



Liberty Tax Service

US411™

HELP GUIDE

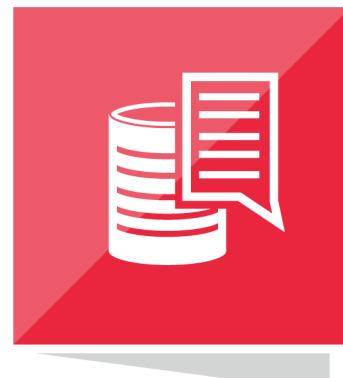




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US411 FEATURES



The Convergent Mobile US411 solution is a way to communicate with potential customers through one of the fastest-growing forms of advertising today: mobile marketing!



This solution allows you to reach out to not only your current customer base, but market to new customers as well.



BENEFITS

- Manage your Custom Keyword and messages from one place
- Dashboards customized for Office and Entity
- Have your US411 custom decal available at your finger tips for easy marketing
- Real-time deals, promos and info for your customers
- Easily accessed through single sign-on in ZeeNet.



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USING US411



ACCESSING THE TEXT MESSAGING CENTER



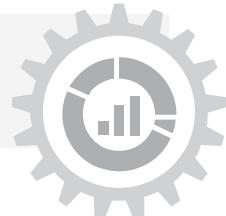
Accessing the US411 System is quick and simple....

- Sign-in to **ZeeNet** using your normal login and password
- Click on the **Marketing menu**
- Click on **US411**
- Click on **US411 Home Page**

You will then be directed to the US411 Dashboard

The screenshot shows the ZeeNet Marketing Announcements page. The sidebar has a 'Marketing' menu item. The main content area displays marketing announcements. In the footer, there are logos for Constant Contact, Adlib, US411, AdGeo, Market MAPS, and CareerBuilder.

QUICK HOW TO



1. Create your **Custom Keyword**, that represents your storefront
2. Select your **Confirmation Messages** from a provided list
3. Build your customer list by promoting your **Keyword** using your **Hotspot Decal**.
4. Market your business by sending weekly offers using your **Office Keyword**.



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DASHBOARD



The US411 Dashboard displays an overview of the SMS activity for your entity and individual storefronts. From the Dashboard you can view, sort and change any of your current keywords. You can claim a keyword for any office that doesn't already have one. You can also create a Custom Message and send it to corporate for their approval.

The **left column** displays the menu with links for the Liberty Tax Service US411. Links include:

- **DASHBOARD** - Displays overview of Zee's offices and their keyword status.
- **CREATE CUSTOM MESSAGE** – Create messages and view their approval status.
- **CONFIRMATION MESSAGE** – Set the confirmation message for First-Time and Repeat Opt-In customers.
- **SEND MESSAGE** – Select a number list(s) and send a message now or schedule one to be sent later.
- **SEND A FRIEND TAB** – Choose your SAF message that automatically goes out to your customer the day after they have opted-in to your list.
- **REPORTS** - View information about event messages.
- **MY MOBILE PROFILE** - View and modify franchisee contact information.
- **CONVERGENT MOBILE TOOLBOX** - Access other Convergent Mobile products.

The **center column** displays the List of Keywords and a field where you can create a custom message.

- **LIST OF KEYWORDS**
- **CREATE CUSTOM MESSAGE**

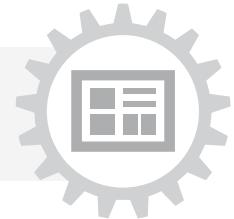
The **right column** displays Mobile Marketing information, business information and Get Your Hot Spot.

- **MOBILE MARKETING:** Interesting and helpful information to help guide your mobile marketing campaign.
- **BUSINESS INFORMATION:** Displays the business information of the office selected.
- **GET YOUR HOTSPOT:** Allows you to claim your Hotspot.



