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CX Contact

Release Notes 9.0.x

10/5/2022

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CX Contact 9.0.x Release Note

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

This Release Note applies to all 9.0.x releases of CX Contact. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
100.0.030.0004	07/12/22	General	Under Shipping Control		X		
100.0.030.0003	07/06/22	General	Under Shipping Control		X		
100.0.029.0004	04/14/22	General	Under Shipping Control		X		
100.0.029.0002	02/28/22	General	Under Shipping Control		X		
100.0.028.0013	11/23/21	General	Under Shipping Control		X		
100.0.027.0004	09/28/21	General	Under Shipping Control		X		
9.0.027.02	08/30/21	General	Under Shipping Control		X		
9.0.027.01	08/16/21	General	Under Shipping Control		X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
9.0.026.04	07/21/21	General	Under Shipping Control		X		
9.0.026.03	06/30/21	General	Under Shipping Control		X		
9.0.025.05	05/05/21	General	Under Shipping Control		X		
9.0.025.04	04/21/21	General	Under Shipping Control		X		
9.0.024.04	02/09/21	General	Under Shipping Control		X		
9.0.023.06	01/06/21	General	Under Shipping Control		X		
9.0.023.04	12/07/20	General	Under Shipping Control		X		
9.0.023.03	11/19/20	General	Under Shipping Control		X		
9.0.022.04	09/14/20	General	Under Shipping Control		X		
9.0.022.03	08/25/20	General	Under Shipping Control		X		
9.0.021.05	07/09/20	General	Under Shipping Control		X		
9.0.021.04	06/15/20	General	Under Shipping Control		X		
9.0.020.05	04/06/20	General	Under Shipping Control		X		
9.0.020.03	03/16/20	General	Under Shipping Control		X		
9.0.020.01	02/24/20	General	Under Shipping Control		X		
9.0.019.01	01/17/20	General	Under Shipping		X		

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
			Control				
9.0.018.01	12/12/19	General	Under Shipping Control		X		
9.0.000.17	11/01/19	General	Under Shipping Control		X		
9.0.000.16	10/31/19	General	Under Shipping Control		X		
9.0.000.15	08/23/19	General	Under Shipping Control		X		
9.0.000.14	06/25/19	General	Under Shipping Control		X		
9.0.000.12	05/08/19	General	Under Shipping Control		X		
9.0.000.11	04/02/19	General	Under Shipping Control		X		
9.0.000.10	02/28/19	General	Under Shipping Control		X		
9.0.000.09	01/15/19	General	Under Shipping Control		X		
9.0.000.08	12/06/18	General	Under Shipping Control		X		
9.0.000.07	11/02/18	General	Under Shipping Control		X		
9.0.000.06	10/02/18	General	Under Shipping Control		X		

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the CX Contact page in the *Genesys Supported Operating Environment Reference Guide*.

Discontinued Support

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

- PostgreSQL 9.5 database

Discontinued as of	Date: **April 21, 2021**	Release: **9.0.025.04**

CX Contact has discontinued support for FTP protocols for list automation jobs and now only supports SFTP protocols.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of CX Contact, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about CX Contact, see the following documentation:

- The documentation related to this software is available from the CX Contact page.
- The CX Contact page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for this product.

Release Notes for other Genesys components are available here.

Known Issues and Recommendations

CX Contact

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of CX Contact. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

There are no known issues or recommendations for this product.

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of CX Contact unless otherwise noted in the issue description.

There are no internationalization issues for this product.

Release 9.0.0

CX Contact Release Notes

You can find links to Release Notes for particular 9.0.0 releases of CX Contact, if available, in the tree menu on the left or in the list of Available Releases.

100.0.031.0005

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

> **Important**
> The URL for this Release Note indicates CX Contact 9.0.031.05, however, the full release number is 100.0.031.0005.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/30/22	General			X			

What's New

This release contains the following new features and enhancements:

- In SMS messaging, it is now possible to override the default keywords and add custom ones for the options **Help** and **Opt out**. (CLOUDCON-16281)
- A new type of selection rule named Shared Expression has been added to CX Contact. This selection rule allows you to update conditions in a selection rule and apply them to multiple campaign groups. Previously, you had to edit each campaign group to apply changes. (CLOUDCON-16144)
- CX Contact now supports a Trigger Rule feature that notifies you of various successful or failed events related to jobs, lists, or campaign groups. (CLOUDCON-16097)

Helpful Links

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- List of 9.0.x Releases
- 9.0.x Known Issues

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Resolved Issues

This release contains the following resolved issues:

The CX Contact UI displays new error messages when the size of a dialing profile or the number of tabs allowed in a campaign group exceeds the allowed limit. When the size of a dialing profile exceeds 512 KB, the following error message is displayed:

`Dialing profile size exceeds 512 KB. Please split the content between multiple Dialing profiles`.

The following error message is displayed when the number of tabs in a campaign group or template exceeds 30:

`Campaign group number of allowed tabs exceeded. Please consider using less conditions per Campaign group`.

(CLOUDCON-16545)

An issue with HTML email content not displaying correctly in the Visual Editor in certain scenarios has been resolved. (CLOUDCON-16392)

The placement of the button to create new variable alert templates has been changed to improve usability. (CLOUDCON-16228)

An issue that caused some Push Preview calls to be incorrectly reported with the disposition code `Failed` has been resolved. (CLOUDCON-15957)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.031.0005.

