

— Max UC —

User Guide | Texting Service



In this digital age, effective communication channels are crucial for businesses to thrive. For sales teams, the ability to capture and track lead communication efficiently can make all the difference. In this guide, we'll delve into the intricacies of using this service to its fullest potential and reach new heights of productivity and success!

Effective Communication

Craft Engaging Messages:



Develop messaging templates that are concise, engaging, and tailored to the needs and interests of your leads. Personalize messages whenever possible, addressing leads by name and referencing any previous interactions or information you have had with them.



Texting suggestions:

- I see that you reached out to get more information on the **(home name)** home. I will give you a call shortly to discuss.
- I just called and wasn't able to reach you. Give me a call back and I will be happy to answer your questions.
- Nice chatting with you, **(first name)**. I look forward to helping you with your project!
- Sending a quick reminder of our appointment on **(time and date)**. If you need any help finding us, feel free to call or text.
- Hey, **(first name)**. The home you previously liked just went on sale. If you are still looking, let me know.



Do's and Don'ts:

- **DO** send a starting text message to introduce yourself.
- **DO** keep your messages short.
- **DON'T** send a contact more than two texts in a week (unless they are engaging with you).
- **DON'T** send photos (those must be done in follow up emails)

Effective Communication

Monitor Responses:



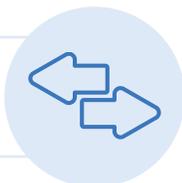
Regularly monitor responses to your messages and promptly follow up with leads who express interest or have questions. This demonstrates responsiveness and helps keep leads engaged.

Review Communication History:



This allows you to maintain a comprehensive view of the lead's journey and ensures continuity in your interactions.

Opting Out:



To adhere to the regulations outlined in the Telephone Consumer Protection Act (TCPA), it's necessary to delete the chat and manually update the lead in the CRM should you receive a request to cease further communication.

Continuously Improve:



Re-evaluate your messaging strategies based on your experience and feedback from your team members. To optimize your results, experiment with different messaging approaches, timing strategies and request feedback to identify areas for improvement.

Let's get started

Download MaX UC for Desktop:

1

You will be sent a welcome email containing instructions to establish your password for accessing the portal, accessible at:

<https://service.commandlink.com/>

2

Number: End user's 10-digit phone number (or e-mail if e-mail login is enabled)

Strategy | Services | Deployment | Support | One Platform

Hello Hailey Albach,

You have been added to the CommandLink Platform!

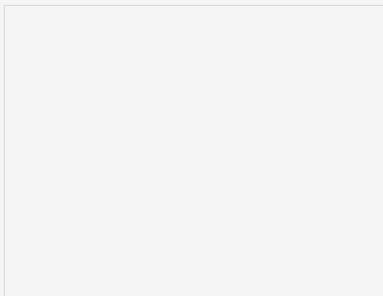
- Voice/Cloud Phone System Access

Getting Started documents <https://docs.commandlink.com/ucaas/>

[Click this link to set your password:](#)

(please change your password to something easy to remember yet secure)

After 72 hours, the link will expire and you will need to click the forgot password link: <https://service.commandlink.com/site/forgot>



We are excited to have you on board!

Thank you,
CommandLink

This email was sent to halbach@factoryexpohomes.com

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(855)-270-LINK (5465)

COMMAND LINK

Reset Password

Please provide your new password below.

New Password

Confirm Password

Reset Password

[Back to login page](#)

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Let's get started

3

Password: First time login - click [Reset Password] and follow the instructions sent via e-mail to establish your password. You will be prompted to enter an Account Email (**password reset e-mail address**) if you do not have one set. You may also opt to login using your e-mail address instead of your phone number.

Multi Factor Authentication

You're almost there Hailey! Please select where we can send your verification code.

✉ h***h@factoryexpohomes.com

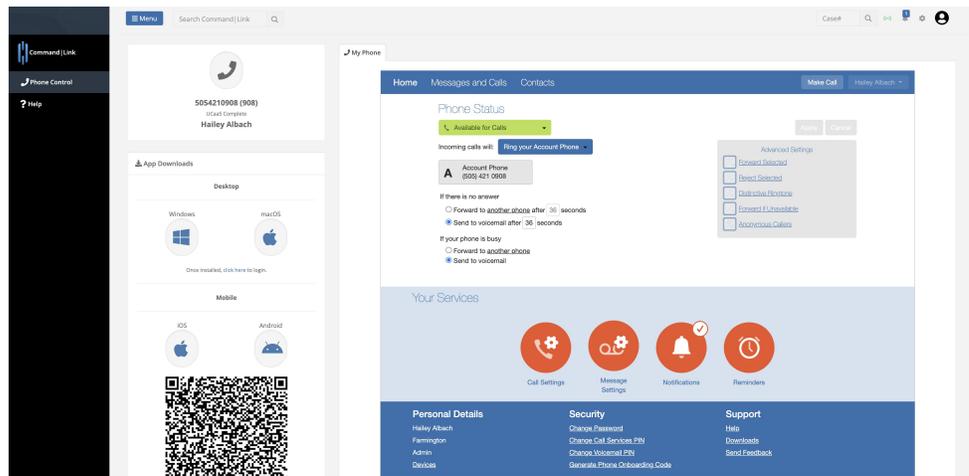
Multi Factor Authentication

Hailey we sent a message to you. Please enter the code received below

Need another code sent? Are you having trouble Hailey?

4

Once you are logged into the portal, download the app by clicking on the type of desktop you will be using the app on.



5

Follow the prompts to finish installation then add the MaX UC icon to your desktop

6

Finished, you're ready to open the app

