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<th>Revised Topic</th>
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<td>April 1, 2014</td>
<td>Added the fact that it is possible to cancel requisitions that have the Draft status.</td>
<td>Cancelling a Requisition</td>
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<tr>
<td>April 1, 2014</td>
<td>Changed the procedure to unpost a requisition from a career section.</td>
<td>Unposting a Requisition from a Career Section</td>
</tr>
<tr>
<td>October 29, 2013</td>
<td>Removed references to requisition approval and offer approval via a BlackBerry.</td>
<td>Methods to Approve Requisitions</td>
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<tr>
<td></td>
<td></td>
<td>Methods to Approve Offers</td>
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<tr>
<td>September 16, 2013</td>
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<td></td>
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Core Recruiting Products

The Taleo Enterprise suite includes several core products for recruiting.

The Career Sections allows candidates to visit corporate websites, search for and apply to jobs. These Career Sections can be used for both external and internal candidates. An organization can create different Career Sections to meet their unique hiring processes and needs.

After candidates apply, the Recruiting Center is used by anyone in a full or partial recruiting role, including Recruiters, HR, Staffing Managers, Support Staff and Hiring Managers. Many functionalities of the Recruiting Center can be configured for users in different roles.

The eShare response center is another way for external users to get involved without actually having to log into an application. This is great for people who just need to review or approve offers or requisitions. All of the activity takes place with emails and links. A user can be both a Recruiting Center and an eShare user if he or she is given those permissions.

The final piece to the core set of products is the Configuration module. This is where administrators can work with settings, permissions and tools to configure the Recruiting Center and the Career Sections as well as other Taleo products.
## Typical Recruiting Workflow

Below is a typical recruiting workflow looking at the roles and products used in the process.

<table>
<thead>
<tr>
<th>Task</th>
<th>Task Description</th>
<th>Role</th>
<th>Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a requisition</td>
<td>In typical scenarios, a Recruiter and Hiring Manager collaborate during the requisition creation process. The Recruiting Center is used to create the requisition from standardized templates or from scratch.</td>
<td>Recruiter, Hiring Manager</td>
<td>Recruiting Center</td>
</tr>
<tr>
<td>Use questions and competencies in the requisition</td>
<td>When creating the requisition, recruiters use questions, skills, and prescreening tools to find the ideal candidates.</td>
<td>Recruiter, Hiring Manager</td>
<td>Recruiting Center</td>
</tr>
<tr>
<td>Approve the requisition</td>
<td>HR users can easily be set up for limited activities such as approving requisitions.</td>
<td>HR</td>
<td>Recruiting Center or eShare</td>
</tr>
<tr>
<td>Post and source the job</td>
<td>Once approved, Recruiters can post jobs to corporate career sections as well as job boards and use other sourcing tools from Posting and Sourcing in the Recruiting Center.</td>
<td>Recruiter</td>
<td>Recruiting Center</td>
</tr>
<tr>
<td>Candidates apply online</td>
<td>Candidates can apply to jobs online by accessing a Taleo-powered career section. Employees can also apply to jobs through the Intranet.</td>
<td>Candidates</td>
<td>Career Section</td>
</tr>
<tr>
<td>Manage candidates</td>
<td>Recruiters can then view and manage candidates as well as share top candidates with the Hiring Manager.</td>
<td>Recruiter, Hiring Manager</td>
<td>Recruiting Center or eShare</td>
</tr>
<tr>
<td>Source more candidates</td>
<td>At any time in the process, Recruiters can source more candidates by conducting an Advanced Search in the Recruiting Center. Candidates sourced outside the system can easily be added to the candidate slate as well.</td>
<td>Recruiter</td>
<td>Recruiting Center</td>
</tr>
<tr>
<td>Screen and interview candidates</td>
<td>Recruiters can work with hiring managers in progressing the best candidates through the appropriate selection steps. Taleo's flexible workflow designer allows you to mirror your own particular recruiting process in the system.</td>
<td>Recruiter, Hiring Manager</td>
<td>Recruiting Center</td>
</tr>
<tr>
<td>Make an offer</td>
<td>Recruiters can use the Recruiting Center to easily create offers. HR and Hiring Managers can view and approve offers and then Recruiters can extend offers to candidates.</td>
<td>Recruiter, HR, Hiring Manager</td>
<td>Recruiting Center</td>
</tr>
<tr>
<td>Task</td>
<td>Task Description</td>
<td>Role</td>
<td>Product</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>-----------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td><em>Candidates view the offer on line.</em></td>
<td>Candidates can view and respond to offers on line.</td>
<td>Candidates</td>
<td>Career Section</td>
</tr>
<tr>
<td><em>Hire the candidate</em></td>
<td>Recruiters can easily move candidates to the hired status. Coordinators can track background and/or reference checks as well as close out final hiring activities.</td>
<td>Recruiter, HR, Recruiter Assistant</td>
<td>Recruiting Center, Onboarding/ Transitions</td>
</tr>
<tr>
<td>Fill and report</td>
<td>Finally, Recruiters, HR and Staffing Managers can use the Reporting tool to report on filled requisitions and other important metrics.</td>
<td>Recruiter, HR, Staff Manager</td>
<td>Recruiting Center, Reporting</td>
</tr>
</tbody>
</table>
Fundamental Data Structure: Organization-Location-Job Field (OLF)

Taleo designed a data structure that enables each customer to customize Taleo products such that they reflect how the customer does business. Taleo defines each organization (customer) as a combination of three main elements: Organizations, Locations, Job Fields (OLF). OLF is also referred to as contextualization.

**Organization** describes the hierarchical structure of an organization. Up to 20 organization levels can be created. The system proposes the following organization structure, but other terms may be chosen to better reflect the hierarchical structure of a company:

- Company
- Sector
- Department
- Division

**Location** represents a geographical area, such as a country or state. Locations are listed in a hierarchical order, from the broadest geographical area (often a country) to increasingly specific areas (work location). Up to 5 location levels can be created. Locations must be associated to Taleo network locations used for various purposes, mainly integration with external systems, using a common and standard universal structure. Taleo strongly recommends defining a zip code for the location. A common location structure is:

- Country
- State/Province
- Region
- City
- Work Location

**Job Field** represents the employment sectors or domains. Up to 4 job field levels can be created. Job fields must also be mapped to the network job fields, again to have a common language with the external world, be for posting or integrations. This mapping also serves to inherit existing classification for competencies. The system proposes the following job field structure, but other terms may be chosen to better reflect the structure of a company:

- Category
- Function
- Specialty

Contextualization, that is the Organization-Location-Job Field structure associated to an element, represents the framework the application uses to organize, classify, link, match or search for information in the application. Although Organization-Location-Job Field structures are configured with the help of an Oracle representative during the implementation phase, modifications to structure elements can be done in maintenance mode at any time. It is possible to customize the system to reflect a company's unique structure and make modifications to Organization-Location-Job field elements in real time so that the data accounts for any changes in the structure.

There are several key elements of the Taleo Enterprise products that are tied to the Organization-Location-Job field structure such as candidate selection workflows, requisitions and requisition templates, message templates, user management, prescreening, approvals, etc.

The purpose of contextualizing an element is to make the element relevant according to a specific context. Below is an example of contextualization with candidate selection workflows. The CSW1 would not be available to the user for this requisition, because the last level of its Location does not match that of the requisition. The CSW2 could be available to the user for this requisition. The parent element of the lowest level of the requisition for
each dimension (Organization, Location or Field) must be the same as the lowest level of the workflow for each dimension.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
<th>Job Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition</td>
<td>Urban transportation</td>
<td>United States/California/Los Angeles</td>
</tr>
<tr>
<td>CSW1</td>
<td>Urban transportation</td>
<td>United States/California/San Jose</td>
</tr>
<tr>
<td>CSW2</td>
<td>Urban transportation</td>
<td>United States</td>
</tr>
</tbody>
</table>

When using contextualization, the system applies the AND operator between Organizations, Locations and Job Fields entities. However, the OR operator is applied between elements of the same entity.

In the following example, a field would be displayed if Canada (or any of its children) AND Architecture were selected.

<table>
<thead>
<tr>
<th>Location</th>
<th>Job Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>Architecture</td>
</tr>
</tbody>
</table>

In the following example, a field would be displayed if Canada AND Architecture were selected, or if United States AND Architecture were selected.

<table>
<thead>
<tr>
<th>Location</th>
<th>Location</th>
<th>Job Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td></td>
<td>Architecture</td>
</tr>
<tr>
<td>United States</td>
<td></td>
<td>Architecture</td>
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Login

Login and Product Access

When users open the Taleo Enterprise solution, the User Sign In page is displayed.

Users must select the language in which they want to use the application. If users change the default language on the Sign In page, the page is displayed in the new language and subsequent Taleo product pages are presented in that language. After selecting a language, users can also instruct the system to "remember" their selection so that the next time they sign in, the User Sign In page will be presented in the language they selected.

If single sign-on (SSO) is not enabled within an organization, users must enter a user name and password on the User Sign In page before being able to see the list of Taleo products to which they have access. The user name and password are provided by system administrators. Users can modify their password.

Once a user's credentials have been entered and accepted, the Welcome Center or table of contents page is displayed. The Taleo products available for use are dependent on which products were purchased by the organization and on the user's user type and permissions.

Accessing a Taleo Application

Prerequisite

You must have received a user name and password from your system administrator.

Steps

1. Select the language in which you want to use the application.
2. Enter your user name and password.
3. Click Sign In.

Using the Forgot Password Link

Several methods are available to create a new password if the current one was forgotten.

The two main methods to recover a password are via an access code and security questions.

With the access code method, users are asked to enter their user name and email address. An email containing an access code is then sent to the users and the latter are prompted to enter a new password.

With the security questions method, users are asked to answer security questions (between 1 and 3) whose answers they provided beforehand. If the answers are correct, the users are prompted to enter a new password.

Other methods used to replace a forgotten password are: a combination of access code and security questions; contacting the organization's system administrator.

Welcome Center

The Welcome Center is a home page that is displayed to users immediately after they log in and provides "one-click" access to Taleo products.

The Welcome Center contains an auxiliary navigation bar, a core navigation bar, a Quick Access panel, and a Communications panel.
• The auxiliary navigation bar contains links to additional resources such as the online help and the Sign Out link.

• The core navigation bar is a set of tabs that provide direct links to Taleo products. A user might have a tab for any or all of the following products: Performance, Recruiting, Compensation, Analytics, Learn, and Configuration.

• The Quick Access panel provides an alternative "one-click" access to the same products available in the core navigation bar and also provides a selection of modules within products for example, Onboarding, Transitions.

• Finally, Taleo clients can create information of interest to all Taleo product users in the organization for display in the central communications panel. Alternatively, they can create distinct sets of information and associate an information set with a configuration profile.

If the Welcome Center is enabled, it replaces the table of contents page.
Getting Help

Online Help
The Recruiting Center offers comprehensive help about concepts or tasks to perform.
The online help is available in the Help tab located in the supporting tools panel in the right-hand side of all pages. When clicking the Help tab, a table of contents of available help topics is displayed. It is also possible to search the help database to locate specific subjects.

Online Clips
The Recruiting Center offers short clips describing essential user interface elements.
These online clips present basic information about the design, navigation, and certain features of the application. Each clip is no more than one minute in length to give users a quick way to get up to speed with how to use the product.
When online clips are enabled, they are available in the Clips tab located in the supporting tools panel in the right-hand side of all pages.

By default, online clips designed by Taleo come with the product. Taleo reserves the right to add new online clips, modify existing clips, or delete clips at any time without notice to customers. The tab where these online clips are available is configurable. Organizations may choose to disable the tab or replace the content with their own content linking to alternative learning materials for their end users.

Communications Channel
The Communications channel allows the display of useful information to Recruiting Center users.
The Communications channel is available in the Communications tab located in the supporting tools panel in the right-hand side of the home page. The Communications channel provided by default is made up of three sections, each being expandable and collapsible.

• Customer Support: May contain information to contact Oracle Support.
• Documentation Center: Contains a Documentation link giving access to supporting information such as the latest release notes.
• Resource Center: Contains a Resource Center link giving access to information about the hiring cycle, articles, research content, and more.

**Web Support**

The Web Support link gives users access to My Oracle Support.

The Web Support link is available in the auxiliary navigation bar of all pages of the application if it was enabled by the system administrator.

**Tooltip**

A tooltip is a short, explanatory text which appears when “hovering” a mouse over a button, a link, a table cell heading or icon without clicking it.

Tooltips are available throughout the system and they give additional information about an action before performing it. Tooltips are provided for buttons, links, icons, and table cell headings. These tooltips are not configurable. However, for screening services, the system administrator can create tooltips for some types of user-defined fields.
Release Notes Message

A pop-up message containing new release information, system improvements, important messages and other information can be displayed when users log into the system.

Once they are logged in, users can turn off the Release Notes message by selecting the *Don’t display the message again* option. The message will then reappear only when new release information or other important information is available or if the users clear their browser cookies.

The same release notes message is displayed to users regardless of the product.

Deactivating the Release Notes Message

**Prerequisite**

The release notes message must have been enabled.

**Steps**

1. Log into a product.
2. On the Release Notes page, select the "Don’t display this message again" option.

**Result**

The release notes message will no longer be displayed until new release information or other important information is available. If you want to see the release note information again before new released information is available, delete your browser cookies.
Navigation Tools and Page Layout

 Auxiliary Navigation Bar

The auxiliary navigation bar is the bar located at the top right of pages.

If enabled, the auxiliary navigation bar is available at all times for users to see and access.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| Home         | • If you have access to multiple Taleo products and you click Home, the Welcome Center is displayed.  
                • If you have access to Recruiting only and you click Home, the Recruiting Center front page is displayed. |
| Resources    | May include:                                                                 |
|              | • My Setup: Access to personal preferences.                                |
|              | • Training: Access to online training materials.                           |
|              | • e-Learning: Access to eLearning materials.                               |
|              | • About: Information about the product such as the version number and the build number you need to provide to Oracle Support when you need to contact them. |
| Sign Out     | Terminates the session and you are automatically signed out of all Taleo products. |

Core Navigation Bar

The Recruiting Center core navigation bar provides access to specific recruiting features.

The core navigation bar is located just above the central panel. If enabled, the core navigation bar is available at all times for users to see and access.

<table>
<thead>
<tr>
<th>Recruiting</th>
<th>Tasks</th>
<th>Requisitions</th>
<th>Candidates</th>
<th>Offers</th>
<th>Libraries</th>
</tr>
</thead>
</table>

The core navigation bar may contain the following elements (if enabled and if users were granted access to them):
If your organization has multiple Taleo products, clicking the Home icon displays the Welcome Center. If your organization has no other Taleo products apart from Recruiting, clicking the Home icon displays the Recruiting Center.

The arrow provides direct links to Taleo products as well as to specific modules within the products.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruiting</td>
<td>Access to the Recruiting main page.</td>
</tr>
<tr>
<td>Tasks</td>
<td>Access to the Tasks list.</td>
</tr>
<tr>
<td>Requisitions</td>
<td>Access to the Requisitions list.</td>
</tr>
<tr>
<td>Candidates</td>
<td>Access to the Candidates list.</td>
</tr>
<tr>
<td>Offers</td>
<td>Access to the Offers list.</td>
</tr>
<tr>
<td>Libraries</td>
<td>Access to requisition templates, questions, disqualification questions, competencies, evaluation categories, evaluation questions, evaluation questionnaires.</td>
</tr>
</tbody>
</table>

### Recruiting Center Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Displays the previous page.</td>
<td></td>
</tr>
<tr>
<td>Goes to the previous 10 pages.</td>
<td></td>
</tr>
<tr>
<td>Displays the next page.</td>
<td></td>
</tr>
<tr>
<td>Goes to the next 10 pages.</td>
<td></td>
</tr>
<tr>
<td>Draws a user's attention to items that he/she owns and that require viewing.</td>
<td></td>
</tr>
<tr>
<td>Indicates a new or modified item.</td>
<td></td>
</tr>
<tr>
<td>Indicates that the Disqualification Questions functionality is enabled.</td>
<td></td>
</tr>
<tr>
<td>ACE Candidate icon. Identifies top candidates, those who meet all required criteria.</td>
<td></td>
</tr>
<tr>
<td>Indicates that the OLF structure of the requisition does not match.</td>
<td></td>
</tr>
<tr>
<td>Indicates the most advanced progression status of a candidate on other requisitions across all positions where the candidate is being considered.</td>
<td></td>
</tr>
<tr>
<td>Indicates that a candidate is in at least one selection process.</td>
<td></td>
</tr>
<tr>
<td>Indicates that a file was attached.</td>
<td></td>
</tr>
<tr>
<td>Indicates that the candidate is internal, that he/she already works for your organization.</td>
<td></td>
</tr>
<tr>
<td>Icon</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>📞</td>
<td>Indicates that the candidate was referred by an agent or a colleague.</td>
</tr>
<tr>
<td>🧑‍💼</td>
<td>Indicates that the candidate is new in the selection process.</td>
</tr>
<tr>
<td>🧑‍💼</td>
<td>Indicates the number of candidates who applied on a requisition.</td>
</tr>
<tr>
<td>🍀</td>
<td>Indicates the number of candidates who received a job posting notification.</td>
</tr>
<tr>
<td>⚠️</td>
<td>Indicates that a requisition requires the recruiter/hiring manager’s immediate attention.</td>
</tr>
<tr>
<td>🛑</td>
<td>Prevents users from posting a requisition.</td>
</tr>
<tr>
<td>📈</td>
<td>Indicates that the daily recruiting report function has been activated for that requisition.</td>
</tr>
<tr>
<td>📊</td>
<td>List format configuration.</td>
</tr>
<tr>
<td>🤔</td>
<td>Online help.</td>
</tr>
<tr>
<td>💡</td>
<td>Clips</td>
</tr>
<tr>
<td>📝</td>
<td>Indicates a comment.</td>
</tr>
<tr>
<td>📢</td>
<td>Print function.</td>
</tr>
<tr>
<td>⚔️</td>
<td>Filtering section.</td>
</tr>
<tr>
<td>🗯️</td>
<td>Folder management section.</td>
</tr>
<tr>
<td>💼</td>
<td>Talent pool section.</td>
</tr>
<tr>
<td>🗓️</td>
<td>Calendar.</td>
</tr>
<tr>
<td>✍️</td>
<td>Add comments.</td>
</tr>
<tr>
<td>📁</td>
<td>File in a folder.</td>
</tr>
<tr>
<td>🌟</td>
<td>Find similar candidates.</td>
</tr>
<tr>
<td>💼</td>
<td>Match candidates.</td>
</tr>
<tr>
<td>📖</td>
<td>Merge candidate files.</td>
</tr>
<tr>
<td>📧</td>
<td>Share information about a candidate.</td>
</tr>
<tr>
<td>🧑‍💼</td>
<td>Candidate referred by an agent.</td>
</tr>
<tr>
<td>⚠️</td>
<td>Diagnostic tool for requisitions.</td>
</tr>
</tbody>
</table>
### User Interface Elements

Depending on permissions granted to users as well as on how the Recruiting Center was configured, the following elements may be displayed.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Auxiliary Navigation Bar</strong></td>
<td>The auxiliary navigation bar is located at the top right of pages. It may contain the following elements (if enabled and if users were granted access to them):</td>
</tr>
<tr>
<td></td>
<td>• Home</td>
</tr>
<tr>
<td></td>
<td>• Resources (My Setup, Training, eLearning, Web Support, About)</td>
</tr>
<tr>
<td></td>
<td>• Talent Grid (Talent Exchange, Solution Exchange, Knowledge Exchange)</td>
</tr>
<tr>
<td></td>
<td>• Sign Out</td>
</tr>
<tr>
<td><strong>Core Navigation Bar</strong></td>
<td>The Recruiting Center core navigation bar provides access to specific recruiting features. It may contain the following elements (if enabled and if users were granted access to them):</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Element</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
|                        | • Recruiting  
|                        | • Tasks  
|                        | • Requisitions  
|                        | • Candidates  
|                        | • Offers  
|                        | • Libraries (Templates, Questions, Disqualification Questions, Competencies, Evaluation Categories, Evaluation Questions, Evaluation Questionnaires)                                                          |
| My Setup                | The My Setup feature is available in the auxiliary navigation bar, under Resources. It gives access to the user’s personal preferences.                                                                        |
| Training                | The Training link is available in the auxiliary navigation bar, under Resources. It gives access to online training materials.                                                                               |
| eLearning               | The eLearning link is available in the auxiliary navigation bar, under Resources. It gives access to eLearning materials.                                                                                     |
| About                   | The About link is available in the auxiliary navigation bar, under Resources. It provides information about the application such as the version number and the build number you need to provide to Oracle Support when contacting them. |
| Web Support             | The Web Support link is available in the auxiliary navigation bar, under Resources. It gives access to My Oracle Support. This link only works for users who are authorized Web Support users.                           |
| Talent Grid             | The Talent Grid link is available in the auxiliary navigation bar. It gives direct access to the Solution Exchange, Knowledge Exchange and Talent Exchange.                                                   |
| Search Widget           | Search tool allowing users to perform **quick candidate search**, **specific candidate search**, and **quick requisition search**.                                                                               |
| Advanced Search         | The Advanced Search link is available at the top right hand corner of pages, just beside the search widget. It allows users to search for candidate files using an array of criteria that are different than the ones used in the quick search function. |
| Search Queries          | The Search Queries link is available at the top right hand corner of pages, just beside the search widget. A search query is an advanced candidate search that has been saved in order to be used repetitively and potentially shared with other users. |
| Center Stage            | A center stage is what users see in the center panel when they first log into the Recruiting Center.                                                                                                |
| Communications Channel  | The Communications channel displays useful information to users when they first log into the Recruiting Center. The Communications channel is located in the Communications tab located in the supporting tools panel on the right. |
| Online Clip             | Short clips describing essential user interface elements. When enabled, these tours are available in the Clips tab, located in the supporting tools panel on the right.                                               |
| Online Help             | Comprehensive help about concepts or tasks to perform. The help is available in the Help tab, located in the supporting tools panel on the right.                                                               |
| Color Theme             | Color used to highlight the core navigation bar (or navigation ribbon) in Taleo products.                                                                                                                  |
Center Stage (Home Page)

The center stage is what users see in the central pane when they first log into the Recruiting Center.

From the center stage, users can be presented with key information and/or jump into the underlying application to perform more complex actions. For example, a center stage may contain elements such as task list, links to create requisitions or view candidates, channels providing overview information on requisitions, candidates or offers.

The center stage can be customized for specific needs or users. Once the center stage is created and configured, it is associated to a configuration profile. One configuration profile is then assigned to a user account. Consequently, depending on the user logging into Recruiting, the information displayed in the central panel of the home page will differ.

The center stage may contain channels, links and lists.

Channels display status-oriented data about a user's activities. From the links on the channels, users can access information on requisitions, candidates, job offers, etc. The following channels may be displayed:

- Candidates
- Offers
- Onboarding
- Requisitions
- Tasks
- New Hire
- Pre-Hire

A channel always includes a list of elements as well as the number of items associated to each element. The elements on the list are clickable and bring users to a more detailed area of the application, for example the candidate list, requisition list, etc. The elements on the list are also dependent on the value selected in the Show Information For filter.

The number in the following two columns work as follows:

- The number in the grey column is specific to you (not to your user groups). It represents the number of items that are new or have been updated by another user since you last viewed them. For example, if you approve your own requisition, a “new” task is added to your Ready for sourcing tasks, and the number in this column for Ready for sourcing element increases by one.
- The number in the Total column represents the total number of items including new, previously viewed, and updated. For example, if you choose your user name in the Show list and Ready for sourcing appears in the Tasks channel, the number in the Total column represents the total number of your requisitions that are ready for sourcing.

The channels are updated immediately after login, when selecting the Show Information For filter, and anytime a user returns to the center stage.

Links redirect users to another part of the application. The following links are available:

- Create a Requisition
- Onboarding Process
- Search for candidates
- View Candidates
- View Requisitions
- Transitions
A **mini requisition list** may be available in the center stage. This mini requisition list allows users to access a candidate list directly from the home page without having to go through the standard requisition list page. This mini requisition list can contain up to four columns of summary information about each requisition, including the number of candidates. It can also display up to 30 requisitions (the ones with the most recent submission activity). This mini requisition list is used by default with the Hourly Manager center stage.

The center stage displays a Refresh button to allow users to update all the channels with the latest numbers. The Refresh button is only present when there is a channel on the center stage that needs to be refreshed with dynamic content. For example, if only links are present on the center stage, the Refresh button will not be present.

## Color Theme

The theme is the color used to highlight the core navigation bar (or navigation ribbon) in Taleo Enterprise products.

### Skyros Theme

The Oracle Fusion Skyros theme is available for Taleo Enterprise products. The Skyros theme is the default theme for new customers. Existing customers can keep their current theme, but have the possibility to change the default theme to Skyros in the product settings.

The Skyros theme provides a blue header. Because of the blue header, organization logos that have a white background are not recommended for use with this theme.

A product setting "Overlay Organization Logo” is available for use in conjunction with the Skyros theme. This setting only works with the Skyros theme. This setting is used to download a logo. Logos with a transparent background are required for this setting. Transparent PNGs are supported and recommended. The image dimensions cannot exceed 280 x 40 pixels.

For the best user experience, the logo used with the Skyros theme should be a light color, preferably white, with a transparent background.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Default value at migration</th>
<th>Default value for new zone</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overlay Organization Logo</td>
<td>OverlayCompanyLogo.png</td>
<td>OverlayCompanyLogo.png</td>
<td>Configuration &gt; [General Configuration] Settings</td>
</tr>
<tr>
<td>Default Theme</td>
<td>Current</td>
<td>Skyros</td>
<td>Configuration &gt; [General Configuration] Settings</td>
</tr>
</tbody>
</table>

### Default Theme

The following color themes are provided.

| Taleo (default) | Aqua | Sand |
A default theme is selected by system administrators. However, Recruiting Center users can modify the default theme in their user preferences (My Setup > Preferences tab).

**Selected Item Color**

Color displayed when selecting elements in the user interface.

The following colors are provided:

- Green
- Soft blue (default)
- Yellow
- Blue (inverted)
- Dark (inverted)

A default color is selected by system administrators. However, Recruiting Center users can modify the default color in their user preferences (My Setup > Preferences tab).

The Dark (inverted) color is a high contrast color scheme for visually impaired users.

**Callout**

A callout is a small window or bubble containing information on an element.

Callouts are available throughout the application. To see information contained in a callout, users must place their mouse over the element.

No configuration is required for the callouts. If a user has access to a specific area based on permissions and that area has a callout, the user will be able to see the callout. If there is content that the user cannot see based on the user’s permissions and the callout behavior, the field label will be displayed, but the field will be blank. For example, if a user does not have the permission to see the name of internal candidates, the user will still have access to the callout, but the name will show as blank for internal candidates.

<table>
<thead>
<tr>
<th>Callout</th>
<th>Fields in the Callout</th>
<th>Where the Callout is Used</th>
<th>Security Level/Field Availability Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendee Callout</td>
<td>First Name, Last Name, Home Phone, Cellular Phone, Work Phone, Email.</td>
<td>In the Schedule an Interview wizard.</td>
<td>None</td>
</tr>
<tr>
<td>CSW Callout</td>
<td>Step Name, Step Information.</td>
<td>In the Change Step and Status screen of the</td>
<td>None</td>
</tr>
<tr>
<td>Callout</td>
<td>Fields in the Callout</td>
<td>Where the Callout is Used</td>
<td>Security Level/Field Availability Impact</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Requisition Callout - Small</td>
<td>Requisition Title (with an hyperlink to the file), Requisition ID, Activated Languages, Activated Features (such as ACE Alert, Daily Recruiting Report, Urgent Need, Prevent Posting).</td>
<td>In the Requisitions list and Tasks list (in the Requisition column). For security reasons, the requisition callout on the Tasks list will show the callout. However, there will be no access to the requisition for all tasks that are in the Approve Requisition or Approve Offer status for any users. The user can get access to view a PDF of the requisition from within the Approval screen.</td>
<td>None</td>
</tr>
<tr>
<td>Requisition Callout - Large</td>
<td>Requisition Title (with an hyperlink to the requisition file), Requisition ID, Status, Recruiter, Status Details, Hiring Manager, Primary Location, Requisition Type, Hired Candidates, Offers Accepted, Activated Languages, Activated Features (such as ACE Alert, Daily Recruiting Report, Urgent Need, Prevent Posting), Department.</td>
<td>In the Requisition Selector of the Match Candidates to Requisitions wizard, the Offers list (in the Requisition column), the Requisition Title on the Candidate Job Submission page, the Requisition Title on the Candidate All tab (when grouped by Requisition).</td>
<td>None</td>
</tr>
<tr>
<td>Candidate Callout</td>
<td>Candidate Name (with an hyperlink to the file), Home Phone, Cellular Phone, Work Phone, Email.</td>
<td>In the Tasks list (in the Candidate column), the Offers list (in the Candidate column), the Search Results list, the requisition-specific candidate list, the Candidates list, the candidate submission list.</td>
<td>Field security level permissions and field availability are taken into consideration.</td>
</tr>
<tr>
<td>Candidate Comment Callout</td>
<td>Comment content.</td>
<td>In the candidate file History tab.</td>
<td>None</td>
</tr>
<tr>
<td>Requisition Comment Callout</td>
<td>Comment content.</td>
<td>In the requisition file History tab.</td>
<td>None</td>
</tr>
<tr>
<td>Task Callout</td>
<td>Task name (with an hyperlink to the file), Task Type, Assignment Date, Owner.</td>
<td>In the Tasks list (in the Task column).</td>
<td>None</td>
</tr>
<tr>
<td>Callout</td>
<td>Fields in the Callout</td>
<td>Where the Callout is Used</td>
<td>Security Level/Field Availability Impact</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Task Comment Callout</td>
<td>Comment content.</td>
<td>In the Tasks list (in the Comment column).</td>
<td>None</td>
</tr>
<tr>
<td>Submission Active/Inactive Callout</td>
<td>Requisition Title (with an hyperlink to the file), Step/Status, Comment.</td>
<td>In the candidate card of the candidate file.</td>
<td>The requisition title viewing permission is ignored; only submissions the user can see will be listed.</td>
</tr>
<tr>
<td>List Format Callout</td>
<td>List format information.</td>
<td>In the Requisitions list, the Mini Requisition list, the requisition-specific candidate list, the All Candidate by Requisition list, the All Candidates by Folder list, the All Candidates by Offer list, the quick search results list, the advanced search results list, the candidate capture/possible duplicates list of automatically pooled candidates.</td>
<td>None</td>
</tr>
<tr>
<td>Message Template Callout</td>
<td>Message title, information, structure.</td>
<td>In the Send Correspondence wizard, when selecting a message template.</td>
<td>None</td>
</tr>
<tr>
<td>Message Paragraph Callout</td>
<td>Paragraph title, preview of paragraph body (in active language).</td>
<td>In the Send Correspondence wizard, when the message template selected contains many paragraphs.</td>
<td>None</td>
</tr>
<tr>
<td>Group Callout</td>
<td>User Name, Employee ID, Job Title, Email, Department.</td>
<td>In the Requisitions list, the Candidates list, the Offers list.</td>
<td>None</td>
</tr>
<tr>
<td>Create Candidate Callout</td>
<td>For job-specific submission: Selected Language, Selected Requisitions. For general profile: Selected Language, Folder location and name.</td>
<td>In the Create a Candidate wizard.</td>
<td>None</td>
</tr>
<tr>
<td>Create Candidate Flow Description Callout</td>
<td>Create candidate flow title and description.</td>
<td>In the Create a Candidate wizard when selecting a candidate file creation template.</td>
<td>None</td>
</tr>
<tr>
<td>Most Advanced Progression Status Callout</td>
<td>Requisition Title (with an hyperlink to the file if the user has the required permission), Requisition ID, Status, date when moved into that status.</td>
<td>In the Candidates list, in the Most Advanced Progression Status column.</td>
<td>If a user does not have the permission to see the Most Advanced Requisition, the hyperlink to the requisition will not be available.</td>
</tr>
<tr>
<td>Callout</td>
<td>Fields in the Callout</td>
<td>Where the Callout is Used</td>
<td>Security Level/Field Availability Impact</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Disqualification Question</td>
<td>Disqualification Question Explanation Title, Disqualification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Explanation Callout</td>
<td>Question Explanation Comment.</td>
<td>In the Disqualification Questions library (Detailed mode), the requisition file and the candidate submission.</td>
<td>None</td>
</tr>
<tr>
<td>User Information Callout</td>
<td>First Name, Last Name, Title (of user), ID (of user), Email</td>
<td>In the User Selector available in the Share Candidate wizard, Request Approval wizard and Request Contribution wizard.</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Address, Work Phone Number, Extension, Fax Number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requisition Template Callout</td>
<td>Requisition Template Title, Job Code, Status, Requisition</td>
<td>In the Requisition Template Selector when selecting a template for a requisition file.</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Type, User Group, Recruiter.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requisition Template List</td>
<td>Requisition Template Title, Activated Languages.</td>
<td>In the Requisition Templates library.</td>
<td>None</td>
</tr>
<tr>
<td>Callout</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attachment Callout</td>
<td>Candidate Name, Job Specific Attachments, Other Attachments.</td>
<td>In the Candidates lists.</td>
<td>Users must have the Access Attachments tab permission to see the callout.</td>
</tr>
<tr>
<td>Primary Location Callout</td>
<td>Primary Location, Country, State/Province, Region, Address,</td>
<td>In the left pane of requisitions and requisition templates.</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>City, Zip/Postal Code.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screening Description</td>
<td>Screening Description.</td>
<td>In the job submission Screening block.</td>
<td>None</td>
</tr>
<tr>
<td>Callout</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Autosuggest in Selectors**

The autosuggest feature is available for selectors having a large list of values.

When typing letters in a large selector, a drop-down list appears and the system presents values that are relevant with the letters entered and retrieves as many entries as possible.

The lookup trigger begins to work as soon as two characters are entered. A list of matching values beginning with the two characters that were entered is displayed. For example, if you are looking for Bishop University, if you type "bi" or "un", Bishop University will match. But if you type "shop", Bishop University will not show up.

The list continues to narrow as more characters are entered. The match is made based on a "contains" search to increase likelihood of finding what the user is seeking. A list of ten elements is displayed in the suggested list. When more then ten elements are available, the {more...} option is available. Clicking {more...} opens a selector with pre-filtered data. When the right entry is found, the user simply selects it from the list.

To increase selection speed of relevant values, for Organization, Location and Job Field, the autosuggest works across the entire structure hierarchy using a single autosuggest field. In addition to the autosuggest feature, users at any time can use the search icon to the far right of the field to open up a full search browser to find the value they are looking for. For example, if a user types the letters *ca* to find a primary location, the autosuggest feature might suggest:

- Canada
• Canada > British Columbia
• Canada > Nunavut
• Canada > Ontario
• Canada > Ontario > Ottawa
• Canada > Ontario > Toronto

As another example, if using a more precise term such as Toronto, the autosuggest feature then might just suggest Canada > Ontario > Toronto.

Capitalization and accentuated characters are ignored. For example: é = e, C = c. Therefore, to find the word École, type École or Ecole.

The following special characters are supported: &, - and ’. All other special characters are ignored.

For very large lists like employees or organizations containing sometimes more than 100,000 values, there might be a small delay because the filtering applied to the result set is based on user permissions. Newly created elements or changed elements are available within minutes.

This table indicates the content appearing in a selector where the autosuggest feature is available.

<table>
<thead>
<tr>
<th>List</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>User (Recruiter, Hiring Manager, Collaborator, Recipient, etc.)</td>
<td>First Name and Last name, alphabetically sorted.</td>
</tr>
<tr>
<td>User Group</td>
<td>Group description, alphabetically sorted.</td>
</tr>
<tr>
<td>Job Role, Position, Department</td>
<td>Code and name, alphabetically sorted.</td>
</tr>
<tr>
<td>Requisition Template</td>
<td>Code and title, alphabetically sorted.</td>
</tr>
<tr>
<td>Candidate Selection Workflow</td>
<td>Name, alphabetically sorted.</td>
</tr>
<tr>
<td>Organization, Location, Job Field</td>
<td>Name, sorted by sequence defined in SmartOrg.</td>
</tr>
<tr>
<td>Employer, Institution, Program, Certification</td>
<td>Description, alphabetically sorted.</td>
</tr>
<tr>
<td>Message Template</td>
<td>Name, alphabetically sorted.</td>
</tr>
<tr>
<td>Time Zone</td>
<td>Description, alphabetically sorted.</td>
</tr>
<tr>
<td>Requisition</td>
<td>Number and title, alphabetically sorted.</td>
</tr>
<tr>
<td>Email</td>
<td>Name, alphabetically sorted.</td>
</tr>
<tr>
<td>Large User-Defined Selection</td>
<td>Code and description, alphabetically sorted. Note: the configuration of the code and description display has no impact on the autosuggest feature.</td>
</tr>
</tbody>
</table>

**Item Requiring Attention Icon**

The Item Requiring Attention icon 🔄 appears in Candidates list and Requisitions list to draw users’ attention to items that they own and that require viewing.

This icon is only displayed to the owner of an element. A user who creates a requisition is considered the owner of the requisition. However, when creating a requisition, the user can specify other owners for the requisition by completing the Recruiter, Recruiter Assistant, Hiring Manager and/or Hiring Manager Assistant fields.
The icon is removed when:

- An item that has the Item Requiring Attention icon is opened.
- The user takes action on an item from the list view (without opening the item).

**Screen Resolution**

The recommended screen resolution for the page layout is 1024 x 768.

To hide or show the right or left pane, users simply have to click available in the corresponding pane.
Personal Preferences

My Personal Preferences

Recruiting Center users can set certain elements of the application according to their personal preferences.

Users can set personal preferences such as personal information, address, email, password, person to whom tasks can be delegated, frequent collaborators, and approvers. Users can also override options that were previously configured by the system administrator to fit their personal preferences.

Personal preferences are set in My Setup, under the Resources link in the auxiliary navigation bar. For a list of options that can be modified, see Personal Preferences Options.

Changing My Personal Preferences

Prerequisite

User type permissions grant users access to this feature.

Steps

1. In the auxiliary navigation bar, click Resources, then My Setup.
2. Click on a tab.
3. Click Edit.
4. Modify your preferences. For details, see Personal Preference Options.
5. Click Save and Close.

Personal Preferences Options

The table presents options that can be modified by a user under My Setup.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
</table>
| Personal Information | • First Name  
|                     | • Last Name  
|                     | • Prefix  
|                     | • Suffix  
|                     | • Initial  
|                     | • Employee ID  
|                     | • Title  
|                     | • Department Name  |
| Contact             | • E-mail address  
|                     | • Fax Number  
|                     | • Work Phone Number  
|                     | • Cellular Phone Number  
|                     | • Pager Number  
<p>|                     | • Home Phone Number  |</p>
<table>
<thead>
<tr>
<th><strong>Element</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>• Complete address</td>
</tr>
<tr>
<td>Account</td>
<td>• Password&lt;br&gt; • Task delegation</td>
</tr>
<tr>
<td>General User Preferences</td>
<td>• Enable eShare Email for Response Center Access&lt;br&gt; • Distance Unit&lt;br&gt; • Correspondence Language&lt;br&gt; • Content Language&lt;br&gt; • Time Zone&lt;br&gt; • Workflow Event Notification&lt;br&gt; • Fax Notification&lt;br&gt; • Theme&lt;br&gt; • Text Size&lt;br&gt; • Selected Item Color&lt;br&gt; • Accessibility Features</td>
</tr>
<tr>
<td>Search</td>
<td>• Last Update&lt;br&gt; • Place of Residence</td>
</tr>
<tr>
<td>Candidates</td>
<td>• Identifier Content&lt;br&gt; • Sorting Key&lt;br&gt; • Candidate List Content&lt;br&gt; • Tab displayed when accessing a candidate file in navigation&lt;br&gt; • Tab displayed when accessing a candidate file from a list</td>
</tr>
<tr>
<td>Requisition</td>
<td>• Default Hiring Manager&lt;br&gt; • Default Recruiter&lt;br&gt; • Requisition File Automatic Filling&lt;br&gt; • Preferred Non-Electronic Media&lt;br&gt; • Display Question Details in Libraries</td>
</tr>
<tr>
<td><strong>Frequent Collaborators</strong></td>
<td>• Individuals who are frequently requested to act as collaborators.</td>
</tr>
<tr>
<td><strong>Frequent Approvers</strong></td>
<td>• Individuals who are frequently requested to approve requisitions and offers.</td>
</tr>
</tbody>
</table>
Lists and Filters

List Usage

Several tools are available to manage requisition and candidate lists.

List Filtering: Several filters are available to filter information in a list:

- quick filters
- advanced filters
- show filter

Actions Directly in the List: Several actions can be performed directly in a list. A contextual action menu is available in the Requisitions list, Requisition Templates list, and Candidates list. To display the list of actions, users simply have to click the arrow next to the file title. See Actions Available Directly in a List.

Column Sorting: Columns in a list are sortable by clicking on the column header. Columns made of a user-defined field, including partner services result fields, are also sortable. An up or down arrow is displayed in the column header to indicate a descending or ascending sorting order.

Column Drag and Drop: Columns in a list can be moved on the page using a drag and drop action. Changes in columns are kept during the user's session.

Column Width: It is possible to enlarge or reduce the width of columns in lists. Changes in columns are kept during the user's session. See Column Width in Lists.

Wrapped Text: Text is wrapped in every column, except for the Candidate Record Identifier column.

Column Header and Row Colors: When a cursor passes over a column header or column row, the element is highlighted in light blue. When clicking on a column header to sort elements or when selecting one or several rows, the elements are highlighted with a dark color.

Candidate Count Column: The Candidate Count column indicating the number of candidates who applied on a requisition is available on the left of the list to make it easier and faster for users to get to the list of candidates.

Callouts: A callout is a small window or bubble containing information on an element. To see information contained in a callout, users must place their mouse over the element. See Callout.

Candidate Bulk Actions: The following actions can be performed for 1000 candidate files at a time:

- All candidate selection workflow actions such as move, change step and status, add comments, enter grade, revert, bypass, reject candidate, candidate has declined, hire, etc.
- All queue and route actions.
- Delete and undelete.
- Start and/or cancel Onboarding processes.
- Start and/or cancel Transitions processes such as New Hire or Pre-Hire processes.
- Share.
- Match.

The share and match bulk actions are delayed scheduled actions if the following requirements are met:

- For the Share action if \((\text{number of candidates}) \times (\text{number of recipients}) \geq 10\).
- For the Match action if \((\text{number of candidates}) \times (\text{number of requisitions}) \geq 10\).

When the action is delayed, a new task is scheduled for immediate execution. The execution of the action depends on the scheduler’s load. As a general rule, the action is executed a few minutes after the task is created.
The processing of actions by the system is done in groups of 20 and is committed within that group of 20. For example, if a recruiter wants to hire 21 candidates on a requisition and the requisition only has 20 positions available, the system will hire the first 20 candidates and commit the data. Once candidate 21 is processed, the system will fail and will display a message to the recruiter indicating that he/she cannot hire the last candidate because there is no longer any positions available. If the recruiter needs to undo the first 20 hired transactions, he/she will have to do it manually.

Note that the Send Correspondence is limited to 150 candidates at a time. For the Print action, a maximum of 50 candidate files and 15 requisition files can be printed at a time.

**Maximum Number of Rows Displayed in a List:** To maintain good performance, the display of results in a list are handled as follows.

<table>
<thead>
<tr>
<th>List</th>
<th>Maximum number of rows returned</th>
<th>Results displayed if the maximum number of rows returned is exceeded</th>
<th>Results are sorted if not all rows can be displayed</th>
<th>Scrollbar available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisitions List</td>
<td>1000</td>
<td>Yes (but, no indication that the results exceeded the limit)</td>
<td>Yes. A system sort is applied using the last modification date. The user can then perform a sort on the 1000 requisitions.</td>
<td>Yes</td>
</tr>
<tr>
<td>Candidates List</td>
<td>1000</td>
<td>No (but a message indicates to filter the list)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Job-Specific Candidate List</td>
<td>1000</td>
<td>No (but a message indicates to filter the list)</td>
<td>The user can perform a sort.</td>
<td>Yes</td>
</tr>
<tr>
<td>Automatic Candidate Pooling List</td>
<td>300</td>
<td>Yes (but, no indication that the results exceeded the limit)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Advanced Search Results List</td>
<td>300</td>
<td>Yes (but, no indication that the results exceeded the limit)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Offers List</td>
<td>1000</td>
<td>No (but a message indicates to filter the list)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Selectors (such as Organizations, Locations, Job Fields, Employers, Institutions, etc.)</td>
<td>1000</td>
<td>Yes (but, no indication that the results exceeded the limit)</td>
<td>Alphabetical sort</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Actions Available Directly in a List**

Recruiting Center users have the ability to take actions on files directly from a list without having to open the file first.

<table>
<thead>
<tr>
<th>Candidate File</th>
<th>Requisition File</th>
<th>Requisition Template</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit</td>
<td>Add Comments</td>
<td>Edit</td>
</tr>
<tr>
<td>File in a folder</td>
<td>Allow Posting</td>
<td>Create Requisition...</td>
</tr>
<tr>
<td>Find similar candidates</td>
<td>Amend Approval Path</td>
<td>Duplicate this template</td>
</tr>
<tr>
<td>Match...</td>
<td>Cancel Requisition</td>
<td>Print...</td>
</tr>
<tr>
<td>Print...</td>
<td>Create Requisition...</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Decide on Approval</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duplicate this requisition</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Edit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fill</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Posting and Sourcing...</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Prevent Posting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Print...</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Put on Hold</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reactivate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reopen Requisition</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Request Approval</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Request Approval Path Amendment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Request Contribution</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Request Sourcing Configuration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Return my Contribution</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Save as Open</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Send an approval request reminder</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Terminate Approval Process</td>
<td></td>
</tr>
</tbody>
</table>
Column Width in Lists

The width of columns in lists differs whether the column header contains an icon or words.

The width of columns represented with an icon is 26 pixels.

The width of columns represented with a word (field) is set as follows: the word length + the sorting icon length. There is a minimum default width of 50 pixels. Note that if a column has two fields (like Employer/Title or Step/Status), then the width would be increased by 30 pixels.

There are exceptions to the above rule. The following columns have a specific hard-coded default width:

<table>
<thead>
<tr>
<th>Candidate List Column - Hard-coded Width</th>
<th>Width</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application LinkedIn ID</td>
<td>70 pixels</td>
</tr>
<tr>
<td>Profile LinkedIn ID</td>
<td>70 pixels</td>
</tr>
<tr>
<td>Application City</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Profile City</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Application State, City</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Profile State, City</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Contest Number, Job Information, Title</td>
<td>170 pixels</td>
</tr>
<tr>
<td>Job Information, Title</td>
<td>170 pixels</td>
</tr>
<tr>
<td>Application CRI</td>
<td>170 pixels</td>
</tr>
<tr>
<td>Profile CRI</td>
<td>170 pixels</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requisition List Column - Hard-coded Width</th>
<th>Width</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition Active Locales</td>
<td>45 pixels</td>
</tr>
<tr>
<td>Requisition Mini Active Locales</td>
<td>45 pixels</td>
</tr>
<tr>
<td>Job Active Locales</td>
<td>45 pixels</td>
</tr>
<tr>
<td>Requisition Status</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Requisition Status Detail</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Requisition Mini Status Detail</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Job Status</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Requisition Recruiter</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Requisition Mini Recruiter</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Requisition Recruiter Assistant</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Requisition Mini Recruiter Assistant</td>
<td>100 pixels</td>
</tr>
<tr>
<td>Job Recruiter</td>
<td>100 pixels</td>
</tr>
</tbody>
</table>
Candidate Lists Exceeding 1000 Candidates

In a job-specific candidate list, the list filtering capabilities can handle mass applicant volumes. When viewing candidates who applied on a requisition, if more than 1000 candidates match the filter(s) selected, Recruiting Center users are prompted to narrow down the list. Two solutions are available:

- to use quick filters to narrow down the list of candidates, or
- to choose the "View First 1000 Candidates" option.

When selecting the "View First 1000 Candidates" option, the user is brought to the list of candidates and the first 1000 candidate files are displayed. Candidates will be presented initially in descending order, beginning with the candidate who most recently applied. Anytime a new quick filter criterion or list sort action is applied, the list will refresh considering the entire set of applicable candidates. In the case of list sorting, this means a different list of 1000 candidates may be returned. In the case of applying filters, this link may or may not appear again depending on whether the list is still greater than 1000 candidates. To view the entire list, use the Step/Status filters and disposition candidates out of the quick filter view being used. This way the entire list can be accessed and reviewed.

