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CX Contact Help

Role-Based Access Control

12/16/2025

Role-Based Access Control

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The content of this document has been moved and is no longer being updated in this location.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

Users logging into the CX Contact UI should have a set of Configuration Server permissions and a set of CX Contact privileges. Both sets are typically assigned using Access Groups.

CX Contact defines several pre-created Access Groups, each associated with a related CX Contact Role.

The following 5 roles are assigned to one or more access groups and each role is assigned one or more privilege (see the tables below). You can also create your own Access Groups and/or your own CX Contact Roles.

Important

User logging into CX Contact UI must have at least a "read" Configuration Server permission for the user logging in.

CX Contact Roles

CX Contact Role Name	Assigned to Access Group(s)
CXContact Administrators	• CXContact Administrators • Super Administrators • Administrators • Provisioning • MACD Administrators • <Tenant name> Administrators
CXContact Analytics	• CXContact Analytics

CX Contact Role Name	Assigned to Access Group(s)
CXContact Data	CXContact Data
CXContact Supervisors	- CXContact Supervisors <Tenant name> Supervisors
CXContact Users	- CXContact Users - Read Only

Detailed Privileges per Role

-  - Allowed (option is present with value "1" in the Annex of the Role object)
-  - Denied (options is not present in the Annex of the Role object)

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.SessionProfiles.canCreate						
CXContact.SessionProfiles.canRead						
CXContact.SessionProfiles.canUpdate						
CXContact.SessionProfiles.canDelete						
CXContact.DialingProfiles.canCreate						
CXContact.DialingProfiles.canRead						
CXContact.DialingProfiles.canUpdate						
CXContact.DialingProfiles.canDelete						
CXContact.CampaignTemplates.canCreate						
CXContact.CampaignTemplates.canRead						
CXContact.CampaignTemplates.canUpdate						
CXContact.CampaignTemplates.canDelete						
CXContact.CampaignGroups.canCreate						
CXContact.CampaignGroups.canRead						
CXContact.CampaignGroups.canUpdate						
CXContact.CampaignGroups.canDelete						
CXContact.CampaignGroups.canExecute	Start/Stop/Pause					

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.ContactLists.canCreate		✓	✓	✗	✗	✓
CXContact.ContactLists.canRead		✓	✓	✓	✗	✓
CXContact.ContactLists.canUpdate	Includes INSERT, UPDATE, DELETE to List DB Table	✓	✓	✗	✗	✓
CXContact.ContactLists.canDelete		✓	✓	✗	✗	✓
CXContact.ContactLists.Search.canExecute	Search for entries in the Contact list.	✓	✓	✗	✗	✓
CXContact.SuppressionLists.canCreate		✓	✓	✗	✗	✓
CXContact.SuppressionLists.canRead		✓	✓	✓	✗	✓
CXContact.SuppressionLists.canUpdate	Includes INSERT, UPDATE, DELETE to List DB Table	✓	✓	✗	✗	✓
CXContact.SuppressionLists.canDelete		✓	✗	✗	✗	✓
CXContact.SuppressionLists.Search.canExecute	Search for entries in the Suppression list.	✓	✓	✗	✗	✓
CXContact.SelectionRules.canCreate		✓	✓	✗	✗	✓
CXContact.SelectionRules.canRead		✓	✓	✓	✗	✓
CXContact.SelectionRules.canUpdate		✓	✓	✗	✗	✓
CXContact.SelectionRules.canDelete		✓	✓	✗	✗	✓
CXContact.UploadRules.canCreate		✓	✓	✗	✗	✓
CXContact.UploadRules.canRead		✓	✓	✓	✗	✓
CXContact.UploadRules.canUpdate		✓	✓	✗	✗	✓
CXContact.UploadRules.canDelete		✓	✓	✗	✗	✓
CXContact.FilteringRules.canCreate		✓	✓	✗	✗	✓
CXContact.FilteringRules.canRead		✓	✓	✓	✗	✓
CXContact.FilteringRules.canUpdate		✓	✓	✗	✗	✓
CXContact.FilteringRules.canDelete		✓	✓	✗	✗	✓

