JobDiva Integration Guide for ZoomInfo Talent

For administrators setting up the ZoomInfo Talent integration with JobDiva

ZoomInfo Talent helps recruiters find, organize, and connect with the right candidates using ZoomInfo's data. An admin can connect the JobDiva integration to enable their organization's recruiters to export candidates and manage them in JobDiva.

To get connected:

1. A JobDiva admin obtains the required credentials for the integration.

2. A ZoomInfo Talent admin establishes the connection to JobDiva and configures export and custom mapping settings for their organization.

3. The admin enables their organization's users to connect to JobDiva.

4. Users are connected to JobDiva and can begin exporting candidates.

Obtain Integration Credentials

The integration between ZoomInfo Talent and JobDiva requires a:

- Client ID

- Dedicated API username and password

Obtain a JobDiva Client ID

Contact JobDiva Support to obtain a Client ID to use for your integration.

Create a JobDiva API User

Before configuring the connection, a JobDiva admin must establish a dedicated API username and password. These credentials are then used to authenticate the connection between ZoomInfo Talent and JobDiva. Your organization's users will then use this connection to export candidates to JobDiva.
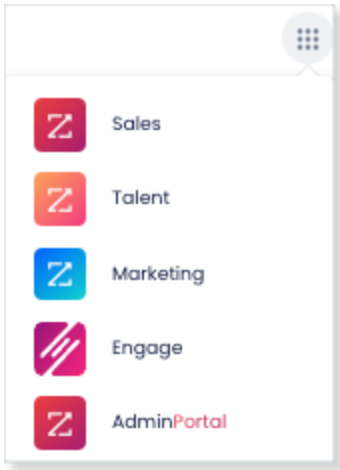
In JobDiva:

1. Navigate to **Settings > My Team > Add User**.

2. Add a new user.

3. Select the **Only allow to access JobDiva API Calls** permission for the user.
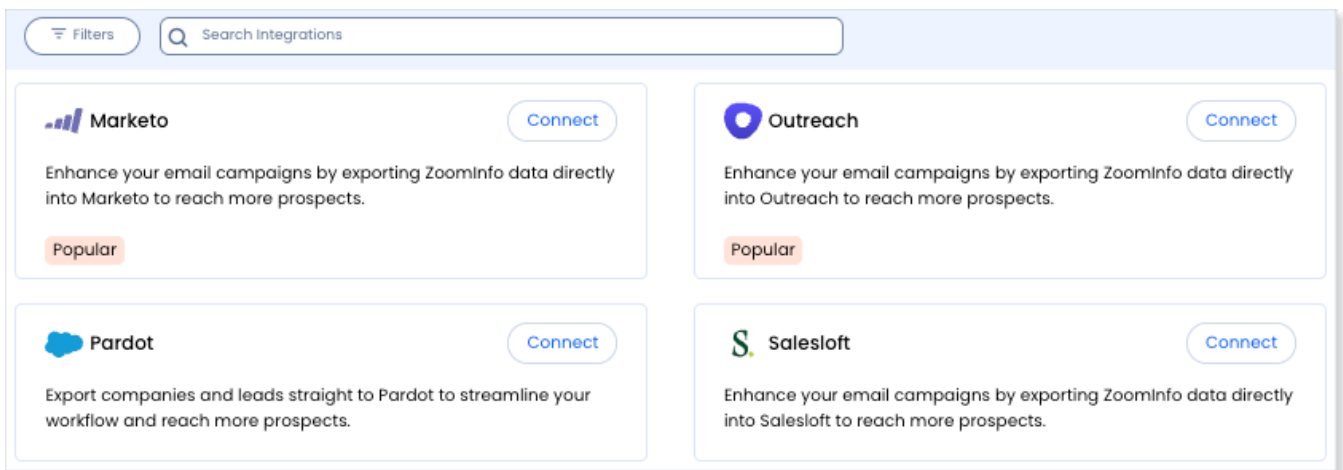
Configure the Connection

With the API key in hand, and using the same JobDiva admin email address used to obtain the key:

