

# Enterprise - Utilizing the Zipwhip Integration

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## Utilizing the Zipwhip Integration

Zipwhip's texting-for-business integration allows you to text candidates and employers directly from TempWorks and automatically archive conversations to the relevant record.

**\*Note\*** In order to utilize the Zipwhip Integration, users must be logged into [apps.ontempworks.com](https://apps.ontempworks.com). If you have questions on how to access, reach out to your TempWorks representative.

You will also need to correct security. Check out [Setting up the Zipwhip Integration](#) for more information.

### This article includes:

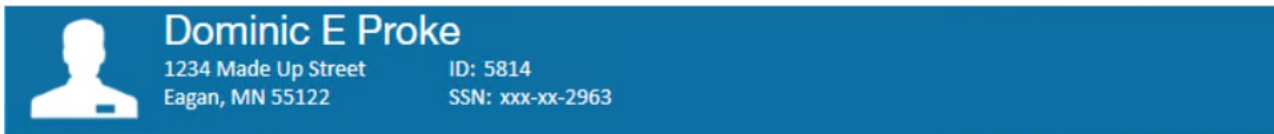
1. [Starting a Text Message](#)
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## Starting a Text Message

Text messages can be initiated from the following screens:

Employee record > actions menu:

**Dominic E Proke**  
1234 Made Up Street ID: 5814  
Eagan, MN 55122 SSN: xxx-xx-2963



-  Add Employee Wages
-  Add to Hotlist
-  Assign HRCenter Workflow
-  Copy Employee to Contact
-  Create and Export a resume
-  Create Applicant Center User
-  Create Worker Comp Claim
-  Find All Associated Assignments
-  Find Matching Orders
-  Interview Action Item
-  Invite to WebCenter
-  Manage Time Clock Credentials
-  Manage Web User Account
-  Merge Employee
-  Move Employee Wages
-  New Task
-  Process E-Verify Case
-  Reprint Wage Summary Forms
-  Request CIA Background Check
-  Request First Advantage Background Check
-  Request Kenexa Test
-  Request PeopleG2 Background Check
-  **Send Text**
-  Share with Twitter

Employee search results > right-click:

visime  
 details  
 documents  
 integrations  
 evaluations  
 messages  
 pay history  
 pay setup  
 tasks

Last Name:  SSN:  All Records  
 First Name:  ID:  Active  
 RepName: All Reps  
 Branch: All Branches  
 Document Text:  Search

Your search returned 60 results.

Drag a column header here to group by that column.

ID	Last Name	First Name	Branch	Phone	Is Acti...	Is Assi...	Last Message	Zip C...	HasR...	Cell Phone
5450	Bristoc	Barry	Memphis NE	(651) 760-87...	<input checked="" type="checkbox"/>	<input type="checkbox"/>		55121	<input type="checkbox"/>	(651)
5755	Brown	Sherry	Memphis NE	(651) 475-94...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Order Candidate	55121	<input type="checkbox"/>	(651)
12362	Buckley	Gerald	Memphis SE	(651) 540-15...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available	55121	<input type="checkbox"/>	
429496...	Bullock	Jeanne	Memphis NE	(651) 555-1204	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Placed	55121	<input type="checkbox"/>	
5063	Catalano	Susie	Memp...				Email	55121	<input type="checkbox"/>	
429500...	Clover	Rodney	Memp...					55109	<input checked="" type="checkbox"/>	
12700	Coaster	Kevin	Memp...				Placed	55121	<input checked="" type="checkbox"/>	
12534	Cochran	Michael	Memp...				Order Candidate	55121	<input type="checkbox"/>	
5078	Davis	Susie	Memp...				Placed	55121	<input type="checkbox"/>	
429497...	Deters	Ben	Memp...				Interview	55121	<input type="checkbox"/>	
429500...	Elliott	James	Memp...				Order Candidate	48823	<input type="checkbox"/>	
429506...	GimpsonTester	PatrickTester	Memp...				Message	55070	<input checked="" type="checkbox"/>	
429500...	Grant	Fitzgerald	Memp...				Ended	55124	<input checked="" type="checkbox"/>	
12545	Greene	Alexandra	Memphis SE	(651) 155-21...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Order Candidate	55121	<input type="checkbox"/>	(651)
12755	Greene	Kelsey	Memphis SE	(614) 457-9978	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available	55121	<input checked="" type="checkbox"/>	
12492	Greene	Stephanie	Memphis NE	(651) 871-18...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Referral Bonus	55121	<input checked="" type="checkbox"/>	
5637	Jamison	Jake	Memphis NE	(651) 083-90...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Deact	55121	<input type="checkbox"/>	
429500...	Jenkins	Brad	Memphis SE	(654) 564-5689	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DNA	55122	<input checked="" type="checkbox"/>	
429497...	Jensen	James	Memphis SE	(321) 649-8745	<input checked="" type="checkbox"/>	<input type="checkbox"/>	React	55121	<input type="checkbox"/>	