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LIST OF KEYWORDS

The **List of Keywords** displays all keywords claimed under your entity. If an office does not have a keyword yet, it will appear highlighted in red (as seen below). The list can be sorted either by Keyword (alphabetically or numerically), by Entity or by Office ID.

DASHBOARD Entity Id: 1000

LIST OF KEYWORDS

#	KEYWORD	ENTITY ID	OFFICE ID
1	LADY	1000	14635
2	LIB11842	1000	11842
3	LIB11287	1000	11287
4	LIB15081	1000	15081
5	LIB14502	1000	14502

CREATE CUSTOM MESSAGE

All new messages will be reviewed for compliance with the corporate policies. Your message may be Accepted or Rejected. Accepted and Rejected messages will appear on the right hand-side panel. Messages are usually reviewed within 1 week after submission.

Please type your Message in the space below.



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CLAIM KEYWORD FROM DASHBOARD

To Claim a Keyword for an office...

1. Find the **Office ID** you would like to assign the Keyword to in the column on the right.

#	KEYWORD	ENTITY ID	OFFICE ID	
1	F1000	1000		
2	LADY	1000	14635	CHANGE >
3	LIB10000	1000	10000	
4	LIB10128	1000	10128	
5	LIB10188	1000	10188	

2. Click on the **Liberty ID** (circled in yellow above) currently occupying the Keyword position. The window below will appear.

Keyword Allocation

Get Your Keyword

* Office Id:

* Admin Mobile Phone:

* Keyword:

[Submit](#) [Close](#)

3. Enter the appropriate information in the '**Admin Mobile Phone**' and '**Keyword**' fields. The '**Office ID**' should automatically populate.
4. Click **Submit** to claim your Keyword. (click 'x' or '**Close**' to exit without saving changes).



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CHANGE KEYWORD FROM DASHBOARD

To change a Keyword that you have already assigned to an Office...

#	KEYWORD	ENTITY ID	OFFICE ID	
1	F1000	1000		
2	LADY	1000	14635	CHANGE
3	LIB10000	1000	10000	
4	LIB10128	1000	10128	

1. Locate the Keyword in your **List of Keywords**.
2. Click the '**Change**' button (highlighted in yellow above). The window below will appear.

The dialog box is titled 'Change Keyword'. It contains two input fields: 'Current Keyword:' with the value 'LADY' and 'New Keyword:' which is currently empty. Below the fields is a 'SUBMIT' button. At the bottom right of the dialog is a 'Close' button.

3. Enter the '**New Keyword**' you want assigned to the selected office.
4. Click **Submit** (or cancel to exit).



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SORT LIST OF KEYWORDS

To sort the **List of Keywords by Keyword, Entity ID, or Office ID**, click once on the title you wish to sort by (outlined in yellow below). Click on the same title a second time, and the order will reverse.

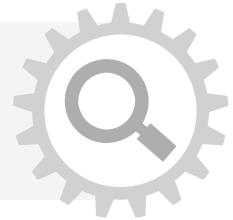
#	KEYWORD	ENTITY ID	OFFICE ID
1	FT1000	1000	
2	LIB10000	1000	10000
3	LIB10128	1000	10128
4	LIB10188	1000	10188
5	LIB10217	1000	10217

Outlined in red is a scroll bar that allows you to view any Keywords in your sorted list.



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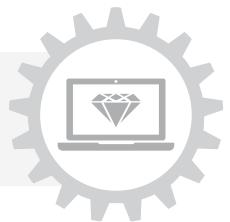
DASHBOARD EXTRAS – MOBILE MARKETING INFO

At the top of the right column you will see the '**Mobile Marketing**' box. Here you can scroll through slides filled with information and important insights related to mobile marketing.

The screenshot shows a slide titled 'MOBILE MARKETING' with a smartphone icon. Below it is a section labeled 'Information' with a left arrow and a right arrow. The main content area contains text: 'Now, you can instantly reach your customers with the latest deals, promos, discounts, and other general information about your business using the power of text messaging... any time of the day!' At the bottom right is a yellow-outlined button labeled 'NEXT >'.