100.0.030.0004

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

> **Important**
> The URL for this Release Note indicates CX Contact 9.0.030.04, however, the full release number is 100.0.030.0004.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/12/22	General	Under Shipping Control		X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In on-premise deployments, an issue that caused Dial Manager to use an incorrect base URI when accessing other CX Contact components is now resolved. (CLOUDCON-16287)

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Upgrade Notes

No special procedure is required to upgrade to release 100.0.030.0004.

100.0.030.0003

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

> **Important**
> The URL for this Release Note indicates CX Contact 9.0.030.03, however, the full release number is 100.0.030.0003.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/06/22	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- Campaign Manager now supports an advanced option to **Calculate duplicates** during the pre-loading of campaign groups. (CLOUDCON-16042)
- CX Contact analytics now allows you to specify a default dashboard per partition for an analytics index in **Settings**. The default dashboard setting was earlier applied to the entire tenant. (CLOUDCON-15906)
- The **New list** and **Edit list** dialogs now contain an option to ignore duplicates when contact list files are imported using list automation. (CLOUDCON-15757)
- Exported contact lists now include all ten device fields, regardless of whether any records are populated with values. Device fields without values are left blank. (CLOUDCON-15689)

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> **Important**
> This functionality is not enabled by default and is available only when it is configured.

- The **New list** and **Edit list** dialogs now include the ability to move input files to a specific file path after the files are imported. (CLOUDCON-15681)
- CX Contact download lists now use the **cd_device_index** field to always assign each device to the same device field as assigned by the list import, regardless of whether it is based on the list header record, input specification, or data mapping. For conflicting device assignments, an overlapping device is assigned to the next available device number field. Previously, devices were assigned to consecutively numbered device fields, even if some were skipped or blank on import. (CLOUDCON-15273)

> **Important**
> This functionality is not enabled by default and is available only when it is configured.

Resolved Issues

This release contains the following resolved issues:

An issue that caused list automation to fail with the `search_phase_execution_exception error` because of incorrect sorting of call result records is now resolved. (CLOUDCON-16072)

CX Contact no longer displays a file format error when the extension of a contact list file is in upper casing. (CLOUDCON-15871)

An issue that caused certain contact suppression lists to be incorrectly removed from campaigns is now resolved. (CLOUDCON-15867)

Performance of the List rules UI has been improved. (CLOUDCON-16119)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.030.0003.

100.0.029.0004

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

> **Important**
> The URL for this Release Note indicates CX Contact 9.0.029.04, however, the full release number is 100.0.029.0004.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/14/22	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- The **Contact Lists** view now includes a new column named **Retention**, for each contact list. If a value is not specified for retention, the default value, **Permanent**, is set. (CLOUDCON-15379)
- The **New List** and **Edit List** dialogs now include the ability to specify a retention period for records in a contact list and an advanced selection rule to define the criteria for deletion of records. (CLOUDCON-15378)
- You can now specify record retention and selection rules for the action types **Import File** and **Send Campaign Group** when the **Append Type** field is set to **New List Only**. Once a list is created, you can edit the properties of the list by using only the **Edit List Automation** dialog. (CLOUDCON-15380)

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- CX Contact now supports the validation of a selection rule when you are creating one of the type **Selection (Contact)** or **Selection (Advanced)**. The new **Validate** button performs a rule validation and indicates whether the rule validation is completed successfully or has any errors. (CLOUDCON-15365)
- When you export analytics panel data, all time fields except for the **@timestamp** field are now in the time zone and format specified in **Settings**. To preserve the existing behavior for these time fields, set the **Reports default timezone** field to **GMT** in **Settings**. (CLOUDCON-15331)

Resolved Issues

This release contains the following resolved issues:

Contact attempts with a result of `SIT Invalid Num` are now correctly handled by compliance rules. (CLOUDCON-15140)

In CX Contact Analytics, the behavior for the **Last 24h** filter is now corrected. When you apply the filter, records from the last 24 hours are filtered and displayed instead of records from midnight (for the current day). (CLOUDCON-14919)

For variable email templates (a new feature introduced in the CX Contact 100.0.029.0002 release), CX Contact APIs now prevent the saving of Dialing Profiles, Campaign Templates, and Campaign Groups that exceed 512 KB in size. (CLOUDCON-15132)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.029.0004.

100.0.029.0002

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

> **Important**
> The URL for this Release Note indicates CX Contact 9.0.029.02, however, the full release number is 100.0.029.0002.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/28/22	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- On the Campaign Dashboard, the display of filter and list numbers in the upper-right corner of the affected cells now takes into account whether device escalation is enabled at the Campaign Group level. (CLOUDCON-14855)
- Campaign Dashboard statistics now take into account device escalation settings. (CLOUDCON-14854)
- When Campaign Groups are created using list automation, unsupported characters are now ignored, just like how they already were in the UI. (CLOUDCON-14853)
- The **Complete if no more records** check box is added to the campaign template settings. (CLOUDCON-14823)

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- CX Contact now supports variable email templates, enabling a campaign group to send variable email messages based on user-defined fields and expressions. (CLOUDCON-14534)
- The number of email variable template tabs that can be created in the UI is now limited to 30. (CLOUDCON-14821)
- The **exists** filter is now supported when exporting CX Contact Analytics data using a list automation job. (CLOUDCON-14804)
- When applying filters, CX Contact prioritizes panel-level filters over dashboard filters, if both filters are present. (CLOUDCON-14723)
- The naming convention for export files from list automation jobs is now based on the tenant's time zone instead of GMT/UTC. (CLOUDCON-14608)
- In the main Campaigns view, **Ctrl+click** now switches to List view. (CLOUDCON-14593)
- CX Contact Analytics now supports dashboard filters with the type **querystring**. (CLOUDCON-14650)
- The header value $GSW_RECORD_HANDLE is now supported in external pre-dial validation headers. (CLOUDCON-14595)
- A new option allows switching between global and local timezones for schedules. (CLOUDCON-14541)

