

# **GENESYS**

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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.