

Voyager Infinity – Release Notes

Version: 4.104

Release Date: 15th March 2024

What have we released?

- Infinity 4.104 has been released

Release overview

Here’s a snapshot of what we’ve delivered in this release:

- Candidates / contacts can unsubscribe to mailshots (SaaS only)
- AWR tab on placement and candidate pages
- Mailchimp – added to re:job candidate search results
- API (SaaS only) – Umbrella companies

Feedback please

We are continuously looking to improve Voyager Infinity and are keen to hear your thoughts. Please email suggestions@ikirupeople.com with any feedback on existing functionality or ideas for new functionality.

Enhancements

Enhancement 126024/126025 Unsubscribe from mailshots (SaaS only)

Overview

This functionality is available for SaaS customers only.

Emails can be sent from the Infinity Comms Centre to candidates /contacts, offering an unsubscribe link. The recipient can click the link and unsubscribe on a website. This will update Infinity and untick the ‘OK to Mailshot’ field against the candidate’s / contact’s email address.

Edit Candidate Details □ ×

<p>Title: <input type="text"/></p> <p>Forename: <input type="text" value="Annie"/></p> <p>Middlename: <input type="text"/></p> <p>Surname: <input type="text" value="Palmer"/></p> <p>Known as: <input type="text"/></p> <p>Address Type: Home + -</p> <p>Description: <input type="text"/></p> <p>Address line 1: <input type="text" value="18 Woodside Terrace"/></p>	<p> <input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p> <p><input type="text"/></p>	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;">  </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th>Telecom</th> <th>Country</th> <th>Value</th> <th>Ext</th> <th>Ok to ...</th> <th>Send...</th> <th>Ok to Mailshot</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td> Home Phone</td> <td></td> <td>(01358) 417644</td> <td></td> <td></td> <td></td> <td></td> <td>Home #1</td> </tr> <tr style="background-color: #e6f2ff;"> <td> Home Email</td> <td></td> <td>annie.p@eastenders....</td> <td></td> <td></td> <td></td> <td style="border: 2px solid red;"><input checked="" type="checkbox"/> Email</td> <td>Email #1</td> </tr> <tr> <td> Work Phone</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Telecom	Country	Value	Ext	Ok to ...	Send...	Ok to Mailshot	Description	 Home Phone		(01358) 417644					Home #1	 Home Email		annie.p@eastenders....				<input checked="" type="checkbox"/> Email	Email #1	 Work Phone							
Telecom	Country	Value	Ext	Ok to ...	Send...	Ok to Mailshot	Description																											
 Home Phone		(01358) 417644					Home #1																											
 Home Email		annie.p@eastenders....				<input checked="" type="checkbox"/> Email	Email #1																											
 Work Phone																																		

Note: Infinity Comms Centre templates ticked as 'Mailshot' require the candidate's/contact's email address to be ticked as 'OK to Mailshot', otherwise the send is prevented.

Selection Filters

Email Comms Centre: Candidate Candidate Contact
 Apply filter: Show system templates

Templates

New Edit Copy Move Delete

Name	Privacy Au...	Mailsh...	Admin (RW)	User (RO)
Candidate				
Digital Consent Details Sent	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Legitimate Interest Details Sent	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Newsletter	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Reminder Digital Consent 1st	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Reminder Digital Consent 2nd	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Verbal Consent Details Sent	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Administration

The 'Web Reviews' tab in Administration / General Settings has been renamed to 'Web Reviews / Unsubscribe'.

Infinity Administration

Main Pages Email Login Driving Rail RTW / EAA AWR **Web Reviews / Unsubscribe**

Business Rules Company name to display on website:
 Logo to display on website (max 800 x 400)



Notify placement owning consultants by email when a web review is received

Placement contacts can be invited to complete a web review of the candidate by sending a placement Comms Centre email template containing the merge field 'Review Candidate Links'.

