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Genesys Engage cloud Administrator's Guide

Connection Settings

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Connection Settings

The Engage Connection Settings tab in salesforce.com is where you set your login credentials for your Outbound account so that Salesforce can securely connect and communicate with it.

Leads Engage Service Logs **Engage Connection Settings** +

Save

▼ Custom Settings

Username:

Password:

Internal Id:

Engage Domain:

Create List Endpoint:

Create Contact Batch Endpoint:

Add to List Using String Endpoint:

Delete List Endpoint:

Save

▼ Current Custom Setting

Username: xxx.xxx@xxxxx.com

Internal Id: 3000029180

Endpoint: site/a/4/ContactManagementService/deleteList/

When creating custom settings, important fields to include are **Username**, **Password**, **Internal ID**, and the **Engage Domain**. **Note:** In the Engage Domain field, the address includes "ServiceX" where "X" is a number (for example, "Service3").