



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

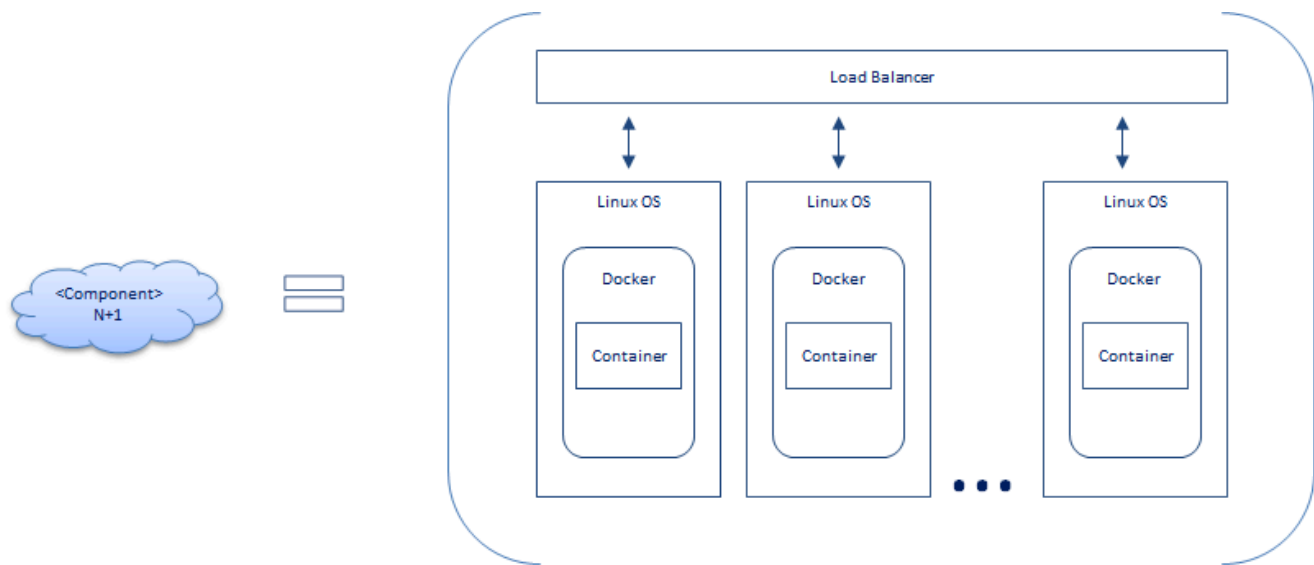
CX Contact Deployment Guide

Introduction

12/15/2025

Introduction

All CX Contact components are represented as individual microservices, each executed in Docker containers under N+1 horizontal scaling model principles and running behind internal Elastic Load Balancer.



CX Contact Core Components

The following is an overview of the CX Contact core components:

CX Contact Component	Description
List Builder	<ul style="list-style-type: none">• Responsible for importing and exporting contact lists and suppression lists.• Works in conjunction with Outbound Database, which stores the contact lists and suppression lists.• Works in conjunction with REDIS, which stores suppression entries.• Uses compliance data to process records on import.
List Manager	<ul style="list-style-type: none">• Responsible for operations related to lists.

CX Contact Component	Description
	<ul style="list-style-type: none">• Creates contact lists and suppression lists in Configuration Manager.• Reads Compliance data from a compliance data provider.• Copies files from FTP to NFS for List Builder consumption.
Compliance Manager	<ul style="list-style-type: none">• Responsible for dynamic compliance rules validation.• Reads suppression entries from Redis and responds to OCS pre-validation requests.
Campaign Manager	<ul style="list-style-type: none">• Responsible for operations related to campaigns.• Executes pre-loading of campaigns. Processing is done in Outbound Database.
Job Scheduler	<ul style="list-style-type: none">• Responsible for creating and invoking jobs at the right time, providing for automation of tasks.
Dial Manager	<ul style="list-style-type: none">• Responsible for managing SMS and email interactions with Genesys Message Aggregation.
API Aggregator	<ul style="list-style-type: none">• This is the entry point of APIs to CX Contact. Ensures APIs stay invariant when internal implementation changes.
User Interface (UI)	<ul style="list-style-type: none">• A set of static HTML5 pages served by Nginx.