employee  
 customer  
 order  
 assignment  
 contact  
 pay / bill  
 calendar

Contact record > actions menu:

Search for Employees, Customers, Orders, etc.

**Betty Barker**  
 zztesttkm700  
 ID: 6553  
 BC

Record Actions

- Copy Contact to Employee
- Export To Outlook
- Invite to WebCenter
- Manage Web User Account
- Merge Contact
- New Task
- Send Text**
- Share with Twitter
- View Customer
- View Map

Form Actions

- Add Message
- Add Personal Call
- Add to Contact Group

messages

No Record

Contact search > right-click:

visifile  
 details  
 documents  
 integrations  
 messages  
 tasks  
 search

Last Name  Contact ID  Customer ID   
 First Name  Status **Active** Customer

Enhance Search

Your search returned 374 results.

Drag a column header here to group by that column.

Conta...	Last Name	First Name	Customer...	Department	Title	Active	Status	Office Phone
6376	Morgan	Linda			Secretary	✕	A	(702)
6384	Green	Melinda	Orchid Staffi...		Owner/Founder	✕	A	(651)
		Geary				✕	A	
		Kevin				✕	A	
		John	ACME Staffi...		Owner	✕	A	
6452	Carlson	Rhonda	Farse Co			✕	A	
6454	Galapagos	Haley	Gallapagos			✕	A	
6457	Mager	Thomas				✕	A	
6480	Killington	Buzz	2nd Staffing			✕	A	
6481	Bradt	Shawna	City of Eagan			✕	A	
6494	HierOverrideSetti...	HierOverrid...				✕	A	
6504	Canada	Pseudo	Test Canada			✕	A	
6511	2nd Staffing LLC.	Guy				✕	A	
6528	BadaVendorBoom	BadaVendor...	BadaVendor...			✕	A	
2887	zzTest	zzTest				✕	A	
6544	zzContact	zzTest				✕	A	
6545	zstkmtest201310...	zstkmtest20...				✕	A	
6546	zstesttkm103201...	zstesttkm10...				✕	A	

Log Message  
 Send Text...  
 Navigate to

employee  
 customer  
 order  
 assignment  
 contact

### Hotlists > Select Cell Phone Icon

Search for Employees, Customers, Orders, etc.

ALEXANDER SWANSON: High Tech Staffing

Weekly Call: White, Walter, Data E...  
 Weekly Call: Sten, Matt Robert, Dat...  
 Weekly Call: White, Skylar, Data En...  
 Personal Task: Order 4295067503 A...

