CX Contact Help

CX Contact Channels

12/18/2025

# 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 The content of this document has been moved and is no longer being updated in this location.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
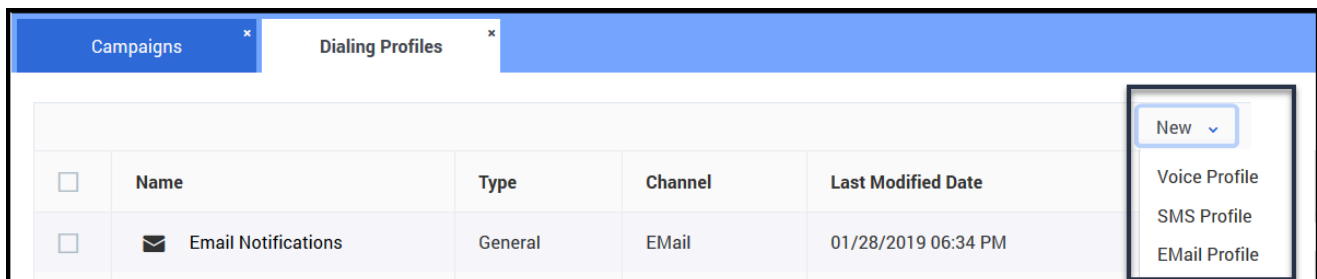
You select the channel for a campaign when you create a new dialing profile:

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.