

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 user interface. At the top, there's a dark header with the AMPED logo, a search bar, and various icons. On the left, a sidebar contains navigation links: Home, Calendar, Messages, Leads, Accounts, and Contacts. The main content area displays a contact profile for Barbara Corcoran. It includes her profile picture, name, and contact information: (123) 456-4789 - Office Phone, 2158069467, and bcorcoran@corcorangroup.com. Below the profile, there are sections for ATTACHMENTS and DESCRIPTION. The ATTACHMENTS section shows a file named 'Meeting_Agenda.docx' with a size of 11.32 KB. The DESCRIPTION section contains a bio: 'Barbara Ann Corcoran is an American businesswoman, investor, speaker, consultant, syndicated columnist, author, and television personality. She founded The Corcoran Group, a real estate brokerage in New York City, that she sold to NRT for \$66 million in 2001.'

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 five tabs: ALL, CALLS, MEETINGS, SMS, and TASKS. The SMS tab is currently selected, highlighted with a blue underline, and a blue arrow points 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' (three times) and '04-02-2020 11:30 AM' (once).

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.

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Search...

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Home

Calendar

Messages

Leads

Accounts

Contacts

Opportunities

Campaigns

Messages

CALL RECORDS

EMAIL RECORDS

SMS RECORDS

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	Subject	Description	Voicemail	Phone	Start Time	End Time	Duration	Associate With - Owner
<input type="checkbox"/>	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
<input checked="" type="checkbox"/>	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: Create Lead Create Contact Create Account
<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	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: Create Lead Create Contact Create Account
<input checked="" type="checkbox"/>	CALL-IN@ 05:52:31 PM			+1 (267) 507-	01-22-2020 05:52:31 PM	01-22-2020 05:52:56 PM	00:00:00	Actions: Create Lead Create Contact Create Account

Save

Delete

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

Messages

CALL RECORDS

EMAIL RECORDS

SMS RECORDS

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

Save

Delete

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.