

AVIONTÉ CONNECT



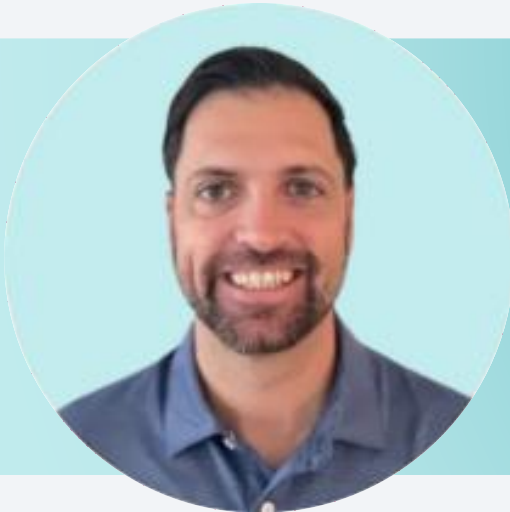
CONNECT DAY 3

Always On: What's New in Mobile and Chat

- Latest enhancements to Avionté's mobile experience and chat functionality
- Fast, seamless, in context communication – in the field or in the office
- See what's new and how to get the most of it
- *This presentation is for informational purposes only.*

Introductions

Welcome to **CONNECT!** Thank you for joining our session.



Kevin Scott

GROUP PRODUCT MANAGER

PRODUCT



Erik Elm

PRODUCT OWNER

PRODUCT

The Agenda

1

The Communication Problem

2

Introducing Avionté Chat

3

Workflows in Practice

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The Talent Experience

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What's Coming Next

The Communication Problem

The Recruiter's Communication Reality



Too Many Places

BOLD, personal phones,
third-party SMS – nothing's in
one place



No Team Visibility

A recruiter leaves, and the
conversation history leaves
with them.



No Record

If it wasn't logged manually,
it didn't happen.

SMS: Your Most Direct Channel

98%

open rate for SMS
vs. 28% for email

89%

opted in to business
texts

72%

read a new text
within 5 minutes

82%

reply to a business
text within 15
minutes

SMS isn't just another channel. For talent, it's the channel.

Source: EZ Texting 2026 Consumer Texting Behavior Report (n=959, fielded Jan. 2026)

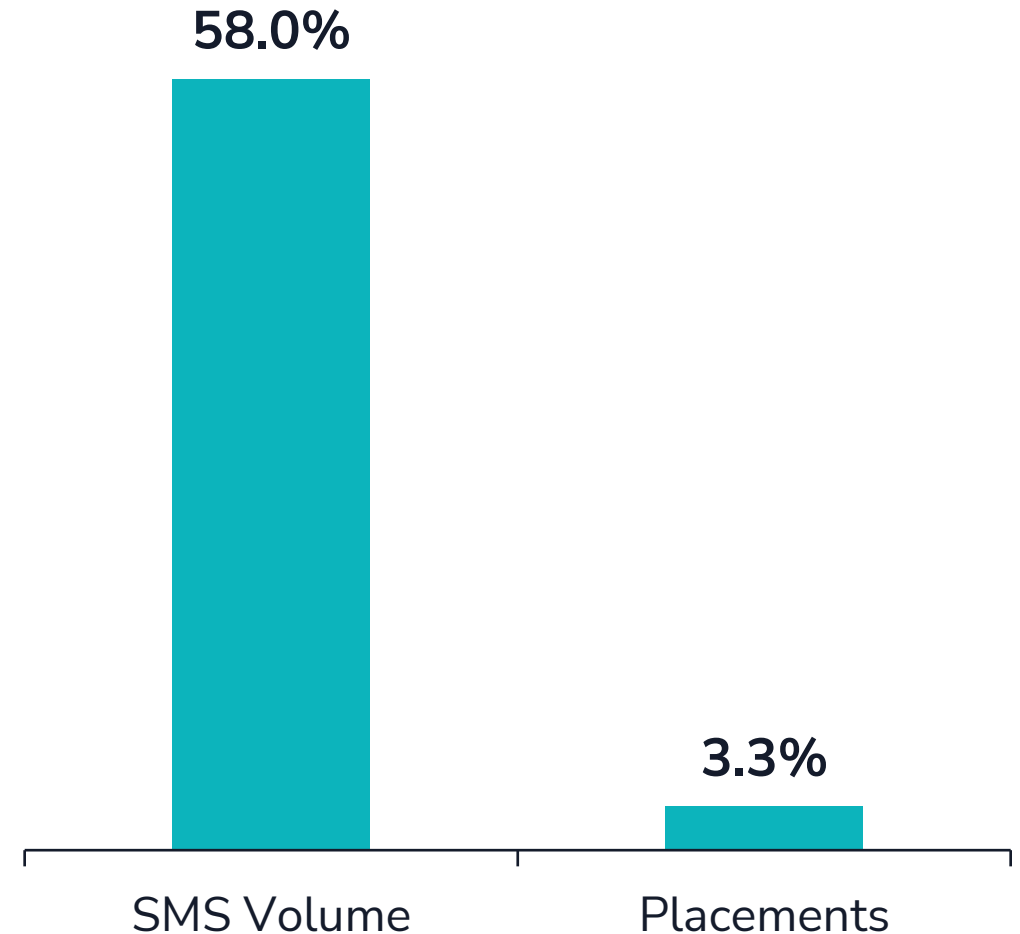
The Cost Is Climbing

SMS volume is growing faster than your business.

The one stat that matters:

- 65% of businesses plan to increase their SMS budgets in 2026 (SimpleTexting, 2026)

Growth, Year over Year



When Talent Are in the App

No Per-Message Cost

- Talent logged into the Avionte Mobile App are 61% more likely to reply to outbound messages. *(Avionte production data · April–July 2026 · 2.2M+ outbound messages)*

Why it matters:

- In-app messages to talent carry no SMS charge
- Every check-in, reminder, or status update sent in-app is free
- Savings grow as more talent adopt the app
- Two benefits, one strategy.

Measurably Better Engagement

- Your cost goes down. Your engagement goes up. At the same time.

Why it matters:

- Fewer follow-ups needed
- Faster confirmations from talent
- Less time spent chasing replies
- **Getting talent into the app isn't just a cost play, it's an engagement play.**

Introducing Avionté Chat

Avionte Chat: Native Messaging, Built Into Bold

It's Not a Bolt-On

Built directly into Bold, one UI to learn, no separate login, no extra subscription.

