

# SMS Messaging

Whether by phone, email or text, the need to use and track all channels of communication with your customers is critical to managing your relationships. We're *AMPED* to announce that you can now send and receive SMS messages in AMPED.

The screenshot shows the AMPED interface with a sidebar on the left containing icons for Home, Calendar, Messages, Leads, Accounts, and Contacts. The main area displays the profile of Barbara Corcoran, including her photo, name, and contact information: (123) 456-4789 - Office Phone, 2158069467, and bcorcoran@corcorangroup.com. Below the profile, there are sections for ATTACHMENTS (showing a file named Meeting\_Agenda.docx, 11.32 KB) and DESCRIPTION (providing background on Barbara Ann Corcoran as an American businesswoman, investor, speaker, consultant, syndicated columnist, author, and television personality). The interface is updated today (05 Feb 2020).

Just like calls and emails, SMS messages are automatically tracked and logged to Leads and Contacts. You can find SMS activities in your Calendar and under the Activity History section on individual Leads and Contacts.

The screenshot shows the ACTIVITY HISTORY section for a contact. It features a tabbed interface with tabs for ALL, CALLS, MEETINGS, SMS, and TASKS. The SMS tab is selected, indicated by a blue underline and a blue arrow pointing to it. Below the tabs, there is a list of four SMS messages, each with a speech bubble icon, the text 'SMS', and a timestamp: 04-02-2020 11:44 AM, 04-02-2020 11:44 AM, 04-02-2020 11:44 AM, and 04-02-2020 11:30 AM.

With the addition of SMS messaging in AMPED, we have also revamped the Messages Module, so you have a clear view of your communications. We are now displaying Call Records, Email Records, and SMS Records in three separate tabs that you can easily toggle through.

AMPED

delyte

Search...

Home

Calendar

Messages

Leads

Accounts

Contacts

Opportunities

Campaigns

## Messages

CALL RECORDS      EMAIL RECORDS      SMS RECORDS

Showing 1 - 20 of 125

Page 1

| <input type="checkbox"/> | Subject               | Description | Voicemail | Phone          | Start Time             | End Time               | Duration | Associate With - Owner                                                                                 |
|--------------------------|-----------------------|-------------|-----------|----------------|------------------------|------------------------|----------|--------------------------------------------------------------------------------------------------------|
|                          | CALL-IN@ 12:17:32 PM  |             |           | 1177           | 01-31-2020 12:17:32 PM | 01-31-2020 12:22:15 PM | 00:04:36 | Select a record                                                                                        |
|                          | CALL-OUT@ 06:01:45 PM |             |           | (215) 701-3232 | 01-28-2020 06:01:45 PM | 01-28-2020 06:01:47 PM | 00:00:02 | Actions: <a href="#">Create Lead</a>   <a href="#">Create Contact</a>   <a href="#">Create Account</a> |
|                          | CALL-IN@ 02:44:22 PM  |             |           | 1143           | 01-27-2020 02:44:22 PM | 01-27-2020 02:45:28 PM | 00:00:49 | Select a record                                                                                        |
|                          | CALL-OUT@ 06:07:44 PM |             |           | (215) 701-3232 | 01-22-2020 06:07:44 PM | 01-22-2020 06:08:52 PM | 00:01:07 | Actions: <a href="#">Create Lead</a>   <a href="#">Create Contact</a>   <a href="#">Create Account</a> |
|                          | CALL-IN@ 05:52:31 PM  |             |           | +1 (267) 507-  | 01-22-2020 05:52:31    | 01-22-2020 05:52:56    | 00:00:00 | Actions: <a href="#">Create Lead</a>   <a href="#">Create Contact</a>   <a href="#">Create</a>         |

SMS Record association is handled in the same way as Call and Email Record associations.

## Messages

CALL RECORDS

EMAIL RECORDS

SMS RECORDS

Showing 1 - 2 of 2

Page 1

<< < 1 > >>

| <input type="checkbox"/> | Date and Time          | Number            | Message                               | Associate With - Owner                                                                                     |
|--------------------------|------------------------|-------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------|
| Y                        | 02-04-2020 12:02:00 PM | +1 (215) 806-9467 | Yep, 3 still works. Talk to you then! | <div>Select a record</div> <div>Kristine Apple (Contacts) - Administrator</div> <div>Select a record</div> |
| T                        | 02-04-2020 08:45:50 AM | +8801779849778    | Thank you admin                       |                                                                                                            |

Page 1

<< < 1 > >>

Start using the new SMS features in AMPED to connect in more ways and reach your clients with their preferred channel of communication.

\*SMS messaging is available in all AMPED plans and leverages your Twilio or MAXvoice configuration. SMS must be enabled through your phone service. Standard messaging rates apply according to your phone service provider.