

Call Records

Call Records in the Messages module display all inbound and outbound calls received or placed via your [phone integration](#) in AMPED.

Messages

EMAIL RECORDS

CALL RECORDS

SMS RECORDS

AllMatchedUnmatched

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Start Time

Subject

Description

Recording

Phone

Duration

Associate With - Owner

Actions

August 28, 2020 10:40 AM - 10:41 AM

Called Jennifer

Called Jennifer to see about her availab...

+1 (267) 756-1100

17 S

Actions: [Create Lead](#) | [Create Contact](#) | [Create Account](#)

August 28, 2020 10:33 AM - 10:34 AM

CALL-OUT@ 10:33:52 AM

Called Alex. Need to follow up with her ...

12158069467

16 S

J

August 28, 2020 10:27 AM - 10:31 AM

CALL-IN@ 10:27:06 AM

Received a call from Jeff. He got back t...

+1 (215) 806-9467

5 S

J+

August 28, 2020 10:26 AM - 10:31 AM

CALL-OUT@ 10:26:37 AM

Called Jeff. We discussed pricing. He ne...

(215) 806-9467

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J

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The columns of the Call Record list view display (from left to right):

- Start Time – The date and time the call was placed or received.
- Subject – Title of the call activity. *If Subject is not updated by the user, “CALL-OUT@MM:HH:SS” and “CALL-IN@MM:HH:SS” will automatically be tagged as the Subject for outbound and inbound calls, respectively.
- Description – Notes about the call activity.
- Recording – If applicable, the recording of your call is available here. Click the play button to listen to your recording.
- Phone – The phone number of the inbound call or outbound call.
- Duration – The amount of time that the call took place.
- Associate With – Owner – The AMPED record of whom you the call was with. If no record is found in AMPED, you can [create a new lead](#), contact, or account on the fly. The call activity will be associated to this new record.
- Actions: Delete – Selecting the Trashcan icon will permanently delete the call activity from AMPED.

In the Phone column, the pink phone icon is actionable. Clicking this icon will place a call to the phone number next to the icon.

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