

GENESYS

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CX Contact Help

Lists

Lists

Important

The content of this document has been moved and is no longer being updated in this location.

For the latest content and most recent updates, see the CX Contact Help on the Genesys Multicloud site.

Use this section of the user interface to create and manage contact lists.

Link to video

What do you want to do?

[+] Lists

- Learn about supported file formats
- · Learn about the fields and field labels in a contact list
- Learn about contact list database tables
- Import a contact list
- View import activity
- Export a contact list
- Apply phone number filters
- · Define list weighting
- Edit a contact list
- Delete a contact list
- Create a data mapping schema
- · Add contacts to a contact list
- · Permanently remove contacts from a contact list

[+] List Rules

• Create an upload rule

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- Create a selection rule
- Create a filtering rule
- Edit a list rule
- Delete a list rule
- Duplicate a list rule

[+] List Automation

- Create a List Automation job
- Schedule a run
- Learn about supported FTP address formats
- Create List Automation rules
- View job details

[+] Specification Files

• Import specification files

[+] Contact Search

Search for a contact

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