1. Login to ZoomInfo and select **Admin Portal** from the waffle menu.

2. Click **Integrations**.

3. Use the **Filters**, or **Search integrations** options to find your integration.

4. On the tile for your integration, click **Connect**.

5. Provide the JobDiva Client ID and API user credentials.

6. Click **Connect JobDiva**.
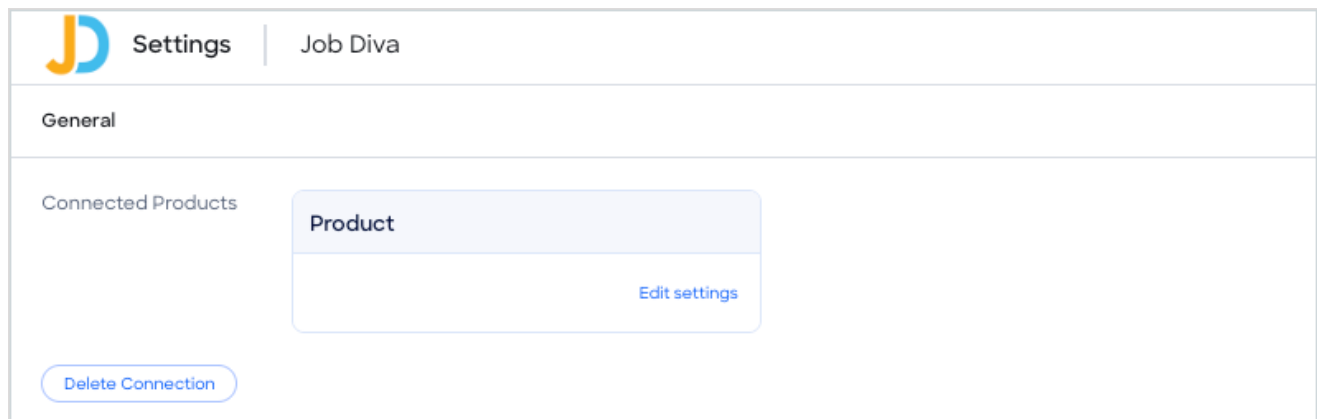
Configure Integration Settings

Once your integration is connected, you can configure the settings, including export preferences and mapping:

To access the **Settings** page for your integration:

- Click **Edit Settings** from the connection success message.

- If you've already closed the connection success message, navigate to the **Connected** tab and click **... > Settings** in the **Action** column.
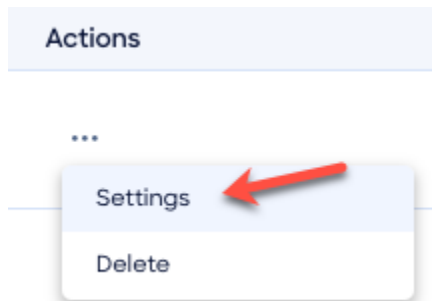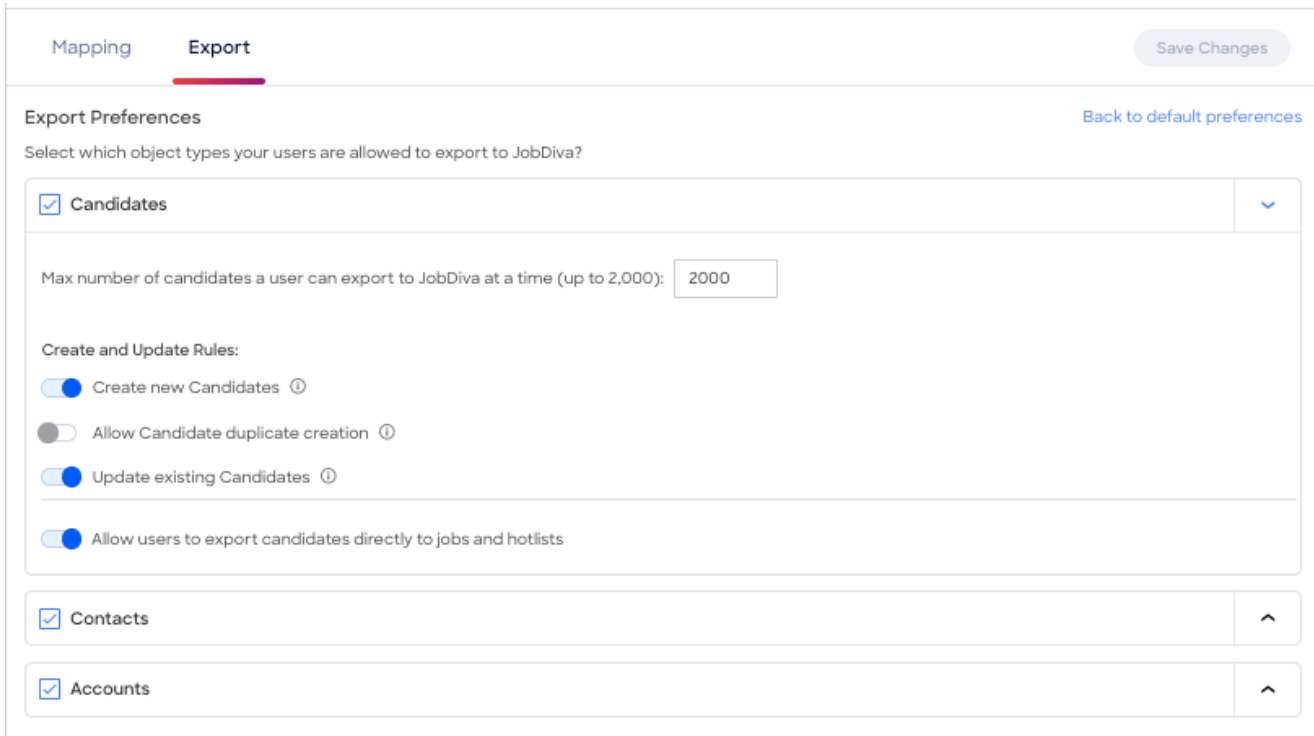

