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## Genesys Engage cloud Release Note

CX Contact

12/23/2025

# CX Contact

For information about the latest releases of CX Contact, refer to [CX Contact Release Notes](#).



**Note:** Not all changes listed below may pertain to your deployment.

- [February 22, 2021 \(9.0.024.04\)](#)
- [January 25, 2021 \(9.0.024.03\)](#)
- [January 11, 2021 \(9.0.023.04\)](#)
- [November 19, 2020 \(9.0.023.03\)](#)
- [September 14, 2020 \(9.0.022.04\)](#)
- [August 25, 2020 \(9.0.022.03\)](#)
- [July 9, 2020 \(9.0.021.05\)](#)
- [June 15, 2020 \(9.0.021.04\)](#)
- [April 6, 2020 \(9.0.020.05\)](#)
- [March 16, 2020 \(9.0.020.03\)](#)
- [February 24, 2020 \(9.0.020.01\)](#)
- [January 17, 2020 \(9.0.019.01\)](#)
- [December 12, 2019 \(9.0.018.01\)](#)
- [November 1, 2019 \(9.0.000.17\)](#)
- [September 20, 2019 \(9.0.000.16\)](#)
- [August 23, 2019 \(9.0.000.15\)](#)
- [June 19, 2019 \(9.0.000.14\)](#)
- [May 8, 2019 \(9.0.000.12\)](#)
- [April 2, 2019 \(9.0.000.11\)](#)
- [February 28, 2019 \(9.0.000.10\)](#)
- [January 15, 2019 \(9.0.000.09\)](#)
- [December 6, 2018 \(9.0.000.08\)](#)
- [November 2, 2018 \(9.0.000.07\)](#)
- [October 2, 2018 \(9.0.000.06\)](#)
- [Known Issues](#)

February 22, 2021 (9.0.024.04)

## What's New

- CX Contact now supports Enterprise Redis 6 over TLS. (CLOUDCON-12202)
- CX Contact now supports PostgreSQL 12.x, Redis 6.x, and Elasticsearch 7.6. (CLOUDCON-9616)
- CX Contact now supports PostgreSQL 11. (CLOUDCON-12281)
- It is now possible to optionally utilize basic authentication on CX Contact HTTP or HTTPS connections to Elasticsearch. (CLOUDCON-10589)

## Resolved Issues

This release does not contain resolved issues.

## UI Modifications

- Starting with release 9.0.024.04, CX Contact stores filtering rules in Filter type objects. Older Filtering Rules, created with CX Contact releases prior to 9.0.024.04 are displayed in the List Rules Table View as obsolete, with an exclamation mark (!) icon. CX Contact release 9.0.024.04 is fully backwards compatible with prior releases and fully honors older filtering rules. New filtering rules created with CX Contact 9.0.024.04 are created with the new format. (CLOUDCON-11876)

January 25, 2021 (9.0.024.03)

## What's New

- The new Disposition Code field has been added to the mandatory Contact Lists fields. (CLOUDCON-4416)
- You can now apply a Dialing Filter to a specific Calling List. A Dialing Filter can be applied to lists in unloaded or in active or running Campaign Groups. (CLOUDCON-7659)
- It is now possible to use a SSH Private Key (or combined SSH Private Key and Password) authentication methods to access the remote SFTP Server. (CLOUDCON-11590)
- For SMS outbound campaigns, the list of keywords for help and stop signals has been expanded with the following additional keywords (in any letter case):(CLOUDCON-10410)
  - help: 'aide'
  - stop: 'arret' and 'unsub'

## Resolved Issues

- You can now import a contact list after upgrading from 9.0.022.03 to 9.0.023.04 when NFS4 shared file system is used. Previously, after the upgrade was complete List Builder could have reported an error when importing a contact list. (CLOUDCON-12131)
- A Caller ID number in the Campaign Group create/edit UI dialog can now start with a 0. Previously, a validation error occurred when the Caller ID number started with 0. (CLOUDCON-11809)

January 11, 2021 (9.0.023.04)

## What's New

- The Campaign Group Event Record Dashboard now contains data that indicates when pre-loading was started and completed for each Campaign Group. (CLOUDCON-11680)
- Device Mask is now supported for the Selection (Contacts) rule. It is now possible to define a Selection (Contacts) rule that operates over a Device Mask field. (CLOUDCON-11515)

## Resolved Issues

- When creating or editing a schedule you can now select the Time in state (Advanced) condition. This new condition enables you to configure the Set Time interval and state for a specific campaign group. (CLOUDCON-11737)
- The table headers in the aggstable analytics dashboard panel are now lined up correctly. Previously, the table headers appeared in the wrong location. (CLOUDCON-11748)
- The Call Result Record Dashboard now contains Call Duration data. Previously, the Call Duration data did not appear. (CLOUDCON-11582)
- When working with Email Campaign Groups the email unsubscribe link is now correctly adding records that opt-out to the Email Opt Out suppression list. Previously, the record was not automatically added to a contact suppression list. (CLOUDCON-7480)

November 19, 2020 (9.0.023.03)

## What's New

- CX Contact is now capable to decrypt PGP files encrypted with older PGP encryption standards.

(CLOUDCON-11583)

- CX Contact analytics Call Result Records index now contain ChainID, ChainN, and ClientID data fields. (CLOUDCON-11455)
- The end user can now create a filter using only mobile phone numbers from the input list. (CLOUDCON-11514)
- The Attempt Rule can now be configured to govern attempts at specific time periods during the day. For example, an Attempt Rule can be configured to run 2 attempts in the morning (9am - 2pm), 1 in the afternoon (2pm - 4pm), and 2 in the evening (4pm - 9pm). (CLOUDCON-11174)
- Compliance Tools Improvements
  - All Compliance Tools have been significantly extended to include the ability to define the scope of each compliance rule for a particular country and for subdivisions by regions, states, and provinces within a defined country.
  - The Contact Times rule can now work in **strict** Contact Times mode (applied during pre-loading by the Campaign Manager), and apply a Disposition Code.
  - The Contact Times rule can now support device position and device type configuration options.
  - Attempt Rules can now work in a **Today** time interval and apply a Disposition Code.
  - Attempt Rules now support device position and device type configuration options.
  - Location Rules now support device position and device type configuration options.
  - The Custom Timezones Table has been extended to include the ability to optionally define the exchange code for each Timezone mapping.
  - Custom Compliance rules can now apply a Disposition Code. (CLOUDCON-10959)

