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Call Leads and Track Calls

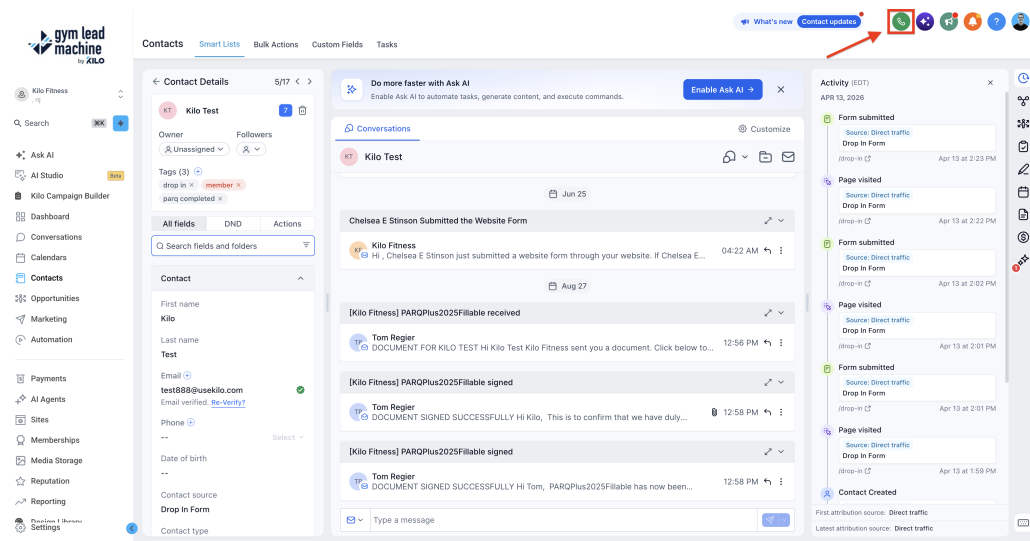
Mavilyn Carlos - 2026-10-01 - [Calls](#)

How Do I Call Leads in Gym Lead Machine?

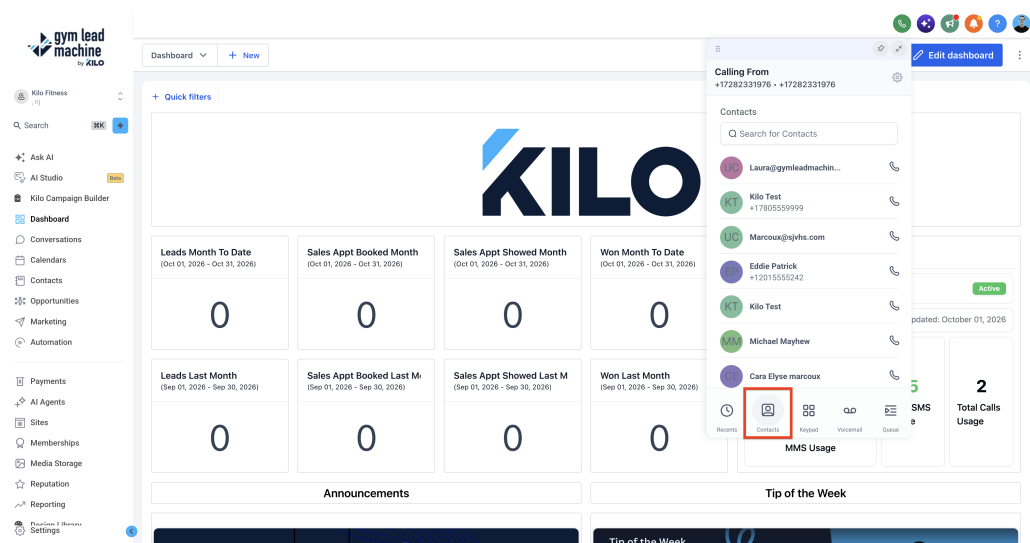
You can call a lead in a couple of different ways. directly from their profile.

1. Call from the top navigation bar

- Click the green phone icon in the top right and dial the number using the keypad