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.AutomationJobs.canCreate		✓	✓	✗	✗	✓
CXContact.AutomationJobs.canRead		✓	✓	✓	✗	✓
CXContact.AutomationJobs.canUpdate		✓	✓	✗	✗	✓
CXContact.AutomationJobs.canDelete		✓	✗	✗	✗	✓
CXContact.AutomationJobs.canExecute	Manual execution via Run now.	✓	✓	✗	✗	✓
CXContact.SpecificationFiles.canCreate		✓	✓	✗	✗	✓
CXContact.SpecificationFiles.canRead		✓	✓	✓	✗	✓
CXContact.SpecificationFiles.canUpdate		✓	✓	✗	✗	✓
CXContact.SpecificationFiles.canDelete		✓	✗	✗	✗	✓
CXContact.DataMappings.canCreate		✓	✓	✗	✗	✓
CXContact.DataMappings.canRead		✓	✓	✓	✗	✓
CXContact.DataMappings.canUpdate		✓	✓	✗	✗	✓
CXContact.DataMappings.canDelete		✓	✗	✗	✗	✓
CXContact.Labels.canCreate		✓	✓	✗	✗	✓
CXContact.Labels.canRead		✓	✓	✓	✗	✓
CXContact.Labels.canUpdate		✓	✓	✗	✗	✓
CXContact.Labels.canDelete		✓	✗	✗	✗	✓
CXContact.Compliance.AttemptRules.canCreate		✓	✓	✗	✗	✗
CXContact.Compliance.AttemptRules.canRead		✓	✓	✓	✗	✗
CXContact.Compliance.AttemptRules.canUpdate		✓	✓	✗	✗	✗
CXContact.Compliance.AttemptRules.canDelete		✓	✗	✗	✗	✗
CXContact.Compliance.CustomTZMappings.canCreate		✓	✓	✗	✗	✗
CXContact.Compliance.CustomTZMappings.canRead		✓	✓	✓	✗	✗
CXContact.Compliance.CustomTZMappings.canUpdate		✓	✓	✗	✗	✗
CXContact.Compliance.CustomTZMappings.canDelete		✓	✗	✗	✗	✗
CXContact.Compliance.LocationRules.canCreate		✓	✓	✗	✗	✗
CXContact.Compliance.LocationRules.canRead		✓	✓	✓	✗	✗
CXContact.Compliance.LocationRules.canUpdate		✓	✓	✗	✗	✗

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.Compliance.LocationRule	canDelete	✓	✗	✗	✗	✗
CXContact.Compliance.ContactTime	canCreate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactTime	canRead	✓	✓	✓	✗	✗
CXContact.Compliance.ContactTime	canUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactTime	canDelete	✓	✗	✗	✗	✗
CXContact.Compliance.ContactDates	canCreate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactDates	canRead	✓	✓	✓	✗	✗
CXContact.Compliance.ContactDates	canUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactDates	canDelete	✓	✗	✗	✗	✗
CXContact.Compliance.CustomRules	canCreate	✓	✓	✗	✗	✗
CXContact.Compliance.CustomRules	canRead	✓	✓	✓	✗	✗
CXContact.Compliance.CustomRules	canUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.CustomRules	canDelete	✓	✗	✗	✗	✗
CXContact.Analytics	canCreate	✓	✓	✗	✓	✗
CXContact.Analytics	canRead	✓	✓	✓	✓	✗
CXContact.Analytics	canUpdate	✓	✓	✗	✓	✗
CXContact.Analytics	canDelete	✓	✗	✗	✓	✗
CXContact.Settings	canCreate	✓	✓	✗	✗	✗
CXContact.Settings	canRead	✓	✓	✓	✗	✗
CXContact.Settings	canUpdate	✓	✓	✗	✗	✗
CXContact.Settings	canDelete	✓	✗	✗	✗	✗
CXContact.Schedules	canCreate	✓	✓	✗	✗	✗
CXContact.Schedules	canRead	✓	✓	✓	✗	✗
CXContact.Schedules	canUpdate	✓	✓	✗	✗	✗
CXContact.Schedules	canDelete	✓	✗	✗	✗	✗
CXContact.Schedules	canExecute Reserved for future use.	✓	✓	✗	✗	✗
CXContact.CallerIDSets	canRead	✓	✓	✗	✗	✗
CXContact.CallerIDSets	canUpdate	✓	✓	✓	✗	✗
CXContact.CallerIDSets	canDelete	✓	✓	✗	✗	✗

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.CallerIDSets.canExecute						