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Outbound (CX Contact) CX Contact Help

Campaigns

12/7/2025



- Administrator

Learn how to create and manage campaigns.

Related documentation:

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Link to video

What do you want to do?

- Create a dialing profile
- Create a campaign template
- Create a campaign group
- Create an SMS template
- Create an Email template
- Understand key campaign metrics displayed on the campaigns dashboard
- Define the calling window (time constraints)
- Apply call treatments