Candidates and Contacts can be offered to unsubscribe from mailshots by sending a Comms Centre email template containing the merge field 'Unsubscribe Link'. This can be found in the 'Merge To Telecoms' group in supported Comms Centres

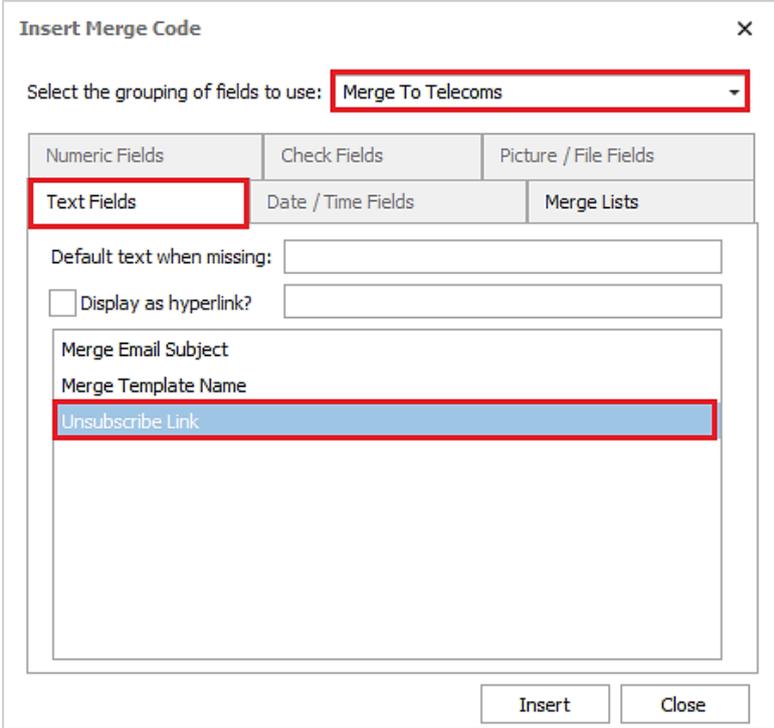
Show additional tabs Save Undo

The field labels for the company name and logo have been made generic as they are also used to display on the 'Unsubscribe' website in addition to the 'Web Reviews' website.

There is a note on the screen advising the users to use the 'Unsubscribe Link' merge link in their candidate and contact related Comms Centre templates.

Comms Centre template setup

There is a new merge field called 'Unsubscribe Link' in the 'Merge To Telecoms' group / 'Text Fields' tab in candidate / contact related Email Comms Centres.



Insert Merge Code [X]

Select the grouping of fields to use: **Merge To Telecoms**

Numeric Fields	Check Fields	Picture / File Fields
Text Fields	Date / Time Fields	Merge Lists

Default text when missing:

Display as hyperlink?

Merge Email Subject

Merge Template Name

Unsubscribe Link

[Insert] [Close]

This merges as a clickable hyperlink field called 'unsubscribe'.



