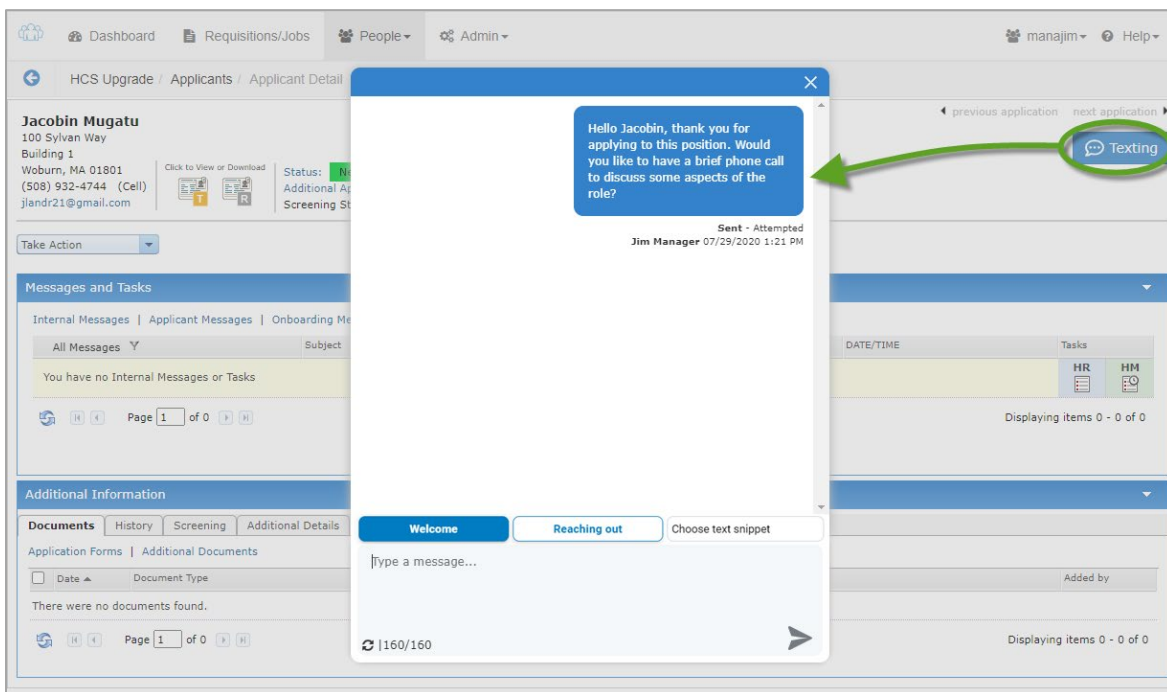


Feature Overview – Position Manager

Text Messaging

Text Messaging in HealthcareSource Position Manager provides a new avenue for communicating with applicants by allowing you to send and receive text messages (SMS) directly with them.

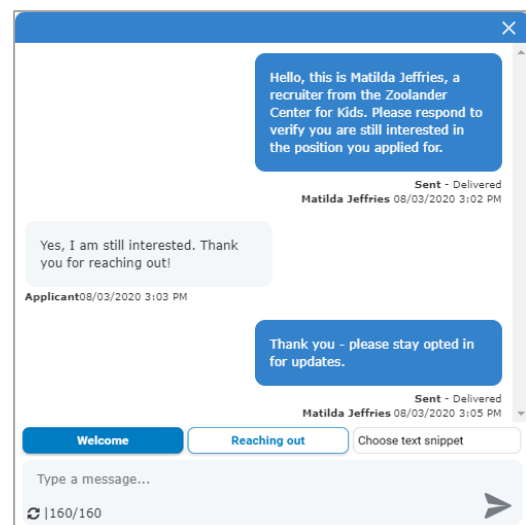
This quick and easy one-on-one correspondence works from within Position Manager. Using this modern contact method improves the applicant experience and increases their likelihood of response, further refining your overall applicant communication strategy.



Sending Text Messages

Selecting the new **Texting** option in the upper-right corner of the *Applicant Detail* page displays the applicant's text messaging history in a pop-up window. Using the text field at the bottom of the window allows users to send them new text messages. A built-in character counter ensures any messages adhere to the permitted length. After typing the message, selecting the **Send** icon delivers the message to their mobile phone.

Applicant replies are captured in the same texting window. Selecting the **Refresh** icon in the lower-left corner of the window displays any new messages.



You'll also see a notification if you receive any replies after you leave their page. Upon your next viewing of the *Applicant Details* page, the **Texting** icon in the top corner of the page indicates the number of new messages. If the applicant hasn't consented to receive texts, texting is disabled, and the icon displays as grey. If the applicant revoked consent, the icon stays blue and any conversation history is retained, but it is impossible to send any additional texts.



Any texts you've exchanged with applicants can be viewed from anywhere in Position Manager by selecting the green notification icon in the upper-right corner. This displays the *Text Threads* window, a popup containing your last 30 days of text correspondence with individual applicants.