Use the next or arrow buttons (highlighted in yellow) to scroll through slides.
Note: these slides are provided by Convergent Mobile and cannot be edited.

BUSINESS INFO



Located directly below **Mobile Marketing info**, Business Information displays the current information saved for any selected entity or office.

The screenshot shows a box titled 'BUSINESS INFORMATION' with a location pin icon. Inside, it displays the address: 'Liberty Tax Service', '949 S Val Vista Dr', 'Gilbert, AZ 85234', and '6028880700'. To the right of the address is a yellow-outlined button labeled 'Expand'.

Click **Expand** (highlighted in yellow) to see more business information.



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DASHBOARD EXTRAS – GET YOUR HOTSPOT

Build your customer list by promoting your Keyword using the **Hotspot Decal** in:

- Your offices: window, point-of-sale
- Print media: Yellow Pages, Direct Mail, Door Hangers, etc
- Digital media: Google+, Website, IYPs, Paid Search, etc
- Social sites: Facebook, Twitter, Instagram, etc



To get your Hotspot, click '**Get My Hotspot**' highlighted in red. You can select the keyword you want to assign to the Hotspot by clicking on it in the '**List of Keywords**' in the center column of the Dashboard. For directions, please click on the **DIRECTIONS** button.



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CREATE CUSTOM MESSAGE



There are two places you can create a custom message; from the **Dashboard** and from the **Create Custom Message Page**.

The screenshot shows the Liberty Tax Service dashboard. On the left sidebar, there is a 'Create Custom Message' button with a yellow box around it. The main area is titled 'DASHBOARD' and shows a 'LIST OF KEYWORDS' table with the following data:

#	KEYWORD	ENTITY ID	OFFICE ID
1	LADY	1000	14635
2	LIB11842	1000	11842
3	LIB11287	1000	11287
4	LIB15081	1000	15081
5	LIB14502	1000	14502

At the bottom of the dashboard, there is a 'CREATE CUSTOM MESSAGE' button.

To access the Create Custom Message Page, from the Dashboard, click the button on the left column titled '**Create Custom' Message**' (highlighted in yellow),
You will arrive at the Custom Message Page (below)

The screenshot shows the 'Custom Message' page. The left sidebar has the same navigation as the dashboard. The center column contains the 'CREATE NEW CUSTOM MESSAGE' tool. It includes a note about message review, a 'Select Office' dropdown, a 'Message Content' text area, and a 'CREATE & SEND FOR APPROVAL' button. The right column displays the 'CUSTOM MESSAGES STATUS' section with three panels: 'Messages Pending Approval', 'Approved Messages', and 'Rejected Messages'. The 'Messages Pending Approval' panel shows one message: 'Custom msg test 1 for office 14635' with status 'Submitted'. The 'Approved Messages' panel shows one message with status 'Approved'. The 'Rejected Messages' panel shows one message with status 'Rejected'.

The **center column** displays the **Create Custom Message Tool**.
The **right column** displays the status of any previously submitted custom messages.



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HOW TO CREATE A CUSTOM MESSAGE



To Create a Custom Message....

1. Select the Office you would like to create the message for using the dropdown menu (highlighted in yellow)

The screenshot shows a 'Custom Message' window with 'Entity Id: 1000' at the top right. A dark header bar says 'CREATE NEW CUSTOM MESSAGE' with a paperclip icon. Below it, a note states: 'All new messages will be reviewed for compliance with the corporate policies. Your message may be Accepted or Rejected. Accepted and Rejected messages will appear on the right hand-side panel. Messages are usually reviewed within 1 week after submission.' A text input field is labeled 'Please type your new Message Content in the space below.' A dropdown menu labeled 'Select Office' has 'Select an Office' selected. A large text area labeled 'Message Content:' is empty. At the bottom is a green button with a red border labeled 'CREATE & SEND FOR APPROVAL'.

