

# Oracle Fusion Cloud Talent Management

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**How do I use the candidate  
messaging features in Redwood?**



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# Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

## Get Help in the Applications

Some application pages have help icons  to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

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# 1 Overview of the Candidate Messaging Feature in Redwood

When you enable the Redwood experience in Recruiting, these features are available to you:

- View emails and messages in the enhanced Messages tab
- Compose emails and SMS messages Using AI Assist
- Send messages to multiple candidates
- Use attachments with outgoing and incoming emails

When you opt into Recruiting Booster and enable the Redwood experience, these features are available to you:

- View emails, SMS, and WhatsApp messages in the Message Center
- Use WhatsApp for candidate communications



## 2 Messaging Features in Recruiting

### View Messages in the Enhanced Messages Tab

The enhanced **Messages** tab on the candidate profile page shows emails and text messages sent to the candidate based on their preferred communication channel. The list is sorted based on the latest emails or text messages that were sent. You can see whether an email or SMS channel is verified for a candidate and if it's set as their preferred communication channel.

#### Emails

You can filter emails based on these subtabs:

- **Mine:** This displays:
  - Emails that you sent to the candidate.
  - Emails related to job applications, prospects, events, candidate pools, and candidate communications, in which you're a participant.
- **All:** This displays:
  - All emails accessible to you, which includes candidate communications, job applications, prospects, events, and candidate pools.
  - All email conversations where you or other hiring team members are participants.
  - All email responses sent by the email assistant to the candidate.
  - All auto-generated emails sent through the vanity email or no-reply email in the context of requisitions, prospects, pools, or events.
- **Automated and Email Assistant:** This displays:
  - Email responses sent by the email assistant to the candidate.
  - Auto-generated emails sent through the vanity email or no-reply email in the context of requisitions, prospects, pools, or events.
  - All conversations involving the email assistant or auto-generated emails where you or other hiring team members are participants.

When two-way communications is enabled, emails are displayed in a threaded manner, with multiple conversations appearing as part of the same email subject.

Selecting a threaded email opens up a drawer panel where you can see all the conversations displayed in a reverse chronological manner. You can expand or collapse these conversations and reply to the latest thread in the conversation. When you send a reply, the email is sent to all the recipients in the thread.

#### Text Messages

The **Messages** tab now has two subtabs for each of these SMS channels:

- **Hiring Team Messages:** Displays one-to-one conversations with hiring team members.
- **Automated and Text Assistant Messages:** Displays all automated messages sent by Recruiting as well as text assistant messages exchanged with the candidate. This includes automated template messages, candidate-

initiated messages sent to the second channel, agent replies, and notifications sent to the candidate (due to agent unavailability or network errors).

**Note:** If the text assistant isn't enabled, you'll see the **All Messages** subtab instead of **Automated and Text Assistant Messages**.

When text messages fail to send because of reasons such as threshold limits being reached for the day or a temporary connection error, you can see the message saved in the Text Messages section, along with the Failed or Blocked status. You can then resend the message at a later time by opening the text message from this section.

## Composing Messages

While composing a message, you can use the available Content Library notification templates, depending on the context of the message.

**Note:** If you've composed a message using a notification template, we recommend that you don't modify the message before sending it as this might create unintended changes to the template contents.

You can also compose messages using AI Assist.

## Compose Emails and SMS Using AI Assist

You can compose emails and text messages using Oracle's AI Assist, which is powered by generative AI. This provides you with a professionally crafted and engaging message, which you can then modify to suit your needs. AI Assist includes the context of the job application or candidate, such as the job details, recruiter's name, and so on, in the generated message.

While composing a message, the first step is to tell AI Assist about the topic of the email or text message. For example, you can say, "Tell the candidate about job openings in HR".

AI Assist then generates the email subject and body with relevant content. You can edit this content further or ask AI Assist to regenerate the email. While regenerating, you can either adjust the email's length or change its tone to a more formal, friendly, or engaging one. You can also preview the content before you decide to send it.

You can also do the same tasks while composing an SMS message. Note that when you regenerate an SMS message, you can only change its tone, but not its length.

## Send Messages to Multiple Candidates

You can send emails and text messages to multiple candidates at once from candidate lists that appear in candidate pools, job applications, prospects, events and search pages.

You can use the **Send Message** option in the **More Actions** menu (shown as three dots) on these pages to send bulk messages.

From the drawer panel that appears, you can compose and send both emails and text messages at once. You can either use AI Assist to compose a message or select a template from the content library. You can also insert tokens into the email subject or body and also into the SMS text.

The administrator can now associate a design template with a content library template. So, when you preview the message, the associated design template will be applied to the message content. If no design template is associated, the global design template will be applied. The candidate will see the corresponding design applied to their email when they view it.