When using the “View First 1000 Candidates” option, users should place candidates into a Step/Status other than New/New so that they can continue to access the first 1000 new files using this feature by reapplying the filter and continuing to successively go through the list.

If needing to reject more than 1000 candidates at one time, users should not put them all into the Rejected status and then try to perform this action because the list will not easily render. Instead, if sending manual reject correspondence, users should send them prior to putting candidates into the Rejected status.

Users cannot use advanced filters until there are at least some candidates displayed in the list. Therefore, advanced filters cannot be used to do the initial list filtering.

Prerequisites to this feature are:

- More than 1000 candidates have applied on a requisition.
- Quick filters in use do not narrow the list below 1000 candidate files.

This feature is only available for job-specific candidate lists. It does not apply to:

- Search results: This view shows a maximum of 300 candidates.
- Folders: When more than 1000 files exist, users need to use quick filters to narrow down the list.
• Candidates List: When more than 1000 files exist, users are prompted to narrow down the list. Users can use quick filters, or they can view candidates that applied on specific requisitions (one requisition at a time), or they can use the advanced search or quick search if looking for a specific candidate.

Candidate File Identifier

The candidate file identifier is used to specify which candidate-specific information is presented in the Candidate column of candidates lists.

The candidate file identifier can provide the following information in the form of text or icon:

• Candidate name (first name, last name, middle initial)
• Identification number
• Ace candidate
• Internal candidate
• In at least one selection process
• Referred candidate

The Candidate column is always displayed in candidates lists. System administrators are responsible of defining which information will appear by default in the column. However, Recruiting Center users can modify the default set by their system administrator via their personal preferences available under My Setup.

List Format

List formats are available for candidates lists and requisitions lists. They allow the display of candidate file or requisition file information in different columns.

The system provides a selection of default candidate and requisition lists that are ready to use. However, system administrators can create new list formats to better suit their organization needs. Recruiting Center users can select (among the list formats created by their system administrator) the list format they wish to use to display files in a list. They can also create up to three list formats and select columns to display specific information (if permissions were granted). Columns available to choose from have been previously defined by system administrators.

In this illustration, the Education list format was selected to display candidates.

Selecting a List Format

Steps

1. In the Requisitions or Candidates list, click .
2. Select a list format.
3. Click Apply.
Creating a Personalized List Format

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Requisitions or Candidates list, click .
2. Click next to Personal Format 1, 2 or 3.
3. Provide a name for the list format.
4. Select the check box next to the columns you want to activate.
5. Specify how you want files to be sorted.
   a) To select one sort criterion, click in the Sort By column next to the desired column name.
   b) To select a second sort criterion, click in the Then By column next to the desired column name.
   c) To select a third sort criterion, click in the second Then By column next to the desired column name.
   d) To select ascending or descending sorting order, click the triangle icon repeatedly.
   e) To disable sorting for a specific column, click the triangle icon again. The triangle icon disappears.
   f) To modify the order of the columns selected, use the arrows.
6. Click Save.

Editing a Personalized List Format

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Requisitions or Candidates list, click .
2. Select a personal format then click .
3. Make necessary changes.
4. Click Save.

Deleting a Personalized List Format

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Requisitions or Candidates list, click .
2. In the List Formats window, select a personal list format then click .

Changing the Candidate List Sorting Key

Prerequisite
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. Click My Setup located in the Resources drop-down list of the auxiliary navigation bar.
2. Click the Preferences tab.
3. Click Edit.
4. Select the desired value in the Sorting Key drop-down list.
5. Click Save.

**Quick Filter**

Quick filters help Recruiting Center users to quickly filter a list down to relevant information. Quick filters are displayed on the left panel of a page and are available in the following lists:

- Tasks
- Requisitions
- Candidates
- Offers
- Requisition Templates
- Questions
- Interview Questions
- Disqualification Questions
- Competencies
- Evaluation Categories
- Evaluation Questions
- Evaluation Questionnaires

By default, quick filter categories are collapsed and only display selected filtering criteria. When no quick filter is selected, the list displays all available entries. As soon as one filter is selected, it is automatically applied to the list and the list refreshes according to the selection made. Users do not need to refresh the list. For example, in the Requisitions list, if the Status - Open quick filter is selected, only open requisitions are displayed in the list.

Several quick filters can be applied at a time. Some quick filters have an icon to refresh the related list. Also, when entering data in more than one field and clicking or pressing the Enter key, the refresh action takes into account the data entered in all the fields.

When applying Organization, Location or Job Field quick filters, select the desired value and then click into another field in the quick filter area to get the list to refresh with the criteria applied.

**Quick Filters in the Requisitions List**

<table>
<thead>
<tr>
<th>Quick Filter</th>
<th>Requisition List</th>
<th>Mini Requisition List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Location</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Organization</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Job Field</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>Quick Filter</td>
<td>Requisition List</td>
<td>Mini Requisition List</td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Status</td>
<td>✅</td>
<td>✗</td>
</tr>
<tr>
<td>Requisition ID</td>
<td>✅</td>
<td>✗</td>
</tr>
</tbody>
</table>

The Status quick filter is considered a multi-select within the same field and acts as an OR filter. For example, when selecting the Draft and Open status filters, the user will see all requisitions that are either in Draft or Open status.

### Quick Filters in the Candidates List

<table>
<thead>
<tr>
<th>Quick Filter</th>
<th>All Candidates by Requisition</th>
<th>All Candidates By Folder</th>
<th>All Candidates By Offer</th>
<th>Requisition Specific Candidate List</th>
<th>Search Results - Quick or Advanced</th>
<th>List of automatically pooled candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidates - Internal</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Candidates - Referred</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Candidates - Requiring Attention</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Candidates - In selection Process</td>
<td>✅</td>
<td>✅</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Candidates - Active on Current Requisition</td>
<td>✅</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Candidates - Active on concurrent requisition</td>
<td>✅</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Candidates - Exclude disqualified</td>
<td>✅</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Candidates - New in selection process</td>
<td>✅</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Submissions - Submission completed</td>
<td>✅</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Submissions - Meet required criteria</td>
<td>✅</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Quick Filter</td>
<td>All Candidates by Requisition</td>
<td>All Candidates By Folder</td>
<td>All Candidates By Offer</td>
<td>Requisition Specific Candidate List</td>
<td>Search Results - Quick or Advanced</td>
<td>List of automatically pooled candidates</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>------------------------------</td>
<td>--------------------------</td>
<td>-------------------------</td>
<td>-------------------------------------</td>
<td>----------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Submissions - ACE</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Assets Met</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Results between %</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Creation Date</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Completion Date</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Last Activity Date</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Submissions - Step</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Status</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Employer</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Submissions - Program</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Submissions - Radius</td>
<td>×</td>
<td>×</td>
<td></td>
<td>×</td>
<td>×</td>
<td>✓</td>
</tr>
<tr>
<td>Requisitions - Status</td>
<td>✓</td>
<td>×</td>
<td></td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Requisitions - Organization</td>
<td>✓</td>
<td>×</td>
<td></td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Requisitions - Primary location</td>
<td>✓</td>
<td>×</td>
<td></td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Requisitions - Job Field</td>
<td>✓</td>
<td>×</td>
<td></td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Requisitions - Requisition ID</td>
<td>✓</td>
<td>×</td>
<td></td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Folder Name</td>
<td>×</td>
<td>✓</td>
<td></td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Offer Status</td>
<td>×</td>
<td>×</td>
<td>✓</td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Quick Filter</td>
<td>All Candidates by Requisition</td>
<td>All Candidates By Folder</td>
<td>All Candidates By Offer</td>
<td>Requisition Specific Candidate List</td>
<td>Search Results - Quick or Advanced</td>
<td>List of automatically pooled candidates</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------------------</td>
<td>--------------------------</td>
<td>-------------------------</td>
<td>-------------------------------------</td>
<td>------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Shift</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Offer Dates: Creation, Start, Approval, Expiration &amp; Acceptance</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
</tbody>
</table>

Candidates quick filters are considered a single select on different fields and act as an AND between the filters. For example, when selecting the Internal and Referred candidate filters, the user will only see the candidates that are Internal and Referred.

The Candidates - Active on Current Requisition filter will display any candidates in an active step/status (excluding any that are in a rejection, decline, or in hire step/status). The Candidates - In selection Process filter will display any candidates in an active step/status (excluding any that are in a rejection, decline, or in a hire step/status) and not flagged as disqualified based on disqualification questions.

### Quick Filters in the Tasks List

The Tasks list provides quick filters to quickly filter the list down to relevant information.

<table>
<thead>
<tr>
<th>Quick Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show tasks for</td>
<td>Details on the &quot;Assigned to me&quot; filter are available below.</td>
</tr>
<tr>
<td>Requiring attention</td>
<td>Displays tasks that have an Attention Indicator Flag. Self-assigned tasks are the only type of tasks that do not have an Attention Indicator Flag because it is always the assignee who creates the task.</td>
</tr>
<tr>
<td>Hide completed tasks</td>
<td>Removes tasks that have the Completed status.</td>
</tr>
<tr>
<td>Due date</td>
<td>Displays tasks for which the due date matches the selected value (All, Next Week, Today, Overdue). When the option &quot;Exclude task without due date&quot; is selected, tasks without a due date will not appear in the list.</td>
</tr>
<tr>
<td>Task type</td>
<td>Displays the type of task selected. If no task type is specified, all task types appear in the list.</td>
</tr>
<tr>
<td>Related to Candidate</td>
<td>Displays tasks related to the selected candidate.</td>
</tr>
<tr>
<td>Related to Requisition</td>
<td>Displays tasks related to the selected requisition.</td>
</tr>
<tr>
<td>Related to Assignee</td>
<td>Displays tasks related to the selected user.</td>
</tr>
</tbody>
</table>

"Assigned to me" filter

The "Assigned to me" filter was created to eliminate the confusion of mixing tasks that users own with tasks that users might not own, but are for requisitions they own. The filter is available in the Tasks channel and in the Tasks list. In the Tasks channel, the "Tasks assigned to me" link is available to quickly access tasks assigned

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to the user. In the Tasks list, the filter "Assigned to me" is available via the "Show tasks for" list. The value "Assigned to me" is the default value when accessing the Tasks list.

When a Self-assigned Task link is clicked in the Tasks channel, users are brought to the Tasks list; the "Assigned to me" value is selected in the "Show tasks for" filter no matter what the "Show information for" filter on the My Taleo page is set to.

When any of other task link is clicked (for example, under Requisition, Candidate, Offer), users are brought to the Tasks list; the value in the "Show tasks for" filter is identical to the value selected in the "Show information for" filter of the My Taleo page. Example: If "I own" is selected in the "Show information for" filter on the My Taleo page, then "Requisitions I own" is selected in the "Show tasks for" filter in the Tasks list. If a group is selected in the "Show information for" filter on the My Taleo page, then the same group is selected in the Tasks list.

If users have the ability to see and change the "Show information for" filter setting, once in the Tasks list they can change it to what they wish to see. If they don't have access to this filter, then they will need to navigate back to the Tasks channel and click on the task they want to see in order to have the Tasks list filtered for them.

The "Show information for Default Value" setting that can be set in a configuration profile has no effect on the Tasks list view and the Tasks channel view.

**Advanced Filter**

Advanced filters help Recruiting Center users to filter lists using an expansive set of filtering criteria.

Both requisitions and candidates lists have “advanced” filtering tools at the very bottom of the left panel of the page. Recruiting Center users can select several advanced filter criteria to filter a list. Once executed, the criteria are presented to the user across the top of the screen with an adjacent to the filter criteria. By clicking , the criteria can be removed and the list will dynamically update according to the updated criteria set. User-defined fields can also be available as filtering criteria.

Advanced filters are filtering on an already filtered list, that is whatever advanced filter criteria is selected, the list will be filtered based on what is already displayed in the list. For example, a user filters a requisitions list using the Pending, Open and On Hold status quick filters (he does not select the Draft status filter). The user then applies the advanced filter “Status Details/Draft”. The list will display “No matches found”. In this example, the system first displays all requisitions except Draft ones. Then, from the results displayed by the quick filters, the system finds those requisitions that are draft.

When using advanced filters for which words must be entered, users have the ability to enter partial words. For example, a user could filter a candidate list with candidates whose first name starts with “cath”. The system would retrieve candidates whose first name is “cathy”, “catherine” or “cathia”.

**Advanced Filter - Keyword**

When using the Keyword advanced filter in a requisitions list, the system looks through this content of the requisition file:

- Requisition number
- Requisition title
- Requisition title by manager
- Requisition internal description
- Requisition external description
- Job board summary description
- Internal qualifications
- External qualifications
- Abstract
- Additional information
Show Filter

The Show filter allows Recruiting Center users to filter information displayed in a list using ownership, collaboration or status criteria.

The Show filter can appear in:

- Requisitions list.
- Candidates list.
- Tasks list.
- Home page.

The Show filter:

- Can be displayed everywhere except in the home page.
- Can be displayed everywhere including the home page.
- Can be hidden.

Values appearing in the Show filter depend on the permissions granted to the user and on the configuration of the application. Available values are the same for all three pages where the Show filters can appear. Possible values are:

- I own
- I collaborate on
- I own or collaborate on
- I own in My coverage area
- I own or collaborate on or in My coverage area
- Groups the user is part of
- All

For example:

- If a user’s permissions does not allow a user to see requisitions he/she does not own, the user will only see the “I own” value.
- If a user’s permissions allow a user to see requisitions he/she does not own BUT the collaborator feature is not available in the company, the user will not see the following values related to the collaborator feature: “I own or collaborate on”, “I collaborate on” and “I own or collaborate on or in My coverage area”.
- If a user’s permissions allow the user to see requisitions he/she does not own AND the collaborator feature is available in the company, the user will see the following values related to the collaborator feature: “I own or collaborate on”, “I collaborate on” and “I own or collaborate on or in My coverage area”.

When displaying the Candidates list, a check box called Show requisitions inactivated since appears just underneath the Show filter. Selecting this check box will add to the Requisitions list the Deleted, Canceled and Filled requisitions.
Languages

Taleo Enterprise products are available in different optional languages.

Not all languages are available for all Taleo Enterprise products and languages must be activated by the system administrator before they can be used in an application.

There are several concepts around languages:

The **application language** is the language used for a product. This is the language selected by the user when signing in the TE suite. The language selected defines the language of every UI labels and elements of the product.

The **content language** is the language of a specific entity. The content language is selected when creating an entity. For example, it is possible to create a requisition in French even when using the Recruiting Center in English. The content language of a user is set in the user’s account by the system administrator. However, a user can change this default content language under My Setup > Preferences. Note that the preferred content language is used by the system as the default content language which is the same across all Taleo Enterprise products. If a product does not support the same set of content languages, it will have its own preference configuration.

The **correspondence language** is the language used for email messages. The correspondence language of a user is set in the user’s account by the system administrator. However, a user can change this default correspondence language under My Setup > Preferences.

In Taleo Enterprise products, the languages in which an element (for example, a requisition) is available are indicated in the Languages field. When creating or editing an element, the user can choose a base language as well as languages in which the element will be available. The base language of an element is the item’s reference language, usually used as a reference for other languages or fallback display in list mode. The user’s preferred content language is used as the default base language when the user creates an element. The base language of an element can be changed at any time by the user. A language must be activated before it can be designated as a base language.

When an element is available in one language, the name of the language is displayed; for example "en". When only one language is used within a company, there is no special indicator. When an element is available in several languages, the icon is displayed. Hovering the mouse over the icon displays the languages in which the element is available.

### Setting My Preferred Content Language

#### Prerequisite

A setting allows the activation of this feature.

A user type permission grants users access to this feature.

#### Steps

1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Preferences tab, click Edit.
3. Select the desired language in the Content Language drop-down list.
4. Click Save.
Result
When creating a requisition or candidate file, the file will be created in the selected preferred language.

Setting My Preferred Correspondence Language

Prerequisite
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

Steps
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Preferences tab, click Edit.
3. Select the desired language in the Correspondence Language drop-down list.
4. Click Save.

Result
When creating a message, the message will be created in the selected correspondence language.

Selecting the Base Language

Prerequisite
Language must be active.
If only one language is activated, the base language option is not displayed.

Steps
1. Edit an element.
2. In the Activated Languages drop-down list, select Configure.
3. Select the Base option for the desired language.
4. If necessary, select Active in the Status drop-down list.
5. Click Save.

Result
The word Base appears next to the language in the Activated Languages drop-down list.

Activating Languages for an Element

Steps
1. Edit an element.
2. In the Activated Languages drop-down list, select Configure.
3. Select one or several language.
4. For each language, select Active in the Status drop-down list.
5. Click Save.

Result
Activated languages will be displayed in the Activated Languages drop-down list.
Deactivating a Language

**Prerequisite**

The element must be in Edit mode and the language must not be the base language.

**Steps**

1. Open an element.
2. Select Configure next to the Language drop-down list.
3. For each language, select Not Used in the Status drop-down list.
   
   If the language to deactivate is the Base language, you will need to select another active language as the base language.
4. Click Save.

**Result**

Selected languages no longer appear in the Language drop-down list of the element.
Basic Concepts

Print Function

The print function allows Recruiting Center users to create a PDF version of a requisition file or candidate file that can be saved and/or printed.

The print function is available in the candidates list and requisitions list as well as within candidate files and requisition files. When using the print function, users can decide to print the content in a list format where information is presented in different columns, or they can choose to print the details of the file where content is presented into sections.

- When printing the content in a list format, the content of the file is presented in different columns and the content of each file is displayed in a row. The format of the list (that is, the columns used to display the information) is identical to the requisition or candidate list format used. A maximum of 1000 lines can be printed in the list.
- When printing the details of the file, all sections of the file or only specific sections can be printed. For example, a user can choose to print from a candidate file only prescreening and basic profile information. Sections selected by a user when using the print function are saved as defaults for the next print action, but blocks selected within the main submission file section are not. Also, sections available to a user are based on how the file is configured and on user permissions. This means, if a system administrator wanted to allow users to more precisely control what is printed, he/she can do this by increasing the sections in the file layout. For candidate files, a maximum of 50 files can be printed. For requisition files, a maximum of 15 files can be printed.

When using the print function, only fields containing data are visible in the view/print mode; this means fields with no data will not be rendered when printing. The PDF generated by the print function is identical to the data presented to the user for the selected sections while looking at the information in view mode.

When selecting one or several candidate files in a candidates list or requisition-specific candidate list in order to print them, the Submission file is printed. When selecting one or several candidate general profiles in a search results list or folders list, the General Profile file will be printed.

Regarding tracking information in the candidate file History tab, the system displays the 1000 most recent tracking items no matter if printing 1 or 50 candidate files. Therefore, if printing one candidate file, the 1000 most recent tracking items are displayed. If printing five candidate files for example, 200 tracking items are displayed per candidate. For a given candidate, when the maximum is reached, the following message is displayed: “The history contains the {0} most recent items”.

When printing a candidate file, it is not possible while printing to include the name of candidate facing attached files. Attachments appear in the Attachments tab; they are not part of the candidate file and they are not printed with the file.

Attachment File Formats

Files can be attached to requisitions, candidate files, offers, etc.

The following file formats are supported by the application. System administrators define which formats are available to users.

- Any File Format
- Excel (.xls and .xlsx)
- Hypertext Markup Language (.htm and .html)
- OpenOffice Writer (.odt)
- Portal Document Format (.pdf)
- Rich Text Format (.rtf)
- Text (.txt)
- Word (.doc and .docx)
- Word Perfect (.wpd)
- Zip Format

**History Tracking**

The History tab presents useful tracking details on an element.

A History tab is available in candidate files, requisition files, competencies, questions, and disqualification questions. The History tab displays read-only content except for the History tab of the candidate file. See *Candidate File History*.

Depending on which part of the application the History tab is displayed, the information provided will vary.

These are the elements of the History tab in requisitions, competencies, questions, and disqualification questions:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Date when an event occurred.</td>
</tr>
<tr>
<td>Type</td>
<td>Event or action performed on an element.</td>
</tr>
<tr>
<td>Comments</td>
<td>Comments entered by the user.</td>
</tr>
<tr>
<td>By</td>
<td>The “actor” (person or system) who performed the event.</td>
</tr>
</tbody>
</table>

These are the elements of the History tab in candidate files:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Date when an event occurred.</td>
</tr>
<tr>
<td>Events</td>
<td>When a candidate file is modified, either by the candidate or a user, an event to track this action is generated and is displayed.</td>
</tr>
<tr>
<td>Language</td>
<td>Language of the candidate file.</td>
</tr>
<tr>
<td>Details</td>
<td>Details about the event.</td>
</tr>
<tr>
<td>Comments</td>
<td>Comments entered by the user.</td>
</tr>
<tr>
<td>By</td>
<td>The “actor” (person or system) who performed the event.</td>
</tr>
</tbody>
</table>

**Rich Text Editor**

The Rich Text Editor enables users to edit and format text contained in correspondence, requisitions, and requisition templates.

The Rich Text Editor contains standard word processing tools such as:
• cut, copy, and paste functions
• font types and sizes
• bold, italics, and underline
• text and background color
• left, right, and center alignment
• numbered and bulleted lists
• spell checker

Best Practice: To improve the formatting of your text, it is recommended to:

• Copy and paste your text to any simple text editor such as Windows Notepad.
• Copy your text from the text editor and paste it into the Rich Text Editor field.
• Format your text using the Rich Text Editor.

The spell checker uses the application language, not the content language. The spell checker is available in the following languages: English, English (US), French (Canada), French (France), Spanish, German, Italian, Dutch, Portuguese, Portuguese (Brazil), Swedish, Danish, Finnish, Norwegian.

Users on Internet Explorer 8 may experience issues with the toolbar icons operating as expected. Users who experience this issue may either try viewing the page in Compatibility Mode, or use the Rich Text Editor in another browser such as Internet Explorer 7 or Firefox.

Application Time-out

A security feature warns users when the application has not been used for more than thirty minutes even if a user is still signed into the application. When the time-out delay is reached, a message notifies users that the time-out delay for the application is imminent.

Two scenarios are possible:

• User takes action: When the application has been idled for thirty minutes, a message notifies the user that the application requires attention. Clicking “Access the application” directs the user to the application. When the user accesses the application, he/she can reset the application and a message indicates the remaining time before the session expires.
• User does not take action: If the user does not reset the application within the defined delay, a message is displayed, indicating that the user has been signed out of the application and has to sign in again to use the application.

The time-out delay is set by default to thirty minutes. The reminder displayed before time-out is set by default to ten minutes before time-out. The delay and reminder are controlled by private settings.

Element Status

A status indicates the current state of an element in the system. It allows users to create elements without making them available right away and to remove an existing element from use without removing it from the database.

Elements can have one of the following statuses:

• Draft: A Draft element can be modified. A Draft element cannot be used. It must be Active before it can be used.
• Active: When an element is Active, only the name and description can be modified. It is not possible to update the behavior of the element.
• Inactive: When an element is Inactive, only the status can be modified. The only possibility is to go back to the Active status.
A Draft element can become Active. An Active element can become Inactive. An Inactive element can become Active. However, an Active element cannot “go back” to the Draft status.

**Concurrent Management**

Concurrent management ensures that only one user can edit a given element at a time. Concurrent management applies by default to requisitions and requisition templates.

If you try to open a requisition that another user is editing, a message appears indicating that you have read-only access. You cannot edit the requisition until the other user closes it. Same thing with requisition templates. If a user applies a template to a requisition while the template is being edited, the last-saved version of the template in the database will be used.

**Time Zone**

Time zones are used throughout the system where a date or time is required.

In the Recruiting Center, dates and time are presented in a manner that takes into account the user’s time zone thereby making dates easier to understand and freeing users from the task of converting the dates themselves.

System administrators can set the default time zone for an entire company. Users who are in the same time zone as the company do not need to modify their time zone. However, users who are not located in the same time zone as their company will need to modify their time zone to view information in their own time zone (for interview scheduling, for example). Time zone changes can be done by users via the My Setup feature if they were granted the permission by their system administrator.

As a best practice, users should set their time zone under My Setup if they want to have the correct time displayed.

An example where time zone is used is for scheduling interviews with candidates. When scheduling an interview, the time zone of the person scheduling the meeting is used as a reference value. This means that the time of the meeting in the Recruiting Center is displayed according to the time zone selected by the person who scheduled the meeting, but the time of the meeting in Outlook or Lotus Notes is displayed according to the time zone set in the recipients’ Windows settings. For example, a user living in San Francisco schedules an interview from 2 p.m. to 3 p.m. Pacific Time. For an attendee living in New-York, the time of the meeting in Taleo Recruiting is from 2 p.m. to 3 p.m. Pacific Time, but the time of the meeting in Outlook is from 5 p.m. to 6 p.m. Eastern Time.

Another example where time zone is used is for requisition posting. When posting requisitions, the time zone taken into account is the time zone of the user doing the posting (and not where the requisition is posted).

**Daylight Savings Time**

The same calculation is used during the daylight savings period across the Recruiting Center.

Daylight savings time is properly calculated for dates handled across the Recruiting Center. Many dates are time zone sensitive and as such are converted.
Algorithm to Calculate the Time Zone

To determine a user's time zone, the algorithm is as follows:

- Use the user's preferred time zone (under Recruiting Center > Resources > My Setup > Preferences > Time Zone and also under Configuration > [SmartOrg] Administration > User Accounts > select a user account > General Preferences > Time Zone).
- If the above was not defined, use the user's preferred time zone (Configuration > General Configuration > Settings > Time Zone).
- If the above was not defined (unlikely), use the user's operating system UTC offset.
- If the above was not defined, use the default time zone (Configuration > [Career Section] Settings).

Time Zones in Taleo Enterprise

<table>
<thead>
<tr>
<th>City</th>
<th>Time Zone Name</th>
<th>UTC Offset</th>
<th>Changes in 12C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eniwetok, Kwajalein</td>
<td>Date Line Time</td>
<td>UTC -12:00</td>
<td></td>
</tr>
<tr>
<td>Midway Islands, Samoa</td>
<td>Samoa Time</td>
<td>UTC -11:00</td>
<td></td>
</tr>
<tr>
<td>Honolulu</td>
<td>Hawaii Time</td>
<td>UTC -10:00</td>
<td></td>
</tr>
<tr>
<td>Anchorage</td>
<td>Alaska Time</td>
<td>UTC -9:00</td>
<td></td>
</tr>
<tr>
<td>Tijuana</td>
<td>Mexico Pacific Time</td>
<td>UTC -8:00</td>
<td>Added the word Mexico to the time zone name to differentiate it from the Pacific Time name.</td>
</tr>
<tr>
<td>Vancouver, San Francisco, Los Angeles</td>
<td>Pacific Time</td>
<td>UTC -8:00</td>
<td></td>
</tr>
<tr>
<td>Chihuahua, La Paz, Mazatlan</td>
<td>Western Mexico Time</td>
<td>UTC -7:00</td>
<td></td>
</tr>
<tr>
<td>Edmonton, Denver, Boise, Salt Lake City</td>
<td>Mountain Time</td>
<td>UTC -7:00</td>
<td></td>
</tr>
<tr>
<td>Arizona, Hermosillo</td>
<td>Mountain US Time</td>
<td>UTC -7:00</td>
<td></td>
</tr>
<tr>
<td>Cancún, Mérida</td>
<td>Atlantic Mexico Time</td>
<td>UTC -6:00</td>
<td></td>
</tr>
<tr>
<td>Chicago, Winnipeg, Dallas</td>
<td>Central Time</td>
<td>UTC -6:00</td>
<td></td>
</tr>
<tr>
<td>San José, Managua</td>
<td>Central America Time</td>
<td>UTC -6:00</td>
<td></td>
</tr>
<tr>
<td>Regina (Saskatchewan)</td>
<td>Central Canada Time</td>
<td>UTC -6:00</td>
<td></td>
</tr>
<tr>
<td>Mexico City</td>
<td>Mexico General Time</td>
<td>UTC -6:00</td>
<td></td>
</tr>
<tr>
<td>Bogota, Lima, Quito, Panama City</td>
<td>Pacific South America Time</td>
<td>UTC -5:00</td>
<td></td>
</tr>
<tr>
<td>Montreal, New York, Washington D.C.</td>
<td>Eastern Time</td>
<td>UTC -5:00</td>
<td></td>
</tr>
<tr>
<td>Kingston, Georgetown</td>
<td>Jamaica Time</td>
<td>UTC -5:00</td>
<td></td>
</tr>
<tr>
<td>Caracas</td>
<td>Venezuela Time</td>
<td>UTC -4:30</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Time Zone Name</td>
<td>UTC Offset</td>
<td>Changes in 12C</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---------------------------------</td>
<td>--------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Asunción</td>
<td>Paraguay Time</td>
<td>UTC -4:00</td>
<td></td>
</tr>
<tr>
<td>Cuiaba</td>
<td>Western Brazil Time</td>
<td>UTC -4:00</td>
<td></td>
</tr>
<tr>
<td>La Paz, San Juan</td>
<td>Western South America Time</td>
<td>UTC -4:00</td>
<td></td>
</tr>
<tr>
<td>Santiago</td>
<td>Chile Time</td>
<td>UTC -4:00</td>
<td></td>
</tr>
<tr>
<td>Halifax</td>
<td>Atlantic Time</td>
<td>UTC -4:00</td>
<td></td>
</tr>
<tr>
<td>St-John's (Newfoundland)</td>
<td>Newfoundland Time</td>
<td>UTC -3:30</td>
<td></td>
</tr>
<tr>
<td>Buenos Aires, Georgetown</td>
<td>Eastern South America Time</td>
<td>UTC -3:00</td>
<td></td>
</tr>
<tr>
<td>Greenland, Saint-Pierre and Miqualon</td>
<td>Greenland Time</td>
<td>UTC -3:00</td>
<td></td>
</tr>
<tr>
<td>Brasilia</td>
<td>Eastern Brazil Time</td>
<td>UTC -3:00</td>
<td></td>
</tr>
<tr>
<td>Mid Atlantic</td>
<td>Mid-Atlantic Time</td>
<td>UTC -2:00</td>
<td></td>
</tr>
<tr>
<td>Azores</td>
<td>Azores Time</td>
<td>UTC -1:00</td>
<td></td>
</tr>
<tr>
<td>Cap Verde Islands</td>
<td>Cape Verde Time</td>
<td>UTC -1:00</td>
<td></td>
</tr>
<tr>
<td>Dublin, Edinburgh, Lisbon, London</td>
<td>Greenwich Mean Time</td>
<td>UTC 0</td>
<td></td>
</tr>
<tr>
<td>Abidjan, Casablanca, Dakar</td>
<td>Greenwich Mean Time</td>
<td>UTC 0</td>
<td></td>
</tr>
<tr>
<td>Abuja, Alger, Kinshasa, Luanda, Niamey, Yaounde</td>
<td>Western Central Africa Time</td>
<td>UTC +1:00</td>
<td></td>
</tr>
<tr>
<td>Namibia</td>
<td>South Western Africa Time</td>
<td>UTC +1:00</td>
<td></td>
</tr>
<tr>
<td>Brussels, Copenhagen, Madrid, Paris</td>
<td>Central Europe Time</td>
<td>UTC +1:00</td>
<td></td>
</tr>
<tr>
<td>Sarajevo, Skopje, Vilnius, Warsaw, Zagreb</td>
<td>Central Europe Time</td>
<td>UTC +1:00</td>
<td></td>
</tr>
<tr>
<td>Belgrade, Bratislava, Budapest, Ljubljana, Prague</td>
<td>Central Europe Time</td>
<td>UTC +1:00</td>
<td></td>
</tr>
<tr>
<td>Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna</td>
<td>Central Europe Time</td>
<td>UTC +1:00</td>
<td></td>
</tr>
<tr>
<td>Cairo</td>
<td>Egypt Time</td>
<td>UTC +2:00</td>
<td></td>
</tr>
<tr>
<td>Harare, Pretoria</td>
<td>South Africa Time</td>
<td>UTC +2:00</td>
<td></td>
</tr>
<tr>
<td>Jordan</td>
<td>Jordan Time</td>
<td>UTC +2:00</td>
<td></td>
</tr>
<tr>
<td>Beirut</td>
<td>Lebanon Time</td>
<td>UTC +2:00</td>
<td></td>
</tr>
<tr>
<td>Damascus</td>
<td>Syria Time</td>
<td>UTC +2:00</td>
<td></td>
</tr>
<tr>
<td>Gaborone, Harare, Lilongwe, Lubumbashi, Lusaka, Maputo</td>
<td>Central Africa Time</td>
<td>UTC +2:00</td>
<td></td>
</tr>
<tr>
<td>Athens, Bucharest, Kiev</td>
<td>Eastern Europe Time</td>
<td>UTC +2:00</td>
<td>Removed the cities of Minsk and Sofia.</td>
</tr>
<tr>
<td>Helsinki, Riga, Tallinn, Sofia</td>
<td>Baltic States Time</td>
<td>UTC +2:00</td>
<td>Added the city of Sofia.</td>
</tr>
<tr>
<td>City</td>
<td>Time Zone Name</td>
<td>UTC Offset</td>
<td>Changes in 12C</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>----------------------------------------</td>
<td>------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Jerusalem</td>
<td>Israel Time</td>
<td>UTC +2:00</td>
<td></td>
</tr>
<tr>
<td>Baghdad</td>
<td>Iraq Time</td>
<td>UTC +3:00</td>
<td></td>
</tr>
<tr>
<td>Kuwait City, Riyadh</td>
<td>Arabian Peninsula Time</td>
<td>UTC +3:00</td>
<td></td>
</tr>
<tr>
<td>Nairobi</td>
<td>Eastern Africa Time</td>
<td>UTC +3:00</td>
<td></td>
</tr>
<tr>
<td>Tehran</td>
<td>Iran Time</td>
<td>UTC +3:30</td>
<td></td>
</tr>
<tr>
<td>Moscow, St. Petersburg, Volgograd</td>
<td>Russia Time</td>
<td>UTC+4:00</td>
<td>The cities of Moscow, St. Petersburg, and Volgograd no longer use daylight savings time.</td>
</tr>
<tr>
<td>Abu Dhabi, Muscat</td>
<td>South Eastern Arabian Peninsula Time</td>
<td>UTC +4:00</td>
<td></td>
</tr>
<tr>
<td>Baku, Tbilisi, Yerevan</td>
<td>Caucasus Time</td>
<td>UTC +4:00</td>
<td></td>
</tr>
<tr>
<td>Kabul</td>
<td>Afghanistan Time</td>
<td>UTC +4:30</td>
<td></td>
</tr>
<tr>
<td>Bishkek</td>
<td>Kyrgyzstan Time</td>
<td>UTC +5:00</td>
<td></td>
</tr>
<tr>
<td>Dushanbe, Islamabad, Karachi, Toshkent</td>
<td>West Asia Time</td>
<td>UTC +5:00</td>
<td></td>
</tr>
<tr>
<td>Calcutta, Chennai, Mumbai, New Delhi</td>
<td>India Time</td>
<td>UTC +5:30</td>
<td></td>
</tr>
<tr>
<td>Kathmandu</td>
<td>Nepal Time</td>
<td>UTC +5:45</td>
<td></td>
</tr>
<tr>
<td>Almaty, Astana</td>
<td>Kazakhstan Time</td>
<td>UTC +6:00</td>
<td></td>
</tr>
<tr>
<td>Dhaka</td>
<td>Central Asia Time</td>
<td>UTC +6:00</td>
<td></td>
</tr>
<tr>
<td>Novosibirsk</td>
<td>North Central Asia Time</td>
<td>UTC +6:00</td>
<td></td>
</tr>
<tr>
<td>Yangon</td>
<td>Myanmar Time</td>
<td>UTC +6:30</td>
<td></td>
</tr>
<tr>
<td>Krasnoyarsk</td>
<td>North Asia Standard Time</td>
<td>UTC +7:00</td>
<td></td>
</tr>
<tr>
<td>Bangkok, Hanoi, Jakarta</td>
<td>South Eastern Asia Time</td>
<td>UTC +7:00</td>
<td></td>
</tr>
<tr>
<td>Irkutsk, Ulaan Batar</td>
<td>North Eastern Asia Time</td>
<td>UTC +8:00</td>
<td></td>
</tr>
<tr>
<td>Perth</td>
<td>Western Australia Time</td>
<td>UTC +8:00</td>
<td></td>
</tr>
<tr>
<td>Beijing, Chongqing, Hong Kong, Urumqi</td>
<td>China Time</td>
<td>UTC +8:00</td>
<td></td>
</tr>
<tr>
<td>Singapore</td>
<td>Singapore Time</td>
<td>UTC +8:00</td>
<td></td>
</tr>
<tr>
<td>Yakutsk</td>
<td>Yakutsk Time</td>
<td>UTC +9:00</td>
<td></td>
</tr>
<tr>
<td>Osaka, Sapporo, Tokyo</td>
<td>Japan Time</td>
<td>UTC +9:00</td>
<td></td>
</tr>
<tr>
<td>Seoul</td>
<td>Korea Time</td>
<td>UTC +9:00</td>
<td></td>
</tr>
<tr>
<td>Adelaide</td>
<td>South Australia Time</td>
<td>UTC +9:30</td>
<td></td>
</tr>
<tr>
<td>Darwin</td>
<td>Australia Northern Territory Time</td>
<td>UTC +9:30</td>
<td></td>
</tr>
<tr>
<td>Canberra, Melbourne, Sydney</td>
<td>South Eastern Australia Time</td>
<td>UTC +10:00</td>
<td></td>
</tr>
<tr>
<td>Vladivostok</td>
<td>Vladivostok Time</td>
<td>UTC +10:00</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Time Zone Name</td>
<td>UTC Offset</td>
<td>Changes in 12C</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------------------------------</td>
<td>------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Brisbane</td>
<td>Queensland Time</td>
<td>UTC +10:00</td>
<td></td>
</tr>
<tr>
<td>Hobart</td>
<td>Tasmania Time</td>
<td>UTC +10:00</td>
<td></td>
</tr>
<tr>
<td>Port Moresby</td>
<td>Papua New Guinea Time</td>
<td>UTC +10:00</td>
<td></td>
</tr>
<tr>
<td>Lord Howe</td>
<td>Lord Howe Island Time</td>
<td>UTC +10:30</td>
<td></td>
</tr>
<tr>
<td>Magadan, Solomon Islands, New Caledonia</td>
<td>Central Pacific Time</td>
<td>UTC +11:00</td>
<td></td>
</tr>
<tr>
<td>Anadyr</td>
<td>Chukot Time</td>
<td>UTC +12:00</td>
<td></td>
</tr>
<tr>
<td>Auckland, Wellington</td>
<td>New Zealand Time</td>
<td>UTC +12:00</td>
<td></td>
</tr>
<tr>
<td>Fiji, Kamchatka, Marshall Islands</td>
<td>Fiji Time</td>
<td>UTC +12:00</td>
<td></td>
</tr>
<tr>
<td>Chatham Islands</td>
<td>Chatham Islands Time</td>
<td>UTC +12:45</td>
<td></td>
</tr>
<tr>
<td>Enderbury</td>
<td>Phoenix Islands Time</td>
<td>UTC +13:00</td>
<td></td>
</tr>
<tr>
<td>Nuku'alofa</td>
<td>Tonga Islands Time</td>
<td>UTC +13:00</td>
<td></td>
</tr>
<tr>
<td>Kirimiti</td>
<td>Line Islands Time</td>
<td>UTC +14:00</td>
<td></td>
</tr>
</tbody>
</table>

**Time Zone Sensitive Dates in the Recruiting Center**

<table>
<thead>
<tr>
<th>Date Source</th>
<th>Event Date Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition File - External Description Block - Opening Date</td>
<td>Requisition File - External Description Block - Closing Date</td>
</tr>
<tr>
<td>Requisition File - Internal Description Block - Opening Date</td>
<td>Requisition File - Internal Description Block - Closing Date</td>
</tr>
<tr>
<td>Requisition File - History Tab - Event Dates</td>
<td>Requisition File - Posting &amp; Sourcing - Corporate Posting Dates</td>
</tr>
<tr>
<td>Requisition File - Posting &amp; Sourcing - eQuest Posting Date</td>
<td>Requisition File - Posting &amp; Sourcing - Staffing Agents</td>
</tr>
<tr>
<td>Requisition File - Posting &amp; Sourcing - Staffing Agency (Contingent)</td>
<td>Requisition File - Posting &amp; Sourcing - Source - Event List - Start Date (View &amp; Edit)</td>
</tr>
<tr>
<td>Requisition File - Posting &amp; Sourcing - Source - Event List - End Date (View &amp; Edit)</td>
<td>Events in the Candidate Source Tracking Block</td>
</tr>
<tr>
<td>Requisition List - Status Detail</td>
<td>Requisition List - Contacted Candidates (&quot;From&quot; in the Callout)</td>
</tr>
<tr>
<td>Requisition Template File - Effective From (Status)</td>
<td>Requisition Template File - Effective Till (Status)</td>
</tr>
<tr>
<td>Requisition Template List - Effective From</td>
<td>Requisition Template List - Effective Till</td>
</tr>
<tr>
<td>Prescreening Question File - Creation Date</td>
<td>Prescreening Question File - History - Event Date</td>
</tr>
<tr>
<td>Prescreening Competency File - History - Event Date</td>
<td>Prescreening Disqualification Question File - Creation Date</td>
</tr>
<tr>
<td>Prescreening Disqualification Question File - History - Event Date</td>
<td>Requisition Action - Share - Date in Printed PDF</td>
</tr>
<tr>
<td>Requisition Approval Task &amp; Eshare - Date in Requisition Detail PDF (must reflect the file)</td>
<td>Candidate Action - Schedule an Interview - Meeting Date</td>
</tr>
<tr>
<td>Candidate Action - Schedule an Interview - Meeting Date</td>
<td>Candidate Action - Update an Interview - Meeting Date</td>
</tr>
<tr>
<td>Candidate Action - Cancel Interview - Meeting Date</td>
<td>Candidate File - Detail - Creation Date</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Candidate File - Basic Profile - Date of Availability</td>
<td>Candidate File - Block Talent Exchange - Date</td>
</tr>
<tr>
<td>Candidate File - Attachments Tab - Submission-specific Attachments</td>
<td>Candidate File - Attachments Tab - Other Attachments</td>
</tr>
<tr>
<td>Candidate File - Self-Assigned Task List - Creation Date</td>
<td>Candidate File - History Tab - Event Dates</td>
</tr>
<tr>
<td>Candidate File - History Tab - Workflow Event Date</td>
<td>Candidate List - Quick Filters - Since (Effect on filtering)</td>
</tr>
<tr>
<td>Candidate List - Quick Filters - Last Activity Date (From &amp; To) (Effect on filtering)</td>
<td>Candidate List - Advanced Filters - Fields of Type Date</td>
</tr>
<tr>
<td>Candidate List - Standard Fields of Type Date</td>
<td>Candidate Advanced Search - Date Type criteria</td>
</tr>
<tr>
<td>Candidate Workflow Assistant - Workflow Event Date</td>
<td>Candidate Workflow Assistant - Self-Assigned Task - Due Date</td>
</tr>
<tr>
<td>Candidate Workflow Assistant - (Hire candidate) Start Date (with the setting &quot;Ignore Time Zone for Offer Start Date&quot; = NO)</td>
<td>Candidate Action - Print/Share - Date in Printed PDF</td>
</tr>
<tr>
<td>Task List - Due Date - Task List - Task Callout (Assignment Date)</td>
<td></td>
</tr>
<tr>
<td>Offer Grid - Expiration Date</td>
<td>Offer Grid - Created On</td>
</tr>
<tr>
<td>Offer Grid - Approved</td>
<td>Offer Grid - Extended</td>
</tr>
<tr>
<td>Offer Grid - Start Date (with the setting &quot;Ignore Time Zone for Offer Start Date&quot; = NO)</td>
<td>Offer Action - Update Expiration Date</td>
</tr>
<tr>
<td>Offer Action - Update Start Date (with the setting &quot;Ignore Time Zone for Offer Start Date&quot; = NO)</td>
<td>Offer Action - Extend Offer Verbally</td>
</tr>
<tr>
<td>Offer Action - Capture Response (Accepted) - Accepted On</td>
<td>Offer Action - Capture Response (Accepted) - Start Date (with the setting &quot;Ignore Time Zone for Offer Start Date&quot; = NO)</td>
</tr>
<tr>
<td>Offer Approval Tab - Decision Date &amp; Time</td>
<td>Candidate Selection Workflow - Update Start Date (No RSOffer) (with the setting &quot;Ignore Time Zone for Offer Start Date&quot; = NO)</td>
</tr>
<tr>
<td>Offer Approval Task &amp; eShare - Date in Offer detail PDF (must reflect the grid) (with the setting &quot;Ignore Time Zone for Offer Start Date&quot; = NO)</td>
<td>Offer Approval Task &amp; eShare - Date in Candidate Submission detail PDF (must reflect the file)</td>
</tr>
</tbody>
</table>
Requisition Management

- Requisitions List.................................................................56
- Requisition File.................................................................57
- Requisition Creation..........................................................59
- Requisition Approval..........................................................62
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- Requisition Ownership and Collaboration..............................85
Requisitions List

The requisitions list displays requisition information into different columns and provides tools to filter requisitions and to customize the requisitions list.

The requisitions list is organized into three sections:

- The left pane contains the Show requisitions for option which allows users to filter requisitions using ownership values. Quick filters and advanced filters are also provided to filter the requisitions list down to relevant information. The pane can be expanded or collapsed using the icon.
- The right pane contains online help and online clips if these were enabled. The pane can also be expanded or collapsed.
- The center pane displays requisitions. The icon allows users to select the list format they wish to use to display requisitions in the list. Users can also create up to three list formats and select columns to display specific information (if permissions were granted). Several actions can be performed directly in the list. A contextual action menu is available by clicking the arrow next to the file title. For information on the tools available in the list, see List Usage.
Requisition File

A requisition file details the specific requirements for a job position.

A requisition file is organized into three sections:

- The left pane contains the requisition card in the top section and supporting information in the bottom section. The pane can be expanded or collapsed using the icon.
  - The right pane contains supporting tools such as the online help, the diagnostic tool, and the online clips if these were enabled. The pane can also be expanded or collapsed.
  - The center pane displays the requisition form. Information displayed will vary whether the view mode or edit mode is selected.

To navigate back to the list of requisitions, users can use the navigation bar.

View Mode

When opening a requisition file, users are always in view mode and they can from there choose to go into edit mode. This provides a cleaner layout and eliminates the need to “close” the file (to exit out of it and reactivate other buttons on the screen) if only viewing the file. In view mode, only fields for which data is provided are displayed. If a field is empty, it does not display in view mode.

An action bar is available at the top. Users can click an action or use the More Actions menu which is a dynamic menu of additional actions available during the lifecycle of the requisition.

Tabs containing requisition-related information are available. The main content of the requisition file is within the Requisition tab, which includes various sections that can be expanded or collapsed using the and icons. The other tabs contain peripheral information.

From the Requisition tab, users always have access to a table of contents that allows quick jumping to different sections and sub-sections of the file. The table of contents is available via the icon.

Edit Mode

In edit mode, all fields included in the requisition form are displayed. Fields that do not contain data are displayed according to user permissions. Required fields are highlighted with a red asterisk. To view required fields in different stages, users can use the Show fields menu.

From the Requisition tab, users always have access to a table of contents that allows quick jumping to different sections and sub-sections of the file. The table of contents is available via the icon.

Field Labels in Multilingual Requisitions

The field labels in a multilingual requisition will display in the language the user used to sign into the application. The user-entered values will display in the selected requisition locale.

Below are two example to explain the behavior.

Example 1: A requisition is available in English, French and Spanish. The user accesses the application in English and decides to view the Spanish version of the requisition. Each field label and drop-down will be displayed in English but the content of each input field will display the Spanish value.
Example 2: A requisition is available in English, French and Spanish. The user accesses the application in Spanish and decides to view the Spanish version of the requisition. Each field label will displayed in Spanish and the content of each field will display the Spanish value as well.

**Requisition File Tabs**

<table>
<thead>
<tr>
<th>Requisition File Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition</td>
<td>Contains all the details of the job.</td>
</tr>
<tr>
<td>Alerts</td>
<td>This is where users can set the <strong>ACE candidate alert</strong> which will inform them when a candidate meets specific required criteria. Users can also specify to request more information about these candidates.</td>
</tr>
<tr>
<td>Attachments</td>
<td>Contains <strong>attachments</strong> for the requisition.</td>
</tr>
<tr>
<td>Approvals</td>
<td>Displayed when an <strong>approval</strong> request has been generated. The tab appears for all users that can view the requisition. When no approval request has been generated, the Approvals tab is hidden. This tab provides an easy means to access and review the most recent approval information for the requisition. Authorized users can also modify or resend approval requests from this page.</td>
</tr>
<tr>
<td>Posting and Sourcing</td>
<td>Provides access to <strong>posting</strong> and sourcing features such as career section posting, job board distribution through eQuest, staffing agents, non-electronic media. Allows users to modify the list of sources associated with the requisition.</td>
</tr>
<tr>
<td>Autopooling Criteria</td>
<td>Contains <strong>autopooling</strong> criteria.</td>
</tr>
<tr>
<td>History</td>
<td>Contains a log of all actions performed on the requisition file. See <strong>Requisition File History</strong>.</td>
</tr>
<tr>
<td>Reports</td>
<td>Allows users to define if a daily recruiting <strong>report</strong> will be sent to individuals regarding the status of the requisition's progress.</td>
</tr>
</tbody>
</table>

**Requisition File History**

The History tab in the requisition file contains a log of all actions performed on the requisition.