## Resolved Issues

- You can now set the time format using the **time diff** mode in the **Custom table Panel**. (CLOUDCON-11616)
- List Automation no longer attempts to import an input file that was not encrypted by the CXC Public Key. (CLOUDCON-11472)
- An issue with List/ Campaign statistics not updating when one of lists did not have a DB table created has now been resolved. (CLOUDCON-11470)
- List Automation jobs no longer fail when a custom time interval is configured. (CLOUDCON-11424)
- When a new Campaign Group is created using List Automation with action type Send Campaign Group, it is now configured according to the selected template. (CLOUDCON-11369)
- CX Contact analytics Call Details index now shows the correct scheduledTime value. Previously, the scheduledTime value appeared as the current time. (CLOUDCON-11320)
- The Last Run and the Status columns are now populated in the Schedules tab. (CLOUDCON-11275)
- Expired Suppression Lists are now removed from the configuration. Previously, an error occurred because expired Suppression Lists were not removed. (CLOUDCON-11180)
- CX Contact analytics, Contact History Dashboard, and the ScheduleTime value now appear in the date-time format instead of minutes. (CLOUDCON-11153)

September 14, 2020 (9.0.022.04)

## What's New

- From the Settings > Security page you can now view information about the uploaded public key algorithm and the public key expiration date. (CLOUDCON-10850)

## Resolved Issues

- Now, when a filter is applied to the List Details View, the records count and the number of pages are updated to reflect the filter results. (CLOUDCON-11053)
- Campaign statistics are now aligned correctly in the UI and appear on the correct line. Previously, Campaign statistics overlapped in the UI. (CLOUDCON-11037)
- You can now view a logged in user's information (that is, last name, first name, and username) in the CX Contact UI. Previously, CX Contact UI may have displayed information for the incorrect user account. (CLOUDCON-10924)
- Now, the number of entries for a given sessionuuid is equal to the List Size. (CLOUDCON-11054)

August 25, 2020 (9.0.022.03)

## What's New

- The DB field name of every Contact List field is now located under its respective column header when using List Details Viewer. When working with SQL use the DB field name to query the correct DB fields. For additional information, see [Contact List Import](#). (CLOUDCON-10513)
- You can now filter the List Details View according to the following free-form SQL entries. For additional information, see the SQL row in the [List Details View](#) table. (CLOUDCON-10503)
  - Where - An SQL filtering expression applied to the selected contact list.
  - Order By - An SQL ordering expression applied to the selected contact list.
- You can now hide/show columns in the List Detail View. For more information, see the Important note in the [Contact List Import](#) section. (CLOUDCON-10458)
- A summary of the number of contacts and devices in the entire contact list and in the selected filtered view is now provided above the List Details View you. For additional information, see [List Details View](#) (CLOUDCON-10412)
- All List Details View filtering rules, and selection rules (contact and advanced) are accessible from the \*Rule\* drop-down list. As a result, you can now apply previously created filtering and selection rules to view previous results. For additional information, see the **Rule** row in the [List Details View](#) table. (CLOUDCON-10396)

- The records in the List Details View are now automatically color grouped. Each color represents a different customer. Since each customer can have more than one device, the colors enable you to view which records belong to the same customer. For additional information, see the Important note under the [List Details View](#) table. (CLOUDCON-10372)
- The **Copy Contact** option now includes a **Copy as Callback** option that enables you to maintain the callback information (that is, agent name, the date and time the callback occurred, and the type of callback) when a contact is copied to a new contact list. For more information, see [Apply to Record Options Defined](#) (CLOUDCON-10363)
- Custom Compliance rules created using custom expressions can now be validated before they are saved and applied to campaign groups. (CLOUDCON-10066)
- You can now create a filtering rule from the List Details View. Using this option, you can now test and validate SQL queries against uploaded contact lists and save the active query as a filtering rule for future use. For additional information, see the **SQL** row in the [List Details View](#) table. (CLOUDCON-10928)
- CX Contact Analytics now supports HTTPS connection to Elasticsearch. (CLOUDCON-10952)
- You can now view the import history of lists imported when working with List Automation. The new **Activity Type** field will show the List Automation value if imported by SFTP automation. (CLOUDCON-10900)
- Campaign dashboard statistics now include the number of successful contact attempts during an active session and the total number of successful contact attempts for the selected campaign group. Note: The Aggregation of Delivered, Not Delivered and Not attempted will always match the total contact list size. (CLOUDCON-10647)

## Resolved Issues

- When working with the Advanced view option in the List Details View, the descriptions in the **Device Mask** column are now fully displayed. (CLOUDCON-10591)
- When an SMS is sent to a Virgin Mobile number, the call result is no longer unknown. (CLOUDCON-10522)
- 401 and 501 US area codes are no longer incorrectly classified as non-geographic numbers in the Device Mask field. (CLOUDCON-10517)
- SMS STOP request automatically adds the device to the default SMS suppression list. (CLOUDCON-10507)
- The List Automation schedule now functions as expected. Previously, the List Automation schedule did not run automatically at a predefined date and time. (CLOUDCON-10430)
- The List Details View no longer displays data from a deleted contact list and error messages. (CLOUDCON-10425)
- The default strict sign out time is now set to a maximum of 15 minutes to ensure PCI compliance. Previously, the maximum was more than 15 minutes. (CLOUDCON-10787)
- The size of the configuration modal window has been increased to avoid user interface problems. (CLOUDCON-10734)
- An unexpected behavior that occurred when there were white spaces in the values in the custom table has now been resolved. (CLOUDCON-10733)

July 9, 2020 (9.0.021.05)

## Resolved Issues

- The **Search** option in the **List Details View** now functions as expected. Previously, the **Search** field was not emptied after a search was performed. (CLOUDCON-10576)
- The **List Automation** schedule now functions as expected. Previously, the **List Automation** schedule did not run automatically at a predefined date and time. (CLOUDCON-10430)
- The **List Import** option now functions as expected. Previously, when using the **List Import** option an error would appear indicating that imported data was rejected. (CLOUDCON-10398)
- All of the options available when creating or editing a **Campaign Group** appear and function as expected. Previously, some of these options were grayed out. (CLOUDCON-10306)