The **Settings** page displays.

From this page, click **Edit settings** to begin configuring your integration.

Configure Export Preferences

ZoomInfo admins can configure export preferences and limit the objects that can be exported:

1. Click the **Export** tab.

2. Select each object type you want your users to be able to export to JobDiva and configure any options.

Note: You can adjust the maximum number of records a user can export.

3. Click **Save Changes** to apply the changes for all users in your organization's ZoomInfo instance.

Configure Custom Mapping

Click the **Mapping** tab.
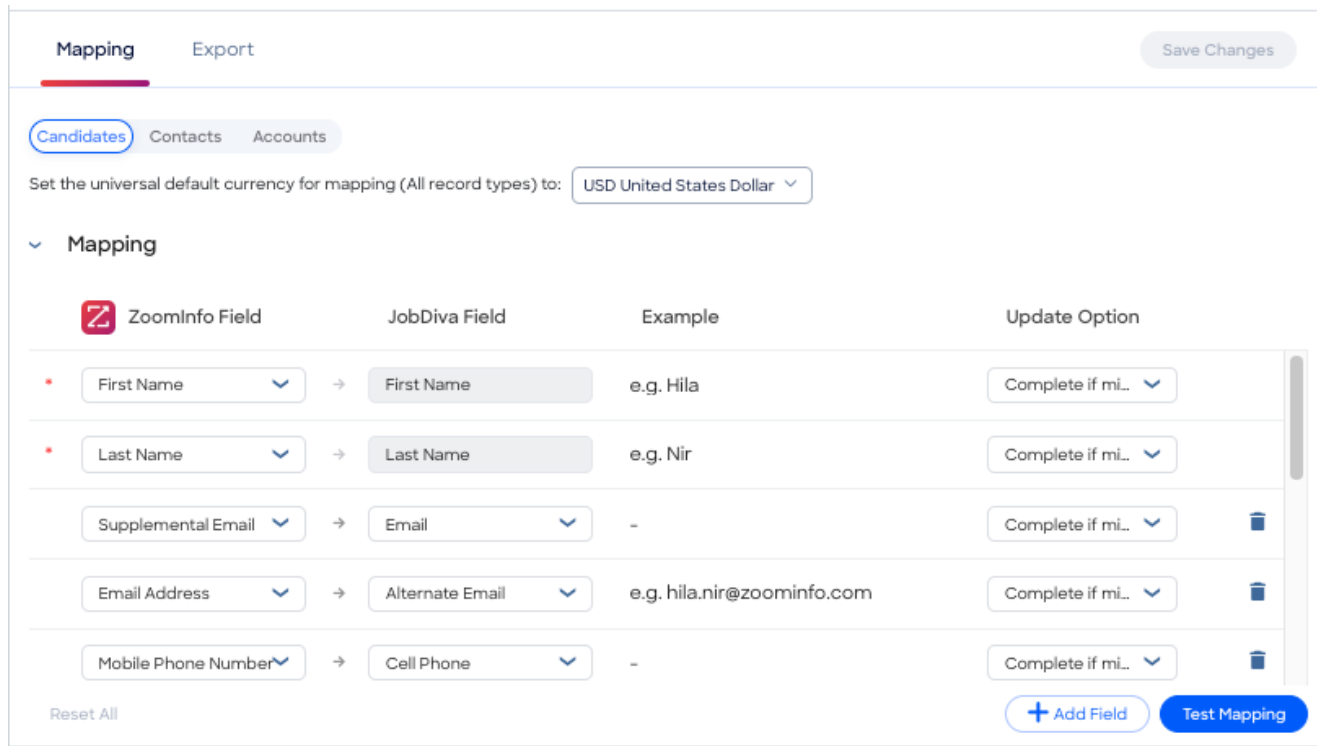
On the **Mapping** tab, use the **Candidates**, **Contacts**, and **Accounts** tabs to review the default mappings for each object type and make any mapping changes.