When a requisition file is modified, an event to track this action is generated and is displayed in the requisition file History tab. The name of the user who performed the action is displayed as well as the date and details on the event. In the requisition History tab, changes to the following fields are tracked:

- Hiring Manager
- Hiring Manager Assistant
- Recruiter
- Recruiter Assistant
- Department
- Job Role
- Requisition Number
- Location
- Other Location
- Job Field
- Organization
Requisition Creation

Requisition Creation Process

Recruiting Center users have the ability to create requisitions to detail the specific requirements for a job position.

The creation of requisitions is done via the Create Requisition button which is available in the Requisitions channel as well as in the Requisitions page. This button is available to users if they have been granted the appropriate permissions.

The requisition creation process may vary from one company to another. Below is a basic requisition creation process.

When creating a requisition, the Create a Requisition assistant is launched. The content of the assistant will vary depending on how it was configured by the system administrator.

- The first step may be to select a **requisition type**. This step is available if more than one requisition type was enabled and if specific permissions were granted to users.
- The second step will allow users to specify specific elements such as the position, the department, the hiring manager, the job role, and the requisition template. When this information is provided, the system fills certain fields in the requisition form.
- The third step is to select an **Organization, Location and/or Job Field**.

When all of the above information has been provided, users complete any required fields (marked with a red asterisk) and other fields in the requisition form. Depending on the company's policies, the template may be very detailed or may include only basic information.

When saving the requisition, a message appears if information is missing in certain fields. Users can also use the **diagnostic tool** to know which fields must be filled to be able to save the requisition.

Once the requisition is completed, the requisition goes through an approval process before being posted on internal and/or external career sections or job boards.

- A best practice when creating a requisition is to select a **requisition template**: this will auto-populate many of the requisition fields based on the selected template. Users can select from all requisition templates available which align to their user group context or have no user group defined.

Creating a Requisition

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. Click Create Requisition.
2. Follow on-screen instructions.
   - The information you will need to provide depends on the flow and options configured by your system administrator.
3. Click Save.
Result
The requisition appears in the Requisition list and the status is Draft.

Creating a Multilingual Requisition

Prerequisite
The user’s preferred languages are activated by default (the languages are displayed in the Activated Languages drop-down list).

Users are not forced to translate non-mandatory fields (a non-mandatory field completed in the base language can be left blank in other languages).

Users can change the value selected for a field (they are not limited to the value selected for the base language).

A user type permission grants users access to this feature.

Steps
1. Click Create Requisition.
2. Follow on-screen instructions.
   The information you will need to provide depends on the flow and options configured by your system administrator.
3. Complete the fields.
4. Click Save.
5. In the Activated Languages drop-down list, select the language in which you want to translate the requisition.
6. Complete the fields.
7. Click Save.

Result
The requisition appears in the Requisition list and the status is Draft.

Requisition Description Writing Tips

The requisition description provides information about the job as well as the qualifications required. The description is displayed to candidates when they apply for a job.

A requisition can have two descriptions: an internal description for current employees, and an external description for external candidates.

An effective job description must be compelling, intelligent and honest. It must attract, intrigue and persuade top talents. It should include specific information and be focused on the talent. When writing the description of a requisition, consider the following tips:

<table>
<thead>
<tr>
<th>Tip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear and meaningful job title</td>
<td>Make sure candidates outside the organization will know what it means.</td>
</tr>
<tr>
<td>Headline</td>
<td>Start with a brief marketing statement, “grabber”.</td>
</tr>
<tr>
<td>Structure</td>
<td>Explain where and how the position fits into the organization.</td>
</tr>
<tr>
<td>Tip</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Type of Environment</strong></td>
<td>Explain what it is like to work for the organization (fast-paced, small/large team, multiple projects, etc.).</td>
</tr>
<tr>
<td><strong>Description of the Role</strong></td>
<td>Concentrate on important, positive aspects of the position.</td>
</tr>
<tr>
<td><strong>Description of the Person Required</strong></td>
<td>List qualifications, important competencies, relevant experience, personal qualities. Be specific and keep it short.</td>
</tr>
<tr>
<td><strong>Salary/Benefits/Training/Opportunities</strong></td>
<td>Highlight key benefits offered by the organization.</td>
</tr>
</tbody>
</table>

To improve the formatting of your job description, it is recommended to:

- Copy and paste your text to any simple text editor such as Windows Notepad.
- Copy your text from the text editor and paste it into the requisition Description field.
- Format your text using the Rich Text Editor provided in the Description field.

**Diagnostic Tool and Show Required Fields**

The Diagnostic Tool and Show Required Fields features allow Recruiting Center users to know which requisition fields must be completed for certain actions to take place.

In the requisition file, in edit mode, the “Show fields required to” feature allows users to know which fields must be filled for certain actions to take place, that is, saving, posting and approval request. For example, when selecting the Save action, an asterisk would appear beside the fields that must be completed in order to perform the save action.

Also, a diagnostic tool is available in the requisition file, in view and edit modes. This tool, located in the right hand side of the page, is accessible by clicking this icon 

The diagnostic tool allows users to see all the fields that are missing information and to jump quickly to those fields to enter the missing information.

**Information on Specific Requisition Fields**

Important information regarding specific requisition fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget</td>
<td>Supports currency symbols, commas, and decimals.</td>
</tr>
<tr>
<td>Bonus</td>
<td>Supports commas and decimals.</td>
</tr>
<tr>
<td>Salary</td>
<td>Supports commas and decimals.</td>
</tr>
<tr>
<td>Opening Date and Closing Date</td>
<td>The requisition Opening Date and Closing Date defined in the External Description section of the requisition form are used as the default dates when posting requisitions to staffing agents and agencies (instead of using the career section Start date and End Date). If these dates are not defined in the requisition, the dates defined by the system administrator will be used instead. The system administrator defines these dates in the Career Section properties, under the Posting section.</td>
</tr>
</tbody>
</table>
Requisition Approval

Methods to Request the Approval of Requisitions

When requesting the approval of requisitions, two options are presented to Recruiting Center users.

Option 1: Approving requisitions yourself

Users with the appropriate permission can approve requisitions themselves by selecting the Save as Open action in the More Actions list. See Approving Your Own Requisition.

Option 2: Requesting someone to approve requisitions

Users with the appropriate permission can route requisitions for approval by selecting the Request Approval action in the More Actions list. This option is used when at least one person must approve a requisition before it can be posted. See Requesting Someone to Approve a Requisition.

When users are requesting the approval of a requisition, they must choose from a list the people who will be required to do the approval. The list of approvers can be configured or not by the system administrator depending on the type of approval chosen by the organization.

- If the standard approval process is used, users will select approvers from a list containing all of the active users of the database. Users will also be able to create a list of frequent approvers in the My Setup feature.
- If Dynamic Approval Routing process is used, the list of approvers will be pre-populated upon selecting the Request Approval action. The list of approvers to be generated is configured by the system administrator within the Dynamic Approval Routing feature. These approvers are displayed based on the configured rules and conditions.

Selected approvers will approve requisitions using one of these methods:

- If the approver is a Recruiting Center user, the approver will receive an Approve Requisition task in the Tasks channel and Tasks list.
- If the approver is not a Recruiting Center user, the approver will receive an eShare message via e-mail.
- If the approver is both a Recruiting Center user and an eShare user, the approver will receive an Approve Requisition task in the Tasks channel and Tasks list as well as a message via e-mail.

When conducting the approval from either the Tasks list or from eShare, approvers will receive a PDF print version of the requisition file to review (rather than the actual file being visible in the system). Also, approval files are generated according to the user’s permissions to view fields having specific security levels.

The approval path can be carried out in two ways:

- Sequential: When the first approver receives an approval request, he/she approves the requisition. Once approved, the approval request goes to the next approver, and so on. The requisition does not move forward until each approver in the sequence has approved in order. If one person in the sequence rejects the requisition, then the approval process ends.
- Parallel: Multiple approvers receive an approval request and they can all approve the requisition at the same time. Approvers can approve the requisition without having to wait for the others.

If the standard approval process is used within an organization, the system administrator must activate settings to enable sequential or parallel approval. If the Dynamic Approval Routing is used within an organization, approval will be sequential unless there are more than one approver for the same role, then approval will be parallel.
Approving Your Own Requisition (Save as Open)

**Prerequisite**
A user type permission grants users access to this feature.

The Save As Open action is available only if the requisition has the Draft status.

A requisition can be approved only if mandatory fields have been filled, unless the system has been configured to accept partially filled requisitions.

**Steps**
1. Open the requisition file.
2. Select Save As Open... in the More Actions list.
3. Enter comments.
4. Click Done.

**Result**
An event is added to the requisition History tab with the comment entered and the name of the user who performed the action. The status of the requisition is changed to Open/Approved.

A To be Completed task is generated for the requisition if the requisition does not have the completion level Ready For Sourcing. The To be Completed task is assigned to the recruiter assistants if any. Otherwise, it is assigned to the recruiter.

A Ready for Sourcing task is generated for the requisition if the requisition has the completion level Ready For Sourcing. The Ready for Sourcing task is assigned to the recruiter assistants if any. Otherwise, it is assigned to the recruiter.

Requesting Someone to Approve a Requisition

**Prerequisite**
A user type permission grants users access to this feature.

To approve a requisition, an approver must be in the same group as the requisition.

**Steps**
1. Open the requisition file.
2. Select Request Approval... in the More Actions list.
3. Select the approvers. Use Quick Filters to filter the list down to relevant information.
4. Define the sequence of approval by assigning a sequence number using the drop-down list under the Order column.
   - When the first approver receives an approval request, he/she approves the requisition. Once approved, the approval request goes to the next approver, and so on.
5. In the After Approval section, select a user to whom you will assign the next task.
6. Enter comments.
7. Complete other necessary fields.
   - Important information regarding the field Add the approvers to the list of my frequent collaborators. This function will only add these users as frequent collaborators under My Setup > Preferences. It will not add these users as collaborators on the requisition currently open. Also note that users will need to log out and log back in to see the change applied to their list of frequent collaborators under My Setup > Preferences.
As of Feature Pack 11A.4, the “Notify me once this task is complete” checkbox has been removed from the Request Approval window for requisitions because this option did not have any purpose. Notifications about the progress of approvals can be configured by system administrators if desired.

8. Click Done.

**Result**

The system assigns the requisition to the first approver in the sequence.

- If the approver is a Recruiting user, an Approve Requisition task is assigned to the user. The user can select the following actions: Approve, Reject, Pass, Pending.
- If the approver is not a Recruiting user, the approver receives an eShare approval message. The user can select the following actions: Approve, Refuse to Approve.

**Methods to Approve Requisitions**

Approvers can approve requisitions via different tools.

**Using the Tasks Channel**

If the approver is a Recruiting Center user, the approver will receive a task in the Tasks channel. See Approving a Requisition.

**Using eShare**

If the approver is not a Recruiting Center user, the approver will receive an eShare message via e-mail.

**Using the Tasks Channel and/or eShare**

If the approver is both a Recruiting Center user and an eShare user, the approver will receive an Approve Requisition task in the Tasks channel as well as a message via e-mail.

When conducting the approval from either the Tasks list or from eShare, approvers will receive a PDF print version of the requisition file to review (rather than the actual file being visible in the system). Also, approval files are generated according to the user’s permissions to view fields having specific security levels.

**Approving a Requisition on Behalf of Another Approver**

From time to time, it may be necessary to approve a requisition on behalf of another approver. This is done by using the action called Amend Approval Path. Users with the appropriate permissions can update an approval decision manually on behalf of one of the approvers. See Approving a Requisition on Behalf of Another Approver.

**Approving a Requisition via the Tasks Channel**

**Prerequisite**

A user type permission grants users access to this feature

To approve a requisition, an approver must be in the same group as the requisition.

**Steps**

1. In the Tasks channel, click Approve Requisition.
2. In the Tasks list, click Approve Requisition next to the desired requisition.
3. In the Decide on Approval window, select Approve.
4. Enter comments if mandatory.
5. Click Done.
Approving a Requisition on Behalf of Another Approver

Prerequisite
A user type permission grants users access to this feature.
The Status Details column must indicate To be Approved.

Steps
1. Open a requisition file.
2. Select Amend Approval Path... in the More Actions list.
3. Select a decision for an approver.
4. Optional: You can change the order of the approvers.
5. Enter comments.
6. Complete other necessary fields.
7. Click Done.

Result
The system assigns the requisition to the first approver in the sequence.
• If the approver is a Recruiting Center user, an Approve Requisition task is assigned to the user.
• If the approver is an eShare user, the approver receives an e-share approver message.

Approval Path Amendment
From time to time, it may be necessary to change the approvers that were originally selected for a requisition. This is done by using the action called Amend Approval Path.

Requesting an Approval Path Amendment

Prerequisite
A user type permission grants users access to this feature.
The requisition must have the status To be approved.

Steps
1. Open a requisition file.
2. Select Request Approval Path Amendment... in the More Actions list.
3. Click to select a contributor.
4. Click Done.

Result
The user will receive a task to amend an approval path.

Terminating an Approval Path

Prerequisite
This action is used when a position has been cancelled or if the requisition is no longer required.
A user type permission grants users access to this feature.

User must be the owner of the requisition or the creator of the approval path.

The Status Details must indicate To be Approved.

Steps
1. In the requisition file, select Terminate Approval Path... in the More Actions list.
2. Enter comments.
3. Complete other necessary fields.
4. Click Done.

Requisition Approval Request Reminder

Recruiting Center users have the ability to send a requisition approval request reminder.

Users with the appropriate permissions can click the Send Reminder button on the Approvals tab within the requisition file when an active approval is pending. This action will resend the approval request email to the approvers who it is the turn to render their decisions. If the approver is an eShare user, the eShare hyperlink will be present in the email.

Sending a Requisition Approval Request Reminder

Prerequisite
This feature is only relevant to use if approvers are eShare users.

A user type permission grants users access to this feature.

Steps
1. In a requisition file, click on the Approvals tab.
2. Select Send an approval request reminder... from the More Actions list.

Result
Another approval request notification is sent to the active eShare approver only.

Requisition Approval Acknowledgment

eShare users have the ability to receive a confirmation of their requisition approvals.

This feature is automatically available on all eShare approvals. When users respond to an eShare approval request, there is a check box to trigger the receiving of an approval acknowledgment. If users choose to receive the acknowledgment, upon completing their decision on the request, the users will receive an e-mail message confirming their action.

Three system message templates have been created for this purpose. There is a standard message available and if desired, system administrators can modify the text of the message sent. The acknowledgment sent will depend on the decision of the approver:

• Requisition Approved Acknowledgment
• Requisition Rejected Acknowledgment
• Requisition Passed Acknowledgment

Note that approvals decided via the Tasks channel do not have an acknowledgment option; users can view their completed tasks in the Tasks channel by clearing the Hide completed tasks option.
Approvers and Frequent Approvers

An approver is a Recruiting Center user who will approve requisitions and/or offers.

A list of approvers can be defined by the system administrator at the department level. A list of personal default approvers, called frequent approvers, can also be defined by the user in the My Setup feature. When a requisition and/or offer is ready to be approved (by selecting the Request Approval action), the approval path is selected by default as follows:

- If frequent approvers were selected under My Setup, these approvers will be automatically selected.
- If frequent approvers were not selected under My Setup, the approvers set for the department by the system administrator will be selected automatically.

When a user selects approvers, the selector only displays users who can be potential approvers. It is possible that no approvers are displayed if none of them are allowed to do the approval. An approver must be an active user and have the user type permission to approve requisitions and/or offers.

Creating a List of Frequent Approvers

**Prerequisite**
A setting allows the activation of this feature.

A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Add...
3. Select one or several approvers.
4. Click Done.

**Result**
The approvers appear in the Approvers list. These approvers will be automatically selected when requesting the approval of a requisition and/or offer overwriting the default approvers set by the system administrator.

Modifying the List of Frequent Approvers

**Prerequisite**
A setting allows the activation of this feature.

A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Modify...
3. Select one or several approvers.
4. Click Select.
5. Click Done.

**Result**
The approvers appear in the Approvers list. These approvers will be automatically selected when requesting the approval of a requisition or offer overwriting the default approvers set by the system administrator. The system cannot modify the approver list a user has set under My Setup.
Adding an Approver to the Frequent Approvers List

**Prerequisite**
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Add...
3. Select one or several approvers.
4. Click Done.

**Result**
The approvers appear in the Approvers list. These approvers will be automatically selected when requesting the approval of a requisition and/or offer. The system cannot modify the approver list a user has set under My Setup.

Removing an Approver from the Frequent Approvers List

**Prerequisite**
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Modify...
3. Hover your mouse on the name of an approver.
4. Click on the that appears.
5. Click Done.

**Result**
The approver no longer appears in the Approvers list under My Setup.
Requisition Search

The requisition search allows Recruiting Center users to quickly find specific requisitions.

The requisition search tool is available at the top right hand corner of the Recruiting Center pages. It is available to users if it has been configured in the user's configuration profile and if the user type permission has been granted.

When performing a requisition search, users enter the title, the number, or a keyword to find the desired requisition. A wild card search may also be used. The search engine only returns results appropriate to the user's permissions and group association.

When performing a requisition search using a keyword, the search engine looks through this content of the requisition file:

- Requisition number
- Requisition title
- Requisition title by manager
- Requisition internal description
- Requisition external description
- Job board summary description
- Internal qualifications
- External qualifications
- Abstract
- Additional information
- Department
- Position
- Requisition UDF
- Offer UDF
- Department UDF

When performing a requisition search using a keyword, stop words are indexed. Stop words are small words not included in the index and excluded from a search because they are not considered to be significant. For example, words such as “no, not, the, one, and, or” and all single letters are stop words. Stop words are considered by the system when placed within quotation marks or parenthesis. For example, when users are searching for "The GAP" placed within quotation marks or parenthesis, the system will consider the stop word "the". When users are searching for The GAP without quotation marks nor parenthesis, the system will ignore the stop word in the query.

For the requisition search, the system automatically applies the boolean operator AND. The AND, OR, and NOT operators can be entered manually.

The search is not case sensitive.

For performance and management reasons, a maximum of 300 matching files are displayed.
Performing a Requisition Search

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the Search tool, select Requisitions.
2. Enter data in the field.
3. Click 🔄.

**Result**
Requisitions that meet the search criteria are displayed in the search results list.
Requisition Actions

Duplicating Requisitions

Recruiting Center users have the ability to duplicate requisitions to create requisitions similar to an existing one. A requisition can be duplicated by using the icon which is available in the requisition form. This icon is available to users if they have been granted the proper user type permission. Any requisition can be duplicated regardless of its status.

When duplicating a requisition, all of the information is duplicated except the Alerts tab information (which defaults to your organization's ACE settings) and except the following fields.

<table>
<thead>
<tr>
<th>Requisition File Section</th>
<th>Field Not Duplicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logistics - Identification</td>
<td>Requisition Number</td>
</tr>
<tr>
<td>Logistics - Identification</td>
<td>Justification</td>
</tr>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>Target Start Date</td>
</tr>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>Target End Date</td>
</tr>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>Start Time</td>
</tr>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>End Time</td>
</tr>
<tr>
<td>Logistics - Abstract</td>
<td>Abstract</td>
</tr>
<tr>
<td>Description (External) - General</td>
<td>Opening Date</td>
</tr>
<tr>
<td>Description (External) - General</td>
<td>Closing Date</td>
</tr>
<tr>
<td>Description (External) - General</td>
<td>Contact Name</td>
</tr>
<tr>
<td>Description (External) - General</td>
<td>Contact Email</td>
</tr>
<tr>
<td>Description (Internal) - General</td>
<td>Opening Date</td>
</tr>
<tr>
<td>Description (Internal) - General</td>
<td>Closing Date</td>
</tr>
<tr>
<td>Description (Internal) - General</td>
<td>Contact Name</td>
</tr>
<tr>
<td>Description (Internal) - General</td>
<td>Contact Email</td>
</tr>
</tbody>
</table>

When a requisition is duplicated, it will carry over the list of approvers from the original requisition as the starting point for approvers on the requisition. If in fact the requisition is never routed for approval but is saved as open, these approvers will remain on the Approvals tab with no dates associated with conducting an approval. Users should understand that if an approver appears on a page with no date next to their name, they never approved the requisition. This scenario illustrates how this might come to occur.
Duplicating a Requisition

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Open a requisition.
2. Click 
3. Modify the information as necessary.
   Some fields will not duplicated. For details, see Fields that are not duplicated.
4. Click Save.

Result
The requisition appears in the Requisitions list and the status is Draft.

Editing Requisitions

Recruiting Center users have the ability to edit requisitions to modify the content of fields in the requisition form.

Users can modify requisitions via the Edit button which is available in the requisition form. This button is available to users if they have been granted the proper user type permission. Users who can edit requisitions also have the ability to enter comments on requisitions they are allowed to edit.

The edition of fields contained in a requisition is controlled by the security level set for each field. However, fields appearing in these sections are not editable once a requisition is posted

- Profile (such as Employee Status, Job Type, Schedule, Job Level, Shift)
- Organization-Location-Job Field
- Prescreening (Note: Questions or skills cannot be added, but they can be removed.)
- Candidate Selection Workflow
- Budget (such as Relocation Costs)
- Compensation (such as Currency, Pay Basis, Commission, Vacation)
- Other (such as Citizenship Status, Overtime Status)
- Additional Information
- Contact Name, Opening Date, and Closing Date in the Description section

Editing Requisition Fields

Prerequisite
Settings allow the activation of this feature.
A user type permission grants users access to this feature.

Steps
1. Open a requisition.
2. Click Edit.
3. Make changes to the editable fields.
4. Click Save and Close.
Reopening Requisitions

The Reopen Requisition action allows Recruiting Center users to reopen a requisition previously filled or canceled, with the option to cancel the current hiring or to add new openings.

The Reopen Requisition action provides two options:

- Add Openings: Users can enter a specific number of additional openings or select Unlimited to have an unlimited number of openings.
- Cancel the Hiring of Candidates: This option will be displayed only if there is at least one hired candidate for the requisition.

Reopening a Filled Requisition and Adding Openings

Prerequisite

The requisition status must be Filled.

A setting activates this feature.

A user type permission grants users access to this feature.

Steps

1. Open a requisition file.
2. Select Reopen Requisition in the More Actions list.
3. In the Reopen Requisition window, click the radio button next to Add Openings and then indicate a specific number of openings or click the radio button next to Unlimited.
4. Enter comments.
5. Click Done.

Result

The system displays a window in which you indicate whether you want to post the requisition immediately or at a later time. If you click Yes, a new series of steps is displayed that enable you to post the reopened requisition. A candidate who was hired prior to reopening of the requisition remains on the requisition and retains the Hired step and status. The requisition that was filled is reopened and new openings are added while retaining candidates hired to fill the original opening.

Reopening a Requisition that Was Cancelled

Prerequisite

The requisition status must be Cancelled.

This action does not apply to requisitions that were only draft then cancelled.

A setting activates this feature.

A user type permission grants users access to this feature.

Steps

1. Open a requisition file.
2. Select Reopen Requisition in the More Actions list.
3. Indicate a specific number of job openings or indicate Unlimited.
4. Enter comments.
5. Click Done.

**Result**
The requisition that was cancelled without being filled is reopened. The system displays a window in which you indicate whether you want to post the requisition immediately or at a later time. If you click Yes, a new series of steps is displayed that enable you to post the reopened requisition.

**Reopening a Filled Requisition and Cancelling the Hiring**

**Prerequisite**
The requisition status must be Filled.
This option will be displayed only if there is at least one hired candidate for the requisition.
A setting activates this feature.
A user type permission grants users access to this feature.

**Steps**
1. Open a requisition file.
2. Select Reopen Requisition in the More Actions list.
3. Click the radio button next to Cancel the hiring of the candidates.
4. Enter comments.
5. The system displays a reminder that you have to revert the hired candidate's step and status using the Revert action. Click Yes.
   - Clicking No is not a best practice: if you forget to change the candidate's step and status later, the reopened requisition will contain a candidate whose step and status is Hired.
6. The system displays the candidate list corresponding to the requisition.
7. Click the check box next to the candidate's name and click Revert... in the More Actions list.
8. Enter comments.
9. Click Done.

**Result**
The filled requisition is reopened and the candidates who had been hired on the requisition are cancelled. If you click the Requisitions tab, the requisition now has Open status in the Requisitions window. If you click the corresponding number in the Candidates column, the candidate who was originally hired is still displayed in the requisition's Candidates list but the person has the step and status he/she had prior to reaching the Hired step.

**Saving a Requisition as a Template**

**Steps**
1. Open a requisition file.
2. Click 

**Result**
The requisition is now a requisition template. It is available in the Libraries menu, under Templates.
Putting a Requisition on Hold

Prerequisite
The Put on Hold action is available when the requisition has one of the following statuses: Sourcing - Unposted, Sourcing - Expired, Draft, Approved, Rejected, To be Approved.

The offers under the Offers tab must NOT have the status Accepted with Final Start Date, Accepted with Tentative Start Date, Negotiating, or Extended (waiting for candidate response).

A user type permission grants users access to this feature.

Steps
1. Open a requisition file.
2. In the More Actions list, click Put on Hold...
3. Enter comments.
4. Click Done.

Result
Activities related to the requisition are restricted or postponed. The status of the requisition is changed to On Hold.

Reactivating an On Hold Requisition

Prerequisite
The requisition status must be On Hold.

A user type permission grants users access to this feature.

Steps
1. Open a requisition file.
2. In the More Actions list, select Reactivate...
3. Enter comments.
4. Click Done.

Result
The status of the requisition will change as follows:

- If the Restart Approval Process After "On Hold" Step setting was set to Yes, the status of the requisition will become Draft.
- If the Restart Approval Process After "On Hold" Step setting was set to No, the status of the requisition will be reverted to the status before the requisition was put On Hold.

Indicating a Requisition was Filled

Prerequisite
A user type permission grants users access to this feature.

The Fill action is available when the requisition has the following statuses: Open - Approved, Open - Posted, Open - Expired, Open - Unposted, Open - Scheduled.
Steps
1. Open a requisition.
2. In the More Actions list, select Fill...
3. Enter comments.
4. Click Done.

Result
When a requisition is filled, the step of the remaining candidates changes to Rejected and the requisition no longer appears in the requisition list.

Requesting a Contribution

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Open a requisition file.
2. In the More Actions list, click Request Contribution....
3. Select a contributor.
4. Complete desired fields.
5. Click Done.

Result
The selected colleague will receive an -mail requesting to contribute to the task.

Returning a Contribution

Prerequisite
A contribution must have been requested.
User must have completed the contribution.

Steps
1. Open a requisition file.
2. In the More Actions list, select Return my contribution.
3. Select the contribution.
4. Enter comments.
5. Click Done.

Result
The originator of the request is notified that the user returned his/her contribution (the created task is flagged).

If the requisition status is not sourcing, not rejected, not in a closing state, then:

- If the requisition status is Draft, a "To be completed" task is created for the requisition.
- If the requisition status is Approved and complete for sourcing, a "Ready for sourcing" task is created for the requisition.
- If the requisition status is Approved and not complete for sourcing, a "To be completed" task is created for the requisition.
The task is assigned to the originator of the contribution request and flagged (AIF) in the Tasks list.

Adding a Comment in a Requisition

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Open a requisition file.
2. Click .
3. Enter a comment.
4. Click Done.

**Result**
The comment is displayed in the requisition file History tab. The comment cannot be modified once entered.

Adding an Attachment to a Requisition

**Prerequisite**
The file will be scanned for viruses. If a virus is detected, the file is not attached. The system displays file information or suggests attaching a different file.

**Steps**
1. Open a requisition file.
2. Under the Attachments tab, click Browse to select a file.
3. Click Add.

**Result**
The attachment appears in the Attachments tab. The file is attached to the requisition file and can be shared with approvers and users having access to the requisition.

Removing an Attachment from a Requisition

**Steps**
1. Open a requisition file.
2. Click the Attachments tab.
3. Move the mouse over the name of an attachment.
4. Click Delete.
5. Confirm your deletion.

Viewing Attachments in a Requisition

**Steps**
1. Open a requisition file.
2. Click the Attachments tab.
3. Click the name of an attachment.
Printing a Requisition

Prerequisite
A maximum of 15 requisition files can be printed at a time.

Steps
1. Open a requisition file.
2. Click

3. Indicate if you want to have a page break after each section.
4. Select the sections you want to print and their order.
5. Click Print (PDF).
6. Click in the page displaying the PDF.
7. In the Windows File menu, select Print.

Cancelling a Requisition

Prerequisite
A user type permission grants users access to this feature.
The Cancel Requisition action is available when the requisition has one of the following statuses: Approved, Scheduled, Posted, Unposted, Expired, Draft.
The Cancel Requisition action is not available when at least one candidate has been hired for the requisition or an offer was extended.

Steps
1. Open a requisition file.
2. In the More Actions list, click Cancel Requisition...
3. Enter comments.
4. Click Done.

Result
An event is added to the requisition History tab with the comment entered and the name of the user who performed the action. The status of the requisition is now Cancel. The requisition is automatically unposted from the corporate posting, the agency posting, and from job boards.

If you cancelled the requisition by mistake, reopen the requisition via the More Actions list.

Deleting a Requisition

Prerequisite
The requisition status must be Draft.
A user type permission grants users access to this feature.

Steps
1. Open a requisition file.
2. In the More Actions list, click Delete...
3. Enter comments.
4. Click Done.
Result

The requisition status is changed to Deleted. The Delete Requisition action is deleting all the tasks and current activities related to the requisition. This is only a soft deletion, not a hard deletion in the database.

Using the Requisition Automatic Filling Option

Prerequisite

A setting allows the activation of this feature.

A user type permission grants users access to this feature.

Steps

1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Preferences tab, click Edit.
3. Select the option I want to use the automatic filling option of the requisition file.
4. Click Save.

Result

When a user will create a requisition, certain fields will be automatically filled.

Previewing Candidates Matching a Requisition

This feature allows Recruiting Center users to select a requisition and to preview candidates who would be a fit for the requisition based on certain matching criteria and filters.

When a requisition has been posted to a career section, users can view a list of candidates whose profiles match default matching criteria and filters. This is done using the Preview Matching Candidates button available in the requisition Posting and Sourcing tab.

For the Preview Matching Candidates button to appear in a requisition file, the country specified in the requisition must correspond to the country specified by the system administrator. For example, if a user posts a requisition for a job available in the United States, the Preview Matching Candidates button will be displayed if the system administrator selected United States among the countries for which users can view matching candidates. This feature is useful if a company may not feel comfortable in showing to users a list of matching candidates for job posted in some countries because of regulation reasons (EEO regulations for example).

Default matching criteria are set by the system administrator. However, these default criteria can be modified by Recruiting Center users using the icon to find more relevant candidates for a particular requisition. Default matching filters are also set by the system administrator. These default filters can also be modified by users.

Once the user feels that he/she has found the right candidates, an email is sent to these candidates to invite them to apply for the job.

<table>
<thead>
<tr>
<th>Matching Criteria</th>
<th>Minimum Annual Salary</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competencies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education Level</td>
<td>Place of residence/Location</td>
<td>Schedule</td>
</tr>
<tr>
<td>Employee Status</td>
<td>Preferred Jobs/Job</td>
<td>Shift</td>
</tr>
<tr>
<td>Job Level</td>
<td>Preferred Locations/Locations</td>
<td>Travel</td>
</tr>
<tr>
<td>Job Type</td>
<td>Preferred Organizations/Organization</td>
<td></td>
</tr>
</tbody>
</table>
Matching criteria (except for competencies and questions) can be set as required or desired:

- **Required**: The criterion is mandatory. The candidate has to meet this specific criterion to appear in the list of candidates displayed to the users.
- **Desired**: The criterion is not mandatory, it is considered an asset. Candidates who do not have an asset will be matched as long as they meet all the required criteria. Candidates who do not match a Desired criterion are not rejected. Candidates who meet all the Required criteria and who also meet some of the Desired criteria will appear at the top of the list of candidate displayed to the user.

Competencies and questions criteria are considered as wildcards. If these criteria are not set to Required in the requisition, or if candidates do not enter answers for these criteria, the answers will still be considered. The candidates will be matched if they match all the other required criteria. Answering these criteria will help determine the position of the candidates on the candidates list.

<table>
<thead>
<tr>
<th>Matching Filters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Status: Do not invite candidates who have at least one submission with any of the selected statuses:</td>
</tr>
<tr>
<td>• New</td>
</tr>
<tr>
<td>• Reviewed</td>
</tr>
<tr>
<td>• 1st, 2nd, 3rd Interview</td>
</tr>
<tr>
<td>• Testing</td>
</tr>
<tr>
<td>• Offer</td>
</tr>
<tr>
<td>• Hired</td>
</tr>
<tr>
<td>• Rejected</td>
</tr>
<tr>
<td>• Declined</td>
</tr>
<tr>
<td>Sourcing: Invite or not candidates:</td>
</tr>
<tr>
<td>• Who have applied through any source type or source.</td>
</tr>
<tr>
<td>• Who have applied at least once through any of the source types or sources selected.</td>
</tr>
<tr>
<td>Other: Invite candidates living in:</td>
</tr>
<tr>
<td>• All countries</td>
</tr>
<tr>
<td>• The requisition country</td>
</tr>
<tr>
<td>• The requisition state/province</td>
</tr>
<tr>
<td>• The requisition region</td>
</tr>
<tr>
<td>A filter to invite candidates whose information has been modified during the last x months.</td>
</tr>
<tr>
<td>A filter to invite internal candidates.</td>
</tr>
</tbody>
</table>

**Viewing Candidates Matching a Requisition**

**Prerequisite**

A user type permission grants users access to this feature.

The requisition must be posted on a career section.

**Steps**

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Career Sections section, click Preview Matching Candidates.
Result
The Posting Requisitions - Filter Matching Candidates window displays candidates matching the requisition.

Modifying Matching Candidate Criteria

Prerequisite
A user type permission grants users access to this feature.
The requisition must be posted on a career section.

Steps
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Career Sections section, click Preview Matching Candidates.
3. In the Posting Requisitions - Filter Matching Candidates window, click available in the Filters section on the left pane.
4. Modify criteria available in each tab.
5. Click Done.

Result
In the Posting Requisitions - Filter Matching Candidates window, the list of candidates matching the requisition is updated according to the selected criteria.

Modifying Matching Candidate Filters

Prerequisite
A user type permission grants users access to this feature.
The requisition must be posted on a career section.

Steps
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Career Sections section, click Preview Matching Candidates.
3. In the Posting Requisitions - Filter Matching Candidates window, selected the desired filters in the Filters section on the left pane.

Result
In the Posting Requisitions - Filter Matching Candidates window, the list of candidates matching the requisition is updated according to the selected filters.

Sending an Email to Candidates Matched to a Requisition

Prerequisite
The requisition must be posted on a career section.
A setting allows the activation of this feature.
A user type permission grants users access to this feature.
Steps

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Career Sections section, click Modify.
3. In the Posting Requisitions window, select the option Email this job posting to matching candidates.
4. Click Done.

Result
Candidates matched to the requisition will receive an e-mail inviting them to apply for the job.

Requesting More Information to Candidates

The Request More Information alert allows Recruiting Center users to send an email to candidates who meet certain conditions but whose submission is incomplete.

The message invites the candidates to return to their submissions and provide the missing information. The system determines automatically which information is missing by reviewing fields identified by your company at the time of implementation.

When setting the Request More Information alert, these options are provided:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A candidate meeting all the required criteria achieves a result of at least x% (0/0)</td>
<td>This option is used to set the minimum result. Select a percentage from the list. At the right of the percentage, the system displays the number of points the candidate must have to match the selected percentage. When changing the percentage, the value to the right is recalculated. Candidates who meet all the required criteria and the result value will be considered ACE candidates.</td>
</tr>
<tr>
<td>A candidate meeting all the required criteria has at least x assets out of y</td>
<td>This option is used to set the minimum number of assets. Select a value from the list. Candidates who meet all the required criteria and the minimum number of assets will be considered ACE candidates.</td>
</tr>
<tr>
<td>Request information when candidate meets either condition</td>
<td>This option is used to notify candidates who meet the result or asset condition.</td>
</tr>
<tr>
<td>Request information when candidate meets both conditions</td>
<td>This option is used to notify candidates who meet the result and asset condition.</td>
</tr>
</tbody>
</table>

Setting the Request More Information Alert

Prerequisite
Use totals that are equal to or slightly lower than those you used in the ACE candidate alert section.
A user type permission grants users access to this feature.

Steps

1. Open a requisition file.
2. Click the Alerts tab.
4. Select the desired criteria.
5. Click Done.

**Result**

In the requisition Alerts tab, the criteria are displayed in the Request More Information section. An email is sent to candidates meeting certain conditions but whose application information is incomplete.
Requisition Types

Requisition Type

A requisition (or staffing) type allows Recruiting Center users to determine the type of candidates that they want to hire.

These requisition types are available:

- Professional: Requisitions for most professional employees.
- Executive: Requisitions for executives. This type of requisition allows you to secure and protect private executive candidates in the system.
- Hourly: Requisitions for hourly employees.
- Campus: Requisitions for students or campus job fairs.
- Contingent: Requisitions for contractual employees submitted by agencies.
- Pipeline - General
- Pipeline - Executive

When creating a requisition, if more than one requisition type is activated, Recruiting Center users are asked to select the desired requisition type. When a requisition type is no longer available, it cannot be selected, but requisitions created with that type keep their original requisition type.

In the Requisitions list, a column called Requisition Type may be added if system administrators made it available in the requisition list format. Also, Requisition Type may be available as a search criteria in the Advanced Filters if made available by system administrators.

When selecting Requisition Type in the Advanced Filters window, all requisition types are listed even if the Recruiting Center user has no access to some of those requisition types.

For Integration purposes: Campus requisitions and Hourly requisitions must be identified by your Taleo representative in order for the integration team to change requisition type with a manual script. This will be allowed only once by customer. If more than one requisition type is active, import files must be modified.

Changing the Type of a Requisition Template

Prerequisite

A user type permission grants users access to this feature.

Steps

1. In the Libraries menu, select Templates.
2. Click on a template.
3. Click .
4. Select a requisition type.
5. Click Done.

Result

The requisition template can now be used to create requisitions for the specified requisition type.
Requisition Ownership and Collaboration

Requisition Owner

Requisition ownership refers to the individuals chosen as the recruiter, the hiring manager, the recruiter assistant or the hiring manager assistant for a specific requisition.

To be available for a requisition, the recruiter assistant and the hiring manager assistant roles must be activated by your system administrator. These two assistant roles can carry out requisition-related activities to help out the recruiter or hiring manager while, from a reports perspective, the requisition is attributed to the recruiter and hiring manager.

When creating a requisition, you can choose a recruiter assistant and/or a hiring manager assistant. To modify the recruiter, the hiring manager, the recruiter assistant and the hiring manager assistant, you must be the owner of the requisition or have the Reassign requisitions to owners and collaborators even if the user is not a owner user type permission.

When viewing the Requisitions list, you can use the “I own” filter located on the left-hand side of the page to gain quick access to your requisitions. You can also use the advanced filters Recruiter, Hiring Manager, Recruiter Assistant, Hiring Manager Assistant to view requisitions owned by a specific user.

When notifications (such as attention indicator flags, workflow event notifications) are sent, the recruiter, the hiring manager as well as the assistants will receive them.

System-assigned tasks (such as To be completed, Ready for sourcing, Extend posting and To be filled) are assigned to the assistant (if an assistant was identified) instead of the recruiter. However, the recruiter also has access to these tasks even though they were assigned to the assistant.

The recruiter, recruiter assistant, hiring manager, hiring manager assistant chosen for the requisition as well as the creator of the approval path can terminate the approval path.

Changing the Ownership of a Requisition

Prerequisite

The user must be the owner of the requisition or have the appropriate user type permission.

A user type permission grants users access to this feature.

Steps

1. Open a requisition file.
2. Click Edit.
3. In the Owners section, select new individuals as recruiter, hiring manager, recruiter assistant, and hiring manager assistant for the requisition.
4. Click Save and Close.

Result

Notifications will be sent to the new owners of the requisition.
Collaborator

A collaborator is a person chosen by the owner of a requisition who helps out or takes responsibility for certain parts of the requisition process.

To provide special access to a number of users throughout the requisition’s life cycle, a Collaborator role is available. The Collaborator field must be activated by the system administrator.

Requisition owners (for example the recruiter, hiring manager, recruiter assistant and hiring manager assistant) can grant privileges and access to one or multiple users they identify as collaborators on their requisitions. The recruiter, the hiring manager and the assistants, if any, are the principal actors throughout the requisition’s life cycle. Collaborators will help out or take responsibility for certain parts of the process.

Any user (not deleted) can be a collaborator, even non-Recruiting Center users (these users can be involved in the approval process with the use of the Taleo e-share Center).

When creating a requisition, a user can specify collaborators who would be responsible for selected steps within the requisition or recruitment process. If using the same individuals as collaborators, a user can create a list of frequent collaborators in the My Setup page. Once a list of frequent collaborators is created, these collaborators can quickly be added to requisitions by clicking the Add Frequent Collaborators button.

If a user wants to modify the collaborators added in a requisition, the user must be the owner of the requisition and have a permission to reassign requisitions to owners and collaborators even if the user is not the owner of the requisition.

When viewing the Requisition list, a user can use the “I collaborate on” quick filter located on the left-hand side of the page to gain quick access to requisitions he/she collaborates on.

Adding a Collaborator in a Requisition

Prerequisite
A user type permission grants users access to this feature.

The Owners section must be included in the requisition.

Steps
1. Open a requisition file.
2. In the Requisition tab of the requisition file, click Edit.
3. Click Add in the Collaborators section.
4. Select a user.
5. Click Done.

Result
The name of the collaborator appears in the Collaborators section of the requisition.

Deleting a Collaborator in a Requisition

Prerequisite
A user type permission grants users access to this feature.

The Owners section must be included in the requisition.

Collaborators must have been included in the requisition.
Steps
1. Open a requisition file.
2. In the Requisition tab of the requisition file, click Edit.
3. Select a collaborator in the Collaborators section.
4. Click Delete.
Result
The collaborator no longer appears in the Collaborators section of the requisition.

Creating a List of Frequent Collaborators

Prerequisite
A setting allows the activation of this feature.
A user type permission grants users access to this feature.
The Collaborators field must be activated by the system administrator.

Steps
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Collaborators tab, click Add...
3. Select one or several collaborators.
4. Click Done.
Result
Individuals with whom users will work on a regular basis regarding requisitions, i.e. collaborators, will appear in the Collaborators list. These collaborators will be available via the Add Frequent Collaborators button when creating a requisition.

Adding a Collaborator to the Frequent Collaborators List

Prerequisite
A setting allows the activation of this feature.
A user type permission grants users access to this feature.
The Collaborator field must be activated by the system administrator.

Steps
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Collaborators tab, click Modify...
3. Select a collaborator.
4. Click Done.
Result
The collaborator appears in the Collaborators list. The collaborator will be available via the Add Frequent Collaborators button when creating a requisition.

Removing a Collaborator from the Frequent Collaborators List

Prerequisite
A setting allows the activation of this feature.
A user type permission grants users access to this feature.
The Collaborator field must be activated by the system administrator.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Collaborators tab, click Modify...
3. Hover your mouse on the name of a collaborator.
4. Click on the [ ] that appears.
5. Click Done.

**Result**
The collaborator no longer appears in the Collaborators list. It will no longer be available via the Add Frequent Collaborators button when creating a requisition.

**Adding Frequent Collaborators in a Requisition**

**Prerequisite**
The list of frequent collaborators must be defined in the My Setup page.
A user type permission grants users access to this feature.
The Owners section must be included in the requisition.

**Steps**
1. Open a requisition file.
2. In the Requisition tab of the requisition file, click Edit.
3. Click Add Frequent Collaborators in the Collaborators section.

**Result**
The list of frequent collaborators defined under My Setup appears in the Collaborators section.

**Suggested Users**
The User Selector may contain an option to display suggested users.
The Suggested Users option is available when accessing the User Selector from a requisition and if the Collaborators field has been activated.

When selecting the Suggested Users option, the owners (recruiter, recruiter assistant, hiring manager, hiring manager assistant) and collaborators associated to the requisition are displayed. Note that only users who are able to complete the selected action are available for selection. For example, when requesting the approval of a requisition, only users who have the permission to approve requisitions are displayed.

**Displaying Suggested Users**

**Steps**
1. In a requisition, click to open the User Selector.
2. In the Quick Filters panel, select the Suggested Users option.
The list of suggested users is displayed.

3. Select the desired user.
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<th>Page</th>
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Candidate Prescreening Process

Recruiting Center users have the ability to use questions, competencies, and prescreening tools to find the ideal candidates.

The prescreening process may vary from one company to another. Below is a basic prescreening process.

Content owners create and store prescreening questions in the Questions Library.

Recruiters create requisitions and add questions from the Questions Library. If they were granted the permission, they can also create their own questions.

Recruiters can also add competencies in requisitions. Competencies are available in the Competencies Library.

Recruiters add sort settings so the answers to prescreening questions and competencies can be used to sort candidates. This is done by setting answers as Required, Asset, or blank. Recruiters can also add a weighting to give more considerations to certain questions or competencies. See Required, Asset, and Weight Criteria.

Recruiters write a good job description for the requisition to attract candidates. See Requisition Description Writing Tips.

Candidates apply on posted requisitions and answer prescreening questions.

Recruiters view the results on the candidates list and candidates meeting the threshold set on the ACE Alert are indicated with the ACE Candidate icon ⭐.
Requisition Prescreening Section

The Prescreening section of the requisition may contain disqualification questions, competencies, and questions used to find the top candidates for a position.

The combination of these three elements is referred to as ACE Prescreening because they allow the system to identify ACE or top candidates for a position.

A **disqualification question** is a single-answer question that contains the minimum requirements for a candidate to be eligible for a job. A candidate not meeting the required response can be instantly exited from the application process. Disqualification questions are displayed in a requisition if the locations and job fields of the question matches the locations and job fields of the requisition.

**Competencies** are used to gather proficiency level and years of experience of a candidate in order to find the best candidate for a job. Competencies are supplied with the system, they are available in the Competencies Library and can be added in the Prescreening section of a requisition file.

**Prescreening questions** are used to prescreen candidates and find the best candidates for a job. Prescreening questions can be created in the Questions Library as well as within a requisition.

- Prescreening questions created in the Question library are available in the Question Library and can then be added in the Prescreening section of a requisition file.
- Prescreening questions created directly in a requisition are only available for the requisition and they are not available in the Question Library for other requisitions. If at a later date you use that same requisition to create a requisition template, the question that you created in the requisition will not be added to the Question library. However, if the question is created for a requisition template, then the question will be added to the library. Questions linked to a requisition are not duplicated in the requisition; they are re-used. Therefore, any changes made to such a question from the requisition will be applied to the question in the Question Library as well. These changes will therefore also appear in all requisitions to which this question is linked.

Competencies and questions are answered by candidates. The candidates' responses to the questions and competencies are filtered by the system and presented on the candidates list of the requisition. An ACE Candidate icon identifies top candidates, and the amount of requirements and assets that the candidate has achieved with his/her responses is also displayed. Users can then review the candidates list and have the option to reset the Required, Asset and Weight indicators as well as the **ACE alert** to modify the threshold if necessary to obtain a viable pool of top candidates.
Competencies in the Requisition

When defining competencies for a requisition, several elements must be taken into consideration.

Applying the Prescreening Model

When defining competencies for a requisition, users have the ability to apply the pre-defined model of competencies and questions associated with the requisition. When clicking **Apply Model**, competencies and questions that match one location or one job field of the requisition are added to the requisition.

Minimum Proficiency Level

When competencies are added to a requisition, users can specify the minimum proficiency level required. Available values are:

- None
- Beginner
- Intermediate
- Advanced
- Expert

For details, see *Competency Assessment Definitions*.

System administrators can define if competency proficiency levels can be selected by users when creating a requisition. Three configurations are available:

- Simple format: When this option is selected, users cannot select the minimum proficiency level of a competency.

