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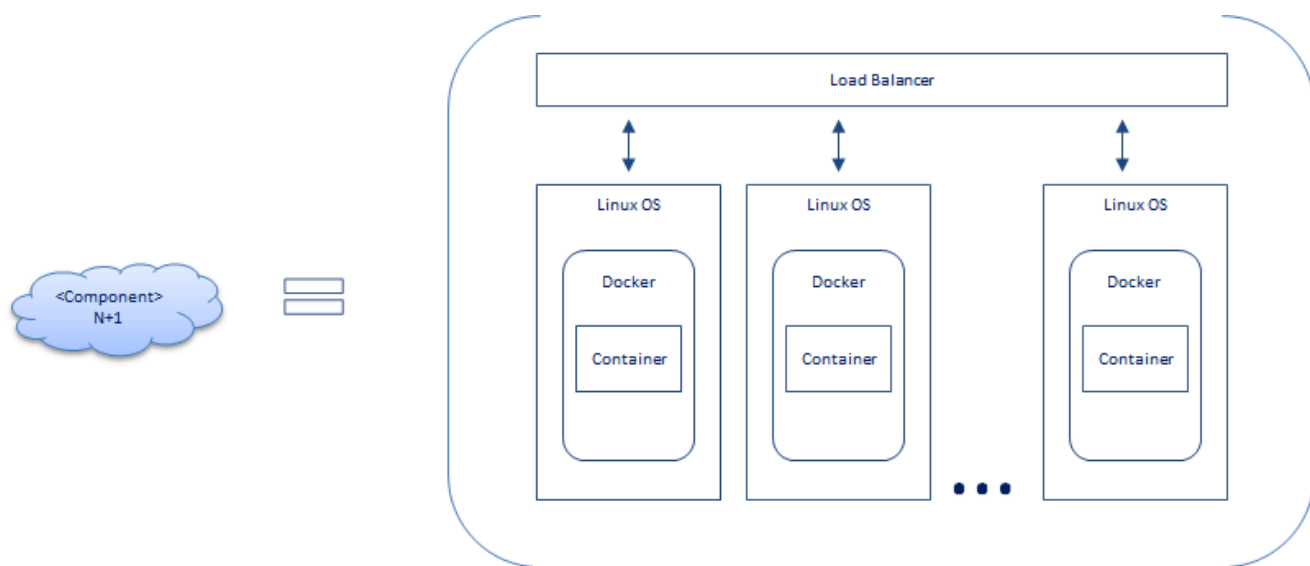
CX Contact Deployment Guide

Introduction

12/17/2025

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All CX Contact components are represented as individual microservices, each executed in Docker containers under N+1 horizontal scaling model principles and running behind internal Elastic Load Balancer.



CX Contact Core Components

The following is an overview of the CX Contact core components:

CX Contact Component	Description
List Builder	• Responsible for importing and exporting contact lists and suppression lists. • Works in conjunction with Outbound Database, which stores the contact lists and suppression lists. • Works in conjunction with REDIS, which stores suppression entries. • Uses compliance data to process records on import.
List Manager	• Responsible for operations related to lists.

CX Contact Component	Description
	• Creates contact lists and suppression lists in Configuration Manager. • Reads Compliance data from a compliance data provider. • Copies files from FTP to NFS for List Builder consumption.
Compliance Manager	• Responsible for dynamic compliance rules validation. • Reads suppression entries from Redis and responds to OCS pre-validation requests.
Campaign Manager	• Responsible for operations related to campaigns. • Executes pre-loading of campaigns. Processing is done in Outbound Database.
Job Scheduler	• Responsible for creating and invoking jobs at the right time, providing for automation of tasks.
Dial Manager	• Responsible for managing SMS and email interactions with Genesys Message Aggregation.
API Aggregator	• This is the entry point of APIs to CX Contact. Ensures APIs stay invariant when internal implementation changes.
User Interface (UI)	• A set of static HTML5 pages served by Nginx.