Resolved Issues

This release contains the following resolved issues:

An issue involving certain filter definitions in CX Contact Analytics is now resolved. (CLOUDCON-14890)

An issue which caused the import of **.zip** files to fail in certain cases is now resolved. (CLOUDCON-14811)

An issue with setting the dial mode configuration from the CX Contact UI is now resolved. (CLOUDCON-14736)

An issue with the line feed character missing from the last record in export files from CX Contact Analytics is now fixed. (CLOUDCON-14698)

In List Automation, when using the Crontab option for the Schedule, it is now required to select the time zone in which the Crontab should execute. This may cause the start time to change for any existing automation jobs. (CLOUDCON-14645)

An issue which prevented sample data to be displayed in certain cases while importing a calling list is

now resolved. (CLOUDCON-14519)

CX Contact no longer displays an error when a campaign group that has more than one calling list is updated after applying a dialing filter to a calling list. (CLOUDCON-14499)

For SMS and Email attempts in CX Contact Analytics and SMS/Email records, **callResult** is now set to **Ok** as soon as an attempt is made. If a timeout error is received within 24 hours, the value will continue to remain **Ok** instead of **System Error**, as there is no confirmation of delivery. Error messages will be created to track events and the **provideReceipt** field is set to **Unknown**. (CLOUDCON-15063)

Upgrade Notes

No special procedure is required to upgrade to release 100.0.029.0002.

100.0.028.0003

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

> **Important**
> The URL for this Release Note indicates CX Contact 9.0.028.03, however, the full release number is 100.0.028.0003.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/23/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- When LIFO records are added and then filtered out during pre-loading, their record_status is now changed from Retrieved to Cancelled. (CLOUDCON-14421)
- CX Contact Custom Compliance Rules now support priority settings. (CLOUDCON-14390)
- The Call History and Call Result indexes in CX Contact Analytics now include device **mask** information. (ClOUDCON-14389)
- The NEXDR and NEXCONV indexes in CX Contact Analytics are updated to allow the **content** field to be aggregated. (CLOUDCON-14381)
- CX Contact introduces the new **Failed** Compliance disposition value for pre-dial validation connection

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issues. (CLOUDCON-14363)

- Dial Manager now includes partition data for the NEXDR and NEXCONV indexes in CX Contact Analytics. (CLOUDCON-14335)
- The CX Contact Analytics SMS/Email Conversations index now includes the **providerUpdate** field to show the progress of email delivery statuses, such as OPEN, CLICK, and other events supported by the email provider. (CLOUDCON-14299)
- CX Contact now has a **Secure with encryption** check box in the **Export Job** settings to enable the force encrypted/unencrypted export function. (CLOUDCON-14440, CLOUDCON-14308)
- CX Contact now supports the Digital Signature Algorithm (DSA) and ElGamal user public keys for encryption. (CLOUDCON-14267)
- In CX Contact Campaign Dashboards, the Agent Group values in a Campaign Group can now be hidden. (CLOUDCON-14135)
- The CXC **Settings** > **General** > **Lists** > **Default Region** list now includes the regions supported by CX Contact. (CLOUDCON-14105)
- CX Contact users can now define Campaign Group names. Previously, Campaign Groups inherited their name from the Campaign Template. (CLOUDCON-14055)
- CX Contact users can now create Campaign Groups with Strict Compliance mode. (CLOUDCON-13567)
- CX Contact now supports SMS Variable Alerts, enabling a single SMS Campaign Group to send variable SMS content, based on user-defined fields and expressions. (CLOUDCON-12681, CLOUDCON-12680)

Resolved Issues

This release contains the following resolved issues:

The CX Contact UI now shows only the **Drop** and **Connect to Destination DN** delivery options when campaigns are configured in IVR Dialing mode using a Route Point. (CLOUDCON-14377)

The List Import Activity now includes entries for all List Automation processes. (CLOUDCON-14330)

CX Contact's Import File List Automation no longer fails due to artifacts index overflow. (CLOUDCON-14328)

SMS message personalization no longer fails when Contact Lists are created using splitting rules. (CLOUDCON-14325)

CX Contact now supports importing semi-colon delimited input lists with headers. Previously, using semicolons in input lists caused importing errors. (CLOUDCON-14291)

The **Devicetimezone** field in CX Contacts Analytics is no longer blank after running a Call Result report. (CLOUDCON-14232)

CX Contact no longer displays an error when users manually add records to an email Suppression List. (CLOUDCON-14188)

CX Contact no longer deletes and recreates Silence treatments after non treatment-related changes are made to Campaign Groups. (CLOUDCON-14110)

The **Outbound Analytics** dialog drop-down controls for customizable panels now include only relevant value types. (CLOUDCON-12503)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.028.03.

