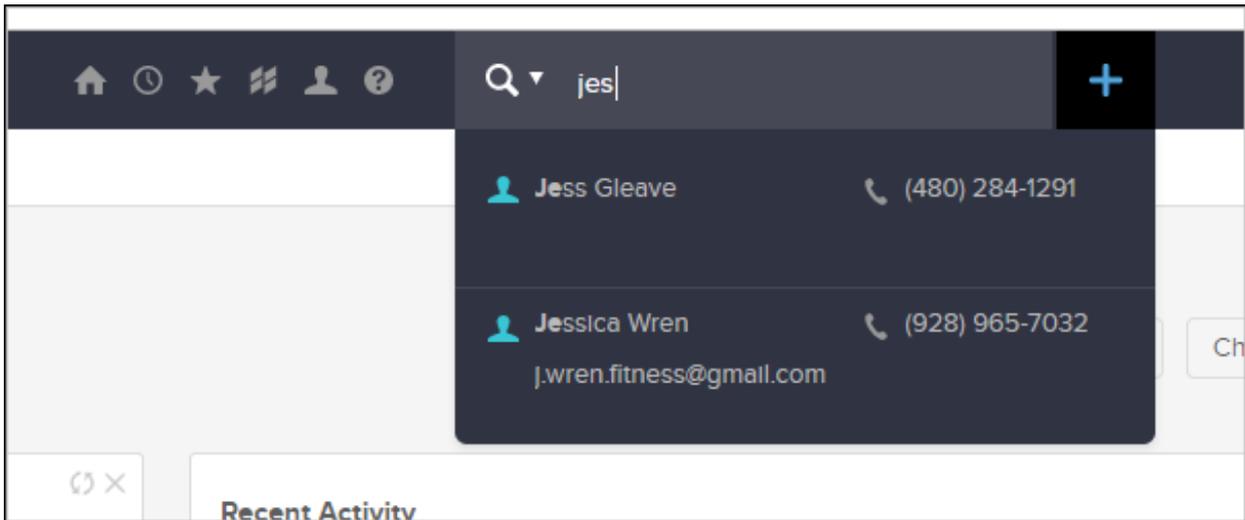


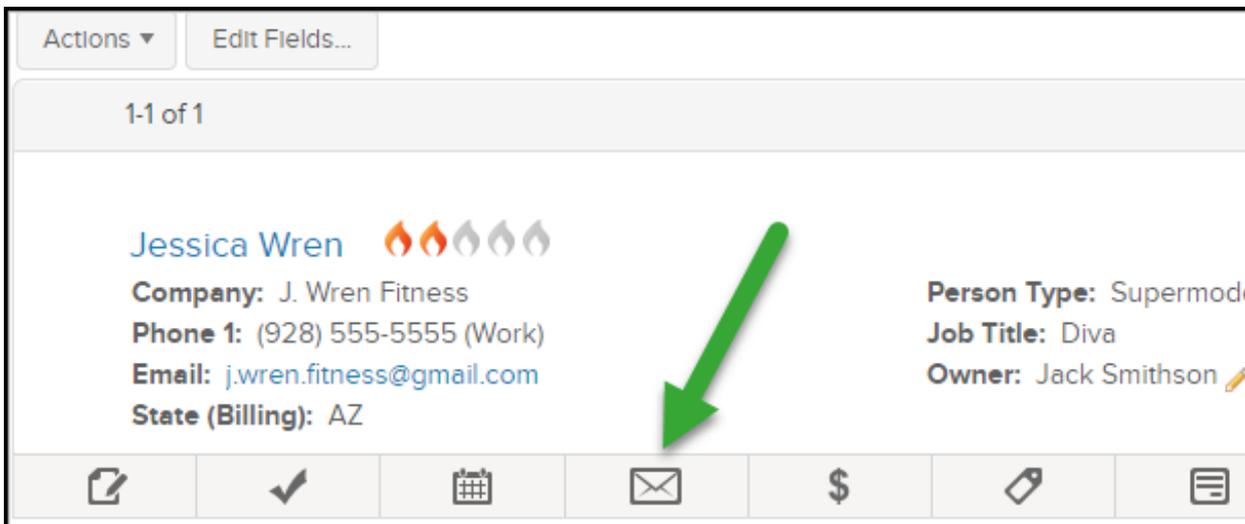
Contact Record Accurate Email History

You can view your accurate email history including a copy of the exact email sent from a contact record. The contact email history contains emails attributed to a contact record via the [Gmail sync](#) or [Microsoft email sync](#).

