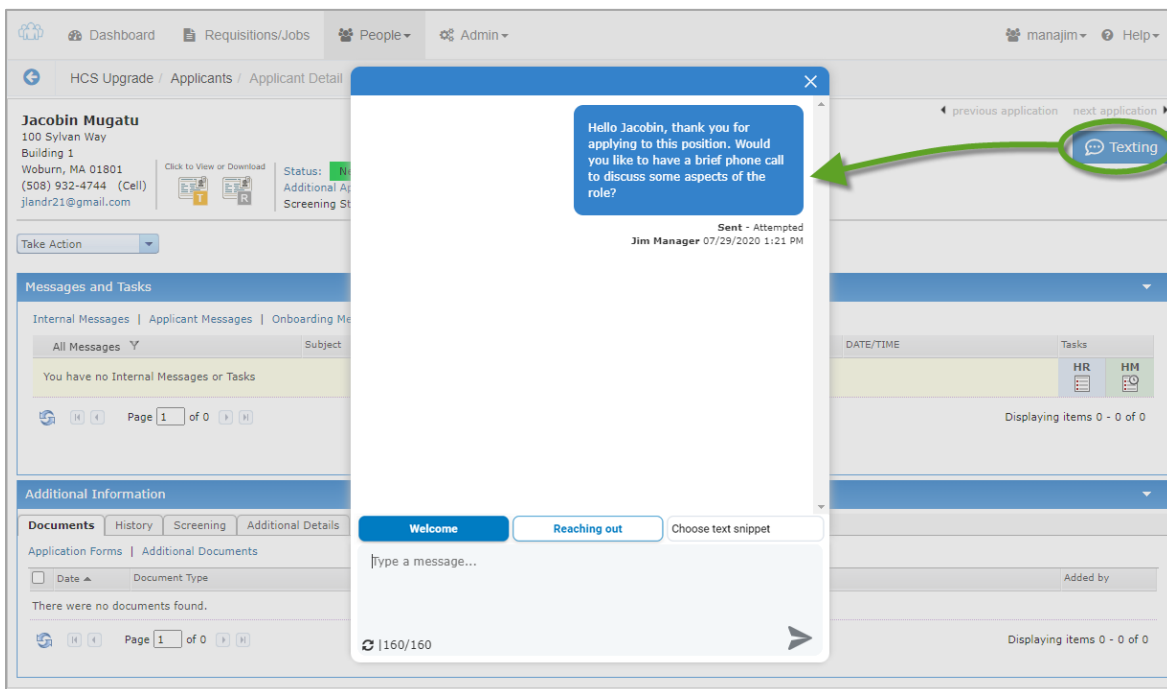


Feature Overview

Text Messaging

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

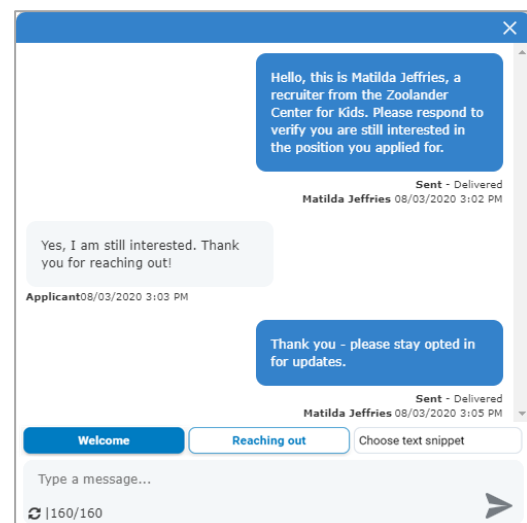
This quick and easy one-on-one correspondence works from within symlr Recruiting. Using this modern contact method improves the applicant experience and increases their likelihood of response, further refining your overall applicant communication strategy.



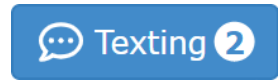
Sending text Messages

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.



