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CX Contact Help

[Create / Edit a Schedule](#)

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Create / Edit a Schedule

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The content of this document has been moved and is no longer being updated in this location.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

CX Contact Schedules allow you to create and run one or more Campaign Groups automatically and periodically using a predefined schedule. Use the instructions below to create a schedule.

Important

- You can access and customize near-real time reporting data about Schedules from the [Schedules Dashboard](#).
- In the future a Calendar View option will be available. The Calendar View will display all of the existing schedules on the day on which the schedule should start.

Create / Edit a Schedule

1. Click the **Schedules** menu. The Schedules list appears. For details see the [Schedules List Properties](#) table below.
2. Select your preferred view.
 - **Table View** - Lists all of the existing schedules.
 - **Calendar View** - Displays all of the existing schedules in the day on which they are scheduled to start.
3. Select **New** to create a new schedule or click the name of the schedule you want to edit.
4. Select the **Schedule Options** tab and set the available options. The options in the Schedule Options tab enable you to define when the Campaign Groups associated with the schedule will be run. For details see the [Schedule Options Properties](#) table below.

Schedule Options Campaign Groups

Define recurrence of the Outbound Schedule

Execute every n-th day between Start Date and End Date

Start Condition

* Repeat every at : from until

☐ No End Date

* On the following Days of the Week

Stop Condition (whichever occurs first)

☐ Stop at :

☐ Stop after

5. Select the **Campaign Groups** tab and select the Campaign Groups to which this schedule should be applied. When the schedule is run the selected Campaign Groups are activated. For details see the [Campaign Groups Properties](#) table below.

Schedule Options **Campaign Groups**

Campaign Groups in Schedule

▼ Expand All ▲ Collapse All	Add	▼	🔍 Search
▼ 123412341234-46326cfc@All Agents			
> Sequential commands			+
Instant commands			+

6. Select the **Campaign Group Dialing** panel and configure the following options:
 - **Change Dialing parameters** - Change the Campaign Group's pacing parameters.
 - **Force Stop** - Force the Campaign Group to be unloaded.
 - **Start** - Load the Campaign Group.

- **Start Paused** - Pause the Campaign Group.
- **Stop** - Unload the Campaign Group.

The screenshot shows a 'Create / Edit a Schedule' dialog box with the following fields and options:

- * Command**: A dropdown menu with the selected option 'Change Dialing Parameters'.
- * Condition**: A dropdown menu with the selected option 'At time'.
- Set Time**: A section containing the text '* at' followed by three input fields: '8', '00', and 'AM'.
- Campaign Group Dialing**: A section containing:
 - Dialing Mode**: A dropdown menu with the selected option 'Predictive'.
 - Optimization Parameter**: A dropdown menu with the selected option 'Agent Busy Factor'.
 - Optimization Goal**: A text input field containing '80' followed by a '%' symbol.
 - ☐ **Engage agents first** with a help icon (?)
- Buttons**: 'Cancel' and 'Ok' buttons at the bottom.

7. Click **Save Schedule**.



Schedules List Properties


Column	Description
Name	Schedule name.
Description	Provides information about the purpose of the schedule.
Last Run	The last time and date the schedule was activated.
Status	<ul style="list-style-type: none"> • Active - Campaign groups associated with the specific schedule are currently running. • Idle - The schedule is active but is not being used. • Disabled - Campaign groups associated with the specific schedule are not active.
Schedule	A plain text description of the Schedule activation rules.
Last Modified Date	The last date and time the schedule was edited.
Created Date	The date and time the schedule was created.
Actions	<ul style="list-style-type: none"> • Enable - Instructs the system to run the schedule at its configured date and time. • Disable - Stops all subsequent runs. Note: Disabling a schedule doesn't delete the schedule. You can open and edit the schedule at any time to reschedule runs or hit the Play icon to restart it. • Delete - Removes the schedule from the system.

Schedule Options Properties

Column	Description
Name	Schedule name.
Description	Provides information about the purpose of the schedule.
Daily / Weekly / Monthly / Once	Indicates the type of recurrence and defines the view of the Schedules Dashboard where you can view reports on Outbound Schedules.
Start Condition	Indicates the date and time interval at which you would like the schedule to be activated.
Stop Condition	Indicates the time the schedule will end.

Campaign Groups Properties

Column	Description
Name	Schedule name.
Description	Provides information about the purpose of the schedule.
Add	<p>Enables you to add an existing Campaign Group.</p> <ul style="list-style-type: none"> • Channel - Select a Channel for the Campaign Group. For details see CX Contact Channels. • Campaign Group - Select one Campaign Group associated with the selected Channel. <p>When a new Campaign Group is added it automatically contains an empty Instant command and two Sequential commands:</p> <ul style="list-style-type: none"> • Load immediately • Start immediately
	Enables you to delete a command / Campaign Group from the schedule.
	<p>Enables you to add / edit a command to the Campaign Group. The add/edit Campaign Group command requires you to configure the following options:</p> <ul style="list-style-type: none"> • Command - Select the visibility of the Campaign Group Dialing panel. • Condition - Select when the command should be active with relation to the Set Time configuration. <ul style="list-style-type: none"> • Immediately - Indicates that the command will be activated when the Schedule is run. • At time - Indicates that the command will be activated at the configured Set Time. • After - Indicates that the command will be activated after the configured Set Time interval. • Time in state - Indicates that the command will be activated at the configured Set Time interval and state. • Statistical value - For future use. • Time in state - For future use. • Campaign Group Dialing - Enables you to determine when and how the campaigns associated with the schedule places calls.

Column	Description
	<ul style="list-style-type: none">• Dialing Mode - For details refer to Dialing Modes.• Optimization Parameter - For details refer to Optimization Parameters.• Optimization Goal - Enables you to set your desired Campaign goal.• Engage agents first - Select this option to change the current Dialing mode to Predictive with Seizing or Progressive with Seizing before an Outbound call is made. For details refer to IVR Modes.
	Enables you to the command up / down one step in the sequential execution line.
Repeat	Enables you to define a repeat interval for the Instant command.

Related Topics

- [Schedules](#)
- [Schedules Dashboard](#)
- [Create a Campaign Group](#)