



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

CX Contact Help

Create and Manage Caller ID Sets

12/17/2025

Contents

- 1 Create and Manage Caller ID Sets
 - 1.1 Caller ID Sets Table View
 - 1.2 Import Caller IDs from a File
 - 1.3 Create / Edit a Caller ID Set
 - 1.4 Assign a Caller ID Set

Create and Manage Caller ID Sets

Important

The content of this document has been moved and is no longer being updated in this location.

For the latest content and most recent updates, see the [CX Contact Help](#) on the Genesys Multicloud site.

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.

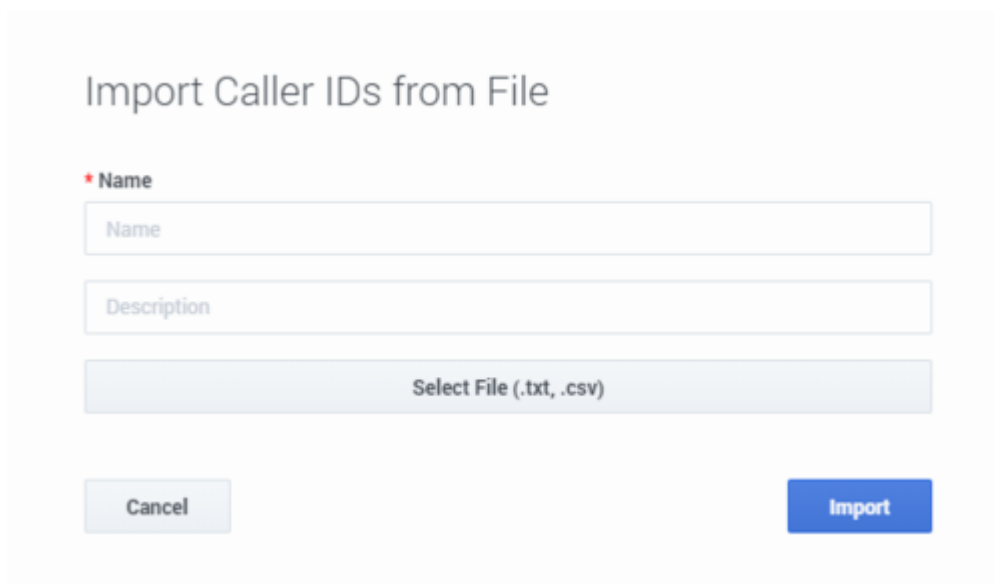
| | Name | Description | Size | Last Modified Date | Created Date | Actions |
|--------------------------|-----------------|-----------------------------|------|---------------------|---------------------|---------|
| <input type="checkbox"/> | Caller ID Set-A | | 55 | 09/16/2019 11:31 AM | 09/16/2019 11:31 AM | |
| <input type="checkbox"/> | Caller ID Set-B | | 55 | 09/16/2019 11:09 AM | 09/16/2019 11:09 AM | |
| <input type="checkbox"/> | Caller ID Set-C | HSBC Large File Test | 55 | 09/16/2019 10:28 AM | 09/16/2019 10:28 AM | |
| <input type="checkbox"/> | Caller ID Set-D | | 55 | 09/16/2019 08:38 AM | 09/16/2019 08:38 AM | |
| <input type="checkbox"/> | Caller ID Set-E | | 2 | 09/16/2019 08:30 AM | 09/16/2019 08:30 AM | |
| <input type="checkbox"/> | Caller ID Set-F | Emulated List on QDemo | 2 | 09/16/2019 08:30 AM | 09/16/2019 08:30 AM | |
| <input type="checkbox"/> | Caller ID Set-G | Field for ChristyM | 2 | 09/16/2019 08:30 AM | 09/16/2019 08:30 AM | |
| <input type="checkbox"/> | Caller ID Set-H | | 1 | 09/16/2019 08:29 AM | 09/16/2019 08:29 AM | |
| <input type="checkbox"/> | Caller ID Set-I | Genesys University Training | 3 | 09/16/2019 08:29 AM | 09/16/2019 08:29 AM | |

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 | <ul style="list-style-type: none">• Edit• Download (disabled)• Delete |

Import Caller IDs from a File

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



Import Caller IDs from File

* Name

Name

Description

Select File (.txt, .csv)

Cancel 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.

Important

A single input file cannot contain more than 5000 Caller ID Sets.

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.

Caller ID Set

Set of phone numbers to be used as Caller ID, sequentially or in random order.

All fields marked with an asterisk (*) are required.

Name
Alpha Caller ID Set

Description
Description for Alpha Caller ID Set - illustrative purposes

+New **Delete** **Search**

| # | Caller ID | Created Date | Actions |
|----|-------------|---------------------|-----------------|
| 1 | 06504661000 | 06/16/2019 11:31 AM | [Edit] [Delete] |
| 2 | 06504661001 | 06/16/2019 11:09 AM | [Edit] [Delete] |
| 3 | 06504661002 | 06/16/2019 10:28 AM | [Edit] [Delete] |
| 4 | 06504661003 | 06/16/2019 08:38 AM | [Edit] [Delete] |
| 5 | 06504661004 | 06/16/2019 08:30 AM | [Edit] [Delete] |
| 6 | 06504661005 | 06/16/2019 08:30 AM | [Edit] [Delete] |
| 7 | 06504661006 | 06/16/2019 08:30 AM | [Edit] [Delete] |
| 8 | 06504661007 | 06/16/2019 08:29 AM | [Edit] [Delete] |
| 9 | 06504661008 | 06/16/2019 08:29 AM | [Edit] [Delete] |
| 10 | 06504661009 | 06/16/2019 08:29 AM | [Edit] [Delete] |

1 - 20 of 20 **25** per page **Page 1 of 1**

3. In the fields provided configure the 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. |

| Type of Information | Description |
|---------------------|--|
| | Note: A Caller ID can only include numbers and an optional plus 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 **Voice Dialing Profile**, **Campaign Template** and/or **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.