1. Locate a contact record by typing the contact first name, last name, email, or phone number in the quick search field.



2. From the contact record, click the Email icon.



3. The Email history appears in a drop-down below the contact record.

The color coded dots in the Status column represent the Email Types; e.g., Received, Sent, Campaign, and Notification.

The email Status also includes one of four statuses: Unopened, Opened, Clicked, and

Bounced.

1-1 of 1

Jessica Wren 🔥🔥🔥🔥
Company: J. Wren Fitness
Phone 1: (928) 555-5555 (Work)
Email: jwren.fitness@gmail.com
State (Billing): AZ

Person Type: Supermodel
Job Title: Diva
Owner: Jack Smithson

close

Email

● Received ○ Sent ● Campaign ● Notification

When	Status	Subject	From Address
6/12/2019 3:50 PM	○ Unopened	Hey Jessica, Have you thought about your next adventure? Jessica	jack.smithson@infusionsoft.com
6/12/2019 3:49 PM	○ Unopened	Hey Jessica, do me a favor and click something!	jack.smithson@keep.com
6/12/2019 3:47 PM	○ Unopened	Hey Jessica, Here is another email.	jack.smithson@keep.com
6/12/2019 1:56 PM	○ Unopened	Hey Jessica, Have you thought about your next adventure?	jack.smithson@infusionsoft.com
6/12/2019 1:49 PM	● Unopened	Answer the phone FOOL!!	jack.smithson@keep.com

Show More
View All...

4. Click on the Email Subject in blue text to open the sent email.

Status	Subject	From Address
○ Unopened	Hey Jessica, do me a favor and click something!	jack.smithson@keep.com
○ Unopened	Hey Jessica, Have you thought about your next adventure? Jessica	jack.smithson@infusionsoft.com
○ Unopened	Hey Jessica, do me a favor and click something!	jack.smithson@keep.com
○ Unopened	Hey Jessica, Here is another email.	jack.smithson@keep.com
○ Unopened	Hey Jessica, Have you thought about your next adventure?	jack.smithson@infusionsoft.com

The Email, including any merge fields (like first and last name) displays. All merge fields are visible, including but not limited to: contact information, custom fields, and email signature.

Hey Jessica, Have you thought about your next adventure? ×



Hey Jessica Wren, Want to get out and do something amazing?

Email

Received
 Sent
 Campaign
 Notification

When	Status	Subject	From Address
6/12/2019 4:04 PM	<input type="radio"/> Unopened	Hey Jessica, do me a favor and click something!	jack.smithson@keep.com
6/12/2019 3:50 PM	<input type="radio"/> Unopened	Hey Jessica, Have you thought about your next adventure? Jessica	jack.smithson@infusionsoft.com
6/12/2019 3:49 PM	<input type="radio"/> Unopened	Hey Jessica, do me a favor and click something!	jack.smithson@keep.com
6/12/2019 3:47 PM	<input type="radio"/> Unopened	Hey Jessica, Here is another email.	jack.smithson@keep.com
6/12/2019 1:56 PM	<input type="radio"/> Unopened	Hey Jessica, Have you thought about your next adventure?	jack.smithson@infusionsoft.com
6/12/2019 1:49 PM	<input checked="" type="radio"/> Unopened	Answer the phone FOOL!!	jack.smithson@keep.com

[View All...](#)

Click **View All** to open a search window. You can scroll down to view all the emails for this contact or search a date range in the **Choose Dates** area in the upper left hand corner. In the **Status** column you can also see if this email was **Synced** from your connected Gmail or Microsoft email account.

Email History

Choose Dates

Results

Email	Status	Date	Subject	EmailTo	EmailFrom	Template
[View]	Opened	6/12/19 4:03 PM	Hey "Contact.FirstName", do me	j.wren.fitness@gmail.com	"Owner.Email"	mom
[View]	Synced	6/12/19 4:00 PM	Re: New Quote	jack.e.smithson@gmail.com	j.wren.fitness@gmail.com	None
[View]	Clicked	6/12/19 3:50 PM	Hey "Contact.FirstName", Have	j.wren.fitness@gmail.com	jack.smithson@infusionsoft.com	Outdoor Adventure Guide