* Caution: External email *

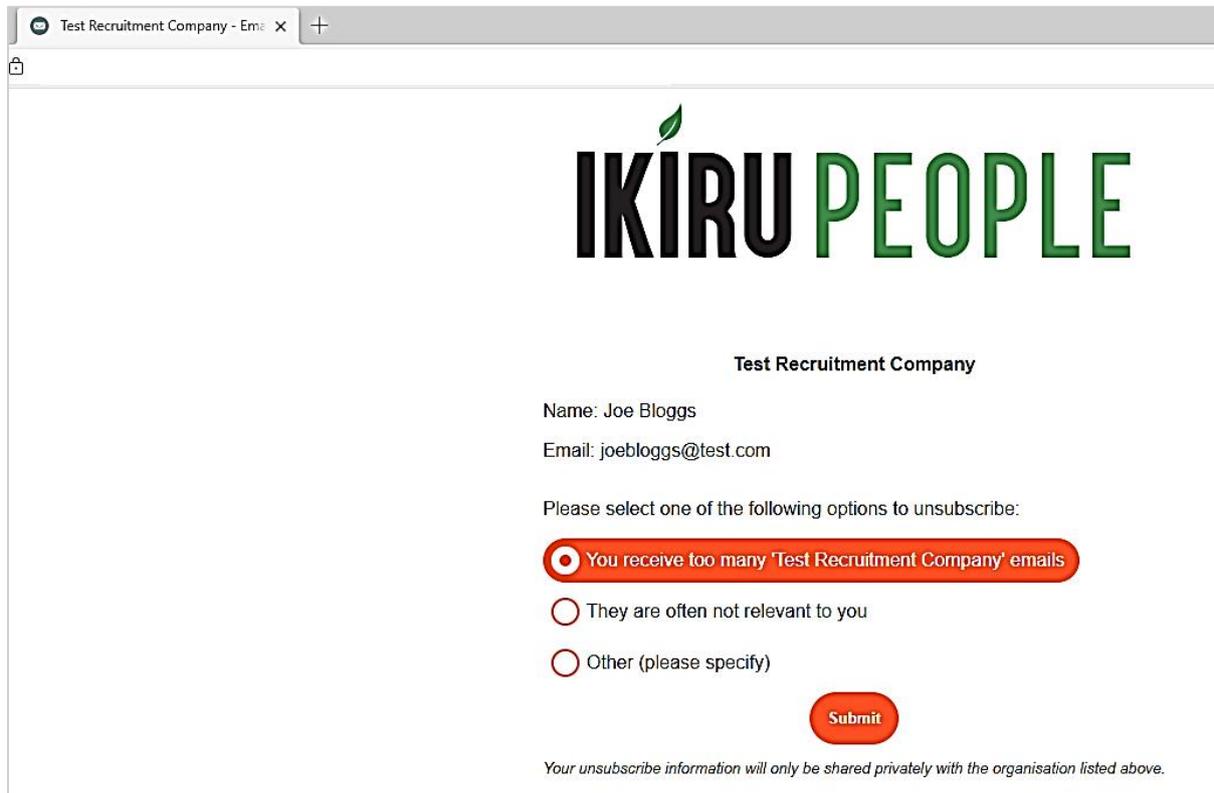
Hi

NEWSLETTER MARCH

You can unsubscribe from these mailings by clicking here **unsubscribe**

Kind Regards,

When a recipient receives an email and presses the unsubscribe link, they are taken to a website with the admin screen's website company name and logo displayed in the centre.



The name and email address shown is taken from the 'Merge To Section' when the email was originally sent from the Infinity Comms Centre.

Template:	Newsletter		
From address:	andrea.comer@M365x24748704.onmicrosoft.com	Insert Field	
To	{Merge To};	<input type="checkbox"/> Send Internally	
Cc / Bcc			
Subject:	News Letter March 23	Insert Field	
Attachments:			
Merge To (1 of 1) * Ok to mailshot telecoms only			
Apply filter	All	<input checked="" type="checkbox"/> Update Last Contact Date	
Code	Name	Entity	Email(s)
CN0...	Annie Palmer	Candida...	Home Email(annie.p@eastenders.com)

Note: Contact related Comms Centre can also merge to company and location levels. If there is a company or location email address in the merge to section, the unsubscribe link will work and untick the 'Ok to Mailshot' option against those email addresses.

If the email address is edited in the Merge To section before sending, then the unsubscribe link will not work as it would not find a matching email address on the Infinity record to update.

On the website, the recipient can select the required radio button and click unsubscribe or cancel out by closing the browser tab. If 'Other' is selected, then comments are mandatory.

If the recipient unsubscribes, all matching email addresses are unticked as 'Ok to Mailshot' on the Infinity database overnight. If the email address cannot be updated because a user has the record locked, the system will try again the next day.

An info event is logged by the service, with an action of "Mailer Unsubscribed" and the website unsubscribe radio button option is populated in the event details field.

