Outbound (CX Contact) CX Contact Help

Manage Consent Lists

2/21/2026

Contents

- Administrator

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

Related documentation:

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:

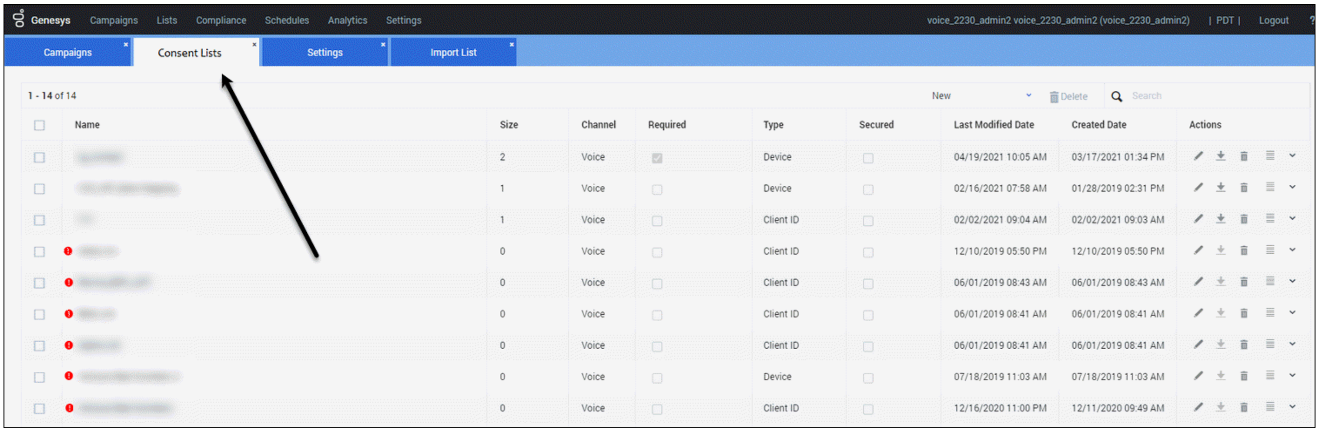
- Consent contacts by device—Specify one or many devices for a contact.
- Consent contacts by Client ID—Specify a Client ID for a contact.
- Use a single consent list for multiple Campaign Groups.

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

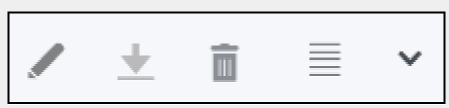
- View Consent Lists
- Create Consent Lists
- Edit Consent Lists
- Delete consent lists
- Import Consent Lists
- Add consent records to Consent Lists

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.



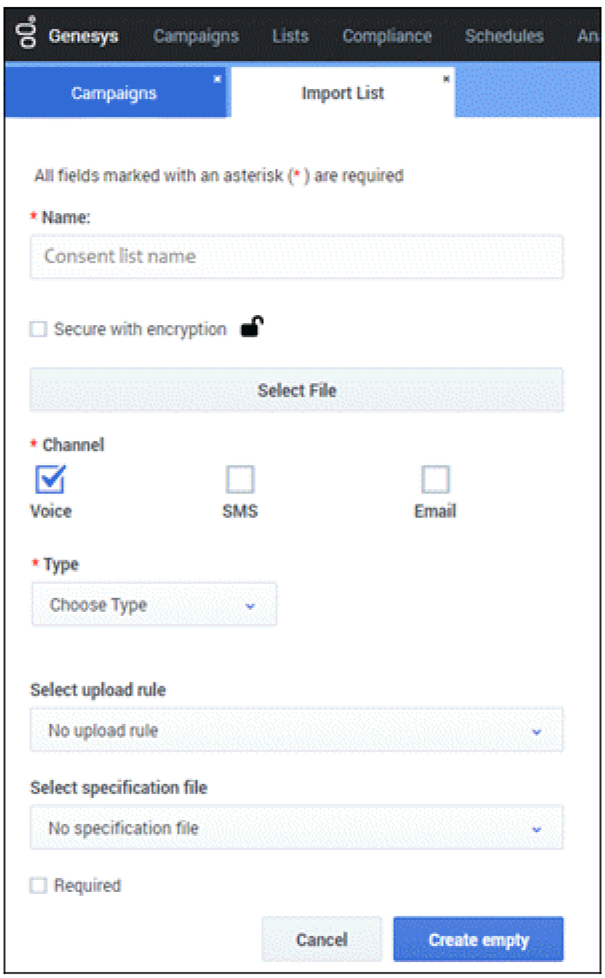
This view contains the following Consent Lists details:

