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# Outbound (CX Contact) CX Contact Help

[Manage Consent Lists](#)

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- Administrator

Learn how to view, create, and manage Consent lists.

### Related documentation:

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Consent lists contain contact information about customers who have 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.

Use the **Compliance > Consent Lists** page to perform any of the following tasks:






- View Consent Lists
- Create Consent Lists
- Edit Consent Lists
- Delete consent lists
- Import Consent Lists
- Add consent records to Consent Lists

## View a Consent List

In the CX Contact main menu, select **Compliance > Consent Lists** to view the available Consent Lists and their associated details in a table view.

<div> <div>Genesys</div> <div>Campaigns</div> <div>Lists</div> <div>Compliance</div> <div>Schedules</div> <div>Analytics</div> <div>Settings</div> </div> <div>voice_2230_admin2 voice_2230_admin2 (voice_2230_admin2)   PDT   Logout</div>										
<div> <div>Campaigns</div> <div>Consent Lists</div> <div>Settings</div> <div>Import List</div> </div>										
<div> <div>1 - 14 of 14</div> <div>New</div> <div>Delete</div> <div>Search</div> </div>										
<input type="checkbox"/>	Name	Size	Channel	Required	Type	Secured	Last Modified Date	Created Date	Actions	
<input type="checkbox"/>		2	Voice	<input checked="" type="checkbox"/>	Device	<input type="checkbox"/>	04/19/2021 10:05 AM	03/17/2021 01:34 PM		
<input type="checkbox"/>		1	Voice	<input type="checkbox"/>	Device	<input type="checkbox"/>	02/16/2021 07:58 AM	01/28/2019 02:31 PM		
<input type="checkbox"/>		1	Voice	<input type="checkbox"/>	Client ID	<input type="checkbox"/>	02/02/2021 09:04 AM	02/02/2021 09:03 AM		
<input type="checkbox"/>		0	Voice	<input type="checkbox"/>	Client ID	<input type="checkbox"/>	12/10/2019 05:50 PM	12/10/2019 05:50 PM		
<input type="checkbox"/>		0	Voice	<input type="checkbox"/>	Client ID	<input type="checkbox"/>	06/01/2019 08:43 AM	06/01/2019 08:43 AM		
<input type="checkbox"/>		0	Voice	<input type="checkbox"/>	Client ID	<input type="checkbox"/>	06/01/2019 08:41 AM	06/01/2019 08:41 AM		
<input type="checkbox"/>		0	Voice	<input type="checkbox"/>	Client ID	<input type="checkbox"/>	06/01/2019 08:41 AM	06/01/2019 08:41 AM		
<input type="checkbox"/>		0	Voice	<input type="checkbox"/>	Device	<input type="checkbox"/>	07/18/2019 11:03 AM	07/18/2019 11:03 AM		
<input type="checkbox"/>		0	Voice	<input type="checkbox"/>	Client ID	<input type="checkbox"/>	12/16/2020 11:00 PM	12/11/2020 09:49 AM		

This view contains the following Consent Lists details:

Consent list details	
<b>Name</b>	The name of the consent list.
<b>Size</b>	The number of entries in the consent list.
<b>Channel</b>	Indicates the channel (voice, SMS, or Email) that the consent list applies to.
<b>Required</b>	Indicates if the consent list is mandatory or optional.
<b>Type</b>	Indicates whether the consent occurs by <b>Device</b> or by <b>Client ID</b> .
<b>Secured</b>	Indicates whether or not the consent list was PGP encrypted before it was imported/exported.
<b>Last Modified Date</b>	Indicates the date that the consent list was last modified.
<b>Created Date</b>	Indicates the date that the consent list was created.
<b>Actions</b>	<p>Contains a number of <b>Action</b> buttons, as follows:</p> <div>      </div> <ul style="list-style-type: none"> <li>• <b>Edit Consent List</b>—Click to edit a consent list</li> <li>• <b>Download List</b>—Click to download a consent list</li> <li>• <b>Delete List</b>—Click to delete a consent list</li> <li>• <b>Import Activity</b>—Click to view import history for a consent list</li> <li>• <b>More Actions</b>—Click to open a list of more actions, as follows:</li> </ul>

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Consent list details	
	<div><div>Append File</div><div>+ Add Record(s)</div><div>— Clear List</div></div>

## Create Consent Lists

You create Consent Lists by importing the data contained within CSV. files.