Events	Tasks	Meetings	Shortlist	Interviews	Placements	Privacy Logs	AWR
				Related Links ▾			Event Actions Misc, Meeting Invitatio...
Date		By		To/From	Action	Details	
11/03/2024 20:23		SERVICE			Mailer Unsubscribed	They are often not relevant	

Note: If the email address is already unticked as 'Ok to Mailshot', the event will still be logged.

Enhancement 126023/126140 AWR tab on placement and candidate pages

The 'AWR Checked' field on the placement page has been removed. AWR compliance checking is now controlled solely by the status of the 'AWR Checked?' field on each AWR Group (clock).

Candidate	Company	No of Weeks	Start Date	End Date	AWR Checked?	
+ AWR Contract	Premier Clinics	14	14/09/2023	31/01/2024	<input type="checkbox"/>	
+ AWR Thursday	Premier Clinics	13	02/10/2023	11/02/2024	<input type="checkbox"/>	
- Rob Smith	Robo Test	15	18/10/2023	30/01/2024	<input type="checkbox"/>	
	ID	Job	Type	Start Date	End Date	Consultant
→	PL0000000026	Builder	Temporary	30/01/2024	30/01/2024	Rob Smith
	PL0000000028		Contract	18/10/2023	18/01/2024	Rob Smith
	Work History 31	Random job	Temporary	19/01/2024	23/01/2024	

AWR group (clocks) ticked as 'AWR Checked?' do not show in My Infinity / Apps menu notifications. Upon upgrade, if at least one **placement** in an AWR Group was un-ticked as 'AWR Checked?' on the placement page, the AWR Group (clock) is unticked.

An AWR tab has been added to the placement and candidate page, that shows all AWR groups (clocks) the placement/candidate is in going back 6 months. (Not just the ones shown in My Infinity / App menu notifications).

Events	Tasks	AWR				
Candidate	Company	No of Weeks	Start Date	End Date	AWR Checked?	
→	- Tick Tock	123 Ltd	18	05/09/2023	11/03/2024	<input checked="" type="checkbox"/>
	ID	Job	Type	Start Date	End Date	Consultant
→	PL0000000028	Administrator	Temporary	19/06/2023	23/03/2024	Andrea Comer

- Functionality / display of the AWR group (clock) is the same as per My Infinity / App menu notifications
- The 'No of weeks' is the count as of today, regardless of whether it's still running or not
- Order is latest AWR group (clock) start date at the top
- The placement ID and candidate columns are not hyperlinks if the user is on that page
- The toolbar does not have the review mode button
- The user can tick / untick the 'AWR checked' column for the AWR group

Note: If there is a temp placement and there is a 6 week gap between shifts, a new clock is created, and the placement will show as being in more than one AWR group (clock).

When the AWR group (clock) 'AWR Checked?' field is ticked / un-ticked, an info event is logged on all placement pages in that group, for that user.

Events		Tasks	AWR
		Related Links ▾	Delete ▾
Event Actions Misc, Meeting Invitatio... ▾		Event Types Phone, Email, SMS, Po... ▾	
Date	By	To/From	Action
08/03/2024 11:49	AC		AWR Checked
			Details Start Date 05/09/2023, End Date 11/03/2024, No of Weeks 18

- Event action is 'AWR Checked' or 'AWR Un-Checked'
- Event details show the AWR group (clock) information: {start date}, {end date} {no of weeks}
- Events cannot be deleted
- Events can be seen on the related candidate, company and job pages

The placement page 'AWR checked' field has also been removed from the following areas of Infinity:

- Placement Comms Centre
- Placement API
- Placement tab on the Candidate Subject Access report

The placement page event logger action 'AWR Checked' does not update the AWR group (clock tick box).

Searching

The existing AWR fields in placement search have been updated to work with the new placement page AWR tab.

