Outbound (CX Contact) CX Contact Help

Create and Manage Caller ID Sets

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  - Administrator

Learn how to build and modify what appears on the called phones per-campaign or per-call.
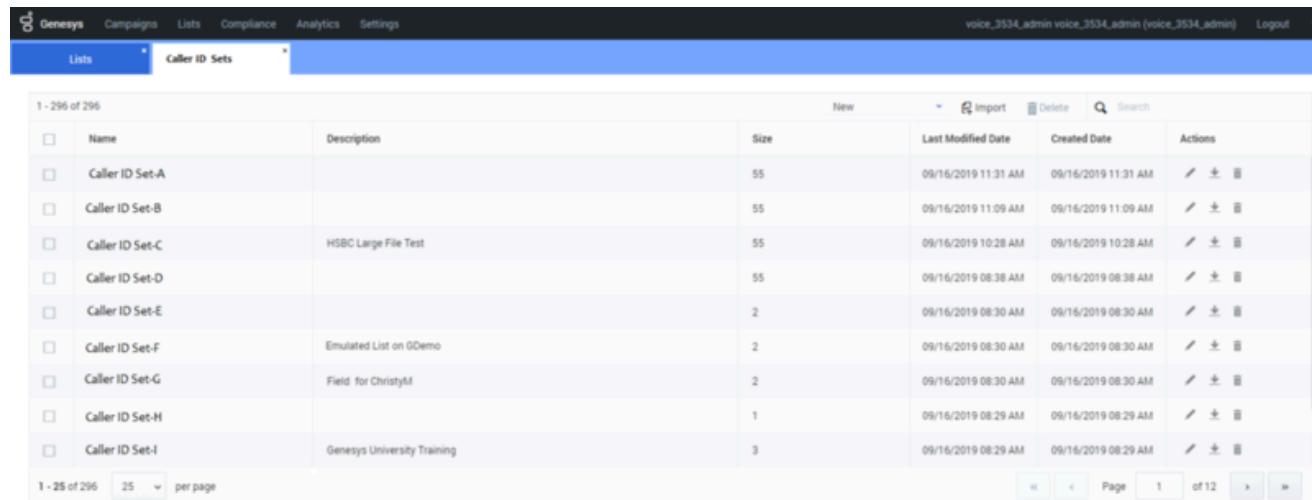
Related documentation:
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To increase your market penetration rate and spread awareness of your brand or product, add a Caller ID Set to your Outbound Campaign. With a Caller ID Set you can control what appears on the called phones per-campaign or per-call.

When an Outbound Campaign Group includes a Caller ID Set, the Outbound Contact Server (OCS) selects (sequentially or randomly) a different Caller ID each time a specific outbound phone number is contacted. As a result, the same outbound phone number will see a different Caller ID every time he/she receives a call from the same Outbound Campaign.

Each Caller ID value represents a phone number (a string of digits with an optional + sign).

Caller ID Sets Table View

To view the Caller ID Sets table view click Campaigns > Caller ID Sets. The following image represents a typical Caller ID Sets view.

The following table describes the Caller ID Sets options.

Type of Information	Description
New	Enables you to create a new Caller ID Set.
Import	Enables you to import a Caller ID Set. See Import Caller ID Set.
Delete	Enables you to delete the selected Caller ID Set(s).
Search	Enables you to search for a specific Caller ID Set.
Name	The Caller ID Set name.
Description	An arbitrary representation of the Caller ID Set.
Size	The number of Caller IDs in the specific Caller ID Set.
Actions	 • Edit • Download (disabled) • Delete

Import Caller IDs from a File

1. Click **Campaigns > Caller ID Sets** and click **Import**.

2. In the fields provided enter a Caller ID Set name and description.

3. Click **Select File (*.txt, .csv) and browse to the location of the file**.

4. After you select the *.txt or *CSV file click **OK** and then **Import**. The imported Caller ID(s) are now a part of a specific Caller ID set that will automatically appear in the Caller ID Sets view with the name given in the second step.

Create / Edit a Caller ID Set

1. Click **Campaigns > Caller ID Sets**.

2. From the list provided click the name of the Caller ID Set you want to edit or click **+New** to create a new Caller ID Set.

3. In the fields provided enter a Caller ID Set name and description.

4. From the list provided select one or more Caller IDs.

5. Click **Update**. The new / edited Caller ID Set automatically appears in the Caller ID Sets view.

The following table describes the options available when creating/editing a Caller ID Set.

Type of Information	Description
New	Enables you to create a new Caller ID. When you click **+New** enter a Caller ID in the field provided and click **Save**. The new Caller ID is added to the Caller ID Set you are creating / editing. **Note:** A Caller ID can only include numbers and an optional plus

Type of Information	Description
	character + at the beginning of the number.
#	A sequential order value based on the Caller ID creation date/time.
Caller ID	Indicates the Caller ID value. This column is sorted by the Created Date column.
Created Date	Indicates the date and time at which the Caller ID was added to the Caller ID Set.

Assign a Caller ID Set

To assign a Caller ID Set to a Create a Dialing Profile, Create a Campaign Template and/or Create a Campaign Group:

1. Create / Edit a Dialing Profile, Campaign Template and/or Campaign Group.
2. In the **General** tab turn on the **Caller ID Set** switch option.
3. Click **Change** and in the dialog window that appears select the Caller ID Set order.
4. Select one of the Caller ID Sets from the list provided.
5. Click **Save**. The selected Caller ID Set(s) appear next to the Change button.

Related Topics

- Campaign Structure and Terminology
- Create and Manage a Campaign Template
- Create and Manage a Campaign Group
- Create and Manage Contacts and Contact Lists