When you choose to send both emails and SMS messages, they're sent only to the candidate's preferred communication channel.

You can send messages to as many candidates as you want, up to a maximum of 1000. When you send messages to more than 10 candidates, it's considered as a bulk process and will take some time to complete. When it's completed, you'll get a worklist notification. If any emails or text messages fail to send, you can see the number of failures listed in the notification.

## Use Attachments With Outgoing and Incoming Emails

When composing an email, you can upload attachments to outgoing emails. You can also receive incoming emails from candidates with attachments.

You can also send attachments for bulk emails sent from candidate lists in candidate pools, job applications, prospects, events, and search pages.

When you select a sent or received email from the **Messages** tab, you can view its attachments. You can also preview or download them. In case the incoming attachments weren't received due to an error, you can view the error by expanding the attachments section.

### Attachments for Outgoing Emails

Here are a few things to consider when you upload attachments to outgoing emails:

- You can send any type of file, but the file size and the length of the email must be within the limit set by your administrator.
- Unsupported file types or files with malicious content will be rejected when you try to send the message.
- When you view the sent message in the Messages tab of the candidate details page, you can preview the attachment or download it.
- When you send emails to more than 10 candidates at once and upload attachments to those emails, it's considered as a bulk process and will take some time to complete. When it's completed, you'll get a worklist notification, after which you'll see the sent message in the Messages tab. When you send bulk emails, the size of the first email is checked against the size limit set by your administrator, and if it's within the limit, all emails are sent.

### Attachments for Incoming Emails

Here are a few things to consider regarding incoming email attachments:

- You can receive incoming attachments only if it's allowed by your administrator and only when two-way communications is enabled.
- For incoming emails, the attachment's file type has to be a part of the allowed list of file types. This is defined by your administrator. The allowed list includes these file

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types: .txt, .rtf, .doc, .docx, .pdf, .htm, .html, .jpeg, .png, .zip, .HEIC, .pptx, .msg, .jpg, .pdf, and .odt. If an incoming email contains any attachment outside of the allowed list, the attachment won't be processed.

# 3 Messaging Features in Recruiting Booster

## Message Center

### Introduction to the Message Center

As a recruiter or hiring manager, you can view and manage candidate communications across multiple channels and in multiple contexts through a centralized messaging hub called Message Center. This feature is available when you opt into Recruiting Booster and enable the Redwood experience.

You can have a consolidated view of all communications exchanged with any candidate in any context by using the Message Center. This eliminates the need to navigate to a candidate's profile to manage emails or SMS messages for each context.

You can access the Message Center when you select **My Client Groups > Hiring > Messages** tab.

Key features of the Message Center include:

- Ability to view and manage SMS, email, and WhatsApp communications for all candidates that you have access to.
- Compose email and SMS messages using AI Assist and content library templates.
- Reply to emails using AI Assist and view an AI-generated summary of the email conversation.
- Reply to SMS messages using free-form text.
- Send and receive WhatsApp messages. You can send free-form messages as well as template-based messages and reply to candidate messages. Use AI Assist when composing free-form messages.
- Upload, download, and preview attachments in emails.
- Search for messages using the **Search** field.
- Filter messages based on multiple options.
- Sort messages in the order of most recent to the oldest, and vice-versa.
- From the message details area, navigate to the candidate profile page, prospect profile page, or the candidate job application page, depending on the context of the message.

**Note:** To reply to messages, two-way email and SMS communications must be enabled.

### Features of the List View

On the left panel, you can view the list of emails, SMS, and WhatsApp messages that were sent and received from candidates. Selecting a message opens the conversation history with the candidate on the right panel.

The total number of messages displayed in Message Center depends on the time span configured by your administrator. This includes messages that are displayed when filters or search criteria are applied. By default, messages from the past 180 days are displayed. The administrator can change this setting.

## SMS

SMS messages are grouped based on the candidate name. Selecting an SMS item on the left panel opens the full conversation history with that candidate on the right panel.

When you select a message on the right panel, the full text of the SMS opens up in a drawer.

## Emails

Emails are grouped based on the candidate name at the first level, and then on the subject of the conversation. Each email item on the left panel has a count that indicates the number of conversations on that subject. When you select the email item on the left panel, you can see the full conversation thread for that subject on the right panel.

## WhatsApp

WhatsApp messages are grouped based on the candidate name, similar to SMS messages.

Selecting a WhatsApp item on the left panel opens the full sequence of interactions with that candidate. If a WhatsApp message is longer than three lines of text, you can select the message to view the full text in a drawer.

**Note:** Even if WhatsApp isn't enabled as a communication channel, any WhatsApp messages, if available from the past, will be displayed.

### Related Topics

- [Configure the Time Span for Displaying Messages](#)

## Compose and Send Messages

You can compose email and SMS messages using AI Assist, content library templates, or free-form text.