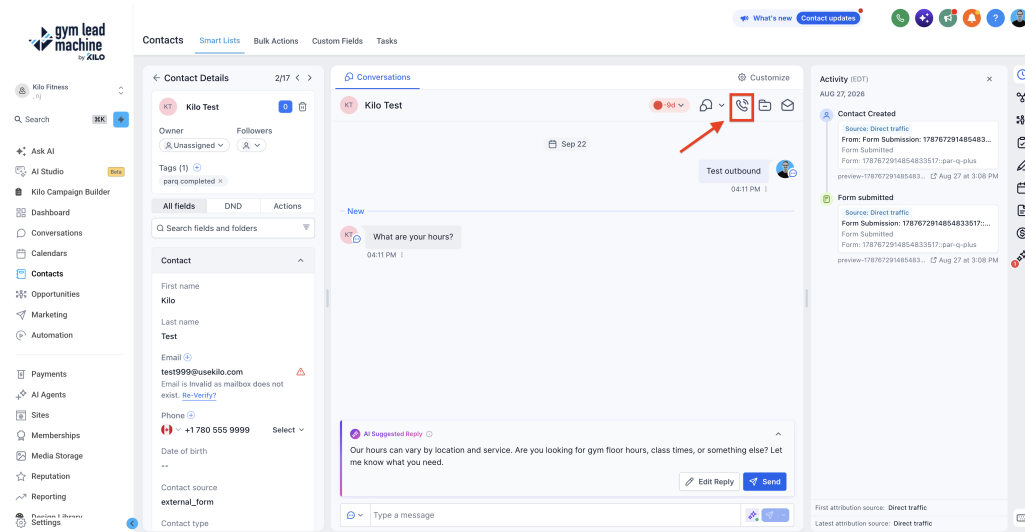


- Click over to “Contacts” to search for the contact you want to call, then click the phone icon beside their name.



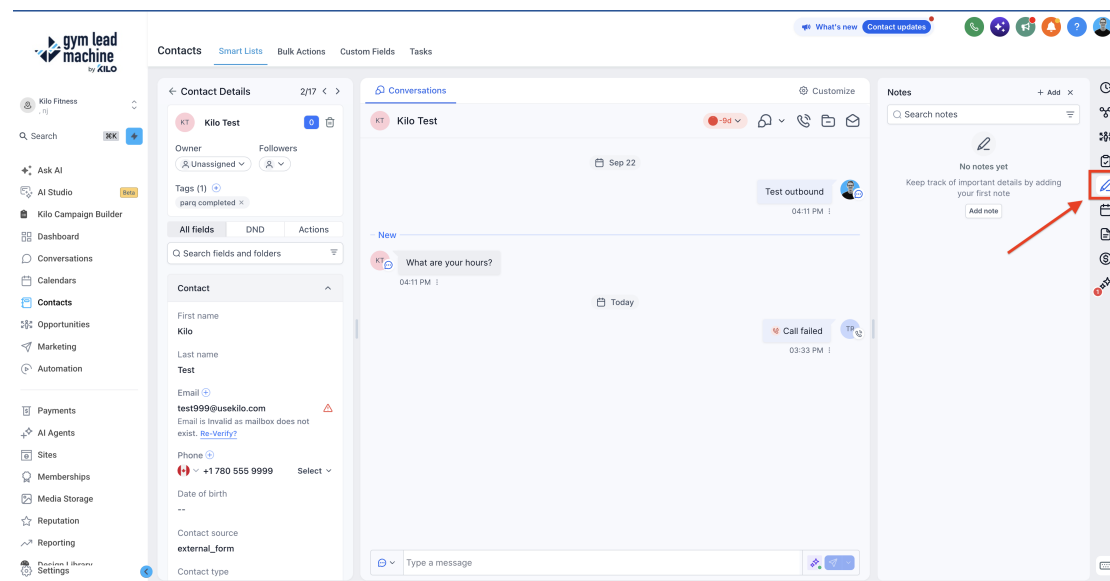
2. Call from the contact's profile

- From your dashboard, navigate to **Conversations**, **Contacts**, or **Opportunities** (depending on where it's easiest to locate your contact).
- **Click on the contact's profile.** This will open a detailed view of the lead's information.
- You can call this specific contact by clicking the phone icon near the top of the conversation section. Once this button is clicked, a phone call will be initiated immediately to that contact.



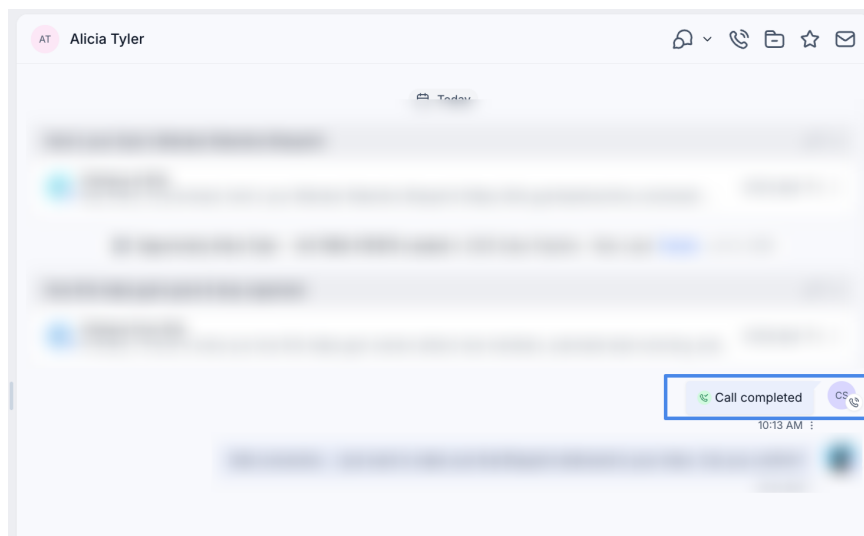
Organization and Reporting

Speak with your lead and add notes during or after the call. Use the **Notes** section on the lead's profile to jot down key information about the conversation (e.g., goals, concerns, next steps).

