Genesys Engage cloud Administrator's Guide

Configuration features

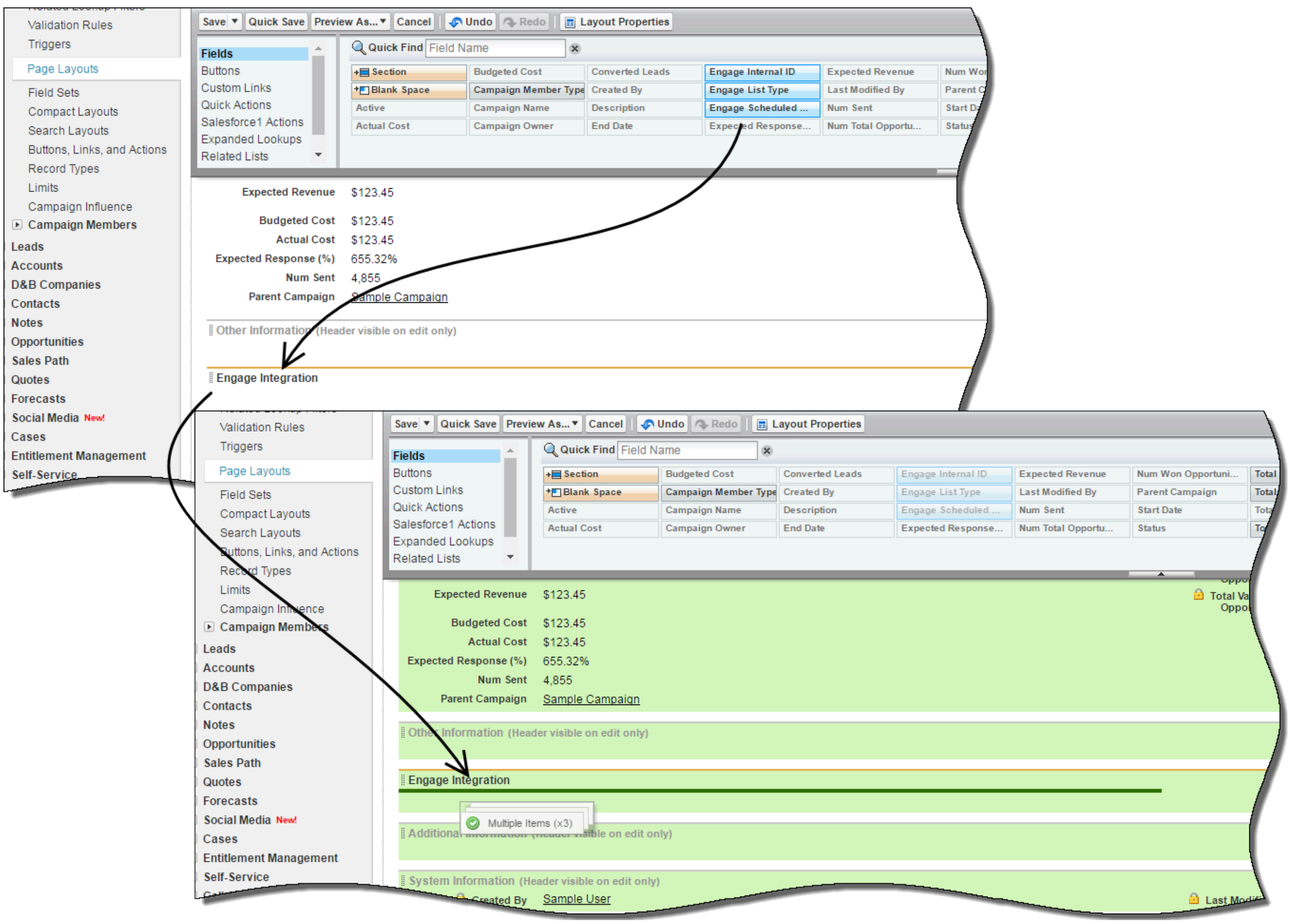
3/2/2025

Configuration features

Page Layouts

Drag and drop makes configuring page layouts a breeze. Below we demonstrate how you can make your campaign layout work for you. It all starts from the **Page Layouts** menu found under **Campaigns** in **Customize**. From here you can click **Edit** next to your campaign name to perform the following configurations:

