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## CX Contact Help

Create and Manage Caller ID Sets

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## Contents

- 1 Create and Manage Caller ID Sets
  - 1.1 Caller ID Sets Table View
  - 1.2 Import Caller IDs from a File
  - 1.3 Create / Edit a Caller ID Set
  - 1.4 Assign a Caller ID Set

# Create and Manage Caller ID Sets

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The content of this document has been moved and is no longer being updated in this location.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

To increase your market penetration rate and spread awareness of your brand or product, add a Caller ID Set to your Outbound Campaign. With a Caller ID Set you can control what appears on the called phones per-campaign or per-call.

When an Outbound Campaign Group includes a Caller ID Set, the Outbound Contact Server (OCS) selects (sequentially or randomly) a different Caller ID each time a specific outbound phone number is contacted. As a result, the same outbound phone number will see a different Caller ID every time he/she receives a call from the same Outbound Campaign.

Each Caller ID value represents a phone number (a string of digits with an optional + sign).

## Caller ID Sets Table View

To view the **Caller ID Sets** table view click **Campaigns > Caller ID Sets**.

The following image represents a typical Caller ID Sets view.

	Name	Description	Size	Last Modified Date	Created Date	Actions
<input type="checkbox"/>	Caller ID Set-A		55	09/16/2019 11:31 AM	09/16/2019 11:31 AM	
<input type="checkbox"/>	Caller ID Set-B		55	09/16/2019 11:09 AM	09/16/2019 11:09 AM	
<input type="checkbox"/>	Caller ID Set-C	HSBC Large File Test	55	09/16/2019 10:28 AM	09/16/2019 10:28 AM	
<input type="checkbox"/>	Caller ID Set-D		55	09/16/2019 08:38 AM	09/16/2019 08:38 AM	
<input type="checkbox"/>	Caller ID Set-E		2	09/16/2019 08:30 AM	09/16/2019 08:30 AM	
<input type="checkbox"/>	Caller ID Set-F	Emulated List on QDemo	2	09/16/2019 08:30 AM	09/16/2019 08:30 AM	
<input type="checkbox"/>	Caller ID Set-G	Field for ChristyM	2	09/16/2019 08:30 AM	09/16/2019 08:30 AM	
<input type="checkbox"/>	Caller ID Set-H		1	09/16/2019 08:29 AM	09/16/2019 08:29 AM	
<input type="checkbox"/>	Caller ID Set-I	Genesys University Training	3	09/16/2019 08:29 AM	09/16/2019 08:29 AM	

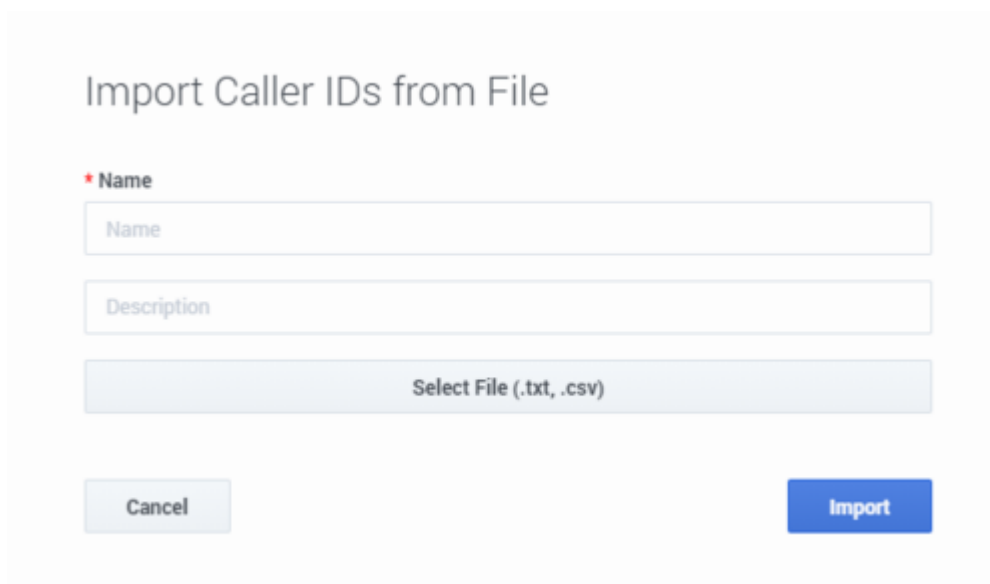
1 - 25 of 296    25 per page    Page 1 of 12

The following table describes the Caller ID Sets options.

