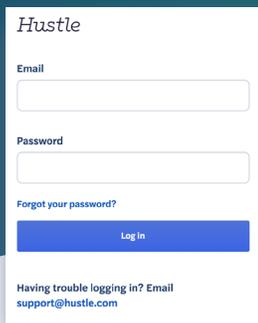


Hustle Quickstart Guide



Hustle

Email

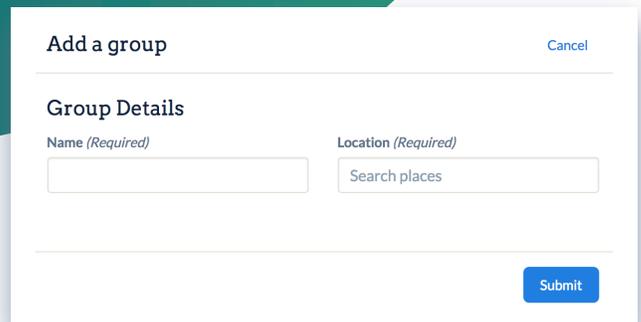
Password

[Forgot your password?](#)

Having trouble logging in? Email support@hustle.com

□ Step 1: Log in

The **admin panel** can be found at admin.hustle.com. (Note if you're interested in sending messages on Hustle, you'll need to head to the agent web app at web.hustle.com)



Add a group Cancel

Group Details

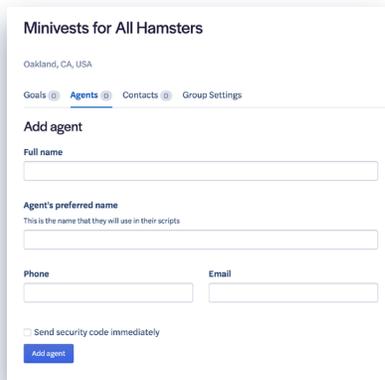
Name (Required)

Location (Required)

□ Step 2: Add a group

Groups are communities of people organized by location. When you set up a group, you get to choose the location that will assign your agents with a local phone number.

- Click **Add Group**, enter a name and location, and submit.



Mininvests for All Hamsters

Oakland, CA, USA

Goals Agents Contacts Group Settings

Add agent

Full name

Agent's preferred name
This is the name that they will use in their scripts

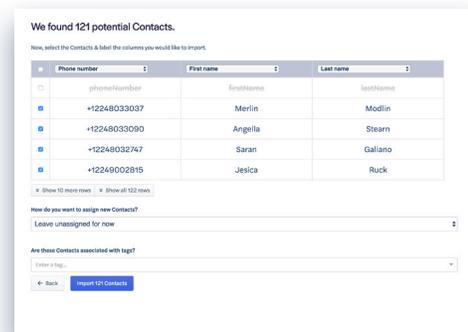
Phone Email

Send security code immediately

□ Step 3: Add your agents

Agents are the people who will be texting on your behalf. Add these folks before contacts, so that you can have the option to assign your contacts ahead of time.

- Click on the **Agents tab**, then the **Add Agents** button. Fill out the form.
- Check the **"Send security code immediately"** box to notify your agents to sign up for an account right away.



We found 121 potential Contacts.

Now, select the Contacts & label the columns you would like to import.

Phone number	First name	Last name
+12248033037	Merlin	Modlin
+12248033090	Angella	Stearn
+12248032747	Saran	Galliano
+12248002815	Jesica	Ruck

[Show 10 more rows](#) [Show all 122 rows](#)

How do you want to assign new Contacts?
Labels unassigned for new

Are these Contacts associated with tags?
Enter a tag...

[Back](#)

□ Step 4: Add your contacts

- The easiest way to add contacts is to upload a CSV file. Click on the **Contacts tab**, then **Add Contacts**, then **Choose a CSV file**.

If you want to target people using tags, you can associate all of the contacts in the CSV with tags when you upload them (see advanced tips below).

□ Step 5: Create your goal

- Go to the **Goals tab**, and click on **Add goal**.
- Choose a **goal type**, give it **name**, and set the **end date** for your goal.
- Choose whether your agents will message their contacts via the **Assigned** or **Anyone** messaging strategy.
- Set your **timeline** for when agents can start sending messages.
- Set **targets** based on tags or past actions.

□ Step 6: Write your scripts

- Scripts allow your agents to send and respond scripted messages with custom fields applied, such as <agent name> or <contact name>.
- Write your **initial scripts** for the first message, segmented by both new or existing contacts.
 - Write your **response scripts** segmented by how contacts respond to the first message.
 - Set how close to the goal date you want agents to start **sending reminders**
 - Write your **reminder scripts**
 - Lastly, **enable and write additional scripts** if you want to equip your agents with common responses that may be useful (such as more info, or an opt-out apology).

Congrats! You've just created your first goal!

Advanced tips:

Go to **Settings** in the left-hand panel.

General settings. You can change account vocabulary, decide who has access to data, enable MMS protection, alter the response window, and export organization-wide data.

You can also manage your **hours of operation** as an organization and set who has org admin access.

Integrations. Hustle supports integrations with a number of partners. All integrations are managed by account or organization administrators.

Tags. You can set up various tags in order to target contacts when setting up a goal, such as *Likely Supporter*, or *Volunteer*.

Custom Fields. You can deeply personalize your message scripts by adding additional info, such as *birthday*, *spouse name*, *city*, etc.