- Detailed format: When this option is selected, users can select the minimum proficiency level of a competency as well as the minimum years of experience required.
Simple or Detailed: When this option is selected, users must select the option Modify the minimum requirements of proficiency and experience before being able to select a minimum proficiency level of a competency and the minimum years of experience required.

5. Prescreening

If using the Simple format, a minimum baseline needs to be established for the entire organization. This is done by the system administrators. This baseline defines the minimum levels of proficiency and experience needed for a candidate to "have" a competency. In career sections, a statement is displayed to candidates explaining what constitutes "having a competency" in terms of your global baseline - there's only a single check box to mark if they "have" that competency.

If using the Detailed format or the Simple or Detailed format, candidates are asked to select their proficiency, experience, when the competency was last used, and their interest level in that competency. Explanations of the different choices are displayed to candidates in the career section.

Minimum Experience

When selecting a proficiency, users need to set the minimum experience required for the competency. Available values are:

- None
- Less than 1 year
- 1 to 3 years
- 3 to 5 years
- 5 years +

For details, see Competency Assessment Definitions.

Required, Asset, and Weight

When adding competencies to a requisition, users need to specify if the competency is required for the position or if it is an asset. Weight can also be added to competencies to give them more consideration when prescreening candidates. See Required, Asset, and Weight Criteria.
Required, Asset, and Weight Criteria

When adding questions and competencies to a requisition, users need to specify if the question or competency is required for the position or if it is an asset. Weight can also be added to questions and competencies to give them more consideration when prescreening candidates.

**Required and Asset Criteria**

A required criterion means that the competency or answer to a question absolutely has to be selected for the candidate to be considered for the job. Think “Minimum Requirements”. Are there any circumstances where this qualification could be waived? Goal: All hires have all Required qualifications.

An asset criterion means that the competency or answer to a question does not have to be selected for the candidate to be considered for the job, but would distinguish this candidate compared to others. Think “Strongly Preferred” and “Nice-to-Have” qualifications. Goal: Identify enough Assets to separate “minimally qualified” candidates from “ideal” candidates (ACE Candidates). A best practice is to identify Required criteria first and then identify and select any Asset criteria. When some assets are “Strongly Preferred” and others are “Nice-to-Have”, use weight to differentiate.

Example 1: Question 1 is a single answer question, the candidate will only check one answer. If a Bachelor’s Degree is required, we must mark that answer and all answers greater than that answer as required. If we do not do this, a candidate that answers Master’s degree will not be recorded by the system as having met the requirement, even though candidates with a Master’s degree do meet the minimum requirement.

<table>
<thead>
<tr>
<th>Required</th>
<th>Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 1: Indicate the highest level of education you have completed.</td>
<td></td>
</tr>
<tr>
<td>High School</td>
<td></td>
</tr>
<tr>
<td>Associate’s Degree</td>
<td></td>
</tr>
<tr>
<td>Bachelor’s Degree</td>
<td>✓</td>
</tr>
<tr>
<td>Master’s Degree</td>
<td>✓</td>
</tr>
<tr>
<td>PhD</td>
<td>✓</td>
</tr>
<tr>
<td>None of the above</td>
<td></td>
</tr>
</tbody>
</table>

Example 2: Question 2 is a single answer question, the candidate will only check one answer. If a minimum of 2 years of experience is required, we must mark “1 to 3 years” and all answers greater than that answer as required. If we do not do this, a candidate that answers “3 to 6 years” will not be recorded by the system as having met the requirement, even though those candidates have at least 3 years of experience and thus do meet the minimum requirement.

<table>
<thead>
<tr>
<th>Required</th>
<th>Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 2: How many years of experience do you have in Java programming.</td>
<td></td>
</tr>
<tr>
<td>No experience</td>
<td></td>
</tr>
<tr>
<td>Less than 1 year</td>
<td></td>
</tr>
</tbody>
</table>
**Weight Criteria**

Weight is a numerical value added to a required or asset competency or answer to a question to give it more consideration when prescreening candidates. The weight criterion is an optional third level filter. To use weighting, users assign a certain number of “points” to the answer they want to weight. Goal: Keep it simple! Weighting is used to refine requirements and assets, so it should be used selectively.

Weighting can be helpful with a high volume requisition as there will be more questions and users will need to have extensive filtering of the Candidate list.

Weight can be assigned to a question having a single answer or a question having multiple answers.

There is no limit to the number of points that can be awarded or the number of answers that can have points. Once the points are assigned, the system automatically calculates a percentage. This percentage is the amount that question earns relative to the entire questionnaire. Since these percentages add up to 100%, we can assume these were the only points assigned on this entire questionnaire. All point percentages will be normalized and add up to 100% at the bottom of the prescreening questionnaire.

If users decide to use weighting either because they have a high volume requisition or wish to utilize the third level of filtering, there are some basic usage tips to keep in mind to know what to weight:

- First determine what answers need points. Not all questions or answers need weighting.
- Only weight assets not requirements, and only those assets that really need to stand out from the others in order to sort your ideal candidates to the top of the list.
- One exception to the asset rule is you can put weighting on single answer requirements if the questions are minimum or greater like we saw earlier.
- Another exception is if the Prescreening requirement column is strictly used for OFCCP compliance, then typically assets are not used, and some organizations may want to use weighting in that case to help sort the list.

Example 1: Question 1 is a multiple answer question where you may have several assets. Weighting helps you identify preferred, or super, assets over other assets listed. Here we see MS Project is the most important asset out of the 4 assets. 3 out of the 4 assets are weighted with extra points. When utilizing a list that includes requirements and assets, never assign weighting to requirements. The candidate will either meet the requirement or not, adding weight to a requirement listed here does not assist in providing further differentiation from other candidates. The total weighting for this question is 100%, so you can assume in this example, that this is the only question weighted on the whole questionnaire. If a candidate selected all the assets with weighting they would receive 6 asset points or a 100% result.
Example 2: Question 2 is a single answer question. The one exception where you would weight requirements is on a question like this one. In this example, we are hiring a junior level HR Generalist, so a preferred level of years experience is indicated even though anyone with one or more years of experience would meet the requirement. Here, we see that 3-5 years is the most desirable out of all the choices. The 5-7 years is a medium level. And the over 7 years gets the least amount of points as they may be overqualified.

<table>
<thead>
<tr>
<th>Required</th>
<th>Asset</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Word</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>MS Excel</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>MS Publisher</td>
<td>✔</td>
<td>1 (17%)</td>
</tr>
<tr>
<td>MS Project</td>
<td>✔</td>
<td>3 (50%)</td>
</tr>
<tr>
<td>Adobe Acrobat</td>
<td>✔</td>
<td>2 (33%)</td>
</tr>
<tr>
<td>Adobe Pagemaker</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>None of the above</td>
<td>✔</td>
<td></td>
</tr>
</tbody>
</table>

Total for Competencies and Questions 6 (100%)

Tips
- Identify Required criteria first and then identify and select any Asset criteria.
- When some assets are “Strongly Preferred” and others are “Nice-to-Have”, use weight to differentiate them.
- When starting out, use Required and Asset only and NOT Weight.
- Use weight when they are many assets and you want to indicate some are more important then others.
## Competency Assessment Definitions

<table>
<thead>
<tr>
<th>Proficiency Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Candidates have no experience or training regarding the competency.</td>
</tr>
<tr>
<td>Beginner</td>
<td>Candidates have received basic training and can perform the competency with some assistance. They received classroom or field training, either as an apprentice or through an internship.</td>
</tr>
<tr>
<td>Intermediate</td>
<td>Candidates have completed at least one successful experience. Help from an expert may be required occasionally, but candidates can usually perform the competency themselves.</td>
</tr>
<tr>
<td>Advanced</td>
<td>Candidates can perform the competency without any assistance. They are recognized within their company as “the people to ask” regarding the competency. They might be known in the industry as a specialist. They have extensive experience and could teach the subject if they had teaching competencies.</td>
</tr>
<tr>
<td>Expert</td>
<td>Candidates can answer all questions about the competency and industry-related questions. They have contributed to developing, defining, or improving the competency. They have published a paper on the subject and advanced people actively seek their advice. They are often offered jobs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Candidates have no experience or training regarding the competency.</td>
</tr>
<tr>
<td>Less than 1 year</td>
<td>Candidates possess between 1 and 11 months of work experience during which they had to perform the competency.</td>
</tr>
<tr>
<td>1 to 3 years</td>
<td>Candidates possess between 12 and 35 months of work experience during which they had to perform the competency.</td>
</tr>
<tr>
<td>3 to 5 years</td>
<td>Candidates possess between 36 and 59 months of work experience during which they had to perform the competency.</td>
</tr>
<tr>
<td>5 years +</td>
<td>Candidates possess 60 months or more of work experience during which they had to perform the competency.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last Used Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Candidates have never performed the competency.</td>
</tr>
<tr>
<td>Current</td>
<td>Candidates perform the competency as part of their current employment.</td>
</tr>
<tr>
<td>Last Year</td>
<td>Candidates successfully performed the competency within the last 11 months.</td>
</tr>
<tr>
<td>1 to 3 years ago</td>
<td>Candidates successfully performed the competency between 12 and 35 months ago.</td>
</tr>
<tr>
<td>Last Used Level</td>
<td>Details</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3 to 5 years ago</td>
<td>Candidates successfully performed the competency between 36 and 59 months ago.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interest Level</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Candidates have absolutely no interest in performing or learning the competency.</td>
</tr>
<tr>
<td>Low</td>
<td>Candidates have a lot of experience and key knowledge regarding the competency but have little interest in performing the competency often.</td>
</tr>
<tr>
<td>Medium</td>
<td>Candidates would be willing to perform the competency daily in their job.</td>
</tr>
<tr>
<td>High</td>
<td>Candidates have a high interest in jobs that require them to perform the competency. Performing the competency is a high source of motivation. They are willing to participate in improving how the competency is performed at the company.</td>
</tr>
</tbody>
</table>
Requisition Description Writing Tips

The requisition description provides information about the job as well as the qualifications required. The description is displayed to candidates when they apply for a job.

A requisition can have two descriptions: an internal description for current employees, and an external description for external candidates.

An effective job description must be compelling, intelligent and honest. It must attract, intrigue and persuade top talents. It should include specific information and be focused on the talent. When writing the description of a requisition, consider the following tips:

<table>
<thead>
<tr>
<th>Tip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear and meaningful job title</td>
<td>Make sure candidates outside the organization will know what it means.</td>
</tr>
<tr>
<td>Headline</td>
<td>Start with a brief marketing statement, “grabber”.</td>
</tr>
<tr>
<td>Structure</td>
<td>Explain where and how the position fits into the organization.</td>
</tr>
<tr>
<td>Type of Environment</td>
<td>Explain what it is like to work for the organization (fast-paced, small/large team, multiple projects, etc.).</td>
</tr>
<tr>
<td>Description of the Role</td>
<td>Concentrate on important, positive aspects of the position.</td>
</tr>
<tr>
<td>Description of the Person Required</td>
<td>List qualifications, important competencies, relevant experience, personal qualities. Be specific and keep it short.</td>
</tr>
<tr>
<td>Salary/Benefits/Training/Opportunities</td>
<td>Highlight key benefits offered by the organization.</td>
</tr>
</tbody>
</table>

To improve the formatting of your job description, it is recommended to:

- Copy and paste your text to any simple text editor such as Windows Notepad.
- Copy your text from the text editor and paste it into the requisition Description field.
- Format your text using the Rich Text Editor provided in the Description field.
ACE Candidate Filtering

Several tools are available to filter ACE candidates.

**Sorting ACE Candidates:** The candidates list of a specific requisition contains the ACE column represented by this icon: ⭐. Candidates with this icon are ACE candidates. You can sort the candidate list by ACE candidates.

You can also use the “Requirements”, “Assets Met X/Y” and “Result” columns to sort candidates.

**Using Quick Filters:** The “ACE” filter available on the left hand side of the page can help you to only display ACE candidates for a requisition. The “Meets required criteria” is another way to quickly filter your Candidate list to show active candidates who meet all the required criteria of the Prescreening section of the requisition file. You can also use the “Assets Met” and “Results between (%)” features to filter your list.

**Adjusting Required and Asset Criteria:** If your Candidate list shows too many or too few ACE candidates, you can go back to the requisition Prescreening section and adjust the Required and Asset criteria. You may realize that a response you marked as an asset should have been marked as a requirement.

**Updating the ACE Alert:** If you do adjust the Required and Asset criteria, then you need to review the ACE Alert. You may need to adjust the selections of assets or adjust overall settings based on the modifications you made in the requisition Prescreening section.
Requisition Prescreening Section - Competencies and Questions Actions

Applying the Competency and Question Model

Prerequisite

A user type permission grants users access to this feature.

The requisition must not be posted.

Steps

1. In the requisition file, click the Requisition tab.
2. Click Edit.
3. In the Prescreening section, locate the Competencies section.
4. Click Apply Model.
5. Click Save and Close.

Result

Questions and competencies that match one location or one job field of the requisition are added to the requisition.

Adding a Competency to a Requisition

Prerequisite

A user type permission grants users access to this feature.

The requisition must not be posted.

Steps

1. In a requisition file, click Edit.
2. In the Competencies section, click Add.
3. Select a competency.
4. Click Done.
5. Click Save and Close.

Result

The competency appears in the Competencies section of the requisition file.

Removing a Competency from a Requisition

Prerequisite

A user type permission grants users access to this feature.

The requisition must not be posted.
Steps
1. In a requisition file, click Edit.
2. In the Competencies section, select a competency.
3. Click Remove.
4. Click Save and Close.

Result
The selected competency no longer appears in the Competencies section of the requisition.

Ordering Competencies in a Requisition

Prerequisite
A user type permission grants users access to this feature.
The requisition must not be posted.

Steps
1. In a requisition file, click Edit.
2. In the Competencies section, for each competency, select an order number from the list.
3. Click Reorder.
4. Click Save and Close.

Specifying if a Competency is Required or an Asset

Prerequisite
A user type permission grants users access to this feature.
The requisition must not be posted.

Steps
1. In the requisition file, click the Requisition tab.
2. Click Edit.
3. In the Competencies section, indicate if the competency is Required or an Asset.
4. Click Save and Close.

Modifying the Minimum Requirements for Competencies

Prerequisite
A user type permission grants users access to this feature.
The requisition must not be posted.

Steps
1. In a requisition file, click Edit.
2. In the Competencies section, select the option "Modify the minimum requirements of proficiency and experience (Intermediate, 1-3 years)".
3. Change the Min. Proficiency and/or Min. Experience values.
4. Click Done.
5. Click Save and Close.

**Adding a Question to a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.
The requisition must not be posted.

**Steps**
1. In a requisition file, click Edit.
2. In the Questions section, click Add.
3. Select a question.
4. Click Done.
5. Click Save and Close.

**Result**
The question appears in the Questions section of the requisition file.

**Removing a Question from a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.
The requisition must not be posted.

**Steps**
1. In a requisition file, click Edit.
2. In the Questions section, select a question.
3. Click Remove.
4. Click Save and Close.

**Result**
The selected question no longer appears in the Questions section of the requisition.

**Ordering Questions in a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.
The requisition must not be posted.

**Steps**
1. In a requisition file, click Edit.
2. In the Questions section, for each question select an order number from the drop down list.
3. Click Reorder.
4. Click Save and Close.

**Specifying if a Question is Required or an Asset**

**Prerequisite**
A user type permission grants users access to this feature.
The requisition must not be posted.

**Steps**
1. In the requisition file, select the Requisition tab.
2. Click Edit.
3. In the Questions section, specify if the question is Required or an Asset.
4. Click Save and Close.

**Creating a Question for a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.
The requisition must not be posted.

**Steps**
1. In the requisition file, click the Requisition tab.
2. Click Edit.
3. In the Questions section, click .
4. Complete the fields.
5. Click Save and Close.

**Result**
The question is added to the requisition. The question is not added to the Question Library therefore not available for other requisitions.

**Duplicating a Question for a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.
The requisition must not be posted.

**Steps**
1. In the requisition file, select the Requisition tab.
2. Click Edit.
3. In the Questions section, click .
4. Complete the fields.
5. Click Save and Close.

**Result**

The question is added to the requisition. The question is not added to the Question Library therefore not available for other requisitions.
ACE Candidate Alert

The ACE candidate alert allows Recruiting Center users to set a threshold to identify the ideal candidates and to send an email to specific recipients to inform them that ACE candidates were found.

The ACE candidate alert allows the system to identify the candidates who achieve or exceed the ACE alert threshold for a job offer. It identifies top candidates based on their responses to the competencies and questions in the Prescreening section of the requisition file. The ACE candidate alert is based on Required and Asset criteria. Candidates are divided into three groups to help users determine which candidate files to review first:

- **ACE candidates:** Consider these candidates first because they meet all Required criteria and some Asset criteria.
- **Minimally qualified candidates:** Consider these candidates after the ACE candidates because they meet all Required criteria but not Asset criteria.
- **Other candidates:** Do not consider these candidates because they do not meet any Required criteria.

A best practice is to always have the ACE candidate alert activated.

When setting the ACE candidate alert, these options are provided:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A candidate meeting all the required criteria achieves a result of at least x% (0/0)</td>
<td>This option is used to set the minimum result. Select a percentage from the list. At the right of the percentage, the system displays the number of points the candidate must have to match the selected percentage. When changing the percentage, the value to the right is recalculated. Candidates who meet all the required criteria and the result value will be considered ACE candidates. Do not use the percentage weighting option if you do not use the Weight criterion in the Prescreening section of the requisition file. If you utilized weighting on some of the questions you could, if you wish, incorporate into the ACE candidate alert setting as well. For a simple approach, you can start by using 75% weight result and then eventually align that % with your own approach and utilization of weighting that works best for you.</td>
</tr>
<tr>
<td>A candidate meeting all the required criteria has at least x assets out of y</td>
<td>This option is used to set the minimum number of assets. Select a value from the list. Candidates who meet all the required criteria and the minimum number of assets will be considered ACE candidates.</td>
</tr>
<tr>
<td>Identify a candidate as an ACE when either condition is met</td>
<td>This option is used to identify ACE candidates using the result or asset condition.</td>
</tr>
<tr>
<td>Identify a candidate as an ACE when both conditions are met</td>
<td>This option is used to identify ACE candidates using the result and asset conditions.</td>
</tr>
</tbody>
</table>

When setting the ACE candidate alert, Recruiting Center users have the option to send an email to notify specific recipients that an ACE candidate was found. To be an ACE Candidate Alert recipient, a user must meet all these criteria:

- The user must be active.
- The user must have access the Recruiting Center or eShare Response Center.
- The user has access to the requisition type of the requisition.
- The user belongs to the user group of the requisition.
Recruiting Center users can be set up as an ACE Candidate Alert recipient even if they have limited access to information on the candidate file.

All ACE Candidate Alert recipients receive the same candidate file, regardless of permissions to view candidate information in the system. When an ACE Candidate Alert is set, the recipient receives an email with an attached PDF file that contains data from the candidate file. Sections of the candidate file that contain no data do not appear. All PDF files display information as follows regardless of the user’s permissions:

- Fields with the General or Restricted security level are displayed. Fields with the Confidential security level are not displayed.
- Labels in the candidate file are displayed in the Recipient’s language if there is only one recipient; otherwise labels are displayed in the requisition’s base language.
- Values entered in the candidate file are displayed in the job submission language.
- The Regulations block is not included.
- Passport results are not included.
- Candidate attachments are not included.

**Setting the ACE Candidate Alert**

**Prerequisite**

A best practice is to always activate the ACE candidate alert.

When setting the ACE candidate alert, answer the prescreening competencies and questions as your ideal candidate would. Then calculate the total assets and weight to determine the ACE threshold.

A user type permission grants users access to this feature.

**Steps**

1. Open a requisition file.
2. Click the Alerts tab.
3. In the ACE Candidate Alert section, click Modify Alert.
4. In the ACE Candidate Alert page, select the desired criteria.
5. Click Next.
6. In the Ace Candidate Alert window, select the desired recipients.
   - The user who created the requisition is added by default to the list of recipients, but can be removed.
   - There is no limit regarding the number of recipients that can be added.
7. Click Done.

**Result**

In the requisition Alerts tab, the criteria and recipients are displayed in the ACE Candidate Alert section.

**Adding a Recipient to the ACE Candidate Alert**

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the requisition file, click the Alerts tab.
2. In the ACE Candidate Alert section, click Modify Alert.
3. Click Next.
4. In the Ace Candidate Alert window, select the desired recipients.
5. Click Done.

**Result**
The selected recipient will appear in the list of recipients that will receive an ACE alert.

---

**Removing a Recipient from the ACE Candidate Alert**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the requisition file, click the Alerts tab.
2. In the ACE Candidate Alert section, click Modify Alert.
3. In the ACE Candidate Alert window, click Next.
4. In the Ace Candidate Alert window, browse mouse over the name of a recipient.
5. Click \[ Image \]
6. Click Done.

**Result**
The recipient no longer appears in the list of recipients of the ACE alert.
Posting and Sourcing

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Requisition Posting Process

Requisition posting consists of publishing a requisition in order to have candidates applying on the job.

Once a requisition has been created and approved, the next step is to post it. Here is a basic posting and sourcing process. System administrators create a master Source Tracking list which is used by recruiters and candidates. Recruiters post requisitions to Career Sections. Recruiters can post to additional sources such as job boards, agencies and also use gateways to send out requests for sourcing help. Candidates apply to jobs and complete the Source Tracking information. Some tracking is automated if the candidates are coming from certain job boards. They can also put in event ID's from advertisements. Once the source of the candidate is tracked, recruiters then can view the information in the candidate file.

Accessing the Posting and Sourcing feature

There are several ways to access the Posting and Sourcing feature:

- When a requisition is ready for posting or already posted, you can click the Status Detail link in the requisitions list and you will be taken to the Posting and Sourcing tab of the requisition.
- From the More Actions menu within the requisition file.
- From the Posting and Sourcing tab within the requisition file.
- From the contextual action menu in the requisitions list.
- From the Tasks channel, the Ready for Sourcing link will take you directly to a list of requisitions that need to be posted.

Places and services to post requisitions

Depending on what your organization has activated and your permissions, the Posting and Sourcing feature provides several services to post requisitions:

- Internal or external career sections.
- Mobile career sections: Customers can specify if a career section can be accessed from mobile devices. When candidates receive a message on their mobile device regarding a new job opening and decide to take a look at the job while using their mobile device, candidates are automatically redirected to the mobile career section and are able to view and apply for the job. System administrators specify if the career section is a mobile career section and then link the standard career section to a mobile career section. When a requisition is posted to a standard career section, the system automatically posts the requisition to the mobile career section to which the standard career section is linked. In the Recruiting Center, when posting a requisition, the mobile career section to which a standard career section is linked is not displayed in the Career Sections list. This is to prevent users from posting requisitions directly to a mobile career section.
- eQuest: This is the doorway to post requisitions on any job board. A requisition must be posted on a career section before being posted on eQuest.
- Staffing agents: Users can ask an advertising agency to post an ad.
- Non-electronic media such as newspapers, magazines and trade publications, billboards and broadcasting. A list of preferred non-electronic media can be created in My Setup, under Preferences.
- Gateways such as internet mining.

Important information about Mobile career sections

When posting a requisition, the system dynamically calculates the posting start date and end date for the mobile career section. The posting start date and end date on the mobile career section are based on the dates of the standard career section to which the mobile career section is linked.

- If the mobile career section is linked to a single standard career section, the posting start date and end date of the standard career section are used.
• If the mobile career section is linked to multiple standard career sections, the earliest start date among the standard career sections is used; the latest end date among the standard career sections is used.

When posting a requisition to a standard career section, the requisition is simultaneously posted to the mobile career section to which the standard career section is linked (if applicable). However, when a standard career section is linked for the first time to a mobile career section, all requisitions currently posted on the standard career section will be posted to the mobile career section. This posting process is set up to start a few minutes after the two career sections are linked and the duration required to post the requisitions will depend on the volume of postings available on the standard career section.

When unposting from all the Career Sections, users are not receiving the message to select to unpost from the Job Boards (eQuest). Therefore, users must also go into the Job Board (eQuest) and select to Unpost All from there as well.

When posting a requisition to the Non-Electronic Media, the Internet Mining or the Sourcing Strategy, some pieces of information are missing such as default agency, requisition details, OLF, hiring manager, description, qualifications and correspondence preview. It is recommended that users review the requisition details before posting to any of these posting options.

Posting a Requisition on a Career Section

Prerequisite
A user type permission grants users access to this feature.

The Status must indicate Open. The Status Details must indicate Approved (Ready), Unposted or Expired.

There must be no Organization, Location and Job Field associated to the Career Section or, the Organization, Location and Job Field of the requisition and the Career Section must match.

The career section must be active.

Steps

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Career Sections section, click Modify.
3. Decide if you want to post the requisition to internal and/or external career sections.
   The Visibility column indicates whether a career section can be viewed by the external public, or just your internal employees.
4. Choose the desired career section by selecting the checkbox on the right end side.
5. Select the posting start date and end date for the desired career section.
   Posting start date and end date defaults can be set up by the system administrator, but you can modify these at posting time if needed.
6. Select the "Post as urgent need" option if desired. The job will appear with a red exclamation point when posted on the career section indicating it is an urgent need.
7. If you want to send an email to candidates whose profile information matches your requisition, select the option "Email this job posting to matching candidates".
8. Click Done.

Result
The status of the requisition is Posted. Information regarding the posting is displayed in the requisition Posting and Sourcing tab, under Career Sections. Once a requisition has been posted, candidates can start applying.
Posting a Requisition on a Job Board

**Prerequisite**
A user type permission grants users access to this feature.

The Status must indicate Open. The Status Details must indicate Posted.

A requisition must be posted on a career section before being posted on eQuest. A requisition must be posted on an external career section for at least the same time as on eQuest job boards.

**Steps**
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Job Boards (eQuest) section, click Modify.
3. Verify and complete requisition and company information as necessary.
   
   See eQuest help if necessary.
4. Click Post Job.
5. Review information in the Final Confirmation window.
6. Click Post Job.

**Result**
The status of the requisition is Posted. Information regarding the posting is displayed in the requisition Job Boards (eQuest) section. Once a requisition has been posted, candidates can start applying.

The eQuest feature brings the user to another service which is not the responsibility of Taleo. Posting requisitions on certain job boards through eQuest may imply additional costs and fees independent of the services offered by Taleo. The selections you make will be effective once you quit the eQuest portal and return to Recruiting. Once postings have been made, information on dates and status will be available in the requisition Posting and Sourcing tab.

Posting a Requisition on a Job Board with a Future Start Date

**Prerequisite**
A user type permission grants users access to this feature.

The requisition must be active. Status must indicate Open and the Status Details must indicate Posted.

A requisition must be posted on a career section before being posted on eQuest. A requisition must be posted on an external career section for at least the same time as on eQuest job boards.

**Steps**
1. In the requisition file, enter a date later than the current day’s date in the Opening Date field.
2. Select the Posting and Sourcing tab.
3. Post the requisition on an internal career section that is unavailable to both internal and external candidates, specifying today’s date in the Start Date field.
4. Post the job to eQuest, specifying the future date on which you want the job to be displayed on the job board.

Posting a Requisition to a Non-Electronic Media

**Prerequisite**
A user type permission grants users access to this feature.
The requisition must be posted on a career section.

A requisition must be Approved to be posted.

**Steps**

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Non-Electronic Media section, click Request Service.
3. Select a medium.
   
   If you want to select a medium amongst your preferred non-electronic media, select the option Preferred non-electronic media located on the left pane.
4. Specify the start date and end date of the posting.
5. Click Next.
6. In the Posting Requisitions page, select the agency that will post the job ad.
7. Click Done.

**Result**

The agency will receive a request to post the requisition to the selected non-electronic media such as newspapers, magazines, billboards, etc.

---

### Requesting Resume Searching

**Prerequisite**

A user type permission grants users access to this feature.

A requisition must be Approved to be posted.

**Steps**

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Internet Mining section, click Request Service.
3. In the Posting Requisitions page, select an agency.
4. Click Done.

**Result**

The agency will receive a request to search for resumes over the internet.

---

### Requesting Sourcing Strategy

**Prerequisite**

A user type permission grants users access to this feature.

A requisition must be Approved to be posted.

**Steps**

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Sourcing Strategy Request section, click Request Service.
3. In the Posting Requisitions page, select an agency.
4. Click Done.

**Result**

The agency will receive a request to find relevant media.
Emailing Candidates Matched to a Requisition

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Careers Section, select Preview Matching Candidate.
3. In the Postings Requisitions- Filter Matching candidates window, select candidates to email to.
4. Click Done.

Result
An email is sent to selected candidates to invite them to apply on a job.

Candidate Information Import from USAJOBS
Candidates coming from USAJOBS (the official job site of the U.S. federal government) can automatically log into a Taleo career section and automatically import their USAJOBS profile into a job submission.

Below is the basic flow of activities taking place when applying through USAJOBS.

Posting a requisition on USAJOBS
Requisitions can be posted on the USAJOBS Web site through eQuest (requisitions are posted on other job board in the same manner).

Creating an account on USAJOBS
When creating an account on USAJOBS, candidates need to create their general profile by providing general information such as their name, telephone number, email address. They also need to create a resume by providing their work experience, education, references. Candidates can create multiple resumes but they can only use one of them when they apply for a job.

Applying on a job on USAJOBS
Candidates log into the USAJOBS Web site, search for the job for which they want to apply, select a resume they created on the USAJOBS Web site and click the "Apply online!" button. Candidates are then redirected to a Taleo career section to complete the application process.

The Taleo career section to which candidates are redirected when they apply on the USAJOBS Web site must have the Display the OpenID option (Configuration > [Career Section] Administration > Career Sections > click a career section > Sign In) set to Yes. Otherwise, an Access Denied error message will be displayed to candidates coming from USAJOBS. This is a known issue.

The first time candidates access the Taleo career section, a sign-in page is displayed on which they are asked if they have an account. Three possible options are available:

• Option 1: If candidates have an account because they applied on the Taleo career section before, they can log in with their career section credentials and choose to import their USAJOBS profile information. When the candidates log in, their USAJOBS ID is linked to their existing Taleo career section candidate ID.
• Option 2: If candidates have an account because they applied on the Taleo career section before, they can log in with their career section credentials and choose not to import their USAJOBS profile information. When candidates log in, their USAJOBS ID is linked to their existing Taleo career section candidate ID.
• Option 3: If candidates do not have an account because they never applied on the Taleo career section, they are asked to create one. When candidates do that, their USAJOBS profile is automatically imported and the new account is linked to their USAJOBS ID.

If the email address in the USAJOBS account is identical to an email address stored in the Taleo career section, a message is displayed informing candidates that their email address is already linked to a candidate profile. Candidates are invited to enter the user name and password of the career section account (to link the two accounts together) and to apply using the existing candidate profile.

Creating a new career section account

If candidates select option 3, they have to specify a user name and a password to log into the career section. From there, the standard candidate creation process takes place.

Importing candidate information from USAJOBS

Candidates' information is imported from USAJOBS. As a result, some fields in the application flow are filled automatically with information coming from the candidate USAJOBS general profile and resume. Note that resume information entered manually on USAJOBS is imported, not information contained in a file attachment. Also, imported information that is not part of the application flow is saved in the Taleo candidate file but the candidate will be unable to see it.

This table presents Taleo career section fields whose content may be imported from USAJOBS.

<table>
<thead>
<tr>
<th>Personal Information</th>
<th>Work Experience</th>
<th>References</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address (Line 1)</td>
<td>Current Job</td>
<td>Email Address</td>
<td>City</td>
</tr>
<tr>
<td>Address (Line 2)</td>
<td>End Date</td>
<td>First Name</td>
<td>Education Level (Achieved)</td>
</tr>
<tr>
<td>Cellular Number</td>
<td>Other Employer</td>
<td>Last Name</td>
<td>GPA</td>
</tr>
<tr>
<td>City</td>
<td>Other Function</td>
<td>Middle Name</td>
<td>GPA out of</td>
</tr>
<tr>
<td>Email Address</td>
<td>Start Date</td>
<td>Organization</td>
<td>Graduation Date</td>
</tr>
<tr>
<td>Fax Number</td>
<td>Phone Number</td>
<td>Other Institution</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td>Title</td>
<td>Other Program</td>
<td></td>
</tr>
<tr>
<td>Home Phone Number</td>
<td>Type</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Type</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Place of Residence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift Availability Grid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Phone Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zip/Postal Code</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Files attached to a candidate general profile in USAJOBS cannot be imported into a Taleo career section.
The Reference Name in a USAJOBS resume is imported into the Reference First Name field in Taleo because USAJOBS does not use two separate fields as Taleo does.

**Returning to USAJOBS**

Once candidates have completed their job application, the Thank You page is displayed. Candidates can click a link on the page to return to the USAJOBS Web site. Clients might consider adding additional links back to the USAJOBS Web site on other career section pages (such as the My Submissions page). Candidates can monitor the status of their submissions by accessing the USAJOBS Application Status page. As candidates move through the various steps and statuses of the candidate selection workflow, status update notifications are sent to USAJOBS and the Application Status page displays up-to-date information. For more information on the application status update, see *Sending Candidate Submission Status Updates to USAJOBS*.

By default (unless configured otherwise through the application status updates feature), the USAJOBS application status will be:

- Application Received: Set if candidates click the "Return to USAJOBS" link.
- Application Status not Available: Set if candidates do not click the "Return to USAJOBS" link.

**Updating an existing application or applying on a new job on USAJOBS**

Once a candidate has accessed a Taleo career section through USAJOBS either by creating a new career section account or using an existing one, the USAJOBS account and the career section account are linked together. As a result, when updating an existing application or applying on a new job through USAJOBS, the candidate is automatically logged into the career section and does not need to provide a user name or password.

If candidates modify their USAJOBS profile and resume, they can reimport them before accessing their candidate submission. Once they log into the career section, the application flow is filled automatically with information coming from the updated candidate USAJOBS general profile and resume.
Requisition Posting via Staffing Agents

Posting a requisition via staffing agents involves many actions such as the creation of the agency portal, application flows, agencies and agents, as well as many actors such as the system administrator, the user, the agent and the candidate.

Agency portals (or career sections of type Agency) provide a fully integrated solution that enables organizations to deal directly with staffing agencies. This feature helps ensure the privacy of the organization’s candidates and jobs by providing an agency-dedicated application flow within one or multiple agency portals.

The posting of a requisition via staffing agents involves the following.

After creating a requisition, a recruiter can decide to use staffing agents to help him/her find candidates for the job. The list of agents available is dependent on the organization, location and job field selected for the requisition. The recruiter can select one or several staffing agents who will post the requisition on their job list, then determine the start and end time when candidate referrals will be allowed. Note that this process can take place after the requisition is opened but before it is posted to internal or external career sections as agents will be accessing the requisition through their own career section (agency portal).

An email is sent to staffing agents inviting them to refer candidates for the job. The staffing agent signs in to the Taleo agency portal, locates the requisition associated to him/her and refers a candidate. When referring a candidate, the agent must first verify if the candidate already exists in the database by entering the candidate’s email address and performing a duplicate check. If the candidate does not exist in the database, the agent is able to refer the candidate.

When changing the agent who referred a candidate, if you want to reselect the original referring agent and the original ownership is expired, the change will not take effect unless a different agent is first selected and then another modification is made to reselect the original agent.

Candidates being referred receive an email informing them that they were referred by an agent for a job and inviting them to review the profile information submitted by the agent.

Later, when searching through the candidate database, the recruiter can easily identify candidates referred by an agent with this icon. The tracking tab of the candidate file also displays the name of the agency and that of the agent who referred the candidate. Candidates referred by an agent are considered agent-owned candidates. However, the user can remove the agent-ownership. The user has the possibility to perform a duplicate check to see if the candidate already exist in the database.

Inviting an Agent to Refer Candidates

Prerequisite

A user type permission grants users access to this feature.

The requisition must be Approved.

Steps

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Staffing Agents section, click Modify.
3. Select an agent.

If no agents appear in the Agent Selector window, check with your system administrator to ensure the proper career section and agents have been created.
4. Select start and end dates, for the agent.
5. Click Post.
6. Click Done.

**Result**

The agent has been invited to refer candidates for the requisition available in an organization. Once a requisition has been posted to an agent, the Remove button is no longer available in the Actions column.
Requisition Posting Actions

Unposting a Requisition from a Career Section

Prerequisite
A user type permission grants users access to this feature.
The requisition must be Approved.

Steps
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Career Sections section, click Modify.
3. In the Posting Requisitions page, clear the checkbox next to To be posted.
4. Click Done.

Result
The status of the requisition is Unposted. Candidates can no longer apply via this career section.

Unposting a Requisition from a Job Board

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Job Boards (eQuest) section, click Modify.
3. In the Posting Requisitions page, click Unpost.

Result
The status of the posting for the job board is Unposted. Candidates can no longer apply via this job board.

Unposting a Requisition from all Job Boards

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Job Boards (eQuest) section, click Unpost All.

Result
The system will send a request to eQuest to unpost the requisition from all job boards.

Unposting a Requisition from a Non-Electronic Media

Prerequisite
A user type permission grants users access to this feature.
The requisition must be posted on a career section.
The requisition must be approved.
Posting must not be overdue.

**Steps**
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Non-Electronic Media section, click Request Service.
3. Browse mouse over the name of a non-electronic media.
4. Click 📜.

**Updating a Requisition in all Job Boards**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the requisition file, select the Posting and Sourcing tab.
2. In the Job Boards (eQuest) section, click Update All.

**Result**
The system will send a request to eQuest to update the requisition in all job boards with the latest information.

**Allowing the Posting of a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.
A requisition must have been prevented from being posted in order to allow the posting.
The Allow Posting action is available when the requisition has one of the following statuses: Draft, Rejected, To be Approved, Approved.

**Steps**
1. In the requisition file, select Allow Posting... in the More Actions list.
2. Enter a comment.
3. Click Done.

**Result**
An event is added to the requisition History tab with the comment entered. The 📜 icon is no longer displayed in the requisition file left panel as well as in the Requisitions list. The requisition that has been prevented from being posted can now be posted.

**Preventing the Posting of a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.
The Prevent Posting action is available when the requisition has one of the following statuses: Draft, Rejected, To be Approved, Approved.

**Steps**

1. In the requisition file, select Prevent Posting... in the More Actions list.
2. Enter a comment.
3. Click Done.

**Result**

An event is added to the requisition History tab with the comment entered. The icon is displayed in the requisition file left panel as well as in the Requisitions list. Also, the Posting and Sourcing action is deactivated so that it becomes impossible to post the requisition even if it is ready for posting.

### Preventing an Agent from Referring Candidates

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Staffing Agents section, click Modify.
3. Click Unpost.
4. Click Done.

**Result**

The agent is no longer invited to refer candidates for the requisition for a position available in an organization.

### Asking Someone to Do the Posting and Sourcing of a Requisition

**Prerequisite**

The Request Sourcing Configuration action is available when the requisition has the Open (Approved) status.

**Steps**

1. Open a requisition.
2. In the More Actions list, select Request Sourcing Configuration.
3. Select a contributor.
   
   The Contributor selector will display users according to these requirements: active user, has the permission to view requisitions, has the permission to access the requisition's staffing type, has the permission to access the Posting and Sourcing tab, is part of the requisition's user group.
4. Specify if you want to add the contributor to the list of collaborators defined for the requisition.
5. Enter comments.
6. Click Done.
Social Job Invite

Ability for both candidates and users to easily share jobs via their social network or by email.

The Social Job Invite feature is available in the Career Sections and in the requisition Posting and Sourcing tab.

Note that this feature is not part of the Taleo Anywhere solution. It does not replace the RSS & Facebook feature which allows the sending of jobs by creating a search query.

Career Section

The Social Job Invite feature replaces the Send this Job to a Friend feature in the Career Section. Candidates have the option to select one of many social job sites or email options to send the job to someone in their friend network list, or to simply post on their wall.

The Social Job Invite feature is available on the client’s Career Sections, in the following portal pages:

• Job List
• Personalized Job List
• Job Description
• Basic Search
• Advanced Search

The system will create a URL link back to the first posted external Career Section Job Description page for the requisition being shared (the Career Section selected will not necessarily be the Career Section where the candidate is, unless that is the first posted external Career Section). The job reference URL will also have the source name embedded in it. When a candidate selects the link to apply, if the source in the URL matches the source name of an active source of type Social Network that is part of the requisition source list then that will be the source that is pre-filled into the submission. If the source is not found in the requisition source list, then the system will pre-fill the source “Other” under the Social Network source type, as long as that source is part of the requisition source list. If that source is also not in the requisition source list, then no source will be pre-filled.

If the job is unposted from the Career Section used in the URL before the candidate selects the link, the standard message indicating that the job is no longer available will be displayed.

Additional sources can be added to support more details in the source tracking in Recruiting Administration. Sources must be created under the Social Network source type. The source name must equal the source name in the provided list. The source name is not case sensitive.

When candidates choose to share jobs through social networks they must be logged in, or have a valid user account to log in to the third party sites and share.

To obtain a list of the social site services currently supported by this feature as well as their assigned source name, refer to the document entitled Source List Names for Social Media.xls. Note that this list is subject to change without prior notice.

Requisition Posting and Sourcing tab

A Share link is available in the requisition Posting and Sourcing tab. This option is only available when a job is posted to an external Career Section.

The system will create a URL link back to the first posted external Career Section Job Description page for that requisition. If the job becomes unposted from the Career Section used in the URL before candidates select the link, they will receive the standard "Job is no longer available" message.

There is no way to unpost a requisition from the Social Network sites using Taleo. There is no history tracking when requisitions are posted using the Share option.
When linking to a social job site, this feature will link to the social site the user is already logged onto, and not something that can be controlled in Taleo. Therefore, the user, if wanting to post to the company fan page/account, will need to log into that social site using the company credentials.
Sources and Events

A source is a medium or event through which a candidate has heard about a job.

Sources may be as diverse as Internet job boards, job fairs, magazines, specialized trade publications, newspapers, professional associations, mailing lists, recruiting agencies, etc. Events are used to track down which event, banner, or campaign are attracting the most candidates to career sections. An event can be a specific advertisement in a trade magazine, a recruiting event on a university campus (job fair), or a special recruiting event at an organization.

In the Recruiting Center, sources are displayed in the requisition Posting and Sourcing tab. When users create a requisition, only the sources that have the same Organization-Location-Job Field structure as the requisition are displayed in the Sources list. Users can modify the list of sources associated to the requisition. If event tracking was enabled, users have the ability to access the list of events related to a source. Once in the Events list, users have the ability to add, modify and delete events in the requisition.

Adding a Source to a Requisition

**Prerequisite**
A user type permission grants users access to this feature.

The organization, location and job field of the source and of the requisition must match or the source must not be associated to any organization, location and job field.

**Steps**
1. Open a requisition.
2. Click the Posting and Sourcing tab.
3. In the Modify Source List section, click Modify...
4. Click Select next to the desired source.
5. Click Done.

**Result**
The selected source appears in the Sources section of the requisition.

Removing a Source from a Requisition

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Open a requisition.
2. Click the Posting and Sourcing tab.
3. In the Modify Source List section, click Modify...
4. In the Posting Requisitions window, click next to a selected source.
5. Click Done.

**Result**
The selected source no longer appears in the Sources section of the requisition.
Creating an Event

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Open a requisition.
2. Click the Posting and Sourcing tab.
3. In the Sources section, for the desired source, click on the number located in the Events column.
4. In the Events window, click Create.
5. Complete the fields.
6. Click Create.
7. Click Close.

**Result**
The event is now available for the source. The number located in the Events column increases by one.

Modifying an Event

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Open a requisition.
2. Click the Posting and Sourcing tab.
3. In the Sources section, for the desired source, click on the number located in the Events column.
4. In the Events window, select the event and click Modify.
5. Make required changes.
6. Click Save.
7. Click Close.

Deleting an Event

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Open a requisition.
2. Click the Posting and Sourcing tab.
3. In the Sources section, for the desired source, click on the number located in the Events column.
4. In the Events window, select the event and click Delete.
5. Click Close.

**Result**
The event is no longer available for the source. The number located in the Events column decreases by one.
Candidate Management

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Candidate File

A candidate file is a form containing candidate information such as personal information, work experience, certifications, references, EEO information, screening information.

A candidate file is organized into three sections:

- The left pane contains the candidate card in the top section and supporting information in the bottom section. The card can be flipped and the pane can be expanded or collapsed using the icon.
- The right pane contains supporting tools such as the online help and the online clips if these were enabled. The pane can also be expanded or collapsed.
- The center pane displays the candidate form. Information displayed will vary whether the view mode or edit mode is selected.

To navigate back to the list of candidates, users can use the navigation bar.

View Mode

When opening a candidate file, users are always in view mode and they can from there choose to go into edit mode. This provides a cleaner layout and eliminates the need to “close” the file (to exit out of it and reactivate other buttons on the screen) if only viewing the file. In view mode, only fields for which data is provided are displayed. If a field is empty, it does not display in view mode. Note that the landing tab when opening a candidate file can be configured in the My Setup feature, which is available via the auxiliary navigation bar.

An action bar is available at the top. Users can click an action or use the More Actions menu which is a dynamic menu of additional actions.

Tabs containing candidate-related information are available. The main content of the candidate file is within the Job Submission/General Profile tab, which includes various sections that can be expanded or collapsed using the icon. The other tabs contain peripheral information. From the Job Submission/General Profile tab, users always have access to a table of contents that allows quick jumping to different portions of the file. The table of contents is available via the icon.

Edit Mode

In edit mode, all fields included in the candidate form are displayed. Fields that do not contain data are displayed according to user permissions. Required fields are highlighted with a red asterisk.

From the Job Submission/General Profile tab, users always have access to a table of contents that allows quick jumping to different sections and sub-sections of the file. The table of contents is available via the icon.

Candidate Card

The candidate card provides quick information about the candidate.

Located on the left pane of the candidate file, the candidate card quickly provides information about the candidate. The candidate card can be “flipped” by clicking its top-right corner.

One side of the candidate card displays information on the general profile of the candidate such as:
• name
• address
• phone number
• e-mail address
• etc.

The other side of the candidate card displays information on the candidate's job submission(s) such as:

• Candidate Selection Workflow step/status
• prescreening results
• etc.

In addition, the candidate card displays links to other submissions of interest. This gives users a quick way of knowing which of the other submissions that have been created are still under “active” consideration. By hovering over the active or inactive link, users are presented with a callout with links to navigate to the relevant submissions. On this listing, there is also a column that indicates the step/status of the candidate for that specific submission. It is therefore easy to see at a glance without having to open and read through the actual submission, if the candidate is at the interview or at the offer stage on another position.

The content of the candidate file left pane (bottom part) is also dependent on the candidate card side selected. For example, the submission date, the source type, the recruiter and hiring manager names can be displayed. A link to any existing offers is also available. Users will only be able to see information on submissions and offers that they are authorized to access.

The content of the candidate file central pane is also dependent on the candidate card side selected. Depending on which side the candidate card is, the information displayed will vary:

• If the candidate card is on the General Profile side, the General Profile tab is displayed. The general profile contains information provided by the candidate. The information can be related for example to preferred organizations, locations, job fields, education, work experience, personal information, source tracking information, etc. Candidates have at least one profile but can have more than one. For example one in English and one in French.
• If the candidate card is on the Candidate Submission side, the Candidate Submission tab is displayed. Information relating to a specific requisition is displayed in the central pane. The candidate submission contains information about the candidate specific to that requisition.

**Candidate File History**

The History tab in the candidate file contains a log of all actions performed on the candidate file.

When a candidate file is modified, either by the candidate or a user, an event to track this action is generated and is displayed in the candidate file History tab. The name of the user who performed the action is displayed as well as the date and details on the event. Candidate file tracking events belong to one of the following categories:

• Agent and referrer
• Attachments
• Candidate file update
• Candidate information
• Candidate progression
• Comments
• Correspondence
• Questions and competencies
• Regulation
• Resume
• Screening services
• Offer
Users can see attachments and offer history tracking if they have the required permissions.

Comments relating to an event can be added and edited in the History tab if users have the required permissions.

The Correspondence event category allows users to view previously sent correspondence. A user type permission allows users to resend the correspondence directly from the History tab.

**Modifying the Date of an Event**

Users can modify the date of an event and specify when an action on a candidate's file really took place, provided the feature has been activated and they have the required permissions. The use of the actual date enables reports to more accurately reflect user activity in the selection process. There might be a number of reasons why users would want to change certain dates in a candidate's file. For example, if a candidate had an interview on September 15, but that user was only able to enter this information in the system on September 20, the event date would indicate September 20. The user could then change this date to September 15, which would be more accurate. If the date and time related to an event can be edited, they appear as a hyperlink. The event date can only be between the application creation date and the current date.