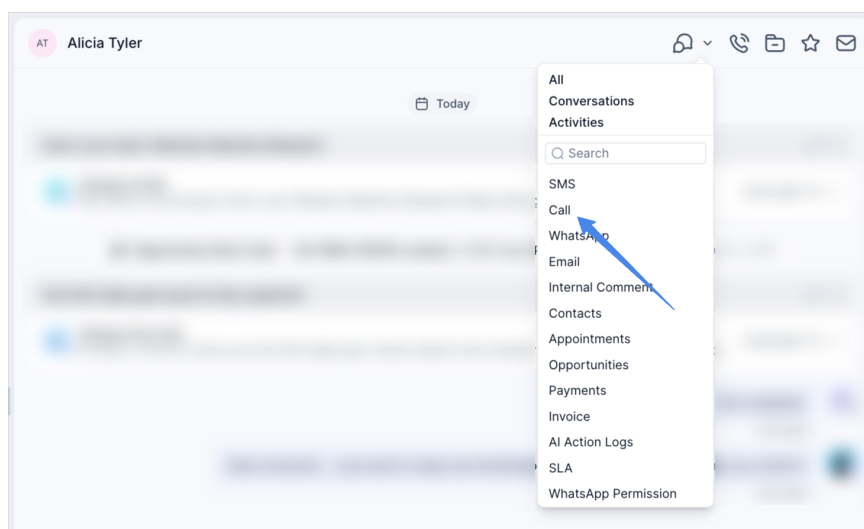


Gym Lead Machine's Call Reporting feature helps you monitor how many calls your team makes, the outcome of those calls, and their effectiveness. Here's how to track and review calls:

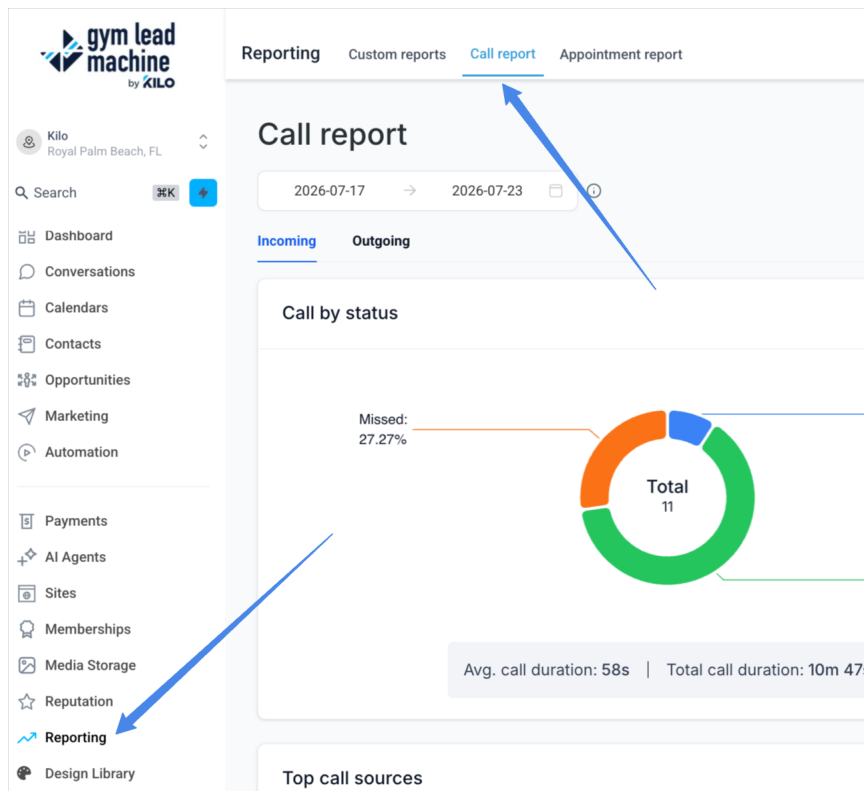
1. **View call activity in the lead profile.** Each call you make will automatically log under the lead's profile.



You can even filter by calls only.



2. **Review call metrics in "Reporting".** Navigate to **Reporting → Call Report** to see call performance over time.



You'll be able to track:

- Number of calls made
- Call duration
- Answer rate
- Call recordings
- Call disposition

If you have questions about calling leads or tracking calls in Gym Lead Machine, our Support team is happy to help. Reach us at hello@usekilo.com.

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