100.0.027.0004

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

> **Important**
> This Release Note describes CX Contact 9.0.027.04, which is released as CX Contact 100.0.027.0004. The last 9.0 release is 9.0.027.02; subsequent releases will have the prefix 100.0, beginning with release 100.0.027.0004.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
09/28/21	General	Under Shipping Control		X			

What's New

This release includes the following new features and enhancements:

- CX Contact now supports non-standard Postgre SQL ports to assist with the Disaster Recovery solution. (CLOUDCON-13877)
- You can now configure the connection timeout value in the validation server for External Pre-Dial Validation Rules. (CLOUDCON-14002)
- CX Contact now supports exporting Analytics Dashboards to a PDF file and Analytics Dashboard Panels to PDF or CSV files for table-based panels that use Automation Jobs with the action type **Export Analytics Data**. (CLOUDCON-13386)

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Resolved Issues

This release contains the following resolved issues:

When selecting **Custom Time Period** in CX Contact Analytics, the CX Contact Dashboard now correctly displays the data. Previously in this scenario, the CX Contact Dashboard did not show any entries. (CLOUDCON-13984)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.027.04.

9.0.027.02

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/30/21	General	Under Shipping Control		X			

What's New

This release includes the following new features and enhancements:

- CX Contact now supports Genesys Configuration Server for single tenants. (CLOUDCON-13797)
- CX Contact now supports Customizable Attempt Rules where custom Java Script expressions could be provided as an optional part of the Attempt Rule. (CLOUDCON-13569)

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Resolved Issues

This release contains the following resolved issues:

When CX Contact runs suppression automation with the Append type **Append and Update** and uploads a list with `0` records, it no longer sets the number of suppression list records to `0`.

(CLOUDCON-13900)

The configuration for External Pre-dial Validation Rules is now corrected and works as expected. Previously, external pre-dial validation was not working after an upgrade to the 9.0.026.03 version of CX Contact. (CLOUDCON-13886)

The CX Contact UI is improved by providing dynamic port allocation, enabling users to set **Number of ports** to `0` at the Campaign level. Previously, users could not set **Number of ports** to `0` at the Campaign level. Also, when users set **Number of ports** to `0` at the Campaign Template level, the Campaign Group did not inherit the `0` value from the template. (CLOUDCON-13830)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.027.02.

9.0.027.01

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/16/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- Improvements to the CX Contact UI mean that changes to settings and newly built campaign templates load much faster, with fewer delays. (CLOUDCON-13724)
- An improvement to the Outbound Analytics **Export All** functionality increases its capacity. (CLOUDCON-13684)
- To optimize the loading of the CX Contact Analytics Dashboards, the default time range has been changed from **A month ago** to **A day ago**. (CLOUDCON-13681)
- A new index for SMS/Email conversations is introduced in CX Contact Analytics. All outbound and inbound SMS/Email conversations are now stored in this index. Note that email is currently reserved for future use. (CLOUDCON-13470)

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Resolved Issues

This release contains the following resolved issues:

When applying and saving labels for automation, CX Contact now correctly applies the originally specified label in List Automation with type **Import file**. Previously in this scenario, CX Contact applied the **CXContactDefault** label. (CLOUDCON-13746)

When a single record is edited in the CX Contact **List Details** view, changes are now applied to that record only. Previously, when Search was used to find and edit a single record, CX Contact incorrectly applied the change to all records in that list. (CLOUDCON-13731)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.027.01.

9.0.026.04

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
07/21/21	General	Under Shipping Control		X			

What's New

This release includes the following new features and enhancements:

- CX Contact now disables edit boxes in the UI for **Stop** and **Help** keyword responses if the alphanumeric Sender ID is configured for an SMS Campaign Group. (CLOUDCON-13371)

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Resolved Issues

This release contains the following resolved issues:

In configurations with enabled Partitions, CX Contact now considers SMS Sender IDs and Email Domains as shared (not explicitly assigned to any partition) and displays them in the UI for active partitions. Previously, CX Contact did not consider SMS Sender IDs and Email Domains as shared and they were not displayed in the UI, even if an active partition was selected. (CLOUDCON-13572)

The CX Contact UI displays an error message when input files are found to have unsupported encoding during the upload process. Now, if the input file does not have UTF-8 encoding, CX Contact completes the imported job with status FAILED and displays the following error message: `Unsupported input file encoding`. (CLOUDCON-13553)

When an API request is sent to the `cx-contact/v3/contact-lists/{id}/contacts-batch` end-point to add a batch of records to a Contact List, CX Contact's internal object lock is now set correctly and no errors occur. Previously in this scenario, error code 500 sometimes occurred, due to the internal lock expiring prematurely. (CLOUDCON-13533)

CX Contact now preserves and correctly sets the Suppression List expiration property when new suppression entries are uploaded into the Suppression List, as a result of Automation Job execution. Previously in this scenario, CX Contact did not preserve the Suppression List expiration property and it was incorrectly set to Today. (CLOUDCON-13494)

In the **List Details** > **Advanced** view, CX Contact now correctly displays Contact Lists associated with labels defining **Other21** and above fields. Previously, CX Contact displayed only details for the **Other20** and below fields, regardless of the label associated with the Contact List. (CLOUDCON-13458)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.026.04.

