



SilkRoad Recruiting
What's New
2021.1 | March 2021

What's New video

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Texting

Texting in SilkRoad Recruiting is a new feature that lets you send and receive text messages with candidates. It is a great way to communicate with candidates throughout the entire candidate experience.

Texting is a purchased feature.

Benefits

- Communicate with candidates throughout the application, interview, and offer process
- Optimize hiring manager time and productivity
- Improve visibility into the candidate experience across the hiring team

Limitations

In this first release, there are some limitations.

- A candidate must opt in to receive/send texts. This means that existing candidates who applied for jobs prior to texting implementation cannot receive/send texts because they did not opt in.
- Opting-In as part of the application process will only be available via Candidate Experience career sites.
- Documents and images cannot be included in texts at this time. (Emojis are supported.)
- The character limit for a single SMS message is 160 characters. However, most modern phones and networks support concatenation; they segment and rebuild messages up to 1600 characters.
- Sending bulk text messages is not yet supported.

These limitations will be addressed in future releases—except candidates being able to opt-in as part of the application process when applying on our legacy external career sites. That functionality will only be available for Candidate Experience (CX) career sites.

Setup

Candidate Experience

After SilkRoad has enabled the texting functionality for your site, there is no set-up required if you are already using a configured Candidate Experience application form that includes the Primary Phone field. The system automatically adds the check box for opt-in underneath the Primary Phone field.


If you are switching over to the Candidate Experience career site after the texting functionality has been enabled, verify that the Primary Phone field is part of your configured application form. If it is there, you're good. If it is not, add it to your configured application form.

If you want to present additional informational text/instructions about the SMS functionality to applicants, you can add a Rich-Text field to your configurable application form above or below the Primary Phone field to relay that information.


* First Name

* Last Name

* Email Address

Primary Phone 

By checking this box, you agree to receive text messages regarding your application. Message & Data rates may apply. Reply STOP to end.





SilkRoad Recruiting

As you know, roles do most of the heavy lifting in SilkRoad Recruiting, but user permissions can be granted to individual users to expand their capabilities. For texting, there are two new user permissions:

- **View conversations with candidates:** Allows a user to view the entire text conversations between the candidates and any SilkRoad Recruiting user.
- **Participate in conversations with candidates:** Allows a user to view the entire text conversation and send text messages to candidates. This permission also enables the Inbox icon (in the header next to user avatar) so the user can easily access the candidate profile of candidates who recently sent text messages.

For users who you want to have only view permission (can only view texts), grant the *View conversations with candidates* permission. For users who you want to have view and send text capabilities, grant the *Participate in conversations with candidates* permission.

Username *	donc
Single Sign-on ID	
Role *	Administrator
Permissions	Select All Deselect All <ul style="list-style-type: none">  Participate in conversations with candidates Purge Recycle Bin Requisition Approvers Settings Access  View conversations with candidates
Single Sign-on	Do not use SSO

Using the texting feature

Texting has two integration points in SilkRoad Recruiting:

- Inbox
- Conversations tab on candidate profile

Inbox

The inbox shows the candidate names of those candidates for whom the logged-in user has one or more unread messages as well as any candidate name who has sent a message within the last 24 hours.

- Candidate names in bold mean there are unread text messages.
- Candidate names in normal text (not bolded) mean there are no unread text messages
- The names of candidates for whom all text messages have been read show in your inbox for 24 hours after reading the last message, then the name is removed from the inbox. However, all text messages for every candidate are always visible under the Conversations tab on the candidate profile.

Conversations	
TP Taylor Phillips	2 minutes ago
AD Angela Duckett	2 hours ago
GG Gregory Gibbons	4 hours ago

Click a candidate to open their candidate profile and access the Conversations tab.

Conversations tab

The Conversations tab is a new tab on the Candidate Resume Profile page.

What would you like to do with this Candidate? --- Select an Action ---

Candidate
Taylor Philips
 202042 Road St, Suite 344
 Jacksonville, Florida 32242
 United States
 taylor.phillips@worldco.com
 Primary Phone 1-904-370-4277

Primary Contact taylor.phillips@worldco.com

Applied via Portal Corporate Career Portal #2 (Version 10)

Tracked For Accountant (171760-004)
 [Other Candidate Jobs]

Preliminary Stages
 3rd Party Sourced
Internet Applicant
 Uploaded Candidates
Hiring Stages
 Resume Review
 Interviewing
 Offer Approval
 Offer Extended
 Select a stage to move candidate.