The screenshot shows the 'Import List' form in the Genesys interface. The form has a dark header with the Genesys logo and navigation tabs: Campaigns, Lists, Compliance, Schedules, and another partially visible tab. The 'Import List' tab is active. Below the header, a note states: 'All fields marked with an asterisk (\*) are required'. The form contains the following fields and controls:

- \* Name:** A text input field with the placeholder 'Consent list name'.
- ☐ Secure with encryption (with a lock icon).
- Select File:** A button to choose a file for import.
- \* Channel:** Three radio buttons: 'Voice' (selected), 'SMS', and 'Email'.
- \* Type:** A dropdown menu with the option 'Choose Type'.
- Select upload rule:** A dropdown menu with the option 'No upload rule'.
- Select specification file:** A dropdown menu with the option 'No specification file'.
- ☐ Required.
- Buttons:** 'Cancel' and 'Create empty' at the bottom right.

To create a new Consent List:

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1. In the **Consent Lists** page, select **New > New List**.  
**The Import List dialog opens.**
  2. Enter a name for the consent list.
  3. If you want to encrypt the data, check the **Secure with encryption** check box.
  4. Click **Select file** to select the CSV file you want to import.
  5. Select the **Channel** and **Type**.
  6. Optionally, select an upload rule.
  7. Optionally, select a specification file.
  8. If this file is required, check the **Required** check box.
  9. Click **Create empty**.

## Edit Consent Lists

To edit an existing consent list:

1. On the **Consent Lists** page, select the consent list.
2. Click the pencil icon from the **Actions** menu.  
**You can edit any of these fields, excluding Name and Type.**  
**See the consent list details here.**