Field	Description
ZoomInfo Field	Available ZoomInfo fields. Required fields are marked with an asterisk (*).
JobDiva Field	Available JobDiva fields. These fields are retrieved directly from your JobDiva instance.
Update Options	Select an option: • **Complete if missing** (default) - Only complete with ZoomInfo data if none exists in JobDiva. • **Overwrite field** - Overwrite existing data in JobDiva with ZoomInfo data.

Add or Remove Fields

Add fields by clicking **Add Row** at the bottom of the field list. Each field that you add must be mapped to a corresponding field in your integration.

Click the 🗑 trash icon to remove any fields that you do not want to map.
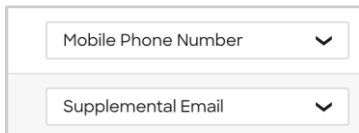
Personal Phone and Email Mapping

The default mapping for the JobDiva integration for ZoomInfo Talent is specific to talent acquisition use cases. For example, the phone and email mappings for contacts are focused on personal contact information instead of business contact information.

In ZoomInfo:

- A contact's business email address is stored in the **Email Address** field, and the personal address is stored in the **Supplemental Email** field.

- A contact's business phone number is stored in the **Phone** field, and the personal phone number is stored in the **Mobile Phone Number** field.

In ZoomInfo Talent:

Because recruiters typically want to engage with candidates through personal channels, we have included the **Mobile Phone Number** and **Supplemental Email** fields in the default mapping.

If you want to also map the business email and phone number, you can click **Add Row** and map the ZoomInfo **Email Address** and **Phone** fields to corresponding fields in your integration.

Set a Hierarchy for ZoomInfo Data Within a Single JobDiva Field

In some cases, you may want multiple ZoomInfo fields to be stacked hierarchically within a single JobDiva field. For example, you want to import the ZoomInfo **Supplemental Email** (personal) and **Email Address** (business) fields into the JobDiva **Email Address** field.

In this example:

- When contacts are exported to JobDiva, **Supplemental Email** will map to **Email**.

- If a contact has both a **Supplemental Email** address and business **Email Address** in ZoomInfo, the first occurrence of the JobDiva field will be denoted with number 1, and the second will be number 2.

- If a specific contact does not have a **Supplemental Email** in ZoomInfo, we will send the business **Email Address** field to the **Email** field in JobDiva.

Test and Save

Before saving your mapping changes, click **Test Mapping** to export and delete a test record using your current settings.

- If the test record cannot be created, this is typically due to an error in the mapping settings. For example, mappings cannot be saved with a blank field.

Adjust the settings and click **Test Mapping** again.

- If the test is successful, a notification displays.

After performing a successful test mapping, click **Save Changes**.

- If the mappings are not set correctly, an error notification displays indicating the adjustments needed.

Remove any unfilled rows and click **Save Changes** again.

- If mappings are correctly configured, a success notification displays.

View and Manage Connected Integrations

Once you've connected one or more integrations, you can view and manage them on the **Connected** tab of the **Admin Portal > Integrations** page.

On this page, you can:

1. Use the toggle to turn an integration on or off for users in your organization. Toggling an integration to off does not affect the mapping and export settings you've configured.

2. Update the settings for an integration by clicking the integration name, or by clicking **… > Settings** in the **Action** column.

3. Delete a connected integration (including any mapping and export settings you've configured) by clicking **… > Delete** in the **Action** column.

Enable User Connections

The authentication between ZoomInfo Talent and JobDiva is done at the organization level. As an admin, once you establish the connection and turn it on for all users, your organization's users are automatically connected and can export to JobDiva.

1. Add your organization's users under **Admin Portal > User Management**.

2. Under **Admin Portal > Integrations**, enable the toggle on the JobDiva integration.

Users can export ZoomInfo contacts as JobDiva Candidates, or add them to a Hotlist or Job.