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CX Contact Help

[CX Contact Channels](#)

CX Contact Channels

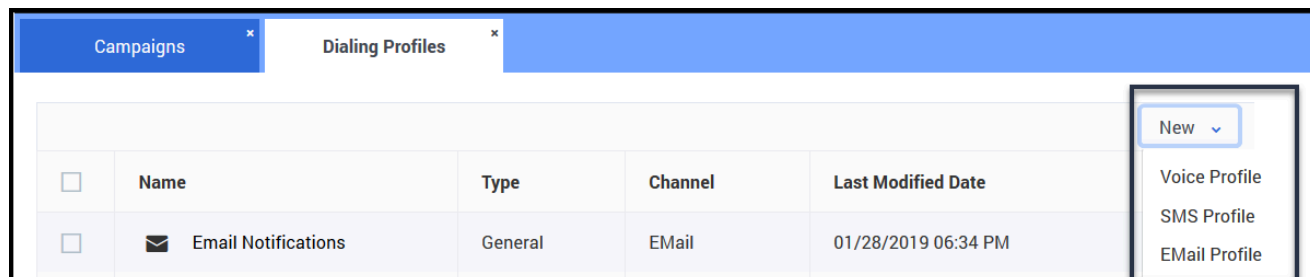
Important

The content of this document has been moved and is no longer being updated in this location.
For the latest content and most recent updates, see the [CX Contact Help](#) on the Genesys Multicloud site.

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.