



Group

In LCM, all Webex Contact Center outdial entry points are mapped to groups after they are created. To make an entry point available for selection when you create a Progressive campaign, you must enable it on the LCM Group page.

When you create a Preview campaign, a campaign-specific group is automatically created in LCM with the prefix “PREV_” followed by the campaign name.

Entry points can be dedicated to a campaign. Alternatively, shared campaign groups can be created and assigned to multiple entry points. Shared campaign groups are automatically created when you create a shared campaign.

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- [Configure a Campaign Group, on page 2](#)

Access a Group

To access a Group:

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- Step 1** Click **Group** in the menu pane on the left to open the **Group** page.
- The grid contains the **Campaign Group** name, **Description**, **Enable**, and **Actions**.
- Step 2** Turn the **Enable** switch **OFF** to stop contacts from being delivered to the dialer for all LCM campaigns in that campaign group.
- Step 3** Using the **Expand** button on the left of the grid, to expand the group to see the campaigns belonging to the **Campaign Group**.
- The campaigns are listed along with the **Deliverable Percentage** for each. Deliverable Percentage is the percentage of contacts that are to be delivered to the campaigns. This helps you control which campaign gets priority for dialing out contacts. You could set the deliverable percentage as 75 percent for one campaign and 25 percent for another. The campaign that has 75 percent deliverable gets more contacts to be dialed.
- However, where two campaigns are designated as 100 percent deliverable, the first campaign listed gets its contacts delivered for dialing. Only after the first campaign has exhausted all its contacts, does the second campaign get contacts to dial. To change this, you can drag and drop the campaigns and re-order them.
- Step 4** To change the **Deliverable Percentage**, click the **Edit** button under the **Action** column and change the Deliverable Percentage.

Step 5 Click **Save** in the **Action** column to complete the change.

Configure a Campaign Group

To configure a Campaign Group:

Before you begin

[Access a Group, on page 1](#)

Step 1 Click **Edit** in the **Action** column for the listed campaign group you want to configure.

Step 2 In the **Contact Parameters** section, specify the following information:

- **Initial Number of Contacts** is the number of contacts you intend sending to the Dialer initially. Use the slider to set a number.
- **Increment By %** is the percentage by which you intend increasing the contact delivery to the Dialer. You might want to increase this because the Dialer is dialing out calls at a rate faster than expected and is running out of contacts.
- **Decrement By %** is the percentage by which you intend decreasing the contact delivery to the Dialer. You might want to decrease this because the Dialer is dialing out calls at a rate slower than expected and is accumulating contacts to be dialed out.
- **Upper Threshold %** is the upper limit as a multiple of Initial Number of Contacts that can be delivered to the Dialer.

Step 3 In the **Time Zone** section, select a check box for each time zone you require for this campaign group. For more information, see [Time Zones](#).

Step 4 For each selected time zone, select a **Start Time** and **End Time** from the drop- down lists

Step 5 Click **Save**.