Advanced Search ON

I'm using advanced fields with properties to build a complex search Colours

AWR Checked ▾ NOT

AND ▾

AWR Weeks ▾ NOT Greater than or ... ▾ 12

'AWR Checked'

- Search returns placements that are in at least one AWR group (clock) that is ticked as 'AWR Checked'
- When the 'Not' operand is used, search returns placements that are in at least one AWR group that is **not** ticked as AWR 'Checked'

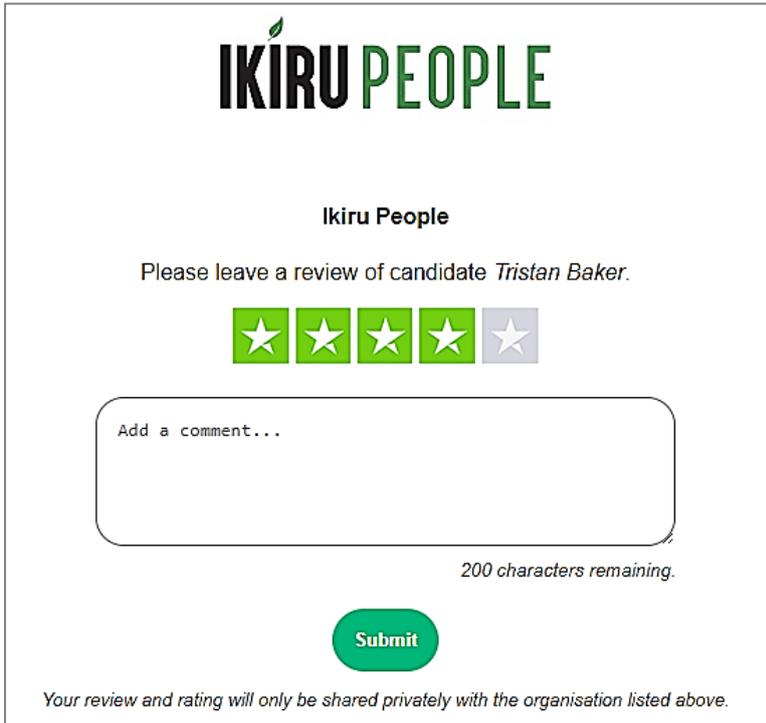
'AWR Weeks'

- Search returns placements that are in at least one AWR group (clock) that has the specified 'No of Weeks'.
- When the 'Not' operand is used, search returns placements that do not have an AWR group (clock) at the specified 'No of Weeks' (including placements without any AWR groups (clocks))

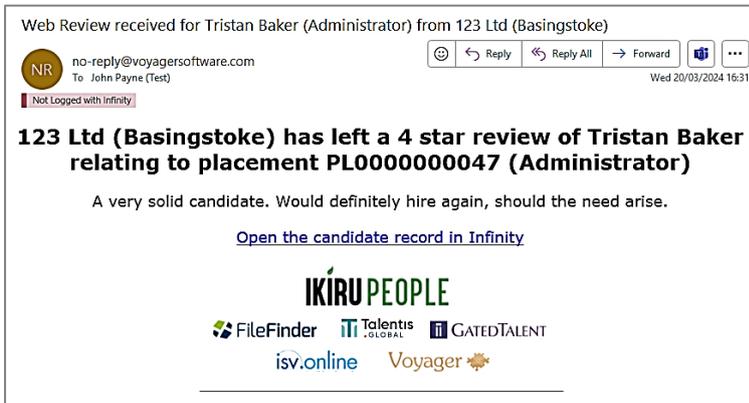
Known issue:- this should return placements that are in at least one AWR group (clock) that is not at the specified number of weeks. This will be fixed in a future release.

