

DEALERSOCKET TEXTING SETUP GUIDE

Dealersocket Texting allows users to send and receive messages from one phone number, powered by Car Wars.

On the Car Wars side, set up includes:

- 1** Text Enabled Lines
- 2** Active 10DLC Campaign and line association
- 3** Texting integration configured in [Core](#)

 **NOTE:** You must select 'Dealer Socket' to enable the production integration.

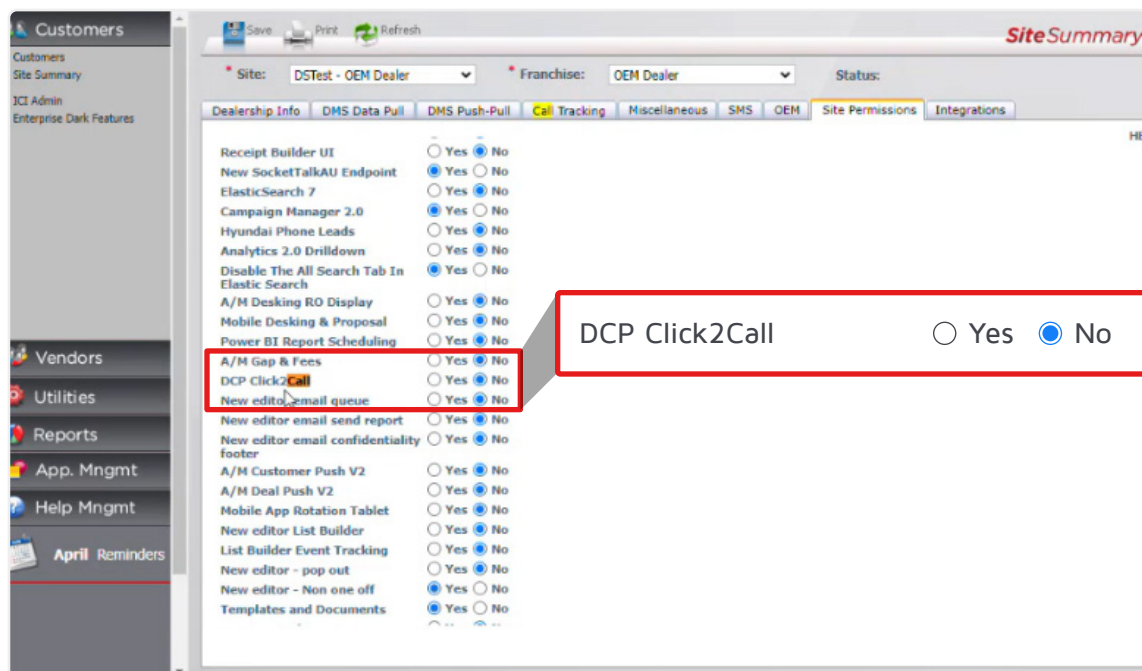
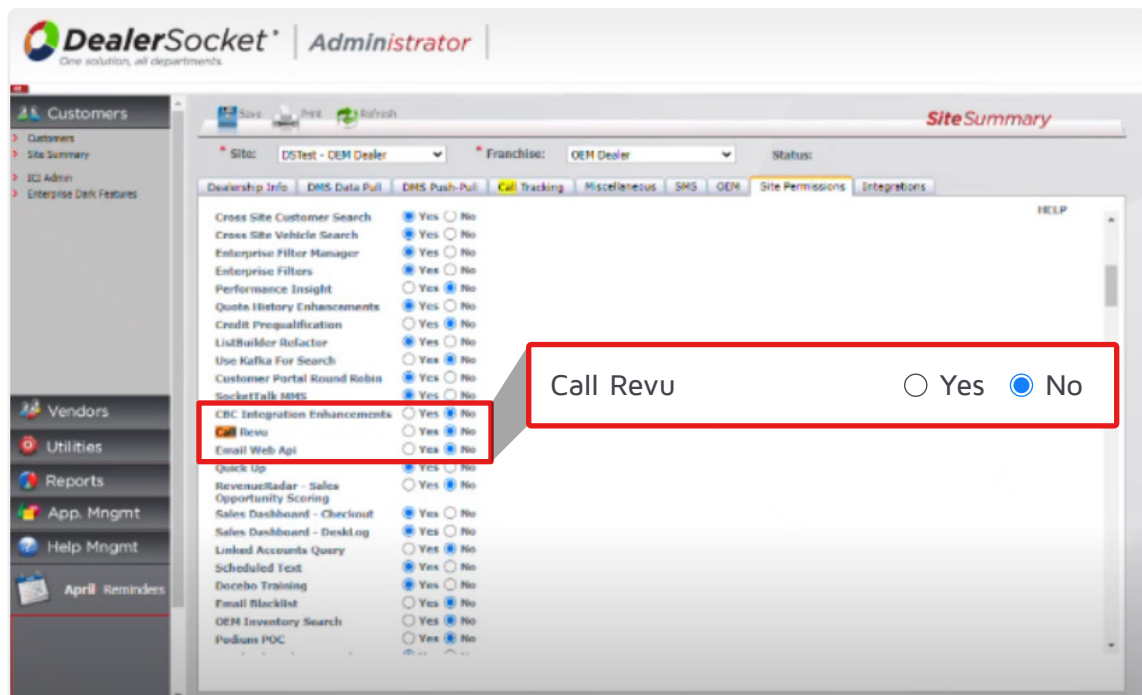
Dealersocket Test Line 469-998-1391	Dealer Socket Testing
Dealersocket Test Line 469-960-7485	Dealer Socket Testing
Dealersocket Test Line 469-960-7190	Dealer Socket Testing
Dealersocket Test Line 469-577-1932	Dealer Socket Testing
Dealersocket Test Line 469-577-1931	Dealer Socket Testing
Dealersocket Test Line 469-577-1678	Dealer Socket
Dealersocket Test Line 469-572-6481	Dealer Socket
Dealersocket Test Line 469-283-9929	Dealer Socket

