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CX Contact Help

CX Contact Basics

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The content of this document has been moved and is no longer being updated in this location.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

The pages in this topic describe key concepts related to CX Contact. You should familiarize yourself with these concepts before jumping in to the CX Contact application.

Conceptual articles in this topic include:

- [Campaign Terminology and Structure](#)
- [Dialing Modes and IVR Modes](#)
- [Pacing and Optimization](#)
- [Time zone Assignment Options](#)