June 15, 2020 (9.0.021.04)

## What's New

- When a Contact list encoded with PGP-encryption (that is, secured encryption) is selected, a closed padlock icon is displayed and all of the list options are disabled. Previously, the encoded Contact list details were visible and the list options were enabled. For more information, see: [List Details View](#). (CLOUDCON-10089)
- The local timezone is now displayed in the CX Contact user interface at all times. The local timezone is configured in the CX Contact Settings page. For more information, see: [General settings](#). (CLOUDCON-10046)
- When working with List Automation you can now export analytics data to a .csv file via SFTP. For more information, see: [Create and Manage List Automation Tasks](#). (CLOUDCON-9993)
- You can now incorporate special characters (white-space, @, -, and so on) in the List Automation SFTP directory. For more information, see: [Create and Manage List Automation Tasks](#). (CLOUDCON-9963)
- The Agent Callback Error call result now includes a new action type: AssignToGroup. AssignToGroup redistributes the callback to another agent in the agent group if the original agent is unable to initiate the scheduled callback. This option is only available when the call result is: agent callback error. For more information, see: [Apply to Record Options Defined](#). (CLOUDCON-9846, CLOUDCON-9788)
- Interactions that are cancelled during pre-loading and pre-dial validation are stored in Outbound Analytics with Blocking rule and Blocking Suppression list information. For more information, see: [Preloading Record Dashboard](#). and the [Call Result Record Dashboard](#). (CLOUDCON-9812)
- The **Settings > Security** tab now includes a new **Use strict sign out** option. When this new option is enabled, users will be forced to sign out of the CX Contact UI every time the browser page is closed. For more information, see: [Security settings](#). (CLOUDCON-9726)
- You can now select to show/hide individual columns in the Outbound Analytics **Custom Table** panel. (CLOUDCON-10076)
- It is now possible to calculate the duration between two different date timestamps in the Outbound Analytics Custom Table panel. (CLOUDCON-10074)



## Resolved Issues

- Switzerland phone numbers are no longer identified as invalid devices. (CLOUDCON-10272)
- The Link field mode in the Outbound Analytics Custom table panel is now working as expected. (CLOUDCON-10072)
- It is no longer necessary to restart a Campaign group after the Campaign has started in order to process records inserted into a list via API . (CLOUDCON-10026)
- When a Selection rule is imported as a .json file after it was exported from CX Contact, the Selection rule name is no longer ignored. (CLOUDCON-9945)
- When the CX Contact default country code is set as United Kingdom, the system no longer adds a cd\_mask with an invalid DM\_INVALID\_AREA\_CODE bit set. (CLOUDCON-9745)
- Measures have been taken to improve the prevention of potential security threats. (CLOUDCON-9700)
- The **Call Attempts** value in the **Campaigns/Groups** list no longer includes negative values. (CLOUDCON-9549)
- The **Summary** tab in the **Device Escalation > Treatment** tab now contains the correct information. (CLOUDCON-9958)

April 6, 2020 (9.0.020.05)

## What's New

### Settings

- The Settings tab now includes a strict-logout option. When enabled this option forces the user to be logged out of the CX Contact UI as soon as the browser is closed. (CLOUDCON-9727)

### Analytics

- The Analytics Histogram panel now supports X-Axis labels to show date and time ranges. (CLOUDCON-9607)

### Security

- The CX Contact UI now supports a Secure with encryption option when creating or editing a List Automation Job. (CLOUDCON-8944)

## Resolved Issues

- Searching for an Agent Group name from within the Agent group list, using only part of the name, is now working as expected. (CLOUDCON-9807)
- The CX Contact logo is now displayed correctly in the Login page when you log out of the CX Contact UI. (CLOUDCON-9806)

- Outbound schedules now store the correct configuration values when you create a schedule with a **start at** and **start after** duration. (CLOUDCON-9801)
- Users can now apply Campaign Group updates as expected. (CLOUDCON-9790)
- When uploading contacts using an Excel .xlsx file the calling list is no longer rejected. (CLOUDCON-9760)
- Importing contacts into a Calling list or a Suppression list using a .zip file is now functioning as expected. (CLOUDCON-9748)
- The dialingMode field is now stored in the Call Results and Contact History analytics index's. (CLOUDCON-9737)
- The List Automation update button no longer appears enabled when changes have not been made to the list. (CLOUDCON-9716)

March 16, 2020 (9.0.020.01)

## What's New

### Schedules

- A new CX Contact Dashboard (**Outbound Analytics**) has been added for the new **Schedules** index. (CLOUDCON-9416)
- The **Schedules** menu was added to CX Contact. With **Schedules** you can now configure instant and sequential events by determining when dialing is active. This new option enables you to:
  - Schedule when a campaign group starts/finishes.
  - Schedule a campaign group to run for a specified period of time or until a specific statistic is achieved.
  - Sequence campaign groups. For example, starting one campaign group when another campaign group closes at a defined time. (CLOUDCON-3657)

### Attempt Rule

- An **Attempt** rule can now be defined using the **Agent Disposition** code. As a result, when an attempt is made to initiate an interaction, the attempt can be counted according to its **Disposition** value. This allows for greater granular control over agent and customer interactions. (CLOUDCON-9232)

## Resolved Issues

- The Outbound Analytics **User Actions** tab is no longer missing data. Previously, when a search query was deleted some rows did not appear in the tab. (CLOUDCON-9389)
- When creating/editing a Dialing Profile, Campaign Template and/or a Campaign Group, selecting **Device Escalation** in the **Treatment** tab no longer causes the window layout to change. (CLOUDCON-9383)
- When a Caller ID Set is imported with an Import file, the Caller ID set cannot have more than 5000 Caller IDs. (CLOUDCON-9472)