A custom message created at the Entity level will be available to all the offices of that Entity.

2. Type your message into the field titled '**Message Content**'
3. Click '**Create and Send for Approval**' button (highlighted in red)

Reminder: Messages are being sent through text, so a concise message is the best message.



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CUSTOM MESSAGE STATUS



The right column displays '**Custom Message Status**'. This will indicate where each of your messages are in the approval process. There are three statuses a custom message can have:

- **Pending Approval** – message has been sent to corporate but has NOT been approved.
- **Approved** – message has been approved and will appear in your list of custom messages.
- **Rejected** – message has been rejected.

The screenshot shows the software interface for creating and managing custom messages. On the left, there's a vertical sidebar with icons for Dashboard, Create Custom Message, Confirmation Message, Send Message, and another Create Custom Message icon. The main window is titled 'Custom Message' with 'Entity Id: 1000'. It has a sub-section 'CREATE NEW CUSTOM MESSAGE' with instructions about message review and a text input field for 'Message Content'. A dropdown 'Select Office' is set to 'Select an Office'. To the right, a sidebar titled 'CUSTOM MESSAGES STATUS' is expanded, showing three sections: 'Messages Pending Approval' (with entries for 'Custom msg test 1 for office 14635' and 'Testing CM'), 'Approved Messages' (with one entry), and 'Rejected Messages' (with one entry). The 'Pending Approval' section is highlighted with a yellow border.

Click '**Expand**' in any of the status boxes to see older messages.



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CONFIRMATION MESSAGE



The **Confirmation Message** refers to a message your client receives when they text your keyword to US411. If it is the first time your client texts in, they will receive the First Time Opt-In message. If your client texts in more than one time, they will receive the Repeat Opt-In message.

The screenshot shows the 'Confirmation Message' section of the Liberty Tax Service US411 mobile marketing interface. On the left, a sidebar menu includes 'Dashboard', 'Create Custom Message' (highlighted in yellow), 'Send Message', 'Reports', 'My Mobile Profile', and 'Convergent Toolbox'. The main content area has three sections: 'FIRST TIME OPT-IN' (selected), 'REPEAT OPT-IN', and 'MOBILE MARKETING'. The 'FIRST TIME OPT-IN' section contains a list of message options (e.g., Get \$25 Cash w/Paid Preparation! - edited by KP) and a 'Current message:' input field with a 'SAVE' button. The 'REPEAT OPT-IN' section has a similar list of options. To the right, the 'MOBILE MARKETING' sidebar includes sections for 'Information' (describing mobile marketing), 'BUSINESS INFORMATION' (with an 'Expand' link), and 'GET YOUR HOTSPOT' (with a customization tool showing a circular design for 'Text KP16294 TO USA11 info • events • promos' and a row of icons).

The **center column** displays the confirmation message selection tools.
The **left and right columns** display the same information as the **Dashboard**.



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FIRST TIME OPT-INS

To set your **First Time Opt-in Message...**

Confirmation Message

Select an Office: Office Id:

FIRST TIME OPT-IN

*** Select a Message:

Get \$25 Cash w/Paid Preparation! - edited by KP
 Get \$50 Cash w/Paid Preparation!
 Get \$20 for every new customer you refer to Liberty Tax Service!
 Get \$25 for every new customer you refer to Liberty Tax Service!
 Get \$30 for every new customer you refer to Liberty Tax Service!
 Get \$40 for every new customer you refer to Liberty Tax Service!
 Get \$100 for every new customer you refer to Liberty Tax Service!

Corporate Spanish Custom

Current message:
Get \$30 for every new customer you refer to Liberty Tax Service!