You can compose WhatsApp messages using a blank template, free-form text, or business templates. For details, see [Compose and Send WhatsApp Messages](#).

When you compose a new message, you'll see a **Channel Type** drop-down list which lists the channels available to you to send messages. If a channel is verified and also preferred by the candidate as per their selection in the career site, you'll see the verified and preferred tag next to it.

If a channel is verified but not preferred by the candidate, you'll still see it in this list with the verified tag next to it.

If you can send messages to an unverified channel, you'll see the channel, but without any label next to it. If you can't send messages to unverified channels, you'll not see the channel listed here. For details, see [Can I send messages even if the candidate's communication channel isn't verified?](#)

**Note:** When composing an SMS or WhatsApp message, the message is always sent in the context of the candidate profile. Emails are sent in the context associated with the email, for example, job applications or candidate pools.

## Resend Failed Text Messages

You can try resending failed SMS messages. Note that the outbound SMS message limits configured by the administrator apply to the messages in the Message Center too. If the hard limit or the candidate message limit has been reached for the day, you might see failed SMS messages or you might not be able to reply to some messages.

### Related Topics

- [Resend Failed or Blocked WhatsApp Messages](#)
- [Enable AI Assist in Message Center](#)

## Reply to Messages

When you reply to an SMS, email, or WhatsApp message, it's always to the last message in a conversation thread for a candidate.

### Emails

You can use AI Assist to compose your reply. You can also view an email summary generated by GenAI before you can reply to messages. This gives you a summary of the conversation that happened so far on the subject of the email. Note that this summary is available only when there's at least 1 reply from the candidate.

### SMS

You can reply to SMS messages using free-form text. AI Assist isn't available while replying to SMS messages.

### WhatsApp

You can reply to WhatsApp messages using free-form text and AI Assist, blank template, or business templates. However, this depends on the 24-hour conversation window. For details, see [Start a Conversation and Send Replies](#).

## Filter Messages

You can filter and view messages according to your needs. The following filter options are available in Message Center.

- **Inbox:** View messages that were received from candidates. For details, see [Inbox Filter](#).
- **Sent By:** View messages that were sent to candidates. For details, see [Sent By Filter](#).
- **Channel Type:** View either SMS, email, or WhatsApp messages, or all of them.
- **Date Range:** View messages sent or received within a specific date range.
- **Email:** View emails exchanged with specific email addresses.
- **Phone:** View SMS and WhatsApp messages exchanged with specific phone numbers.

A few points to note about the **Clear** button:

- Whenever you want to apply new filters, select **Clear** to remove the existing filters and then proceed.
- Note that if you're in **Inbox**, this button doesn't clear the default filter, **My conversations**.
- Similarly when you apply the **Sent By** filter and select the **Clear** button, all other filters that are applied will be removed except the default filter, **Sent By Me**.

## Inbox Filter

When a candidate replies to your message, it's considered as a conversation. When you reply to any of the messages sent by other hiring team members or AI agents (email assistant and text assistant), you become a participant. These options in the **Inbox** filter work based on these concepts:

- **My conversations:** In the 26B upgrade, **My messages** is renamed to **My conversations**. It includes support for the AI agents (text assistant and email assistant), if they're enabled. This filter is applied by default when you access the Message Center for the first time.
- **All conversations:** In the 26B upgrade, **All messages** is renamed to **All conversations**. This filter appears only when neither the text assistant nor the email assistant are enabled.

If the email assistant or text assistant are enabled, you'll see these two filters instead of **All conversations**:

- **Hiring team conversations**
- **Automated and assistant conversations**

### My conversations

When you select the **My conversations** option, you can see the following emails, SMS, and WhatsApp messages:

#### Emails

- Replies received from candidates for your emails.
- Your reply to a candidate's email. It'll also be displayed in the **Sent By Me** filter.
- If you're a participant in any other email thread involving agent replies, automated emails, or other hiring team members, those emails will be displayed here.

A few points to note:

- The first incoming email from a candidate won't appear here. It'll appear in the **Hiring team conversations** subfilter.
- If you've sent an email, but haven't received a reply from the candidate, that email won't appear here. It'll appear in the **Sent By Me** filter.

#### SMS and WhatsApp messages

- Replies received from candidates for your SMS and WhatsApp messages.
- Your reply to a candidate's SMS or WhatsApp message. It'll also be displayed in the **Sent By Me** filter.
- If you're a participant in any other SMS or WhatsApp thread involving agent replies, automated messages, or other hiring team members, those messages will also be displayed here.

The messages in this filter are displayed for all associated objects, such as requisitions, pools, or events, regardless of their phase or state, as long as they're within the time span configured for displaying past messages.

