

# SMS Messaging Functionality

**CONFIGURATION CHANGES REQUIRED**

## Introduction

This is a short guide, providing you the steps you need to take from a configuration perspective, in order to maximise the use of SMS messaging within TalentLink.

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Throughout the guide, you will see the following icons which indicate the WMJobs Team's recommendations which will help you with all your [title] queries.



**Top tips**



**Important Information**



**Best Practice**

## 1. Standard Personal Information Form set-up

On the standard PIF form (Personal Information Form) that would have been created for all organisations, as you know, there is one contact number field which the candidate enters their telephone number into online and chooses what type of phone number it is, for example, 'Home', 'Mobile' or 'Work' from the drop-down menu underneath (which is a standard Lumesse field – 'Type' is a custom question);

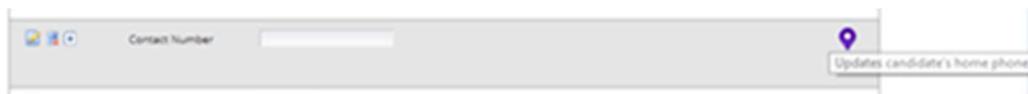
### Contact Number (Required)

United Kingdom ▼

### Type (Required)

--Please Select-- ▼

From a configuration perspective, at the end of 'Contact Number' within your Form Builder view, you will see a purple tag, and if you hover over it, it will let you know that this is a field which, once entered, will update a candidate's **home** telephone number on their candidate summary;

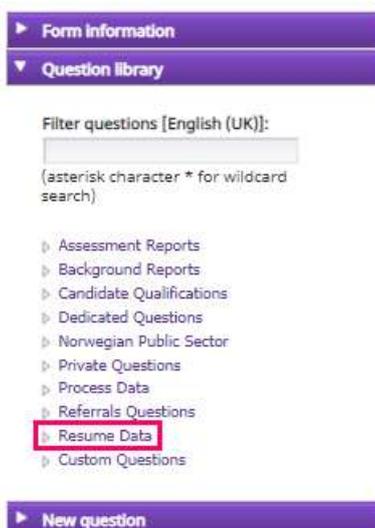


When sending a message from the system, the SMS functionality looks for a **mobile** number on a candidate summary – if this hasn't been historically completed by a candidate or a candidate is new to the system, their mobile number will not be populated on their candidate summary. Currently, when a candidate selects the number 'Type' as 'Mobile' with your current set-up – this won't drive a message to be sent when using the SMS functionality.

In order for the information to be captured correctly and you to maximise the use of SMS messaging, the standard Lumesse field '**Phone (Mobile)**' needs to be added to your **current PIF**.

## 2. Updating your Personal Information Form

To add this to the form, within '**Question Library**', select '**Resume Data**';



Under 'Resume Data', drag the question '**Phone (Mobile)**' into the PIF where you'd like it to sit;



To check this is the correct question – at the end of the field, you should see a purple tag – when you hover over it, it should read **'Update candidate's mobile'**;



### 3. Recommendations

1. We would recommend that you add this to your **current PIF** rather than creating a copy or new version of the form – this will avoid complications with reporting.
2. If you wish to keep 'Home' number on your PIF, rename the 'Contact Number' field to **'Phone (Home)'** and remove 'Type'.
3. In order for candidates to be sure to receive a text, we'd advise that you add advisory text to your PIF to inform candidates to input a mobile number if they wish to be kept up-to-date with the recruitment process via text.