It's Two-Way

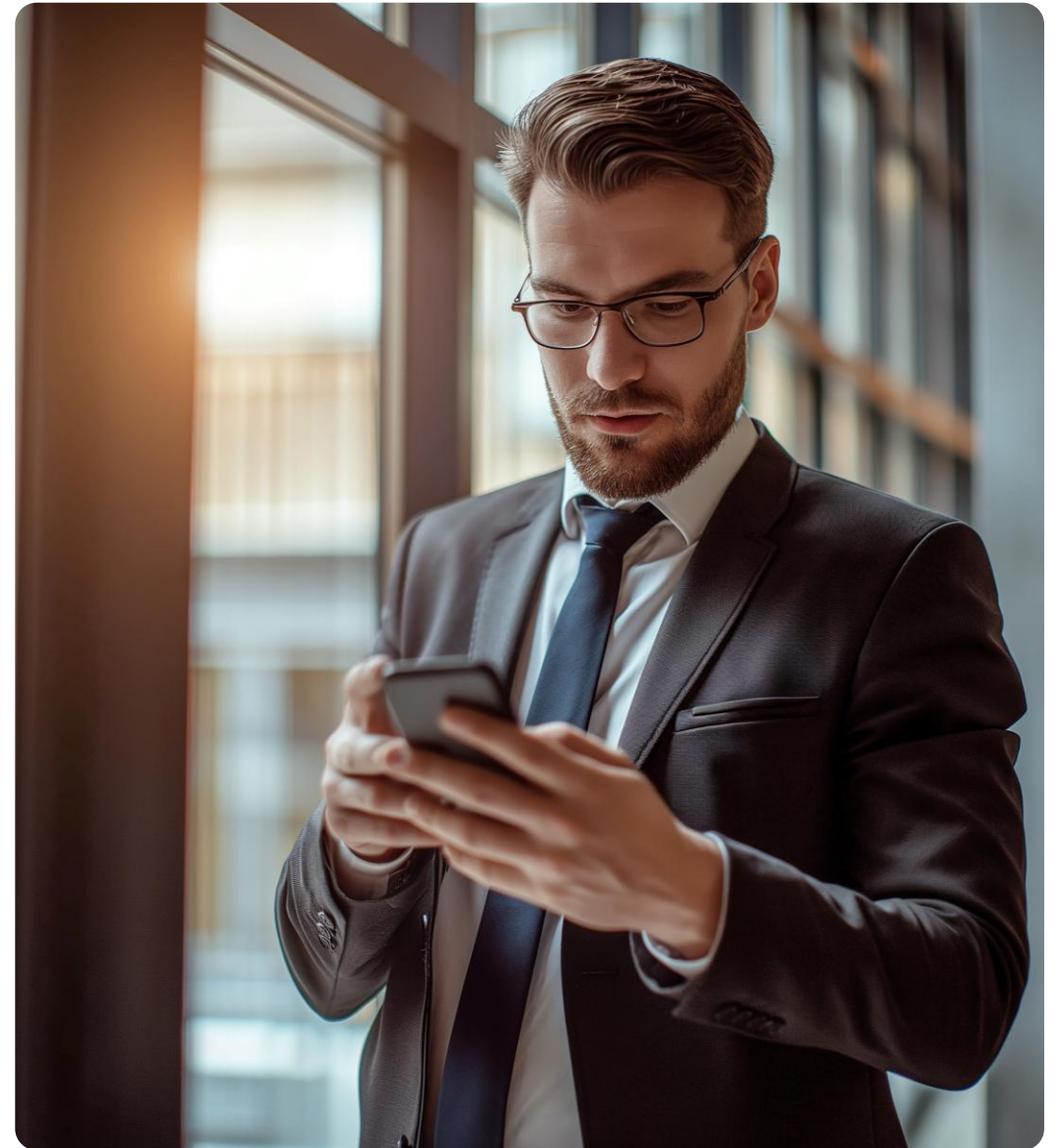
Recruiters initiate, talent reply. Every reply lands in the same thread, from the app or SMS.

It Covers Your Whole Team

Create User Groups that share a single Chat channel. Any recruiter can see and respond.

SMS + the Avionte Mobile App

SMS is how talent responds, no download required. The app adds in-app cost savings plus document sharing.

