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CX Contact

9.0.026.03

12/22/2025

9.0.026.03

CX Contact Release Notes

9.x CX Contact is part of 9.x starting in **9.0.000.06**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
06/30/21	General	Under Shipping Control		X			

What's New

This release contains the following new features and enhancements:

- CX Contact users can now create Consent Lists that contain contact information about customers who have explicitly 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

For more information about this feature, see "Manage Consent Lists" in the *CX Contact Help*. (CLOUDCON-12947)

- CX Contact now provides optional Sender ID-level suppression for SMS and Email channels, which is a more granular level of suppression than global (Tenant-level) suppression. For more information about this feature, see "Sender ID-Level Suppression" in the *CX Contact Help*. (CLOUDCON-12556)
- CX Contact introduces External Pre-Dial Validation, which allows you to add a custom pre-dial validation step (a type of Compliance Rule) before, after, in place of, or together with standard CX Contact pre-dial validation. For more information about this feature, see "External Pre-Dial Validation Rules" in the *CX Contact Help*. (CLOUDCON-6081)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [CX Contact](#)

Genesys Products

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- Contact List fields **Other19** and **Other20** are now extended to support a maximum of 4096 characters. (CLOUDCON-12975)
- A new **getDeviceAPI** request enables users to obtain compliance data (such as time zone, country code, area code, landline/mobile, DNC, and so on) for any given device phone number. (CLOUDCON-9614)
- A new panel in the **Outbound Analytics > Device Import Details** dashboard shows geographical distribution of the imported devices on the area map. (CLOUDCON-12682)
- CX Contact users can now change the Campaign Group's status to **Enabled** or **Disabled** on the **Advanced** tab in the **Campaign Group** dialog. (CLOUDCON-13343)
- CX Contact API now enables retrieval of information from the Outbound Analytics indexes using the `/historydata` family of end-points. (CLOUDCON-13130)
- CX Contact now supports the following operating environments:
 - Microsoft Edge Chromium browser, 2020 release (CLOUDCON-12476)
 - PostgreSQL v13 (CLOUDCON-13085)

See the [CX Contact](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all browsers and prerequisites.

Resolved Issues

This release contains the following resolved issues:

Importing Contact Lists using Selection Rules with splitting (Split by Field) now works correctly, regardless of the Output Name Format being used. Previously, imports of this type worked correctly only if the %v format specification was used in the Output Name Format. (CLOUDCON-13408)

UI Modification: CX Contact now displays disabled Campaign Groups in red, with a specific icon and disallows operations over those Campaign Groups. (CLOUDCON-13342)

When importing Contact Lists, List Builder now correctly detects the Contact time zone, based on the Contact zip code and country code. (CLOUDCON-13328)

API Modification: When Contact Lists are associated with labels that define the **Other21** and above fields, CX Contact now correctly returns details for these user fields when executing the API request: `GET /contact-lists/ {id} /contacts`. Previously in this scenario, CX Contact incorrectly returned the details for only the **Other20** and below fields, regardless of the label associated with Contact List. (CLOUDCON-13115)

Delivery options for Silence and Fax call results now display (if present) in CX Contact dialogs for

Upgrade Notes

No special procedure is required to upgrade to release 9.0.026.03.