9.0.026.03

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/30/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- CX Contact users can now create Consent Lists that contain contact information about customers who have explicitly consented to receive outbound calls, emails, or SMS messages. The key features of Consent Lists are as follows:
  - Consent contacts by device—Specify one or many devices for a contact
  - Consent contacts by Client ID—Specify a Client ID for a contact
  - Use a single Consent List for multiple Campaign Groups

  For more information about this feature, see "Manage Consent Lists" in the *CX Contact Help*. (CLOUDCON-12947)
- CX Contact now provides optional Sender ID-level suppression for SMS and Email channels, which is a more granular level of suppression than global (Tenant-level) suppression. For more information about this feature, see "Sender ID-Level Suppression" in the *CX Contact Help*. (CLOUDCON-12556)
- CX Contact introduces External Pre-Dial Validation, which allows you to add a custom pre-dial validation step (a type of Compliance Rule) before, after, in place of, or together with standard CX Contact pre-dial validation. For more information about this feature, see "External Pre-Dial Validation Rules" in the *CX Contact Help*. (CLOUDCON-6081)

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- Contact List fields **Other19** and **Other20** are now extended to support a maximum of 4096 characters. (CLOUDCON-12975)
- A new **getDeviceAPI** request enables users to obtain compliance data (such as time zone, country code, area code, landline/mobile, DNC, and so on) for any given device phone number. (CLOUDCON-9614)
- A new panel in the **Outbound Analytics** > **Device Import Details** dashboard shows geographical distribution of the imported devices on the area map. (CLOUDCON-12682)
- CX Contact users can now change the Campaign Group's status to **Enabled** or **Disabled** on the **Advanced** tab in the **Campaign Group** dialog. (CLOUDCON-13343)
- CX Contact API now enables retrieval of information from the Outbound Analytics indexes using the `/historydata` family of end-points. (CLOUDCON-13130)
- CX Contact now supports the following operating environments:
  - Microsoft Edge Chromium browser, 2020 release (CLOUDCON-12476)
  - PostgreSQL v13 (CLOUDCON-13085)

  See the CX Contact page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all browsers and prerequisites.

Resolved Issues

This release contains the following resolved issues:

Importing Contact Lists using Selection Rules with splitting (Split by Field) now works correctly, regardless of the Output Name Format being used. Previously, imports of this type worked correctly only if the %v format specification was used in the Output Name Format. (CLOUDCON-13408)

UI Modification: CX Contact now displays disabled Campaign Groups in red, with a specific icon and disallows operations over those Campaign Groups. (CLOUDCON-13342)

When importing Contact Lists, List Builder now correctly detects the Contact time zone, based on the Contact zip code and country code. (CLOUDCON-13328)

API Modification: When Contact Lists are associated with labels that define the **Other21** and above fields, CX Contact now correctly returns details for these user fields when executing the API request: `GET /contact-lists/ {id} /contacts`. Previously in this scenario, CX Contact incorrectly returned the details for only the **Other20** and below fields, regardless of the label associated with Contact List. (CLOUDCON-13115)

Delivery options for Silence and Fax call results now display (if present) in CX Contact dialogs for

Campaign Groups, Campaign Templates, and Dialing Profiles. (CLOUDCON-13088)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.026.03.

9.0.025.05

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/05/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- When Partitioning is enabled, Outbound Analytics dashboards now display data only for the active partition. (CLOUDCON-12565)

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Resolved Issues

This release contains the following resolved issues:

In environments for which Partitioning is enabled, the Campaign UI now displays one Campaign Group after the user changes the active partition. Previously, the Campaign UI may have displayed several Campaign Groups instead of one. (CLOUDCON-13071)

Campaign Groups for Email and SMS media types are now created with the correct Destination DN,

obtained from the Session Profile. Previously, such Campaign Groups for Email and SMS media types, may have been created with no Destination DN. (CLOUDCON-13032)

CX Contact sometimes failed to preload contacts that were added via API requests due to a violation of the primary key in the auxiliary preloading table. As a result, Outbound Contact Server was unable to retrieve or process contacts until the affected Campaign Group was stopped, unloaded, and restarted. This issue is now resolved. (CLOUDCON-13012)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.025.05.

9.0.025.04

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
04/21/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- The new partitioning functionality allows the split of outbound objects in a tenant to logical sections (partitions). Different departments can now store objects under different partitions, so that administrators can only operate with objects (for example, campaigns and contact lists) belonging to their department. See Partitions for details. (CLOUDCON-3754)
- CX Contact now supports optional preprocessing of the input file before the List import is executed. (CLOUDCON-12140)
- In the Outbound Schedules dialog, CX Contact UI now supports a condition based on the statistical value in the sequential and instant Schedule commands. (CLOUDCON-12211)
- Call Result Records dashboard in Outbound Analytics now contains the new Boolean field **isFinal**. (CLOUDCON-12785)
- The CX Contact login screen can now contain optional user-specified information about the environment you are logging into. (CLOUDCON-12768)
- Small exported ***.csv** files are now handled correctly for **List Automation Jobs** of type **Export Analytics**. (CLOUDCON-12642)
- Negative values are now supported for the **Selection** rules expressions. (CLOUDCON-12617)

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- CX Contact now expects the **where** query parameter in the **GET /contacts** API request to be encoded with a Base64 format. (CLOUDCON-12473)
- In the **List Automation Jobs** output file, the name generation for patterns of type **<fixed name>_MMDDYYYY** is now processed correctly. (CLOUDCON-12251)
- See the Discontinued Support section for discontinued database support starting with this release.