### Hiring team conversations

When you select the **Hiring team conversations** option, you can see the following emails, SMS, and WhatsApp messages:

## Emails

- The first incoming email from a candidate will appear here, even before you, other hiring team members, or the email assistant can reply to it.
- An email sent by another hiring team member, for which the candidate replied, will also appear here. You can see the email if you have access to the requisition, prospect, pool, or event context related to the email.
- If other hiring team members participate in any other email thread involving email assistant replies, automated emails, or your emails, those emails will also appear here.

## SMS and WhatsApp messages

- Incoming SMS messages sent by candidates through the first channel will appear in this filter.
- An SMS or WhatsApp message sent by another hiring team member, for which the candidate replied, will also appear here. You can see the message if you have access to the requisition, prospect, pool, or event context related to it.
- If other hiring team members participate in any other SMS thread involving text assistant replies, automated messages, or your messages, those messages will also appear here.
- If other hiring team members participate in any other WhatsApp thread involving automated messages or your messages, those messages will also appear here.

## Automated and assistant conversations

When you select the **Automated and assistant conversations** option, you can see the following emails, SMS, and WhatsApp messages:

### Emails

- Auto-generated emails that were sent to the candidate based on a recruiter action in the context of requisitions, prospects, pools, or events will appear here, provided the candidate has replied to them. Note that you must have access to these contexts to see these emails.
- Emails sent to the candidate by the email assistant will appear here and in the **Sent By** filter.
- When a candidate replies to the email assistant, that reply will also appear here.
- If you or other hiring team members participated in an email thread involving the email assistant, that email will also appear here. It'll also appear in **Inbox > My conversations** or **Inbox > Hiring team conversations**, depending on who participated in the conversation.

A few points to note:

- The first incoming email from a candidate won't appear here.
- An automated email will appear here only if the candidate sends at least one reply to it. If there's no reply, the email will appear in the relevant **Sent By** filter.

### SMS and WhatsApp messages

- Displays all automated SMS and WhatsApp messages to which the candidate has replied.
- Displays all text assistant messages to which the candidate has replied.
- If there are incoming SMS messages from candidates or visitors through the second channel, they'll be displayed here.
- If you or other hiring team members participated in an SMS thread involving the text assistant's reply, that message will also appear here.

- If you or other hiring team members participated in a WhatsApp thread involving automated messages, that message will also appear here.

## All conversations

Using this filter, you can view other hiring team members' email, SMS, and WhatsApp conversations with candidates in the context of requisitions, prospects, pools, or events that you have access to. You can also view conversations that were initiated by other hiring team members from the candidate profile page. This also includes other auto-generated messages sent to the candidate in these contexts.

A few points to note:

- A message will appear in this filter only if the candidate sends at least one reply to it. If there's no reply, the message will appear in the **Sent By Others** filter.
- If you reply to any of the messages in this category, those messages will appear here and also in the **My conversations** filter.

The number of messages displayed in this filter depend on the following conditions for each context:

### Requisition context

- Displays all emails related to the requisition where you're a part of the hiring team, and:
  - The requisition phase is Open.
  - The requisition state is one of these: Not Posted, Scheduled, Posted, Unposted, Suspended, or Filled.
- Displays all SMS and WhatsApp messages related to requisitions that you have access to or where you're a part of the hiring team, and:
  - The requisition phase is Open.
  - The requisition state is one of these: Not Posted, Scheduled, Posted, Unposted, Suspended, or Filled.

### Pool context

- Displays all emails, SMS, and WhatsApp messages related to the pool where you're the pool owner and the pool is active.

### Events context

- Displays all emails, SMS, and WhatsApp messages related to the event where you're a part of the event team and the event is in one of these states: Posted or Open for registration.

### Automatically generated by the application

- Displays emails, SMS, and WhatsApp messages for any of these conditions:
  - You're a part of the hiring team and the phase of the requisition is Open.
  - You're a part of the event team.
  - You're the pool owner.

## Sent By Filter

You can filter sent messages based on specific criteria such as messages sent only by you, messages sent only by others, and so on.

To do this, change the main filter from **Inbox** to **Sent By** and select one of these options:

- **Me:** Displays emails, SMS, and WhatsApp messages that you sent to the candidate. If the candidate replied to your message, then that message will appear here and also in the **My conversations** filter. In addition, your reply to candidates on existing conversations involving automated messages or email assistant messages will also appear here.
- **Others:** Displays emails, SMS, and WhatsApp messages that hiring team members sent to the candidate in the context of prospects, submissions, events, and pools to which you have access. It also displays messages that hiring team members sent from the candidate profile page. In addition, replies that hiring team members sent to candidates on existing conversations involving automated messages or email assistant messages will also appear here.
- **No-reply email automatically:** Displays emails that were sent from the Recruiting application through the no-reply email in the context of prospects, submissions, events, and pools to which you have access. It also includes emails in the context of the candidate profile.

