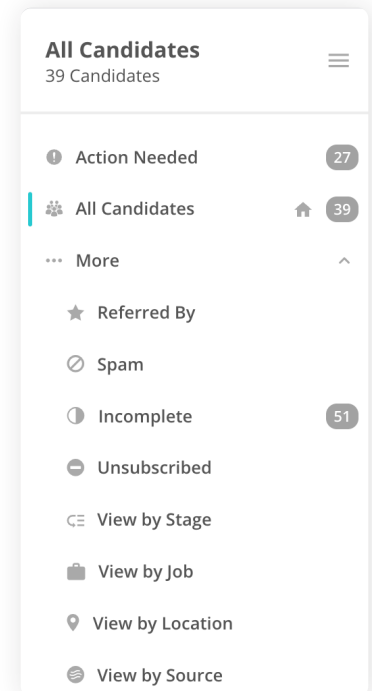


Helpful Hints

Below are 5 helpful hints for users utilizing Paradox to manage candidates.

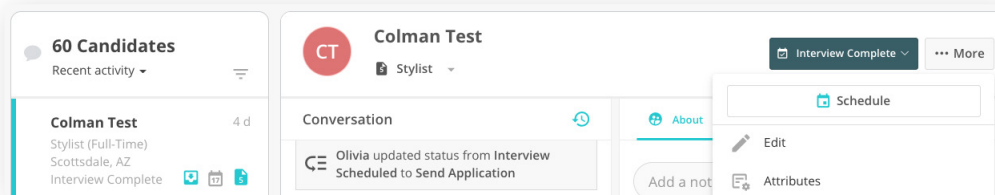
Helpful Hint #1: Filtering

- Easily view candidates using the preset filters.
 - **View by Stage:** what stage of the candidate journey they are in.
 - **View by Job:** view by which job they applied for.
 - **View by Location:** view by which location they applied for.
 - More:
 - **Referred By:** View the employees that have referred a candidate by texting your companies employee referral number.
 - **Spam:** View candidates that users have marked as spam
 - **Incomplete:** candidates that have not completed the initial screening questions with Olivia.
 - **Unsubscribed:** Candidates that have opted out of texting with Olivia.
 - **View by Source:** View candidates by how they engaged with Olivia (ie through text, online, etc.)



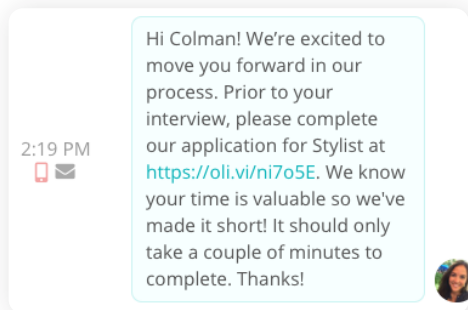
Helpful Hint #2: Using Test as Your Last Name

- If you are planning on testing the candidate experience, please use "Test" as your last name. This will ensure that your test isn't factored into analytics and reporting. To adjust previous tests, select your test candidate, click "More" and "Edit"



Helpful Hint #3: Viewing Times and Mode of Communication in Conversations

- If you hover over the message in the conversation you can view the timestamp and the way the message was communicated (email/text). If one of the icons is red (such as the example below) it means Olivia couldn't deliver the message in that mode of communication.



Helpful Hint #4: How to Resend a Form

- To resend a form, copy the link sent from earlier in the conversation or disposition the candidate to another status and then disposition them back into the "Send Form" status.

Helpful Hint #5: Get notified of all candidates that apply

- To toggle on Alerts you will go to All Apps > Settings > Alert Management and toggle on the first alert. This will send an alert every time a new candidate is submitted. By default you will only be alerted when a candidate is scheduled for an interview.