Resolved Issues

This release contains the following resolved issues:

Suppression list artifacts and import history are now limited to 100 entries. Previously, suppression list artifacts and import history were not limited. (CLOUDCON-12816)

Contact list artifacts and import history are now limited to 100 entries. Previously, contact list artifacts and import history were not limited. (CLOUDCON-12810)

The Contact List upload preview is now correctly displayed in the List Import dialog for CSV files. (CLOUDCON-12751)

When the Contact History dashboard is exported to a **.csv** file, data in the duration columns now appear in minutes. Previously, the data in the duration columns appeared in milliseconds. (CLOUDCON-12420)

An exported CSV file is now properly PGP encrypted. Previously, Outbound Analytics data exported to CSV by the List Automation Job, may not have been PGP encrypted, even if encryption for securing analytical output data was turned On in Settings/Security. (CLOUDCON-12910)

CX Contact statistics now considers records that have been filtered during pre-dial validation as "Retrying or Failed". Previously, these records were considered as "Delivered". (CLOUDCON-12906)

API Modifications

This release contains the following API modification:

CX Contact now expects the **where** query parameter in the GET /contacts API request to be encoded with a Base64 format. (CLOUDCON-12473)

UI Modifications

This release contains the following UI modification:

Campaign Dashboard statistics now account for cases when a Filtering Rule with a Selection Rule that has a WHERE statement is applied to a Campaign Group or to an individual Contact List. (CLOUDCON-11411)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.025.04.

9.0.024.04

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
02/09/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- 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)
- 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)
- 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)
- 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)

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- 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)
- The end user can now create a filter using only mobile phone numbers from the input list. (CLOUDCON-11514)
- 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

This release contains the following 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 Event Record Dashboard** can now start with a **0**. Previously, a validation error occurred when the **Caller ID** number started with **0**. (CLOUDCON-11809)

UI Modifications

This release contains the following UI modification:

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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.024.04.

9.0.023.06

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
01/06/21	General	Under Shipping Control		X			

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

This version of Compliance Manager repairs a potential memory leak that may occur on connections to Redis. (CLOUDCON-11858)

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Upgrade Notes

No special procedure is required to upgrade to release 9.0.023.06.

9.0.023.04

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/07/20	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- The **Campaign Group Event Record Dashboard** now contains data that indicates when pre-loading was started and completed for each Campaign Group. (CLOUDCON-11680)

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Resolved Issues

This release contains the following resolved issues:

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)

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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.023.04.

9.0.023.03

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
11/19/20	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- 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 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.

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- 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

This release contains the following resolved issues:

List Automation no longer attempts to import an input file that was not encrypted by the CXC Public Key. (CLOUDCON-11472)

You can now set the time format using the **time diff** mode in the **Custom table Panel**. (CLOUDCON-11616)

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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.023.03.

9.0.022.04

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/14/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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

This release contains the following 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)

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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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.04.

9.0.022.03

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/25/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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.
  - Where - An SQL filtering expression applied to the selected contact list.
  - Order By - An SQL ordering expression applied to the selected contact list. (CLOUDCON-10503)
- 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

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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 statistics will always match the total contact list size. (CLOUDCON-10647)

Resolved Issues

This release contains the following resolved issues:

Exporting data to a **.csv** file from the **Contact History Record Dashboard** no longer gets stuck during the export operation. (CLOUDCON-10593)

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)

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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 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.022.03.

9.0.021.05

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/09/20	General	Under Shipping Control		X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following 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)

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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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.05.

9.0.021.04

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/15/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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. Form 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

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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

This release contains the following 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.021.04.

9.0.020.05

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/06/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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. For details refer to Settings > Security Settings. (CLOUDCON-9727)
- The **Analytics Histogram** panel now supports X-Axis labels to show date and time ranges. (CLOUDCON-9607)
- The CX Contact UI now supports a **Secure with encryption** option when creating or editing a **List Automation** Job. (CLOUDCON-8944)

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Resolved Issues

This release contains the following 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.05.

9.0.020.03

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- A new CX Contact Dashboard (**Outbound Analytics**) has been added for the new **Schedules** index. For details refer to Outbound Schedules Dashboard. (CLOUDCON-9416)
- 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)
- 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)

  For details refer to Schedules.

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Resolved Issues

This release contains the following 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.03.

9.0.020.01

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/24/20	General	Under Shipping Control		X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following 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)

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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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.020.01.

9.0.019.01

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/17/20	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- PGP encryption for data in transit is now supported. Contact Lists, Suppression Lists and Analytics exports can now be PGP encrypted to secure data during upload and download from CXContact. (CLOUDCON-7488)
- It is now possible to create custom Compliance rules. Using JS expression users can create Bespoke Compliance rules and enable apply these rules to Campaign Groups in the same way standard Compliance rules are applied. (CLOUDCON-9061)
- When editing a campaign group the Contact list dropdown menu is now listed in alphabetical order. (CLOUDCON-9144)
- 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)
- 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)
- Advanced Selection rules that are built using Visual Editor are now converted in SQL when a user

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disables the visual editor to access free-form SQL advanced options. (CLOUDCON-8848)

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

Resolved Issues

This release contains the following 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.019.01.