**Note:** These emails could be sent by you, other hiring team members, or even the candidate. However, in the course of a conversation, if an automated reply is sent through the no-reply email, then that reply is included in this filter.

- **Vanity email automatically:** Displays emails that were sent from the Recruiting application through the vanity email in the context of prospects, submissions, events, and pools to which you have access to. It also includes emails in the context of the candidate profile.

**Note:** These emails could be sent by you, other hiring team members, or even the candidate. However, in the course of a conversation, if an automated reply is sent through the vanity email, then that reply is included in this filter.

- **Email assistant:** Displays replies sent to candidates by the email assistant.
- **Text assistant:** Displays replies sent to candidates by the text assistant.

By default, the **Sent By Me** filter is applied.

## Search for Messages

To search for a message in the Message Center, enter your keywords in the **Search** box. To clear the search results and view the default list of messages, delete the keywords that you entered and select the **Search** icon again. Selecting the **Clear** button clears only the filters, if applied previously, but not the search results.

### SMS and WhatsApp

You can search for SMS and WhatsApp messages based on any of these criteria:

- Keywords in the body of the message
- Name of the recipient or receiver

- Candidate number
- Requisition title or its number
- Pool name
- Event name or its number

## Emails

You can search for emails based on:

- Keywords in the subject or body of the message
- Candidate number
- Requisition title or its number
- Pool name
- Event name or its number

The search feature looks for the requisition title or number, pool name, event name or number based on the context in which the message was sent, or in the subject or body of the message.

**Note:** Use an asterisk (\*) for a partial keyword search, and double-quotes (") for a full keyword search. You can also type the full keyword without double-quotes. But if you enter a partial keyword without an asterisk, you won't get the desired search results. For example, if you want to search for a candidate pool name that has the word "WAN Administrators" in it, you can enter a partial keyword such as **Administrators\***.

You can't search by phone numbers or email addresses in the **Search** field. Instead, you can use the filters.

## Unrestricted Access to All Messages

When you apply the **All messages** or **Sent by others** filters, you can have unrestricted access to all messages if the administrator configures a profile option, `ORA_IRC_MSG_CENTER_SEARCH_VIEW_UNRESTRICTED`.

This enables you to:

- View the list of all emails, SMS, and WhatsApp messages for all requisitions, pools, and events that you have access to.
- View the list of all emails, SMS, and WhatsApp messages in the context of candidate profiles, prospects, submissions, events, or pools that you don't have access to.

**Note:** While you can view these messages in the search results list on the left panel, you can view the message details on the right panel, only if you have access to the candidate and associated contexts.

If the profile option hasn't been configured, you can view messages up to a maximum of the most recently modified 10,000 requisitions, 5000 pools, and 5000 events. You can't see the emails for a candidate if you don't have access to all the associated contexts. However, you can see all SMS messages if you have access to at least one of the contexts associated with the messages

### Related Topics

- [Enable Recruiters to View All Messages](#)

# WhatsApp as a Communication Channel

## Overview of WhatsApp

WhatsApp is an additional communication channel to help recruiters interact with external candidates. This feature is available when you opt into Recruiting Booster and enable the Redwood experience.

**Note:** WhatsApp support is currently available for Syniverse and Twilio users.

As a recruiter, hiring manager, or hiring team member, you can compose and send text messages through WhatsApp to a single candidate or multiple candidates in bulk. You can send these messages in the context of a candidate profile, job application, prospect, or talent pool. You can also receive WhatsApp messages from candidates and reply to them.

## Enabling WhatsApp

To use this feature, WhatsApp needs to be set up as a communication channel by your administrator. For details, see [Workflow to Set Up Two-Way WhatsApp Communications](#).

In addition, the candidate needs to set WhatsApp as their preferred communication channel through the career site. The recruiter can also set the candidate's preferences through the Preferences section on the candidate profile page. These combinations of preferred channels are possible:

- Email
- SMS
- WhatsApp
- Email & SMS
- Email & WhatsApp

Between the SMS and WhatsApp phone channel, only one of them can be selected as a preferred communication channel.

## WhatsApp Templates

To have structured and approved conversations with candidates in compliance with Meta guidelines, you compose WhatsApp messages based on predefined templates. These predefined templates are created by your administrator and can be made available in your preferred language.

The templates are of two types:

- **Blank Template:** This is used when composing a new message for a single candidate. It can be used for two purposes:
  - To start a conversation with the candidate: This blank template contains some predefined text to which you can add your own text at the time of sending the message. This template must be associated with a content library category called WhatsApp Conversation Starter and must be approved by Meta.