Enhancement 125997 Web review (SaaS only) email notifications show comments

When a client contact populates a review and enters a comment:

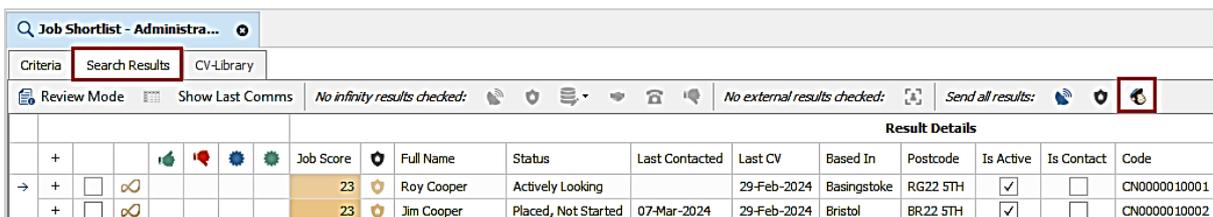


the comment is included in the notification window the consultant is sent:



Enhancement 126162 Mailchimp on re:job search results

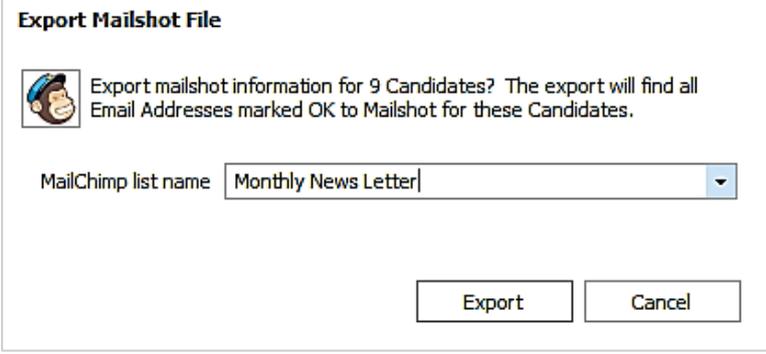
On Infinity databases configured for Mailchimp, the export functionality has been added to the candidate re:job search results.



Result Details													
				Job Score	Full Name	Status	Last Contacted	Last CV	Based In	Postcode	Is Active	Is Contact	Code
→	+	<input type="checkbox"/>		23	Roy Cooper	Actively Looking		29-Feb-2024	Basingstoke	RG22 5TH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CN0000010001
	+	<input type="checkbox"/>		23	Jim Cooper	Placed, Not Started	07-Mar-2024	29-Feb-2024	Bristol	BR22 5TH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CN0000010002

The export functions as per existing search results functionality, and the users require the 'Mailchimp export' permission to see the button on the toolbar.

The Mailchimp button sends all candidate records in the results, and the 'Export Mailshot File' window is displayed that allows the user to create a new Mailchimp Infinity list ("audience") or select an existing Infinity list.



The export finds all email addresses marked 'OK to mailshot' for the candidates.

When the user clicks 'Export', the records are queued to the Mailchimp service ready for export and the user is informed in the window.



The user can then close the window and return to their search results.

Once the records are successfully exported to Mailchimp by the service, an information event is logged against each record with an action of 'Mailer Exported' and the list name in the details as per existing functionality.

NOTE: *If a candidate/contact record with multiple email addresses is exported, separate records will be shown in Mailchimp.*

Enhancement 126084 / 126085 Leads -CSV import improvements

The 'LinkedCompanyId' and 'LinkedCompanyTierContactId' columns are no longer mandatory and can be left blank if no linking is required.

The Contact Notes, Company Notes, Client Job Title and Job Description can be left blank, and do not require quotes.

Enhancement 126150/126151/126157 API (SaaS only) - Umbrella companies

API

GET /Entity/UmbrellaCompanies Gets all umbrella companies

The GET/Entity/Candidate endpoint returns the umbrella company ID - regardless of current worker type.

A new endpoint GET /Entity/UmbrellaCompanies provides a list of umbrella companies including the following data:

- Id
- Umbrella Company (name)
- Active/Inactive status

Inactive umbrella companies can optionally be included/excluded.

The PUT/Entity/Candidate endpoint allows an umbrella company ID to be sent to Infinity.

The POST/Entity/Candidate endpoint allows an umbrella company ID to be sent to Infinity.

If the candidate worker type is umbrella, an Umbrella Company ID is mandatory.

Note: *An umbrella company id is allowed if the worker type is not umbrella*