

Command Center™ Quick Start Guide

Hey there, welcome to the Command Center™ CRM, Email, and SMS Marketing Platform! This is your go-to guide to get started fast and rock your marketing goals. Think of it as a handy map to show you the ropes.

Don't worry if reading isn't your thing – we've got videos to help you out. In this guide, we're keeping it short and sweet, giving you simple steps to conquer the platform.

****This is a LIVE document and will be periodically updated as we get more time to create and optimize our onboarding content****

NOTE: READ THIS WHOLE DOCUMENT so you don't miss anything important.

IMPORTANT - DO THIS FIRST!!!

- **Please make sure to enter your billing info into the Command Center before you get started.**
- **Use the following video guide to walk you through this process:**

<https://gfankhauser.vmaker.com/record/CyRYVsl7SVsbFJzi>

- Note that when adding your billing info, there might be a \$1 charge and a refund on your credit card to verify the card
- Aside from that, you will likely see a few things happen:
 - As we set up your Command Center, your phone number setup will cost approximately \$2-3.
 - Your account is set up to auto-recharge \$10 when it reaches \$0. This might include the \$2-3 for phone number setup. So early on in the process, you might see some small charges to your card around the \$10-15/range, depending on what all you've used.

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- **Start here: FFL Funnels Command Center™ Login Link:**
app.fflfunnels.com

Step 1: Fill In Business Profile Settings

Video Walkthrough: https://youtu.be/fKq_T2ZMwW4?si=9dE5DrqWpjDbwmqj

Text Walkthrough: <https://fflfunnels.freshdesk.com/a/solutions/articles/154000125883>

Step 2: Launchpad

Video Walkthrough: <https://youtu.be/hcLa15JbHWs>

Text Walkthrough: <https://fflfunnels.freshdesk.com/a/solutions/articles/154000125903>

Step 3: Buy Local Phone

Video Walkthrough: https://youtu.be/uDynI9_3Mlk

Text Walkthrough: <https://fflfunnels.freshdesk.com/a/solutions/articles/154000125885>

Step 3.1 - FORWARD YOUR PHONE # TO YOUR COMPANY PHONE:

1. Click the 'Settings' gear icon in the bottom left corner of the Command Center
2. Click 'Phone Numbers' on the left sidebar and locate the phone number you've purchased
3. On the right-hand side of the phone number you will see 3 vertical dots, click the dots then click 'Edit Configuration'
4. Under 'Forward Calls To', put your shop phone number or cell that you'd like these calls forwarded to
5. Make sure to un-click the feature that says 'Enable Call Connect Feature', you don't want this on.
6. Adjust any other settings that you'd like and click the blue 'Save' button in the bottom right corner. You're done

Step 4: A2P 10DLC Registration Registration

- This process has changed recently due to nationwide SMS regulations by the telecom industry.
- At this point, we ask that you shoot an email over to support@fflfunnels.com to let us know that you've completed all of the prior steps (1-3) and are ready for our team to help you get approved for A2P 10DLC/Toll-Free Registration.
- Once we get your email, we will follow a set procedure to get your phone numbers verified and will follow up with you when they clear.
(This can sometimes take up to a couple weeks and we have absolutely no control over approval timeline)
- **NOTE - You can continue the rest of the process while step 4 is completed on our end. Continue below** 

Step 5: Set Your Notifications Preferences:

Video Walkthrough: <https://www.youtube.com/watch?v=6URWwN-KgzE>

Text Walkthrough:

<https://fflfunnels.freshdesk.com/support/solutions/articles/154000146614-how-to-set-your-command-center-notifications>

Step 6: Import Contacts

Video Walkthrough: <https://gfankhauser.vmaker.com/record/7js6H7vXzqdrETC1>

Text Walkthrough: <https://fflfunnels.freshdesk.com/a/solutions/articles/154000125901>

Step 7: Connect Social Media

Video Walkthrough: <https://youtu.be/iZpdbf1XQLs>

Text Walkthrough: <https://fflfunnels.freshdesk.com/a/solutions/articles/154000125897>

Step 8: Create/Manage Smart Contact Lists:

