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CX Contact Help

Schedules

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Schedules

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The content of this document has been moved and is no longer being updated in this location.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 (CXC) **Schedules** is a powerful tool that enables you to execute one or more Campaign Groups automatically and periodically using a predefined schedule. Each Schedule can include one or more Campaign Groups that are not necessarily associated with the same campaign, group and so on. Multiple schedules can be configured and active in the same Outbound Contact Server (OCS) instance.

Schedules simplifies configuration by enabling you to define the activation and deactivation time for all the Campaign Groups that operate frequently and have recurring usage (for example, every weekday at 8 am).

While numerous Campaign Groups can be configured to be active/inactive at the same time, each Campaign Group within the schedule can be individually configured for activation/deactivation.

Important

In the future CX Contact will include Sequence Campaign Groups that support Time in State and Statistical Value. With these conditions you will be able to define that when one campaign group achieves a 90% penetration status Campaign Group 2 begins.

Key Features

- Schedule a Campaign Group to start/finish.
- Schedule a Campaign Group to run for a specified period of time or until a specific statistic is achieved.
- Sequence Campaign Groups. For example, it can be defined that when one campaign group achieves a 90% penetration status Campaign Group 2 begins.

Work with Schedules

- [Create or Edit a Schedule](#) - Learn how to setup and organize when one or more Campaign Groups begin and end.
- [Schedules Dashboard](#) - View the activity history associated with one or more Campaign Groups.

Important

You can access and customize near-real time reporting data about Schedules from the [Schedules Dashboard](#).

Click the **Schedules** menu to open the **Schedules** page. The following image depicts a typical Schedules page.

Genesys

Campaigns

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voice_2230_admin2 voice_2230_admin2 (voice_2230_admin2) Logout

Campaigns

Schedules

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New

Delete

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<input type="checkbox"/>	Name	Description	Last Run	Status	Schedule	Last Modified Date	Created Date	Actions
<input type="checkbox"/>	Schedule 03	IVR Blast	01/22/2020 02:00 PM	Active	Monday, Tuesday, Wednesday, Thursday at 09:00 AM	12/16/2019 07:39 AM	12/16/2019 07:39 AM	O / i
<input type="checkbox"/>	Schedule 02	Everyday schedule execution	01/22/2020 12:00 PM	Idle	Everyday at 08:00 AM	12/11/2019 06:52 AM	12/11/2019 06:52 AM	O / i
<input type="checkbox"/>	Schedule 01	Run every day	01/17/2020 06:00 AM	Active	Everyday at 02:00 PM	12/11/2019 06:52 AM	12/11/2019 06:52 AM	O / i

Related Topics

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