tasks appointments social email

search  
 details

3rd shifters

People who actually like third shift

Grid List

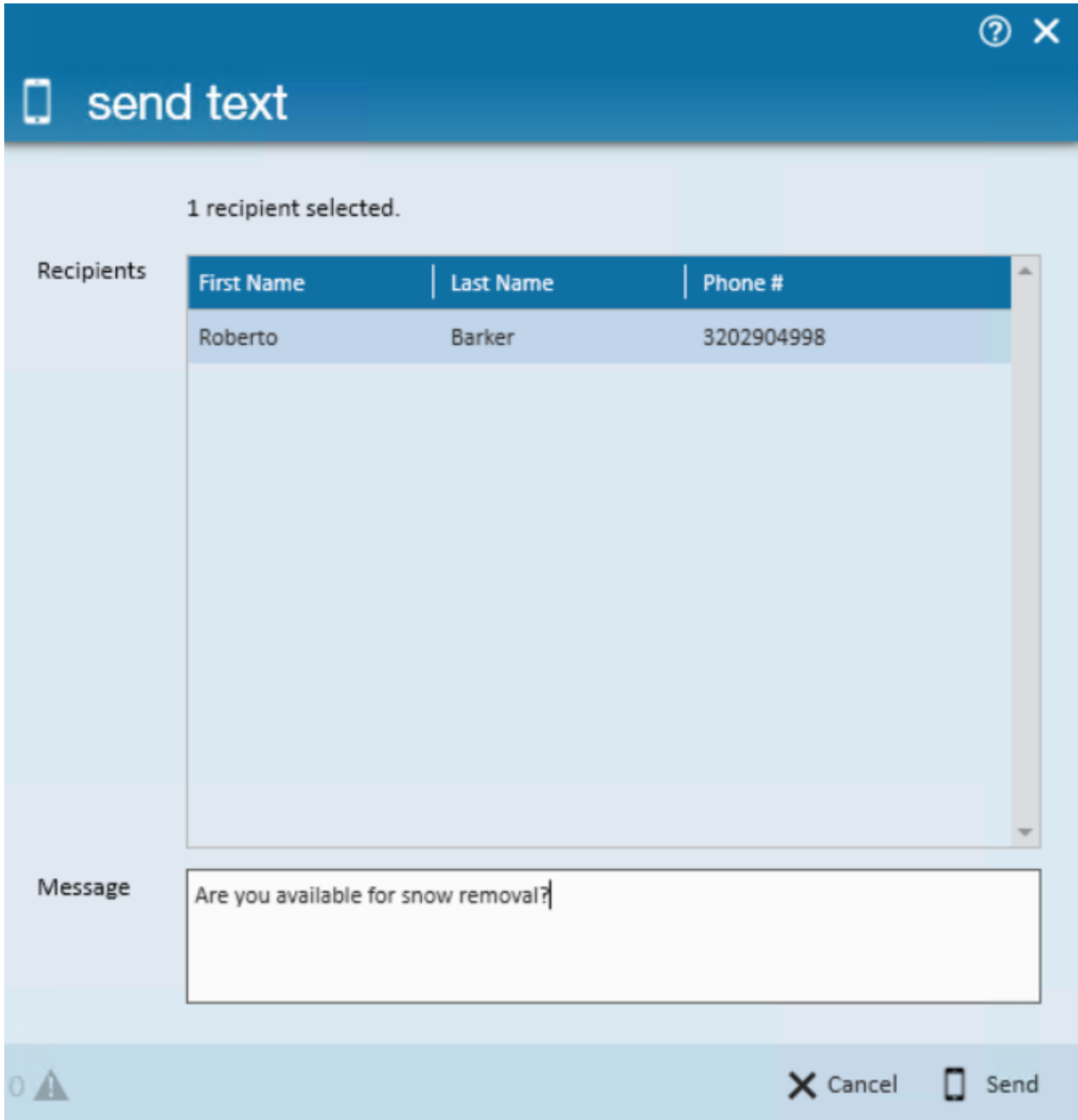
Drag a column header here to group by that column.

● Marshall, Matthew	⊕ Status	651-556-5757	08/09/17	01/12/17	📄 📅 📧 📞 ☰
📞		Click here and type a short note about employee			
● Bailey, Brian	⊕ Status	(651) 580-0580x...	08/30/17	06/16/14	📄 📅 📧 📞 ☰
📞		Click here and type a short note about employee			
● Peterson, Fran	⊕ Status	(651) 370-8370	12/02/16	08/12/14	📄 📅 📧 📞 ☰
📞		Click here and type a short note about employee			
● Lisa, Smith	⊕ Status	4737475757	05/18/17	03/18/08	📄 📅 📧 📞 ☰
		Click here and type a short note about employee			