- To reply to candidates using free-form text: This blank template isn't associated with any content library category. However, there are some conditions in which you can send free-form text, as explained in the topic, [Start a Conversation and Send Replies](#).
- **Business Templates:** These contained predefined text and are associated with the relevant content library category. They're used when composing a new message for a single candidate, and also when sending automated messages and bulk messages to multiple candidates. These templates must also be approved by Meta before you can use them.

## Compose and Send WhatsApp Messages

There are several ways to send and reply to WhatsApp messages:

- WhatsApp messages can be sent to individual candidates using the **Compose** button in the Message Center and the **Messages** tab on the candidate profile page.
- WhatsApp messages can also be sent to individual candidates from candidate list views on the candidate search, job applications, prospects, or candidate pool pages, and Recruiting Activity Center. To do this, select a candidate from the list view and select **Send WhatsApp Message** from the **Actions** menu (shown as three dots).
- WhatsApp messages can be sent to multiple candidates in bulk from candidate list views such as candidates search results, prospects, pools, and events. To do this, select a list of candidates from candidates search results, prospects, pools, or events, and select **Send Message** from the **More Actions** menu.
- Automated notifications can also be sent through WhatsApp based on candidate preferences and based on the event that initiated the notification, such as adding a candidate to an event or a candidate pool.
- You can also view and reply to WhatsApp messages from the above pages.

### Phone Number Verification

You can send WhatsApp messages to candidates only if they've indicated WhatsApp as their preferred communication channel and their phone number is verified. However, your administrator can disable this condition, which will allow you to send and reply to WhatsApp messages even if the candidate's phone number isn't verified. For details, see [Can I send messages even if the candidate's communication channel isn't verified?](#)

This setting decides whether the **Send WhatsApp Message** menu item in candidate list views, and the **Compose** and **Reply** buttons on the candidate profile page and Message Center are enabled for you.

### Message Length

#### Syniverse

The maximum length of free-form messages that you can send in the 24-hour window is 4096 characters. If a message exceeds 4096 characters, they'll be split into multiple chunks, each up to 4096 characters, and sent as separate messages. This applies when you're replying to messages too.

Syniverse supports a maximum of 32,000 characters for template-based messages. If the message exceeds 32,000 characters after all token values are resolved, the message won't be delivered.

#### Twilio

See the following Twilio documentation for details on the maximum length of WhatsApp messages:

- [Maximum Message Length with Twilio Programmable Messaging](#)

- [Rules and Best Practices for WhatsApp Messaging on Twilio](#)

## Message Status

The status of WhatsApp messages is displayed next to the message in the **Messages** tab of the candidate profile page and in Message Center. These status indicators are supported based on status updates provided by the service provider through Webhook:

- **Sent:** Displayed when messages are sent out from Recruiting to the service provider.
- **Failed:** The message hasn't been sent either from Recruiting to the service provider, or from the service provider to the candidate due to one or more of these reasons:
  - The message service provider network is down.
  - Internal application errors have occurred.
- **Delivered:** The message is successfully delivered to the candidate.
- **Read:** The message is read by the candidate. Note that for this status, the candidate must have enabled the Read receipt setting on their WhatsApp account.
- **Blocked:** WhatsApp messages could be blocked due to one or more of these reasons:
  - The recipient's phone number is blocked.
  - The recipient's phone pattern is blocked.
  - The country to which the recipient's phone number belongs to is blocked.
  - The count of messages to be sent to a candidate per day has exceeded the configured value.
  - The count of messages to be sent from the Recruiting application per day has exceeded the configured value.

## Start a Conversation and Send Replies

When you want to start a conversation with a candidate, you can either use a business template or a blank template (which is associated with the WhatsApp Conversation Starter category). Because business templates are used for specific purposes, the blank template is more suited to starting a general conversation.

When you select the blank template, you'll notice that it contains some predefined text.

You can add your message to this predefined text. When you start entering your message, you'll notice that it's added to the predefined text in the Preview section.

If the candidate responds to your starter conversation, you can reply to them using free-form text for 24 hours from the time of their last response. You create this free-form using the **Blank Template** type again. However, during this 24-hour period, this template won't contain any predefined text. You can write your own message and also use AI Assist to help with it. The maximum number of characters you can use in this free-form text is 4096 characters.

During this 24-hour period, you can also send messages using any other approved business template.

When 24 hours have passed since the last response from the candidate, you'll again need to use the WhatsApp Conversation Starter blank template to start a new thread with the candidate. You can't send free-form messages at this time. You can also use any approved business template to start the conversation. Refer to the [Meta documentation](#) for the latest updates about the 24-hour window.

A few points to consider about business templates:

- You can't edit the content in business templates when composing a message or when using the **Send WhatsApp Message** menu item. You can only preview the WhatsApp message with the tokens resolved.
- As per Meta guidelines, business template-based WhatsApp messages of the Marketing category won't be delivered to United States phone numbers for a temporary period. For more information, see the [Meta documentation](#).

