

Frequently Asked Questions

How will TargetCRM/Notify360 notify me when a customer texts my business?

When a new text message comes in from a customer, if you have TargetCRM/Notify360 open on your computer, the computer will make a notification sound (assuming your computer has speakers).

A new message will display a red number next to messenger when viewing TargetCRM/Notify360 on your computer.



If you have the TargetCRM/Notify360 Mobile app for Apple® or Android®, the app will send your phone a notification by default. This does require that you have signed into the app at least once.

Depending on your DMS you may see a visual indicator on the taskbar at the top of your screen when an unread message is waiting.

Which users will get new message notifications?

Message notifications on PC and smartphone are linked to the department access that is configured in TargetCRM/Notify360 > Settings > Users. Each person will only get message notifications for the departments to which they have access.

How do I add or remove users from TargetCRM/Notify360?

TargetCRM shares user records with your DMS. If you want to add or remove a user in TargetCRM, they have to be added or removed in your DMS first.

Notify360 maintains its own list of users, contact support for assistance with adding/removing users.

How can I change my TargetCRM/Notify360 Password?

User Passwords are shared with your DMS. If you want to change your TargetCRM password, you need to change your DMS password, they are the same.

Since Notify360 maintains its own users and passwords, please contact support for assistance.

Can I use TargetCRM/Notify360 to text a quote to someone?

Yes! But since TargetCRM/Notify360 cannot directly send records from your DMS via text for security reasons, first you need to use your DMS to save the quote to your computer in a format that is easy to share, like a PDF.

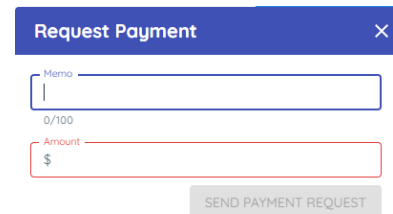
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Once you have saved your file, open TargetCRM/Notify360 Messenger, open the customer conversation where you want to send the quote, and use the Paperclip button to find and attach your quote file. 

I have Gravity Payments/TargetPay, how can I send a Text-To-Pay request to a customer using TargetCRM?

First, Gravity/TargetPay needs to create a Text-To-Pay payment link for your business (if you need help requesting this, feel free to contact us). Once that link is created and shared with TargetCRM/Notify360 we will set up the integration with your provider.

Once that is done, here's the day-to-day process for sending the payment request to the customer: Open the customer's conversation in TargetCRM/Notify360 Messenger, then select the Dollar Sign button to open your text-to-pay request window. Insert a memo explaining what you are requesting payment for, and the amount you are requesting. 



Why don't all the departments just use one phone number?

TargetCRM/Notify360 is built to best organize your incoming and outgoing messages into multiple departments (Parts, Service, Sales, etc.) without requiring an admin to manually sort all the messages. In order to do this, we create unique phone numbers for each of your departments so that text messages can be sent directly to each department.

Without multiple phone numbers, there would be no way to know which department a customer is trying to reach, and it would be impossible to keep conversations with parts or service or sales separate from each other.

Can TargetCRM/Notify360 use my landline phone number for texting my customers?

Yes! Assuming that your landline is not for texting by someone else, we can work with you to authorize your landline for texting purposes. Once authorized, any texts to that number would appear inside TargetCRM. If you wish, we can even use your landline phone number as the phone number for one of your TargetCRM/Notify360 departments (Parts, Service, Sales, etc.).

Note that you cannot use your landline phone number as your marketing department number, used for sending your TargetCRM/Notify360 **Broadcasts** or **Surveys**. Marketing phone numbers are specially formatted and registered with phone providers to grant you permission to send hundreds or thousands of texts at once.

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Can TargetCRM/Notify360 use my cell phone number as one of the texting phone numbers?

No, unfortunately your cell phone provider (T-Mobile, Sprint, AT&T) retains all control over text messages going into or out from your cell phone number. If you want to use your cell phone with TargetCRM/Notify360 we recommend using our smartphone app for Apple® or Android®.

What if my question doesn't appear on this list?

Reach out to TargetCRM/Notify360 support within TargetCRM/Notify360 using the chat button in the bottom left corner of your screen.



OR

Email us at Success@constellationdealer.com