Summary Resume / CV **Conversations** Attachments eForms Evaluations Activity Status History

Note: This person opted in to receiving text messages at 1:40 PM on February 25, 2021 **DEACTIVATE** 1

February 25, 2021

1:41 PM Hello Taylor, my name is Susan Harris, and I just received your application to our Accountant position. SH 3

1:43 PM I would love to set-up an interview with you as soon as possible. I will send you an email with a link that will allow you to pick a date & time for the interview that works best for you. SH

2 TP Hello Susan, thank you so much for your message. That sounds great. I'm looking forward to receiving that email. 1:44 PM

TP Thank you so much 1:44 PM

Enter message [Smiley] [Send]

Here are some key features:

	Feature	Description
1	Deactivate button	<p>Use when you no longer want to have a text conversation with the candidate. Deactivating stops the candidate from being able to participate in the text conversation any longer.</p> <p>Once deactivated, text displays underneath the most recent text message that indicates the date and time the conversation deactivated.</p> <p>Tip: After deactivation if you want to restart the conversation with the candidate again, simply send a new text message.</p>
2	Incoming texts from candidate and messages from other ATS users	<p>The left side of the page displays text messages from the candidate and other SilkRoad Recruiting users. The avatar is the initials of the person who sent the message.</p> <p>Tip: Hover your mouse over the avatar to see the person's full name.</p>


	Feature	Description
3	Outgoing texts from you	The right side of the page displays the text messages that you sent. The avatar is your initials.
Not shown in graphic	System messages	Any messages sent by the system appear on the right side of the page. The avatar is SP, which means System Participant.
Not shown in graphic	Candidate has not opted in	If a candidate has not opted in to receiving text messages, a message appears at the top of the chat box letting you know this. You cannot send texts (chat box and send icon are disabled).
Not shown in graphic	Candidate has opted out	If a candidate opts out of receiving text messages, a message appears below the last text message. It includes date and time when the candidate opted out. You cannot send texts (chat box and send icon are disabled).

Typical texting tasks

Here are some typical texting tasks.


Access your inbox

- The inbox shows the name of the candidates.
- Candidate names in bold means there are unread messages. Name in normal font means all messages have been read.
- Names of candidates for whom all messages have been read stay in your inbox for 24 hours after reading the last message, then the name is removed from the inbox



1. From the header, click  .
The Conversations inbox opens.
2. Click a candidate name to navigate to the Candidate Profile page, read the text messages underneath the Conversations tab, and send a new message.

Send a text to a candidate

Tip: You can only send a text to a candidate who has opted in to receive text messages.

1. From the header, toggle the search box to Candidates.
2. Enter a candidate's name and press **Enter**.
The Resumes page opens.
3. In the data grid, click the candidate's name.
The Candidate profile opens.
4. Click the Conversations tab.
5. Enter text into the text bubble at the bottom and press **Enter** or click  .


Reply to a candidate's text message

1. From the header, click  .
The Conversations inbox opens and shows you the names of the candidate's who sent text messages in the last 24 hours.
2. Click a name to navigate to the Candidate Profile page and open the Conversations tab
3. Enter text into the text bubble at the bottom and press **Enter** or click  .

Stop texting with a candidate (deactivate)

- You can deactivate a text conversation with a candidate if you no longer want to interact with that person via text. The *Deactivate* button only shows in the conversations tab if:
 - At least one text message has been sent or received
 - The conversation has not been deactivated already
 - The candidate has not opted out of receiving further text messages
1. From the header, toggle the search box to Candidates.
 2. Enter a candidate's name and press **Enter**.
The Resumes page opens.
 3. In the data grid, click the candidate's name.
The Candidate profile opens.
 4. Click the Conversations tab.
 5. Click **Deactivate**.

Restart texting with a candidate after deactivation (reactivate)

- You can reactivate (restart) texting with a candidate after deactivation.
 - You can only reactivate a conversation if the candidate did not opt-out before the conversation was deactivated.
1. From the header, toggle the search box to Candidates.
 2. Enter a candidate's name and press **Enter**.
The Resumes page opens.
 3. In the data grid, click the candidate's name.
The Candidate profile opens.
 4. Click the Conversations tab.
 5. Enter text into the text bubble at the bottom and press the **Enter** button or the  .

For more task topics and information, access online Help. (In SilkRoad Recruiting, from the navigation bar, click Help.)

More info

- Click [here](#) for full release notes.
- Click [here](#) for information about early adopter process, supported languages and browsers, and more.

Technical support

For technical assistance for any of our solutions, contact our support staff at:

- **International Toll Free:** Access numbers via SilkRoad Engagement Center
- **SilkRoad Engagement Center:** <https://engagementcenter.silkroad.com>
No access? Email support@silkroad.com for access.
- **Email:** support@silkroad.com

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