

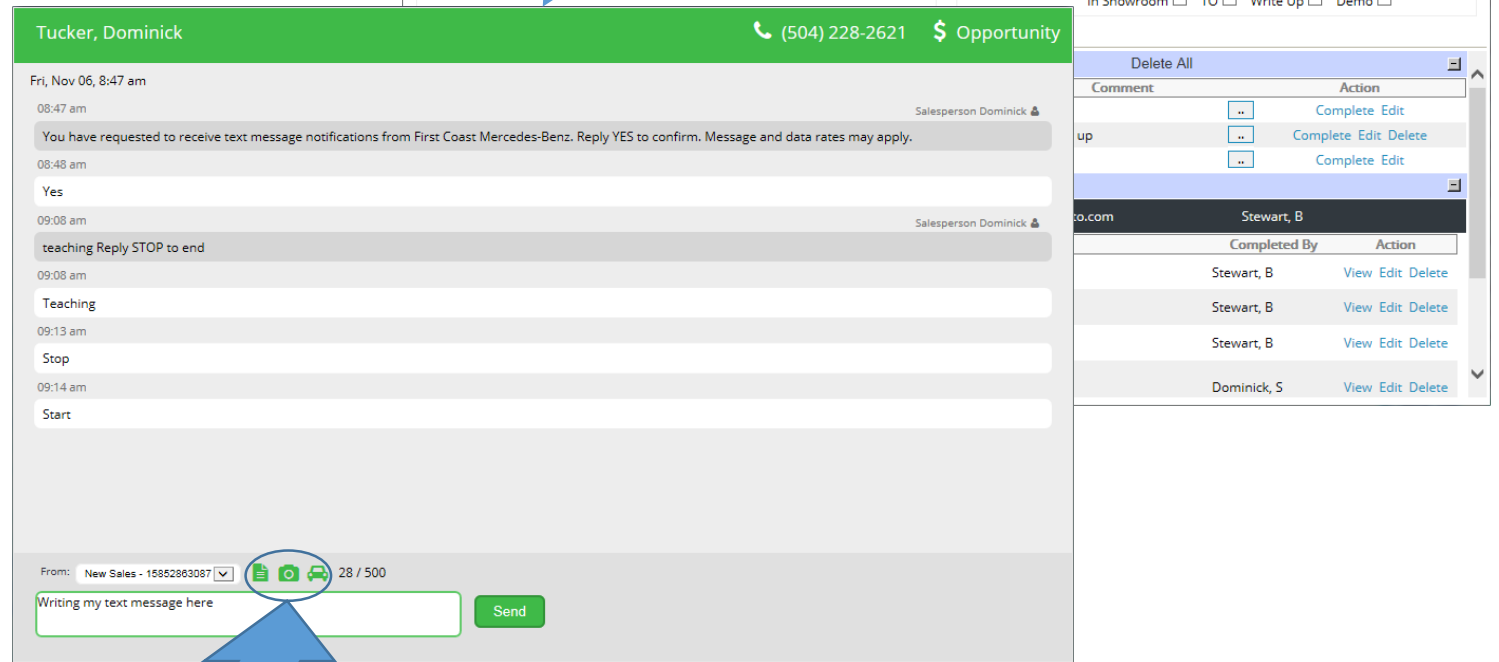
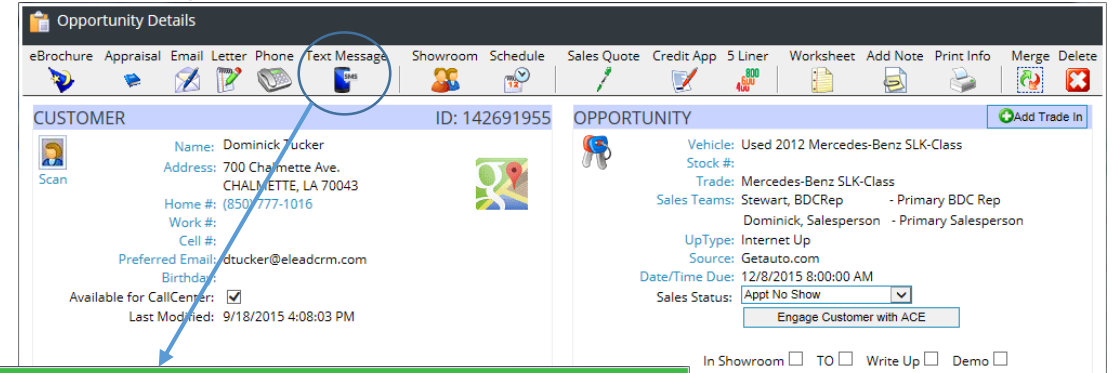
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Texting from the Opportunity Details screen

- To text a customer, select the text button from the Opportunity Details screen.