employee  
 customer  
 order

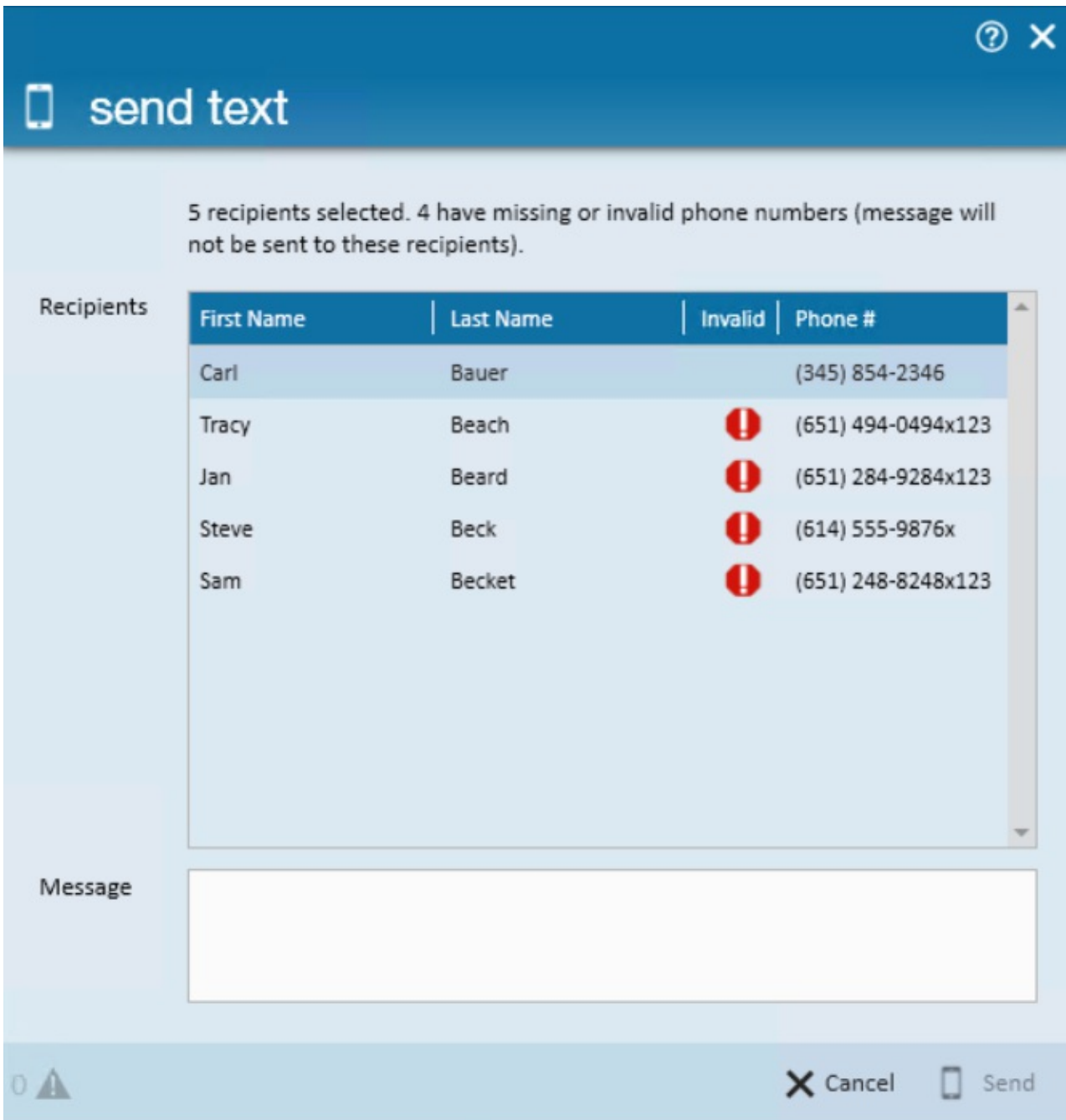
## Sending a Text

After selecting 'Send Text,' the following window will display indicating the intended recipient(s). Here you can compose your text message and click "Send."



In Enterprise, phone numbers will be invalidated if they are deemed non-existent or incorrect. Any phone number with a red ! symbol will be rejected and the text message will not be sent.