9.0.018.01

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/12/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- Users can now select to view the **Label** column in the **Create/ Edit** contact list preview screen. (CLOUDCON-8925)
- 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)
- Users can now configure the **Caller ID Set** modal window using a slider widget instead of a checkbox. (CLOUDCON-8879)
- 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)
- You can now download and export a Selection Rules as a **.JSON** file. (CLOUDCON-8786)
- A new **Non-Geographic** option has been added to the drop-down list for the **Device Mask** field option while creating/editing advanced selection rules. (CLOUDCON-8775)
- **Device Escalation** check boxes for **Answer Machine Delivery** have been replaced with drop/connect switches. (CLOUDCON-8749)

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- The **Advanced** button in the Delivery Option section of the **Treatment** tab has been replaced with a more prominent button. (CLOUDCON-8738)
- 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)
- User-defined **Other1-OtherN** fields of type string can be added to the **CX Contact Analytics Device Import Detail Records Dashboard**. (CLOUDCON-8657)
- 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)
- CX Contact now supports a **Caller ID set** (with multiple Caller List IDs (CLI) instead of a single CLI assigned to the Campaign Group. (CLOUDCON-8546)
- When configuring a **Dialing Profile** you can now select a **Caller ID set** (includes multiple CLI), instead of the single CLI assigned to the Campaign Group level. (CLOUDCON-8545)
- Selection Rules can now identify the validity of devices. (CLOUDCON-8524)
- 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)
- 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

This release contains the following 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 fields 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 uppercase-sensitive matches. (CLOUDCON-8462)

When working with Outbound Analytics you can now show/hide the **Fields** section. (CLOUDCON-8427)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.00.

9.0.000.17

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/01/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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)
- 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 can now be exported and imported. (CLOUDCON-8470)
- Outbound Analytics now displays a yellow warning ribbon and a red error ribbon. (CLOUDCON-8412)
- 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)
- A new **Search** option is now available for all drop-down menus. (CLOUDCON-8361)

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- 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)

Resolved Issues

This release contains the following 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.17.

9.0.000.16

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/20/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- Searching for records in suppression lists now supports multiple list search options. Previously, only one suppression list was available to search against. (CLOUDCON-8248)
- The Treatments view no longer appears as a modal window. A new Summary tab has also been added to the sub-menu. (CLOUDCON-8172)
- In Analytics, a new **sumtable** panel is now available. (CLOUDCON-7022)
- 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.

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Resolved Issues

This release contains the following 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.16.

9.0.000.15

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/23/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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. (CLOUDCON-7714)
- Location rules now support an asterisk wildcard as part of the postal code. (CLOUDCON-7681)
- The **Contact List** table now includes a **Caller ID** column. (CLOUDCON-7607)
- Horizontal scrolling is now supported for the **User Actions Dashboard** > **Audit Panel**. (CLOUDCON-7599)
- The **Analytics Dashboard** > **Terms Panel** now supports more than one field. (CLOUDCON-7598)
- When working with CX Contact Analytics you can now apply Time Picker settings to each field. (CLOUDCON-7597)
- The **Control Panel** has been removed from the Dashboard Configuration options. (CLOUDCON-7594)
- When importing a **Contact List** you can now search for the correct **Upload Rule > Custom Splitting** option. (CLOUDCON-7495)
- An exported Data Mapping schema can now be imported into CX Contact. (CLOUDCON-7393)

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Resolved Issues

This release contains the following 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.15.

9.0.000.14

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/25/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- List Builder now nullifies binary characters during ingestion. (CLOUDCON-7481)
- When editing a contact list, the Caller ID is now displayed and can be modified. (CLOUDCON-7384, CLOUDCON-7364)
- Contact Time rules are no longer limited to 15-minute increments. You can now specify a value (in Minutes) in the Minutes option. (CLOUDCON-7337)
- It is now possible to manually delete contact information records from a suppression list. (CLOUDCON-7327)
- 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. (CLOUDCON-7222)
- It is now possible to configure the Time format on an Analytics dashboard. (CLOUDCON-7219)
- 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. (CLOUDCON-7215)
- 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. (CLOUDCON-7141)

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- 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. (CLOUDCON-7136)
- A yellow warning icon was added next to problematic services in the About Help > Current Version section of the User Interface. (CLOUDCON-7088)
- The CX Contact Analytics SanKey panel can now support additional parameters. Previously, this panel only supported three parameters. (CLOUDCON-7018)
- You can now edit a CX Contact Analytics dashboard label. This new option enables you to define each system field value name. (CLOUDCON-7013)
- 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. (CLOUDCON-6680)

Resolved Issues

This release contains the following 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 maintains performance when a high volume of selection rules are utilized 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.14.

9.0.000.12

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/08/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- The following enhancements have been made to the Analytics tab:
  - The navigation bar now continually floats at the top of the **Analytics** tab screen. This allows the user to access the navigation bar without scrolling to the top of the page. (CLOUDCON-7014)
  - You can now save multiple dashboard views per Elasticsearch index. (CLOUDCON-6916)
  - You can now resize each **Analytics** tab panel when editing the panel. To resize the panel, move the cursor to the edge or corner of the panel and use the double-headed arrow to increase or decrease the size. (CLOUDCON-6918)
  - You can now rename a panel after it is created. (CLOUDCON-6919)
- The **Call wait connected timeout** option is now a permanent option on a campaign object's **Advanced** tab. Users can now easily and quickly set a maximum value for the timeout (in seconds) option. (CLOUDCON-6923)
- When you create or edit a **Selection** rule with a **Device1 - Device10** field type, the following two new operators are now available.

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  - is valid
  - is not valid

    These operators provide device validation during ingestion against the Genesys Integrated Global Numbering plan. (CLOUDCON-6982)

- Custom Time Zone is now stored as a script object within configuration server. As a result, you can now control permissions and access the Custom Time Zone objects. (CLOUDCON-4531)
- When configuring a suppression list, you can now 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. (CLOUDCON-3802)

Resolved Issues

This release contains the following resolved issues:

When creating a **Selection** rule, the **not in** operator is now available for **Device1-Device10** fields that are set with the following field types.