**Hiding Confidential Information**

When the value of a confidential field is modified, users who do not have the permission to view confidential fields will not see any tracking event in the candidate file Tracking tab. In Recruiting, fields configured with a Confidential security level can be hidden from users who do not have the permission to view confidential fields. If the value of a confidential field is modified, users who do not have the permission to view confidential fields will not see any tracking event in the candidate file History tab regarding that change. Note that if later on, the security level of that confidential field is changed to General or Protected, users will still be unable to see the change in the Tracking tab.

### Candidate File Tabs

<table>
<thead>
<tr>
<th>Candidate File Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Submission/General Profile</td>
<td>Contains information on prescreening, resume, employment preferences, EEO, etc. The contents of both the job submission and general profile are configured by the system administrator. Depending on the candidate card side being viewed, this tab will be either specific Job Submission OR General Profile.</td>
</tr>
<tr>
<td>Attachments</td>
<td>Contains resume and other attachments provided by the candidate and attachments provided by the user. Attachments are added with the icon. Job specific attachments are clearly identified from other attachments, and the name of the person who attached the file is also indicated. All attachments are managed centrally from this tab and when a user uploads an attachment, he/she will be able to specify if it will also be visible to the candidate.</td>
</tr>
<tr>
<td>Tasks</td>
<td>Contains a list of tasks to perform regarding the candidate. Tasks are self-assigned by users to remind them to complete a future activity. This tab only appears from the Candidate Submission card side. To be displayed, the feature must be activated and users must also have been granted the permission to manage self-assigned tasks.</td>
</tr>
<tr>
<td>Offers</td>
<td>Displayed if offer management is used. The Offers tab is displayed on a candidate submission once an offer is created. It contains offers submitted to the candidate, offers from competitors, candidate expectations and requisition offer information. The Offers tab and offer content are always job specific and visible only from the job submission view.</td>
</tr>
</tbody>
</table>

* Competitive offers and current jobs are linked to the candidate and are thus shared between submissions for this candidate. Context based permission ownership is applied based on the owners of any requisition this candidate has applied to.
<table>
<thead>
<tr>
<th>Candidate File Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Candidate job offers and expectation offers are linked to the submission and can only be viewed by users who can view that submission.</td>
</tr>
<tr>
<td>Offer Approvals</td>
<td>Displayed if offer management and approvals are used. The Offer Approvals tab is displayed once an offer approval request is generated. The Offer Approvals tab is visible for any user who can view offers for the candidate submission. It contains the most recent offer approval information.</td>
</tr>
<tr>
<td>Referrer</td>
<td>Contains both employee/candidate referral and agency referral information and actions. The Referrer tab is always visible if the user can view the candidate’s general profile or job submission.</td>
</tr>
<tr>
<td>History</td>
<td>Contains a log of all actions performed on the candidate file. See <em>Candidate File History Tab</em>.</td>
</tr>
</tbody>
</table>
Candidates List

Candidate List

The candidates list displays candidate file information into different columns and provides tools to filter candidates and to customize the candidates list.

The candidates list is divided into three sections:

• The left pane contains three tabs:
  • The filters tab contains the Show candidates for option which allows users to filter candidates using ownership values. Quick filters and advanced filters are also provided to filter the candidates list down to relevant information.
  • The folders tab is used to organize candidate files.
  • The talent pool tab is used to see talent pools and match employees and candidates to requisitions.
• The right pane contains online help and online clips if these were enabled. The pane can also be expanded or collapsed.
• The center pane displays candidates. The icon allows users to select the list format they wish to use to display candidates in the list. Users can also create up to three list formats and select columns to display specific information (if permissions were granted). Several actions can be performed directly in the list. A contextual action menu is available by clicking the arrow next to the file title. For information on the tools available in the list, see List Usage.
Candidate Search

Candidate Quick Search

The candidate quick search allows Recruiting Center users to quickly find specific candidates.

The candidate quick search is available at the top right hand corner of the Recruiting Center pages. It is available to Recruiting Center users if settings were configured and if user type permissions were granted.

When performing a candidate quick search, the search engine searches for candidates who applied on a job, submitted a profile, or are registered but did not apply on a job (could be a person who referred a friend for a job and who had to register himself/herself as a new user, or a person who registered himself/herself while clicking My Account).

The candidate quick search engine searches information in the following fields of the candidate file:

- first name
- last name
- middle name
- email address
- candidate identification number (you must use at least three numbers (coupled with wildcards) of the total identification number, otherwise the search will not work)

When performing a candidate search, users can enter partial names (either the first or last name with the * wildcard) or complete names in the field. However, a best practice is to enter complete names to obtain better results.

Users can also perform a search with a middle initial if they know the person's full name (example: Sam P Jones). If searching for someone who's first name contains initials, we recommend entering just the initials (example: Jr. will give you the following results: Jr., j.r., or JR).

If looking for someone who hyphenates his/her name, it is not required to enter both names. Let's say Smith-Jones is the name you are looking for. Entering Smith, Jones, Smith space Jones or Smith-Jones, will bring back Smith-Jones.

The candidate quick search searches for all the search terms in the above mentioned five fields. Note that it works only for users having access to all the fields. For example, if the email field is hidden for a user type, searching by name will not work. For this reason, the specific candidate search often produces search results that are more relevant than those generated by the candidate quick search.

Performing a Candidate Quick Search

Prerequisite

Settings allow the activation of this feature.

User type permissions grant users access to this feature.

Steps

1. In the Search tool, select Candidates.
2. Enter the candidate first name, last name, identification number, user name and/or e-mail address.
3. Click 🔍.

**Result**

Users can quickly find a specific candidate file. Candidates who satisfy search criteria are displayed in the search results list.

**Candidate Specific Search**

The specific candidate search can be considered to be an extension of the candidate quick search in that it offers greater result precision.

The specific candidate search is available at the top right hand corner of the Recruiting Center pages. It is available to Recruiting Center users if settings were configured and if user type permissions were granted.

If Recruiting Center users have the permission to access candidate identification information, the candidate search will allow them to search by:

- candidate identification number only (you must use at least two numbers of the total identification number or more, otherwise the search will not work)
- candidate first name
- candidate last name
- candidate first and last names
- e-mail address

Using the specific candidate search, users can enter the same or different search terms in any of the four fields. For this reason, the specific candidate search often produces search results that are more relevant than those generated by the *candidate quick search*.

Wild card can be used with one or two characters in the specific candidate search, to support searching for combined words. For example, d* in first name and monroe in last name will return all monroe with first name starting by d.

**Performing a Candidate Specific Search**

**Prerequisite**

A setting allows the activation of this feature.

A user type permission grants users access to this feature.

**Steps**

1. In the Search tool, select Specific Candidate.
2. Enter information in the fields.
3. Click Search.

Result

Users can search for candidates using the First Name, Last Name, Initial, Email Address and/or Candidate ID fields. Candidates who satisfy the search criteria are displayed in the search results list.

Candidate Advanced Search

The Candidate Advanced Search allows Recruiting Center users to search for candidates using an array of criteria that are different than the ones used in the quick search feature.

The Candidate Advanced Search enables users to find and match relevant candidates to their open requisitions. Users can create search queries using keywords to search across numerous text fields of the candidate file and combine them with specific fields such as prescreening questions and skills that typically produce search that have a higher degree of precision.

The Candidate Advanced Search is available at the top right hand corner of the Recruiting Center pages. It is available to Recruiting Center users if settings were configured and if user type permissions were granted.

Performing a Candidate Advanced Search

Prerequisite

A user type permission grants users access to this feature.

Steps

1. In the top right-hand corner, click Advanced Search.
2. Enter information in the displayed fields.
3. Click Customize... if you want to use other search fields.
4. Click Search.

Result

Candidates who satisfy the search criteria are displayed in the search results list.

Setting Default Advanced Search Criteria

Prerequisite

A user type permission grants users access to this feature.

Steps

1. Click Resources, then My Setup located in the top right-hand corner.
2. In the Preferences tab, click Edit.
3. Select the desired value in the Last Update and Place of Residence fields.
4. Click Save.

Result

The value selected for the Last Update and Place of Residence search criteria will be used in all types of candidate search. Note that the "Within x Miles of ZIP/Postal Code" or "Within x km of ZIP/Postal Code"
Search results could include candidates living outside the specified area or exclude candidates living within the specified area. If candidates do not specify their ZIP code or postal code, the place of residence will be used.

**Advanced Candidate Search Page**

Because system administrators can customize the Advanced Candidate Search page, the search page might have a different layout in different zones and even for different users, based on their configuration profile.

By default, the following search criteria are included in the Advanced Candidate Search page:

- Keywords
- Last Update
- Place of Residence

Users who have the required permission can add other search criteria provided they were made available by the system administrator. This is done using the Customize... button. For a list of fields available for the Candidate Advanced Search, see *Advanced Search Fields*.

For many search fields, users can specify an additional criterion:

- **Required**: Only candidates with that criterion are retrieved.
- **Excluded**: Candidates with that criterion are excluded.
- **Desired**: Candidates with that criterion are considered more relevant than those without the criterion.

Users may also have the ability to search on precise Organization-Location-Job Field (OLF) elements without incorporating candidates with parent preferences or null values in preferences. When this feature is enabled, if a user is performing a Candidate Advanced Search using Place of Residence as a Required criteria or Organization-Location-Job Field as a Required criteria, search results will display only candidates with an exact match at the same level. No parent or empty value will be returned. For example, searching for San Francisco will no longer return candidates within California, United States or that have an empty preference value.

Two search options are available on the left side of the Advanced Candidate Search page: “Archive search criteria for requisition” and “Random results”. These options support OFCCP requirements and are usually activated only for clients located in the United States through protected settings. The Archive search criteria for requisition field, once activated, can be optional or mandatory. Once a requisition is entered in this field, the search query and search results are kept in a log file and the retrieved candidates cannot be hard deleted from the database for the next two years. The Random results option generates a different set of candidates who match the required fields every time you run the same search if the total number of candidates matching your criteria is above the number of displayed candidates, usually set to 300. For details, see *Search Results Archiving* and *Randomized Search Results*.
When performing a Candidate Advanced Search, the more you add search criteria, the narrower the scope of your search will be, typically resulting in fewer but more pertinent results. By adding multiple occurrences of the same criteria, you broaden the scope of your search, typically resulting in more search results.

A best practice is to start your Candidate Advanced Search with only a few criteria, and to then narrow your search down by going back to your search query and entering one or more additional search criteria. Your search results will then contain fewer candidates. It is simpler and more efficient to start with a general search and narrow down the results to a manageable candidate pool than to start with a tightly defined narrow search and then need to broaden the search in order to obtain a viable candidate pool.

The search engine can retrieve any number of candidate files although, for performance and management reasons, only 300 are displayed. By default, we suggest to display the top 300 by relevancy.

**Candidate Advanced Search Fields**

The table presents fields available in the Advanced Candidate Search page.

To be available to Recruiting Center users, these fields must first be made available by system administrators. Then, users who have the required permission can add these fields in the Advanced Candidate Search page using the Customize... button.

<table>
<thead>
<tr>
<th>Fields Available in the Advanced Candidate Search Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>All user-defined fields (UDF) marked as “Candidate Search” at the field property level.</td>
</tr>
</tbody>
</table>

**Personal information:**
- Accepts Job Posting Notifications
- Date of Birth
- Email Address (or User Name)
- Employee Number
- First Name
- Last Name
- Middle Name
- Place of Residence (RSLocation) - Note that using radius search around a zip code should be done when a zip code is required from candidates. If it is optional, many candidates might be discarded even if they are good candidates.
- Prefix
- Referred/Not Referred
- Social Security Number
- Work Phone Number

**Basic profile from the profile:**
- Advance Notice
- Date of Availability is
- Employee Status
- Job Level
- Job Shift
- Job Type
- Schedule
- Travel
<table>
<thead>
<tr>
<th>Fields Available in the Advanced Candidate Search Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Preferred Job</td>
</tr>
<tr>
<td>• Preferred Location</td>
</tr>
<tr>
<td>• Preferred Organization</td>
</tr>
<tr>
<td>• Shift Availability Grid</td>
</tr>
<tr>
<td>• Willing to work on holidays</td>
</tr>
<tr>
<td>• Willing to work on weekends</td>
</tr>
<tr>
<td>• Expected Hourly Pay Rate</td>
</tr>
<tr>
<td>• Hours per week willing to work</td>
</tr>
<tr>
<td>• Hours per week, preferred</td>
</tr>
<tr>
<td>Education from the profile:</td>
</tr>
<tr>
<td>• Institution</td>
</tr>
<tr>
<td>• Other Institution</td>
</tr>
<tr>
<td>• Program</td>
</tr>
<tr>
<td>• Other Program</td>
</tr>
<tr>
<td>• Education level (Achieved)</td>
</tr>
<tr>
<td>• Graduation date</td>
</tr>
<tr>
<td>• Start Date</td>
</tr>
<tr>
<td>• GPA (normalized value)</td>
</tr>
<tr>
<td>• Graduated</td>
</tr>
<tr>
<td>• Any searchable education user-defined field</td>
</tr>
<tr>
<td>Experience from the profile:</td>
</tr>
<tr>
<td>• Current Job</td>
</tr>
<tr>
<td>• Employer</td>
</tr>
<tr>
<td>• Other Employer</td>
</tr>
<tr>
<td>• Job Function</td>
</tr>
<tr>
<td>• Other Function</td>
</tr>
<tr>
<td>• Any searchable experience user-defined field</td>
</tr>
<tr>
<td>Questionnaires:</td>
</tr>
<tr>
<td>• Questions from library (no local questions from requisition)</td>
</tr>
<tr>
<td>• Skills</td>
</tr>
<tr>
<td>Requisition Number/Title</td>
</tr>
<tr>
<td>Sources and mediums from all submissions:</td>
</tr>
<tr>
<td>• Application Medium</td>
</tr>
<tr>
<td>• Event ID</td>
</tr>
<tr>
<td>• Source Name</td>
</tr>
<tr>
<td>• Source Type</td>
</tr>
<tr>
<td>Certification:</td>
</tr>
<tr>
<td>• Certification</td>
</tr>
<tr>
<td>• Other Certification</td>
</tr>
</tbody>
</table>
### Fields Available in the Advanced Candidate Search Page

- Location
- Certification ID
- Issuing Organization
- Issue Date is between
- Expiration Date is between

### Example of a Candidate Advanced Search

This example shows search criteria used to perform an advanced search and the results of such a search.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclude Disqualified Candidate</td>
<td>Yes.</td>
</tr>
<tr>
<td>Place of Residence</td>
<td>Within 25 miles of location. US &gt; FL &gt; Jacksonville.</td>
</tr>
<tr>
<td>Education</td>
<td>Program: Computer Engineering. Education Level: Bachelor’s Degree.</td>
</tr>
</tbody>
</table>

After running the above search, the search engine would return the following candidates:

- Candidates who had not been disqualified, AND
- Candidates who lived within 25 miles of Jacksonville, Florida, AND
- Candidates who had indicated a preference for work in network engineering or system administration, AND
- Candidates without any job field, AND
- Candidates who had a Bachelor's degree in computer engineering.

### Candidate Advanced Search with Keywords

Keywords can be used when performing a Candidate Advanced Search.

When using the Keywords field, the Advanced Search looks for keywords in the Candidate Profile and in up to five most recently attached files: three attached by candidates and two attached by users. The attached files must be in a supported file format.

An entire word or 3 characters with a wild card (*) can be used as a keyword.

<table>
<thead>
<tr>
<th>Content Searched by the Advanced Search with Keywords</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal information fields:</td>
</tr>
<tr>
<td>• first name</td>
</tr>
</tbody>
</table>
### Content Searched by the Advanced Search with Keywords

- last name
- middle initial
- employee number
- street address
- city
- phone numbers
- email address
- postal code

Text-based user-defined field answers.

Pasted cover letter from the general profile.

Pasted resume from the general profile.

Career objectives from the general profile.

Additional information from the general profile.

The three most recent file attachments per candidate provided the attachments have one of the following supported file formats:

- .doc, .docx (Word)
- .txt (standard text file)
- .rtf (rich text format)
- .pdf (Adobe Portable Document Format)
- .htm or .html (hypertext markup language documents)
- .wpd (Word Perfect)
- .odt (if Oracle 11G is used)

The two most recent file attachments from users (displayed in the Attachments tab), limited to supported file format type.

Education (Other institution, Other Program and text-based user defined fields) from the general profile.

Work Experience (Other Employer, Other Job Function, Achievements, and text-based user defined fields) from the general profile.

Text-based answers to questions from the library.

Comments (from the History tab).

Source and event names.

User name.

### Keywords and Boolean Operators

Keyword search is considered to provide exact matches. However, if a user includes OR in a search query, the search engine looks of course for exact matches for one word or the other. Boolean operators are pretty
straightforward but when a complex search query using multiple Boolean operators is incorrectly formulated, results are unpredictable. The Keywords search supports the following boolean operators:

<table>
<thead>
<tr>
<th>Boolean Operator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AND</strong></td>
<td>By default, words entered in the Keywords field are linked (transparently) by the AND operator. If you searched for “product manager” (without the double quotation marks) or for “product and manager” (without the double quotation marks), the search results would be the same. The search engine would retrieve all candidates whose file contains both words (the words will not necessarily be next to each other).</td>
</tr>
<tr>
<td><strong>OR</strong></td>
<td>You can use the OR operator to change the default behavior (AND) or to build more complex queries. For example, if you searched for “competitor1 OR competitor2 OR competitor3” (without the double quotation marks), the system will retrieve candidates whose file contains at least one of the competitors’ names.</td>
</tr>
<tr>
<td><strong>NOT</strong></td>
<td>You can use the NOT operator to exclude specific keywords from a query. For example, if you wanted to exclude from the search results candidates whose file contained the name of a specific company, but did refer to a specific competitor, you could search for “competitor1 NOT company1” (without the double quotation marks).</td>
</tr>
</tbody>
</table>
| **Parentheses**  | Operations enclosed in parentheses are performed before other operations. For example, a search query for candidates who worked as marketing or advertising consultants could look like the following: (market* or advertis*) and (consult* or agent or representative). The search engine would retrieve candidate files that satisfy the two conditions:  
  - Candidate files containing a word that begins with market or advertis such as market, markets, marketing, advertise, advertising, advertisement AND,  
  - Candidate files containing agent, representative, or a word beginning with consult such as agent, representative, consult, consults, consulting, consulted, consultant. |
| **Wild Card**    | The wild card “*” (asterisk) can be placed at the end of a word. For example, a search for comput* will retrieve all words that begin with comput such as computer, computing, computers, computation.  
  Wild cards within double quotation marks are not supported. |
| **Double quotation marks around strings** | You can use double quotation marks to search for a specific string. For example, if you wanted to find product managers but not product specialists who are also assistant managers, you could type “product manager” (with the double quotation marks).  
  You need to type the double quotes in the Keywords field; do not copy them from other applications such as Word and paste them into the field. Also note that double quotes can vary from one keyboard language to another. If you use... |
<table>
<thead>
<tr>
<th>Boolean Operator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a French keyboard and use these «quotes», the search engine does not recognize them as double quotes in the Keywords field.</td>
</tr>
</tbody>
</table>

**Keywords and Stop Words**

Stop words are indexed in the Keywords field when doing an advanced candidate search. Stop words are small words not included in the index and excluded from a search because they are not considered to be significant. For example, words such as “no, not, the, one, and, or” and all single letters are stop words.

Stop words are considered by the system when placed within quotation marks or parenthesis. For example, when users are searching for "The GAP" placed within quotation marks or parenthesis, the system will consider the stop word "the". When users are searching for The GAP without quotation marks nor parenthesis, the system will ignore the stop word in the query.

**Keywords and Special Characters**

In general, special characters used as punctuation or separators are not included in the search index and cannot be used to retrieve information. This is the case for the following characters:

```
: ; , " ' - _ & *
```

Exception: When used in email and phone number fields, some special characters are supported. For example, john.smith@taleo.net is supported as is, because the system recognizes this is an email address.

**Keywords and Exact Term**

When you perform a Keywords search with Exact Term selected, words that match exactly the terms you entered are returned and highlighted. You can use the wild card *, quotation marks, parentheses, and Boolean operators (AND, OR, NOT) to construct sophisticated candidate search queries. The system applies the AND operator between words.

**Keywords and Related Terms**

The OR operator is applied transparently when the Related Term option is selected. The search engine searches for occurrences of the word you entered but also searches for occurrences of related terms determined by the system. Such related terms might be particularly relevant to your search while other related terms might be less pertinent.

You should use the Related Terms feature when your initial query did not retrieve a lot of candidates. The Related Term feature enables you to retrieve candidates whose file contains a word that is similar in meaning to your search word in addition to candidates whose file contains your exact search word. In addition to retrieving similar words, it retrieves words with the same first 6 letters, since those words are most likely in the same family. For example, if you search for “Administration” using related terms, the engine will also search for “administrative”, “administrator”, etc.

**Keywords and Highlighting**

Keyword highlighting is activated by your system administrator and is limited to Advanced Search results. Each occurrence of the keyword is highlighted in yellow on all tabs in the candidate file and in the attached files. Up to fifty different terms can be highlighted. A private setting is used to limit the number of highlighted words (contact Oracle Support for details). The search will highlight words together when the search keyword includes double quotes, to better match what is really retrieved by the search engine. For example, searching for "product manager" displays only candidates with "product manager" in their file. Note that words are highlighted...
throughout the entire candidate file, even the labels, so some of the highlighted words are not used to retrieve the candidates.

**Keywords and Conceptual Search**

The conceptual option for the advanced search is available if your system administrator has activated the proper setting.

The conceptual search is an extension of the related term search, where instead of finding variations of entered words, the system automatically finds the right concepts to search for based on the text provided and then broaden its search. The conceptual search allows you to use large blocks of text (typically from a candidate's resume or a job description) to search for candidates. Conceptual search is typically the best tool to use when searching for candidates with attached files. This tool can be used when you are viewing a relatively large amount of text regarding particular sections of a candidate's resume such as experience and education, or a job description and you want to know if there are other candidates whose records contain similar information. For details, see [Conceptual Search](#).

**Candidate Advanced Search and Structured Fields**

If your company is using specific fields to capture experience or competencies, using the corresponding fields will generally produce better results than using the Keyword search.

For example, an advanced search that included java skills in the competencies section of the search page and specifying both a minimum proficiency and experience level would retrieve candidates who met those criteria. A Keyword search for “java”, on the other hand, might include candidates who liked this type of coffee in addition to candidates who had experience with the java programming language.

There is an important “logical” grouping function that applies only to structured data. For example, if you wanted to search for candidates who had obtained a Master’s degree in business administration from Harvard University, this would be possible using the Education block. If you used the Keyword search, however, to search for “Harvard university masters business administration”, the search results might include candidates who were studying in sociology at any university but living in Harvard, Illinois and considered themselves “masters” in business administration!

In conclusion, the use of structured fields can significantly reduce the number of irrelevant search results.

**Candidate Advanced Search and Multiple Occurrences of Blocks**

When performing a Candidate Advanced Search, it is possible to use multiple occurrences of the Education and Work Experience blocks.

When using multiple blocks, the OR operator is used.

If you use multiple occurrences of blocks, care should be taken in choosing fields and in making selections from the Required, Desired and Excluded options.

The following examples demonstrate how multiple Education blocks can be used to perform highly precise searches. The same principles apply to multiple Work Experience blocks.

**Example 1:** In this example, the search results would contain either candidates with a Bachelor's degree in computer information systems and a GPA between 3 and 4, or candidates with a college diploma in computer information systems and a GPA between 3.5 and 4. Note that both Education blocks are Required.

<table>
<thead>
<tr>
<th>Education Block 1 - Search Field</th>
<th>Education Block 1 - Search Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Block 1</td>
<td>Required</td>
</tr>
</tbody>
</table>
Example 2: In this example, the search results would contain only candidates with a Bachelor's degree in computer information systems and a GPA between 3 and 4. Candidates who studied at McGill University—regardless of the program, education level, and GPA—would appear higher on the results list than those who had never attended the school. Note that the first Education block is Required and the second one is Desired.

Example 3: In this example, the search results would contain only candidates with a Bachelor's degree in computer information systems and a GPA between 3 and 4 provided they never attain McGill University. The following candidates (among others) could conceivably appear in the search results:
<table>
<thead>
<tr>
<th>Education Block 2 - Search Field</th>
<th>Education Block 2 - Search Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Block 2</td>
<td>Excluded</td>
</tr>
<tr>
<td>Institution</td>
<td>McGill University</td>
</tr>
<tr>
<td>Program</td>
<td>Computer Information System</td>
</tr>
<tr>
<td>Education Level Achieved</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td>GPA is at least</td>
<td>3 out of 4</td>
</tr>
</tbody>
</table>

- Candidates with a Bachelor's degree in computer information systems and a GPA between 3 and 4 at Brown University.
- Candidates with a Bachelor's degree in computer information systems and a GPA between 3 and 4 at Brown University and with a Master's degree in computer information systems at McGill University.
- Candidates with a Bachelor's degree in computer information systems and a GPA between 3 and 4 at Brown University and with a second Bachelor's degree in computer information systems at McGill University and a GPA of only 2.

Note that the first Education block is Required and the second one is Excluded.

**Candidates Retrieved by the Advanced Search**

Candidates retrieved by the advanced search may differ depending on different scenarios.

For most clients, the default maximum number of retrieved candidates is set to 300. Some clients are using a smaller set, usually because they consider those candidates are typically qualified for a specific position. Regardless of the number of candidates matching the search criteria, if the query does find more than the maximum number, which candidates are actually displayed in the advanced search results?

There are three scenarios:

- If any relevancy is calculated, based on keywords and Desired criteria, then the most relevant candidates are displayed and then sorted.
- Search with randomization will also return a list of 300 candidates or less, but instead of displaying the first 300 candidates, it will display any of 300 matching candidates, with no predetermined priority, and will sort them based on the sorting criteria set for the list. Any candidate matching the search criteria can be returned. Two subsequent searches using the exact same criteria typically retrieve two different result sets when randomization is used.
- If no relevancy is associated with candidates, for example if only Required and Excluded criteria are used, then the list of displayed candidates is not random and is based on an internal key. When a user executes two searches in a row without using the randomized option, the system will retrieve the same set of candidates. But if the user executes two searches in a row with the randomized option, the system will return two different sets of candidates. Of course, this is true if the number of matching candidates is higher than the list size maximum, usually 300, and if the conditions are the same, thus no change in the criteria list and no new matching candidates.

**Randomized Search Result**

The randomized search result feature allows Recruiting Center users to specify that the information contained in the advanced search result list be returned in random order.

The randomized search results feature supports requirements from the Office of Federal Contract Compliance Programs (OFCCP) and is usually activated only for clients located in the United States through protected
settings. Randomized search means that candidates displayed in the advanced search result list are picked randomly in the overall list of candidates matching search criteria. An advanced candidate search done with randomization will return a list of 300 candidates or less, but instead of displaying the first 300 candidates, it will display any 300 of the matching candidates, with no predetermined priority, and will sort them based according to the sorting criterion set for the list. Any candidate matching the search criteria can be returned.

Randomizing Search Results

**Prerequisite**

This feature supports OFCCP requirements and is usually activated only for clients located in the United States through protected settings.

**Steps**

1. In the top right-hand corner, click Advanced Search.
2. In the Search Option panel located on the left-hand side, select the Random results option.
3. Select a requisition.
4. Enter information in the displayed fields.
5. Click Customize... if you want to use other search fields.
6. Click Search.

Search Result Archiving

The search result archiving feature allows Recruiting Center users to select the requisition for which they want to archive search criteria and results.

The search result archiving feature supports requirements from the Office of Federal Contract Compliance Programs (OFCCP) and is usually activated only for clients located in the United States through protected settings. When performing an advanced search, search criteria and/or results are archived in the database. The information is kept in the database for two years for audit purposes and prevents candidates from hard deletion.

When the feature is activated, all search results, even those done for requisitions outside the US will be archived.

Archiving Search Results

**Prerequisite**

This feature supports OFCCP requirements and is usually activated only for clients located in the United States through protected settings.

**Steps**

1. In the top right-hand corner, click Advanced Search.
2. In the Search Option panel located on the left-hand side, click next to Archive search criteria for requisition.
   
   Once a requisition is entered in this field, the search query and search results are kept in a log file and the retrieved candidates cannot be hard deleted from the database for the next two years.
3. Select a requisition.
4. Enter information in the displayed fields.
5. Click Customize... if you want to use other search fields.
6. Click Search.
Why Advanced Search is Filtering Candidates on Your Behalf

Certain elements could have an impact on advanced search results.

**Data segmentation**: If your organization has activated data segmentation, this might exclude a lot of candidates from your search results. For this reason, it is important to verify if your organization has implemented such restrictions and, if this is the case, ask how they affect which candidates you are entitled to view. There are two dimensions to data segmentation: a user type permission whereby the candidates displayed to a user is determined by the person’s staffing type; and the Organization, Location and Job Field (OLF) associated with groups that the user is a member of. While it might be easy to manage only a few groups around specific organizations, the effect of segmentation can be difficult to clearly understand if users are associated with multiple groups incorporating various OLF. Ask your system administrator if he/she has activated the *Activate Segmentation in Search* setting.

**Incomplete submissions**: Many candidates never complete their submissions for various reasons. An incomplete general profile will not be retrieved during a search if your organization has configured the system that way. Note that in average, 33% of candidates might not have completed a job specific submission or a general profile. An interesting alternative to not displaying such candidates is to display them and add an Incomplete Submission column.

Remember that the “incomplete submission” flag refers to the online submission process, not to the completeness of the candidate file overall. If your organization does not display incomplete submissions, incomplete submissions that might contain a lot of information are obviously not displayed. On the other hand, you might have partial submissions, that were captured or imported, and those partial submissions have the “complete” flag, even if only few fields were captured. Thus, incomplete submission refers to online submissions or online profiles that have not passed the submission page, regardless of whether all the content has been provided or not. Ask your system administrator if he/she has activated the *Display Incomplete Application* setting.

**Identification missing**: “Identification missing” candidate files are missing a candidate’s first and last name and do not have the official “anonymous” flag. Ask your system administrator if he/she has activated the *Display Identification Missing Candidates* setting.

**Excluding candidates in selection process**: Candidates who are in a selection process associated with an open requisition can be excluded from search results. Ask your system administrator if he/she has activated the *Candidate Search Mask Processed* setting.

**Excluding candidates in selection process who have attained or proceeded beyond a specific status**: The *Threshold CSW Step - Hide from Search* setting works in tandem with the *Allow users to view candidates that are being considered in other active requisitions* user type permission to prevent competitive recruiting. This setting sets the status from which the system is to stop showing candidates. If the candidate has attained or proceeded beyond the selected status in one of its submissions, the candidate will no longer be displayed in the search results. This prevents users from matching these candidates to additional requisitions and inviting them to apply for multiple positions. Ask your system administrator if he/she has activated that setting and user permission.

**Matching the place of residence**: By default, when a user searches for candidates associated with a specific place of residence, the system retrieves candidates associated with a “higher” location in addition to the specific location (place of residence). It is recommended that you include “higher” levels (country and state/province) because even if in theory candidates do have all levels (down to region), some might not. Exceptions are:

- If the place of residence field is not mandatory (usually only optional in capture candidate or through import).
- If it is a new country. Taleo place of residence locations, which are centrally managed, increase in number as customers request that specific new countries be included. Taleo had numerous countries without states or regions in the past and started to add into the database such countries’ regions on a customer-by-customer basis. Some candidates never had the opportunity to select a 2nd or 3rd level so it is important that they are not excluded by default when a search is performed.
The number of exceptions should be less than the number of candidates with an exact match and Taleo feels it is fair to retrieve those candidates who never had the opportunity to indicate their structured place of residence. Some Taleo clients might want to change this setting however.

**Conceptual Search**

Conceptual Search is an alternative way to search candidate files that broadens the search result by including documents that are similar based on concepts and proximities. The retrieved documents do not need to contain everything entered as search criteria, only related concepts.

In a Conceptual Search, most of the structured data elements are not part of the candidate file and are leveraged by the Advanced Search engine. Although Conceptual Search might be the preferred search method of some users, the Conceptual Search engine was built to complement the Advanced Search. Advanced Search can retrieve candidate files with more precision, using mandatory criteria used to source candidates for a specific requisition and can clearly define the required criteria set for a specific job. But what if you don’t have precise criteria for a search? What if you have candidates without structured data and who have simply a pasted resume or an attached file? Or perhaps you cannot find any candidates using the Advanced Search and want to know what your database holds with regard to a hard-to-fill job description or candidates used as a basis to find other candidates. These are scenarios for which the Conceptual Search is most suitable.

Once the Conceptual Search module is enabled, the system administrator can control which users will have access to Conceptual Search by granting them a user type permission.

The Conceptual Search is available via the Advanced Search. When selecting the Conceptual option, users must enter significant text in the Keywords field (typically taken from a candidate's resume or a job description) to search for candidates. The search engine then looks through the following content of the candidate file:

<table>
<thead>
<tr>
<th>Content Searched by the Conceptual Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pasted resume from the general profile.</td>
</tr>
<tr>
<td>Career objectives from the general profile.</td>
</tr>
<tr>
<td>Additional information from the general profile.</td>
</tr>
<tr>
<td>Education (Other Institution, Other Program, Education Level (Achieved), and text-based User Defined Fields) from the general profile.</td>
</tr>
<tr>
<td>Work Experience (Other Employer, Other Job Function, Achievements, and text-based User Defined Fields) from the general profile.</td>
</tr>
<tr>
<td>Text-based answers to questions from the library.</td>
</tr>
<tr>
<td>Text-based user-defined field answers.</td>
</tr>
</tbody>
</table>

The last three attachments per candidate provided the attachments use one of the following supported file formats:

- .doc, .docx (Word)
- .txt (standard text file)
- .rtf (rich text format)
- .pdf (Adobe Portable Document Format)
- .htm or .html (hypertext markup language documents)
- .wpd (Word Perfect)
On top of that, users can increase the Conceptual Search with any specific search criteria made available to them. This provides the possibility to mine the database on various concepts to find interesting candidates, but also restricts the result with more precise criteria, which was not available before.

The conceptual search cannot retrieve disqualified candidates because they are not indexed in the database.

Below are a few tips when using Conceptual Search.

**Tip 1: Provide enough text in the Keywords field**

If you only need to type a few words, it is usually advisable to perform a Keyword search or Related Terms search instead of a Conceptual Search. The Conceptual Search analyzes a text, extracts the most significant elements and compares them with significant words and relationships between words extracted from a sample of about 100,000 candidate files from your database. The system discards non-significant words from its reference list in the knowledge base. A word used by only a few candidates or another used by almost all candidates might not have any weight in the Conceptual Search “brain”. For example, if you searched for the word “consultant” in a consultant database, then the word would occur so many times that it might not even share any concept with other words. The search engine would perform a search using the exact word “consultant” and most or all of the candidates would have this criterion.

If you performed a Conceptual Search using only a few words, chances are that some of the words would be non-significant. You would better off pasting entire paragraphs and let the system determine what is important in each one and identify the best candidates based on this information.

**Tip 2: Sort results by decreasing relevancy**

The Conceptual Search engine tends to retrieve a lot of candidates. What distinguishes them is the relevancy between the candidate file and the Conceptual text box. You will typically want to sort the retrieved candidates from most relevant to least relevant.

---

**Performing a Conceptual Search**

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the top right-hand corner, click Advanced Search.
2. Enter text in the Keywords field.
   - You can enter large blocks of text (typically from a candidate's resume or a job description) to search for candidates.
3. Select the Conceptual option.
4. Enter information in the displayed fields.
5. Click Customize... if you want to use other search fields.
6. Click Search.

**Result**

Candidates who satisfy the search criteria are displayed in the search results list.

**Next Step**

Filtering the list of requisitions using quick filters.
Candidate Search Based on a Requisition

Recruiting Center users can create a search query based on a requisition.

This search is available via the icon available in the requisition file. Clicking this icon creates an advanced candidate search query automatically. The default location and last update originate from the user preferences (available in the My Setup feature). In addition to the last update and place of residence default configuration, the search query will default to:

- Requisition in the archiving field, if activated.
- Keyword: will be filled by the job title. Default is Exact Term.
- Last update: user preference from My Setup or default value.
- Place of residence: user preference from My Setup or Network location based on the mapping of the primary location, as done in the foundation data by the system administrator. Default is Required.
- Preferred location: all locations are included; primary and additional ones. Default is Required.
- Preferred job. Default is Required.
- Employee Status: a Desired value affecting relevancy.
- Schedule: a Desired value affecting relevancy.
- Job Shift: a Desired value affecting relevancy.
- Job Type: a Desired value affecting relevancy.
- Travel (Willing to travel up to...): a Desired value affecting relevancy.
- Competencies: Desired values affecting relevancy and based on minimal criteria definition.
- Questions if from the library. Requisition-specific questions cannot be searched for.

Once the user executes the candidate search based on the requisition, the user has the option of matching any or all of the retrieved candidates to the requisition. To do this, the user selects the appropriate candidates in the results list and click the Match… icon. Because the criteria of the advanced search performed were based on a requisition, that requisition is typically displayed (along with others perhaps) in the Requisition Selector window. Make your selections and click Done to match the candidates you selected with the requisitions you selected.

Searching for Candidates Based on a Requisition

Prerequisite

A user type permission grants users access to this feature.

Steps

1. Open a requisition.
2. Click .
3. Enter information in the displayed fields.
4. Click Customize... if you want to use other search fields.
5. Click Search.

Result

Candidates who satisfy the search criteria are displayed in the search results list.

Next Step

Matching candidates to the requisition.
Similar Candidate Search

Recruiting Center users have the ability to look for similar candidates based on information of an existing candidate.

This type of search (often referred to as “more like this” search) can be performed from a candidate list or from within a candidate file by using the icon.

The “find similar candidates” search uses the candidate file, which includes the fields used in the Conceptual Search, as the search criteria.

In addition to this information, the system uses default values for the Last Update and all the underlying search parameters applied in the Conceptual Search. The candidate’s location is ignored because the system cannot assume you want to search for the current candidate location. You can, however, direct the “find similar candidates” search in your preferences to use your default search location. The 2,500 character limitation that applies to the Conceptual Search does not apply to the “find similar candidates” search. The Last Update value and Place of Residence (location) are user preferences that can be defined in My Setup.

Note that performing a “find similar candidates” search using a candidate file that contains no information in any of the list of fields used in the Conceptual Search retrieves no candidates and even displays a message informing the end user that the selected candidate cannot return any candidate. A candidate selected as a reference for a Conceptual Search must have significant text information, like an attached resume or a plain text pasted resume.

The “find similar candidates” search can be performed for one candidate file at a time.

The “find similar candidates” is available for all types of job submissions, including hourly candidate job submissions.

Finding Similar Candidates

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the candidate list, select a candidate.
2. Click.

**Result**

The Search Results list displays a list of candidates that match the selected candidate file.

Searching for Candidates Matching Job Description and Qualifications

Users can find candidates who match the external job description and qualifications of a requisition.

This type of search can be performed from within a requisition file by using the icon.

The External Job Description and Qualifications fields are used as search criteria. It is as if you could paste the entire description and the qualifications in the Keywords field in the advanced search and there was no 2,500–character limit. In addition to these two fields, the system uses the default value for the Last Update field and Place of Residence field coming from the user's preferences in My Setup. If no place of residence is specified in the user's preferences, the location specified in the requisition is used.
Note that the place of residence used for searching is based on the Taleo Network Locations, while the location specified in a requisition is associated with a customer-defined location. The latter location is usually mapped to a Network location and this is the location used for searches.

This type of search can be performed for one requisition file at a time.

**Searching for Candidates Matching Job Description and Qualifications**

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. Open a requisition file.
2. Click ![Search Candidate](Image)

**Result**

Candidate files that best match the external job description and qualifications contained in a requisition are displayed. The search results can include candidates who have already been matched to the requisition.

**General Profile Search**

It is possible to return search results of candidates who have only submitted a general profile but have not yet applied on any specific requisition.

When this feature is enabled, users may add the “Exclude candidates who applied on requisitions” search criteria in the advanced search form and decide to search only for candidates who have submitted a general profile but have not yet applied for a specific position. This feature helps to ensure candidates who do not apply for a specific job are also considered.

**Exclusion of Agency Owned Candidates in Search Results**

Agency owned candidates can be excluded from candidate search results.

When this feature is enabled, users may add the “Exclude candidates owned by agencies” search criteria in the advanced search form and decide to include or not agency owned candidates in search results.

**Search Query**

A search query is an advanced candidate search that has been saved in order to be used repetitively and potentially shared with other Recruiting Center users.

A search query is a set of search criteria selected by a Recruiting Center user to perform an advanced candidate search. Each time an advanced search is performed, a search query can be created. A search query can be used as a basis for future searches and can be changed to narrow or broaden search results when needed.

The search query feature is available at the top right hand corner of the Recruiting Center pages.
Users can save a search query if the feature is activated in the user’s configuration profile and if the user type permission has been granted. The fields that can be selected in the Recruiting Center to customize a search query are set by the system administrator for each configuration profile. If a user is not linked to a configuration profile or is linked to a configuration profile for which the system administrator has not selected additional fields, then only the set of default fields are displayed when customizing a search query in the Recruiting Center.

Two types of queries can be created:

- Personal search queries will remain available only to the user that created the query.
- Shared search queries are queries that are made available to selected users.

Search queries can be saved in folders. For details, see *Folder*.

### Saving an Advanced Candidate Search Query

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the top right-hand corner, click Advanced Search.
2. Enter information in the fields.
3. Click Save Query...
4. Enter information in the fields.
5. Click Done.

**Result**

The search query is available in the Search Queries window. Users will be able to repeat the same search in the future using the same fields and their respective values.

### Adding a Search Criterion to an Advanced Candidate Search Query

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the top right-hand corner, click Search Queries.
2. Click on a search query.
3. Click Customize...
4. Click Select next to the criterion you want to add.
5. Click Done.

### Removing a Search Criterion from an Advanced Candidate Search Query

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the top right-hand corner, click Search Queries.
2. Click on a search query.
3. Click Customize...
4. Click [ ] next to the criterion you want to remove.
5. Click Done.

**Duplicating a Saved Search Query**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Click Search Queries.
2. Open an existing query.
3. Click [ ].
4. Complete fields.
5. Click Done.

**Result**
The query created from the duplication of another query is saved in the selected folder.

**Editing the Search Query Properties**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Click Search Query.
2. Open a search query.
3. Click Properties.
4. Make desired changes.
5. Click Done.

**Deleting an Advanced Candidate Search Query**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the top right-hand corner, click Search Queries.
2. Select a search query.
3. Click [ ].

**Result**
The search query is no longer available in the Search Queries window.
Candidate Folders

Folder

In the Recruiting Center, folders are used for organizing candidate files and search queries.

Recruiting Center users who have been granted the proper permissions have the ability to organize folders in ways that best suit their needs. They can store candidate files as well as candidate search queries in folders. They can create, delete, and rename folders and they can also share folders with other users.

The Folder tab is available in the left panel of the Candidates list and Search Queries list.

Creating a Folder

Prerequisite

A user type permission grants users access to this feature.

Steps

1. Click located in the left pane of the Candidates list or Search Queries page.
2. Select the Personal folder.
3. Click Manage.
4. Select Create.
5. Enter the folder name in the blank field that appears.
6. Press Enter.

Result

A new folder appears in your personal list of folders to organize candidate files or search queries.

Deleting a Folder

Prerequisite

A user type permission grants users access to this feature.

Files included in the folder must not be opened by another user.

Steps

1. Click located in the left pane of the Candidates list or Search Queries page.
2. Select a folder.
3. Click Manage.
4. Select Delete.
**Result**
The folder is removed from your personal list of folders.

**Renaming a Folder**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Click located in the left pane of the Candidates list or Search Queries page.
2. Select a folder.
3. Click Manage.
4. Click Rename.
5. Enter a new folder name.
6. Press Enter.

**Moving a Folder**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Click located in the left pane of the Candidates list or Search Queries page.
2. Select a folder.
3. Click Manage.
4. Click File In...
5. Select the desired personal folder.
6. Drag the folder in the desired folder.
7. Click Yes in the message that appears.

**Result**
The personal folder is moved into another folder.

**Modifying the Properties of a Folder**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. Click located in the left pane of the Candidates list or Search Queries page.
2. Select a folder.
3. Click Manage.
4. Select Properties...
5. Enter information in the fields.
6. Click Done.

**Result**

A name, an owner and comments are specified for the folder.

---

**Sharing a Folder**

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. Click located in the left pane of the Candidates list or Search Queries page.
2. Select a folder.
3. Click Manage.
4. Click Sharing...
5. Specify the users and/or groups who can have access to the folder.
6. Click Done.

**Result**

The folder is available in the Shared folders section and a hand appears below the folder to show that it is shared. When a user shares a folder, this user will not see his/her own folder in the "shared" directory. Shared folders are only available to users who have been granted the permission to access shared folders.

---

**Storing a File in a Folder**

Allows users to put a file in a folder in order to consult it later on.

**Steps**

1. Click located in the Candidates list or the Search Queries page.
2. Select an element to file in a folder.
3. Select a folder. You can also create a new folder if the ones available do not suit your needs.
4. Click Done.
Candidate Creation

Candidate Creation Process

Recruiting Center users have the ability to create candidate general profiles and job-specific submissions.

The creation of candidates is done via the Create Candidate feature which is available in the home page as well as in the Candidates list via the More Actions list. This feature is available to users if they have been granted the proper user type permission; it also depends to which creation file the user’s configuration profile was granted access to.

When selecting the Create Candidate action, the Create a Candidate assistant is launched. Users have the ability to create a general profile or a job-specific submission if these two types of files have been activated by the system administrator.

When creating a candidate general profile or job-specific submission, the file presented to users does not take into consideration security level permissions in view and edit modes for those users and will allow them to input data into all the fields no matter the security level permissions granted or the security level set for the fields.

After deciding on the type of file to create, users have to select a template to create the candidate file. Templates are used to capture general profiles, job-specific submissions or referrals. The templates provided are based on the selected requisitions and their staffing type. Note that all users do not have the same list of templates since the system administrator can activate a different set of templates for different configuration profiles.

During the creation process, the Resume Parsing option is available to extract key data elements from a candidate's resume and to use these data elements to automatically populate fields in the application. The candidate's resume cannot exceed 100 kilobytes or the size defined by the system administrator. It must also have the proper file format as defined by the system administrator. Resume Parsing has no impact on the formatting of a text (bold, italics, bullets). It can detect text in the header and footer. The following data elements are extracted from the candidate's resume:

<table>
<thead>
<tr>
<th>Candidate Personal Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>Last Name</td>
</tr>
<tr>
<td>Middle Name</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>Zip/Postal Code</td>
</tr>
<tr>
<td>Home Phone Number</td>
</tr>
<tr>
<td>Email Address</td>
</tr>
<tr>
<td>Place of Residence</td>
</tr>
<tr>
<td>Pasted Resume</td>
</tr>
</tbody>
</table>
Before creating the actual candidate file, a duplicate check has to be performed to find out if the candidate already exists in the database. The following fields can be used for the duplicate check:

- First Name
- Last Name
- Middle Name
- Email Address
- Street Address
- City
- Phone Numbers (home, work, cellular, pager, or fax)
- Social Security Number

If duplicates are found, the system displays them in a list. Users can select the candidate file and edit the file. If no duplicates are found or if duplicates are found and the candidate is not on the list, users can create a new candidate file OR modify the duplicate search criteria and perform a new duplicate check.

When the candidate file template appears, users have to complete the required fields. The layout of the file is presented as a long form containing sections, blocks of information and fields selected by the system administrator.

Creating a Candidate General Profile

Prerequisite

The information you will need to provide depends on the flow and options configured by the system administrator.

A user type permission grants users access to this feature.

Steps

1. In the Candidates list, select Create Candidate... in the More Actions list.
2. Select the Create a general profile option.
3. Select a candidate file creation template.
4. Select the language in which you want to create the candidate file.
5. Select the folder where you want to save the candidate file.
6. Indicate whether or not you want to use the Resume Parsing feature.
   The file must not exceed 100 kilobytes and its format must be one of the following: Word (.doc, .docx), WordPerfect (.wpd), Text (.txt), Rich Text Format (.rtf), Hypertext Markup Language (.html, .htm), Portable Document Format (.pdf), Excel (.xls, .xlsx), OpenOffice Writer (.odt). Also, the processing of resumes written in other languages than the submission language might not be supported.
7. In the Duplicate Check step, provide information to make sure the candidate is not already registered into the database.
   a) If duplicates are found, the system displays them in a list. You can select the candidate file and edit the file.
   b) If no duplicates are found or if duplicates are found and the candidate is not on the list, you can create a new candidate file OR modify the duplicate search criteria and perform a new duplicate check.