On the DealerSocket side, set up includes:

1

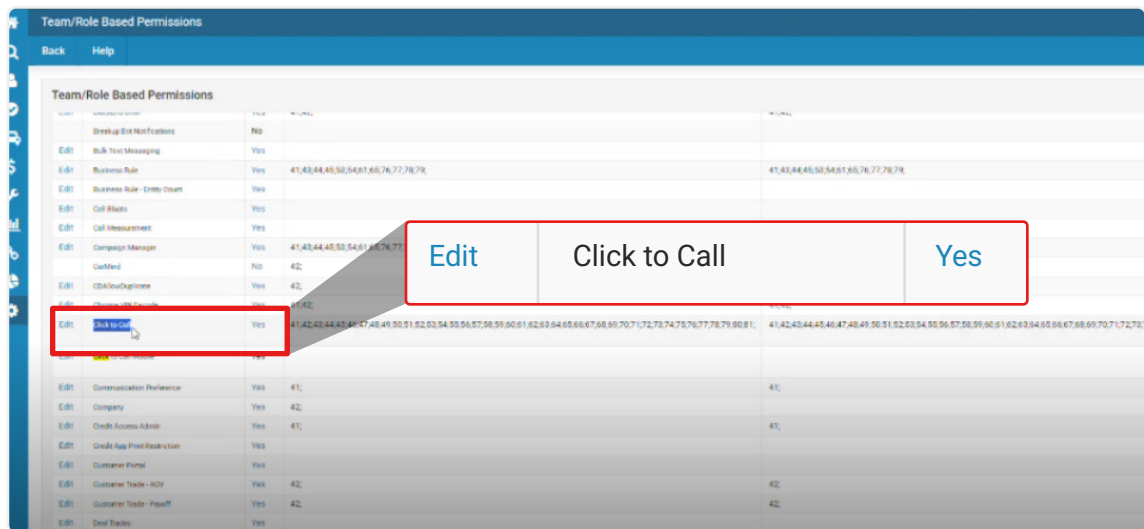
Disable the following dark features from administrator (to be performed by internal user).