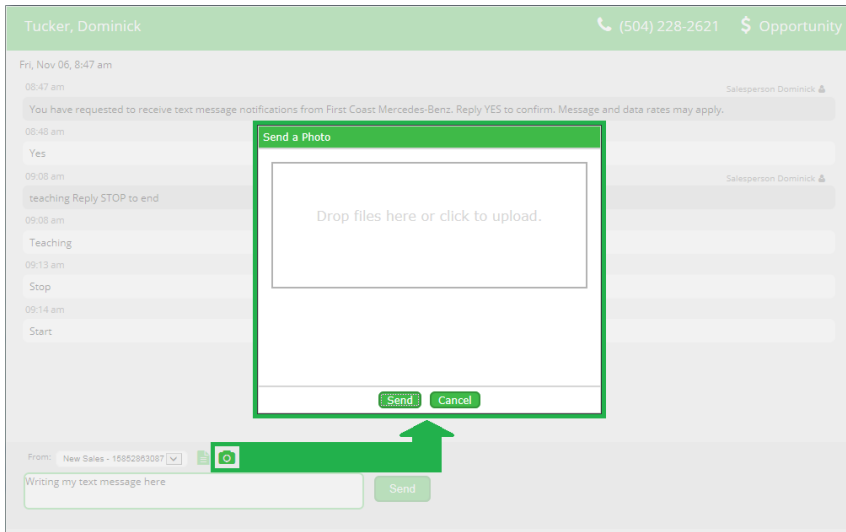


 **Text Templates**
• This allows you to send a pre-built message similar to email templates.

 **Add Photo(s)**
• This allows you to add photos to a text message.

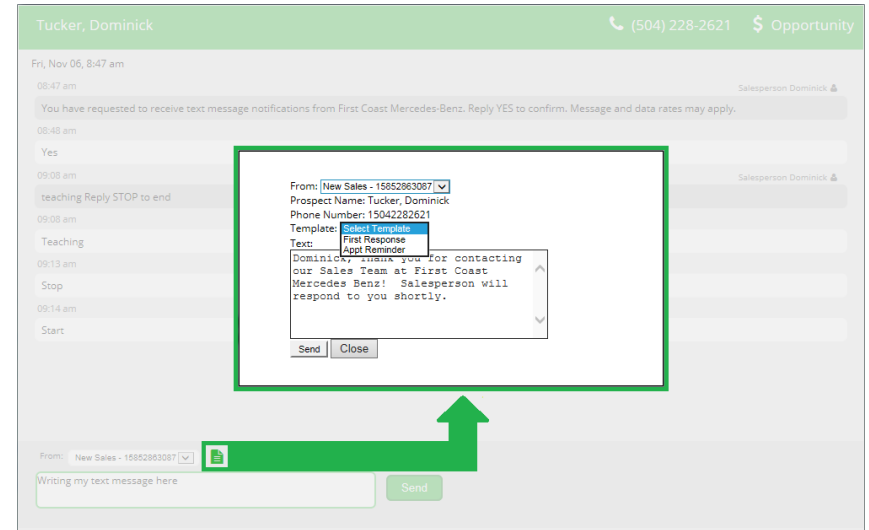
 **Search Inventory**
• This allows you to search your inventory for a vehicle and add information and photos.

Texting tools



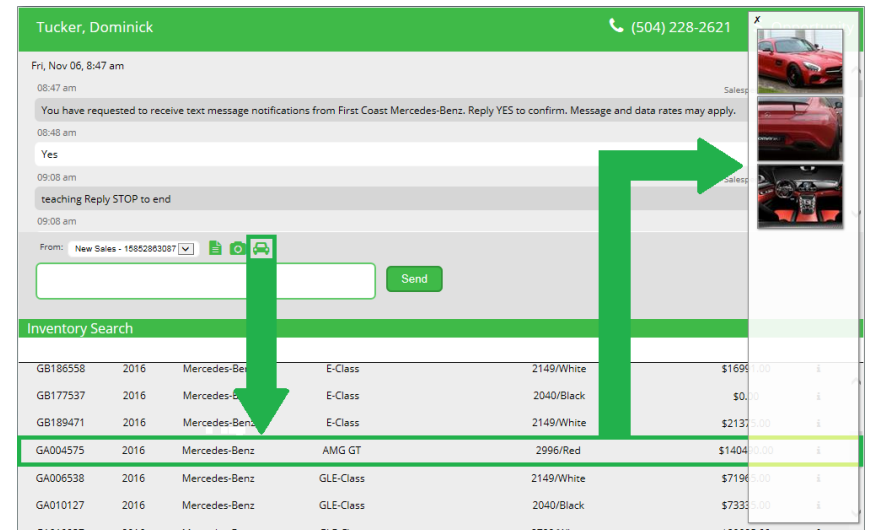
Templates

- This allows you to select a prebuilt message to send to your customer.



Photos

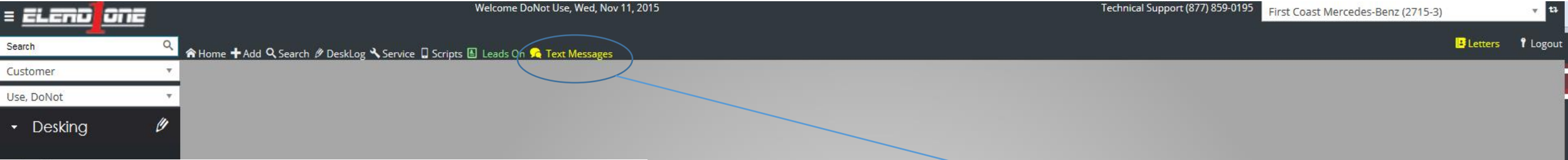
- This allows you to send uploaded images to a customer



Inventory

- This allows you to send inventory photos and details to the customer.

