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## Getting Started with CX Contact

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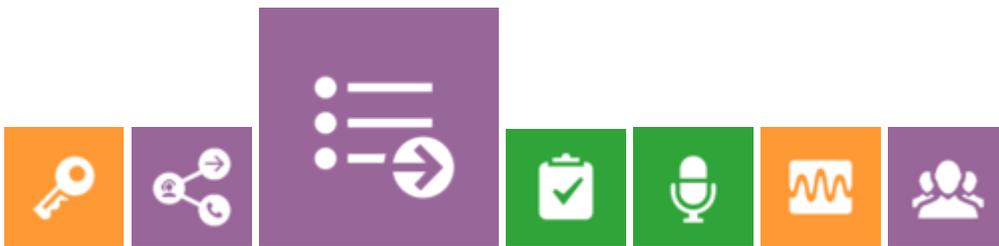
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CX Contact is an outbound campaign management application used to create, manage, and monitor outbound voice, SMS, and email campaigns.

**Related documentation:**

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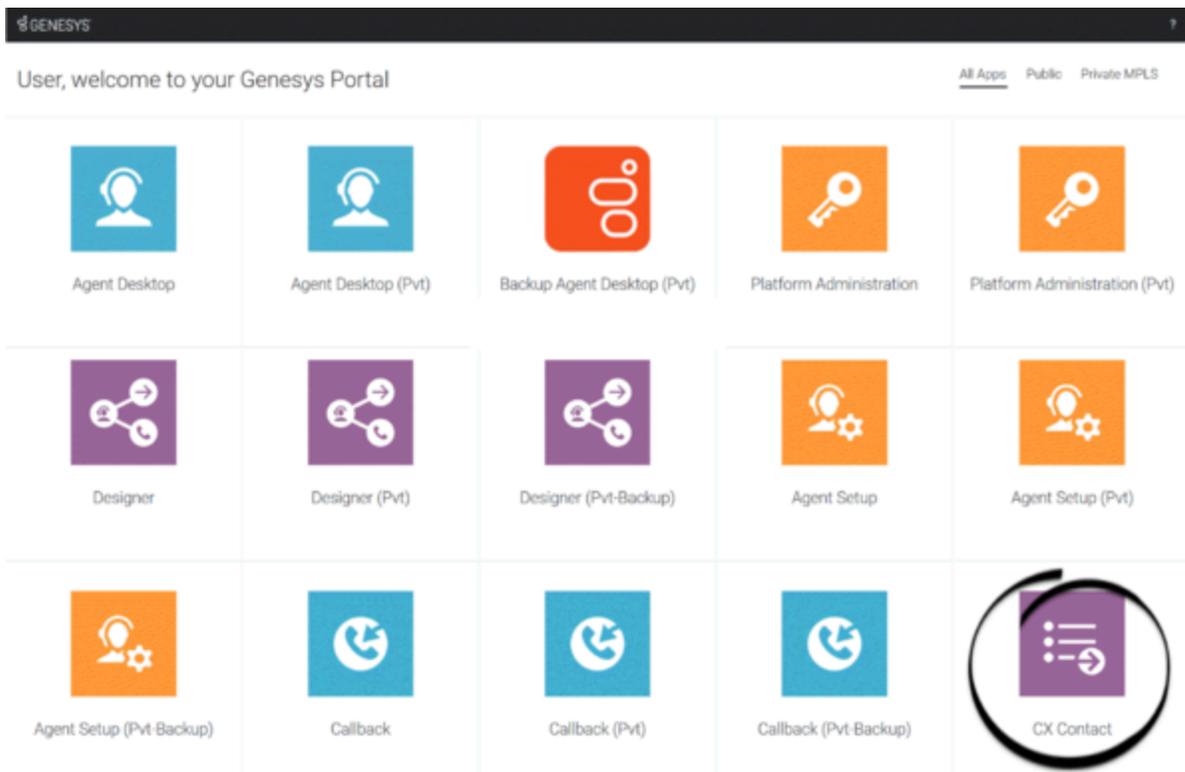


CX Contact's intuitive web-based application enables you to run, manage, and monitor Outbound voice, SMS, and email campaigns. The video below explains some of its core capabilities.

