

# How do I Send Text Messages in HyperDrive CRM Pro?

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Sending text messages to your sales leads is easier than ever now with HyperDrive CRM Pro's newest feature!

All you have to do is log into your CRM account, look up the contact you want to message, and click on the "Send Text" tab near the bottom of the contact card. If you do not see the "Send Text" option, just click on "Customize This Screen" at the bottom of the page, select "Customize Tabs," and "Reset to Defaults." You can then drag the arrange the "Send Text" tab anywhere you would like.

The screenshot displays the contact details for Elizabeth Skywalker. At the top, there is a blue header with "Contact Details", "(Actions...)", "(Recent Contacts)", and "Add Contact". Below this, the contact's name "Elizabeth Skywalker" is shown. To the left is a profile picture with a "Remove" link. To the right of the picture is the address "556 S 41st Ave, Muncie, IN 46001" with a "Map" link, the email "eskywalker1234@yahoo.com", and a phone number "(920) 246-4600". On the far right, it says "No referrals" and "Assigned To: Me". Below the contact information is a "Social Media Links..." section and a "Flags..." section with a "- Walk-In" tag.

The "Send Text Message" form is highlighted with a red box in the left sidebar. The form itself has a blue header with "Send Text Message" and a note: "NOTE: When customers send a text message to phone number (701) 401-2512 it automatically adds their message to their notes. If their mobile number is listed in the CRM more than once it will add the note to the first customer record the system finds, please do not assign the same number to multiple contacts." The form fields include "From Dealership Number: (701) 401-2512" and "To Customer Number: (920) 246-4600". There is a large text area for the message. Below the text area are three checkboxes: "I certify that the customer who provided me the phone number (920) 246-4600 is expecting my text message.", "I certify this is NOT an 'unsolicited text message' and complies with the Telephone Consumer Protection Act", and "I understand that 'Black Magic Harley-Davidson - (701) 572-1798.' will be appended to all messages." A large blue "100" is displayed on the right side of the form. At the bottom of the form is a blue "Send Text Message" button. Below the form is a "TCPA (Telephone Consumer Protection Act Disclaimer)" section with the text: "This texting tool is intended single direct 'one-to-one' communication and should NOT be used for mass marketing messages, doing so could subject you to TCPA violation fine up to \$1,000 per text message sent. If you would like to send 'mass texts,' please use the Mass Texting Module."

On this tab, you will see the dealership's text number, as well as your customer's phone number.

*NOTE: if you contact has multiple phone numbers on their contact card, it will send the text to the first listed phone number.*

## Send Text Message

**NOTE:** When customers send a text message to phone number (701) 401-2512 it automatically adds their message to their notes. If their mobile number is listed in the CRM more than once it will add the note to the first customer record the system finds, please do not assign the same number to multiple contacts.

From Dealership Number: (701) 401-2512

To Customer Number: (920) [REDACTED]

### Message:

Thank you for stopping in today! It was very nice to meet you! Let me know if you have any questions. | Black Magic Harley-Davidson - (701) 572-1798.

- I certify that the customer who provided me the phone number (920) [REDACTED] is expecting my text message.
- I certify this is NOT an "unsolicited text message" and complies with the [Telephone Consumer Protection Act](#)
- I understand that " | Black Magic Harley-Davidson - (701) 572-1798." will be appended to all messages.

**Send Text Message**

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### TCPA (Telephone Consumer Protection Act Disclaimer):

This texting tool is intended single direct "one-to-one" communication and should NOT be used for mass marketing messages, doing so could subject you to TCPA violation fine up to \$1,000 per text message sent. If you would like to send "mass texts," please use the [Mass Texting Module](#).

You can then enter the message you would like to send in the box, check off the options below, and click send. You will receive a final confirmation next to look over the message. If all looks good, just click "Send Now."

All outbound messages sent will then be logged under the "Notes" tab so you have a record of text messages sent out and if any contacts reply, the inbound message will appear in this same tab.

Notes

Add Note

Date	Note	Entered By
4/6/2018 4:11 PM	<p>INBOUND TEXT FROM CUSTOMER</p> <p>From: [REDACTED]   To: 7014012512</p> <p>-----</p> <p>"Thank you for your help! I would like to know more about your financing options"</p>	
4/6/2018 4:10 PM	<p>OUTBOUND TEXT FROM EMPLOYEE NUMBER - 0</p> <p>From: (701) 401-2512   To: [REDACTED]</p> <p>-----</p> <p>"Thank you for stopping in today! It was very nice to meet you! Let me know if you have any questions.   Black Magic Harley-Davidson - (701) 572-1798."</p>	

## FAQ

### What if my contact is not receiving my text messages?

If a contact is not receiving the messages you send through the CRM, check to make sure that this contact's cell phone number is the first one listed in their contact card. If this is correct, it is likely that this phone number may have a duplicate in your CRM. Search your contact database for this phone number to confirm if it appears more than once and remove any duplicate entries.

## What if I am not receiving the reply messages from a contact?

Similarly to contacts not receiving your messages, if you are not receiving a contact's reply text messages, it is very likely that this customer's cell phone appears under more than one contact card. If there are multiple contact records with this same phone number, a note will be logged under the first listed contact card.

## Why does my dealership name spell out "and" instead of using an ampersand (&)?

The way this software is coded, it is unable to read ampersands (&). For that reason, they will be automatically changes to the word "and" instead.

## What is the number shown next to the "Outbound Text" entry in the notes?

You may notice a number added to the entries for outbound text messages in the "Notes" tab. This number is the CRM user ID, or the dealership salesperson's account used to send the text message in HyperDrive CRM.