Video Walkthrough: <https://gfankhauser.vmaker.com/record/lptKOY9R2NA0ftVF>

Text Walkthrough: <https://fflfunnels.freshdesk.com/a/solutions/articles/154000125894>

Step 9: How to Send Your First SMS/Email:

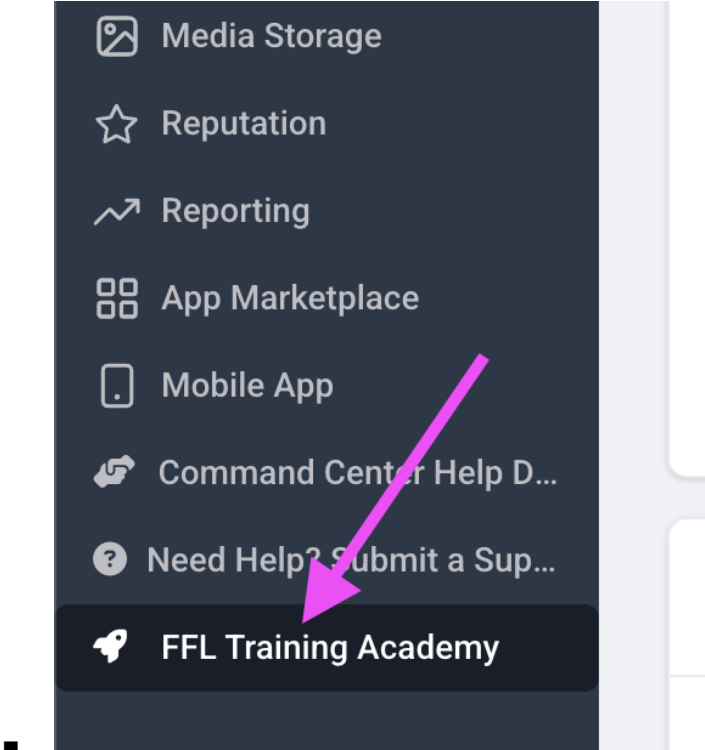
Video Walkthrough: <https://gfankhauser.vmaker.com/record/apKrcGdTscVPAHY3>

Text Walkthrough: <https://fflfunnels.freshdesk.com/a/solutions/articles/154000125886>

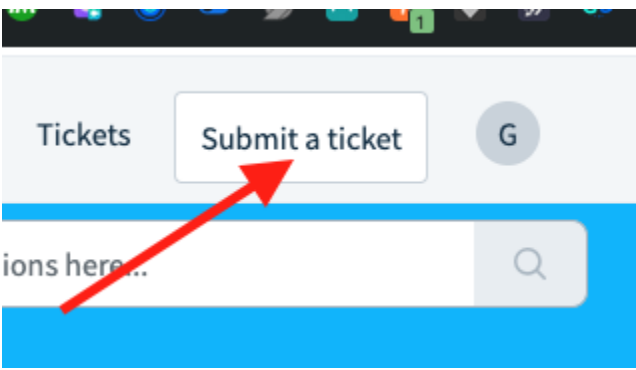
Step 10: Continue to Follow Along with Whatever You Need Using the Training Academy Content:

- Training Academy signup form: Fill out the following form to gain access to your Training Academy course. After you fill out the form, you will be able to access your Training Academy using the link in the bottom left sidebar of your Command Center (see photo below)

- Training Academy signup form:
<https://api.leadconnectorhq.com/widget/form/MfAnJOI9LIgDQvH6h8cJ>
- Photo of what the link looks like inside of your Command Center:



- (also important!) Support Portal Link: For submitting support tickets to get help - <https://fflfunnels.freshdesk.com/support/solutions/154000104136>
- If you run into a roadblock and need our help with something, please use the ‘Submit a ticket’ button in the top right section of the support desk to send us a support ticket so we can help you out.



IMPORTANT BILLING INFO:

- While your Command Center monthly billing may not start until your project is live and monthly billing commences, as you use the system prior to this, you’re likely to rack up small charges based on your usage. Below is the usage billing chart.

	Email	SMS	Calls - Inbound	Calls - Outbound
Charge	.00135/email	.0119/segment	.0128/min	.021/min
\$10 gives you about	7,405 emails	600 segments	590 minutes	355 minutes