

## **GENESYS**<sup>®</sup>

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## Outbound (CX Contact) CX Contact Help

Compliance

8/28/2025



Administrator

Learn how to set up and manage compliance tools and contact suppression lists.

## **Related documentation:**

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## Link to video

What do you want to do?

- Restrict contact attempts by using the following compliance tools:
  - Attempt Rules
  - Custom Timezones
  - Location Rules
  - Contact Times (by Region)
  - Contact Dates
- Create and manage suppression lists:
  - View a suppression list
  - Import a suppression list
  - Export a suppression list
  - Append a suppression file
  - Add contacts to a suppression list
  - Edit a suppression list
  - Delete a suppression list
  - Delete contacts within a suppression list
- Create and manage consent lists:
  - View consent lists
  - Create Consent Lists
  - Edit Consent Lists

- Delete consent lists
- Import consent lists
- Add consent records to consent lists
- Associate consent lists with Campaign Groups
- Search consent lists
- Secure consent lists