# Outbound (CX Contact) CX Contact Help

Search for and Manage Contacts

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# Contents

- Administrator

Learn how to browse a contact list.

**Related documentation:**
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Use the features in the List Details View page and/or the Contact Search page to browse a selected Contact List, optionally applying filtering rules, as well as to perform actions such as:

- Add a contact
- Find a contact

## List Details View

Use the List Details View page to do the following:

- View records within a contact list.
- Search lists for a specific contact.
- Apply filters to a contact list to drill down into your data.

The table below describes the available List Details View options.

> ## Important
>
> - All Filtering rules, and Selection rules (Contact and Advanced) are accessible from the Rule drop-down list. With this option you can apply previously created selection and filtering rules to the current view.
>
> - The records in the List Details View are automatically color grouped. Each color represents a different contact (different customer). Since each customer can have more than one device, the colors enable you to view which records belong to the same customer.
>
> - The List Details View has a Simplified view and an Advanced view. The Simplified view is the default view that includes the most commonly used fields. The Advanced view includes all of the contact list fields.

| Option | Description |
|---|---|
| List | Select the Contact List that you want to view. |
| Filtering Rule | Select the filtering rule that you want to apply to the selected contact list. |
| Refresh | Click Refresh to reload and update the selected Contact List. |
| Label | Select a label from the list provided to specify the Contact List type. |
| Use Advanced View | Turn Use Advance View on to view additional Contact List columns. |
| Export | The selected records will be exported. **Note:** <ul><li>If you do not select one or more records all of the records will be exported to a .csv file.</li><li>When order by is applied to the contact list, the records in the exported .csv file will appear in the same order.</li><li>The Export to CSV option is disabled when the contact list is viewed as a Secured list.</li></ul> |
| SQL | Enables you to filter the list according to the following free-form SQL entries: <ul><li>Where - Enter an SQL filtering expression to apply to the selected contact list.</li><li>Order By - Enter an SQL ordering expression to apply to the selected contact list.</li></ul> Click to create a filtering rule from the List Details View. With this option you can test and validate SQL queries against uploaded contact lists and save the active query as a filtering rule for future use. **Note:** When you assign a name to the filtering rule, a selection rule is saved as _SelectionRule. |
| New | Select to create a new contact list record. |
| Modify | Select to modify the selected record. |

The following image includes the options described in the table above.

# Contact Search

Use the Contact Search page to do the following:

- View all contacts within a list - Leave the Last Name field empty and click **View Contacts**.
- Search for a single contact for a particular list - Type the first few letters of the last name in the Last Name box, select the list from the List menu, and click **View Contacts**.
- Add a new contact - Click **New Contact**.
- Delete a contact - Select the box next to the contact's name and then click the trash can icon.

> ## Important
>
> If a contact you're searching for has multiple devices, the search results will display a separate record for each device. For example, if a contact has three devices, the Contact Search results will return three separate results for the contact - one for each device.

For more information about contacts and contact lists, visit the Create and Manage Contact Lists page.