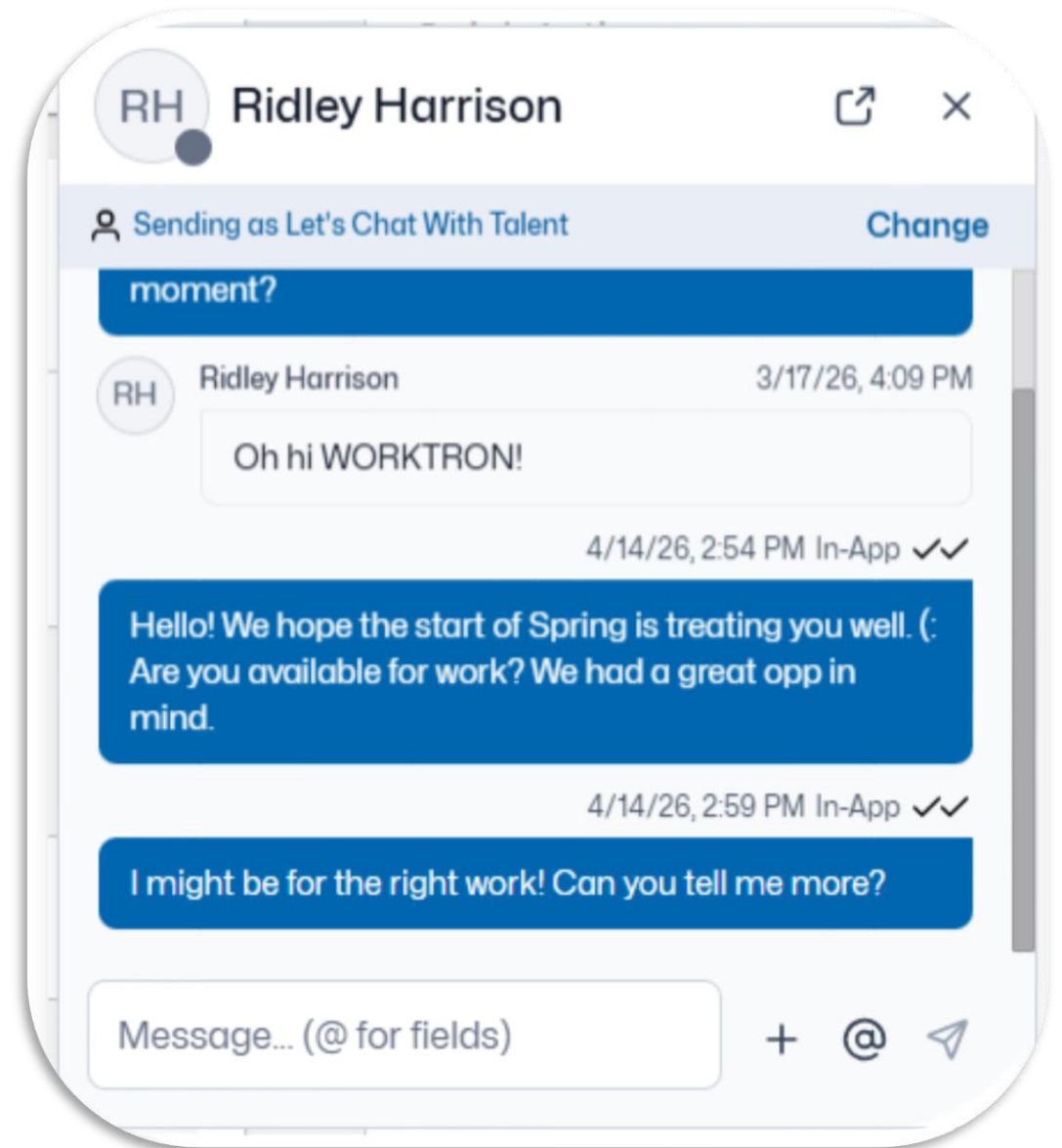


When to Use Quick Chat

Stay in your flow, message without switching tools.

Use Quick Chat when:

- You're already on a talent's profile
- Messaging one person, right now
- You don't want to lose your place in a workflow