Creating a Candidate Job-Specific Submission

Prerequisite
The information you will need to provide depends on the flow and options configured by the system administrator.

A user type permission grants users access to this feature.

Steps
1. In the Candidates list, select Create Candidate... in the More Actions list.
2. Select the Create a job-specific submission option.
3. Select the language in which you want to create the candidate submission.
4. Select the requisition for which the candidate is applying.
5. Select a candidate file creation template.
6. Indicate whether or not you want to use the Resume Parsing feature.
   The file must not exceed 100 kilobytes and its format must be one of the following: Word (.doc, .docx), WordPerfect (.wpd), Text (.txt), Rich Text Format (.rtf), Hypertext Markup Language (.html, .htm), Portable Document Format (.pdf), Excel (.xls, .xlsx), OpenOffice Writer (.odt). Also, the processing of resumes written in other languages than the submission language might not be supported.
7. In the Duplicate Check step, provide information to make sure the candidate is not already registered into the database.
   a) If duplicates are found, the system displays them in a list. You can select the candidate file and edit the file.
   b) If no duplicates are found or if duplicates are found and the candidate is not on the list, you can create a new candidate file OR modify the duplicate search criteria and perform a new duplicate check.

Candidate
A candidate is a person that applied on a job, that submitted a profile, or that was referred.

A candidate is a person:
• who has submitted a profile
• who has created a job submission
• for which a profile has been created by a user
• for which a job submission has been created by a user
• who has been referred by an agent for a job opening
• who has been referred by a friend for a job opening
• whose profile has been submitted by an agent
• whose profile has been submitted by a referrer
• who has been created by a Recruiting system user

Details regarding internal and external candidates

Candidate’s internal/external state is tracked in the general profile and at the job submission level.

In the General Profile: Internal candidates are identified by the icon. This icon is displayed in the candidate card located on the left pane and in the candidate list. In general, candidates applying on a job or submitting their profile from an internal career section are automatically considered internal candidates. All other candidates are considered external candidates by default. However, if coming from an external career section and if the application flow is configured to allow it, candidates applying from external career sections can indicate that they are internal candidates and will receive the internal designation. In addition, Recruiting Center users may have the ability to change the internal/external state of a candidate directly in the candidate file by using the Internal Candidate check box (which is available in the Candidate Personal Information section of the candidate file, under the General Profile tab).

Recruiting Center users may also have the ability to automatically identify a candidate as Internal so that candidates who reach the Hire/Hired status in a candidate selection workflow will automatically have their general profile updated to indicate Internal. The system will display the icon for those candidates in a candidate list. Candidates who have received the Internal designation at the general profile level are considered to be internal candidates on the general profile even if they applied via an external career section. Authorized system users or integrations are required to remove this designation from employees who leave the company. For integration and reporting purposes, this field is named “Candidate.InternalApplication”.

In the Submission: Internal/external submissions are identified in the candidate submission, in the Submission Type field located under the candidate card. The internal/external state value is used to improve metrics and analysis. Because all hired candidates can become “internal” without an application level designation of Internal or External all hires might appear in metrics as “internal hires”, which would be incorrect. Values for the Submission Type field are either External or Internal and this value is not currently editable. This field is derived strictly from the internal/external value on the candidates' profile at the time the job submission was completed. For integration and reporting purposes, this field is named “Application.IsInternal”.
Candidate Actions

Editing a Candidate File

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Candidates list, click on the name of a candidate.
2. Click Edit under the Job Submission/General Profile tab.
3. Modify information as needed.
4. Click Save.

Deleting a Candidate File

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Enter the name of the candidate in the search widget.
2. In the Quick Search Results list, select a candidate file.
3. In the More Actions list, select Delete Candidate.
4. Click Yes to confirm the deletion.

Result
The candidate file is permanently removed from the database.

Note that candidates who were involved in any Taleo Transitions process that has not been deleted first in Taleo Transitions will not be deleted. Taleo Transitions has its own automated task to delete older completed and canceled processes. If that task is run and no processes associated with a candidate remain, then the candidate can be deleted afterward using one of the Taleo Recruiting deletion methods.

Note that it is impossible to delete an employee file (as opposed to a candidate file) in Taleo Recruiting. This is by design. For example, it is impossible to delete candidates whose file contains a hiring manager, Organization, Location or Job Field (OLF), photo, etc.

Deleting a Candidate Submission

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Candidates list, select a candidate file.
2. Select Delete Submission in the More Actions list.
3. Click Save and Close.
Result
The candidate submission is removed from the requisition. The status of the candidate for the requisition is Deleted.
Candidates who were involved in any Taleo Transitions process that has not been deleted first in Taleo Transitions will not be deleted. For details, see *Transitions Processes in Recruiting*.

Printing a Candidate File

**Prerequisite**
A maximum of 50 candidate files can be printed at a time.

**Steps**
1. Select a candidate file.
2. Click ..
3. Specify printing parameters.
4. Click Create PDF.
5. Click in the page displaying the PDF.
6. In the Windows File menu, select Print.

Unlocking a Candidate Account

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the candidate file, select the General Profile tab.
2. Confirm the candidate identity.
3. In the Account Information section, click Unlock Account.

Generating a Password for a Candidate Account

**Prerequisite**
A user type permission grants user access to this feature.

**Steps**
1. Confirm the candidate identity.
2. In the candidate file, select the General Profile tab.
3. In the Account Information section, click Generate New Password.
4. Click Yes to confirm your choice.
5. Click OK.

**Result**
A new password is generated at the candidate’s request. The new system-generated password is temporary. The candidate will only be able to use this password once, at the next login. The system will then force the candidate to change his/her password.
Changing the Internal/External State of a Candidate

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the candidate file, select the General Profile tab.
   You may need to flip the candidate card on the left pane.
2. Click Edit.
3. In the Candidate Personal Information section, select or clear the Internal Candidate field.
4. Click Save and Close.

Entering a Grade in a Candidate File

**Prerequisite**
The action must have been added to a step of the candidate selection workflow.
The candidate must be in a step that includes the action Enter grade.
A user type permission grants users access to this feature.

**Steps**
1. In the candidate file, select Enter Grade... in the More Actions list.
2. Complete fields as required.
3. Click Done.

**Result**
The grade is displayed in the History tab.

Adding an Attachment to a Candidate File

**Prerequisite**
A user type permission grants users access to this feature.
The file will be scanned for viruses. If a virus is detected, the file is not attached. The system displays file information or suggests attaching a different file.

**Steps**
1. Select a candidate file.
2. Click .
3. Click Browse to select a file.
4. Indicate if you want to make the file visible to the candidate.
   By default, a maximum of five files visible to the candidate can be attached by the recruiter and the candidate.
5. Click Done.
Removing an Attachment from a Candidate File

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the candidate file, click on the Attachments tab.
2. Move the mouse over the name of an attachment.
3. Click 🗑.
4. In the warning window, confirm your deletion.

Viewing Attachments in a Candidate File

Steps
1. In the candidate file, click on the Attachments tab.
2. In the Attachments list, click on the name of an attachment.

Adding a Comment in a Candidate File

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the candidate file, click 📝.
2. Add a comment.
3. Click Done.

Result
The comment is displayed in the candidate file History tab. Comments become searchable 10 or 15 minutes after being saved. Comments are not case sensitive and do not require quotation marks to be searched. Comments cannot be seen by the candidate.

Modifying a Comment in the Candidate File History Tab

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the candidate file, click on the History tab.
2. In the History tab, click 📝.
3. Modify the comment.
4. Click Done.

Result
The modified comment is displayed in the Comments column of the History tab.
Modifying Event Categories in the Candidate File History Tab

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the candidate file, click on the History tab.
2. Click Modify.
3. Select the desired event categories.
4. Click Done.

**Result**
Events related to the event categories selected will be displayed in the candidate file History tab.

**Next Step**
Filtering events using the Show history for filter.

Modifying an Event Date in the Candidate File History Tab

**Prerequisite**
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. In the candidate file, click on the History tab.
2. Select the History tab.
3. Click [ ] next to the event.
4. Change the date.

**Result**
The date of an event is modified in order to specify when an action on a candidate's file really took place.

Moving a Candidate to the Next Step

**Prerequisite**
Candidate must be in a step that includes the Move action.
Candidate must be at a completion status.
Candidate must not be in the RSOffer step.
A user type permission grants users access to this feature.

**Steps**
1. Select a candidate.
2. Select Change Status/Step in the More Actions list.
4. Optional: Create a self-assigned task by entering a name, due date, and description.
It is currently not possible to setup a reminder to a self-assigned task when moving a candidate to the next step.
5. Optional: Send a correspondence.
6. Click Done.

**Moving Several Candidates to the Next Step**

**Prerequisite**
Candidates must be at the same step.
Candidates must be at a completion status.
Step must include the Move action.
Candidate must not be in a RSOffer step.
A user type permission grants users access to this feature.

**Steps**
1. Select several candidates.
2. Select Change Status/Step in the More Actions list.
4. Optional: Create a self-assigned task by entering a name, due date, and description.
5. Optional: Send a correspondence.
6. Click Done.

**Moving a Candidate to Any Step**

**Prerequisite**
Candidate must be at a completion status.
Step must include the Bypass action.
Candidate must not be in a RSOffer step.
A user type permission grants users access to this feature.

**Steps**
1. Select a candidate.
2. Select Bypass from the More Actions list.
4. Optional: Create a self-assigned task by entering a name, due date, and description.
5. Optional: Send a correspondence.
6. Click Done.

**Moving Several Candidates to Any Step**

**Prerequisite**
Candidates must be at the same step.
Candidates must be at a completion status.
Step must include the Bypass action.
Candidate must not be in a RSOffer step.
A user type permission grants users access to this feature.

**Steps**
1. Select several candidates.
2. Select Bypass in the More Actions list.
4. Optional: Create a self-assigned task by entering a name, due date, and description.
5. Optional: Send a correspondence.
6. Click Done.

**Reverting to the Step/Status Previously Reached**

**Prerequisite**
The step must include the Revert action.
The step must not be an RSOffer step.

**Steps**
1. In the candidate file, select Revert in the More Actions list.
2. In the Revert window, add a comment.
3. Click Done.

**Result**
The candidate is moved back to the step and status previously reached.

**Changing the Status of a Candidate**

**Prerequisite**
Step in which the candidate is must include the Change Status action.
Candidate must not be in a RSOffer step.
A user type permission grants users access to this feature.

**Steps**
1. Select a candidate file.
2. In the More Actions list, select Change Status/Step.
3. Select a new status.
4. Click done.

**Result**
The status of the candidate is changed.

**Changing the Status of Several Candidates**

**Prerequisite**
Step must include the Change Status action.
Candidate must not be in a RSOffer step.

A user type permission grants users access to this feature.

Steps

1. In a candidate list, select several candidate files.
2. In the More Actions list, select Change Status/Step.
3. Select a new status.
4. Click Done.

Result

The status of several candidate is changed.
Candidate Duplicate Check

Checking for Duplicate Candidates

The Check for Duplicate action in the Recruiting Center allows users to verify if a candidate already exists in the database.

The Check for Duplicates action is available in the:

- Candidates list More Actions menu.
- Candidates list contextual action menu.
- Candidate file More Actions menu.
- Job-specific Candidates list More Actions menu.
- Job-specific Candidates list contextual action callout.

When selecting the Check for Duplicates action, the system performs a duplicate check against a duplicate check condition created by the system administrator. Candidates matching the condition are displayed in a Quick Search Results list. If two candidate files are duplicates, Recruiting Center users then have the ability to merge the files using the icon.

Checking for Duplicate Candidates

Prerequisite

A user type permission grants users access to this feature.

Steps

1. In the Candidates list, select a candidate.
2. In the More Actions list, select Check for Duplicates...

Result

If duplicates are found, they are listed in a Quick Search Results list.

Next Step

Merging candidate files.
Candidate File Merge

Merging Candidate Files

Recruiting Center users have the ability to combine several candidate files into one file.

When using the Check for Duplicate action, or when in a candidates list, or after performing a quick search or advanced search, Recruiting Center users can select from two to ten candidate files and merge them using the merge icon.

To verify if the selected candidate files are duplicate files, the system performs a duplicate check against a duplicate check condition created by the system administrator. Once the duplicate check is done, the system suggests a master candidate file by selecting the candidate file that contains the most up-to-date information or the candidate file that was first referred in the case of a referral.

Users can specify a different file as the master candidate file and remove unwanted candidate files.

Users can also select the order in which the duplicate files will be merged into the master file. Information from a duplicate candidate file added to empty fields in the master candidate file will not be overwritten with corresponding information from other duplicate candidate files positioned later in the merge process. For this reason, the order of files to be merged will affect the results.

When a merge occurs, the content of the duplicate files is added to the content of the master candidate file.

Special rules regarding the Education block, Work Experience block, and Certification block. Each block is evaluated using specific fields (Institution, Program, Education Level, Employer, Job Function, Expiration Date, Issue Date, Number/ID):

- If the content of the fields within each block is different, a new entry is added in the master candidate file and the content is copied over.
- If the content of the fields within each block is identical, the data within the specific block is merged.

For the candidate address, the system considers the Date From and Date To fields.

- If the Date From field is different, the system looks at the Date To field. If the Date To field is also different, a new entry is added in the master candidate file and the content is copied over.
- If no data is available in these fields, a new entry is added in the master candidate file and the content is copied over.
- If the content of the two fields is identical, the data within the specific block is merged.

If the email notification option was selected when merging the candidate files, an email message is sent to the master candidate or agent owning the master candidate to inform the person that the candidate files were merged and to invite him/her to review the new candidate file.

Files attached to the duplicate files are also merged. If the maximum number of attachments allowed per candidate is reached or exceeded, the attachments will be merged but candidates will not be able to add additional files.

When the merge occurs, candidate submissions are added to the master candidate file. If submissions are in conflict with submissions in the master candidate file, the submissions are not added to the master candidate file.

The merging action can create multilingual candidate files. When merging candidate files with different languages, the master candidate file will have multiple languages. The language of the master candidate file will
be used for the general correspondence. Submission-specific correspondence will be in the candidate's preferred language.

The merge action can be performed with candidate files having the following offer statuses:

- Draft
- Accepted
- Rescinded
- Canceled
- Reneged
- Approval Rejected
- Refused

Duplicate candidate files (that is, files that could be merged into the master file) cannot be merged if:

- The candidate is already in an Onboarding or Transitions process.
- The candidate has a pending interview request.
- The candidate file has an employee file.
- The candidate file contains an incomplete external service request (that is, an open Passport transaction) such as a background check, a tax credit check, an assessment.

Before starting an Onboarding or Transitions process or before hiring a candidate, it is a best practice to use the Duplicate Check function to make sure there is no duplicate file before locking down the current candidate with an Onboarding or Transitions process or by creating an employee file for performance management.

Note regarding Taleo Transitions: When two or more candidate files are merged, the selected master candidate file is kept and possibly enriched with information from the other candidate files that will be deleted. Transitions processes can be associated with the master candidate file. If Transitions processes (regardless of their status) are associated with any of the other candidate files involved in the merge, the merge will fail however.

**Merging Candidate Files**

**Prerequisite**

A user type permission grants users access to this feature.

The merge feature cannot be used if one of the duplicate candidate file is already in an Onboarding or Transitions process, contains a pending interview request, contains an incomplete external service request such as a background check, or a candidate file has an employee file.

**Steps**

1. In a candidates list, select candidate files.
   
   A maximum of ten candidate files can be selected.

2. Click 🎯.

   The system performs a duplicate check to verify if a candidate already exists in the database. Once the duplicate check is done, the system suggests a master candidate file by selecting the candidate file that contains the most up-to-date information or the candidate file that was first referred in the case of a referral.

3. Optional: Use the Master drop-down list to select a different master candidate file.

4. Optional: Use the ✗ next to the candidate file name to remove unwanted duplicate candidate files.
5. Optional: Use the Reorder button to select the order in which the duplicate files will be merged into the master file.

6. Specify if you want to send an e-mail notification to the master candidate or agent owning the master candidate to inform the person that the candidate files were merged and to invite him/her to review the new candidate file.

7. Click Done.
Candidate Comparison

Comparing Candidate Files

Recruiting Center users have the ability to display candidate files side by side for comparison purposes.

From a requisition-specific candidate list, a user can select two or more candidate files and invoke the Compare action in the More Actions list.

Up to four candidate files can be displayed simultaneously side by side. However, more than four candidate files can be compared. After expanding or collapsing sections of information to focus on the most interesting criteria for a given comparison of four candidate files, the user can click the icon to lock a candidate file as being the reference against which the other candidate files will be compared. The user can scroll through the other candidates selected earlier, continue the comparison and remove unwanted candidates from the comparison view as needed using the using the small x in the top right corner of the column for the candidate.

The sections of information displayed when comparing candidate files match the blocks configured for the candidate file. The following fields are included in the compare process if they are present in the candidate file. Note that UDFs (other than screening results) are not included among the fields being compared.

<table>
<thead>
<tr>
<th>Block</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Profile</td>
<td>• Education Level</td>
</tr>
<tr>
<td></td>
<td>• Job Level</td>
</tr>
<tr>
<td></td>
<td>• Job Type</td>
</tr>
<tr>
<td></td>
<td>• Schedule</td>
</tr>
<tr>
<td></td>
<td>• Shift</td>
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<td>• Expected Hourly Pay Rate</td>
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<td>• Hours per week willing to work</td>
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<td>• Hours per week, preferred</td>
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<td>Block</td>
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<td>• Willing to work on holidays</td>
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<td>• GPA / GPA out of</td>
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<td>• Graduated from High School or GED</td>
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<td>• City</td>
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<td>Prescreening</td>
<td>• All questions</td>
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<td></td>
<td>• All competencies</td>
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<tr>
<td>Shift Availability</td>
<td>• Grid</td>
</tr>
<tr>
<td>Source Tracking</td>
<td>• Display source or event</td>
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<tr>
<td>Screening Services</td>
<td>• Most recent result for each service</td>
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<tr>
<td>Submission Medium</td>
<td>• Display Medium</td>
</tr>
<tr>
<td>Contingent</td>
<td>• Bill Rate</td>
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<td></td>
<td>• Charge Sales Tax</td>
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<tr>
<td></td>
<td>• Pay Rate</td>
</tr>
<tr>
<td></td>
<td>• Worker Type</td>
</tr>
</tbody>
</table>

When comparing candidates, certain actions can be taken. The action will apply to all candidates residing in the compare window at the time the action is taken. Individual actions can also be taken using the drop-down arrow. Available actions are:

• Change Step/Status
• Bypass
• Revert
• Send Correspondence
• Add Comments
• Create Self-assigned Task
• Enter Grade
• File in a Folder
• Find Similar Candidates
• Match
• Share

Comparing Candidate Files

Prerequisite
Candidate files must be linked to the same requisition.
A user type permission grants users access to this feature.

Steps
1. In the Requisitions list, for the desired requisition, click on the number located in the column.
2. In the candidate list of the selected requisition, select candidates to compare.
3. In the More Actions list, select Compare...
4. Compare candidates as desired.
Candidate Sharing

Sharing Candidate Files

Recruiting Center users have the ability to share candidate files with people via email. The share action is represented by this icon  and is available in the candidates list and the candidate file. A maximum of 30 candidate files can be shared at once.

When a user is sharing a candidate:

- Only the content that the user is allowed to access or that a company allows to share is available.
- The candidate file content that can be shared is defined by what the user can view. If a section is available to view, it will be available to share.
- Attachments can be shared depending on the user’s ability to see attached files. See details below.
- Offer content can be selected for sharing if:
  - The user can view offer content.
  - The file being shared is a job submission.
  - The file contains offer data.
- Referrals can be shared.
- The history can be shared. See details below.
- Tasks are never available to share.
- Approvals are never available to share.

When a recipient receives the shared candidate file:

- A PDF of the candidate file is received as an attachment to the Candidate share e-mail message. The content of the PDF reflects the selections made by the user sharing the file. Attachments are directly attached to the email in their original file format.
- Sections that contain no data are removed from the shared file even if they were selected. Passport, eSignature and Regulation sub-sections are never included even if they are within a section of the candidate file that was included by the share sender when sending the share file.
- Shared files follow a restricted profile for field level security. Fields with a Confidential security level are never shared, and fields with the General or Restricted security level are always shared, regardless of the sharing user’s permissions. As a result, the shared candidate file may include or exclude content that a user is otherwise able to see while in the Recruiting Center.
- Tasks are never included.
- Approvals are never included.

Attachments in the Share Candidate Feature

Attachments can be included when sharing a candidate file. User permissions are required.

Attachments are listed in two sections: candidate facing and non-candidate facing. If sharing a single candidate, for candidate facing attachments, share senders can individually select which attachment they wish to include. For non-candidate facing attachments, in all cases and even for candidate facing attachments if multiple candidates are selected for share, there is just a single checkbox and if selected all associated files will be included in the share e-mail.

Offer attachments are never included in a candidate share, even if the offer section is selected.

History in the Share Candidate Feature
The history can be included when sharing a candidate file.

If the History option is selected, the tracking events of the shared candidate is included. When sharing a general profile, only the related general profile history is shared. When sharing a job submission, only the history related to that job submission is shared.

Offer history information is included in the file if:

- The user sharing the file has the View offers permission.
- The user selects the Offer option in the Share Candidate assistant.
- The candidate file contains offer data. Note that offer data is not available when sharing multiple candidates.

**Sharing a Candidate File**

**Prerequisite**

A user type permission grants users access to this feature.

A maximum of 30 candidate files can be shared at once.

**Steps**

1. Select a candidate file.
2. Click 💌.
3. Select a recipient.
4. Click Next.
5. Select content to share.
6. Click Share.

**Result**

An e-mail is sent to the recipient with all or part of the selected content of the candidate file.
Candidate Matching to Requisitions

Matching Candidates to Requisitions

Recruiting Center users have the ability to select one or several candidate files and to match them to one or several requisition files.

The matching action is available via this icon and can be performed from a candidates list or from within a candidate file.

Basically, a user selects a candidate file, clicks and the system presents a list of requisitions. Requisitions are displayed by the system if they match the default matching requisition criteria set by the system administrator. However, these default criteria can be modified by the user to find more relevant requisitions for a particular candidate. This is done by selecting the Matching Requisitions option and clicking this icon both available in the Match Candidates to Requisitions window. Once a candidate has been matched to a requisition, the user can decide to send an email to the candidate to inform him/her that a match has been done and to obtain more information on his/her application. Emails are sent only for posted requisitions, to avoid inviting candidates to requisitions they cannot see on the career section.

Matching Criteria

<table>
<thead>
<tr>
<th>Preferred Jobs/Job</th>
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</thead>
<tbody>
<tr>
<td>Preferred Locations/Locations</td>
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<tr>
<td>Preferred Organizations/Organization</td>
</tr>
<tr>
<td>Place of residence/Location</td>
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<tr>
<td>Competencies</td>
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<tr>
<td>Questions</td>
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<td>Job Level</td>
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<td>Job Type</td>
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<td>Schedule</td>
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<td>Shift</td>
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<tr>
<td>Employee Status</td>
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<tr>
<td>Education Level</td>
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<tr>
<td>Travel</td>
</tr>
<tr>
<td>Minimum Annual Salary</td>
</tr>
</tbody>
</table>

Matching criteria (except for competencies and questions) can be set as desired or required:

- **Required**: The criterion is mandatory. A match must exist between the content of the candidate file and of the requisition file. If a requisition file meets the criterion, it will appear in the list of requisitions presented to the user.
• Desired: The criterion is an asset. A match is not required between the content of the candidate file and of the requisition file. Desired criteria are considered as a plus. A requisition file that does not match a desired criterion is not rejected.

Requisition files that meet all the required criteria and that also meet some desired criteria will appear at the top of the requisitions list presented to the user.

Competencies and questions criteria are considered as wildcards. If these criteria are not selected as required in the requisition, or if a candidate does not enter answers for these criteria, the answers will still be considered.

Matching a Candidate to a Requisition

Prerequisite

A candidate can only be matched to a requisition that has the Approved status.

Candidate file must not be identified as registered i.e with the icon.

A user type permission grants users access to this feature.

Steps

1. Select a candidate file.
2. Click .
3. Click Select next to the desired requisition. If no requisitions are displayed, select different values in the quick filters.
4. Click Done.

Result

Users selected a candidate file and matched it to a specific requisition. Selected candidate will be considered for the requisition.

Modifying Matching Requisition Criteria

Steps

1. Select a candidate file.
2. Click .
3. In the Quick Filters pane, select the option Matching Requisitions and click .
4. In the Matching Criteria window, modify criteria available in the tabs.
5. Click Done.

Result

Criteria to find requisitions are modified to find a better fit for a candidate. The list of requisitions is modified according to the criteria selected.

Emailing Candidates Matched to a Requisition

Prerequisite

A user type permission grants users access to this feature.
**Steps**

1. In the requisition file, select the Posting and Sourcing tab.
2. In the Careers Section, select Preview Matching Candidate.
3. In the Postings Requisitions- Filter Matching candidates window, select candidates to email to.
4. Click Done.

**Result**

An email is sent to selected candidates to invite them to apply on a job.
Candidate Interview

Candidate Interview

A candidate interview is a formal meeting to evaluate the qualifications and work experience of a candidate.

Recruiting Center users can schedule, update and cancel interviews directly in the Recruiting Center. Attendees invited to a meeting receive an interview notification by email and they add the meeting to their calendars. Each time an interview is scheduled, updated or cancelled in the Recruiting Center, an email message is sent to selected attendees.

Here is how the candidate interview scheduling feature basically works.

A recruiter wants to interview a candidate for a job. For that, the candidate must be at the right interview step/status. From the Candidates list or the requisition-specific candidate list, the recruiter selects the candidate file and chooses the Schedule an Interview action in the More Actions list. The recruiter invites the candidate and can also invite other attendees to the interview meeting. The hiring manager of the requisition is invited by default. However, if the meeting organizer is the hiring manager, the recruiter is invited instead. Non-Recruiting Center users can also be invited to the meeting via their email address.

A default interview invitation message is proposed by the system. The most appropriate message template is pre-selected based on the requisition’s Organization-Location-Job Field structure and the application language. However, it is possible to select another message.

If the recruiter has the appropriate permission, he/she can attach the candidate file and requisition file to the interview being scheduled and the message being sent.

When all the interview details are entered, the recruiter sends the interview meeting invitation.

The candidate, the meeting organizer and the attendees receive the interview meeting invitation by email and they can add the invitation directly into their calendars. If the candidate has no email address, the interview organizer can print the invitation and send it to the candidate by fax or regular mail.

After the interview meeting has been scheduled, the recruiter can view interview scheduling information in the candidate list Interview column and in the candidate file History tab. Note that to the Interview column must have been activated and added to the candidate list by the system administrator.

The recruiter also has the ability to update the interview meeting by changing the attendees, the schedule or other information, and also cancel the interview.

The candidate interview feature generates iCalendar entities that can then be integrated with any mail system that supports this specification, including Microsoft Outlook. Note that events occurring in MS Outlook calendar or any iCalendar system are not managed by Taleo Recruiting. For example, if an interview meeting is modified in Outlook, the new information will not appear in Taleo Recruiting.

MS Outlook 2000 and higher are supported. Other calendar products may be functional but are not officially supported.

When the candidate file and requisition file (or other candidate attachments) are included in the interview meeting invitation, these do not follow in the Calendar meeting.

A candidate can only have one interview scheduled per application at a time. If a candidate has no email address, users can still schedule an interview; they simply need to print the interview invitation and send it to the candidate by fax or regular mail.
When scheduling or updating a 1st interview, the meeting organizer will not be able to add the appointment to his Outlook calendar using the ics link contained in the interview meeting invitation he will receive. This is a Microsoft Office issue that occurs with Outlook 2007 and Outlook 2010 (version 14). This issue is happening to meeting organizers only.

Files Attached to an Interview Invitation

Users can attach the candidate file and requisition file to the interview being scheduled and the message being sent.

The candidate file attached to the interview meeting never contains the Regulations block and Passport results. Blocks available in the candidate file do not display confidential information. Files attached to the candidate file (for example, a resume) are not included in the interview invitation.

The requisition file attached to the interview meeting never contains the Compensation block. Blocks available in the requisition file do not display confidential information.

User type permissions grant users access to the content of the candidate and requisition files. Depending on the user type permissions granted to the user scheduling the interview, some attendees may not have access to information they normally would have. Note that the candidate will not receive the candidate file nor requisition file.

When the candidate file and requisition file (or other candidate attachments) are included in the interview meeting invitation, these do not follow in the Calendar meeting.

Scheduling an Interview

Prerequisite

The candidate must be at an interview step.

The candidate can only have one interview scheduled per requisition at a time.

The language icon in the Schedule an Interview page indicates the language in which the candidate submission was submitted; ensure that the interview information is in the candidate’s language.

Validate email addresses of internal attendees before sending the interview request.

A user type permission grants users access to this feature.

Steps

1. In the candidate file, select Schedule an Interview... in the More Actions list.
2. Follow the on-screen instructions.
3. Click Done.
4. Change the status of the candidate to Scheduled.
5. Enter comments.
6. Click Done.

Result

A formal meeting is organized with a candidate to obtain more information regarding his/her qualifications and work experience. An e-mail message containing the interview details is sent to all attendees. Attendees can add the interview meeting in their calendar. Scheduling information is available in the candidate list Interview column as well as in the candidate file History tab.
Changing Interview Attendees

Prerequisite

Only one user at a time can modify interview information.

An interview must have been scheduled.

The candidate must have the scheduled status.

A user type permission grants users access to this feature.

Steps

1. In the candidate file, select Update the Interview... in the More Actions list.
2. Add or remove attendees.
3. Click Done.

Result

An e-mail message containing the interview details is sent to existing and new attendees. The e-mail message is identical to the original message except that (Updated) appears in the subject of the e-mail. Attendees that have been removed receive a cancellation message. The ics file attachment is now named “Update my calendar.ics”. In the candidate file, the Tracking tab indicates that the interview has been updated.

Changing Interview Information

Prerequisite

Only one user at a time can modify interview information.

An interview must have been scheduled.

The candidate must have the scheduled status.

A user type permission grants users access to this feature.

Steps

1. In the candidate file, select Update the Interview... in the More Actions list.
2. Follow on-screen instructions.
3. Click Done.

Result

An e-mail message containing the interview details is sent to the attendees. The e-mail message is identical to the original message except that (Updated) appears in the subject of the e-mail. The ics file attachment is now named “Update my calendar.ics”. In the candidate file, the Tracking tab indicates that the interview has been updated.

Adding an Interview to MS Outlook

Prerequisite

For MS Outlook 2000 and higher.

The iCalendar plug-in has been tested with Lotus Notes version 5.5 and higher.
Other calendar products may be functional but are not officially supported.

**Steps**

1. In MS Outlook, open the e-mail containing the interview message.
2. Double-click the Add to my calendar.ics attachment.
3. Click Accept.
4. You can send a response to the meeting organizer.

**Result**
The candidate interview invitation is added to the MS Outlook calendar. The subject, location, date and time of the meeting are recorded.

### Cancelling an Interview

**Prerequisite**
An interview must have been scheduled.

A user cannot cancel an interview that is being updated by another user.

A user type permission grants users access to this feature.

**Steps**

1. In the candidate file, select Cancel the Interview... in the More Actions list.
2. Select to send or not a cancellation message to the candidate.
3. Select a new status for the candidate.
4. Enter comments.
5. Click Done.

**Next Step**
An e-mail message is sent to the attendees. The e-mail message is identical to the original message except that (Canceled) appears in the subject of the e-mail. The ics file attachment is now named “Remove from my calendar.ics”. In the candidate file, the Tracking tab indicates that the interview has been canceled.
Candidate Autopooling

Automatic Candidate Pooling

The Automatic Candidate Pooling feature allows customers to add autopooling criteria to a requisition or requisition template to find candidates in the database who are available and qualified for a job. Managers can then access the autopool results with a single click.

The Automatic Candidate Pooling feature is typically used in decentralized hiring environments, for example in high volume retail and hourly hiring where managers may have to quickly identify candidates on their own without the assistance of recruiters.

For the Automatic Candidate Pooling feature to be available, the feature must be enabled by the system administrator. Users creating or defining autopooling criteria must be granted the required user type permissions, but no permission is required to access the autopool results.

Autopooling criteria can be added to a requisition via the Autopooling Criteria tab (if autopooling criteria were added to a requisition template, they will be inherited by the requisition). This is like a saved search that managers can use to find candidates who are both available and qualified. The following autopooling criteria may include any criteria from the Advanced Search, plus an additional set of basic criteria. For example:

- Exclude candidates in selection process
- Candidate’s general profile language must match the requisition language
- Exclude expired job submissions (selected by default)
- Exclude rejected candidates - Within the last x days
- Exclude hired candidates - Within the last x days (selected by default)
- Candidate’s place of residence - Within a radius of x kilometers/miles from the primary location of the job opening
- Submissions must match the following organization-location-job field structure

As a best practice, when defining autopooling criteria:

- Define autopooling criteria in requisition templates so criteria are inherited as requisitions are created.
- Define the widest possible set of candidates from the database that would be both qualified and available. This way, no time is wasted on unqualified or unavailable candidates. For example:
  - Set Organizations, Locations and Job Fields to only include candidates from other jobs with overlapping skills and/or who applied to nearby locations. Filter by Organization and Location if appropriate (specific country, specific division, etc.).
  - Exclude candidates being considered in another requisition, who were recently hired, whose submissions have expired.
  - Use the parameter to limit results to candidates who live within X kilometers/miles of the primary location of the requisition.

Once autopooling criteria have been defined and enabled, the system will automatically generate a list of candidates matching the criteria anytime on demand. Note that only candidates who have applied on another requisition will be considered. This list of candidates is accessible in the requisition-specific candidate list or in the requisition file via the icon. A maximum of 300 candidates can be displayed. The user then has the ability to:

- View candidate files.
- Match candidates to the current job opening (candidates are moved from the autopool results list to the requisition-specific candidate list, and they can then be moved along the workflow like any other candidate).
• Match candidates to the current job opening and reject them in a single action (which will remove undesired candidates from continuing to appear in the candidate pool for this requisition; note that by default this option is disabled).
• Filter the list of candidates using quick filters defined by the system administrator.
• Sort the list of candidates by clicking a column heading.

When viewing a candidate file, the user may be able to view the other job applications that the candidate has submitted, depending on the permissions he/she was granted.

The user is able to match a candidate to the requisition via the autopooling feature even if he/she was not granted the permission to match candidates to a requisition in general.

The user may also be able to match and reject candidates in one action if he/she was granted the proper permission. When rejecting a candidate, the manager must specify the qualifiers (motives) and provide comments as required by the workflow.

If configured by the system administrator, the Automatic Candidate Pooling feature may also provide the ability to create optional repooling rules which automatically set a candidate’s submission to an Inactive status after X days of inactivity. If the autopooling criteria for other jobs include the criteria to exclude candidates who are in a selection process, candidates who are automatically set to an inactive status will no longer be excluded and thus will be included in pool results.

**Defining Autopooling Criteria**

**Prerequisite**

The automatic candidate pooling feature must be activated.

A user type permission grants users access to this feature.

**Steps**

1. Click on a requisition or requisition template.
2. Click the Autopooling Criteria tab.
3. Click Edit.
4. Select autopooling criteria.
5. You can select advanced search criteria by clicking the Customize... button.
6. Click Save.

**Next Step**

Activating autopooling criteria.

**Activating Autopooling Criteria**

**Prerequisite**

The automatic candidate pooling feature must be activated.

A user type permission grants users access to this feature.

**Steps**

1. Click on a requisition or requisition template.
2. Click the Autopooling Criteria tab.
3. Click Edit.
4. Select the Enabled status.
5. Click Save.

**Viewing Autopooling Criteria**

**Prerequisite**
The automatic candidate pooling feature must be activated.
A user type permission grants users access to this feature.

**Steps**
1. Click on a requisition or requisition template.
2. Click the Autopooling Criteria tab.

**Viewing the List of Automatically Pooled Candidates**

**Prerequisite**
The automatic candidate pooling feature must be activated.
Autopooling criteria must have been defined.

**Steps**
1. Click on a requisition file or a requisition-specific candidate list.
2. Click 📄.

**Next Step**
Viewing candidate files.
Matching candidates to the current job opening.
Rejecting candidates.

**Matching a Candidate to a Requisition via Autopooling**

**Prerequisite**
The automatic candidate pooling feature must be activated.
A user type permission grants users access to this feature.

**Steps**
1. Click on a requisition file or a requisition-specific candidate list.
2. Click 📄.
4. Click 📄.
5. Specify if you wish to send an e-mail to the candidate to request more information.

**Result**
The candidate is matched to the current job opening. The candidate is moved from the autopool results list to the requisition-specific candidate list, and he/she can then be moved along the workflow like any other candidate.
Rejecting a Candidate Selected via Autopooling

Prerequisite

The automatic candidate pooling feature must be activated.
A user type permission grants users access to this feature.

Steps

1. Click on a requisition file or a requisition-specific candidate list.
2. Click .
4. Click .
5. Specify the reason why the candidate was rejected.
6. Enter comments.
7. Click Done.

Result

The candidate will no longer in the candidate pool for this requisition.
LinkedIn

LinkedIn Profile Preview

This feature links LinkedIn and Taleo together using the LinkedIn Profile Preview feature in the Recruiting Center and LinkedIn.

LinkedIn in Candidate File and Candidates List

Once the feature is activated, system administrators can define where the LinkedIn Profile Preview is available to Recruiting Center users.

A block called LinkedIn can be added to any candidate files, that is candidate submission and general profile. The LinkedIn block contains a View link. When the LinkedIn block is added to the candidate file, the LinkedIn View option becomes available in the Candidate Compare feature as well. Access is controlled via field contextualization, security level, and file setup.

A column called LinkedIn can be added to any candidates lists (including Quick Search Results list) by system administrators. When this column is added, a View link is also available.

LinkedIn View Link

When clicking the View link in the candidate file or candidates list:

- The candidate's LinkedIn Profile is displayed if the candidate's LinkedIn ID is present.
- The candidate's LinkedIn Profile is displayed if an exact match to the candidate's e-mail is present in a LinkedIn Profile.
- The LinkedIn Search feature is displayed if the candidate does not have a LinkedIn ID and an exact match to the candidate's e-mail cannot be found. From there, users can view and then select the correct candidate’s profile to view.

When clicking the View link, the system sends the following data to LinkedIn in order to display the candidate’s LinkedIn Profile:

- LinkedIn Unique ID that is stored in the candidate file (if available).
- E-mail address of the candidate.
- First name and last name of the candidate.
- Current employer name of the candidate.
- Current job title of the candidate.
- Country and zip/postal code of the candidate.

When clicking the View link and the LinkedIn Search feature is displayed:

- Search results are based on searching the LinkedIn database based on the candidate’s first name, last name, current job title, and current employer’s name.
- The way the LinkedIn Search works is that only candidates that meet all the requirements are displayed. As a result, users have the ability to remove or change the job title and employer to expand or change search results.
- Once the right candidate’s profile is found, users can select to view the profile. This will then store the candidate’s LinkedIn ID in the candidate file for future preview. If the client has a LinkedIn corporate account, this action will also send to LinkedIn the Taleo Candidate ID to allow deep linking back to this record from within LinkedIn (provided the user has access to the Taleo Recruiting Center).
- Recruiters can choose to unlink the LinkedIn ID if it is the wrong candidate’s LinkedIn Profile. This action will remove the LinkedIn ID from the candidate file in Taleo. If the client has a LinkedIn corporate account, the action of unlinking will also remove the Taleo Candidate ID from the LinkedIn record.
The information displayed in the LinkedIn Preview window is entirely owned and defined by LinkedIn. The content presented will vary depending on the user’s account level with LinkedIn. No corporate license is required for the LinkedIn Preview window to work, but users must be logged into LinkedIn as a user for content to display.

If the client has a LinkedIn Corporate Account or a user has a specific Recruiter user account, more information may display in the LinkedIn Preview window.

The actual LinkedIn ID will not be displayed to users. If users can see the field in Taleo, they will only ever see the View link according to any other field contextualization and security behavior.

Users must have a LinkedIn account in order to view the LinkedIn Preview window. The account could just be the basic one that most people have, or could be the higher level of account as well. Users can sign up for a free LinkedIn account simply by going to www.LinkedIn.com.

LinkedIn is responsible for the following:

- The LinkedIn Preview window content.
- The LinkedIn Search window, results and content.
- The storing of the Taleo Candidate ID in LinkedIn.
- The display to see if the candidate is already in Taleo from LinkedIn.

**Best Practices**

Only activate this feature if there are no concerns regarding the transmission of candidate personal data to LinkedIn. Clients will need to acknowledge this during the activation of the feature on Solution Exchange.

The language in which the LinkedIn Preview window is displayed is determined by the display language selected in the user’s LinkedIn account. It is not based on the language in which the user logged into Taleo. Example: A recruiter set the display language in his/her LinkedIn Profile to French. If the recruiter logs into Taleo in English, the LinkedIn Preview window is displayed in French.

The language of the candidate’s profile content in the LinkedIn Preview window is determined by the base language selected in the candidate’s LinkedIn Profile. Example: A candidate set the base language in his/her LinkedIn profile to French. If the recruiter logs into Taleo in English and views the LinkedIn Profile in the LinkedIn Preview window, the content is displayed in French.

This feature is not supported in the Remote Manager Experience.

The LinkedIn field is not displayed in the print, share, correspondence, forms, ACE alerts, or PDF forms generated for approvals or interview requests.

The LinkedIn ID field is not available for use in Integration or Reporting.

Clients may want to purchase a LinkedIn Corporate Account and/or LinkedIn Recruiter license for more advanced functionalities to appear in the LinkedIn Profile window.

---

**Displaying a Candidate LinkedIn Profile**

**Prerequisite**

For the LinkedIn Preview feature to work, the Internet Explorer option called *Enable Protected Mode (requires restarting Internet Explorer)* must be enabled (Internet Explorer > Internet Options > Security Tab > Trusted Site). Once enabled, *Trusted Sites - Protected Mode: On* will be displayed at the bottom of your screen.

The LinkedIn block must have been added in candidate files by your system administrator.
A candidate LinkedIn Profile can also be accessed via the Candidates list if the LinkedIn column was enabled by your system administrator.

**Steps**

1. Open a candidate file.
2. Click the View link located in the LinkedIn block.

**Result**

The candidate's LinkedIn Profile is displayed if the candidate's LinkedIn ID is present and if an exact match to the candidate's e-mail is present in a LinkedIn Profile. If the candidate does not have a LinkedIn ID and an exact match to the candidate's e-mail cannot be found, the LinkedIn Search feature is displayed. From there, you can view and then select the correct candidate’s profile to view.
Merge Form/Fill Out Form

Merge Form

A merge form is a PDF document that can be tied to candidate selection workflows, steps, and statuses and that can be generated/filled out at any point on demand by a user.

Merge forms are used during the hiring process. For example, during interviews with candidates, a recruiter may use a PDF form as a template to complete a candidate’s “Do not disclose” information. PDF forms are most typically used for various new hire paperwork or to print a candidate submission in a particular, customized format.

Merge forms are first built in Adobe Acrobat. System administrators then add them in the Recruiting Administration. If desired, they can also tie them to candidate selection workflows, steps, and statuses to make them available to users. Merge forms can be printed by a user, then further completed if needed and signed by the candidate. (None of this is tracked in the system).

If a field in the form is confidential to the user, a warning message is displayed and that field is left blank.

Merge forms can be pre-populated with variables retained in the system within the Message Template feature. These variables can be added using the Adobe Acrobat Professional Forms feature. For example, you could take a merge form (such as the I-9 form) and insert Taleo variables that will automatically pull information from the candidate file. Instead of typing the name of a candidate, the name would automatically appear in the form.

By default, the maximum file size of a merge form is 2 MB.

Merge forms may be available in any language. Merged data is available in English only. Most Asian languages are not supported, based on PDF conversion issues with tokens. The merged data will pull what is in the candidates file, so it may not be in English.

Using the Fill Out Form

Prerequisite

The Fill Out Form action is available in a candidate list, a job-specific candidate list, a candidate file submission and a candidate general profile.

Steps

1. Click on a candidate.
2. In the More Actions list, select Fill Out Form.
3. In the Fill Out Form list, click on a form. Acrobat® Reader opens, displaying the form. The form is filled automatically using the corresponding fields of the candidate file or requisition.
4. Validate the information.
5. Click Print.

Result

A PDF form containing information automatically generated by the system is created.
Talent Pools

Talent Pool

Talent pools created in Taleo Performance are available in the Recruiting Center.

A talent pool is a list of people nominated by pool collaborators. In Taleo Performance, talent pools can be created at anytime for any purpose, providing the flexibility to track unlimited groups of employees, such as high-potential employees, future leaders, and successors.

In the Recruiting Center, authorized users are able to see talent pools and match employees and candidates to their requisitions, file them into folders for additional pooling functionalities, or contact them directly.

The Talent Pool tab is available in the left panel of the Candidates list.

From the Talent Pool tab, users can select a talent pool to display the candidates and employees included in the pool. Users can also use quick filters (Internal, Referred, In selection process, Employer, Program) and advanced filters to filter the list down to relevant information. An advanced filter of interest is the Employee Potential which allows users to display candidates or employees with a low, medium, or high potential.

As with any other lists, actions can be performed on employees and candidates included in the talent pool using actions in the menu bar, in the More Actions list, and in the contextual action menu. Users can also select another list format or create a personalized list format.
Employee Metrics

Recruiting Center users are able to see employee metrics directly in the Candidates list and candidate file, to use employee metrics fields as advanced filters, and to search employee metrics.

The following key employee metrics are available in the Candidates list and candidate file. For these fields to be available, they must be configured and added in the candidate file user-defined form and in the candidates list format. If included, they are available to anyone based on field level confidentiality definition. If the Show Advanced Filters option is selected for the list format context, employee metrics become available as advanced filters in the Recruiting Center.

<table>
<thead>
<tr>
<th>Employee Metrics in the Candidates List and Candidate File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competency Rating</td>
</tr>
<tr>
<td>Employee Potential</td>
</tr>
<tr>
<td>Employee Risk of Loss</td>
</tr>
<tr>
<td>Goal Rating</td>
</tr>
<tr>
<td>Last Review Rating</td>
</tr>
<tr>
<td>Promotability Readiness</td>
</tr>
<tr>
<td>Readiness for Promotion</td>
</tr>
<tr>
<td>Reassignment Candidate</td>
</tr>
</tbody>
</table>

The following key employee metrics are available in the Advanced Candidate Search page. For these fields to be available in the Advanced Candidate Search page, they must have been configured and added by the system administrator. Once added, they are available to anyone authorized to search internal candidates.

<table>
<thead>
<tr>
<th>Employee Metrics in the Advanced Candidate Search</th>
<th>Available Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Review Rating</td>
<td>Greater than or equal to a % between 0 and 100.</td>
</tr>
<tr>
<td>Potential</td>
<td>Low, Medium, High, Not Specified, Does Not Matter.</td>
</tr>
<tr>
<td>Reassignment Candidate</td>
<td>Yes, No, Not Specified, Does Not Matter.</td>
</tr>
<tr>
<td>Readiness for Promotion</td>
<td>Ready Now, Ready in 6 months, Ready in 1-2-3-4-5 years, Not Specified, Does Not Matter.</td>
</tr>
<tr>
<td>Risk of Loss</td>
<td>Low, Medium, High, Not Specified, Does Not Matter.</td>
</tr>
</tbody>
</table>

Note that the Last Review Rating is expressed as a % in the Recruiting Center; in Taleo Performance, it is expressed differently and it is a customizable scale.
Candidate Selection Workflows

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Candidate Selection Workflow

A candidate selection workflow (CSW) provides the framework to move a candidate through the hiring process in order to evaluate and find the best candidate for a job.

A candidate selection workflow (CSW) includes steps, statuses, and actions a user must go through before hiring a candidate. An analogy can be drawn between the candidate selection workflow and moving candidate resumes from one pile to another as the selection progresses and the number of resumes retained is reduced. For example, a candidate submission is analyzed, the candidate is contacted, interviewed, then selected.

The CSW is created by system administrators then selected by Recruiting Center users when creating a requisition. When candidates apply on the requisition, the selected CSW is used to track and manage candidates from the time they are new to the system to the time that they are hired. Candidate files in each step of the CSW can have a status. Specific actions can be performed on these candidate files depending on the steps and statuses. A set of user type permissions grant users access to the actions that can be performed in a candidate selection workflow.

The CSW can be displayed to users on a priority basis. The system will sort workflows according to the level of compatibility and ensure that the most appropriate workflow is displayed when users create a requisition.
Candidate Selection Workflow Example

The example illustrates a candidate selection workflow with six steps and several statuses for each of the steps.