All your active text messages can be managed from this one location, eliminating the need to "drill down" into individual applicant detail pages to communicate with them. To keep things tidy, applicants with no activity for 30 days are dropped from this view. However, the full message history remains viewable from their *Applicant Details* page.

Text Threads **Nancy Nurse**

- Nancy Clements** 9:13 AM
Sounds good, thanks again
- Tom Lloyd** 8:37 AM
I'll respond later on today
- Oscar Rodriguez** Yesterday
I can do second shift
- Jessy Smith** Sep 27, 2020
I have a question on start date

Hi Nancy, I'm sending you a self-scheduling invitation for an interview for an ICU Nurse Manager role
Sent - Delivered
Amy Noosa: 10 minutes ago

Great, thanks!
Nancy Clements: 7 minutes ago

Just choose the time slot that works for you and we'll speak then
Sent - Delivered
Amy Noosa: 4 minutes ago

Sounds good, thanks again
Nancy Clements: Now

Type a message...

Average Days to Fill

Applicant Pipeline

Applicant Consent

Position Manager's Text Messaging requires consent from applicants before they can receive these messages. This opt-in permission is set by new applicants during their profile creation, so you can be confident any texts are being sent with the recipient's permission.

After your organization enables texting, any existing applicant users are prompted to opt-in to (or out of) texting via a pop-up window upon their next login.

Text Message Updates

Would you like to receive text messages regarding employment opportunities? *

☒ Yes
☐ No

What mobile number should we text? *

5085554744

Message and data rates may apply

You can always update this choice in your profile

Applicants may add or remove consent anytime from their *User Account* page. If they withdraw this consent, the option to send text messages disappears from their *Applicant Details* page. Applicants also retain the exclusive ability to edit or remove this phone number as needed, ensuring text messages are delivered to their preferred device.

Time-Saving Snippets

Snippets are templated messages you can create and insert into your applicant texts. These pre-written messages offer a way to quickly send and reply to text messages, saving you the time needed to correspond manually. Each user can create and save up to 24 of their own customized snippets, which are managed on the *Preferences* page under the user menu on the navigation bar.

The 'Text Message Snippets' interface shows a list of pre-written messages. Each snippet has a title and a body of text. To the right of each snippet are two circular icons: a blue pencil icon for editing and a red 'X' icon for deleting. At the bottom, there is a text input field labeled 'Add your own...' and a larger text area labeled 'Enter Text to add to a message at a click...'. A lock icon is also present at the bottom right.

Text Message Snippets	
Welcome	This is some welcome text, we want to use to make make you, the applicant, feel more welcome.
Reaching out	Hi! We have an opening at our organization you might be interested in as a former applicant.
Schedule Interview	Please check your email and schedule an interview. We look forward to meeting you!
Interview Follow-up	It was great speaking with you!

A list of your available snippets displays above the text box when viewing your text messages. Selecting a snippet title inserts a copy of that snippet into the text message field. If you need to make any adjustments, you can still edit the message before selecting the **Send** icon and delivering the message.

The screenshot shows a text message conversation window titled 'Jennifer Dec9-20'. It displays a message from the applicant: 'This is the beginning of the conversation with the applicant.' Below the message, there are three buttons: 'Welcome', 'Reaching out', and 'Choose text snippet'. The 'Reaching out' button is highlighted. Below the buttons, the text 'Hi! We have an opening at our organization you might be interested in as a former applicant.' is visible. A 'Send' icon (a right-pointing arrow) is at the bottom right.

Batch Text Messaging

You can also send an identical message to several applicants at once from the *Applicants* page. Just click the checkbox for each of the desired recipients and select *Send Text Message(s)* from the **Take Action** dropdown menu. This displays the *Send Text Message(s)* popup window, which displays the count of potential recipients along with fields for adding a message.

The screenshot shows the 'Send Text Message(s)' popup window. It displays '54 Applicant(s) Selected' and '11 Potential Recipient(s)'. A dropdown menu for 'Text Snippet' is set to 'Welcome'. The 'Message' field contains the text: 'This is some welcome text, we want to use to make you, the applicant, feel more welcome.' At the bottom, there are 'Send' and 'Cancel' buttons. A green arrow points from the 'Send Text Message(s)' option in the 'Take Action' dropdown menu to the popup window.

The Fine Print

Nothing to worry about, just a few more things to know about this new feature.

- Applicants must opt-in to receive texts from your organization before users can send them texts from Position Manager. The texting functionality is disabled for any applicants who have not opted-in.
- The applicant texting profile is an independent entity from the applicant profile. Changes made by the applicant to this area are not automatically synced to the applicant's Position Manager contact card.
- Users must be assigned the **Texting** permission (under **Position Manager > Applicant Management** on the *User Role Detail* page) to access the text messaging feature.
- To activate this feature in your organization, please reach out to a symplr support specialist by calling (800) 869-5200 or emailing talentsupport@symplr.com.