Include default phone number

1. **Select an Office** using the drop down menu in the upper right corner, shown above.
2. Select a message from the **'Corporate'**, **'Spanish'** or **'Custom'** lists on the left by clicking on the circle next to the message. The default view will display the **'Corporate'** list. To view the **'Spanish'** or **'Custom'** list, click on **'Spanish'** or **'Custom'** at the top of the list. The dark grey background behind **'Corporate'** or **'Custom'** will indicate the list you are viewing.
3. The message you selected should appear in the **'Message to Send'** preview field below the list of messages. Check message for accuracy.

Note: Click the check box **'Include default phone number'** if you want to have your phone number displayed at the end of the sent message.

4. Click **'Save'**



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REPEAT OPT-INS

To set your **Repeat Opt-in Message...**

✓ REPEAT OPT-IN

Select a Message:

Get \$25 Cash w/Paid Preparation! - edited by KP
 Get \$50 Cash w/Paid Preparation!
 Get \$20 for every new customer you refer to Liberty Tax Service!
 Get \$25 for every new customer you refer to Liberty Tax Service!
 Get \$30 for every new customer you refer to Liberty Tax Service!
 Get \$40 for every new customer you refer to Liberty Tax Service!
 Get \$100 for every new customer you refer to Liberty Tax Service!

Corporate Spanish Custom

Current message:
Welcome back to the Liberty Tax Service SMS program. We will be sending some more great offers soon.

Include default phone number **SAVE**

1. **'Select an Office'** using the drop down menu found in the upper right corner, just above the **'First Time Opt-In'** section.

Confirmation Message Select an Office Office Id:

2. Select a message from the **'Corporate'**, **'Spanish'** or **'Custom'** lists on the left by clicking on the circle next to the message. The default view will display the **'Corporate'** list. To view the **'Spanish'** or **'Custom'** list, click on **'Spanish'** or **'Custom'** at the top of the list. The dark grey background behind **'Corporate'** or **'Custom'** will indicate the list you are viewing.
3. The message you selected should appear in the **'Message to Send'** preview field below the list of messages. Check message for accuracy.

Note: Click the check box **'Include default phone number'** if you want to have your phone number displayed at the end of the sent message.

4. Click **'Save'**



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SEND MESSAGE



Send a corporate or custom message to any of your clients or client lists. **Send messages** instantly or schedule them to be sent later.

The screenshot displays the 'SEND MESSAGE' interface. On the left, a sidebar menu includes: Dashboard, Create Custom Message, Confirmation Message, Send Message (selected), Send a Friend, Reports, My Mobile Profile, and Convergent Toolbox. The main 'SEND MESSAGE' form has the following fields:

- Campaign Name:
- CREATE LIST
- Select one or more offices: 14571 14583 15230 Entity
- Select List of Mobile Numbers: CHECK ALL
- Select a Message to Send:
 - Welcome to Liberty Tax. Get \$50 Cash w/Paid Preparation! Good at participating offices. Valid 1/2 - 2/13/16.
 - Get \$100 Cash w/Paid Preparation! At participating offices. Valid 1/2 - 2/13/16.
 - Get \$20 for every new customer you refer to Liberty Tax Service!
 - Get \$25 for every new customer you refer to Liberty Tax Service!
 - Get \$30 for every new customer you refer to Liberty Tax Service!
 - Get \$40 for every new customer you refer to Liberty Tax Service!
- Include default phone number
- Include default link
- SEND NOW
- Schedule for Later:
 - Date:
 - Time:
 - Repeat every For Times
 - SCHEDULE

To the right, a 'MOBILE MARKETING' panel contains:

- Key Points For This Page
- SEE SCHEDULED MESSAGES
- ***Create List***
- BUSINESS INFORMATION
- FL-Bonita Springs
- GET YOUR HOTSPOT
- Customize your Hotspot
- Select your design
- Please go to the Dashboard page to get your hotspot

The **center column** displays the '**send message**' and '**schedule for later**' tools.
The **left and right columns** display the same information as the **Dashboard**.



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SEND MESSAGE



Sending a Message is as easy as...

