

Email Archive Service - Standard User

The email archiving service is designed to allow the user to create email activity associations using the email platform of their company's choice. Once your site administrator has configured the Email Archiving Service account, site users may begin to include the address in business communications to track important email conversations for future reference. To obtain the email designated for you company Email Archiving Service contact **your site administrator**.

How it works:

- Construct email to intended recipients
- Include archive address in the To, Cc, or Bcc fields
- For exact email address record matches, an email activity association will be automatically generated on that Lead, Account, or Contact record. For email addresses that match multiple records, the user will be able to choose records to associate the email activity to in the **Messages** module . For email addresses that do not match any records, the user may choose to create a Lead, Account, or Contact within the **Messages** module and automatically associate the email activity.
- The user can also choose to forward the emails once the thread is complete to the configured archiving address. Upon forwarding the service will parse out unique email addresses in the From, To, and Cc header of the most recent email. The service will associate automatically for direct matches, and deliver records with multiple or no matches to the **Messages** module.

[Using the Email Archive Service \[Video\]](#)

[AMPED Email Archive Service - Standard User Guide \[Document\]](#)

*** Gmail Archiving Service Has Been Temporarily Suspended ***