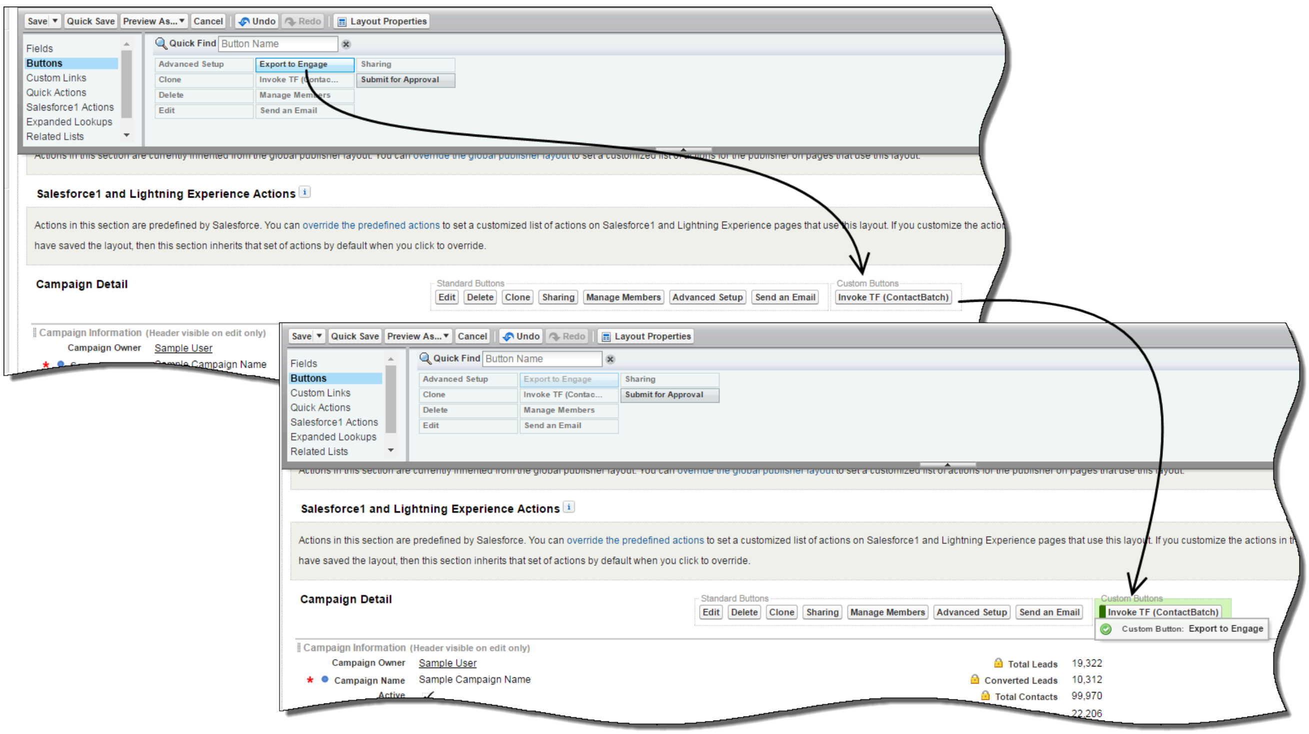
Custom Fields



To add new **Fields** to your campaign layout, simply highlight the fields from the top menu and drag them down to the main screen. In this case, we're dragging the **Engage Internal ID**, **Engage List**

