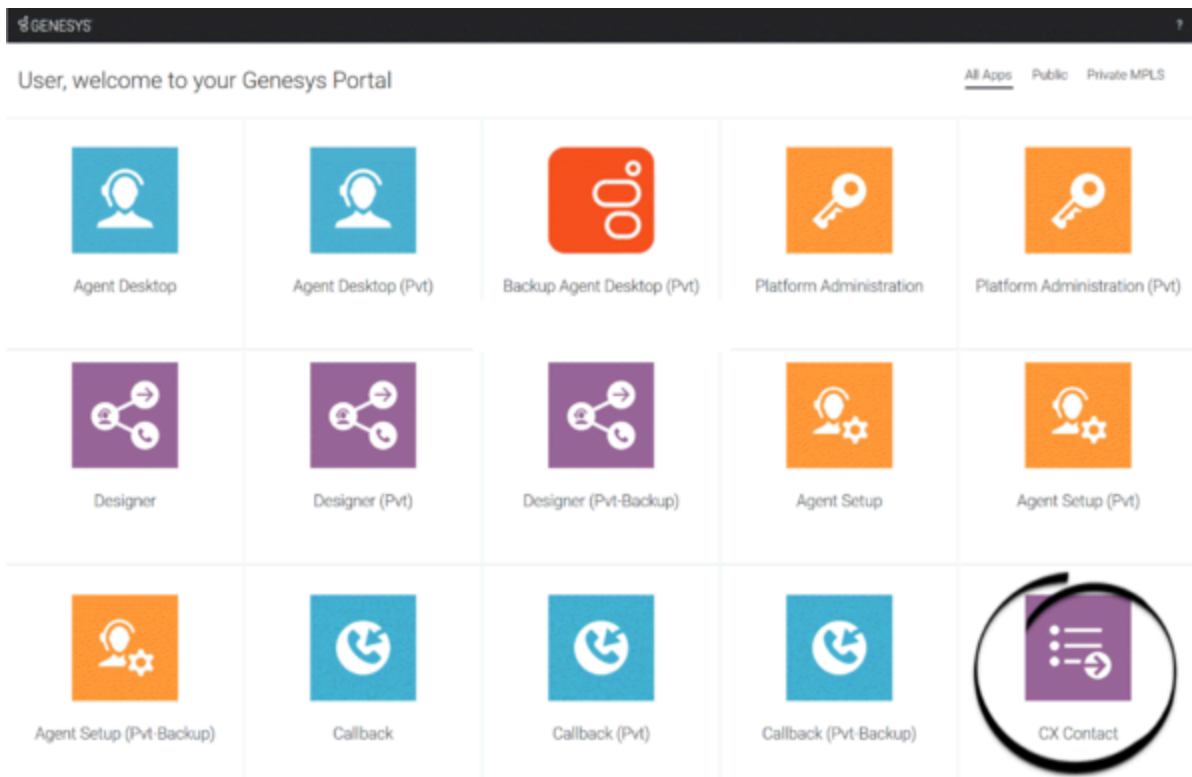


CX Contact's intuitive web-based application enables you to run, manage, and monitor Outbound voice, SMS, and email campaigns. The video below explains some of its core capabilities.

[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?)**



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:

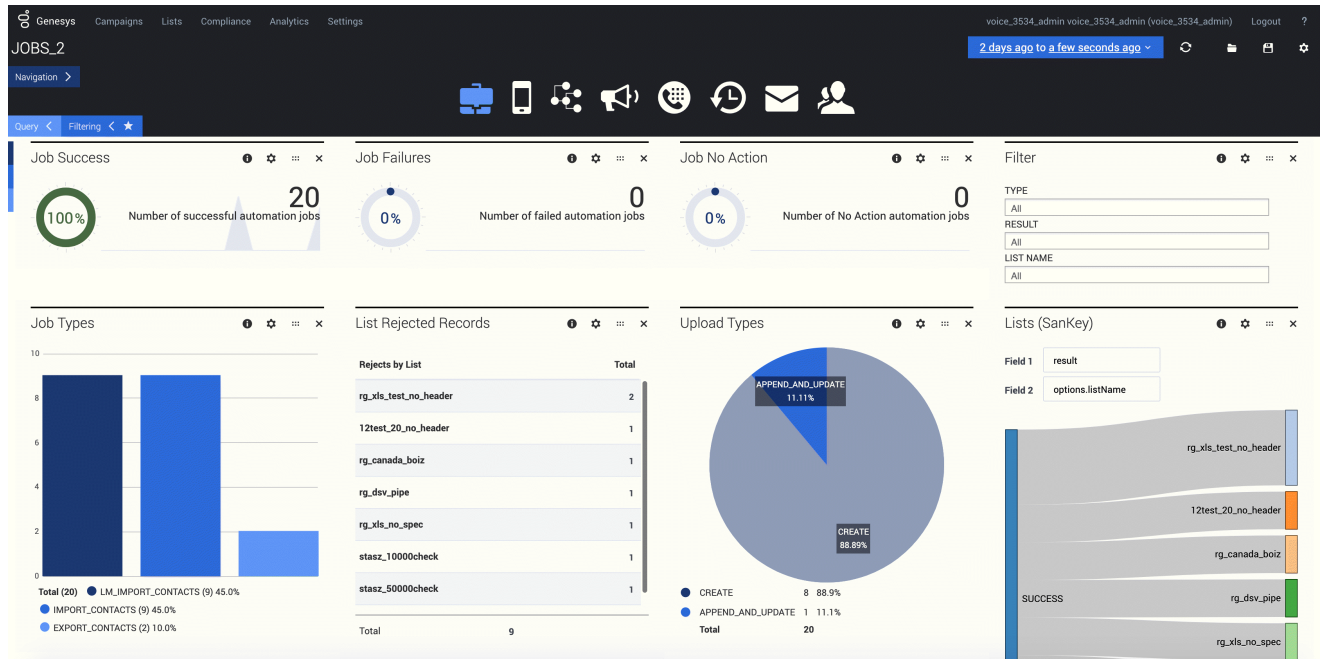
- apply upload rules to a list
- create list automation jobs
- create list labeling schemas
- create data mapping schemas

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

00° Genesys Campaigns Lists Compliance Analytics Settings

Settings

General

Security

Pacing

All fields marked with an asterisk (*) are required

* 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