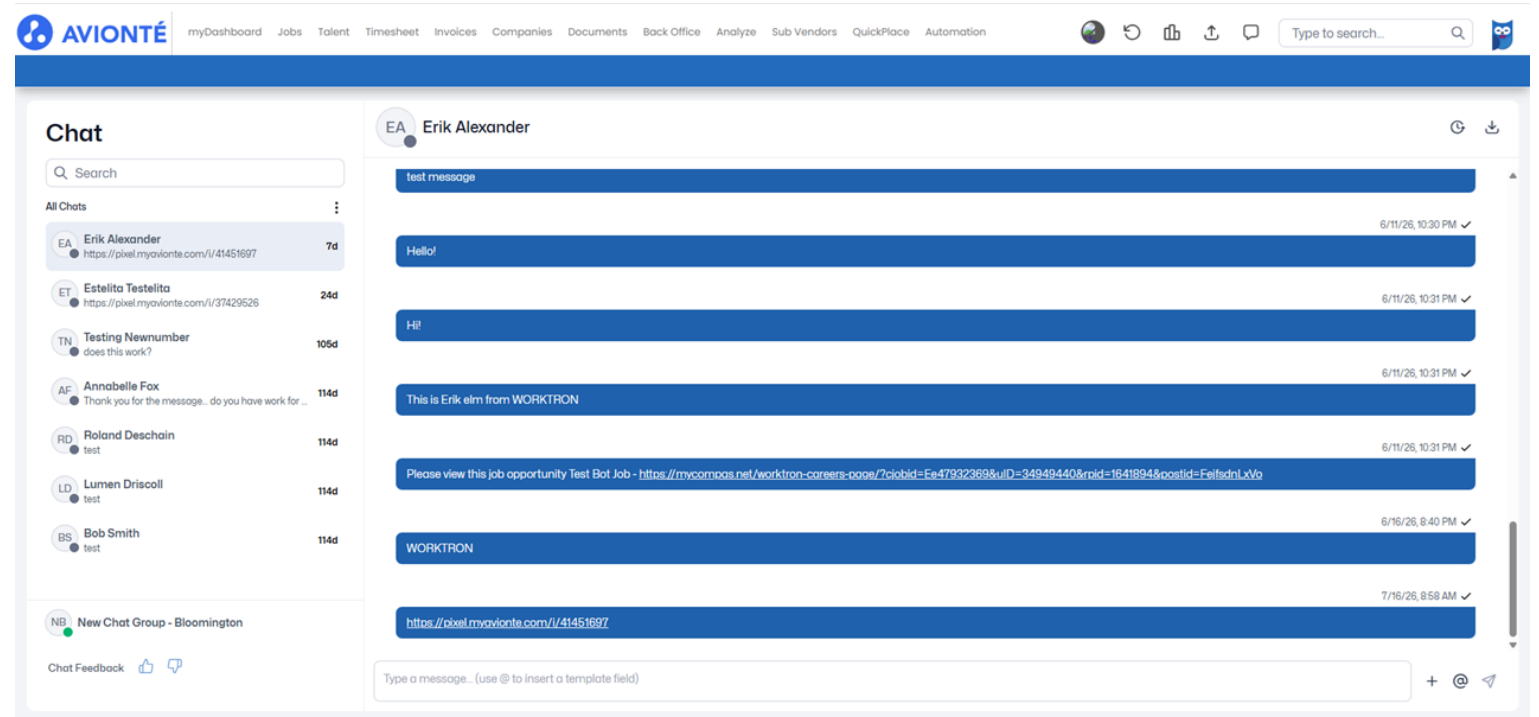
Workflows in Practice

The Chat Inbox: All Your Conversations, One Place

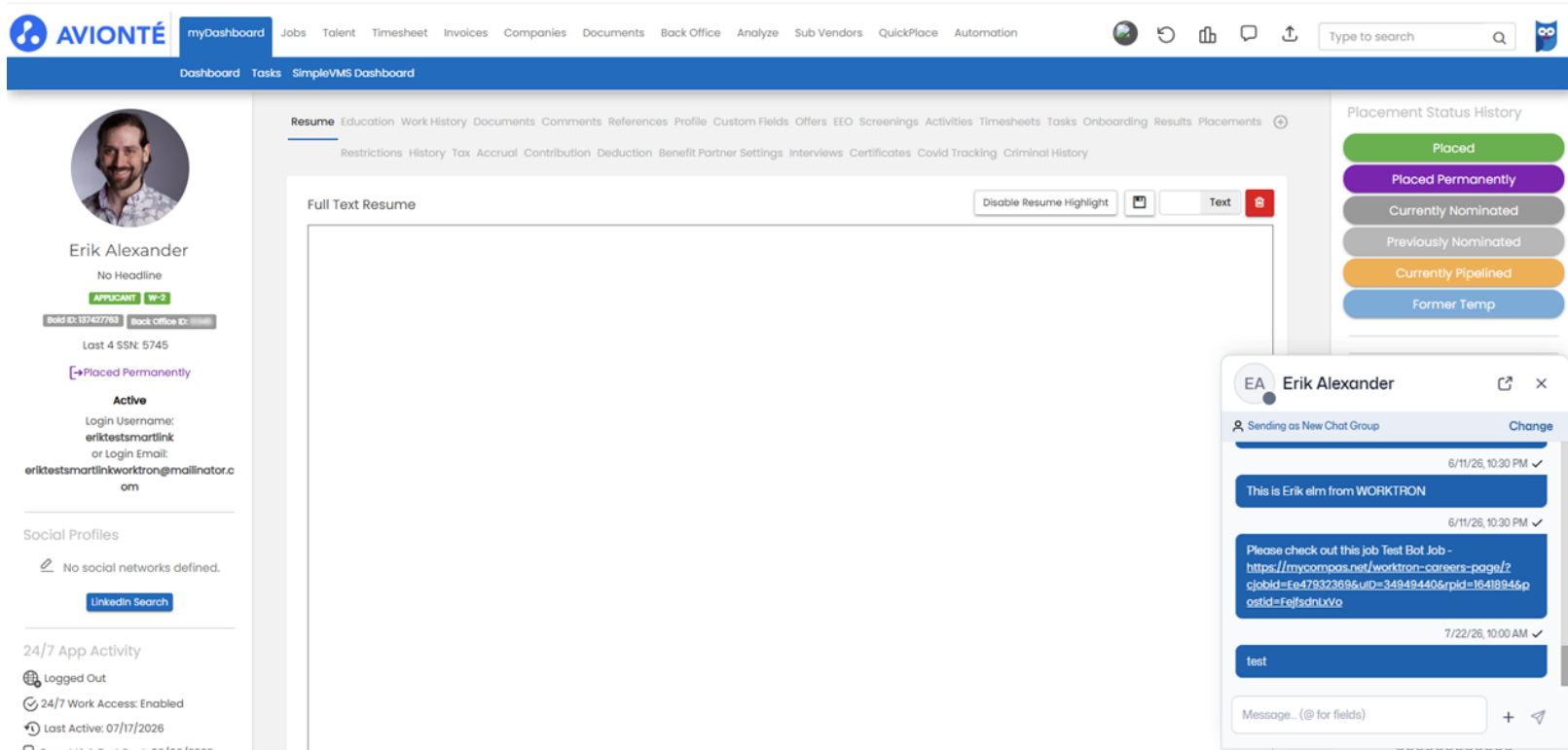
Your conversation list shows each talent with an active thread, name, last message, timestamp.

Built in:

- Search by name or keyword, up to 300 results surfaced in seconds
- Smart filtering: My Personal Chats, My Group Chats, admin view-as, or archived
- Real-time updates: new messages appear without a refresh



Quick Chat: Never Leave the Talent Profile



The screenshot displays the AVIONTE myDashboard interface. The top navigation bar includes links to myDashboard, Jobs, Talent, Timesheet, Invoices, Companies, Documents, Back Office, Analyze, Sub Vendors, QuickPlace, and Automation. The left sidebar shows the user's profile for Erik Alexander, including a photo, name, status (Placed Permanently), and various tabs like Resume, Education, Work History, Documents, Comments, References, Profile, Custom Fields, Offers, EEO, Screenings, Activities, Timesheets, Tasks, Onboarding, Results, Placements, Restrictions, History, Tax, Accrual, Contribution, Deduction, Benefit Partner Settings, Interviews, Certificates, Covid Tracking, and Criminal History. The main content area shows the 'Full Text Resume' tab. A chat window is overlaid on the right side of the profile, showing a conversation with Erik Alexander. The chat window includes a header with the user's name and a 'Change' button. The chat history shows three messages: 'This is Erik elm from WORKTRON' (6/11/26, 10:30 PM), 'Please check out this job Test Bot Job - https://mycompas.net/worktron-careers-page/?cjobid=Ee47932389&uid=34949440&rpId=16418945p&ostid=Ee47932389' (6/11/26, 10:30 PM), and 'test' (7/22/26, 10:00 AM). The chat window also includes a text input field and a 'Send' button.

What Quick Chat does:

- Identity selector: send as yourself or your user group
- Draft persistence: your draft is still there when you come back
- You type, you send, you keep working

The "+" Menu: Contextual Actions in the Composer

Link a Job

- Insert a job posting directly into the message. Select, confirm, and it lands in the composer ready to send.