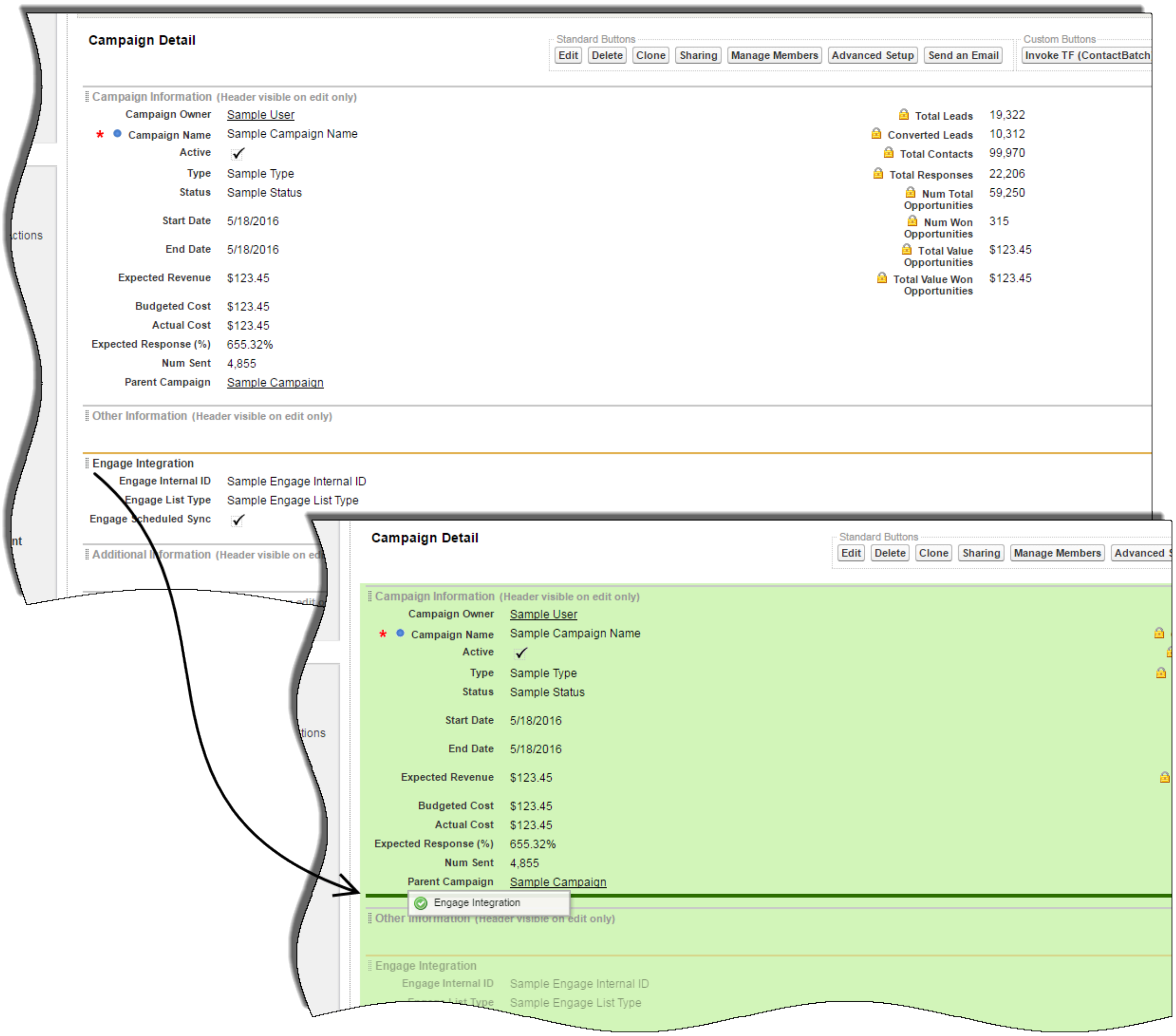
Type, and the **Engage Scheduled Sync** down to the **Engage Integration** section. Once you're done, click the **Save** button in the top menu to save your changes.