Consent list details	
Name	The name of the consent list.
Size	The number of entries in the consent list.
Channel	Indicates the channel (voice, SMS, or Email) that the consent list applies to.
Required	Indicates if the consent list is mandatory or optional.
Type	Indicates whether the consent occurs by **Device** or by **Client ID**.
Secured	Indicates whether or not the consent list was PGP encrypted before it was imported/exported.
Last Modified Date	Indicates the date that the consent list was last modified.
Created Date	Indicates the date that the consent list was created.
Actions	Contains a number of **Action** buttons, as follows:  • **Edit Consent List**—Click to edit a consent list • **Download List**—Click to download a consent list • **Delete List**—Click to delete a consent list • **Import Activity**—Click to view import history for a consent list • **More Actions**—Click to open a list of more actions, as follows:

Consent list details	
	

Create Consent Lists

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



To create a new Consent List:

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:

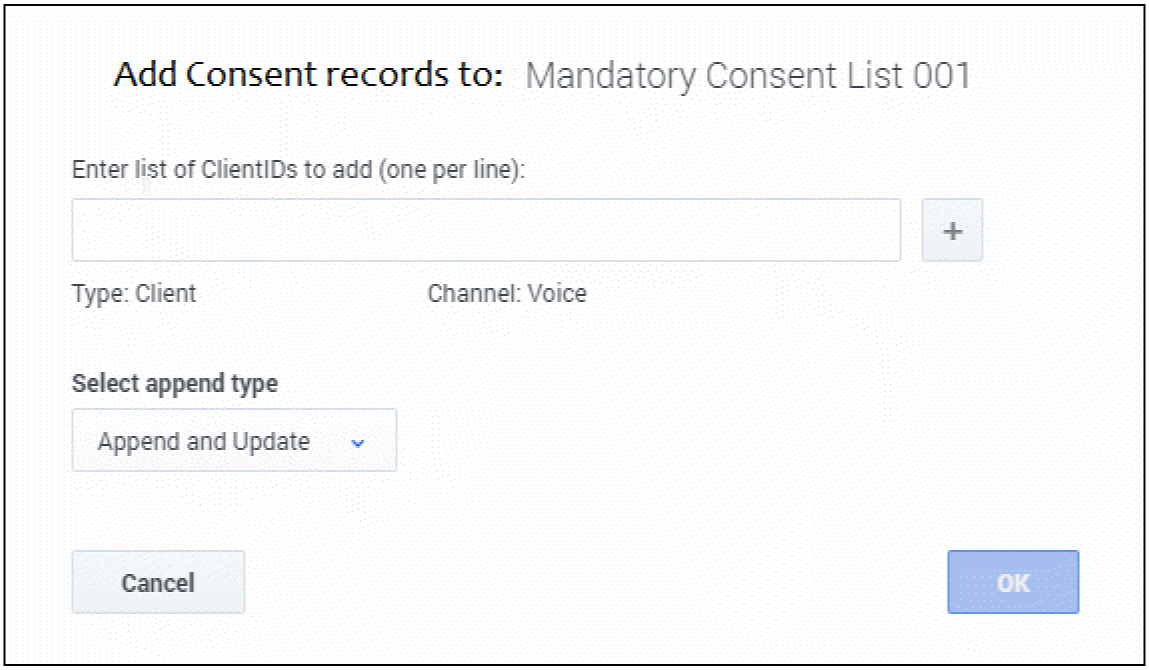
1. On the **Consent Lists** page, select the consent list.
2. Click the pencil icon from the **Actions** menu.
   You can edit any of these fields, excluding Name and Type.
   See the consent list details here.