- When the drop-down menu associated with an empty field is opened, the drop-down menu is now a normal size displayed correctly. Previously, when opened, the drop-down menu was larger than normal. (CLOUDCON-9381)
- Records no longer fail to upload when using the XLSX file for input. (CLOUDCON-9380)
- When you configure the **Contact List** table to include the **Secured** column, the **Secured** column appears in the table. Previously, even when selected, the **Secured** column did not always appear in the Contact List table. (CLOUDCON-9374)
- Measures have been taken to improve the prevention of potential security threats to **List-builder**. (CLOUDCON-9320)
- The **List Source** column in the **List Automation** tab now contains an SFTP Server name for each list. Previously, the List Source column contained an IP address. (CLOUDCON-9265)
- When configuring **Advanced selection** rules, the original data is no longer deleted when **Visual Editor** is turned on/off. (CLOUDCON-9207)
- When configuring an **Upload** rule with the **Quantity type** option, you are no longer limited to 250 records. (CLOUDCON-9089)
- CX Contact automatic sign-out now functions correctly after the sign-out modal window is displayed. Previously, it was possible to reload the page and remain logged in after the automatic sign-out modal window was displayed. (CLOUDCON-9040)
- When exporting an **Outbound Analytics** table and audit panel to PDF, the exported PDF now includes page numbers. (CLOUDCON-8854)
- The **Contact Suppression Search** and the **Contact Search** drop-down menus are now positioned correctly in the UI. Previously, these menus appeared above the top menu bar. (CLOUDCON-8676)
- When working with CX Contact, mandatory options can no longer be unselected. (CLOUDCON-8515)

February 24, 2020 (9.0.020.01)

### Resolved Issues

- Measures have been taken to improve the prevention of potential security threats to List-builder. (CLOUDCON-9320)
- The List Source column in the List Automation tab now contains an SFTP Server name for each list. Previously, the List Source column contained an IP address. (CLOUDCON-9265)
- When configuring Advanced selection rules the original data is no longer deleted when Visual Editor is turned on/off. (CLOUDCON-9207)
- When configuring an Upload rule with the Quantity type option you are no longer limited to 250 records. (CLOUDCON-9089)
- CX Contact automatic sign-out now functions correctly after the sign out modal window is displayed. Previously, it was possible reload the page and remain logged in after the automatic sign-out modal window was displayed (CLOUDCON-9040)
- The Contact Suppression Search and the Contact Search drop down menus are now positioned correctly in the UI. Previously, these menus appeared about the top menu bar. (CLOUDCON-8676)

January 17, 2020 (9.0.019.01)

## What's New

### Contact List

- When editing a campaign group the Contact list drop-down menu is now listed in alphabetical order. (CLOUDCON-9144)
- Improvements have been made to the List Automation user interface to support SFTP over MPLS with new file server, directory and public key fingerprint options. (CLOUDCON-9092)
- All drop down menu options are now listed alphabetically. This includes all menus found in Campaign Group, Upload rule, Label, Contact attempt, Suppression and Session Profiles. (CLOUDCON-9036)
- To enable detailed event logging a new **Trace connection attempt** option was added to List Automation. (CLOUDCON-8842)
- An exported List Rule can now be imported into CX Contact. (CLOUDCON-8817)

### Analytics

- Analytics now provides a format configuration option for managing Time conversion for the time and duration fields. For example, milliseconds can be rounded seconds, or seconds with a decimal place to 1 or 2 or 3 positions. (CLOUDCON-8870)

### Selection Rules

- Advanced Selection rules that are built using Visual Editor are now converted in SQL when a user disables the visual editor to access free-form SQL advanced options. (CLOUDCON-8848)

### User Interface

- Table panel has been enhanced to support custom column options. (CLOUDCON-8374)

## Resolved Issues

- Updating a Campaign Group when a Disposition code matches the call result is now working as expected. (CLOUDCON-9118)
- When logging into CX Contact with inadequate credentials, an error message appears informing the user that they do not have the correct credentials. Previously, logging into CX Contact with inadequate credentials caused the screen to go blank. (CLOUDCON-9113)
- Page reloading now works as expected after an automatic sign out from the user interface occurs. (CLOUDCON-9040)
- Errors no longer occur when creating advanced Selection Rules and malformed SQL is no longer created when using Visual Editor. (CLOUDCON-8843)

December 12, 2019 (9.0.018.01)

## What's New

### Contact List

- Users can now select to view the **Label** column in the **Create/Edit** contact list preview screen. (CLOUDCON-8925)
- When a Selection rule is selected in the **List Rules** table, the right side of the view now includes field names. Previously, the view only included **Other** values. (CLOUDCON-8805)
- Importing Contact Lists with Splitting rules now takes less time. The process was optimized in the List Builder. (CLOUDCON-8802)

### Filtering Rules

- When configuring a filtering rule, users can now select an ascending or descending order using a slider widget instead of a drop down list. (CLOUDCON-8880)

### Caller ID Set

- Users can now configure the **Caller ID Set** modal window using a slider widget instead of a checkbox. (CLOUDCON-8879)
- Caller ID sets can now be imported via a text file. (CLOUDCON-8546)
- When configuring a Dialing Profile you can now select a Caller ID set (includes multiple CLI's), instead of the single CLI assigned to the Campaign Group level. (CLOUDCON-8545)

### Selection Rules

- You can now download and export Selection Rules as a **.JSON** file. (CLOUDCON-8786)
- A new **Non-Geographic** option has been added to the drop-down list for Device Mask field option while create/edit advanced selection rule. (CLOUDCON-8775)
- CX Contact now checks for **Non-Geographical** numbers during the pre-loading phase of a campaign group. (CLOUDCON-8622)
- A **Non-Geographical** numbers filter option was added to the **Dialing Profile** filter options. (CLOUDCON-8621)
- Selection Rules can now identify if all Devices are valid or invalid. (CLOUDCON-8524)

### Answer Machine Delivery

- **Device Escalation** check boxes for **Answer Machine Delivery** have been replaced with drop/connect switches. (CLOUDCON-8749)
- The **Advanced** button in the Delivery Option section of the **Treatment** tab has been replaced with a more prominent button. (CLOUDCON-8738)

### PDF Export

- The **CX Contact Analytics PDF Export** document option now includes additional details. The PDF now

includes a Report title, Dashboard name, Index name, and the report's time frame. (CLOUDCON-8709)

### Device Import Detail Records Dashboard

- User-defined **Other1-OtherN** fields of type string can be added to the **CX Contact Analytics Device Import Detail Records Dashboard**. (CLOUDCON-8657)

