

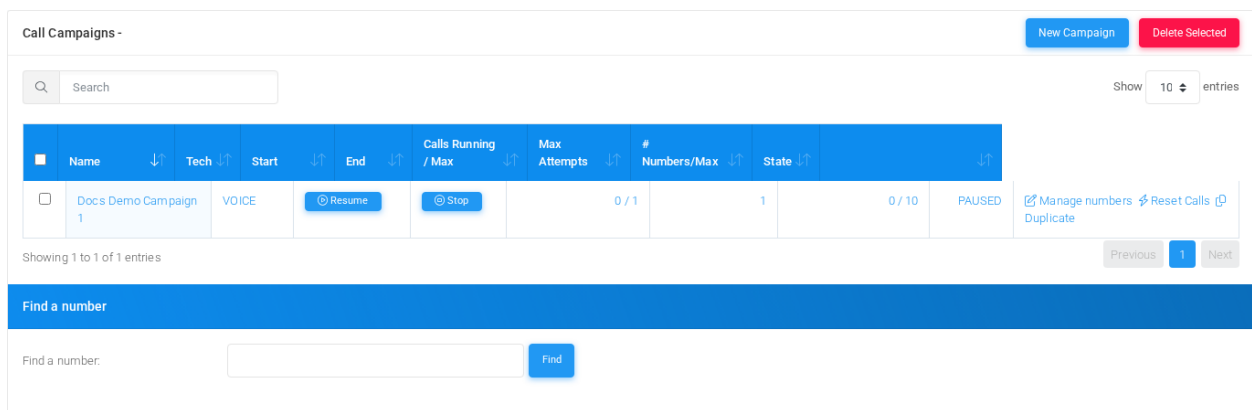
Call, SMS, and Fax Campaigns

- [Overview](#)
- [Create and Edit Call, SMS, and Fax Campaigns](#)

Overview

The **Call, SMS, and Fax Campaigns** page creates outbound voice, SMS, or fax campaigns with scheduling, state, retry, and destination behavior. Open it from **Configuration > Call/SMS/FAX Campaigns**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.



Call, SMS, and Fax Campaigns list page in the Canistracci OIL tenant.

Working with objects

Task	How to do it
Add	Select the New campaign action, complete the form, and select Save.
Edit	Open the campaign from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the campaign and select Delete, then confirm.

Page functions

Action	Description
New Campaign	Opens the creation form for a new campaign.
Delete Selected	Deletes the selected rows after confirmation.

Action	Description
Find	Searches for the number or record entered in the find field.

List columns

Column	Description
Name	Display name used in lists and references.
Tech	Object setting shown by the form.
Start	Object setting shown by the form.
End	Object setting shown by the form.
Calls Running / Max	Object setting shown by the form.
Max Attempts	Object setting shown by the form.
# Numbers/Max	Dialed value, identifier, or matching value used by the PBX.
State	Mode selector that changes the behavior of the object.

Demo records

The tenant contains 1 documentation demo record for this page: Docs Demo Campaign 1.

Deleting records

Before deleting a campaign, check references from call flows, destinations, schedules, reports, or provisioning objects. MiRTA PBX asks for confirmation before the delete is submitted.

Create and Edit Call, SMS, and Fax Campaigns

Use this page when creating a new campaign or editing an existing campaign from **Configuration > Call, SMS, and Fax Campaigns**.

The form screenshots below are separated by block where the application exposes separate sections. Complete the required values, review routing or destination references, and save the record.

Form sections

Section	Description
Information	Core identity and routing fields for the object.
Voice	Voice calling behavior, caller handling, recording, and voice-specific limits.
Parameters	Additional runtime parameters used by the object.

Information

Name:	<input type="text"/>
CallerID:	<input type="text"/> ▼ Edit
CallerID Name:	<input type="text"/>
Tech:	<input type="text" value="Voice"/> ▼
Type:	<input type="text" value="Scheduled start/stop"/> ▼
Start:	<input type="text" value="2026-06-02"/>
End:	<input type="text" value="2026-06-09"/>
Week Time condition:	<input type="text"/> ▼
Use Do Not Call lists:	<input type="text" value="Please select the Do Not Call lists to apply"/> ▼
Max # of campaign numbers:	<input type="text"/>

Information section on the edit form.

Core identity and routing fields for the object.

Voice

Voice

Dial timeout:

On connect:

On connect callerid name:

Request confirm

Confirm message:

Max Channels:

Check queue for free agents:

Allowed channels for each of the free agents:

Min num of free agents:

Max Attempts: Sum other campaigns

Delay Between Attempts:

Email recording to:

Voice section on the edit form.

Voice calling behavior, caller handling, recording, and voice-specific limits.

Parameters

Parameters

Delay between calls:

Campaign Server:

State:

Parameters section on the edit form.

Additional runtime parameters used by the object.

Main fields

Field	Description
Name:	Display name used in lists and references.
CallerID:	Caller ID or caller matching value.
CallerID Name:	Display name used in lists and references.
Tech:	Object setting shown by the form.
Type:	Mode selector that changes the behavior of the object.
Start:	Object setting shown by the form.
End:	Object setting shown by the form.
Week Time condition:	Object setting shown by the form.
Max # of campaign numbers:	Dialed value, identifier, or matching value used by the PBX.
Dial timeout:	Timing value used by the service.
On connect callerid name:	Display name used in lists and references.
confirm	Object setting shown by the form.
Confirm message:	Object setting shown by the form.
Max Channels:	Object setting shown by the form.
Check queue for free agents:	Object setting shown by the form.
Allowed channels for each of the free agents:	Object setting shown by the form.
Min num of free agents:	Object setting shown by the form.
Max Attempts:	Object setting shown by the form.
Sum other campaigns	Object setting shown by the form.
Delay Between Attempts:	Timing value used by the service.
Always Record:	Recording behavior or recording delivery setting.
Email recording to:	Email address used for notifications, delivery, or mailbox access.
Minimum Size (bytes):	Object setting shown by the form.
Fax quality:	Object setting shown by the form.
Page size:	Object setting shown by the form.

Field	Description
Page rotate:	Object setting shown by the form.
File in PDF or TIFF format:	File upload or file name used by the object.
Message:	Object setting shown by the form.

Saving and deleting

Task	How to do it
Create	Select the new action from the Call, SMS, and Fax Campaigns list, fill the required fields, and select Save.
Edit	Open the existing campaign, update the needed fields, and select Save.
Delete	Before deleting a campaign, check call-flow, destination, schedule, report, provisioning, or integration references. Use the row delete action or the form delete action when available, then confirm.