* = completion status.

✔️ = shortcut button to change to completion status.

❌ = shortcut button to change to rejected status

<table>
<thead>
<tr>
<th>New step</th>
<th>HM Review step</th>
<th>Interview / Assessment step</th>
<th>Offer step</th>
<th>Background Check step</th>
<th>Hire step</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Applicant</td>
<td>To be HM Reviewed</td>
<td>To Be Interviewed</td>
<td>Offer to be Made</td>
<td>Initiate Background Screening</td>
<td>Proceed to Hire</td>
</tr>
<tr>
<td>Under Consideration</td>
<td>To be Rejected</td>
<td>Invite to Scheduling Center</td>
<td>Draft</td>
<td>Background Follow-Up in Progress</td>
<td>Candidate No-Show (Rescind or Renege Offer)</td>
</tr>
<tr>
<td>Recommended *</td>
<td>HM Approved *</td>
<td>Phone Screen</td>
<td>Approval in Progress</td>
<td>Background Screening Completed *</td>
<td>Hired *</td>
</tr>
<tr>
<td>Rejected</td>
<td>Rejected</td>
<td>1st Interview</td>
<td>Approved</td>
<td>Rejected</td>
<td>Rejected</td>
</tr>
<tr>
<td>Has Declined</td>
<td>Has Declined</td>
<td>2nd Interview</td>
<td>Extended</td>
<td>Has Declined</td>
<td>Has Declined</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3rd Interview</td>
<td>Rescinded</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Interviews Completed *</td>
<td>In Negotiation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Rejected</td>
<td>Refused</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Has Declined</td>
<td>Accepted *</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reneged</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rejected</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Has Declined</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Standard Candidate Selection Workflows

Standard candidate selection workflows (CSWs) are supplied with the system. They can be used as templates to create customized workflows.

<table>
<thead>
<tr>
<th>Standard CSW</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>A streamlined version of the Master workflow similar to the original sequential workflow.</td>
</tr>
<tr>
<td>Internal</td>
<td>A workflow designed to accommodate an internal recruitment selection process.</td>
</tr>
<tr>
<td>Executive</td>
<td>A workflow designed to accommodate an executive recruitment selection process.</td>
</tr>
<tr>
<td>Executive (Agency)</td>
<td>A workflow designed to accommodate an agency driven executive recruitment selection process.</td>
</tr>
<tr>
<td>Temporary/Contract</td>
<td>A workflow designed to accommodate a temporary or contract recruitment selection process.</td>
</tr>
<tr>
<td>Campus/Student</td>
<td>A workflow designed to accommodate a campus recruitment selection process.</td>
</tr>
<tr>
<td>Master</td>
<td>A workflow that can be customized when no other workflow meets your requirements.</td>
</tr>
<tr>
<td>Staffing Station</td>
<td>A workflow for applications received via Staffing Stations.</td>
</tr>
<tr>
<td>Union</td>
<td>A workflow for unionized candidates.</td>
</tr>
</tbody>
</table>
Candidate selection workflows are comprised of steps that represent the levels that candidates reach as they progress through the hiring process. A step represents a major stage or event in a candidate selection workflow. A step in a candidate selection workflow can be mandatory or optional.

- If a step is mandatory, the user must take the candidate through the step before moving on to any subsequent steps. The user will not have access to the subsequent list of steps until the step is completed.
- If a step is optional, the user can skip the step entirely and move the candidate on to the next step. Or, the user can move a candidate conditionally through a step without completing the step in order to move to a subsequent step, and return to the conditional completion step later to complete it.

Most steps are mandatory and sequential, meaning that they must be completed in the prescribed order. In some scenarios, a user may be able to move a candidate to a step without completing the current one, but the system will require that all mandatory steps be completed before a hire can be completed.

Each step must be finished with a completion status, indicated by an asterisk (*), before a candidate can move to another step in the hiring process. A completion status completes the step.

A step can have a Restricted confidentiality level. In many organizations, hiring managers are not involved in the earliest steps of the candidate selection process. Recruiters are responsible for evaluating new applications and only submit qualified candidates to the hiring managers. It is possible to configure steps to prevent hiring managers from viewing specific selection steps (such as New) in the Recruiting Center Candidates list.

Notifications can be added to steps. This allows sending a message to users to let them know when a step is reached by candidates.

There is no limit on the number of steps that can be used in a CSW. However, a best practice is to only add necessary steps.
**Status**

A status indicates the detail or state of where a candidate is within a step.

A candidate can change status during a step but the candidate can only have one status at a time in each step. Statuses are more flexible than steps as most are optional and do not need to be followed in a certain order. Statuses can be temporary therefore requiring an additional action from the user or they can complete a step (indicated by *) because they complete the step by either moving the candidate to the next step or terminating the candidate selection process.

Statuses may have different progression levels:

<table>
<thead>
<tr>
<th>Progression Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Started</td>
<td>Indicates that the step has not started yet. Example: For the 1st Interview step, “To be Scheduled” is a Not Started status because the interview has not been scheduled and the step has not officially started.</td>
</tr>
<tr>
<td>In Progress</td>
<td>Indicates that a candidate needs to be moved to other statuses before moving to the next step. The option “move” is not available to the user at this point. Example: For the 1st Interview step, “Scheduled” is an In Progress status.</td>
</tr>
<tr>
<td>Completed</td>
<td>Indicates that a candidate can move to the next step. The “move” option is available to the user at this point. When selecting the Completed level, the following option becomes available: “Allow completion even if some activities remain pending”. This option allows the move to the next step even if some activities are still pending from a previous step.</td>
</tr>
</tbody>
</table>

Status change buttons (or shortcut buttons) allow recruiters to change the status of a candidate without having to open the Action window. A status can be linked to one of these buttons. Only one status can be assigned to a specific button in the current step.

<table>
<thead>
<tr>
<th>Button</th>
<th>Behavior in the Candidate File</th>
<th>Behavior in the Candidate List</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>Changes the status of the candidate to a completion status.</td>
<td>Changes the status of all selected candidates to a completion status.</td>
</tr>
<tr>
<td>✗</td>
<td>Changes the status of the candidate to Rejected.</td>
<td>Changes the status of all selected candidates to Rejected.</td>
</tr>
<tr>
<td>?</td>
<td>Changes the status of the candidate to Under consideration.</td>
<td>Changes the status of all selected candidates to Under consideration..</td>
</tr>
</tbody>
</table>
Action

An action is an event performed on a candidate file during the hiring process.

A candidate selection workflow action is linked to a specific step of the candidate selection workflow by the system administrator and it is performed by a user when a candidate reaches the step of the workflow. For example, if the action Start Onboarding Process is added to a step, then the recruiter can start the Onboarding process when a candidate is in that step.

Candidate selection workflow actions are provided by the system. They cannot be created. Available actions for a candidate selection are:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Comments</td>
<td>Add comments to a candidate file.</td>
</tr>
<tr>
<td>Bypass</td>
<td>Bypass a step in a candidate selection workflow without any restriction.</td>
</tr>
<tr>
<td>Change Status</td>
<td>Change the status of a step in a candidate selection workflow.</td>
</tr>
<tr>
<td>Grade</td>
<td>Enter or remove a grade in a candidate file.</td>
</tr>
<tr>
<td>Move</td>
<td>Move a candidate from one step to another.</td>
</tr>
<tr>
<td>Reset Selection Process</td>
<td>The rules for the &quot;Reset Selection Process&quot; action are not well implemented and for now it is best to not implement this action. This manual candidate feature is activated via the permission &quot;Reset the selection process of an existing submission&quot;.</td>
</tr>
<tr>
<td>Revert</td>
<td>Undo the last action in a step.</td>
</tr>
<tr>
<td>Self-Assigned Task</td>
<td>When a candidate gets to the step where the Self-assigned Task action was added, Recruiting Center users have the ability to select the Create a self-assigned task option in the Change Step and Status window or Bypass window. If the option is selected, users have to provide a name, due date, description, and comments for the self-assigned task. The task then becomes available under the Tasks tab.</td>
</tr>
<tr>
<td>Send Correspondence</td>
<td>Send a correspondence to a candidate.</td>
</tr>
<tr>
<td>Start Onboarding Process</td>
<td>Start an onboarding process.</td>
</tr>
<tr>
<td>Undelete</td>
<td>Undelete a candidate file.</td>
</tr>
<tr>
<td>Update Start Date</td>
<td>Update the start date of a candidate.</td>
</tr>
</tbody>
</table>
Updating Steps and Statuses for Submissions on Different Requisitions

Recruiting Center users can select multiple submissions on different requisitions and update the corresponding step or status.

Recruiting Center users can select several candidate submissions submitted on different requisitions and move them to the next step, bypass the current step, or change the step's status provided all the submissions are at the same step and all the requisitions use the same Candidate Selection Workflow (CSW).

Whichever action users want to perform (move candidate submissions to the next step, change a step's status, or bypass the current step) on multiple submissions, the users require the corresponding user type permission. If users do not have a particular permission, the corresponding action is unavailable for selection.

If users select multiple submissions and some of them do not correspond to the user type permission that governs the action the users want to perform, a message at the end of the updating process indicates which submissions were not updated. Take the case of a user who had a user type that had the Bypass steps: Only if this user is an owner of the requisitions permission. Suppose the user selected multiple candidate submissions on different requisitions and all the submissions were at the 1st Interview step. The user then performed the bypass action to advance the submissions directly to the 3rd Interview step. If the selection included submissions from candidates for whom the user was a collaborator rather than the owner, the system would generate a message listing the submissions that were not updated. The submissions of candidates "owned" by the user would be updated to the 3rd Interview step.

If users change the current step of multiple submissions to Hire and some of the requisitions are then filled, a message is displayed for each filled requisition.

- If there are active offers associated with a filled requisition, the following message is displayed: Once this operation is completed, all openings available for the requisition {Requisition ID} will have been filled. The system will then unpost the requisition. However, you must first rescind all other offers extended to be able to close the requisition.
- If there are no active offers associated with a filled requisition, the following message is displayed: Once this operation is completed, all openings available for the requisition {Requisition ID} will have been filled. If the system is not able to unpost the requisition and change its status to "Filled", the requisition will have to be filled manually and the system will assign a task to {0}. Do you want to hire the selected candidates? If the user answers "No", the action is canceled; none of the submissions selected initially are updated to the Hire step.

While a user is updating the step or status of a selection of submissions on different submissions, the "Send correspondence" check box is available for selection if the individual has a user type that has the following permission and value: Send correspondence (while changing the status of a candidate in a workflow) - Without restriction. If the value is instead Only if this user is an owner of the requisitions or a collaborator, the check box is displayed only if the individual is the owner of or a collaborator for all of the submissions selected.

While a user is updating the step or status of a selection of submissions on different submissions, the workflow Event Date calendar is available for selection provided that all the submissions selected satisfy the Set candidate selection workflow event dates permission for the user type assigned to the user. For example, if the setting value is Only if this user is an owner of the requisitions or a collaborator, the user must be the owner of or a collaborator for all of the submissions or Event Date calendar will not be displayed.
Bulk Move to the Hire Step/Status

Recruiting Center users can move several candidates to the Hire step/status in a single transaction.

When this feature is activated, users are able to select more than one candidate to move to the Hire step/status. The system performs a verification to see if the number of candidates selected is equal to or less than the number of positions still open. If additional information is required during the hire action, for example the start date, all the information entered will apply to all candidates hired in that action.

This feature supports candidate selection workflows with or without the RSOffer step.
Sharing a Candidate while Moving him in the Candidate Selection Workflow

When selecting the Change Step/Status action or the Bypass action in the More Actions menu, a Share candidate option is available in the Candidate Selection Workflow assistant window so that users can share a candidate while the candidate is being progressed in the selection workflow.

Recruiters can share candidates with hiring managers when candidates have reached a certain point in the workflow. For example, a hiring manager does not have access to the Taleo product. In order for the hiring manager to review the short list of candidates, the recruiter can share the top candidates with the hiring manager.

Sharing a Candidate in a Selection Workflow

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Select a candidate file.
2. In the More Actions menu, select Change Step/Status.
3. In the Change Step and Status window, select Share Candidate.
4. Click Save and Continue.
5. Select one or several recipients.
6. Click Next.
7. Select content to share.
8. Click Share and Close.

Result
An e-mail is sent to the recipients with all or part of the selected content of the candidate file.
Candidate Progression Status

The candidate progression status indicates the most advanced progression status of a candidate on other requisitions across all positions where the candidate is being considered.

To see the progression status of a candidate, the Progression Status column, represented by this icon, must be added to the candidate list format. Icons are then used to indicate the furthest active progression status of a candidate across all positions where he/she is being considered. When clicking a progression status icon, a tooltip indicates the active status and a date. For example: "Most advanced progression status: New (as of 2011-Oct-17).

<table>
<thead>
<tr>
<th>Progression Status Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![New Icon]</td>
<td>New</td>
</tr>
<tr>
<td>![Reviewed Icon]</td>
<td>Reviewed</td>
</tr>
<tr>
<td>![Interview Icon]</td>
<td>First, second, and third interview</td>
</tr>
<tr>
<td>![Testing Icon]</td>
<td>Testing</td>
</tr>
<tr>
<td>![Offer Icon]</td>
<td>Offer</td>
</tr>
<tr>
<td>![Hired Icon]</td>
<td>Hired</td>
</tr>
<tr>
<td>![Pipeline Icon]</td>
<td>Pipeline</td>
</tr>
<tr>
<td>![Contact Icon]</td>
<td>Contact</td>
</tr>
</tbody>
</table>

In the scenario below, a candidate has applied to four jobs:

<table>
<thead>
<tr>
<th>Job</th>
<th>Job Status</th>
<th>Candidate Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Active for sourcing</td>
<td>New &gt; To be reviewed</td>
</tr>
<tr>
<td>2</td>
<td>Closed</td>
<td>Interview 2 &gt; To be scheduled</td>
</tr>
<tr>
<td>3</td>
<td>Active for sourcing</td>
<td>Offer &gt; Rejected</td>
</tr>
<tr>
<td>4</td>
<td>Active for sourcing</td>
<td>Interview 1 &gt; To be scheduled</td>
</tr>
</tbody>
</table>

The icon that would appear for this candidate across all contexts would be Interview 1 because it is the furthest active progression status on an active job. Note that both requisition status and candidate status must be active to be considered for the furthest active progression status.

In the Candidates list, the staircase icon remains available and shows the parallel job applications of the candidate. In a job-specific candidate list, the progression status icon may be displayed while the staircase icon may not be displayed if there is only one job application. In the search result list, if the staircase icon is displayed,
the progression status icon is also displayed. If no staircase icon is displayed, the progression status column is empty.

It is recommended to remove the tracking solution (staircase icon) and to replace it with the Progression Status feature in general lists (such as search result lists, folder lists) if you allow users to view the content of requisitions to which a candidate has applied and to which the user has access. In a job-specific candidate list, the staircase icon is visible only when there is at least one concurrent active job application, and the progression status icon is visible as soon as there is one active job application.
Step/Status Change in One Click

Recruiting Center users can access steps and statuses directly in the candidates list without having to select an action in the More Actions list.

For this feature, the Next Action column must be added in a candidate list format. The Next Action column contains actions that will give access to the next status or step related to a candidate. Actions available in the new column will allow users to:

- Change the status of a candidate to the next completion status (if the step is not already completed).
- Move the candidate to the initial status of the next step if the current step is completed.

Actions available in the Next Action column are Candidate Selection Workflow (CSW) movements only, either a

- Move to the next step in the CSW.
- Change to the completion status within the current step.

If the current status is not a completion status, the action displayed will be a move (change status) to the first completion status of the current step. If the current status is a completion status, then the action will be a move to the next step at the initial status. In a one-step CSW (reference workflow), only statuses configured as a “completion status” will show up as next steps.
Selecting the Candidate Selection Workflow for a Requisition

Prerequisite

The requisition status must be Draft.

The candidate selection workflow in a requisition can never be edited; you will always need to cancel the requisition and duplicate it to be able to make changes.

A user type permission grants users access to this feature.

Steps

1. Open a requisition file.
2. In the Requisition tab, click Edit.
3. Click Edit in the Candidate Selection Workflow section.
   
   Depending on the status of the requisition and user type permissions you were granted, available editing functionalities will vary.

4. Click Save and Close.
<table>
<thead>
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<th>Process</th>
<th>Page</th>
</tr>
</thead>
<tbody>
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Transitions Processes in the Recruiting Center

Taleo Transitions, a "new generation" onboarding product, provides a unified, automated and customizable system for transitioning candidates and employees. Transitions processes can be started in the Recruiting Center and several elements and actions have been added to the Recruiting Center to integrate with Taleo Transitions.

Processes are created in Taleo Transitions. A process is a series of steps typically performed by multiple stakeholders. All necessary steps must be completed before the process acquires the "Complete" status. Depending on the type of Transitions process, a process can be started from the Recruiting Center or using Taleo Connect or Web Services.

There are four types of Transitions processes. The first three types can be started in the Recruiting Center.

- Pre-Hire
- New Hire
- E-Offer
- Offboarding

Viewing Transitions Processes via Channels

The Recruiting Center center stage provides two channels to view Transitions processes:

- Pre-Hire channel
- New Hire channel

Another channel called Transitions provides links to access processes in the Transitions Center.

Note that the Tasks channel contains links to the user's Transitions tasks that are due today, are overdue, or whose status is "In Progress".

Actions in the Recruiting Center that Affect Transitions Processes

These actions performed by Recruiting Center users affect running Transitions.

- **Rescind Offer**: If a Transitions E-Offer process is currently running, an offer was extended, and a user selects the Rescind Offer action, this will cancel the Transitions E-Offer process and the offer status will be Rescinded. For any other type of Transitions process currently running, there is no effect, the process continues.

- **Capture Response**: If a user accepts or refuse an offer that was extended, there is no effect on a running Transitions E-Offer process; the process still continues. For any other type of Transitions process currently running, there is no effect, the process continues.

- **Reject Candidate**: If a user rejects a candidate, there is no effect on a running Transitions E-Offer process; the process still continues. For any other type of Transitions process currently running, there is no effect, the process continues.

- **Revert, Bypass, Change Step/Status**: If a candidate has an offer with the status Extended, the Revert, Bypass and Change Step/Status actions are not supported. For any other type of Transitions process currently running, including an E-Offer process, there is no effect; the process continues.
Pre-Hire and New Hire Processes

Candidate Selection Workflows can be configured such that users who have the necessary permissions can start or cancel Transitions prehire and new hire processes from the Recruiting Center for candidates on requisitions.

When candidates reach a step and status (in a Candidate Selection Workflow) configured for Transitions processes, the following Transitions actions become available for selection in the More Actions list:

- Start Transitions Pre-Hire Process
- Cancel Transitions Pre-Hire Process
- Start Transitions New Hire Process
- Cancel Transitions New Hire Process

These types of Transitions process can be launched from any step of a Candidate Selection Workflow provided the step was configured for these actions and the Recruiting Center users have the required user type permissions.

When a Transition process is started, the event is recorded on the History tab of the candidate file. No event is recorded on the History tab, however, when a process is completed, suspended and resumed, or canceled.

These processes can also be started or canceled using Taleo Connect.

Starting Transition Process and Impact on SmartOrg User Accounts

Before starting a Transitions process for a candidate, it is important that Recruiting Center users ensure there is only one candidate record for the person. Performing a check for duplicates (More Actions list > Check for Duplicates) enables Recruiting Center users to determine if a candidate created multiple candidate profiles. If more than one candidate record is found for the person, Recruiting Center users are strongly encouraged to perform the Merge Candidate Files action before starting a Transitions process.

Starting a Transitions process for a candidate results in the creation of a user account in SmartOrg (assuming the candidate record is not already linked to a user account). Each person should have a single candidate record and it should be linked to a single SmartOrg user account.

Suppose a candidate is hired using candidate record "A" and a Transitions process is started. This action results in the creation of a linked user account "A" in SmartOrg. Suppose the person later creates a second candidate record “B” at the external career site and applies for a different job in the organization. If a Recruiting Center user does not perform the Check for Duplicates action and starts a Transitions process, an unnecessary user account "B" is created in SmartOrg. These two conflicting user accounts can easily become problematic for integrations, Learn accounts and single-sign-on configurations.

In addition, the two user accounts cannot be merged and even the two candidate records cannot be merged because each is associated with a distinct Transitions process. (Please see Automatically Deleting Old Transitions Processes). Such problematic situations can be avoided if Recruiting Center users perform the Check for Duplicates action and merge candidate records that refer to the same person before starting a Transitions process.

Starting a Transitions Pre-Hire Process

Prerequisite

Steps
1. In the Candidates list, select a candidate.
2. In the More Actions list, select Start Transitions Pre-Hire Process.
3. Select a process.
4. Click Done.
Starting a Transitions New Hire Process

Prerequisite

Steps
1. In the Candidates list, select a candidate.
3. Select a process.
4. Click Done.

Canceling a Transitions Pre-Hire Process

Prerequisite

Steps
1. In the Candidates list, select a candidate.
2. In the More Actions list, select Cancel Transitions Pre-Hire Process.
3. Click Done.

Canceling a Transitions New Hire Process

Prerequisite

Steps
1. In the Candidates list, select a candidate.
3. Click Done.
E-Offer Processes

In the Recruiting Center, two E-Offer processes are available if system administrators have configured them. The standard E-Offer process simply allows candidates to accept or refuse offers. The advanced E-Offer process, which requires Taleo Transitions, allows candidates to accept or refuse offers, and provides additional tasks, forms, electronic signatures, etc. Provided all the right settings and permissions have been configured, the E-Offer process can be started from the Recruiting Center when an offer is extended to a candidate. If an E-Offer is rescinded in the Recruiting Center, the process is automatically canceled in the Transitions Center.

E-Offer processes can also be started or canceled using Taleo Connect.

For details on E-Offer, see *Extending an Offer Electronically (E-Offer)*.
Offboarding Processes

Offboarding processes can be started and canceled using Taleo Connect or via Web Services from other software products. They can also be canceled in the Transitions Center.
Offer Management

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Offer Process

Recruiting Center users have the ability to create offers and approve offers.

The offer process may vary from one company to another. Here is a basic offer process. The recruiter or manager selects the Create Offer action in the More Actions list when the candidate has reached the Offer step. The offer can be created quickly by selecting a template as a starting point. Such details as the salary information on the requisition or the candidate’s current job salary can be included. The offer then gets sent for approval or it can be self-approved if the user has the appropriate permissions. The recruiters can set up frequent approvers to make this a fairly easy step in the process. Once approved, the offer is sent to the candidate in writing via email, letter, or electronically. Verbal offers can also be extended and recorded at this time. If the offer is accepted, the recruiter can proceed to any additional CSW steps, confirm the start date and start the onboarding process. If the offer is not accepted, the recruiter has a choice to negotiate new offer terms and do the cycle again or rescind the offer and go back to the workflow.
Offers and Candidate Selection Workflows

Candidate selection workflows may be configured to contain an Offer step or an RSOffer step.

**Candidate Selection Workflow and Offer step**

Using the Offer step is a simplified way to track offer activity in a candidate hiring process without enabling the entire Offer Management module functionality. Placing this step in a workflow will not enable the use of the Offers tab and Offer Approvals tab. A candidate selection workflow containing an Offer step allows users to move candidates from one step to another using standard actions (Change Step/Status, Move, Revert).

When adding the Offer step to a candidate selection workflow, the following actions are available to users via the More Actions list.

- Make an offer.
- Reject candidates.
- Candidate has declined.

**Candidate Selection Workflow and RSOffer step**

The RSOffer step is a special candidate selection workflow step created for the Offer Management module. The Offer Management module provides the tools for the creation of offers, offer approval, offer extension to the candidate, and capture of the candidate response. Users are also be able to capture competitive offer information as well as candidate current and future expectations.

With this type of workflow, instead of moving candidates using standard actions (Change Step/Status, Move, Revert), specific offer-related actions are presented in the More Actions list as they become an appropriate next activity in the Offer process.

System administrators are responsible for adding the RSOffer step in the appropriate candidate selection workflows. The RSOffer step must be placed before the Hire step. The RSOffer step cannot be customized or edited (except for qualifier groups and qualifiers that can be added to specific statuses).

When adding the RSOffer step to a candidate selection workflow, authorized users are able to:

- Create offers.
- Extend offers verbally, in writing, and electronically.
- Send offers.
- Capture a candidate response.
- Capture a candidate expectations.
- Capture a candidate current job terms.
- Capture competitive offer information.
- Approve offers.
- etc.
Offer Form

The offer form presents the terms and conditions of a job offer.

The offer form is tied to the RSOffer step in a candidate selection workflow.

The offer form, available in the candidate file Offers tab, is where all the information is collected to make an offer. It contains not only the information about the current offer to be made to a candidate but it can also be used to collect and maintain information on the current requisition, previous offers, competitive offers, and current candidate expectations.

In the offer form, each offer appears in a specific column. When a new offer is created, it automatically appears in the first column to the left and is labeled Offer (New). It is possible to view up to four columns at a time and users can use the arrows in the top right corner of the center panel to navigate through more offers as desired. Users can also use the drop-down option at the top of each column to change or remove the context being viewed.

When in the offer form, users with the appropriate permissions can look at offers presented to the candidate for other requisitions by clicking the Other Offers link located in the left panel.

Users can also view attachments and offer letters specific to each offer in the offer form.
# Offer Statuses

An offer can go through different statuses.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer to be made</td>
<td>Initial status of the Offer step.</td>
</tr>
<tr>
<td>Draft</td>
<td>Offer terms have been started and saved, but not approved. If offer approvals are not required, the offer may be extended at this point.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>A draft offer has been created and then cancelled prior to routing for approval or extending to the candidate.</td>
</tr>
<tr>
<td>Approval in progress</td>
<td>Offer has been routed for approval.</td>
</tr>
<tr>
<td>Approval rejected</td>
<td>Offer approval request has been rejected.</td>
</tr>
<tr>
<td>Approved</td>
<td>Offer approval request has been approved and the offer is ready to be extended to the candidate.</td>
</tr>
<tr>
<td>Extended</td>
<td>Offer has been extended to the candidate.</td>
</tr>
<tr>
<td>Rescinded</td>
<td>After the offer has been extended or the candidate has accepted the offer, the user (company) rescinds/revokes the offer.</td>
</tr>
<tr>
<td>In negotiation</td>
<td>Offer was extended to the candidate. The user marked the candidate as wanting to negotiate the offer. If a new offer should be created, the user will need to rescind the offer in order to create a new offer. If a new offer is not required, then either recapture the candidate response (accept or refused) or status them as Rejected or Has Declined.</td>
</tr>
<tr>
<td>Refused</td>
<td>Offer was extended to the candidate. The user or the candidate marked the candidate as refusing the offer. A new offer can be created at this point.</td>
</tr>
<tr>
<td>Accepted</td>
<td>Offer was accepted by the candidate.</td>
</tr>
<tr>
<td>Reneged</td>
<td>After the candidate has accepted the offer, the candidate refuses the offer (goes back on his or her word).</td>
</tr>
<tr>
<td>Rejected</td>
<td>After the offer has been rescinded to a candidate, if the user does not wish to create and extend a different offer to the same candidate, the user should status the candidate as Rejected in the Offer step. This will allow an offer to another candidate be created and extended.</td>
</tr>
<tr>
<td>Has declined</td>
<td>After the offer has been refused or reneged by the candidate, if the user does not wish to create and extend a different offer to the same candidate, the user should status the candidate as Has Declined in the Offer step. This will allow another offer to be created and extended.</td>
</tr>
</tbody>
</table>
Offer Actions - CSW and Offer Step

Making an Offer

**Prerequisite**
Candidate must have reached the Offer step.
Candidate selection workflow must NOT contain the RSOffer step.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Make Offer... in the More Actions list.
3. Complete mandatory information.
4. Select required information.
5. Click Save and Close.

**Result**
The status is changed to Offer in a workflow that does not include offer management but does include a simple offer step.

Rejecting a Candidate for a Job

**Prerequisite**
Candidate must have reached the Offer step.
Candidate selection workflow must NOT contain the RSOffer step.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Reject Candidate... in the More Actions list.
3. Select the reason explaining the decision.
4. Enter comments.
5. Click Done.

Indicating a Candidate Has Declined a Job

**Prerequisite**
Candidate must have reached the Offer step.
Candidate selection workflow must NOT contain the RSOffer step.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Candidates have declined... in the More Actions list.
3. Select the reason explaining why the candidate no longer wants to be considered for the job.
4. Enter comments.
5. Click Done.
Offer Actions - CSW and RSOf yet Step

Creating Offers

Recruiting Center users have the ability to create offers to detail the specific terms and conditions of a job. Offer creation is tied to the RSOf yet step in a candidate selection workflow.

To create an offer, users click Create Offer in the More Actions list. Note that to create an offer, users must have been granted the proper user type permissions.

The offer form is where all the information is gathered to create an offer. When creating an offer for a candidate, it is possible to use information from another offer column, such as the terms of a previous offer, by using the icon. This icon appears when hovering the mouse at the top of a column or beside rows or sections of the offer form. By clicking this icon, users can move fields to the new offer all at once or individually. Note that previous offers are for reference only and cannot be modified. When the offer letter field is copied over, the letter will automatically update to reflect any revised offer terms and the letter will update automatically whenever edits to an offer are made.

When in the offer form, users having the appropriate permissions can look at offers presented to the candidate for other requisitions by clicking the Other Offers link located in the left panel.

There can only be one current offer per candidate application at a time. The current offer can be modified until it is approved or extended to a candidate, after which only the start date and expiration date can be modified. Changes made to the start date and expiration date are tracked by the system.

Once all required offer fields have been completed, users can submit the offer for approval. Users can review the current offer approval details at any time by going to the candidate file Offer Approvals tab. Approval information is available in the candidate file Offer Approvals tab once an approval path exists.

If users have been granted the appropriate permissions, the Amend Approval Path and Terminate Approval buttons can be available.

Once a job offer has been created for a candidate, offer actions appear in the candidate file More Actions list if the actions are valid given the state of the submission. Offer actions are not possible from the submission list or the general profile.

Creating an Offer

Prerequisite

Candidate must have reached the Offer step.

A user type permission grants users access to this feature.

Steps

1. In the candidate list, open a candidate file.
2. Select Create Offer... in the More Actions list.
3. Complete mandatory information.
4. Click Save and Close.
Extending Offers

Recruiting Center users have the ability extend offers in writing via email or letter, electronically so that candidates can view and respond to these offers on line, as well as verbally.

The action of extending offers is tied to the RSOffer step in a candidate selection workflow.

The offer process starts as soon as an offer is ready to be extended. This can be done when the status is Approved (if an approval cycle is needed) or Draft (if an approval cycle is not needed or is configured to be skipped). In the Extend Offer window, recruiters can select several options:

- Extend the offer verbally.
- Extend the offer via email.
- Extend the offer via regular mail or fax.
- Extend the offer electronically.

Extending an Offer Verbally

Prerequisite

Candidate must have an offer created.

If offer approvals are required, the offer must be approved.

Steps

1. In the candidate list, open a candidate file.
2. Select Extend Offer... in the More Actions list.
3. Select the Extend Verbally option.
4. Click .
5. Select the current date in the calendar.
6. Capture the candidate response.
7. Click Done.

Result

Verbal delivery of the offer is tracked in the candidate submission.

Extending an Offer via Email

Prerequisite

Candidate must have an offer created.

If offer approvals are required, the offer must be approved.

Steps

1. In the candidate list, open a candidate file.
2. Select Extend Offer... in the More Actions list.
3. Select the option Extend in writing.
4. Click Done.
5. Select the email option.
6. Click Next.
7. Click Send.
Extending an Offer via Regular Mail or Fax

Prerequisite
Candidate must have an offer created.
If offer approvals are required, the offer must be approved.

Steps
1. In the candidate list, open a candidate file.
2. Select Extend Offer... in the More Actions list.
3. Select the option Extend in writing.
4. Click Done.
5. Select the printed letter option.
6. Click Next.
7. Click Print.

Result
Once printed, the offer can be delivered by regular mail or faxed. Written delivery of the offer is tracked in the candidate submission.

Extending an Offer Electronically (E-Offer)

Recruiting Center users have the ability to extend offers electronically so that candidates can view and respond to these offers on line.

Two E-Offer options are available:

• The standard electronic offer.
• The advanced electronic offer that requires Taleo Transitions. There can only be one Advanced E-Offer process in use at a time for each zone.

Standard Electronic Offer

Customers can use the Standard Electronic Offer feature to extend offers electronically to candidates. Candidates will then access the career section to respond to the offer on line.

To send offers electronically, the Electronic Offers setting must be set to the proper value, users must be granted the permission to extend offers electronically, and the candidate selection workflow must contain the RSOffer step.

The E-Offer process starts as soon as an offer is ready to be extended. This can be done when the status is Approved (if an approval cycle is needed) or Draft (if an approval cycle is not needed or is configured to be skipped). In the Extend Offer window, recruiters click Extend in writing, then select E-Offer. When an offer is extended electronically, a tracking event is created in the candidate file History tab indicating that an electronic offer was extended.

Candidates receive an email notification inviting them to access a secure career section portal to view the offer on line. Candidates click the URL link in their email notification, they are directed to the career section portal where they need to log in, they are then directly brought to the Offers tab where they can view the offer details and attachments, if any. They can also print the offer and its attachments. Candidates then decide to accept or
refuse the offer and they must e-sign the offer by providing their full name and unique identifier. The electronic signature is mandatory but it is not validated and therefore any data can be entered.

The Full Name and Unique Identifier labels can be changed by customers.

When candidates accept an offer, the time and date of their e-signature is displayed at the bottom of the accepted offer page, along with the full name of the candidate who signed it. The unique identifier or specific other data which candidates entered is not displayed on the page.

When candidates accept an offer, the offer remains visible in the career section for future reference. When candidates refuse an offer, the offer disappears from the career section. When candidates have multiple concurrent offers, for example a candidate could be hired for a summer job and a long-term permanent position, the career section Offers tab lists all the offers, that is offers that still need a response and offers that were accepted. If an offer has an expiration date and that date is reached and the candidate has not yet responded to the offer on line, the offer disappears from the career section. If the candidate has accepted the offer before the expiration date, then the accepted offer remains visible in the career section for future reference. If the candidate refuses the offer before the expiration date, then the offer disappears from the career section.

As soon as candidates respond to the offer, recruiters receive an email notification. This notification is a configurable message template which contains the candidate’s response. This notification can be modified to provide any other information and can also be sent to additional recipients like the Hiring Manager. Depending on the candidate's response, the candidate status is automatically changed to Offer - Accepted or Offer - Refused, and recruiters can then move the candidate to the next step in the candidate selection workflow.

It is not possible to build auto-progression rules that would bring candidates forward in the candidate selection workflow beyond the next step. The email notification sent to recruiters could instruct them to do so manually for each candidate.

Recruiters can capture the offer response on behalf of candidates after they have extended the offer. For example, if a candidate contacts the recruiter to give his/her response before responding to the offer on line, then the recruiter can capture the response. This can give recruiters the opportunity to capture decline motives or to put the offer into the In Negotiation status. If the response entered by the recruiter is Accepted, then the offer will continue to be displayed in the career section for the candidate to view, just like any accepted electronic offers. Note that the offer will show as being accepted but it will not show the full name of the candidate at the bottom of the offer letter page because the candidate did not enter his/her own electronic signature. If the response entered by the recruiter is Refused, then the offer will disappear from the career section just like when candidates refuse an offer themselves.

It is also possible for recruiters to send an offer again once the offer has been extended. For example, an offer was extended in writing via email or printed letter and the recruiter wants to also send it by E-Offer to make it visible on line in the career section. Similarly, if an offer has already been extended and sent as an E-Offer, recruiters can still send it again via email or printed letter.

In standard electronic offers, users can adjust the offer and then extend/send it again. The mere act of adjusting the offer will require that the user rescind the already-accepted offer and create a new offer so that it can be extended again.

Advanced Electronic Offer using Taleo Transitions

Customers who have more complex electronic offer requirements can configure Transitions-based advanced electronic offer workflows for use in Taleo Recruiting.

Some customers might require additional eSignatures, notifications extended to include additional people, calls to partner services, different tasks for executives. Clients like those who have more complex requirements might
consider using the "Transitions version" of electronic offers because offer workflows in this version can be configured to accommodate a wide variety of needs.

To send offers electronically using Taleo Transitions, the Electronic Offers setting must be set to the proper value, users must be granted the permission to extend offers electronically, and the Candidate Selection Workflow (CSW) must contain the RSOffer step.

The E-Offer process starts as soon as an offer is ready to be extended. This can be done when the status is Approved (if an approval cycle is needed) or Draft (if an approval cycle is not needed or is configured to be skipped). In the Extend Offer window, recruiters click Extend in writing, then select E-Offer. When an offer is extended electronically, a tracking event is created in the candidate file History tab indicating that an electronic offer was extended.

Candidates may receive an email notification (if the Transitions process was configured like that) inviting them to access a secure career section portal to view the offer online. Candidates click the URL link in their email notification, they are directed to the career section portal where they need to log in, they are then directly brought to the Tasks tab where they can view the offer details and attachments, if any. They can also print the offer and its attachments. Candidates then decide to accept or refuse the offer and they must complete any mandatory fields which may include an electronic signature.

As soon as candidates respond to the offer, the system task that must be configured into the process will then change the candidate status to Offer - Accepted or Offer – Refused, depending on the candidate’s response. This adds a line to the History of the candidate’s submission in the Recruiting Center, capturing the candidate’s response. Then, recruiters or any other assignees can receive a configurable email notification (if the process is configured like that), which can contain the candidate’s response, any e-signature information if desired, and any other data fields. The recruiters can then move the candidate to the next step in the CSW, while the rest of the Transitions process can also continue automatically in parallel.

It is also possible for recruiters to send an offer again once the offer has been extended. For example, an offer was extended in writing via email or printed letter and the recruiter wants to also send it by E-Offer to make it visible online in the career section. Similarly, if an offer has already been extended and sent as an E-Offer, recruiters can still send it again via email or printed letter.

As before, recruiters still retain the ability to capture the offer response on behalf of candidates after they have extended the E-offer, and before the candidates respond to it online themselves. This changes the status in the CSW to Offer - Accepted or Offer - Refused, depending on the candidate’s captured response. Capturing this response in the Recruiting Center has no immediate effect on the offer letter that is still displayed to the candidate in the Career Section. However, the candidate’s electronic response will not change the CSW status because the offer response was already inputted by the recruiter, and the offer is no longer in the Extended status. The offer letter will continue to be displayed in the Tasks tab as long as the process is running.

Just like any process, recruiters can track the progression of the E-Offer process in the Transitions Center. They can also view their current tasks regarding an E-Offer process in the Transitions Center. Just like the standard electronic offer, recruiters may receive an email notification (if the Transitions process was configured like that) as soon as candidates respond to the offer.

### Comparison of the Standard Electronic Offer and the Advanced Electronic Offer

<table>
<thead>
<tr>
<th></th>
<th>Standard Electronic Offer</th>
<th>Advanced Electronic Offer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where do offers appear in the career section?</td>
<td>In the Offers tab. Several offers can appear in the tab.</td>
<td>In the Tasks tab. Several Transitions processes can appear in the tab.</td>
</tr>
<tr>
<td><strong>When is the candidate invited?</strong></td>
<td>Standard Electronic Offer</td>
<td>Advanced Electronic Offer</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td></td>
<td>When the offer is sent by the Recruiting Center user, either at the moment the offer gets extended or when an extended offer is sent again.</td>
<td>Whenever, as configured within the E-Offer process.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Is the e-signature mandatory?</strong></th>
<th>Yes.</th>
<th>It is configurable.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Is it possible to capture several e-signatures?</strong></th>
<th>Two e-signatures on a single form for candidate.</th>
<th>Unlimited different e-signatures can be configured to appear on any number of forms assigned to any participants.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Is it possible to validate the e-signature?</strong></th>
<th>No, the two e-signatures are not validated but they are mandatory.</th>
<th>Yes, by specifying the electronic signature method (first name, last name, birth date, SSN last 4 digits, etc.).</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Is it possible to send different notifications or tasks per OLF?</strong></th>
<th>No</th>
<th>Yes, by configuring different steps, targeted per OLF or per any field, within the E-Offer process. Only one Transitions process of type “E-Offer” can be created (not several based on OLF).</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Is it possible to send reminders?</strong></th>
<th>No</th>
<th>Yes, for the candidate E-Offer form and for any task as it approaches or passes its due date.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>When is the status updated in the candidate selection workflow?</strong></th>
<th>Immediately when the electronic offer is submitted by the candidate on the career section.</th>
<th>Whenever desired within the E-Offer process, at the point when the system task gets triggered for this purpose.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Can recruiters capture the offer response manually?</strong></th>
<th>Yes, the candidate selection workflow gets updated but the candidate can no longer e-sign the offer in the career section. Note that the candidate will still see the accepted offers in the career section.</th>
<th>Yes, the candidate selection workflow gets updated and the process can continue. Note that the candidate can still e-sign the offer. However, if the candidate's response is different, the response that was first captured by the recruiter will be considered.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Is it possible to configure auto-progression of the candidate selection workflow, after receiving candidate response to an E-Offer?</strong></th>
<th>No</th>
<th>No</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Do offers remain available in the career section when candidates refuse it?</strong></th>
<th>No</th>
<th>Yes, all submitted forms including the E-Offer form remain visible in read-only for the duration of the E-Offer process, until the candidate/new hire process reaches 100% completion (or gets cancelled or suspended).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard Electronic Offer</td>
<td>Advanced Electronic Offer</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Do offers remain available in the career section after candidates accept them?</td>
<td>Yes, the offer remains visible until the candidate/offer information gets archived or purged.</td>
<td>Yes, all submitted forms including the E-Offer form remain visible in read-only for the duration of the E-Offer process, until the candidate/new hire process reaches 100% completion (or gets cancelled or suspended).</td>
</tr>
<tr>
<td>If the candidate accepts the E-Offer while the start date is still tentative, will the system automatically create a task telling the recruiter to finalize it?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>When the candidate accepts the E-Offer, will the system automatically create a task telling the recruiter to confirm the employee's presence on their start date?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Can recruiters rescind an electronic offer?</td>
<td>Yes, an electronic offer can be rescinded just like any other offer in the Extended status.</td>
<td>Yes, an electronic offer can be rescinded just like any other offer in the Extended status.</td>
</tr>
<tr>
<td>What happens when recruiters cancel a requisition containing an electronic offer?</td>
<td>The requisition cannot be cancelled until any extended offers have first been rescinded.</td>
<td>The requisition cannot be cancelled until any extended offers have first been rescinded.</td>
</tr>
<tr>
<td>What happens when the expiration date is reached?</td>
<td>Candidates can no longer respond to the electronic offer, but recruiters can still respond for them.</td>
<td>No effect, the process can continue.</td>
</tr>
<tr>
<td>What happens when recruiters mark an electronic offer as being accepted before the candidates give their own response on the career section?</td>
<td>The candidate selection workflow gets updated (status is Accepted) but the candidate can no longer e-sign the offer in the career section. No e-signature will be visible at the bottom of the accepted offer on the career section because the candidate did not e-sign it. The candidate will still see the accepted offer in the career section.</td>
<td>No effect; the process can continue. The candidate selection workflow gets updated (status is Accepted) and the process can continue. Note that the candidate can still e-sign the offer. However, if the candidate's response is different, the response that was first captured by the recruiter will be considered.</td>
</tr>
<tr>
<td>What happens when recruiters mark an electronic offer as being refused before the candidates give their own response on the career section?</td>
<td>The candidate selection workflow gets updated (status is Refused) and the electronic offer disappears from the career section.</td>
<td>No effect; the process can continue and the candidate selection workflow gets updated by the recruiter to status Refused. Note that the candidate can still e-sign the offer. However, if the candidate's response is different, the response that was first captured by the recruiter will be considered.</td>
</tr>
<tr>
<td>What happens when recruiters mark an electronic offer as being in negotiation?</td>
<td>The candidate selection workflow gets updated and a row is written into History as usual, but the candidate can</td>
<td>No effect; the process can continue and a row is written into History as usual, but the candidate can</td>
</tr>
<tr>
<td></td>
<td>Standard Electronic Offer</td>
<td>Advanced Electronic Offer</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td></td>
<td>still view and respond to the E-Offer as usual.</td>
<td>still view and respond to the E-Offer as usual.</td>
</tr>
</tbody>
</table>

**Extending an Offer Electronically**

**Prerequisite**
Candidate must have an offer created.
If offer approvals are required, the offer must be approved.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Extend Offer... in the More Actions list.
3. Select the option Extend in writing.
4. Click Done.
5. Select the E-Offer option.
6. Click Next.
7. Click Send.

**Result**
When an offer is extended electronically, a tracking event is created in the candidate file History tab indicating that an electronic offer was extended.

**Sending an Offer**

**Prerequisite**
Offer must have been extended to the candidate.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Send Offer... from the More Actions list.
3. Complete mandatory fields.
4. Select required information.
5. Click Next.
6. Click Send.

**Result**
The offer previously communicated is sent to the candidate with the selected medium.

**Capturing the Candidate Response for an Offer**

**Prerequisite**
Offer must have been extended to candidate.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Capture Response... in the More Actions list.
3. Select the response the candidate has made to the offer.
4. Click Next.
5. Complete required information according to the response given by candidate.
6. Click Done.

**Result**
The response to an offer made to a candidate is entered in the candidate file.

### Editing an Offer

**Prerequisite**
Candidate must have reached the Offer step.
Offer must be created but not approved or extended.

**Steps**
1. In the candidate list, open a candidate file.
2. Select the Offers tab.
3. Click Edit under an offer.
4. Edit information.
5. Click Save and Close.

### Cancelling an Offer

**Prerequisite**
Candidate must have reached the Offer step.
The offer was created but not extended to the candidate.
The action to cancel an offer is not possible while an approval process is underway. If an approval is underway, available actions are Amend Approval, Decide on Approval, or Terminate Approval Path. Cancelling an offer is only possible for draft offers or approved offers.

**Steps**
1. In the candidate list, select a candidate file.
2. Select Cancel Offer... in the More Actions list.
3. Add a comment.
4. Click Done.

**Result**
The offer is no longer active, and the candidate status is updated to Offer Cancelled.

### Cancelling an Accepted Offer

**Prerequisite**
The offer must have been extended to the candidate.
A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Rescind Offer... in the More Actions list.
3. Add a comment.
4. Click Done.

**Result**
The offer is canceled although it was sent to the candidate.

---

**Indicating a Candidate has Declined an Accepted Offer**

**Prerequisite**
The offer must have been extended to the candidate.

A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Renege Offer... in the More Actions list.
3. Add a comment.
4. Click Done.

**Result**
The candidate file indicates that the candidate has declined an offer previously accepted.

---

**Updating the Offer Expiration Date**

**Prerequisite**
An offer must be created.

A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Update Expiration Date... in the More Actions list.
3. Select a new expiration date.
4. Click Done.

**Result**
The date before which the candidate must respond to an offer is changed.

---

**Specifying if the Offer Start Date is Tentative**

**Prerequisite**
The candidate must be at the Offer step.
Steps
1. In the candidate list, open a candidate file.
2. Click the Offer tab.
3. In the More Actions list, select Create Offer.
4. Under the start date section, select or not the Tentative option.
5. Click Save.

Result
The offer form now indicates if the start date is tentative or not.

Updating the Offer Start Date

Prerequisite
An offer must be created.

A user type permission grants users access to this feature.

Steps
1. In the candidate list, open a candidate file.
2. Select Update Start Date... in the More Actions list.
3. Select a new starting date.
4. Click Done.

Result
The starting date on which the candidate is required to start working is changed in the offer.

Using the Salary Calculator

Steps
1. In the candidate list, open a candidate file.
2. Select the Offers tab.
3. Click Edit in a column.
4. Click .
5. Complete fields as required.
6. Click Done.

Result
Salary related values generated by the calculator are automatically included in the file.
Other Offer Actions

Capturing Candidate Expectations

**Prerequisite**
Candidate expectations can be captured throughout the selection process, but most likely during an interview.
A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Capture Expectations... in the More Actions list.
3. Select the type of expectation.
4. Click Create.
5. In the Desires (New) column, complete information.
6. Click Save and Close.

Editing Candidate Expectations

**Prerequisite**
Candidate expectations must be included in file.
A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select the Offers tab.
3. Click Edit in the expectations column.
5. Click Save and Close.

Capturing Candidate Current Job Terms

Users can capture candidate job terms for comparison purposes before a formal offer is made. Candidate current job terms can be captured throughout the selection process, but most likely during an interview.

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Capture Expectations... from the More Actions list.
3. Select Current Job.
4. Click Create.
5. In the current Job (New) column, complete information.
6. Click Save and Close.

