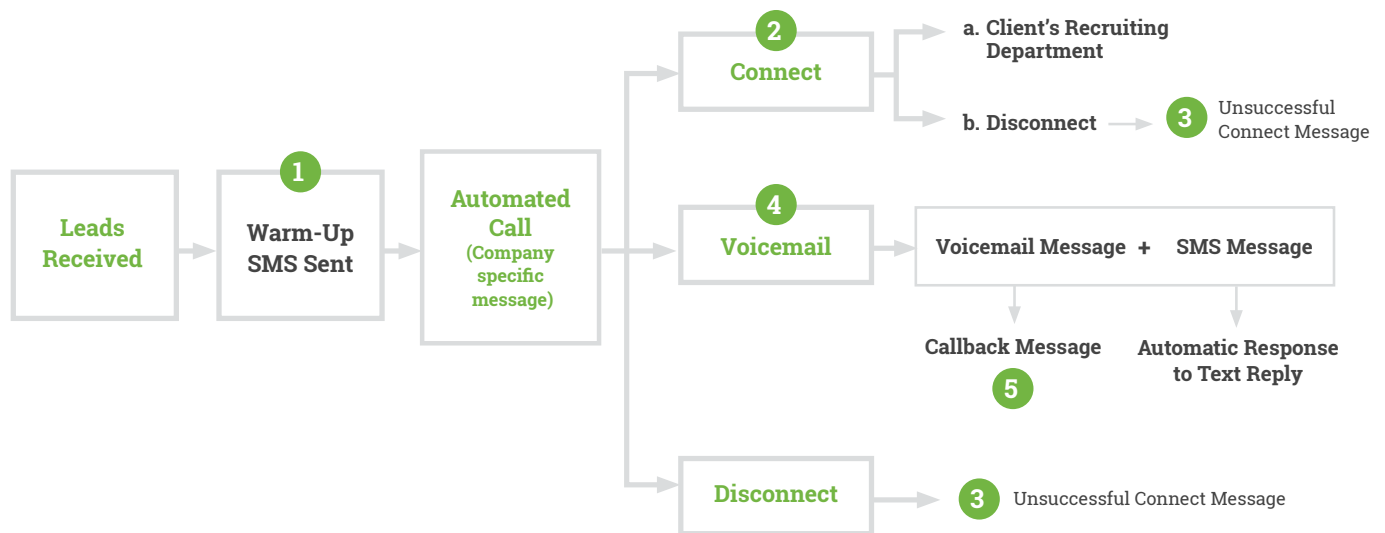




## The Process

Driver completes a short form application online. Once we receive the lead information, a warm-up SMS is sent followed by an automated call playing a company specific connect message.



## Example Messaging

- 1 Warm-Up SMS:** Thanks for applying to KL Haring Transportation! We will call in just a minute to help you get the process started.
- 2 Connect Message:** “Hi there, I’m calling from KL Haring Transportation to let you know we’ve received your Driving Job application...I have a Recruiter available to help you get started now so please press any number to be connected! Or, hang up to disconnect.”
- 3 Unsuccessful Connect SMS Message:** I tried to connect with you to talk about Driving with KL Haring Transportation, please call us back at when you’re available. Thank you!
- 4 Voicemail Message:** “Hi there, I’m calling from KL Haring Transportation in reference to your job application we have on file...I have a Recruiter available to help you get started now so please call us back just as soon as you’re able to. Thank you!”
- 5 Callback Message:** “Hi there, thank you for calling KL Haring Transportation we called to let you know we’ve received your Driving Job application...I have a Recruiter available to help you get started now so please press any number to be connected! Or, hang up to disconnect.”

If a caller takes no action or calls to speak to a recruiter after-hours, they will be added to the morning queue, and contacted using a warm-up SMS. If there is no after-hours phone number, they will be transferred to the client. The applicant’s information will be posted into Tenstreet (or another ATS) once the applicant chooses to connect or the max attempts to connect with the applicant have been reached.