Texting from the Tool Bar



The Text Message Icon will highlight yellow to indicate an unread text message.

Customer Conversations

- This allows you to chose the desired text conversation.

Customer Number

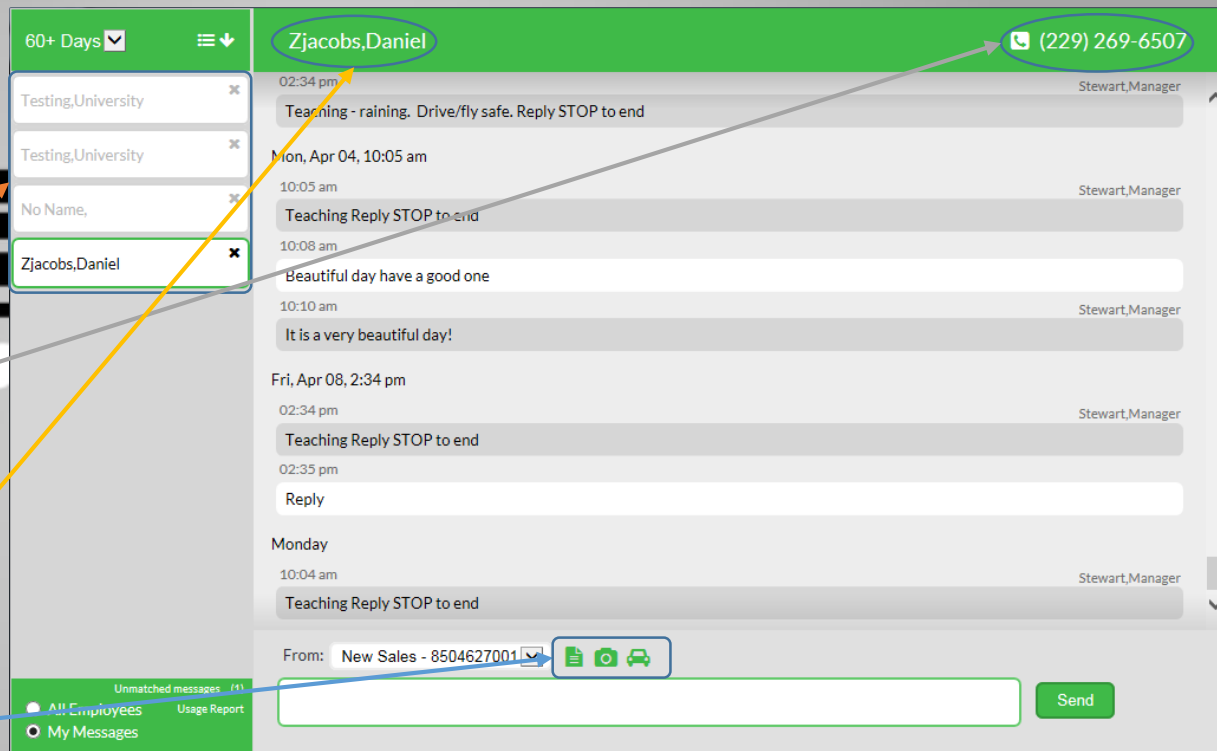
- This allows you to call the customer if your dealership uses Click2Call.

Opportunity Details

- This takes you to the Opportunity Details page.

Text Tools

- These allow you to access templates, pictures and inventory.



Unmatched and Usage

Unmatched

- Displays Unmatched Text Messages. Texts from phone numbers that aren't in your dealership's CRM will populate here.

Usage Report

- This shows the statistics of text usage for the dealership and by salesperson for the date range chosen.

The screenshot displays a CRM interface with two main sections: 'Unmatched Messages' and 'Usage Report'.

Unmatched Messages: A table with columns: Inbound number, To, Message, Date Received. A single entry is shown: Inbound number 8504197772, To 8504627001, Message 'Checking to see if this test comes in', Date Received 4/15/2016 3:04:02 PM. Buttons for 'Create' and 'Delete' are present.

Usage Report: A summary dashboard with the following statistics:

- Total Messages: 20
- Sent: 9
- Received: 11
- Opt Outs: 1
- Callbacks: 0

Below the summary is a 'Usage Per User' table with columns: User, Total Messages, Sent, Received, Opt Outs, Callbacks. The table shows data for three users:

User	Total Messages	Sent	Received	Opt Outs	Callbacks
Stewart, Manager	8	4	4	0	0
Use, DoNot	6	3	3	0	0
Dominick, Salesperson	6	2	4	1	0

At the bottom of the interface, there are navigation options: 'Unmatched messages (1)', 'All Employees', and 'My Messages'. A blue arrow points from the 'Usage Report' label to the usage report section.