

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. |

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