

GENESYS

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Outbound (CX Contact) CX Contact Help

Lists

9/10/2025



Administrator

Use this section of the user interface to create and manage contact lists.

Related documentation:

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Link to video

What do you want to do?

Lists

- Learn about supported file formats
- Learn about the fields and field labels in a contact list
- Learn about contact list database tables
- Import a contact list
- View import activity
- Export a contact list
- Apply phone number filters
- Define list weighting
- Edit a contact list
- Delete a contact list
- Create a data mapping schema
- Add contacts to a contact list
- Permanently remove contacts from a contact list

List Rules

- Create an upload rule
- Create a selection rule
- Create a filtering rule
- Edit a list rule

- Delete a list rule
- Duplicate a list rule

List Automation

- Create a List Automation job
- Schedule a run
- Learn about supported FTP address formats
- Create List Automation rules
- View job details

Specification Files

• Import specification files

Contact Search

Search for a contact