### SMS/Email Records Dashboard

- CX Contact Analytics **SMS/Email Records Dashboard** now supports storing the final state of the **SMS Aggregator** in the **providerReceipt** field. This field enables users to review the final SMS delivery state as it was received from the SMS Aggregator. (CLOUDCON-8509)

### Target Contact List

- For auditing purposes an invalid device can now be imported into a **Target Contact** list. As a result, records are not rejected during the import process. (CLOUDCON-8441)

## Resolved Issues

- The **Duplicate** options in the Dialing profile, Campaign Group, Campaign Template filter options have been renamed to **Duplicate device in...** instead of only **Duplicate**. For example, Duplicate Position is now Duplicate device in Position, Duplicate List is now Duplicated device in List and Duplicate Contact is now Duplicated device in Contact. (CLOUDCON-8840)
- CX Contact no longer fails to delete a file after List Automation is downloaded. (CLOUDCON-8809)
- Australian mobile numbers +614 and +615 are now dialed. Previously, these numbers were not dialed due to an invalid Exchange flag. (CLOUDCON-8799)
- When manually importing a Contact list, the preview is no longer empty. (CLOUDCON-8798)
- Columns in the Import Activity table are now sorted correctly. Previously, the sorting option did not work as expected. (CLOUDCON-8796)
- When uploading a large list using splitting the process no longer times out. (CLOUDCON-8766)
- The Toll Free filter option in the Dialing Profile, Campaign Group and Campaign Template pages has been replaced with the Non-Geographic option. (CLOUDCON-8753)
- Additional Security enhancements and updates have been included. (CLOUDCON-8702)
- The Help widget now includes documentation about the Analytics tab. (CLOUDCON-8680)
- The Outbound Analytics PDF can now be exported as expected. Previously, the PDF was not downloaded. (CLOUDCON-8649)
- A new message was added to the Export all dashboards option when there are no saved dashboards. Previously, there was no indication that 0 dashboards were saved. (CLOUDCON-8648)
- Elasticsearch field are now assigned with the correct field types. Previously, some Elasticsearch field types were assigned a **long** type instead of the **date** type. (CLOUDCON-8577)
- When working with the Audit table in Outbound Analytics, you can now search for a partial match instead of only capital letter sensitive matches. (CLOUDCON-8462)
- When working with Outbound Analytics you can now show/hide the Fields section. (CLOUDCON-8427)

November 1, 2019 (9.0.000.17)

## What's New

### Last In First Out (LIFO)

- Campaign Groups / Dialing Profiles now support LIFO (Last In First Out) Dialing modes. For a complete description of this feature, refer to the [Dialing Modes and IVR Modes > LIFO Mode](#) section in the the CX Contact Help manual. (CLOUDCON-8434)
- Due to the nature of LIFO (Last in First Out) campaigns, **Time Remaining** statistics are not displayed in the UI. (CLOUDCON-8557)

### Campaign Group

- During the editing of an active/running Campaign Group, all Dialing Profile options that only take effect after a campaign group restart are now either disabled or show a “campaign is running” prompt when trying to edit. (CLOUDCON-8536)

### Labels

- Labels can now be exported and imported. (CLOUDCON-8470)

### Outbound Analytics

- Outbound Analytics now displays a yellow warning ribbon and a red error ribbon. (CLOUDCON-8412)
- Outbound Analytics—It is now possible to export panels to a .csv file. (CLOUDCON-8343)
- Outbound Analytics—It is now possible to export panels and dashboards to a .pdf file. (CLOUDCON-8385)

### Suppression List Table

- A new **Found In** column has been added to the Suppression List Table view. That is, when you search for a suppression record the target Suppression List in which the match was found is now shown in the results. (CLOUDCON-8362)

### Search

- A new **Search** option is now available for all drop-down menus. (CLOUDCON-8361)

## Resolved Issues

- A Campaign Template now inherits the **Copy Contact** settings from the Dialing Profile. (CLOUDCON-8586)
- When you edit a Campaign Template, and select **Copy Contact** from the **Apply to Record** list in the **Treatment** tab, the **Copy as Rescheduled** option is now working as expected. (CLOUDCON-8566)

- The **List Builder** now accurately detects US time zones. Previously, List Builder failed to detect some US time zones. (CLOUDCON-8561)
- When importing an exported **.json** dashboard file, the file is now saved to the correct index. (CLOUDCON-8538)
- When duplicating a **Data Mapping Schema**, the labels from the original schema are now duplicated as expected. (CLOUDCON-8534)
- The default label configured for the New Contact List dialog now appears as selected. Previously, the default label was not selected. (CLOUDCON-8522)
- When viewing the **Contact List** table the **Last Modified Date** sort option now functions as expected. (CLOUDCON-8513)
- When Dialing Profiles and Campaigns are loaded a loading icon appears on the screen. Previously, a No record(s) found message was displayed on the screen. (CLOUDCON-8467)
- The **Target Abandon rate** and **Abandon call definition** fields have been removed from the **Pacing Settings** window. (CLOUDCON-8465)
- Record\_Id values will now be reset to start at 0 each time a contact list is modified by the **Flush and append** upload type. (CLOUDCON-8367)
- Outbound Analytics will now provide a notification alert for an unset default dashboard. (CLOUDCON-8352)
- Outbound Analytics— You can now perform an Audit table search with multiple criteria using a comma to separate the criteria. (CLOUDCON-8349)
- Outbound Analytics—The Audit Table now shows all search results in the current table view (controlled by row view). Previously, results appeared among the table tabs. (CLOUDCON-8347)
- Outbound Analytics—The Ddfilter panel now displays the correct values for the selected time frame. Previously, it panel displayed incorrect values. (CLOUDCON-8346)
- Outbound Analytics - When exporting dashboards the exported file contains a valid file extension. Previously, the file was downloaded without an extension. (CLOUDCON-8345)
- Outbound Analytics— Dashboard tool tips are now displayed correctly. Previously, some of the Dashboard tool tips were either not displayed or were displayed cropped. (CLOUDCON-8305)
- The CX Contact Login screen is no longer bypassed. (CLOUDCON-7871)
- When editing the Data Mapping table you can now edit a field by double-clicking the specific table cell. Previously, it was not possible to edit a field directly from the table. (CLOUDCON-5805)

September 20, 2019 (9.0.000.16)

## What's New

### Suppression List

- Searching for records in suppression lists now supports multiple list search options. Previously, only one suppression list was available to search against. (CLOUDCON-8248)



## Treatments View

- The Treatments view no longer appears as a modal window. A new Summary tab has also been added to the sub-menu. (CLOUDCON-8172)

## Analytics

- In Analytics, a new **sum table** panel is now available. (CLOUDCON-7022)

## Retry Options

- A new treatment **Copy Contact** has been added to the list of available Retry Options. The **Copy Contact** treatment can be applied to the call result or disposition code and allows to copy an active contact into a different contact list either as General or as Rescheduled.

