



Adding more personalisation to Boiler Plate Text

(2.3.4+)

This feature allows SMS and Emails to be personalised using Boiler Plate Text. For example a Salutation can be added to Shift Details texted to a candidate. See below for an example. However, the number of characters is still limited to 160 so this must be considered when creating Boiler Plate Text.

To configure this feature – Maintenance – Agency Setup – Boiler Plate Text – New Boiler Plate Text can be added here. Users can access the Boiler Plate Text in the usual way.

Document Templates	Applicant 2	Reference - Verbal	10 Company:
Document Types	Company	Sample Boiler Plate Text	10 Sample Boiler Plate Text
Phone Types	Progress	Sample Boiler Plate Text	10 Sample Boiler Plate Text
Boiler Plate Text	Text Message	Available?	10 Are you available for {SHIFTDETAILL...
E-mail Signatures	Text Message	Confirm?	12 {APP_SALUTATION} Please confirm...
Contact Event Types	Text Message	Testing Principle	100 Testing message {SHIFTDETAILS}
Contact Event Outcomes			
Sources			
Company States			

Boiler Plate Text	
{APP_SALUTATION}	Please confirm re {SHIFTDETAILS}? Ring 01835 340034

From:

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Last update: 2017/12/01 16:35