[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

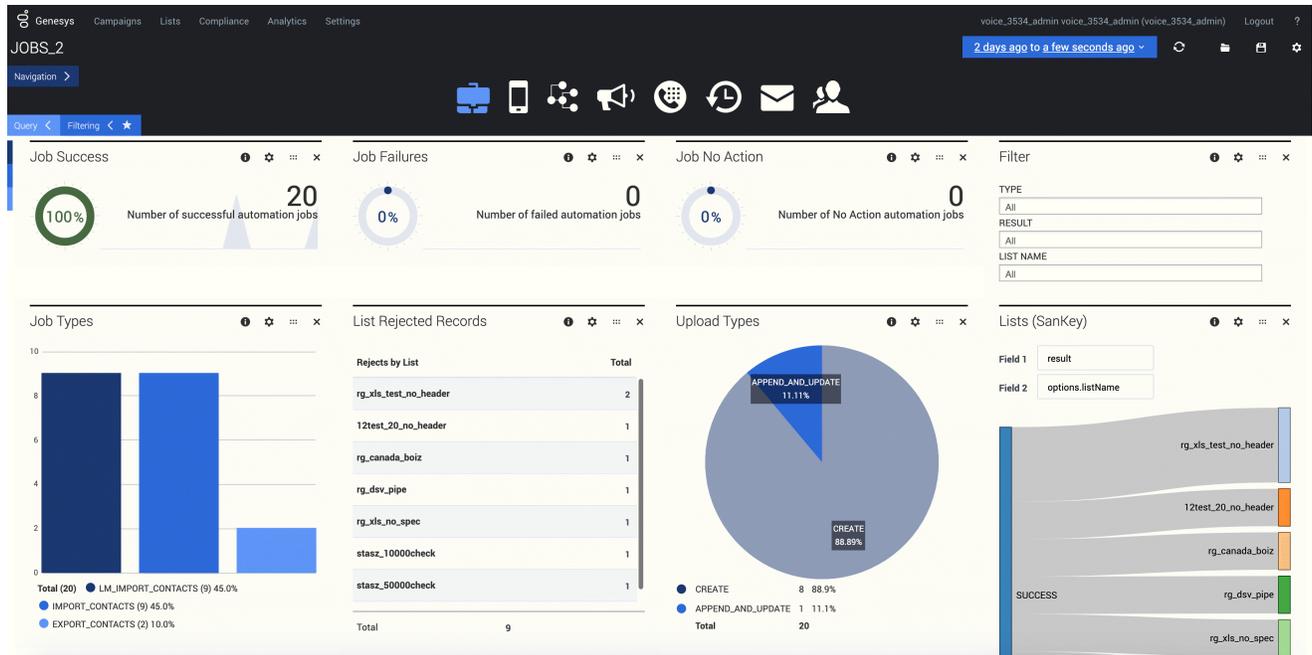
## Compliance tab

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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, there is a navigation bar with the following tabs: Genesys, Campaigns, Lists, Compliance, Analytics, and Settings. Below this, the 'Settings' tab is selected, and a blue header bar is visible. On the left side, there is a sidebar with three main categories: General (with a home icon), Security (with a lock icon), and Pacing (with a speedometer icon). The 'Security' category is currently selected. The main content area displays a message: 'All fields marked with an asterisk (\*) are required'. Below this message, there are five input fields arranged in two columns. The first column contains three fields: '\* Account name' (with the value 'Demo Account'), '\* DAP Name' (with the value 'OCSDAP'), and '\* Disposition Codes' (with the value 'Disposition Code'). The second column contains two fields: '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