Receiving Calls in AMPED

An incoming call notification will ring anytime a call is received by the number configured in your Voice Connector Information.
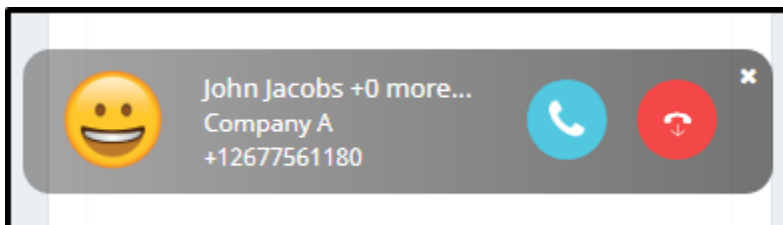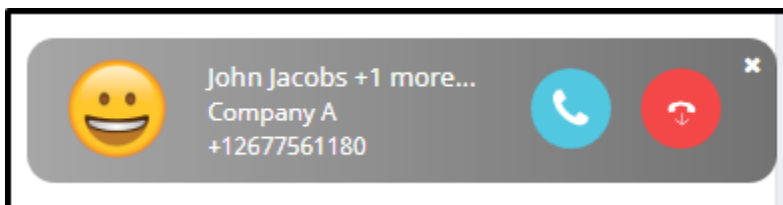

The incoming call notification displays:

- Contact Image (contact record only)
- Name of Caller
- Company of Caller
- Phone Number of Caller

- Answer (Blue Answer Icon)

- Reject (Red Reject Icon)

*When an incoming call is from a number with no record association, only the phone number and answer/reject will appear in the incoming call notification.

**When an incoming call is from a number with multiple record associations, a contact record with an image will appear over the other records. The number of other records the phone number is associated with will be displayed next to the contact name as "+x more…" with "x" being the number of other records.

When numbers are saved to multiple records in AMPED, you will be able to associate the correct record in the call pop activity.

↳ **Incoming Call Activity**   ×

| Name | John Jacobs | Time | 00:00:27 |

Account Name   Company A   ☐ Hold Follow-Up

John Jacobs, Company A - @Entr Administrator (Contacts)   ▾
John Jacobs, Company A - @Entr Administrator (Contacts)
Company A, Company A - @Entr Administrator (Accounts)

Activity Description