- Area Code
- Exchange
- Timezone
- State Code
- Country Code

Previously, the **not in** operator was not available for this scenario. (CLOUDCON-6981)

When creating a **Selection** rule, you can now enter a decimal value as well as a full integer. Previously, it was only possible to enter a full integer. (CLOUDCON-6938)

When creating a **Selection** rule, the **is not empty** operator is now listed among the operator options. Previously, this operator was not listed among the operator options. (CLOUDCON-6937)

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 in yellow to indicate an overlap. (CLOUDCON-6832)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.12.

9.0.000.11

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/02/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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).

    Note: This functionality is available to Cloud customers only. (CLOUDCON-5486)

    Refer to the Create an SMS Template page in the *CX Contact Help* manual for more information.
- 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.

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    - Personalize message content (for example, greet the customer by name).
    - Add an Unsubscribe option.

      Note: This functionality is available to Cloud customers only. (CLOUDCON-5549)

      Refer to the Create an Email Template page in the *CX Contact Help* manual for more information.

- 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.

      Note: This functionality is available to Cloud customers only. (CLOUDCON-6241, CLOUDCON-6242)

- 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

(CLOUDCON-6518)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.11.

9.0.000.10

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/28/19	General	Under Shipping Control		X		

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following 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)

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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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.10.

9.0.000.09

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/15/19	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- 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. Refer to the Delivery and Retry Options page in the *CX Contact Help* manual for more information.
- 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.
- 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.
  For detailed information about this functionality, refer to the Integrating CX Contact with Genesys Historical Reporting page in the *CX Contact Deployment Guide*.

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- 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.
- On the 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

This release contains the following resolved issues:

The Campaign dashboard includes the following corrections:

- 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)
- **Abandoned** statistics now display as expected. Previously, the **Abandoned %** column displayed 0 values. (CLOUDCON-5863)
- 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)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.09.

9.0.000.08

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/06/18	General	Under Shipping Control		X		

What's New

This release contains the following new features and enhancements:

- A new filtering rule allows you to sort and order contact data within in a contact list. Unlike upload rules and selection rules, a filtering rule can be applied while a campaign group is running. It does not have to be applied at the time a list is being uploaded to CX Contact.
  The **Filtering Rule** option replaces the **Contact Order** option on the **General** tab of a dialing profile, campaign template, and campaign group.

  Related Documentation: Filtering Rules

- 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.

  Related Documentation: Upload Rules

- There are now three types of selection rules:
  - Contacts - The selection rule applies to a contact list.

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  - 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.

    Related Documentation: Selection Rules

- You can now duplicate a condition set being applied to a selection rule. **Related Documentation**: Conditions and Condition Sets

- 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. **Related Documentation**: View Campaign Statistics

- 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. **Related Documentation**: View Campaign Statistics

- 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**: Search or Filter Campaign Statistics

- 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.

- 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 a Campaign Group

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

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.08.

9.0.000.07

CX Contact Release Notes

9.x **CX Contact** is part of 9.x starting in 9.0.000.06.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/02/18	General	Under Shipping Control		X		

What's New

- On the **Treatment** tab for a dialing profile, campaign template, or campaign group, you can now specify a URI to a stored SCXML treatment script. When you do this, the system applies all treatment configuration defined in the SCXML treatment script and ignores all treatment configuration previously defined in CX Contact. For more information, refer to the SCXML-based Treatments page. (CLOUDCON-5384)
- 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. (CLOUDCON-3647)
- 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. (CLOUDCON-5409)
- On the Campaigns dashboard, an icon now displays to the right of a campaign group name 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 dialing parameters display in a text box. Refer to the Create and Manage a Campaign Group page for more information.(CLOUDCON-5244)

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- The media control icons on the Campaigns dashboard have increased in size and have changed in color. In addition, a new status bulb displays next to the media controls to indicate the status of the campaign group. For more information, refer to the Create and Manage a Campaign Group page. (CLOUDCON-5430)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.07.

9.0.000.06

CX Contact Release Notes

9.x This is the first 9.x release of **CX Contact**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/02/18	General	Under Shipping Control		X		

What's New

This is a general release for this product. This release contains the following new features and enhancements:

- You can now use the **List Automation** feature to schedule a contact list export. The file is exported out of CX Contact and sent to a remote FTP directory.
  For a complete description of this feature, refer to the Create and Manage List Automation Tasks page in the CX Contact Help manual. (CLOUDCON-5071)

- The new **Device Escalation** feature enables you to do any of the following when records in a contact list contain more than one device:
  - Identify which device(s) should be contacted.
  - Specify the order in which the devices should be contacted.
  - Specify how to handle answering machine detection - drop the call, deliver the call to an agent, or send the call to a DN for treatment (for example, leave a pre-recorded message).

  For a complete description of this feature, refer to the Apply Device Escalation page in the CX Contact Help manual. (CLOUDCON-3778)

- In the **Timezone source** field, a new option, called **Explicit**, enables you to select a specific time zone for records in a contact list. When you apply this option, the system ignores all Contact and Device time zone assignments, so we do not recommend this option if your contact list contains international

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numbers or countries with multiple time zones.
For more information, see the Time Zone Assignment page in the CX Contact Help manual. (CLOUDCON-5087)

- Support for the following operating system, databases, and browser. See the CX Contact page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information.
  - Red Hat Enterprise Linux 7
  - PostgreSQL 9.5
  - Elasticsearch Cluster 6.3x
  - Google Chrome

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.06.