Custom Buttons



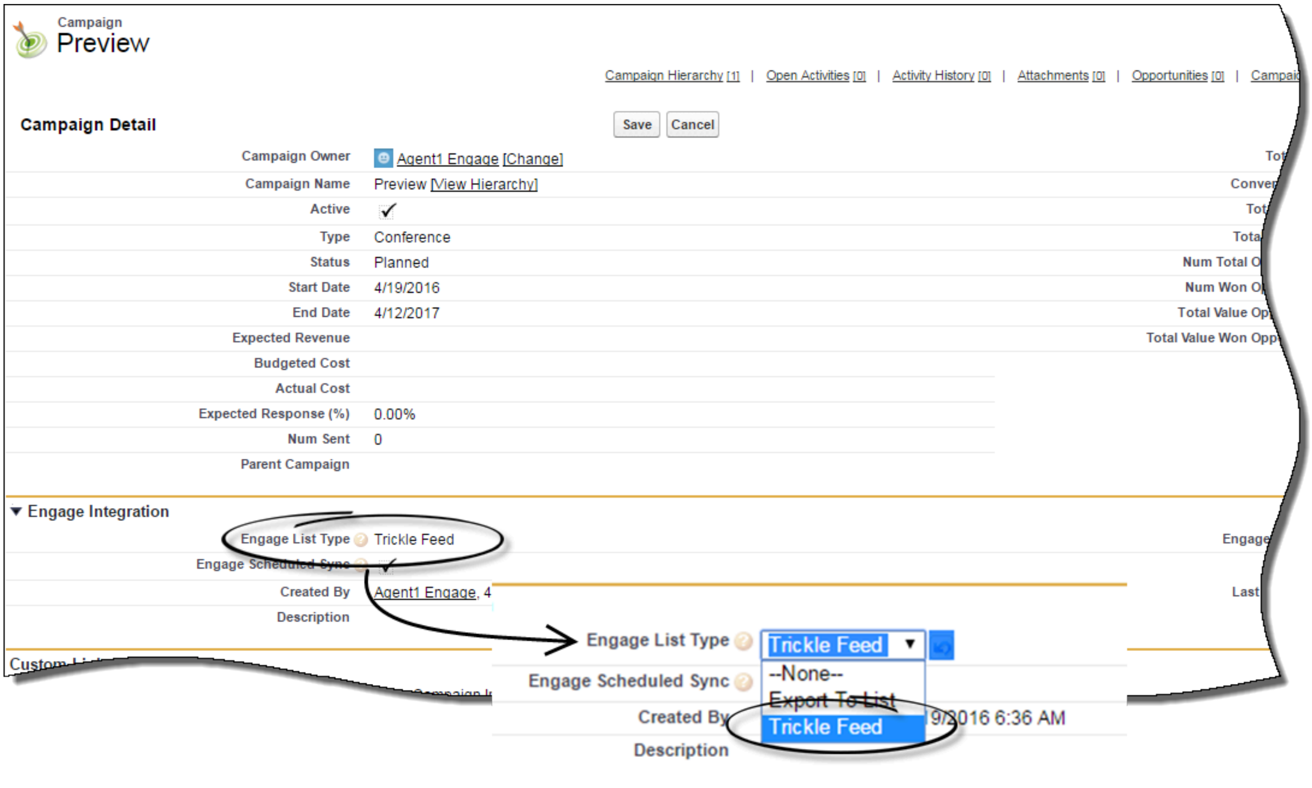
To add new **Buttons** to your campaign layout, highlight the button from the top menu and drag it down into the **Standard Buttons** or **Custom Buttons** menu. Once you're done, click the **Save** button in the top menu to save your changes.

Moving Sections



Each section also has the ability to be moved, making the campaign layout truly your space. To move a section you only need drag it to the new area and drop it in. Notice how the green bar and the green check mark appear as you begin to drag the heading? This is how you know you're completing the action correctly. Once you're done, click the **Save** button in the top menu to save your changes.

Configuring Trickle Feeds



> ## Important
> Before configuring Trickle Feeds, you must first associate a Strategy with a Campaign that has the same name as the campaign in Salesforce.

You can configure a campaign so that new contacts are added to the corresponding Engage sub-campaign on an on-demand basis, rather than a single batch upload. You do this by clicking on the **Campaigns** tab and choosing **Trickle Feed** from the **Engage List Type** in your campaign record. Now, as you add campaign members to the campaign, they are transferred to your sub-campaign. Note that Salesforce sends this data using asynchronous calls so there might be a few seconds delay in the transfer.