1. Name the campaign
2. Select one or more offices
3. Select a corporate or custom message
4. Pick a list of mobile numbers
5. Pick your delivery: 'send now' or schedule for later

Detailed instructions on these steps are available on pages 20-24.

SEND MESSAGE Entity Id: 6044

SEND MESSAGE

Campaign Name: CREATE LIST

Select one or more offices:
14571 14583 15230 Entity

Select List of Mobile Numbers:
 CHECK ALL

Select a Message to Send:
 Welcome to Liberty Tax. Get \$50 Cash w/Paid Preparation! Good at participating offices. Valid 1/2 - 2/13/16.
 Get \$100 Cash w/Paid Preparation! At participating offices. Valid 1/2 - 2/13/16
 Get \$20 for every new customer you refer to Liberty Tax Service!
 Get \$25 for every new customer you refer to Liberty Tax Service!
 Get \$30 for every new customer you refer to Liberty Tax Service!
 Get \$40 for every new customer you refer to Liberty Tax Service!

Include default phone number Include default link **SEND NOW**

Schedule for Later: See Scheduled Messages >

Date: Time: Repeat every: For: Times

SCHEDULE



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SEND MESSAGE



1. Campaign Name

The **first step** in sending a message is to give your text marketing campaign a name. This name is used for reporting purposes only and will not appear on the message you send out.

Campaign Name:

CREATE LIST

To name a campaign, just type in the '**Campaign Name**' text box. (highlighted in yellow). When you send your message, the name will automatically be saved to that campaign.

If you attempt to send a message without a campaign name, an error message will appear instructing you to enter a name.

1. Create 'List Functionality'

2. Select One or More Offices

Step two is selecting an office, or offices. This will allow you to send messages to the mobile numbers included in that office(s) list. You will select the '**List of Mobile Numbers**' in step 4. You can also select your Entity to send a message to all lists for each office.

Select one or more offices:

11974 12654

To select an office(s), click on the checkbox next to the office number. You can select as many or as few offices as you want. You can also select your Entity to send a message to all lists for all offices.



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SEND MESSAGE



3. Select a Corporate, Spanish or Custom Message

Third, you will pick the message you want to send. There are three types of messages; corporate, spanish and custom.

Corporate messages are preapproved messages created by corporate.

Custom messages are approved messages you created.

Spanish Messages: To accommodate those who's preferred language is Spanish.

To toggle between Corporate, Spanish and Custom messages, click on the buttons circled in yellow below.

Select a Message to Send:

- Get \$25 Cash w/Paid Preparation! - edited by KP
- Get \$50 Cash w/Paid Preparation!
- Get \$20 for every new customer you refer to Liberty Tax Service!
- Get \$25 for every new customer you refer to Liberty Tax Service!
- Get \$30 for every new customer you refer to Liberty Tax Service!
- Get \$40 for every new customer you refer to Liberty Tax Service!

Include default phone number SEND NOW

To select a message, click the bubble next to the message you wish to select (highlighted in red). Notice, when you select a message, it appears in the '**Message To Send**' field below.

4. Pick a List

The **fourth step** is to pick a list(s) of mobile numbers to send your selected message to. As you select offices (step 2) you will notice their associated mobile lists appear in the box below.

Select List of Mobile Numbers:

CHECK ALL

TEST119

To select a list, click on the checkbox associated with the list you want to select. You **MUST select** at least one list but may select multiple or all lists if you want.



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SEND MESSAGE



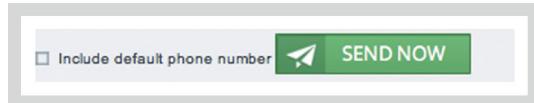
5. Pick your delivery: Now or later

The **final step** in sending a message is setting the timing for delivery. There are two options available for sending your messages.

- **Send Now:** send message immediately
- **Schedule for Later:** schedule the message to go out at a specific time and date.

To Send a Message Now...

