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Outbound (CX Contact) CX Contact Help

CX Contact Channels

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- Administrator

Learn how to enable channels.

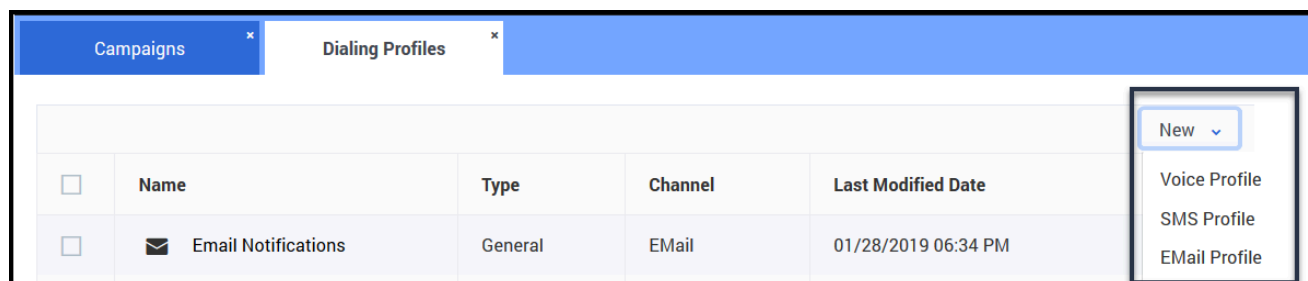
Related documentation:

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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



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.