## Resolved Issues

- In Analytics, it is now possible to remove a dashboard as the default dashboard. (CLOUDCON-8304)
- The Show spinner now appears on all panels while loading in Analytics. (CLOUDCON-8265)
- There is now a Mobile option and a Landline option in the Value dropdown menu in Campaign templates. Previously, the Mobile option was named Wireless and no Landline option existed. (CLOUDCON-8255)
- The OtherX fields and ClientID in selection rules when numeric type is used now work properly. (CLOUDCON-8155)
- The filtering rules with CONTAINS and IS [NOT] EMPTY clauses now work properly. (CLOUDCON-8154)
- In Analytics, a notification has been included for fields where a numeric value is required. (CLOUDCON-8112)

August 23, 2019 (9.0.000.15)

## What's New

### Phone number filters

- In the Campaign Template > Dialing Profile and Campaign Group > General tabs the Wireless filter has been renamed Mobile and a new Landline filter option has been added.

### Compliance tools

- Location rules now support an asterisk wildcard as part of the postal code.

### Contact list

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- The Contact List table now includes a Caller ID column.
- When importing a Contact List you can now search for the correct Upload Rule > Custom Splitting option.

### **Analytics**

- Horizontal scrolling is now supported for the User Actions Dashboard > Audit Panel.
- The Analytics Dashboard > Terms Panel now supports more than one field.
- When working with CX Contact Analytics you can now apply Time Picker settings to each field.
- The Control Panel has been removed from the Dashboard Configuration options.

### **Data mapping**

- An exported Data Mapping schema can now be imported into CX Contact.

### **Resolved Issues**

- When uploading a file that contains duplicate records, the duplicates are now rejected. (CLOUDCON-7857)
- Contact List files that have fields containing single quotes no longer cause syntax errors during upload. (CLOUDCON-7826)
- Compliance Contact Dates now includes an Edit option. (CLOUDCON-7814)
- When a new list is imported using the Upload Rule, data for Last Modified Date now appears in the Last Modified Date column as expected. (CLOUDCON-7813)
- A Caller ID is now displayed for each list associated with an uploaded file that was split into multiple Contact Lists. (CLOUDCON-7767)
- Area Code type selection rules are no longer limited to 10 digits. You can now create an Area Code type selection rule with up to 2,000 characters. (CLOUDCON-7727)
- The Field drop-down menu in the Analytics tab now appears in the correct location. Previously, this menu remained hidden until a user entered text in the text box. (CLOUDCON-7605)
- Filters applied to the Analytics Dashboard > Goal Panel now function as expected. (CLOUDCON-7604)
- Hard-coded values no longer appear in the Analytics > Number Panel. (CLOUDCON-7603)
- When you edit a campaign, the selected General > Contact Lists are now highlighted in the drop-down menu. Previously, the selections were not highlighted and you were not able to know which contact list was selected. (CLOUDCON-7494)
- When creating or editing a Dialing Profile, selecting call wait connected timeout in the Advanced tab now operates as expected. Previously, this option was not added to the Campaign Group options and could not be selected. (CLOUDCON-7399)
- An empty Contact List will now remain active and linked to its original Campaign Group. (CLOUDCON-7344)

June 19, 2019 (9.0.000.14)

## What's New

### Contact list

- When editing a contact list, the Caller ID is now displayed and can be modified.
- When importing a contact list, you now see a progress bar in the Size column. The progress bar displays the current status of the import process.

### List Rules

- Contact Time rules are no longer limited to 15-minute increments. You can now specify a value (in Minutes) in the Minutes option.

### Suppression lists

- It is now possible to manually delete contact information records from a suppression list.

### List Builder

- List Builder now nullifies binary characters during ingestion.

### User defined field labels

- When creating a List Automation job for exporting contact lists, it is now possible to select a Use label option. This option replaces the Other1-OtherN fields with the field names from the associated list labeling schema.
- When downloading a contact list from the User Interface, CX Contact now replaces the other1-OtherN user-defined fields with the field labels assigned to the contact list.

### Analytics dashboard

- It is now possible to configure the Time format on an Analytics dashboard.
- CX Contact Analytics now includes a new User Actions index to audit user events. The system administrator can now track who did what and exactly when.
- The CX Contact Analytics SanKey panel can now support additional parameters. Previously, this panel only supported three parameters.
- You can now edit a CX Contact Analytics dashboard label. This new option enables you to define each system field value name.

### User Interface

- A yellow warning icon was added next to problematic services in the About Help > Current Version section of the User Interface.
- The User Interface now supports a tabular layout, meaning that pages now open in new tabs, allowing you to easily switch back and forth between tasks. Previously, the current page closed when you navigated to a new page within the User Interface.

