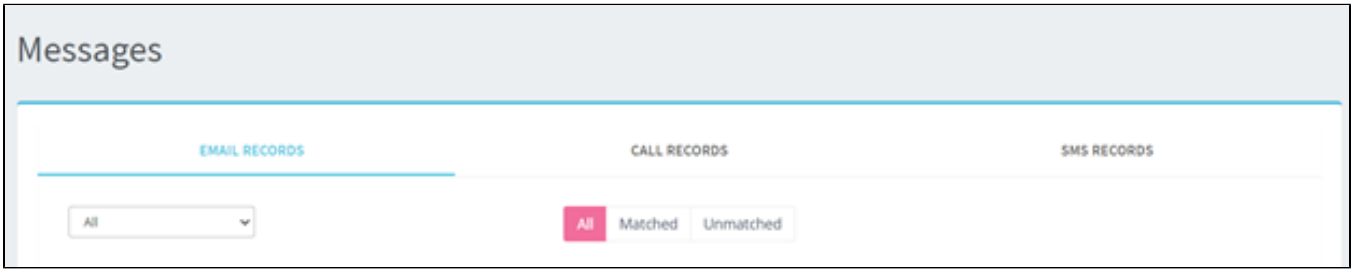
Messages Module

The Messages module has been revAMPED! Our users are familiar with using this module to associate or create new records with their archived emails and offline phone calls. Now, the Messages module will include your Integrated email inbox, your integrated calls, and your integrated SMS records. This enhancement will streamline your communications and allow you to view and respond to all the conversations you have held with your leads, accounts, and contacts in AMPED. The interface makes it easy to see all your email, call, and SMS activities in one module. Read on below for more information about the new layout of the Messages module.

The Messages module contains three activity tabs users can flip through. The three tabs are Email Records, Call Records, and SMS Records with each tab containing records to their respective activity types.



Within each activity record tab are three sub-tabs; **All, Matched, and Unmatched**. These sub-tabs refer to the different records within an activity tab.

The **All** sub-tab will include all records for an activity type.

The **Matched** sub-tab will include all records that are associated to existing record(s) in AMPED.

The **Unmatched** sub-tab will include all records that are not associated to existing record(s) in AMPED.