- a. DCP Click2 call
- b. Call Revu



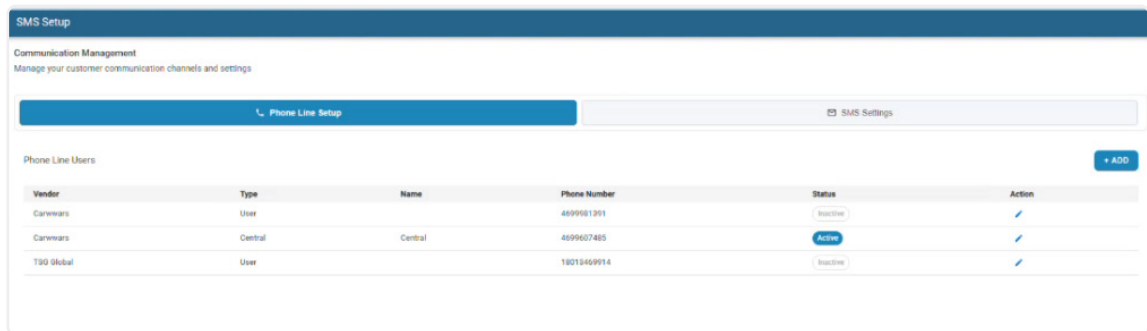
2

Provide team role based permission - "Click to call" for eligible users (Can be performed via dealership users).



3

In the Email Text & Lead setup section – under Sms setup- Configure the lines for the agent with the agent lines number from Carwars.



4

In the Email lead account setup the direct post (To be performed by FS user) with the following fields:

- Account Name- As per discretion of the user
- Event type- Sales
- Account type- Direct Post
- Direct Post type- Call box
- Account id- To be fetched from Carwars
- Franchise- Correct dropdown to be chosen

EMAIL/LEAD ACCOUNT SETUP AUTO RESPONSE LEAD FORWARDING

Email/Lead Account Setup

Account Name: Event Type: Account Type:

Direct Post Type: Account ID: Franchise:

Active: Admin Email Account:

Error Description:

Lead Routing

XML Routing Name: Text Routing Name: Advanced Vehicle:

XML Role Name: Auto-Assign SOC to Match Primary Assigned: Advanced Event:

XML Lead Routing Override: Days: Hours: Minutes: Advanced Phone:

*From test lead creation

5

User Profile- Update the following (Can be done by the dealership user).

- Preferred phone number (Which will be desk/mobile number of the user)
- Inbound/ Outbound id- To be fetched from Carwars team

Users User: Velli A Send Password Reset Email Reset MFA Clone V

Search: Sort By: Name

Velli A

Team: Administrator **Franchise:** OEM Dealer **Manager:** Vijay Bhaskar

Account Email: va@cdk@dealersocket.com **Job Title:** **Preferred Phone:** (949) 482-8816

Reply Email: va@cdk@dealersocket.com **DMS Employee ID:** **Mobile Phone:** (949) 482-8816

Contact Details

Personal Email: va@cdk@dealersocket.com **Default Site:** DSTest - OEM Dealer ID **EDIT SIGNATURE** **Signature Image:** **Profile Image:**

Outbound Phone Routing: Sales **Web Lead / Service Alerts:** No **DealerSocket Connect User Type:** User

Outbound Phone ID: 5185661 **Click to Call AB:** 1 **Click to Call AB:** 2 **Fix**

Other Settings

Include in Scheduling: **Permission to Text:** **Override Communication Pref.:** **Analytics Admin:**

Allow Edit of Team Schedule: **Dealer Instant Message:** **Executive Admin:** **Call Measurement Admin:**

Default Employee Dashboard Filter Open: **Group Instant Message:** **Inventory Manager:** **Call Measurement Name:**

Group Type: User **Call Measurement Pass:**