## Resolved Issues

- A delivery confirmation message is now sent when an email is sent from an email dialing profile. (CLOUDCON-7293)
- You can now write an email using an email address that contains both upper and lowercase letters. (CLOUDCON-7292)
- The default Email Opt Out Suppression list appears as a required suppression for Email dialing profiles alone. (CLOUDCON-7264)
- You can now send an SMS with more than 160 characters. Sending an sms with more than 160 characters is enabled with SMS Concatenation. That is, delivering content with more than 160 characters requires the system to send multiple sms's that can lead to a cost implication. (CLOUDCON-7262)
- The Max Queue Size value and the Minimum and Optimal Buffer size values on the Advanced tab are now transferred to the CME Campaign Object settings successfully. (CLOUDCON-7253)
- When previewing imported HTML in an Email profile, all of the preview content is contained within the preview frame. (CLOUDCON-7251)
- Records are no longer flushed from a contact list that is created using an Upload rule whose target contact list does not have new records. (CLOUDCON-7214)
- Data associated with the Last Modified Date on the Lists tab is now updated when the Flush and Append option is selected. (CLOUDCON-7213)
- A delivery confirmation message is now sent when an SMS is sent from an SMS dialing profile. (CLOUDCON-7165)
- CX Contact performs as expected when you configure splitting criteria for a Selection rule within an Upload rule. (CLOUDCON-7137)
- The At (@) symbol cannot be included in a Campaign Group name. (CLOUDCON-7104)
- In Power (Email & SMS), Power IVR, Progressive IVR, and Push Preview modes the minimum and optimal buffer values are now displayed as percentages on the Dialing Profile > Advanced tab. (CLOUDCON-6924)
- When creating a Voice Dialing Profile using a Campaign Template, a loading animation is now displayed after you click Create or Create and Run. (CLOUDCON-6696)

May 8, 2019 (9.0.000.12)

## What's New

### **Analytics Tab**

- The following enhancements have been made to the Analytics tab in the CX Contact user interface:
  - The navigation bar now continually floats at the top of the Analytics tab. This allows the user to access the navigation bar without scrolling to the top of the page.
  - You can now save multiple dashboard views per Elasticsearch index.

- You can now resize each Analytics tab panel when editing the panel.
- You can now rename a panel after it is created.

### Dialing Profile

- The **Call wait connected timeout** option is now a permanent option in the Dialing Profile > Advanced tab. Users can now easily and quickly set a maximum value for the timeout by seconds option. This option specifies the timeout, in seconds, between dialing (or first ring) and the determination that the called party is not answering.

### Selection Rules

- The following changes and enhancements have been made to Selection Rules:
  - When you create or edit a Selection rule with **Field** set to **Device1 - Device10**, two new operators are available:
    - is valid
    - is not valid

These operators provide device validation during ingestion against the Genesys Integrated Global Numbering plan.
  - The **not in** operator is now available where **Field** is set to **Device1 - Device10** and **Type** is set to any of the following:
    - Area Code
    - Exchange
    - Timezone
    - State Code
    - Country Code
  - CX Contact now supports decimal values for the **Type->Numeric** filtering criteria. Previously, CX Contact supported full integers only.
  - CX Contact now supports the **is not empty** operator.

### Custom Time Zone map

- Custom Time Zone is now stored as a script object within the configuration server. As a result, you can now control permissions and access to the Custom Time Zone objects.

### Suppression List Record Retention

- When configuring a suppression list it is now possible to specify the duration of the record retention. This means that records added to the suppression list will be retained within that suppression list for the period of time they are configured and automatically purged at the end of that duration.

### Resolved Issues

- When using a fixed position within a data mapping scheme, an error that restricted users from overlapping fields no longer occurs. Additionally, the overlapping fields are now highlighted yellow.

(CLOUDCON-6832)

April 2, 2019 (9.0.000.11)

## What's New

### SMS Channel

- CX Contact now includes support for the SMS channel. More specifically, you can use the CX Contact user interface to do any of the following:
  - Create SMS outbound alert templates for one-way text messaging campaigns.
  - Create and modify message content for initial outbound messages, opt-out/stop responses, and help responses.
  - Personalize message content (for example, greet the customer by name).

Refer to the [Create an SMS Template](#) page in the *CX Contact Help* manual for more information.

### Email Channel

- CX Contact now includes support for the Email channel. More specifically, you can use the CX Contact user interface to do any of the following:
  - Create outbound email alert templates.
  - Use a built-in visual editor to create message content (text and images) or upload an HTML file that contains the message content.
  - Personalize message content (for example, greet the customer by name).
  - Add an Unsubscribe option.

Refer to the [Create an Email Template](#) page in the *CX Contact Help* manual for more information.

### Suppression

- When a contact uses the Opt-out or Unsubscribe option within a text message or email, the record is automatically added to a contact suppression list, called CXContactSMSOptOut and CXContactEmailOptOut, respectively. These suppression lists have the following characteristics:
  - The type is set to **Device**.
  - The suppression list is set to **Required**.
  - The suppression list **Never expires**.
  - The suppression list cannot be deleted.

### Analytics

- You can now use the Analytics tab in the user interface to create custom dashboard views of the following Elasticsearch data:

- Device imports
- Pre-loading events
- Campaign Group events
- Call results
- Contact history
- SMS/Email events

February 28, 2019 (9.0.000.10)

### Resolved Issues

- CX Contact has discontinued support for FTP protocols for list automation jobs and now only supports SFTP protocols. (CLOUDCON-6051)
- The Contact Search functionality now functions as expected. Previously, if you attempted to delete a contact using the Contact Search page, CX Contact returned an error. (CLOUDCON-6274)
- CX Contact no longer returns an error after an update to a campaign group. Previously, in this scenario, CX Contact returned a Disposition Code Not Found error, even when the Use Disposition Codes switch on the Treatments tab was set to the Off position. (CLOUDCON-6216)
- Formatting issues with values populated in the Attempts > Remain column on the campaigns dashboard have been resolved. (CLOUDCON-5640)
- You can now flush all records from a contact list and then manually remove the empty contact list from a campaign group. Previously, once a contact list was flushed of its records, you couldn't manually remove it from a campaign group. (CLOUDCON-6415)
- Statistics on the campaigns dashboard now populate as expected. Previously, some fields displayed zero (0) values. (CLOUDCON-5639)

January 15, 2019 (9.0.000.09)

### What's New

#### Historical reporting

- CX contact now supports historical reporting of unattempted (suppressed) records through Elasticsearch and Genesys Info Mart. Once CX Contact writes the data to an Elasticsearch index, Genesys Info Mart extracts the data and transforms it into Genesys Info Mart **LDR\_\*** tables.

#### Treatments

- CX Contact now supports call treatments based on disposition codes. In the event a treatment is

defined for both a call result and a disposition code, CX Contact gives priority to the disposition code when applying the call treatment.

- For call treatments (Retry Options), the **Apply to Record** menu now includes a **Suppress** option that allows you to suppress a record (by client ID or by phone number) that meets the treatment criteria. When you select this option, you must specify a suppression list for the suppressed record from the new **Suppression List** menu, which contains all suppression lists set to **Never expire**. Refer to the [Delivery and Retry Options](#) page in the *CX Contact Help* manual for more information.