#### Related Topics

- [How do I enable AI Assist while composing messages or replying to candidates?](#)

## Resend Failed or Blocked WhatsApp Messages

You can resend failed or blocked WhatsApp messages, based on the type of message and associated conditions listed here.

### Failed WhatsApp Messages

If messages fail to send from Recruiting to the service provider, you can resend these messages once the issue is resolved, and subject to the following conditions. However, if messages fail at the service provider's end and don't reach the candidate, you can't resend those messages.

#### Resend and Edit Actions for Failed Messages

| Type of Message   | Resend and Edit Actions   |
|---|---|
| Conversation starter messages created using the Blank Template type.  | You can edit and resend the message at any time.  |
| Free-form messages  | You can edit and resend the message, only if the candidate is within the 24-hour conversation window. If you don't resend within this window, you must compose a new message and send it. |
| Messages that use business templates (Except the Authentication category). This includes automated messages as well.                                  | You can't edit the messages, but you can resend them.   |
| Automated messages that use the Authentication category of business templates. These messages are usually initiated based on the recruiter's actions. | You can't edit or resend these messages. You need to try the action that initiated this message or contact the candidate through phone or email.  |

### Blocked WhatsApp Messages

WhatsApp messages could be blocked due to reasons such as the hard limit being reached, or the candidate message limit being reached, or due to blocked phone numbers, patterns, or countries.

#### Resend and Edit Actions for Blocked Messages

| Type of Message  | Resend and Edit Actions   |
|--|---|
| Conversation starter messages created using the Blank Template type. | You can edit and resend the message after the reason for the block is removed (that is, messaging limits are reset or after the phone number, pattern, or country are unblocked). |

| Type of Message   | Resend and Edit Actions   |
|---|---|
| Free-form messages  | You can edit and resend the message, if the candidate is within the 24-hour conversation window and the reason for the block is removed. If you don't resend within the 24-hour window, you must compose a new message and send it after the reason for the block is removed. |
| Messages that use business templates (except the Authentication category). This includes automated messages as well.                                  | You can't edit the messages, but you can resend them after the reason for the block is removed.   |
| Automated messages that use the Authentication category of business templates. These messages are usually initiated based on the recruiter's actions. | You can't edit or resend these messages. If you need to resend, you need to try the action that initiated this message after the reason for the block is removed.   |

You can resend messages from the **Messages** tab in the candidate profile page and also from Message Center. When you select a failed or blocked message, the message details drawer is displayed. If resending the message is possible based on the above conditions, the **Send** button will be enabled. Otherwise, an error message will be displayed.

## Send Bulk WhatsApp Messages

You can send bulk WhatsApp messages to multiple candidates using business templates. These templates will be displayed from the Recruiting Content Library and not from the WhatsApp Notification Template Library. Using this feature, you can't initiate conversations or send free-form WhatsApp messages to multiple candidates.

Note that you can send WhatsApp messages only if the content library template that you select is associated with an approved WhatsApp business template.

When you try to send bulk messages through multiple channels such as email, SMS, or WhatsApp, the messages are sent to candidates only through their preferred channel. If neither SMS or WhatsApp is set as a preferred channel, emails will be sent, if email IDs are available for those candidates.

## Automated WhatsApp Notifications

When you add a candidate to a job application or a candidate pool, automatic WhatsApp messages are sent to them using WhatsApp business templates. These business templates need to be associated with a corresponding content library template such as Candidate Job Application Notification or Candidate Pool Member Notification, for example. However, the WhatsApp message will be sent only if the business template is approved by Meta.

So even if you add a candidate to an event, the WhatsApp message won't be sent if the business template (associated with a content library template) isn't approved. However, an email will be sent if the content library template contains an email section and the candidate has an email ID.

## WhatsApp Templates in Other Languages

WhatsApp templates can be translated into multiple languages. So when sending a WhatsApp message to a single candidate (through the **Compose** button or **Send WhatsApp Message** option), the template available for selection will be that of your current session language. If that template isn't approved, it can't be selected.

In case of automated messages and bulk messages to multiple candidates, template-based messages can be sent in the language preferred by the candidate. If the template (of the candidate's preferred language) isn't approved by Meta, then the English language template will be used. If the English language template isn't approved, you can't send the WhatsApp message. Instead, email messages will be sent, if the template has an email section and candidates have provided email IDs.

## AI Agents for Candidate Messaging

### Overview of the Email Assistant

The Recruiting Inbox Response Agent is an AI-powered email assistant that responds to candidate questions by leveraging your organization's policy and process documents. This agent is built using Oracle AI Agent Studio. Using this framework, you can upload relevant documents that contain possible answers for candidate questions. The agent then uses these documents to reply to candidates.

