



## Preface

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## Change History

This table lists the changes that are made to this guide. Most recent changes appear at the top.

Change	Refer	Date
<b>Initial Release of this Document</b>		December 2020
Updated user details.	<a href="#">Users</a>	
Added new reports.	<a href="#">Usage Report or Billing Report</a>	
Removed Account Number from Forms in the Script Designer chapter.	Chapter <a href="#">Script Designer</a>	

## About this Guide

This guide explains how to use the features available in the Cisco Webex Contact Center List and Campaign Manager (LCM), a powerful campaign management tool that greatly enhances and accentuates the fundamental capabilities of Webex Contact Center. LCM manages upload, selection, and rescheduling of contacts in addition to providing important campaign management features.



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**Note** This guide contains references to the following, which are not supported in this release:

- Progressive Campaigns  
Only outbound preview campaigns are supported in this release.
  - Email and SMS
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## Audience

This guide is intended for administrators and personnel who create and manage outbound campaigns and contact lists used in those campaigns.

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

### Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

## Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements

- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

## Documentation Feedback

To provide comments about this document, send an email message to the following address:  
[contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

We appreciate your comments.

## Conventions

This guide uses the following conventions.

Convention	Description
<b>boldface font</b>	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit</b> &gt; <b>Find</b></li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. For example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. For example: <i>Do not</i> use the numerical naming convention.</li> <li>• An argument for which you must supply values. For example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. For example: See the <i>Cisco Webex Contact Center Agent Desktop User Guide</i>.</li> </ul>

Convention	Description
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"><li>• Text as it appears in code or information that the system displays. For example: <code>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li><li>• File names. For example: <code>tserver.properties</code>.</li><li>• Directory paths. For example: <code>C:\Program Files\Adobe</code></li></ul>