### Filtering Rule

- On the **General** tab of a dialing profile, campaign template, and campaign group, a new **Filtering Rule** menu replaces the following menus:
  - Labels
  - Contact Order
  - Ascending/Descending

A filtering rule encompasses all of these options.

### Campaigns dashboard

- The **List Size** field has been renamed **List Size/Devices**, and the **Filtered** field has been renamed **Contacts Filtered/Devices Filtered**. The previous release (9.0.000.08) introduced the new **Devices** and **Devices Filtered** statistics but excluded updates to the field names.

## Resolved Issues

### Campaigns dashboard

- If you expand a campaign template to reveal its campaign groups and contact lists, and then you navigate away from the page, CX Contact now retains the expanded layout. Previously, in this scenario, all campaign objects collapsed when you navigated away from the page. (CLOUDCON-5949)
- Cells now scale automatically to fit the contents of the cell. Previously, values exceeding 10,000 in the **List Size/Devices** and **Contacts Filtered/Devices Filtered** fields spilled outside of the cell. (CLOUDCON-5916)
- Abandoned** statistics now display as expected. Previously, the **Abandoned %** column displayed 0 values. (CLOUDCON-5863)

## December 6, 2018 (9.0.000.08)

## What's New

### List Rules

- A new Filtering rule allows you to sort and order contact data within a contact list. This rule can be



applied and updated while a campaign group is running. The Filtering rule replaces the Contact Order option on the General tab of a dialing profile, campaign template, and campaign group.

- There are now two types of Upload rules:
  - Contacts - The selection rule applies to a contact list.
  - Suppression - The selection rule applies to a suppression list.
- There are now three types of Selection rules:
  - Contacts - The selection rule applies to a contact list.
  - Suppression - The selection rule applies to a suppression list.
  - Advanced - The selection rule applies to a contact list export and filtering rules. When defining the filtering criteria for this type of rule, you can now define an SQL WHERE clause in place of the standard visual editor.
- You can now duplicate a condition set being applied to a selection rule.

Related documentation: [Create and Manage List Rules](#)

### Campaigns dashboard

- On the Campaigns dashboard, the **Filtered** cell now includes the total number of filtered devices from the contact list, in addition to the total number of filtered records. The count is displayed as **Records Filtered/Devices Filtered**.
- On the Campaigns dashboard, the **List Size** cell now includes the total number of devices contained in the contact list, in addition to the total number of unique records. The count is displayed as **Record Count/Device Count**.
- On the campaigns dashboard, the **Expand All** option, which is used to view campaign groups and contact lists associated with each campaign template, now functions as follows:
  - Click **Expand All** once to view all campaign groups associated with each campaign template.
  - Click **Expand All** again to view all contact lists associated with each campaign group.
  - The **Collapse All** functionality remains unchanged.

Related documentation: [View Campaign Statistics](#)

### Contact lists

- Contact lists exported from CX Contact now include compliance classification data for each device (record in chain), including:
  - Wireless
    - Duplicate Position
    - Duplicate List
    - International
    - Ends in 00
    - Ends in 000

TPS/DNC

Toll Free

Duplicate Contact

Contains Extension

VoIP

- Contact lists exported from CX Contact now store all devices associated with each record in a chain.

### Campaign group

- You can now create a campaign group against an individual campaign template using the **More Actions** menu (displayed as an ellipsis) on the Campaigns dashboard. When you do this, the campaign template and associated parameters will automatically populate on the **New Campaign Group** page.

Related documentation: [Create and Manage a Campaign Group](#)

### Compliance tools

- You can now duplicate Attempt rules and Location rules. The duplicated rule will inherit all settings from the original rule, but you can change any or all of them. If you do not change the name of the rule, it will inherit the name of the original rule, with **\_duplicate#** appended to it.

Related documentation: [Compliance Tools](#)

### Context-sensitive help

- The user interface now contains a context-sensitive help tool that enables you to view help content relative to the page you're viewing in the user interface. To access the tool, click the question mark icon in the top right-hand corner of the user interface.

### UI improvement

- The width of each menu on the General tab for a dialing profile, campaign template, and campaign group has increased by 50 percent.

November 2, 2018 (9.0.000.07)

## What's New

### Data mapping

- The new data mapping feature is an alternative to using an input specification file to map contact data to fields in a CX Contact contact list. You can create a data mapping schema for either a fixed-position file or a delimited file and then apply the schema to a list being imported into CX Contact via manual import or via List Automation. For detailed instructions, visit the [Create a Data Mapping Schema](#) page in the CX Contact Help manual.

## Increment retry option

- For call treatments, the Increment retry option is no longer a mandatory option. Previously, if you selected Retry in from the Apply to Record menu, you had to define an increment value.

## Campaigns dashboard

- The media control icons have increased in size and now use the following color scheme:
  - Play - Green
  - Pause - Blue
  - Stop - Red
- A new status bulb displays next to the media controls to indicate the status of a campaign group. It uses the following color scheme:
  - A green status bulb indicates that the campaign group is running
  - A blue status bulb indicates that the campaign group is paused
  - A grey status bulb indicates that the campaign group is inactive

## Campaign group

- An icon now displays next to the name of a campaign group to indicate the type of dialing mode the campaign group uses. When you hover over the icon, the name of the dialing mode and associated optimization parameters display in a text box. Refer to the [View Campaign Statistics](#) page in the CX Contact Help manual for more information.

October 2, 2018 (9.0.000.06)

## What's New

### Initial release

- This is the first release of CX Contact to Genesys Engage cloud. CX Contact is a web-based application that enables you to set up and manage outbound campaigns. Key capabilities include the following:
  - Campaigns - Set up and manage outbound campaigns and monitor the status of active campaigns in real-time.
  - Lists - Import contact lists, apply upload rules to a list, create list automation jobs, and define user field labels.
  - Compliance - Restrict contact attempts to records within a contact list and import or manage contact suppression lists.
  - Settings - Define or edit CX Contact settings.

The supported features and functionality are documented in the [CX Contact help](#).

## Known Issues

There are currently no known issues.