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# Outbound (CX Contact) CX Contact Help

[CX Contact Channels](#)

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- Administrator

Learn how to enable channels.

### Related documentation:

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With CX Contact, you can communicate with customers via one of three channels:

- Voice - Dialing campaigns that include advanced dialing capabilities.
- SMS - One-way SMS text message campaigns.
- Email - Personalized and dynamic email messaging campaigns.

## Enable a Channel

The screenshot shows the 'Dialing Profiles' page in CX Contact. At the top, there are two tabs: 'Campaigns' and 'Dialing Profiles'. Below the tabs is a table with the following columns: Name, Type, Channel, and Last Modified Date. The table contains one row with the name 'Email Notifications', Type 'General', Channel 'EMail', and Last Modified Date '01/28/2019 06:34 PM'. To the right of the table is a 'New' dropdown menu with three options: 'Voice Profile', 'SMS Profile', and 'EMail Profile'.

	Name	Type	Channel	Last Modified Date
<input type="checkbox"/>	✉ Email Notifications	General	EMail	01/28/2019 06:34 PM

You select the channel for a campaign when you create a new dialing profile:

1. On the **Dialing Profiles** page, click **New**.
2. Select either **Voice Profile**, **SMS Profile**, or **Email Profile** from the corresponding menu.

## Create SMS and Email Templates

- To learn how to create an SMS template and message content, go to the Create an SMS Template page.
- To learn how to create an email template and message content, go to the Create an Email Template page.