The agent responds to an email if the following conditions are met:

- If it's the first email or response from a candidate, the agent responds. Any further emails are sent to the recruiter for their response.
- The email must contain five questions or less.
- If the agent can't find answers to all the questions based on the uploaded documents, the email is sent to the recruiter.
- If the agent is unable to respond due to unavailability or network errors, the email is sent to the recruiter. The time limit for the agent's response is set in the `IRC_2W_AGENT_AUTO_SKIP_TIMEOUT` profile option.
- If questions belong to the following excluded topic categories, the agent doesn't respond, and the email is sent to the recruiter:
  - Salary comparisons
  - Company information on gender ratio, ethnicity, and the like
  - Discrimination based on gender, race and other factors
- If the candidate's email contains any PII information such as phone numbers, SSNs, passport numbers, and so on, the email isn't considered for the email assistant's response and is forwarded to the recruiter for a manual response.

**Note:** Visitor emails aren't considered for the email assistant's response. The agent's response is in the same language as that of the incoming email.

### Overview of the Text Assistant

Candidates can interact with the Career Coach agent through SMS and have a similar experience as that of the career site. The SMS capability in the Career Coach agent is referred to as Text Assistant.

Using this capability, candidates can:

- Get job recommendations based on their profile

- View job fitment for a role of their choice
- Get answers to company-related questions
- Get answers to job-specific questions based on the job description
- Schedule, cancel, or reschedule interviews
- Prepare for interviews and get guidance from the career coach

The text assistant has a conversation with candidates, which provides relevant suggestions or answers based on candidate questions or responses. Note that candidates must initiate the conversations related to the above topics. Candidates can also reply to automated SMS messages with questions, in order for the text assistant to respond.

To support this capability, a second channel has been introduced for SMS communications in Recruiting. This channel is used for text assistant communications and existing automated communications. The first channel that was available before the 26B upgrade will be used for person-to-person communication. This channel is typically monitored by recruiters or other hiring team members.

**Note:** The text assistant must be enabled from Setup and Maintenance. If it's not enabled, all SMS communications, including automated messages, will continue through a single channel.

In addition to candidates, visitors can also interact with the text assistant using SMS, provided your administrator enables it through Setup and Maintenance. A user is considered a visitor if their phone number isn't present in the Recruiting database. Phone numbers that aren't verified are also considered as part of visitor phone numbers, even if they're associated with a candidate.

To ensure system stability and prevent the risk of misuse, these threshold limits are in place for text assistant messages:

- Maximum number of text assistant messages that can be sent to a candidate/visitor per day.
- Maximum number of text assistant messages that can be sent to all users (candidates and visitors) per day.

#### *Related Topics*

- [Workflow to Set Up the Text Assistant](#)
- [Limits for Text Assistant Messages](#)

## Email Assistant in AI Agent Studio

The email assistant is available in Oracle AI Agent Studio through the agent template, **Recruiting Email Assistant Template**.

This template consists of a child workflow called **Recruiting Inbox Response Agent**. To view this, search for it on the **Agent Teams** tab in AI Agent Studio.

The nodes in this workflow are displayed in the Agent Designer on the right pane. These nodes contain the logic for processing the incoming emails. One of the nodes, RetrieveAnswer, contains the logic for the RAG tool, **Recruiting Knowledge Factory**. You need to upload your organization's policy and process documents in this tool. The agent workflow refers to these documents to answer candidate emails.

#### *Related Topics*

- [Workflow to Set Up the Email Assistant](#)

## Where are Agent Messages Displayed?

The messages sent by the email assistant and text assistant are displayed in Recruiting as follows:

### Email Assistant Messages

When a candidate's email is received, it's displayed in the vanity mailbox. It won't be relayed to the recruiter's mailbox when the email is queued to the agent or while the agent is processing it.

The email is also displayed in the Hiring application, but the recruiter can't reply to it while the agent is processing it. The **Send Reply** button will be disabled and a message is displayed accordingly. Once it completes processing, this button is enabled.

Agent replies are displayed in these areas in **My Client Groups > Hiring**:

- Messages tab on the candidate's profile page
- Messages tab on a candidate page in the context of job requisitions, job applications, offers, candidate pools, events, or prospects
- Message Center

**Note:** The agent reply will also be delivered to the recruiter's mailbox from the vanity mailbox.

### Text Assistant Messages

SMS conversations between the text assistant and the candidate are displayed in these areas in Recruiting:

- Messages tab on the candidate's profile page
- Messages tab on a candidate page in the context of job requisitions, job applications, offers, candidate pools, events, or prospects
- Message Center

#### *Related Topics*

- [Inbox Filter](#)
- [Sent By Filter](#)
- [View Messages in the Enhanced Messages Tab](#)