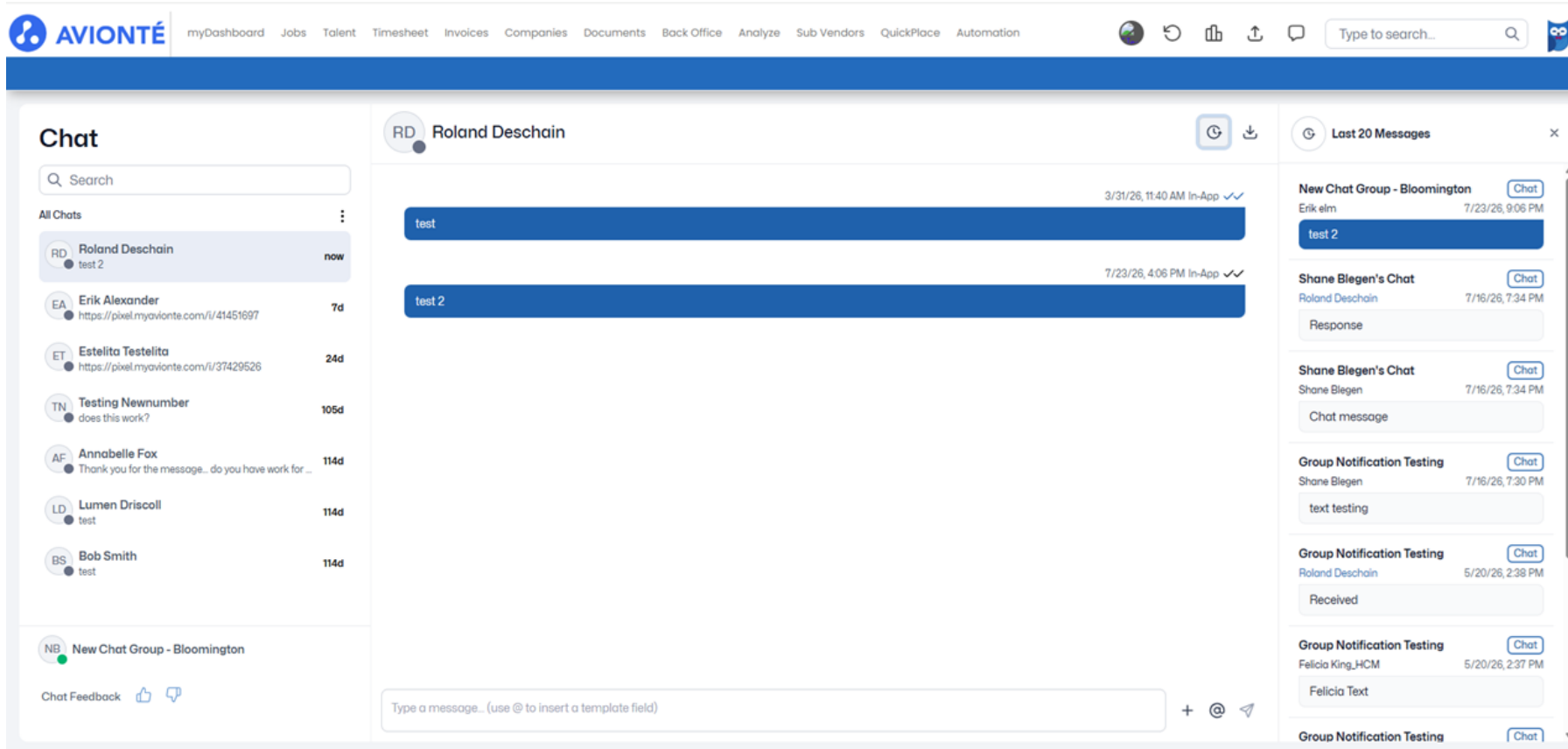
Add Pixel Bot

- Launch a Pixel Bot screening interview from chat. Talent completes a structured AI-driven screening on their phone.

Send Engagement Notification

- Insert a pre-configured talent engagement template. Merge tokens fill automatically; you review, you send.

Message History: The Full Story at a Glance



How it works:

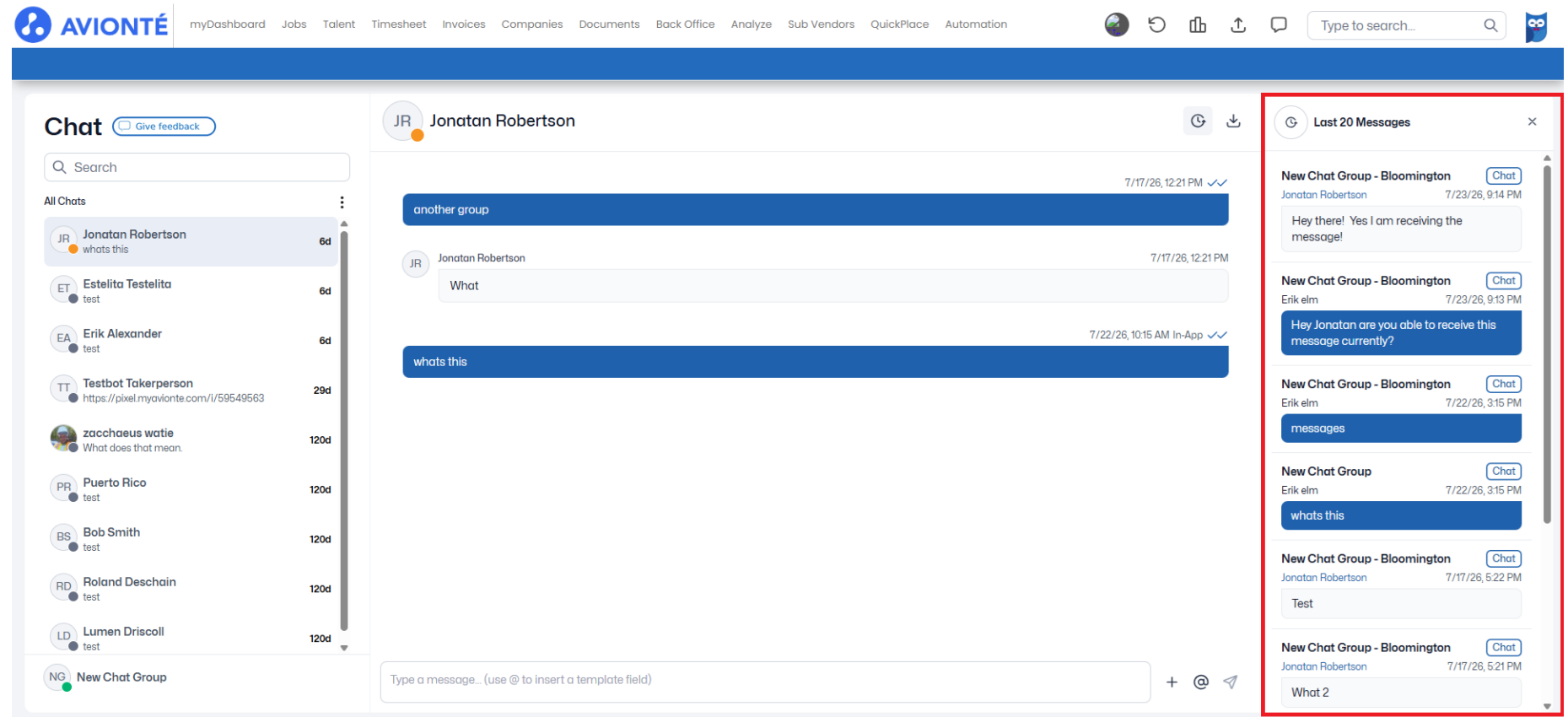
- Collapsible panel in the channel header, toggle it when you need it
- Last 20 messages across ALL channels in chronological order
- Each message labeled SMS or Chat; click any message to jump to it

When to Use the Full Chat Inbox

Triage, search, and manage all your conversations in one place.

