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Genesys Engage cloud Administrator's Guide

Account Manager

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Account Manager

The Account Manager provides access to an individual account, and its associated campaigns, within the enterprise.

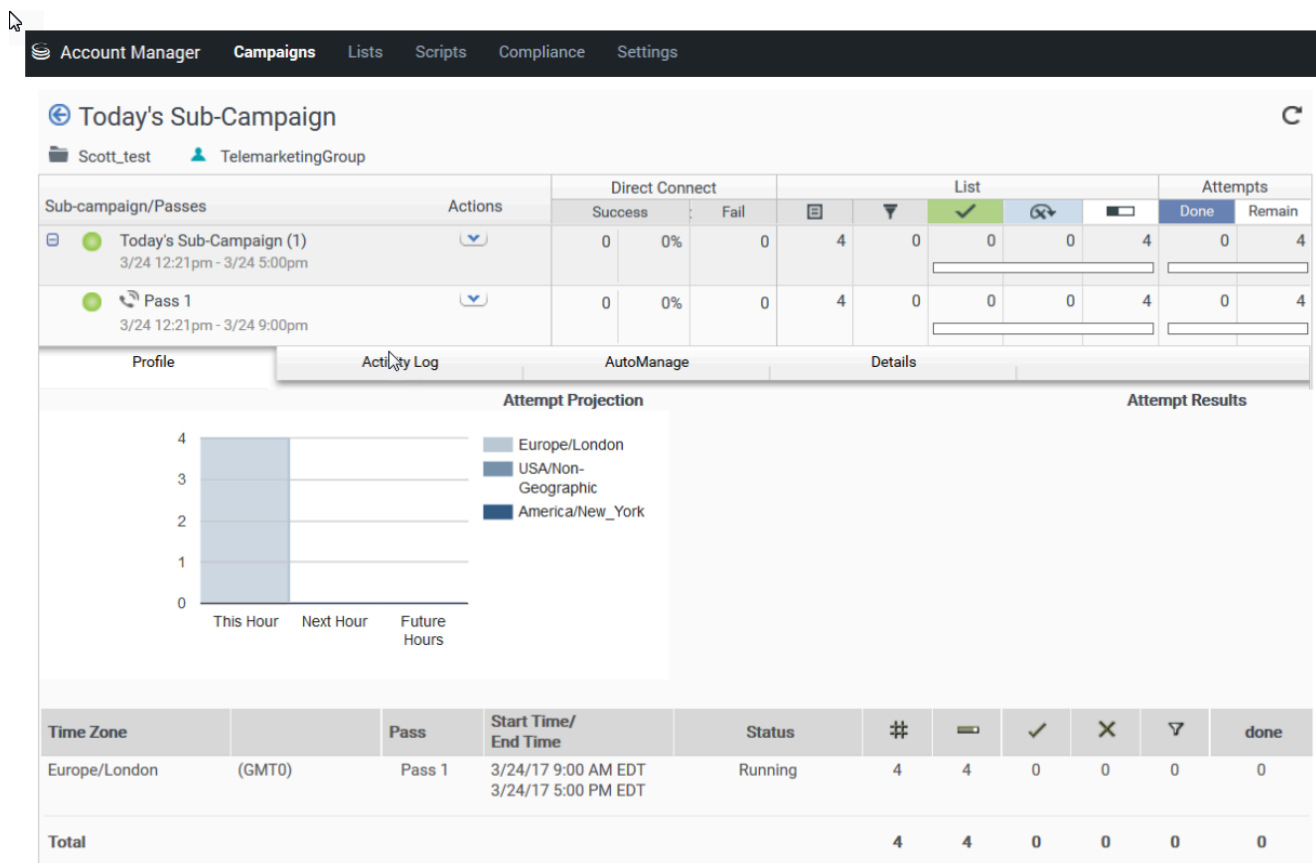
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What can I do in Account Manager?

In the Account Manager user interface, you can configure and manage your campaigns and sub-campaigns. Here are a few guides to get you started:

- [Outbound Solutions Guide](#)
- [Outbound Business Scenario](#)
- [Set Up Outbound Routing](#)
- [Load a Sub-campaign and Make a Call](#)



Now you can go directly to [Account Manager Help](#) to learn about these topics:

- [Campaigns and Sub-campaigns](#)
- [Contact Lists](#)

- [Compliance Tools and Suppression Lists](#)
- [Scripts](#)
- [Settings](#)

Still looking for answers?

Check out these individual topics:

- Run a [multi-channel campaign](#) to include both agent-assisted and automated communications.
- [Create a campaign strategy](#) to define default campaign settings.
- [Configure a dialing mode](#).
- Create and upload [contact lists](#), using the Account Manager user interface or the [Salesforce Adapter for Outbound](#).
- Suppress contacts using [compliance tools](#) and [contact suppression lists](#).
- [Create a script](#) for text and email campaigns.
- Define [AutoManage Rules](#) and monitor active issues and alerts.
- View a log of all system [events](#) for the account or enterprise.