

Unified Communications for Bullhorn

Frequently Asked Questions

CloudCall 2018 New Interface

What is the timeline for release?

The new CloudCall interface is available for early release starting mid-May, followed by a full rollout in early June. Please contact your Account Manager or submit the form if you would like to be a part of the early release.

What versions of Bullhorn is the new interface compatible with?

CloudCall's new interface works with both Bullhorn Novo and Bullhorn 'S' release.

Does this work with other CRMs?

The new interface is currently only available for Bullhorn but will be rolled out to additional CRMs over the next few months – starting with the Force.com platforms.

It is necessary to download a new plugin?

Yes. Although there are no changes necessary in the Bullhorn configuration window there is an updated version of the CloudCall plugin to download through the Google Chrome store. Full support and assistance will be available through the upgrade process.

Is the new interface replacing the CloudCall Communicator or CloudCall for Bullhorn?

The interface is an upgrade for 'CloudCall for Bullhorn'. The CloudCall Communicator will still be operating in the background but it will be locked to the taskbar, so you will never need to access it. 100% of the call control will be available on this new, single interface.

What features are available on the CloudCall overlay?

All features will be available with CloudCall overlay.

SMS

Is there an additional cost for SMS messages?

The SMS functionality will be available on 2 service levels. The free edition; which will be enabled for all customers with texting capabilities charged on a pay as you go (PAYG) rate. The premium version will allow access to prepaid, inclusive text message bundle packages. More details about these bundles and the associated costs will be released shortly.

Does the SMS show a number that the candidate can call?

Yes. An outbound SMS can display various numbers as the ID. With the premium version, the Company Name can also be displayed instead of a number. Outbound SMS numbers can be called back and routed to a different DDI number. Telephone numbers can also be added in the body of the message, which can be called back directly from most iOS and Android devices.

Can SMS messages be sent via Bullhorn? Where will the messages be received?

All messages are actioned via the CloudCall interface. The development of sending SMS messages directly from Bullhorn is underway and will be added to subsequent versions

Can mass SMS messages be sent with CloudCall?

The ability to send a mass text is currently not in the initial release version, but development of this functionality is already underway and will be added soon after release.

What type of reporting will be associated with SMS? How is success measured?

The initial release will feature standard reporting; tracking inbound and outbound volumes. This will be enhanced in future releases based on feedback and requests. The reports will be located in the CloudCall Portal after the initial release.

Can SMS messages be scheduled?

The ability to schedule SMS messages is currently not in the initial release version but development of this functionality is underway and will be added after the initial release.

Can JPEGs and Links be sent with CloudCall SMS?

Links can be sent via text messages; but the ability to send JPEGs is not currently available.

Can Job References be tagged in a SMS?

For the initial release, the ability to tag a job reference against an SMS is will not be available. The development of this functionality is underway and will be added to subsequent versions of the SMS functionality.

Is there a character limit for SMS messages?

Each SMS message has a limit of 160 characters. However, messages can be as long as needed. If the message is longer than the set 160 characters, it will be sent across 2 or more SMS messages.

How does this product differ from other providers?

The CloudCall SMS feature has been designed specifically for one-to-one correspondence, helping each individual build relationships with their candidates and clients. As a telephony company, we provide dedicated and tailored phone numbers for each of your employees, so that your candidates and clients are speaking to individuals within your company – not just your company as a whole. Additionally, unlike some other providers, CloudCall's method of capturing messages in Bullhorn groups conversations together; instead of each message as an individual note.

Instant Messaging (IM)

Is IM internal only?

Yes. CloudCall's instant messaging is designed for internal use between colleagues and teams. The SMS functionality is used for messages with external contacts and candidates.

Does IM integrate with Skype or other chat programs?

No. At this time the CloudCall IM tool works independently from other chat programs, with a key integration with Bullhorn CRM.

Is it possible to turn IM off?

Yes. IM can be turned off on an individual user level.

Is there an additional cost to use IM?

The CloudCall IM feature comes in 2 editions – free and premium. More details about this and associated costs will be released shortly.

Can a Job Reference be tagged in an IM?

For the initial release, tagging Bullhorn records in IM is available for Contact/Candidate records. The development of tagging Job References is underway and will be added to subsequent versions of the IM feature.