Use the full inbox when:

- Managing multiple active conversations
- Searching for a past message or thread
- Switching between group channels



Delivery Notifications: Always Know Where Your Message Stands

For the Recruiter

- Real-time delivery status, right in the thread.
- What you see:
 - **Sent:** your message left the platform
 - **Delivered:** the message reached the talent's device
 - Real-time updates, no refresh needed
 - Know before you follow up if a talent hasn't seen a message yet.

For the Talent (Email Fallback)

- Never lose a conversation because you weren't watching Chat.
- What they get:
 - **Email notification:** replies come with a message preview and profile link
 - **Quick-reply link:** one click opens the reply box
 - Reply goes straight into the Chat thread
 - No app or login required for talent to get notified.

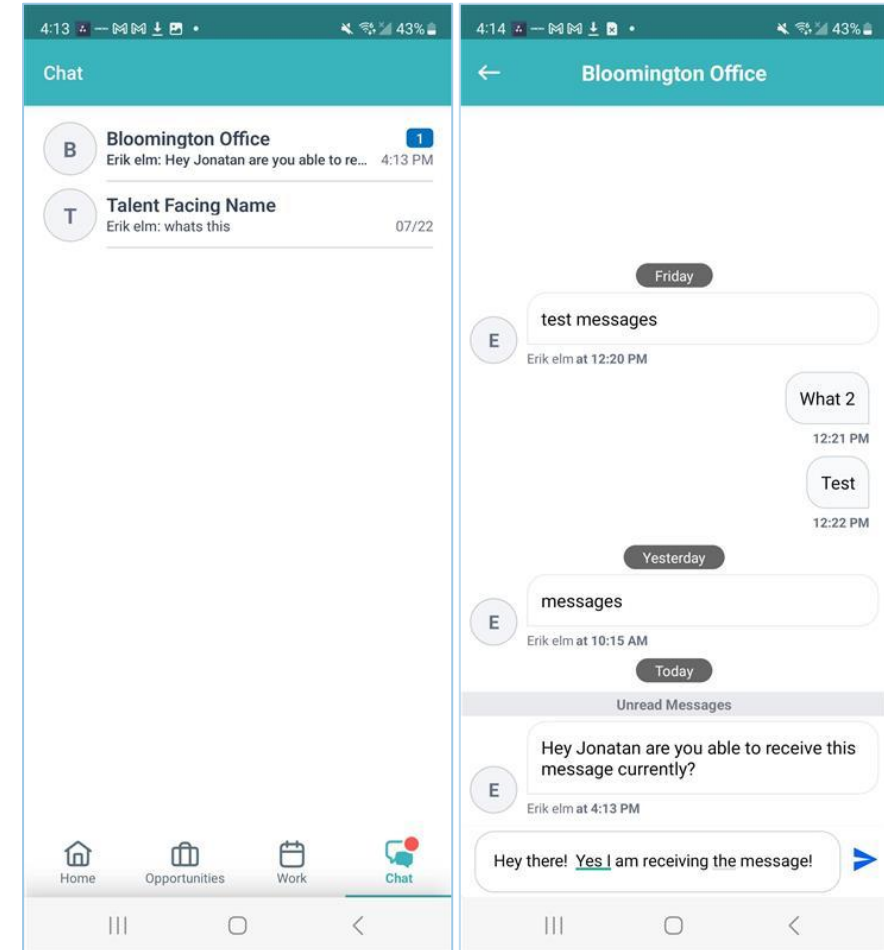
What Your Talent Experiences

On Their Phone: A Clean, Familiar Experience

In the Avionte Mobile App, talent get a dedicated Chat tab with push notifications and full history.

In the app:

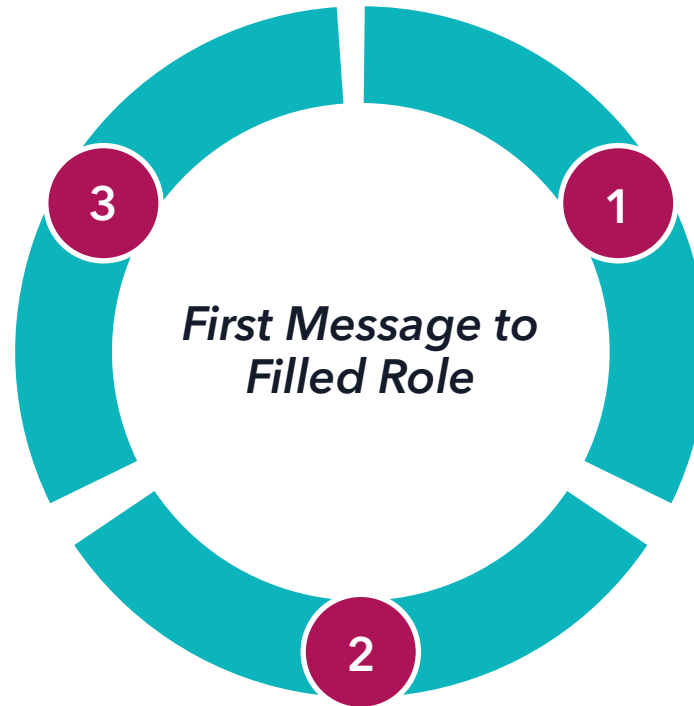
- Dedicated Chat tab in bottom navigation, with push notifications and badge counts
- Prior SMS history visible inline, so conversations don't start from zero
- No app required: their SMS reply comes back into your Bold Chat thread either way



The Recruiter Outreach Loop

The Loop Closes

Their reply, in-app or SMS, lands in your Chat thread. You get an email notification. One click to respond.



You Reach Out

From a talent profile: open Quick Chat and send. From a job pipeline: select up to 50 candidates → Mass Actions → Chat.

Talent Receives

Push notification in the Avionté Mobile App.
If not in the app, message arrives as standard SMS. Either way, it's delivered and logged.

Scenario: Filling an Urgent Shift

Mass Messaging in action — when speed is everything.