Type of Information	Description
New	Enables you to create a new Caller ID Set.
Import	Enables you to import a Caller ID Set. See <a href="#">Import Caller ID Set</a>
Delete	Enables you to delete the selected Caller ID Set(s).
Search	Enables you to search for a specific Caller ID Set.
Name	The Caller ID Set name.
Description	An arbitrary representation of the Caller ID Set.
Size	The number of Caller IDs in the specific Caller ID Set.
Actions	<ul style="list-style-type: none"><li>Edit</li><li>Download (disabled)</li><li>Delete</li></ul>

## Import Caller IDs from a File

1. Click **Campaigns > Caller ID Sets** and click **Import**.



The screenshot shows a dialog box titled "Import Caller IDs from File". It contains two text input fields: "Name" (marked with a red asterisk) and "Description". Below these fields is a button labeled "Select File (.txt, .csv)". At the bottom of the dialog are two buttons: "Cancel" and "Import".

2. In the fields provided enter a Caller ID Set name and description.
3. Click **Select File (\*.txt, .csv) and browse to the location of the file.**
4. After you select the \*.txt or \*CSV file click **OK** and then **Import**. The imported Caller ID(s) are now a

part of a specific Caller ID set that will automatically appear in the Caller ID Sets view with the name given in the second step.

### Important

A single input file cannot contain more than 5000 Caller ID Sets.

## Create / Edit a Caller ID Set

1. Click **Campaigns > Caller ID Sets**.
2. From the list provided click the name of the Caller ID Set you want to edit or click **+New** to create a new Caller ID Set.

Labels Alpha Caller ID Set

Caller ID Set

Set of phone numbers to be used as Caller ID, sequentially or in random order.

All fields marked with an asterisk (\*) are required.

Name Alpha Caller ID Set

Description Description for Alpha Caller ID Set - illustrative purposes

Update

1 - 20 of 20

#	Caller ID	Created Date	Actions
1	06504661000	06/16/2019 11:31 AM	
2	06504661001	06/16/2019 11:09 AM	
3	06504661002	06/16/2019 10:28 AM	
4	06504661003	06/16/2019 08:38 AM	
5	06504661004	06/16/2019 08:30 AM	
6	06504661005	06/16/2019 08:30 AM	
7	06504661006	06/16/2019 08:30 AM	
8	06504661007	06/16/2019 08:29 AM	
9	06504661008	06/16/2019 08:29 AM	
10	06504661009	06/16/2019 08:29 AM	

1 - 20 of 20 25 per page Page 1 of 1

3. In the fields provided configure the Caller ID Set name and description.
4. From the list provided select one or more Caller IDs.
5. Click **Update**. The new / edited Caller ID Set automatically appears in the Caller ID Sets view.

The following table describes the options available when creating/editing a Caller ID Set.

Type of Information	Description
New	Enables you to create a new Caller ID. When you click <b>+New</b> enter a Caller ID in the field provided and click <b>Save</b> . The new Caller ID is added to the Caller ID Set you are creating / editing.

Type of Information	Description
	<b>Note:</b> A Caller ID can only include numbers and an optional plus character + at the beginning of the number.
#	A sequential order value based on the Caller ID creation date/time.
Caller ID	Indicates the Caller ID value. This column is sorted by the Created Date column.
Created Date	Indicates the date and time at which the Caller ID was added to the Caller ID Set.

## Assign a Caller ID Set

To assign a Caller ID Set to a **Voice Dialing Profile**, **Campaign Template** and/or **Campaign Group**:

1. Create / Edit a Dialing Profile, Campaign Template and/or Campaign Group.
2. In the **General** tab turn on the **Caller ID Set** switch option.
3. Click **Change** and in the dialog window that appears select the Caller ID Set order.
4. Select one of the Caller ID Sets from the list provided.
5. Click **Save**. The selected Caller ID Set(s) appear next to the Change button.