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Genesys Engage cloud Administrator's Guide

Enterprise Manager

12/19/2025

Enterprise Manager

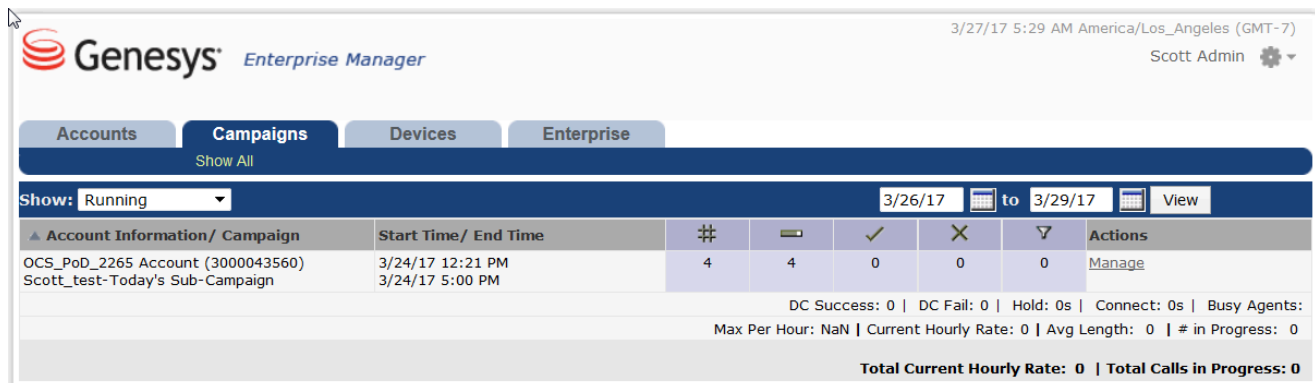
Use Enterprise Manager to create one or more individual accounts in which messaging campaigns are run. With the enterprise account, you can apply global settings across all individual accounts at once.

You create individual accounts in the enterprise for each user in the enterprise. For example, a typical enterprise contains one or more individual accounts with Corporate plan privileges. If needed, the enterprise may also contain individual accounts with defined roles, such as Account Manager, Reporting or Call Center roles, in order to perform specific tasks.

What can I do in Enterprise Manager?

Before you get started, get to know the applications and what's involved in setting up and managing a campaign:

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



The screenshot shows the Genesys Enterprise Manager web interface. The top navigation bar includes the Genesys logo, the text "Enterprise Manager", the date and time "3/27/17 5:29 AM America/Los_Angeles (GMT-7)", and the user name "Scott Admin" with a settings icon. Below the navigation bar, there are tabs for "Accounts", "Campaigns", "Devices", and "Enterprise". The "Campaigns" tab is selected, and a "Show All" link is visible. A filter dropdown is set to "Running", and the date range is "3/26/17" to "3/29/17". A table displays the following data:

Account Information/ Campaign	Start Time/ End Time	#		✓	✗	▽	Actions
OCS_PoD_2265 Account (3000043560)	3/24/17 12:21 PM	4	4	0	0	0	Manage
Scott_test-Today's Sub-Campaign	3/24/17 5:00 PM						

Summary statistics at the bottom of the table:

- DC Success: 0 | DC Fail: 0 | Hold: 0s | Connect: 0s | Busy Agents: 0
- Max Per Hour: NaN | Current Hourly Rate: 0 | Avg Length: 0 | # in Progress: 0
- Total Current Hourly Rate: 0 | Total Calls in Progress: 0

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

- [Campaigns and Sub-campaigns](#)
- [Enterprise Accounts](#)
- [Devices](#)
- [Plans](#)
- [Users](#)

- [Enterprise Settings](#)

Still looking for answers?

Check out these individual topics:

- [Search for users and accounts](#) in the enterprise.
- [Sign in to any individual account](#) in the enterprise, including the Enterprise Account.
- [Create and edit campaign strategies](#), which you can make available to all individual accounts.
- [Import input and output specification files](#).
- [Import an enterprise-wide contact suppression list](#).
- [Set enterprise-wide compliance rules](#).
- [Manage sub-campaigns](#) for all individual accounts in the enterprise.
- [Track actions](#) taken against one or more individual accounts in the enterprise.
- [Define enterprise-wide security settings](#).