The following dialog box will appear indicating which contact record(s) are invalid:



**\*Note\*** Zipwhip recommends limiting group messages to batches of under 50 to ensure timely delivery.

A window will appear to confirm that your messages were sent successfully. Select 'continue working' to return to TempWorks Enterprise. From this point, you will receive responses and continue the conversation from within the Zipwhip application.

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## Contact Sync

When a recipient is selected, the contact method will be determined using the priority list below (first phone number found is used):

- SMS
- Cell Phone
- Phone
- Office Phone
- Home Phone

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## Logging Zipwhip Conversations as Messages

After sending a message in Zipwhip, the conversation will be logged as a singular message in the relevant record within Enterprise.

There are two basic configurations for how messages are logged in Enterprise:

1. The Message Action Code that the message is logged with as it enters the database.
2. A set amount of time that dictates when conversations are "batched" and recorded into Enterprise. The default is set to 24 hours.

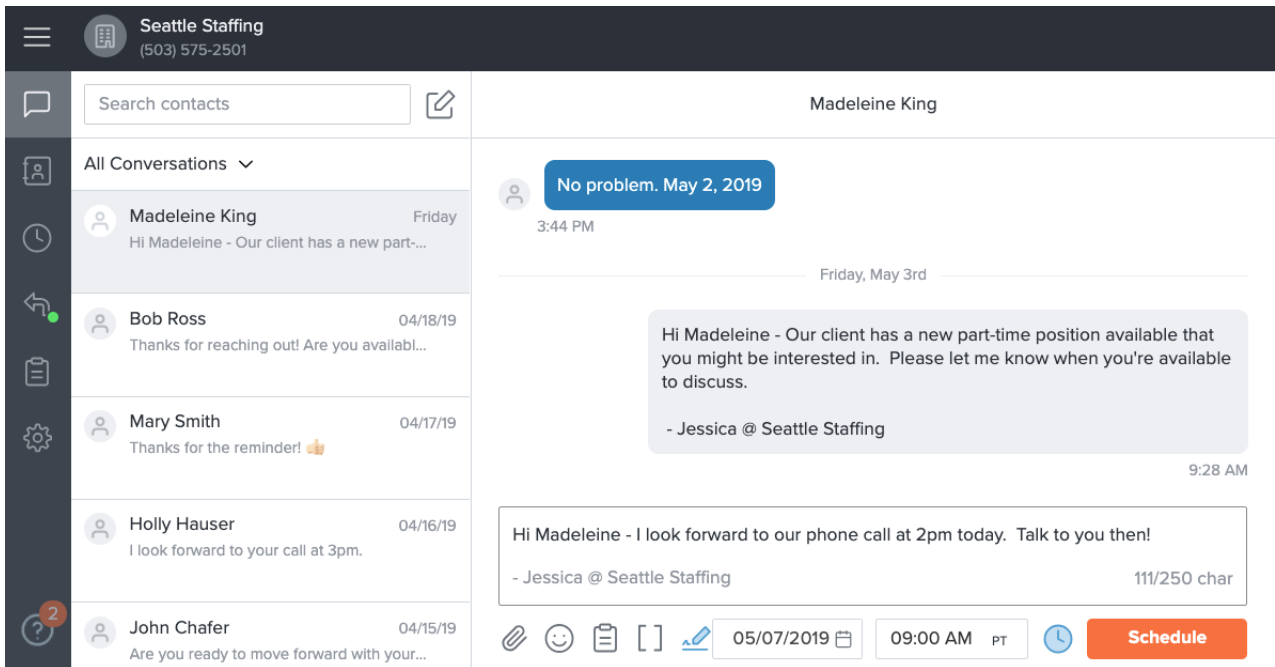
**\*Note\*** Please work with a TempWorks representative if you wish to change the default time for conversation batching.

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## Scheduling Texts

Zipwhip allows users to send scheduled text messages.

For example, if you wanted to send a text message at 8:00PM the night before for a group of employees starting a new assignment, this can be setup ahead of time in Zipwhip:



**\*Note\*** Scheduled texts can only be setup in the Zipwhip app.

## Related Articles