The screenshot displays the AVIONTE Talent Management System interface. The top navigation bar includes links for myDashboard, Jobs, Talent, Timesheet, Invoices, Companies, Documents, Back Office, Analyze, Sub Vendors, QuickPlace, and Automation. A search bar is located on the right. Below the navigation bar, there's a section for Applicant Search Results. The table lists various applicants with columns for First Name, Last Name, EEO Date, Email Address, Mobile Phone, Work Phone, Home Phone, Texting Status, Other Phone, Address 1, Address 2, City, State, Zip Code, and Latest Job. A red box highlights the 'Mass Actions' dropdown menu, which includes options like 'Mass Add Tags', 'Mass Background Check', 'Picklist Selected', 'Mass Onboard', 'Mass Pipeline', 'Mass Start', 'Mass Update Flag', 'Merge Talent', 'Print Talent', 'Send EEO Form', 'Send Email', 'Start Chat', and 'Change Status'. To the right, a 'Mass Chat' window is open, showing a list of 7 users selected for a chat group. The users are: Taylor-mrnti8aajh3l Jones-mrnti8aajh3l, Taylor-mrntbsb2j4yg Smith-mrntbsb2j4yg, Anita Kaiju, Casey-mrdsjplk3z0 Smith-mrdsjplk3z0, Quinn-mrdsjxbq2ga Smith-mrdsjxbq2ga, jsjs ttt, and Four Prenote. The chat window has a text input field and a 'Go Back' button.

Preview	Pipeline	First Name	Last Name	EEO Date	Email Address	Mobile Phone	Work Phone	Home Phone	Texting Status	Other Phone	Address 1	Address 2	City	State	Zip Code	Latest Job
✓		Ronnoc	PIK		pikronnoc@gmail.co...	61261258...			Opt Out		221 N 122...		Minneapolis	MN	55455	
✓		Taylor-mr...	Jones-mr...		qc-off-mrnti8aaze9j...	55512300...			No Respon...		100 Quick...		Minneapolis	MN	55401	
✓		Avery-mr...	Brown-mr...		qc-t2-mrntbsb2f3hy...	55512300...			No Respon...		100 Quick...		Minneapolis	MN	55401	
✓		Taylor-mr...	Smith-mr...		qc-t1-mrntbsb2f3hy...	55512300...			No Respon...		100 Quick...		Minneapolis	MN	55401	
✓		steve	smith		stevetest@gmail.com	6096689...			No Respon...		2413 Plan...		Glendora	CA		
✓		Cam	Kaiju		oiaf8@oiaf.foo				No Respon...		235 Exete...		Saint Paul	MN		
✓		Anita	Kaiju		9liss@outok.com	+1 552-5...			44 Split L...				Minneapolis	MN		
✓		Casey-mr...	Smith-mrd...		qc-off-mrdsjplapl8...	55512300...			No Respon...		100 Quick...		Minneapolis	MN		
✓		Quinn-mr...	Smith-mrd...		qc-t2-mrdsjxb7kc...	55512300...			No Respon...		100 Quick...		Minneapolis	MN		
✓		Alex-mrds...	Smith-mrd...		qc-t1-mrdsjxb7kc@...	55512300...			No Respon...		100 Quick...		Minneapolis	MN		
✓		jsjs	ttt		john.stone+jsjsttt@w...	7345556...			No Respon...		7877 Esp...		Dearborn	MI		
✓		Four	Prenote		marcel@example.com	9856307...			Opt In		147 Avion...		Manhattan	NY		

Total Unique: 1096 (Showing Items: 1 - 500) (Selected Items: 7)

Mass Chat

7 Users Selected

- Taylor-mrnti8aajh3l Jones-mrnti8aajh3l X
- Taylor-mrntbsb2j4yg Smith-mrntbsb2j4yg X
- Anita Kaiju X
- Casey-mrdsjplk3z0 Smith-mrdsjplk3z0 X
- Quinn-mrdsjxbq2ga Smith-mrdsjxbq2ga X
- jsjs ttt X
- Four Prenote X

New Chat Group - Bloomington

Type a message... (use @ to insert a template field)

Go Back



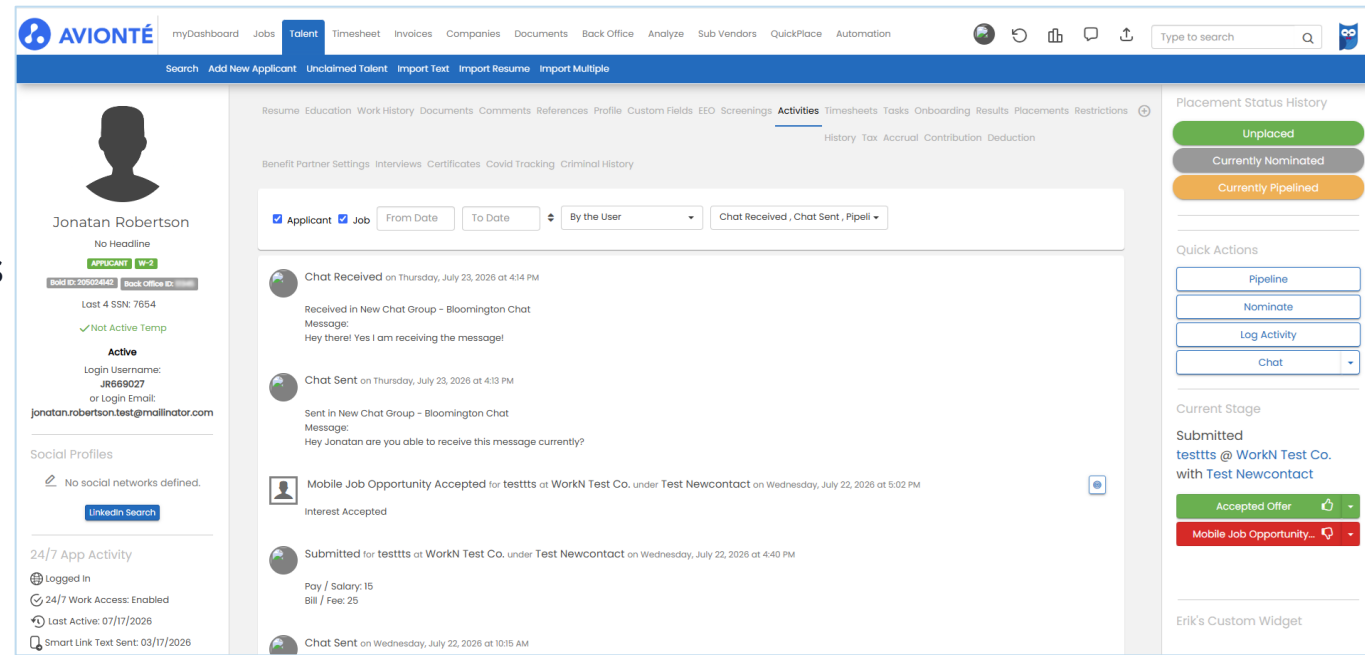
Every Message Logged. Every Conversation Auditable.

