KrispCall

Integrations · https://learning.pcrecruiter.net/site/docs/integrations/krispcall/

See https://krispcall.com/integration/pcrecruiter for details.

Integrating PCR with **KrispCall** enables seamless communication and record-keeping for recruitment teams. Sync contacts, click-to-call, log calls & SMS, and capture notes directly in PCR, boosting recruiter productivity, improving candidate engagement, and ensuring every interaction is tracked seamlessly.

- **Automatic Call & SMS Logging**
  - All incoming/outgoing calls and SMS are logged under tickets and notes in PCR.
  - Call recordings and voicemails are synced and accessible via clickable links or plain text.
- **Two-Way Contact Sync**
  - Contacts created or updated in either platform are automatically synced to the other.
  - Initial sync ensures all existing contacts are aligned across both systems.
- **Notes Sync**
  - Notes created, edited, or deleted in KrispCall are automatically updated in PCR.
  - Helps maintain accurate candidate/client histories.
- **Multi-Account Management**
  - Multiple PCR accounts can be connected within one KrispCall workspace.
  - Admins can manage team-wide settings; individual members can manage their own integrations.

KrispCall Setup

For complete detail, see KrispCall's documentation here: https://help.krispcall.com/en/article/how-to-integrate-your-pcrecruiter-account-with-krispcall-1y6m1jr/

1. Log in to KrispCall and navigate to **Settings > Integrations**.
2. Search for **PCR** and click **Connect**.
3. Grant access and sign in using your PCR credentials (Username, Password, Database ID).
4. Upon successful connection, a confirmation message appears.

Integration Settings & Options

General Settings

- **Create New Contacts for Calls**: One-way sync from KrispCall to PCR.
- **Contacts 2-Way Sync**: Enables full two-way sync and initial sync of existing contacts.
- **Notes Logging**: Syncs notes from KrispCall to PCR.

Workflow Settings

Each option can be set to either:

- **Calls (Engagements)** – syncs to PCR
- **Disabled** – does not sync

Options include:

- Incoming answered/unanswered calls
- Outgoing answered/unanswered calls
- Voicemails
- Incoming/outgoing SMS (can be logged as Notes or Activities)

Connected Numbers

- **Log Phone Calls/SMS for Selected Numbers**: Only selected numbers will sync logs.
- Newly purchased numbers must be manually added to the integration settings.