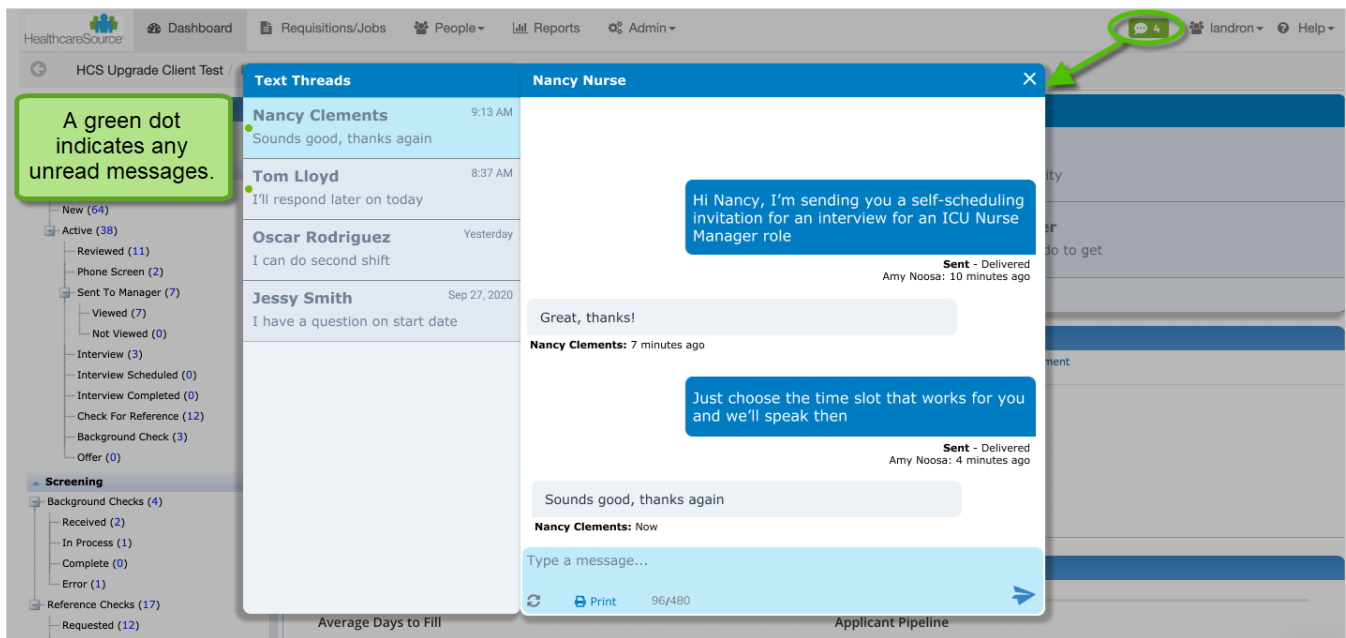
You'll also see a notification if you receive any replies after you leave their page. Upon your next viewing of the *Applicant Details* page, the **Texting** icon in the top corner of the page indicates the number of new messages. If the applicant hasn't consented to receive texts, texting is disabled, 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 symplr Recruiting 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.



Applicant Consent

symplr Recruiting'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 screenshot shows a 'Text Message Snippets' management interface. It features a table with four rows of snippets:

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

Below the table are two input fields: 'Add your own...' and 'Enter Text to add to a message at a click...'. A lock icon is visible in the bottom right corner of the interface.

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 composition window titled 'Jennifer Dec9-20'. It displays a preview of the message: 'This is the beginning of the conversation with the applicant.' Below the preview are three buttons: 'Welcome', 'Reaching out', and 'Choose text snippet'. The 'Reaching out' button is selected, and its text is visible in the message field: 'Hi! We have an opening at our organization you might be interested in as a former applicant.' A 'Send' icon is located at the bottom right of the window.

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 illustrates the batch text messaging process. On the left, a 'Take Action' dropdown menu is open, showing various options. The 'Send Text Message(s)' option is highlighted with a green arrow. On the right, the 'Send Text Message(s)' popup window is displayed. It shows '54 Applicant(s) Selected' and '11 Potential Recipient(s)'. A 'Text Snippet' dropdown menu is set to 'Welcome', and the 'Message' field contains the text: 'This is some welcome text, we want to use to make you, the applicant, feel more welcome.' The window includes 'Send' and 'Cancel' buttons at the bottom.

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 symplr Recruiting. 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 symplr Recruiting 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 (866) 323-3030 or emailing talentsupport@symplr.com.