Full audit trail for every communication, required by some clients and regulatory environments.

How it works:

- Every Chat Sent and Received message creates a timestamped activity entry on the talent's Bold record
- Chat Log Export (admin): full conversation history as TXT or DOCX, delivered by secure download link
- 'We don't know what was said' is no longer an answer

CONNECT 2026



Access Control: Four Layers of Flexibility

Tenant level

Chat is activated as a system-level setting for your entire Bold instance.

One switch turns it on for your organization.

User level

Control which individual recruiters have Chat access.

Separate settings for Chat Access vs. Chat Admin.

Admin controls

'View As' mode lets admins see any recruiter's personal chats or any user group's conversations without disrupting the thread.

Admins can archive and manage all channels.

User group level

Each user group has its own Chat toggle, its own dedicated SMS phone number, and its own member list.

You control exactly who sees what.

What's Coming Next

Near-Term Additions to Avionte Chat

These features are in active development and rolling out across 2026.

Documents in Chat

- Send and receive files directly in a Chat thread.
- All shared documents auto-save to the talent's Bold profile.
- No separate upload step.

Translate

- Communicate with talent in their preferred language without leaving the conversation.
- Expand your reachable talent pool without adding complexity to your team's workflow.

Read Receipts

- Single checkmark when sent, double checkmark when delivered to the talent's device.
- Real-time, no refresh needed.
- Read receipts on the roadmap for a future release.



Avionte Flows + Chat: One Thread for Every Conversation

What is Avionte Flows

Avionte's next-generation talent engagement platform — intelligent automation that sends messages based on talent milestones: onboarding triggers, job start reminders, status changes, check-ins.



How it Connects to Chat

Every automated message from Flows appears in the same Chat channel as your manual messages.

One continuous thread — manual and automated messages side by side.



When Talent Reply

Their reply lands in the Chat thread. The recruiter picks it up seamlessly, with full context of what the automation sent.



The Result

A single thread of truth. No more wondering 'did the system send something last week?' — you can see it. All one conversation.

Agency Chat: Working as a Team

One number. Every recruiter can see the thread. No duplicate outreach.

Scenario:

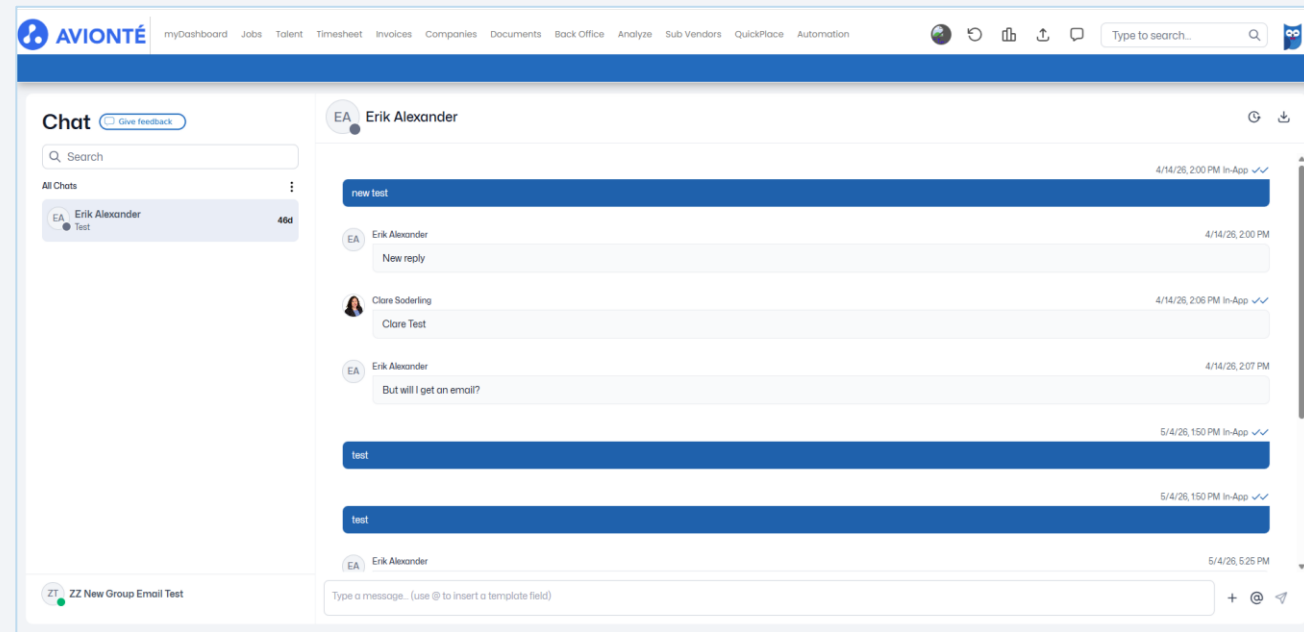
Your branch has 5 recruiters. A talent texts in asking about a job. Who responds? Who has the context? Does the talent get texted twice?

How Agency Chat solves it:

- One dedicated phone number per User Group
- All group members see the same thread
- Talent sees the agency name — consistent brand
- Admins can view any channel with 'View As' mode

vs. Individual Chat:

Use Individual (personal 1:1) when the recruiter has an ongoing relationship and the talent expects to hear from them specifically.



Why Avionté Chat?

The Case for Avionte Chat – In Three Lines

The single most important takeaways:

It's Already Where
You Work

Your Team Can Finally
See Everything

Talent Gets a Text -
You Get a Thread



Thank You

Help shape future content by rating this session.

1. Open the Bizzabo app and select Agenda
2. Locate: **Always On: What's New in Mobile and Chat**
3. Rate and leave feedback

Rate the session



Leave further feedback...

SEND

Cancel