1. Make sure the message text is correct
2. Click '**Send Now**'



To Send a Message Later...

1. **Select a Date and Time** for your message to go out (highlighted in red).
2. Set the **Repeat number**, days/months, and number of times repeated. (highlighted in yellow) - see page 24 for more on this.
3. Click '**Schedule**'

Date: 12/23/2011

Time: 11:30 am

Repeat every 1 Months
For 2 Times



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SEND MESSAGE



Schedule a Message to Repeat...

2. Select a **Date and Time** for your message to go out (highlighted in red).
3. Set '**repeat every**' number (highlighted in yellow)
 - This number sets the **number of days or months between messages** going out.
4. Set the '**repeat days/months**' (highlighted in blue).
 - This will set the **time between** messages repeating, either days or months..
5. Set the '**For # Times**' (highlighted in purple)
 - This sets the **number of times** a message is sent.
6. Click **Send**

Note: Click '**See Schedule**' at the bottom of the '**Schedule for Later**' box to view a list of messages scheduled but not yet sent.

The screenshot shows a 'Schedule for Later' dialog box. It includes fields for 'Date:' (with a calendar icon), 'Time:' (with a dropdown menu), 'Repeat every:' (with a dropdown menu highlighted in yellow), 'For #' (with a dropdown menu highlighted in purple), and a 'SCHEDULE' button at the bottom.



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REPORTS



There are three types of reports you can run to learn more about what your text messages are doing. They are; **Keyword Summary Report, Messages By Campaign, Scheduled Message Delivery and many more.**

The screenshot shows the US411 Reports interface. On the left, there's a sidebar with icons for Dashboard, Create Custom Message, Confirmation Message, Send Message, and User Profile. The main area has a title 'Reports' and a sub-section 'VIEW REPORT'. It says 'Entity Id: 6044' and 'Generate reports using the tools on the right.' Below that, it says 'No data found.' On the right, there's a 'REPORTS' section with a dropdown menu open, showing options like 'Select a Report', 'Message Quota' (which is checked), 'Campaign Summary', 'Campaign Detail', 'SAR Campaign Detail', 'Your Scheduled Messages', 'Your Opt-Ins', and 'Your Opt-Outs'. There are also 'End Date' date pickers and a 'RUN REPORT' button.

To Run a report...

1. **Select the type of report** you want to run (highlighted in yellow above).
2. **Select Start Date** you would like the report data to begin with.
3. **Select End Date** you would like the report data to end with.
4. **Select the Keyword** (office) you would like to run the report for.
5. Click '**Run Report**'

The screenshot shows the 'Keyword Summary Report' configuration screen. It has a title 'REPORTS' and a dropdown menu set to 'Keyword Summary Report'. Below it, there are fields for 'Start Date' (08/01/2014), 'End Date' (08/31/2014), and 'Keyword' (LADY). At the bottom is a 'RUN REPORT' button.

The example above shows a Keyword Summary Report being run for the month of August for the keyword 'Lady'.



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REPORTS



If you run a report and no data exists, a notification will appear in the center column under Reports.

Reports

Office Id: 14635

VIEW REPORT

No data found.



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MY PROFILE



My Mobile Profile allows you to view your offices' mobile profiles. Information cannot be edited here only viewed. To make changes to your Business Information, sign into the **Liberty Tax Admin System**. All business information updates made in the Admin System are automatically updated in **My Profile**.

Mobile Profile Office Id:

YOUR MOBILE PROFILE

Business Name: FL-Bonita Springs
Address: 26455 Old 41 Rd Ste 14
City: Bonita Springs
State: FL
Zipcode: 34135
Phone: (239) 947-8488
Email: plynch@libertytax.com
Timezone:

SAVE

To view an office's mobile profile, select the office from the dropdown menu (highlighted in yellow).



Liberty Tax Service
US411 HELP GUIDE

CM TOOL BOX

Coming Soon...

