CX Contact Help

Campaigns

5/9/2025

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 The content of this document has been moved and is no longer being updated in this location.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