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CX Contact Help

Campaigns

12/19/2025

Campaigns

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The content of this document has been moved and is no longer being updated in this location.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.

Use this section of the user interface to create and manage campaigns.

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](#)