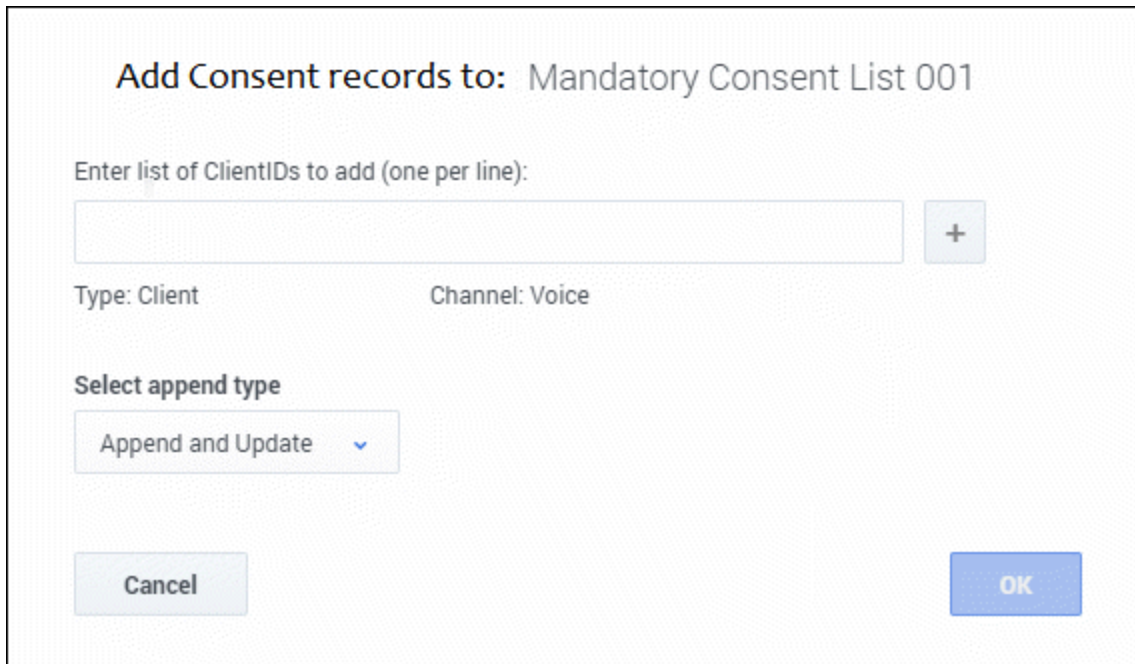
## Delete Consent Lists

To delete an existing consent list and the contacts within it:

1. Go to the **Actions** menu for the list.
2. Click the trash can icon.
3. Select **Delete List**.

## Add Records to Consent Lists

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**Add Consent records to:** Mandatory Consent List 001

Enter list of ClientIDs to add (one per line):

+

Type: Client Channel: Voice

Select append type

Append and Update ▾

Cancel OK

To add contacts to a consent list:

1. On the **Consent Lists** page, go to the **Actions** menu for that list and select **Add Records**.
2. Enter one or more devices or Client IDs, depending on the list type.
3. Select the **Append type**.
4. Click **OK**.




There are three Append types from which to choose:

- **Append and update** - The imported records are added to the consent list. If CX Contact finds a duplicate record it overrides the existing record with the new record
- **Append only** - The imported records are added to an existing consent list. Duplicate records are always ignored.
- **Flush and append** - Before the new records are imported into the consent list, the existing contact list is completely flushed.

## Associate Contact Lists with Campaign Groups

You can optionally associate Consent Lists with Campaign Groups for any channel (Voice, Email, SMS).

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\* Contact Lists:    
 \* Agent Group:    
 \* Destination DN:    
 Caller ID Number:  Caller ID Set ☐ Off

Phone Number Filters:

<input type="checkbox"/> Mobile	<input type="checkbox"/> International	<input type="checkbox"/> Duplicated device in Contact
<input type="checkbox"/> Duplicated device in Position	<input type="checkbox"/> Ends with '00'	<input type="checkbox"/> Contains an extension
<input type="checkbox"/> Duplicated device in List	<input type="checkbox"/> On a 'Do Not Contact' list (US/UK only)	<input type="checkbox"/> Ends with '000'
<input type="checkbox"/> Landline	<input type="checkbox"/> Non-Geographic	<input type="checkbox"/> Voip phone

Attempt Rules:   
 Location Rules:   
 Custom Rules:   
 Contact Times:  US-AZ US-AL  
 Contact Suppression Lists:

Consent Lists:

Dialing Filter:    
 Lists Reset: ☒ Continue ☐ Selected Reset ☐ Full Reset

1. Go to the **Dialing Profile > Campaign Template > Campaign Group** view.
2. Click **Create/Edit** to open the dialog.  
**You'll see Consent Lists, together with a Change button and the associated lists to the right.**
3. Click **Change** to open a dialog containing a list of the available consent lists.
4. Click **X** (to the right of the list) to disassociate it from the Campaign Group.

## Search Consent Lists

To search Consent Lists, go to the **Suppression and Consent Search** page, and then click **Search in Consent Lists**. You can search by device (phone number) or Client ID.

Click **View Entries** to display the search results in a table with the following columns:

- **Consent Entry**



- **Consent Last Name**
- **List Type** (Device or Client ID)
- **Channel** (Voice, Email, SMS)
- **Consent Status** (Active, Inactive)
- **Last Modified Date**
- **Created Date**

## Secure Consent Lists

You can secure Consent Lists by adding encryption. See the **Settings** > Security tab. Encryption is disabled (**OFF**), by default.

