LionDesk & Follow Up Boss FAQs

Question	Answer
Why are teams being moved from LionDesk to Follow Up Boss?	The transition to Follow Up Boss ensures users have access to cutting-edge tools and integrations, better workflows, and a comprehensive CRM platform that pairs seamlessly with Lone Wolf Foundation solutions.
Can I mass or drip text from FUB?	Follow Up Boss does not provide the ability to mass text. If this is a practice you would like to use, we recommend using a third party for drip and mass texting. Drip & Mass Texting Integrations
How does billing work in FUB?	The owner of the account manages their plan, users, and billing within their Follow Up Boss Account. One card can be added to the system for billing. Billing Management
Do team members own their contacts in FUB?	The owner of the account owns all the contacts within the FUB account. The owner also has the ability to approve or deny the ability for team members to export their contacts.
How can I ensure that I am not billed by LionDesk once I transition to FUB?	Once you have started your FUB subscription and you no longer need your LionDesk account, please reach out to support@liondesk.com to cancel your subscription.
Does FUB have an open API?	Yes, FUB has an open API. Follow Up Boss Open API
Does FUB provide a landing page?	FUB does not provide landing pages, but we do integrate with most landing pages via the Follow Up Boss Pixel. Need help choosing an API integrated website? Check out these IDX Integrations.
Can I port my LionDesk number to FUB?	Yes, and there is no charge from LionDesk or FUB to do so! Additionally, FUB uses the same carrier, Twilio, as LionDesk. This is a significant win, as the porting process is quick and easy. How to port your phone number to FUB
Can I still use Wave to make calls to contacts?	FUB has an in-house dialer feature that is included in the calling add-on. This allows you to quickly call your contacts from your FUB number on the desktop.

What types of user roles does FUB provide?	There is one owner and then as many admins, agents, and lenders as you would like! Users, Roles & Permissions
Can I send videos from FUB?	Yes, videos can be sent from FUB! To learn more, check out our Adding Media to Your Emails Overview article.
What information can I export from LD?	Contacts (without the tasks) and contact notes. All other content in LionDesk will need to be manually added to Follow Up Boss. Get Your Contacts & Contact Notes from LionDesk