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



To add contacts to a consent list:

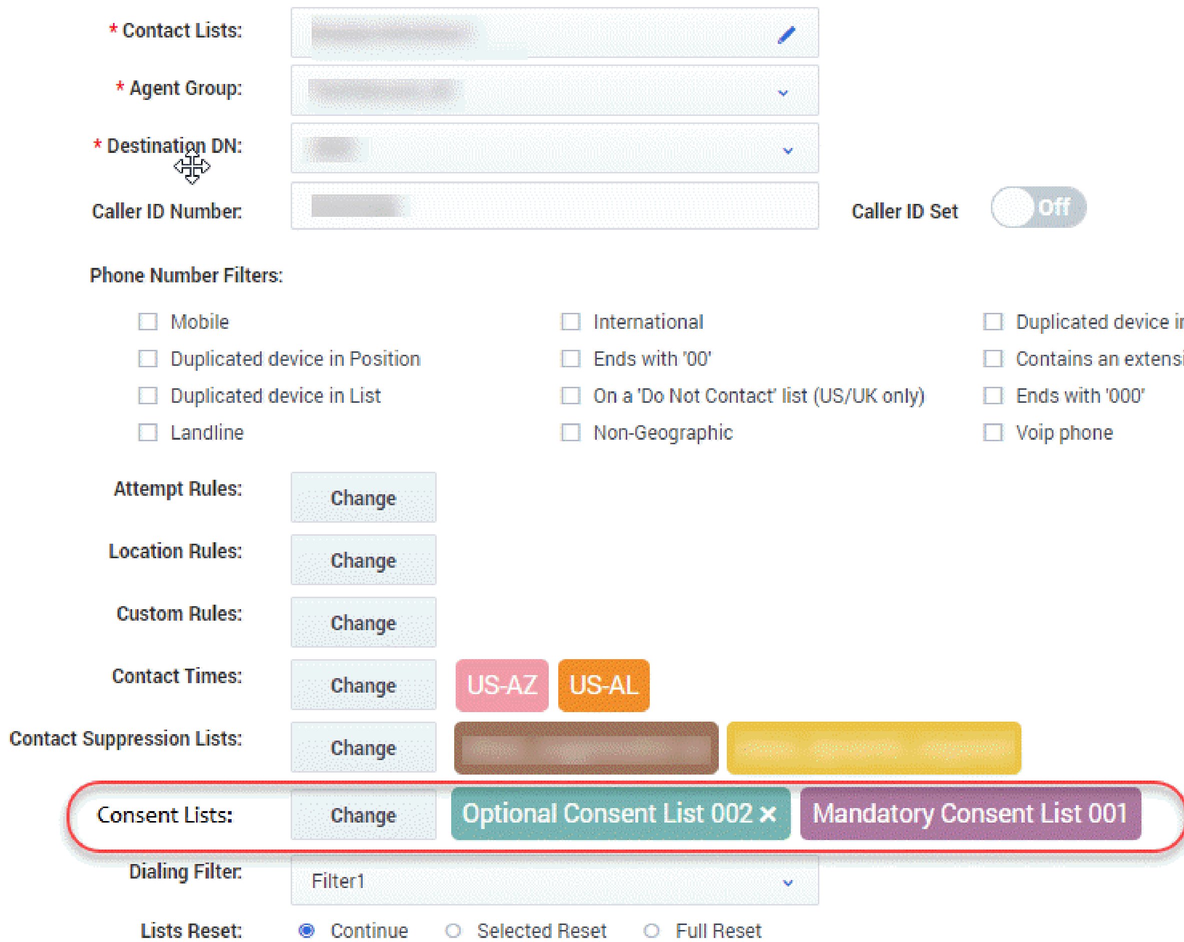
1. On the **Consent Lists** page, go to the **Actions** menu for that list and select **Add Records**.
2. Enter one or more devices or Client IDs, depending on the list type.
3. Select the **Append type**.
4. Click **OK**.

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).



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.