

GENESYS

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Genesys Engage cloud Administrator's Guide

Account Manager

Account Manager

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

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 - 1.1 What can I do in Account Manager?

What can I do in Account Manager?

In the Account Manager user interface, you can configure and manage your campaigns and subcampaigns. 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

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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.