**Editing Candidate Current Job Terms**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select the Offers tab.
3. Click Edit next to Current Job column.
4. Make changes.
5. Click Save and Close.

**Capturing Competitive Offer Information**

**Prerequisite**
Competitive offer information can be entered in the offer form throughout the selection process, during interviews or telephone conversations.
A user type permission grants users access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Capture Competitive... in the More Actions list.
3. In the Competitive Offer (New) column, complete information.
4. Click Save and Close.

**Editing Competitive Offer Information**

**Prerequisite**
Competitive offer must be captured.
A user type permission grants user access to this feature.

**Steps**
1. In the candidate list, open a candidate file.
2. Select Capture Competitive... from the More Actions list.
3. Click Edit under the Competitive Offer column.
4. Complete the information.
5. Click Save and Close.

**Adding an Attachment to an Offer**

**Prerequisite**
A user type permission grants users access to this feature.
The file will be scanned for viruses. If a virus is detected, the file is not attached. The system displays file information or suggests attaching a different file.

**Steps**

1. In the candidate file, click 📝.
2. Select Offer in the Attach to option.
4. Click Done.

**Result**
The name of the attached file is displayed in the Attachments list under the Attachments tab of the candidate file.

### Removing an Attachment from an Offer

**Prerequisite**
A user type permission grants users access to this feature.
Candidate file must have a file attached to an offer.

**Steps**

1. In the candidate file, click on the Attachments tab.
2. Move your mouse over the name of the file to remove.
3. Click ✗.
4. In the warning window, confirm deletion.

**Result**
The file no longer appears in the list of attachments.
Offer Approvals

Requesting the Approval of Offers

Recruiting Center users can request the approval of offers.

Users with the appropriate permission can route offers for approval by selecting the Request Approval action in the More Actions list. This option is used when at least one person must approve an offer before extending it. See Requesting the Approval of an Offer.

When requesting the approval, users must choose from a list the people who will be required to do the approval. The list of approvers can be configured or not by the system administrator depending on the type of approval chosen by the organization.

- If the standard approval process is used, users will select approvers from a list containing all of the active users of the database. Users will also be able to create a list of frequent approvers in the My Setup feature.
- If Dynamic Approval Routing process is used, the list of approvers will be pre-populated upon selecting the Request Approval action. The list of approvers to be generated is configured by the system administrator within the Dynamic Approval Routing feature. These approvers are displayed based on the configured rules and conditions.

Selected approvers will approve offers using one of these methods:

- If the approver is a Recruiting Center user, the approver will receive an Approve Offer task in the Tasks channel.
- If the approver is not a Recruiting Center user, the approver will receive an eShare message via e-mail.
- If the approver is both a Recruiting Center user and an eShare user, the approver will receive an Approve Offer task in the Tasks channel as well as a message via e-mail.

When conducting the approval from either the Tasks list or from eShare, approvers will receive a PDF print version of the offer to review (rather than the actual file being visible in the system). Also, approval files are generated according to the user’s permissions to view fields having specific security levels.

The approval path can be carried out in two ways:

- Sequential: When the first approver receives an approval request, he/she approves the offer. Once approved, the approval request goes to the next approver, and so on. The offer does not move forward until each approver in the sequence has approved in order. If one person in the sequence rejects the offer, then the approval process ends.
- Parallel: Multiple approvers receive an approval request and they can all approve the offer at the same time. Approvers can approve the offer without having to wait for the others.

If the standard approval process is used within an organization, the system administrator must activate settings to enable sequential or parallel approval. If the Dynamic Approval Routing is used within an organization, approval will be sequential unless there are more than one approver for the same role, then approval will be parallel.

Requesting the Approval of an Offer

Prerequisite

A user type permission grants users access to this feature.

Candidate must have reached the Offer step.
Offer must be created.

**Steps**

1. In the candidate list, select a candidate file.
2. Select Request Approval... in the More Actions list.
3. Select the approvers. Use Quick Filters to filter the list down to relevant information.
4. Define the sequence of approval by assigning a sequence number using the drop-down list under the Order column.
   When the first approver receives an approval request, he/she approves the offer. Once approved, the approval request goes to the next approver, and so on.
5. In the After Approval section, select a user to whom you will assign the next task.
6. Enter comments.
7. Complete other necessary fields.
   Important information regarding the field Add the approvers to the list of my frequent collaborators. This function will only add these users as frequent collaborators under My Setup > Preferences. It will not add these users as collaborators on the requisition currently open. Also note that users will need to log out and log back in to see the change applied to their list of frequent collaborators under My Setup > Preferences. As of Feature Pack 11A.4, the “Notify me once this task is complete” checkbox has been removed from the Request Approval window for requisitions because this option did not have any purpose. Notifications about the progress of approvals can be configured by system administrators if desired.
8. Click Done.

**Result**
The system assigns the task to the first approver in the sequence.

- If the approver is a Recruiting Center user, an Approve Offer task is assigned to the user.
- If the approver is an eShare user, the approver receives an e-share approver message.

**Next Step**
Selecting the following actions: Approve, Reject, Pass.

**Methods to Approve Offers**

Approvers can approve offers via different tools.

**Using the Tasks Channel**

If the approver is a Recruiting Center user, the approver will receive a task in the Tasks channel. See Approving an Offer.

**Using eShare**

If the approver is not a Recruiting Center user, the approver will receive an eShare message via e-mail.

**Using the Tasks Channel and/or eShare**

If the approver is both a Recruiting Center user and an eShare user, the approver will receive an Approve Offer task in the Tasks channel as well as a message via e-mail.

When conducting the approval from either the Tasks list or from eShare, approvers will receive a PDF print version of the offer to review (rather than the actual file being visible in the system). Also, approval files are generated according to the user’s permissions to view fields having specific security levels.

**Approving an Offer on Behalf of Another Approver**
From time to time, it may be necessary to approve an offer on behalf of another approver. This is done by using the action called Amend Approval Path. Users with the appropriate permissions can update an approval decision manually on behalf of one of the approvers. See Approving an Offer on Behalf of Another Approver.

Approving an Offer via the Tasks Channel

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the Tasks channel, click Approve Offer.
2. In the Tasks list, click Approve Offer next to the desired requisition.
3. In the Decide on Approval window, select Approve.
4. Enter comments if mandatory.
5. Click Done.

Approving an Offer on Behalf of Another Approver

**Prerequisite**
A user type permission grants users access to this feature.

Candidate must have reached the offer step.

Approval for offer must have been requested.

**Steps**
1. In the candidate list, click on a candidate file.
2. Select Amend Approval Path in the More Actions list.
3. Select Approve from the Decision drop-down menu.
4. Complete mandatory fields.
5. Click Done.

Approval Path Amendment

From time to time, it may be necessary to change the approvers that were originally selected for an offer. This is done by using the action called Amend Approval Path.

Requesting an Approval Path Amendment

**Prerequisite**
A user type permission grants users access to this feature.

Offer must have the status To be approved.

**Steps**
1. In a candidate file, select Request Approval Path Amendment... in the More Actions list.
2. Click ☰️ to select a contributor.
3. Click Done.
Result
The user who has the proper user type permission will receive a task to amend an approval path.

Modifying an Offer Approval Path Created by a User

Prerequisite
A user type permission grants users access to this feature.
The decision of the approver must be pending.
An offer must be created for the candidate.

Steps
1. In the candidate list, click on a candidate file.
2. Select Amend Approval Path in the More Actions list.
3. Add or remove approvers.
4. You can change the order of the approvers.
5. Enter comments.
6. Complete other necessary fields.
7. Click Done.

Result
The system assigns the approval to the first approver in the sequence.
• If the approver is a Recruiting Center user, an Approve Offer task is assigned to the user.
• If the approver is an eShare user, the approver receives an e-share approver message.

Next Step
Selecting the following actions: Approve, Reject, Pass.

Terminating the Offer Approval Process

Prerequisite
A user type permission grants users access to this feature.
Approval must have been requested for the offer.
Offer must not have been extended to the candidate.

Steps
1. In the candidate list, click on a candidate file.
2. Select Terminate Approval Process... in the More Actions list.
3. Enter comments.
4. Click Done.

Resending an Offer Approval Request

Prerequisite
This feature is only relevant to use if approvers are eShare users and are therefore receiving email based task requests.
A user type permission grants users access to this feature.

**Steps**
1. In a requisition file, click on the Offer Approvals tab.
2. Click Send Reminder.

**Result**
An offer approval request reminder is sent to the currently assigned eShare approver.

**Offer Approval Acknowledgment with eShare**

eShare users have the ability to receive a confirmation of their offer approvals.

This feature is automatically available on all eShare approvals. When users respond to an eShare approval request, there is a check box to trigger the receiving of an approval acknowledgment. If users choose to receive the acknowledgment, upon completing their decision on the request, the users will receive an e-mail message confirming their action.

Three system message templates have been created for this purpose. There is a standard message available and if desired, system administrators can modify the text of the message sent. The acknowledgment sent will depend on the decision of the approver:

- Offer Approved Acknowledgment
- Offer Rejected Acknowledgment
- Offer Passed Acknowledgment

Note that approvals decided via the Tasks channel do not have an acknowledgment option; users can view their completed tasks in the Tasks channel by clearing the *Hide completed tasks* option.

**Offer Approval Request Reminder**

Recruiting Center users have the ability to send an offer approval request reminder.

Users with the appropriate permissions can click the Send Reminder button on the Approvals tab within the offer when an active approval is pending. This action will resend the approval request email to the approvers who it is the turn to render their decisions. If the approver is an eShare user, the eShare hyperlink will be present in the email.

**Approvers and Frequent Approvers**

An approver is a Recruiting Center user who will approve requisitions and/or offers.

A list of approvers can be defined by the system administrator at the department level. A list of personal default approvers, called frequent approvers, can also be defined by the user in the My Setup feature. When a requisition and/or offer is ready to be approved (by selecting the Request Approval action), the approval path is selected by default as follows:

- If frequent approvers were selected under My Setup, these approvers will be automatically selected.
- If frequent approvers were not selected under My Setup, the approvers set for the department by the system administrator will be selected automatically.

When a user selects approvers, the selector only displays users who can be potential approvers. It is possible that no approvers are displayed if none of them are allowed to do the approval. An approver must be an active user and have the user type permission to approve requisitions and/or offers.
Creating a List of Frequent Approvers

**Prerequisite**
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Add...
3. Select one or several approvers.
4. Click Done.

**Result**
The approvers appear in the Approvers list. These approvers will be automatically selected when requesting the approval of a requisition and/or offer overwriting the default approvers set by the system administrator.

Modifying the List of Frequent Approvers

**Prerequisite**
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Modify...
3. Select one or several approvers.
4. Click Select.
5. Click Done.

**Result**
The approvers appear in the Approvers list. These approvers will be automatically selected when requesting the approval of a requisition or offer overwriting the default approvers set by the system administrator. The system cannot modify the approver list a user has set under My Setup.

Adding an Approver to the Frequent Approvers List

**Prerequisite**
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Add...
3. Select one or several approvers.
4. Click Done.

**Result**
The approvers appear in the Approvers list. These approvers will be automatically selected when requesting the approval of a requisition and/or offer. The system cannot modify the approver list a user has set under My Setup.

### Removing an Approver from the Frequent Approvers List

**Prerequisite**
A setting allows the activation of this feature.
A user type permission grants users access to this feature.

**Steps**
1. In the auxiliary navigation bar, click Resources, then My Setup.
2. In the Frequent Approvers tab, click Modify...
3. Hover your mouse on the name of an approver.
4. Click on the [ ] that appears.
5. Click Done.

**Result**
The approver no longer appears in the Approvers list under My Setup.
Pipeline Management

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Pipeline Management

Pipeline Management provides the ability to distinguish between contacts and candidates and to build a pipeline of contacts who can be tracked and managed separately.

The Talent acquisition process includes the development of contacts, which are individuals who have never been considered for a job, but have the skills, background, and experience an organization is looking for. Pipeline Management provides clients with a way to manage the lifecycle of candidates through the state of being a contact in a pipeline to being considered on an open requisition.

The system now differentiates requisitions as follows: job requisitions used to hire candidates, and Pipeline Requisitions to build a pipeline of candidates.

Two Pipeline requisition types are available:

- Pipeline - General
- Pipeline - Executive
Using Pipeline Management

Pipeline Management provides a way to manage the lifecycle of candidates through the state of being a contact in a pipeline to being considered on an open requisition.

**Pipeline Requisitions**

Two Pipeline requisition types are available when creating requisitions and requisition templates:

- Pipeline - General
- Pipeline - Executive

A Pipeline candidate selection workflow is selected by default for Pipeline requisitions. This workflow includes one step tied to the Pipeline reference model. See *Creating Pipeline Requisition*.

**Pipeline Requisitions in the Requisitions Channel**

The Requisitions channel in the center stage displays requisitions in two groupings: Job Requisitions and Pipeline Requisitions. Note that pipeline requisitions cannot be displayed in the center stage mini requisition list.

When Recruiting Center users click a status link under Job Requisitions, the Requisitions list is filtered by status and also by the following requisition types: Professional, Executives, Hourly, Campus, Contingent.

When Recruiting Center users click a status link under Pipeline Requisitions, the Requisitions list is filtered by status and also by Pipeline - General, and Pipeline - Executive requisition types. For Pipeline Requisitions, the following statuses can be displayed: Draft, Open, On Hold, Pending. Note that if none of the requisitions has one of these statuses, the count will not be displayed in the Requisitions channel.

**Matching Candidates to Pipeline Requisitions**

Recruiting Center users have the ability to match candidates to Pipeline requisitions. The process is the same as for other types of requisition. See *Matching Candidates to Requisitions*. In the history tracking for requisitions and candidate submissions, the system will record two entries: one in the source requisition and one in the target requisition.

When a candidate is matched to a Pipeline requisition, from a general profile or submission context, an event is added in the requisition History tab:

- Event: Candidates Matched to this Requisition
- Details: Candidates were matched to this requisition from xyz

When a candidate is matched to a Pipeline requisition from a submission, an event is added in the History tab of the requisition from where the candidate was matched:

- Event: Candidates Matched From this Requisition
- Details: Candidates from this requisition were matched to xyz

When a candidate is matched to a Pipeline requisition, from a submission or general profile, the event "Candidate Matched" is added in the History tab of the newly created submission.

**Using the Most Advanced Progression Status**

The Most Advanced Progression Status feature is used for the Pipeline Management functionality. It allows for easier visibility into those candidates that have not been processed or for which no action has been taken. See *Candidate Progression Status*.

- The Pipeline, Hired, and Contact statuses are supported.
- The Most Advanced Progression Status quick filter is available. Values are:
• Contact: Available if Pipeline Management is activated. The person has never been considered for a job or pipeline requisition. Or, the person has been considered for a job and pipeline requisition in the past, but has currently no active job or pipeline submission.
• Pipeline: Available if Pipeline Management is activated. The person is not being considered for an active job requisition but is active in a pipeline requisition.
• New
• Interview (1, 2 or 3)
• Testing
• Offer
• Hire
• The Most Advanced Progression Status advanced filter is available.
• The Most Advanced Progression Status search criterion can be included in the Advanced Search if the field was made available for search by the system administrator.

Creating a Pipeline Requisition

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Under Requisitions, click Create Requisition.
2. Select the Pipeline - General or the Pipeline - Executive requisition type.
3. Click Next.
4. Follow on-screen instructions and complete the fields.
   The information you will need to provide depends on the flow and options configured by your system administrator.
5. Click Save.

Result
The requisition appears in the Requisition list and the status is Draft.
Evaluation Management

Evaluation Management allows organizations to electronically capture, review and analyze an evaluator's input obtained during a screening process.

Different participants of an organization are involved in the evaluation process. Evaluation Management basically works as follows:

1. *The Library Manager creates evaluation questions, questionnaires, and categories.*
2. *The Library Manager adds evaluation questionnaires to requisition templates.*
3. *Recruiters add evaluation questionnaires to requisitions.*
4. *Recruiters ask evaluators to evaluate candidates.*
5. Evaluators provide feedback on candidates they interview.
6. *Recruiters can view the feedback provided by evaluators.*
Creating Evaluation Categories, Questions, and Questionnaires

Within an organization, a person can be assigned the role of Library Manager which consists in maintaining an up-to-date list of evaluation questions and questionnaires that are compliant with the organization policy.

Evaluation questions, questionnaires, and categories are available in the Libraries tab of the Recruiting Center. To see these three options, users must be granted a user type permission.

The Evaluation Categories library is used to help organize evaluation questions and questionnaires. By default, all evaluation categories are displayed on the library but quick filters can be used to refine the list by category and/or status (Draft, Active or Inactive). Library Managers can create new categories or modify existing ones. See Creating an Evaluation Category. When creating a new evaluation category, the category is created in the user's preferred language. Once the category is created, the user can return to the category and select the language in which he wants to translate the category. Languages for which a translation was provided are displayed in blue.

Before creating a question, Library Managers access the Evaluation Questions library to see if the question already exists in the library. Quick filters are available to filter and search questions according to the following criteria: Question (you can enter one or multiple words), Status (Active, Inactive, Draft), Category (categories available in the Evaluation Categories library). Quick filter criteria can be used individually, or several criteria can be used together. Once the questions are filtered, sorting can also be performed on the list by clicking on the column header. If the question is not present, Library Managers can create a new one. See Creating an Evaluation Question.

Once the question is created, Library Managers can add the question to an existing questionnaire or create a new questionnaire. See Creating an Evaluation Questionnaire.

Creating an Evaluation Category

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the Libraries menu, select Evaluation Categories.
2. Click Create.
3. Provide a name for the category.
4. Select the language in which you want to create the category.
5. Activate the category.
6. Click Save.

Creating an Evaluation Question

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the Libraries menu, select Evaluation Questions.
2. Click Create.
3. Complete the fields. See *Evaluation Question Properties*.
4. Click Save.

### Evaluation Question Properties

<table>
<thead>
<tr>
<th>Question Property</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Answer Type**   | Four types of answer are available:  
|                   | • Single: The person can select one answer from a list of choices.  
|                   | • Multiple: The person can select as many answers as applicable from a list of choices.  
|                   | • Text: The person can type a brief answer in response to a specific question.  
|                   | • Date: The person can provide a date to indicate for example, when a certification was obtained.  |
| **Answer Display**| Depending on the answer type selected, different answer displays are available.  
|                   | • When using the Single answer type, the person can answer the question by selecting one radio button, or one value in a drop-down list.  
|                   | • When using the Multiple answer type, the person can answer the question by selecting one or several checkboxes, or by selecting one or several values in a drop-down list.  
|                   | • When using the Text answer type, the person can answer the question by typing text in a field. Between one and nine lines can be provided for the answer.  
|                   | • The Date answer type does not have any answer display.  |
| **Question**      | Space provided to type the question. A question can have a maximum of 1000 characters. If the answer type is Single or Multiple, users will have the option to input possible answers.  |
| **Possible Answers**| When using the Single or Multiple answer type, you can enter possible answers. It is recommended to use a maximum of 10 possible answers.  |
| **Show Comment**  | When selecting Yes, a text box appears where evaluators will be able to enter justifications to the answers provided.  |
| **Status**        | Questions have one of the following statuses:  
|                   | • Draft  
|                   | • Active  
|                   | • Inactive  
|                   | By default, when creating a question, the question is in the Draft status. Once a question is in the Active status, only grammatical edits can be done.  |
| **Activated Languages**| Once a question is active, you can translate it in other languages. Languages for which a translation was provided are displayed in blue.  |
| **Category**      | Category to classify the question.  |

### Creating an Evaluation Questionnaire

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the Libraries menu, select Evaluation Questionnaires.
2. Click Create.
3. Complete the fields. See Evaluation Questionnaire Properties.
4. Click Save, or Save and Preview to see how the questionnaire will look to evaluators.

### Evaluation Questionnaire Properties

<table>
<thead>
<tr>
<th>Questionnaire Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questionnaire</td>
<td>Name of the questionnaire.</td>
</tr>
<tr>
<td>Instructions</td>
<td>Instructions on how to complete the questionnaire. For example, how to evaluate potential candidates, explanations of any ranking system that might be used.</td>
</tr>
<tr>
<td>Recommendation</td>
<td>If selecting Yes, evaluators will be able to provide any justification for their responses.</td>
</tr>
<tr>
<td>Questions</td>
<td>This is where questions can be added to the questionnaire. You can also add weight values to question answers. You also have the ability to remove questions, reorder questions, and hide or show question details.</td>
</tr>
</tbody>
</table>
| Status                 | Questionnaires have one of the following statuses:  
  • Draft  
  • Active  
  • Inactive  
  By default, when creating a question, the question is in the Draft status. Once a question is in the Active status, only grammatical edits can be done. |
| Activated Languages    | Once a questionnaire is active, you can translate it in other languages. Languages for which a translation was provided are displayed in blue. |
| Category               | Category to classify the questionnaire. |
Adding Evaluation Questionnaires to Requisition Templates

The Library Manager has the ability to add evaluation questionnaires to requisition templates. From the Questionnaires tab on the requisition template, the Library Manager can add one or several questionnaires.

A Quick Filters panel allows the Library Manager to filter the list of active questionnaires before adding them to requisition templates. Quick filter criteria can be used individually, or several criteria can be used together to further restrict the results list. The following filters are available:

- Questionnaire: Users can search for a specific word contained in the title of a questionnaire.
- Category: Users can search for a specific category name by typing it in the Category field text box. Categories are created and managed in the Evaluation Categories library.

Once questionnaires have been added to the requisition template, the Library Manager can preview them to confirm they are appropriate for the requisition template. Questionnaires added to a requisition template will automatically be attached to requisitions created using that template.

Adding an Evaluation Questionnaire to a Requisition Template

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the Libraries menu, select Templates.
2. Open a requisition template.
3. Click the Questionnaires tab.
4. Click Add.
5. Use quick filters to filter the list of active questionnaires.
   - In the Questionnaire field, you can search for a specific word contained in the title of a questionnaire. In the Category field, you can search for a specific category name by typing it in the Category field text box. Categories are available in the Evaluation Categories library.
6. Select one or multiple questionnaires.
7. Click Save.
Adding Evaluation Questionnaires to Requisitions

Recruiters with the appropriate permissions can add evaluation questionnaires to requisitions.

From the Questionnaires tab on the requisition file, recruiters can add one or several questionnaires.

A Quick Filters panel allows recruiters to filter the list of active questionnaires before adding them to a requisition. Quick filter criteria can be used individually, or several criteria can be used together to further restrict the results list. The following filters are available:

- Questionnaire: Users can search for a specific word contained in the title of a questionnaire.
- Category: Users can search for a specific category name by typing it in the Category field text box. Categories are created and managed in the Evaluation Categories library.

Once questionnaires have been added to the requisition, recruiters can preview them to confirm they are appropriate for the requisition.

Adding an Evaluation Questionnaire to a Requisition

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the Requisitions list, click on a requisition.
2. Click the Questionnaires tab.
3. Click Add.
4. Use quick filters to filter the list of active questionnaires.
   - In the Questionnaire field, you can search for a specific word contained in the title of a questionnaire. In the Category field, you can search for a specific category name by typing it in the Category field text box. Categories are available in the Evaluation Categories library.
5. Select one or multiple questionnaires.
6. Click Save.
Asking Evaluators to Evaluate Candidates

Recruiters with the appropriate permissions can ask evaluators to evaluate candidates using evaluation questionnaires.

From the Questionnaires tab on the candidate job submission, recruiters are able to create evaluation feedback requests. Upon selecting an evaluation and clicking the Send Request button, recruiters can select evaluators from the list of users entered in the system database or they can choose to manually enter the first name, last name and email address of external evaluators not entered in the system database. They can select an interview date and time and send a message template to evaluators. Recruiters also have the ability to include the candidate file, requisition file and/or job submission-specific attachments in the questionnaire being sent, valuable information for the person completing the evaluation.

Requests to complete evaluation questionnaires are emailed to evaluators. Upon accessing the link contained in the email, evaluators are directed to an HTML questionnaire where they can input their feedback responses. The questionnaire contains links to the attached files. Once they have completed their feedback, they click the Submit button. Upon submitting their feedback, the link in the email is no longer active and evaluators cannot go back to the questionnaire.

Recruiters can also complete the evaluation questionnaire themselves by clicking the Complete button. The system will display a blank copy of the questionnaire selected within the Questionnaires tab and the recruiters will be able to fill it out.

Once a request has been sent to evaluators, the Requested section in the candidate submission Questionnaires tab displays a list of all outstanding requests. Recruiters can resend a request by selecting the evaluation questionnaire and clicking the Resend button. They can also cancel a request by selecting the evaluation questionnaire and clicking the Cancel button.

Sending an Evaluation Feedback Request to an Evaluator

Prerequisite

A user type permission grants users access to this feature.

Steps

1. In the Requisitions list, click on a requisition.
2. Click on a candidate who applied on the requisition.
3. Click the Questionnaires tab.
4. In the Evaluators section, click Add to select the evaluators who will complete the evaluation questionnaire. Two options are available:
   • You can add external evaluators by entering their first name, last name and email address.
   • You can select evaluators entered in the system database. The Internal Evaluators list only displays the first 100 users. To find a user who is not displayed, use quick filters. If after applying quick filters more than 100 users were found, the list will still only display the first 100 users.
5. In the Attached to Requisition section, select an evaluation questionnaire.
6. Click Send Request.
7. Select the time zone of the questionnaire recipients.
   By default, the system displays the user's preferred time zone (defined under Resources > My Setup > Preferences > Time Zone). If no user's preferred time zone is defined, the system will display the time zone set by the system administrator in the Evaluation Management Administration menu.
8. Select the message language of the questionnaire recipients.
9. Enter a date and time for the interview.
10. Select the message template that will be sent to evaluators requesting them to perform an evaluation.
11. In the File Share section, select the candidate file, requisition file and/or submission-specific attachments you want to share with the evaluator.
12. Click Send to send the feedback request to evaluators.

Evaluating a Candidate Myself

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Requisitions list, click on a requisition.
2. Click on a candidate who applied on the requisition.
3. Click the Questionnaires tab.
4. In the Attached to Requisition section, select an evaluation questionnaire.
5. Click Complete.
6. Select the time zone and message language of the questionnaire recipients.
7. Enter the first name, last name and email address of the person who will complete the evaluation questionnaire.
8. Enter a date and time for the interview.
9. Select the message template that will be sent to evaluators requesting them to perform an evaluation.
10. Click Send.
**Viewing Feedback from Evaluators**

Recruiters with appropriate permissions can access the candidate job submission and view the feedback provided by the evaluators.

In the candidate submission Questionnaires tab, under the Completed section, recruiters can see a list of all completed requests. They can see the name of the questionnaire, the name of the person who requested the evaluation, the request date, and the name of the evaluator. Recruiters can view the results of a questionnaire by selecting the questionnaire and clicking View Results. The system will display the questions and the responses.

Recruiters can also remove a questionnaire that has been deemed to contain inappropriate content and to allow evaluators to complete it in a compliant format.

**Viewing Feedback from an Evaluator**

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. In the Requisitions list, click on a requisition.
2. Click on a candidate who applied on the requisition.
3. Click the Questionnaires tab.
4. In the Completed section, select an evaluation questionnaire.
5. Click View Results.
Evaluation Management - Other Actions

Duplicating an Evaluation Question

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Libraries menu, select Evaluation Questions.
2. Click Duplicate next to the desired evaluation question.
3. Complete the fields. See Evaluation Question Properties.
4. Click Save.

Duplicating an Evaluation Questionnaire

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Libraries menu, select Evaluation Questionnaires.
2. Click Duplicate next to the desired evaluation questionnaire.
3. Complete the fields. See Evaluation Questionnaire Properties.
4. Click Save, or Save and Preview to see how the questionnaire will look to evaluators.

Previewing an Evaluation Questionnaire in a Requisition Template

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Libraries menu, select Templates.
2. Open a requisition template.
3. Click the Questionnaires tab.
4. Select an evaluation questionnaire.
5. Click Preview.

Previewing an Evaluation Questionnaire in a Requisition

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Requisitions list, click on a requisition.
2. Click the Questionnaires tab.
3. Select an evaluation questionnaire.
4. Click Preview.

**Previewing an Evaluation Questionnaire in a Candidate Submission**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the Requisitions list, click on a requisition.
2. Click on a candidate who applied on the requisition.
3. Click the Questionnaires tab.
4. In the Attached to Requisition section, select an evaluation questionnaire.
5. Click Preview to see the questionnaire.
6. Click Done to return to the candidate submission.

**Removing an Evaluation Questionnaire from a Requisition Template**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the Libraries menu, select Templates.
2. Open a requisition template.
3. Click the Questionnaires tab.
4. Select an evaluation questionnaire.
5. Click Remove.

**Removing an Evaluation Questionnaire from a Requisition**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the Requisitions list, click on a requisition.
2. Click the Questionnaires tab.
3. Select an evaluation questionnaire.
4. Click Remove.

**Removing a Completed Evaluation Questionnaire from a Candidate Submission**

**Prerequisite**
A user type permission grants users access to this feature.
Steps
1. In the Requisitions list, click on a requisition.
2. Click on a candidate who applied on the requisition.
3. Click the Questionnaires tab.
4. In the Completed section, select an evaluation questionnaire.
5. Click Remove.

Resending an Evaluation Request

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Requisitions list, click on a requisition.
2. Click on a candidate who applied on the requisition.
3. Click the Questionnaires tab.
4. In the Requested section, select an evaluation questionnaire.
5. Click Resend.

Canceling an Evaluation Request

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Requisitions list, click on a requisition.
2. Click on a candidate who applied on the requisition.
3. Click the Questionnaires tab.
4. In the Requested section, select an evaluation questionnaire.
5. Click Cancel Request.

Adding Columns to View Completed Evaluation Questionnaires and Average Scores

Prerequisite
A user type permission grants users access to this feature.

The Questionnaire Average Score and Completed Questionnaires columns must have been defined by the system administrator.

Steps
1. In the Candidates list, click .
2. Select a personal format then click .
3. Select the Questionnaire Average Score and/or Completed Questionnaires columns.
4. Click Save.

**Result**
In the list format, the name of the columns are: Q'naire Avg Score and Completed Q'naires.
Evaluation Questionnaires Displayed in a Single Page Format

Whether previewing, viewing or completing an evaluation questionnaire, a consistent, single page layout is used to display information.

When Recruiting Center users preview an evaluation questionnaire, whether from within the Evaluation Questionnaires Library, a requisition template, a requisition or a job submission, the questionnaire in preview mode is consistent with the evaluator's view. The following elements are provided in non-editable format:

- Questionnaire title
- Candidate field (displays as a blank field)
- Requisition field (displays as a blank field)
- Evaluator field (displays as a blank field)
- Files Shared label (displays as blank field)
- Documents Shared label (displays blank field)
- Instructions
- Questions (with all selections left blank)

When Recruiting Center users complete an evaluation questionnaire directly from the requisition Questionnaires tab, the following elements are provided:

- Questionnaire title
- Instructions
- Questions (with the ability to input and save responses)

When evaluators click the link provided in the feedback request email in order to access and complete an evaluation questionnaire, the following elements are provided:

- Questionnaire title
- Candidate field (displays the candidate name)
- Requisition field (displays the requisition title)
- Evaluator field (displays the evaluator's name)
- Files Shared label (displays links to the candidate files and requisition files)
- Documents Shared label (displays links to shared documents)
- Instructions
- Questions (with the ability to input and save responses)

When Recruiting Center users view completed questionnaires from the requisition Questionnaires tab, the following elements are provided in a non-editable format:

- Questionnaire title
- Instructions
- Questions (with selected answers displayed)
- Answer weighting and scoring
Candidate Hiring and Onboarding

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<td>274</td>
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</tbody>
</table>
Candidate Hiring

Hiring a Candidate

**Prerequisite**

The candidate must be at the completion status of a step.
The candidate selection workflow must include the Hire step.
A user type permission grants user access to this feature.

**Steps**

1. In the Candidates list, select a candidate.
2. Select Bypass in the More Actions list.
4. Complete mandatory fields.
5. Click Save and Close.

**Result**

The candidate is hired without going through all the steps of the candidate selection workflow. The status of the candidate is Hired.

When the last position of a requisition is filled, the requisition is automatically unposted from the company’s career sections and intranet, and the requisition is no longer displayed in the requisition list. Also, the step for remaining candidates is changed to Rejected.

Hiring a Candidate More than Once for the Same Requisition

**Prerequisite**

A setting allows the activation of this feature.

The action can only be performed for one candidate at a time and on hourly requisitions (this is the only type of requisitions for which the selection process can be restarted).

The action can be performed on a candidate with the following status: Rejected, Declined, Offer, Hired.

The action cannot be performed if the application is flagged as deleted, and if the Offer management step is part of the workflow (active or not active step), if it brings the hiring manager to a restricted step.

The requisition must be active (it cannot be canceled or filled).

The candidate must not be disqualified for the application or for his/her profile.

**Steps**

1. In a candidate list, select a candidate file.
2. In the More Actions list, select Reset Selection Process.
3. Click Done.

**Result**

The candidate is now back into the selection process and can be rehired.
Recording that a Candidate was Hired

Steps
1. In the Candidate file, select Move... from the More Actions list.
2. In the Move window, select the Hire step and Hired status.
3. Click done.

Result
The Hired status is displayed in the candidate list indicating that a candidate has completed a selection process and is ready to be hired.

Next Step
Onboarding process can be started.

Cancelling the Hiring of a Candidate

Prerequisite
A user type permission grants users access to this feature.
The status must be Filled.

Steps
1. In the requisition file, select Reopen Requisition in the More Actions list.
2. Select the option Cancel the hiring of candidates.
3. Click done.

Result
Candidates previously hired for the requisition will no longer be hired.
Contingent Hiring

Contingent Hiring

Contingent hiring is used to hire people when needed and for a limited period of time from a third party agency specialized in submitting pre-qualified workers. Contingent hiring may include part-time, temporary and contractor work.

The Contingent Hiring solution is meant to support the first sourcing part of the typical contingent process, where specific requisitions are created and invitations to refer candidates are performed. Once the candidate submitted by an agent is selected for a limited term, there is usually a time sheet and billing process involved, not done within the Recruiting Center.

Once the Contingent Hiring feature has been purchased, the feature must be activated by Oracle Support. When the feature is activated and configured by the system administrator, users can start acquiring contingent workers. When creating a requisition, users can choose a Contingent requisition type which offers specific contingent functionalities like a candidate selection workflow built for contingent hiring, a Contingent Terms section, supplier invitation to submit candidates using the agency portal, confirmation of availability and specific candidate ownership rules, different from the rules associated with other agent submitted candidates. Once the candidate is hired, the system does not provide additional support like time sheet and billing. To feed such systems, integration with worker information, billing rate and suppliers (agents) can be done upon hiring.

Contingent Hiring Process Overview

Below are basic steps performed by a recruiter to hire contingent workers.

1. Creating a Contingent requisition
2. Posting a Contingent requisition
3. Viewing referred candidate submissions

Creating a Contingent Requisition

When creating a requisition, recruiters should choose the Contingent requisition type because it provides specific functionalities like a candidate selection workflow built for contingent hiring (less prescreening, interview, or background check), and contingent specific fields such as:

- Target Start Date: Date when the worker will start working on the job.
- Target End Date: Date when the worker will complete its mandate on the job.
- Start Time: Time when the job will start, default based on the offer start date setting. Such start time is modifiable and is saved based on the current user time zone and converted upon display on the current user time zone.
- End Time: Time when the job ends every day, based on the current user time zone.
- Maximum Hourly Rate: Maximum hourly rate allowed for the current requisition.
- Requested Hourly Rate: Requested hourly rate used to inform the agent about what should be submitted.
- Estimated Expenses: Expenses that can be added in order to calculate the total estimated cost.
- Estimated Labor Cost: Hourly rate paid to the agency multiplied by the estimated number of hours per days, times the number of estimated days. This is only an estimation based on a fix number of hours per day and a fix number of days per week.
- Estimated Labor Cost and Expenses: Total estimated cost by adding the expenses to the estimated labor cost, when the expenses are reimbursable.
• Expenses Reimbursable: Checkbox field used to decide whether or not the expenses are included in the Estimated Labor Cost and Expenses field upon clicking the Calculate button or saving the requisition.

In the requisition Contingent Terms section, a Calculate button is available. When the Calculate button is pressed, the system calculates the value of the "Estimated Labor Cost" and "Estimated Labor Cost and Expenses" fields. This is based on the number of days the worker is hired based on the start date and end date, using the number of days per week (Calculator Default Daily setting), multiplied by the number of hours per day (Calculator Default Hourly setting). This number of hours is then multiplied by the requested hourly rate for the "Estimated Labor Cost" and will add the expense to this into the field "Estimated Labor Cost and Expenses" if the Expenses Reimbursable field is checked.

For details, refer to Creating a Requisition.

Posting a Contingent Requisition

Once the requisition is completed and approved, it can be posted.

The only place where to send contingent requisitions is to agencies. In the contingent requisition Posting and Sourcing tab, the recruiter can only select agencies (all other options are never visible). There is no possibility to post directly to career sections and let candidate apply. The entire sourcing process depends on the agents submitting candidates.

The invitation process is slightly different for contingent requisitions. The invitation is done at the agency level, not at the agent level (for all other staffing types, each agent is invited individually). Invitations are sent to all matching agents associated to the selected contingent agencies, based on their Organization-Location-Job Field (OLF).

When the posting process is completed, selected agents receive an invitation to refer a candidate. Agents then go to the agency portal and submit their candidates.

For details, see Inviting an Agent to Refer a Candidate.

When posting contingent requisitions, users are able to post to non-contingent agents and the MWBE field is not displayed for contingent agents. Users should put the word Contingent and the missing field information in the agency name.

Viewing Referred Candidate Submissions

Once candidates have been submitted, the recruiter can review candidate submissions.

To identify candidates that were submitted, the agency icon is used in the candidates list. In the candidate file Submission tab, the recruiter can see the rate submitted by the supplier, the worker type and the information about charging or not the sales tax. The recruiter can then move the candidate in the selection workflow according to workflow configuration. If activated by the system administrator, a confirmation email is sent to the agent when a predefined status is reached.

Ownership can exist at the candidate submission level for contingent workers. Once the general ownership is expired, another agent can submit the same candidate again on a new requisition. But while manually changing the agent in the candidate or submission file in the Recruiting Center, the referring agent is changed everywhere, impacting existing requisitions where another agent submitted the same candidate originally. Customer should not change the agent for candidates being active on at least one requisition with another agent.
Contingent Hiring - More Actions

Editing a Contingent Requisition

The edition of a contingent requisition is based on standard permissions and field security.

The requested hourly rate can never be saved above the maximum hourly rate. This is why we recommend to only allow some user types to change the maximum hourly rate.

Some contingent fields cannot be modified once the requisition is posted:

- Estimated Expenses
- Estimated Labor Cost
- Estimated Labor Cost and Expenses
- Expenses Reimbursable
- Requested Hourly Rate

Duplicating a Contingent Requisition

When duplicating a contingent requisition, certain fields are not duplicated.

<table>
<thead>
<tr>
<th>Requisition File Section</th>
<th>Field Not Duplicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>Target Start Date</td>
</tr>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>Target End Date</td>
</tr>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>Start Time</td>
</tr>
<tr>
<td>Logistics - Profile - In Contingent Requisition</td>
<td>End Time</td>
</tr>
</tbody>
</table>

For more information on duplicating requisitions, see Requisition Duplicate

Capturing Contingent Fields

When creating a candidate file, it is possible to capture contingent fields placed in the create candidate flow. Note that contingent fields are submission specific, thus only available for configuration into job-specific capture flows.

Contingent specific candidate fields are specific to each submission and as such, are visible or modifiable only within the submission file. For details, see Candidate Fields to be Used for Contingent.
## Contingent Hiring - Exceptions to Standard Behavior

Important information regarding the behavior of specific features if used with contingent hiring.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Exception</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sourcing and posting</td>
<td>For contingent requisitions, sourcing is achieved exclusively through invitations sent to agents. There is no direct posting to career sections. This is because contingent hiring process relies on the association between a worker and an agent, and such association is requested at all time to correctly support contingent. To be able to invite an agent, the agent must be associated to an agency portal.</td>
</tr>
</tbody>
</table>
| Matching candidates | Although matching candidates is allowed, matching a non-contingent candidate to a contingent requisition will generate a worker without an associated agent. This situation, which is probably an exception, can be corrected by adding the agent once the candidate is matched.  
Matching a contingent worker to a non-contingent requisition is also allowed, but can generate surprises to those workers since they might start to receive direct correspondences if they have an email in their candidate file (for example, invitations to complete their file and overwrite values entered originally by the agent). This should be considered carefully to avoid generating surprises to candidates. This might also look as an attempt to bypass the agent if this was not discussed previously. |
| Number of positions | For a contingent requisition, the start date and end date are managed within the requisition. As such, all positions of a single requisition will always have the same rate boundaries and start and end dates. If different boundaries are needed, different requisitions must be created. |
| Resume parsing   | Resume parsing can be used within the agency portal.  
It can also be used by sending attachments through emails. However, if the agent sending the email is associated to a portal without a general profile flow, the system will not be able to parse the attachment. This is because all email based parsing is profile based and never for a specific job. This is why there is a standard message template that informs agents associated to a portal without a profile flow that if they ever send a resume to the zonename@resumeparsing.taleo.net address, the email parsing is not supported for them. If a profile flow is active, then all standard parsing responses might be triggered.  
The message template is named *Resume Parsing Service Unavailable to Agents*. This message is triggered when the profile flow is not activated in the agency portal associated with the agent. |
| Offer module     | The offer module can be used with contingent hiring, although conceptually, the interaction between the organization and the candidate is done by the agent, thus the offer module, meant to serve as a contractual agreement between the candidate and the organization, is not the natural path. While most standard fields and user-defined fields can be made available for contingent specific offers, the contingent-specific fields such as Start Date, End Date, Start Time, End Time and Staffing |
Feature | Exception
--- | ---
Agency Hourly Rate are not available in the offer module. This aligns to the original design of contingent and is the current expected behavior.

Agency with both Staffing and Contingent Staffing services | When both the Staffing and Contingent Staffing services are selected for a specific agency, the system will act as contingent or not based on the requisition where the candidate is submitted. But if the agents associated to such agencies are submitting new candidates as general profiles - through either a profile flow or resume parsing by email - then the system will consider those candidates as non-contingent candidates. It is recommended to have only job-specific application flows when agencies serving both contingent and non contingent are required. If an agent associated to a contingent only agency is submitting a candidate profile, then the ownership delay of the contingent definition will be applied.

Hiring contingent candidates | In order to hire a candidate on a contingent requisition, the candidate must be associated to an agent. All candidates submitted through the agency portal will get such association. However, candidates created manually, matched to a contingent requisition or imported might not have such agent association at first and it must be added before being able to hire the candidate on any contingent requisition.

### Requisition Fields to be Used for Contingent

<table>
<thead>
<tr>
<th>Field</th>
<th>Block/Form Where Available</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>Profile</td>
<td>Mandatory by default, but it can be made optional.</td>
</tr>
<tr>
<td>Start Time</td>
<td>Profile</td>
<td>The Recruiting setting Offer Default Start Date Hour defines the value of this field. Default is 8 a.m.</td>
</tr>
<tr>
<td>Target End Date</td>
<td>Profile</td>
<td>Mandatory by default, but it can be made optional.</td>
</tr>
<tr>
<td>End Time</td>
<td>Profile</td>
<td>The Recruiting settings Offer Default Start Date Hour and Calculator Default Hourly define the value of this field. Default is 8 a.m and 8 hours per day.</td>
</tr>
<tr>
<td>Estimated Expenses</td>
<td>Contingent Terms</td>
<td>Represents expenses that can be added in order to calculate the total estimated cost.</td>
</tr>
<tr>
<td>Estimated Labor Cost</td>
<td>Contingent Terms</td>
<td>This is a read-only calculated field and it cannot be configured as an input field. The cost is a result of the number of hours per day (Calculator Default Hourly setting) and the number of days the requisition is open, based on the difference between the end date and the start date and the number of days per week, defined in the setting Calculator Default Daily, with 5 days a week being the default. Since it is a calculated field, this field cannot be configured by the system administrator.</td>
</tr>
<tr>
<td>Estimated Labor Cost and Expenses</td>
<td>Contingent Terms</td>
<td>This is a calculated field, and will include the Estimated Labor Cost plus the Estimated Expenses, if the Expenses Reimbursable field is checked. Since it is a calculated field, this field cannot be configured by the system administrator.</td>
</tr>
</tbody>
</table>
| Expenses Reimbursable | Contingent Terms | This check box field is used to decide whether or not the expenses are included in the Estimated Labor Cost and
<table>
<thead>
<tr>
<th>Field</th>
<th>Block/Form Where Available</th>
<th>Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses field</td>
<td></td>
<td>Expenses field upon clicking the calculation option or saving the requisition.</td>
</tr>
<tr>
<td>Maximum Hourly Rate</td>
<td>Contingent Terms</td>
<td>Configure the field such that it is read only for managers – do not allow editing of this field by managers. Defines the maximum hourly rate allowed for the current requisition. This value should in theory come from the template if possible, since it serves to limit the requested hourly rate amount. It also controls the maximum rate an agent can ask while submitting a candidate.</td>
</tr>
<tr>
<td>Requested Hourly Rate</td>
<td>Contingent Terms</td>
<td>This is the requested hourly rate used to inform the agent about what should be submitted.</td>
</tr>
</tbody>
</table>

**Candidates Fields to be Used for Contingent**

<table>
<thead>
<tr>
<th>Field</th>
<th>Default Field Visibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffing Agency Hourly Rate</td>
<td>Career Section (not relevant to recruiters, for integration purpose only).</td>
</tr>
<tr>
<td>Sales Tax must be charged</td>
<td>Career Section, Taleo Recruiting.</td>
</tr>
<tr>
<td>Hourly Rate Paid to the Worker</td>
<td>Career Section (not relevant to recruiters, for integration purpose only).</td>
</tr>
<tr>
<td>Agency Requisition Number</td>
<td>Career Section (not relevant to recruiters, for integration purpose only).</td>
</tr>
<tr>
<td>Worker ID</td>
<td>Career Section (not relevant to recruiters, for integration purpose only).</td>
</tr>
<tr>
<td>Worker Type</td>
<td>Career Section, Taleo Recruiting.</td>
</tr>
</tbody>
</table>
**Hourly Hiring**

**Evergreen Hiring**

Evergreen hiring is used in continuous hiring situations such as retail stores where employers want to enable candidates to apply at all times, and also want a ready supply of candidates available to move quickly when a need is identified.

Often such employers will want to implement a definite validity period and expiration for the candidate's submission, with the easy ability for the candidate to re-apply after his/her submission expires. It is not uncommon for workers in the hourly retail world to have held several different jobs within the span of a year. Employers need to ensure they are collecting all of the most recent information regarding a candidate's relevant history. This may also help to limit legal exposures in addition to confirming candidate's continued interest in employment with the employer.

A submission validity period may be enabled for any requisition, before that requisition reaches the Sourcing status. The number of days for the validity period is inherited from a default setting (initially 90 days), but may be changed for specific requisitions by users with sufficient permissions. The Validity Period Enabled and Validity Period fields may also be inherited from a requisition template. The submission validity period must be between 1 and 730 days (2 years).

The validity period starts when a candidate submits his/her completed submission. The candidate submission remains valid for the number of days defined in the requisition. For submissions created when matching or referring a candidate, the period starts on the date that the candidate was matched or referred. If a submission is incomplete and the candidate later completes it, the validity period is restarted.

The Evergreen Hiring feature basically works as follows:

For the Evergreen Hiring feature to be available, the system administrator must make the following two requisition fields available in the Recruiting application:

- Validity Period Enabled
- Validity Period

If desired, the security level can be set for those fields to hide them from some users. Once these fields are activated, the system administrator can add them to the requisition and/or requisition template, in the Identification block. It is necessary to have the Validity Period Enabled field in either the requisition template and/or the requisition file in order to enable submission expiration.

If the expiration for all requisitions is the same (following the default setting), consider either not display the Validity Period field in the requisition file, or to set the field to read-only. If different validity periods are needed for different jobs, consider adding the Validity Period field in the requisition template where authorized users can set it, but not in the requisition file itself.

In the Recruiting application, when creating a requisition or requisition template, users can use the default validity period set by the system administrator or set a different validity period for the requisition or requisition template being created. The validity period must be set before the requisition is posted. The submission validity period is displayed in the requisition card (located on the left hand side of the requisition), when hovering the mouse over the icon.
Once the requisition is posted, candidates applying on the requisition will be informed of the expiration date of their submission on the Thank You page. Within the Recruiting Center, the submission validity period is displayed in the candidate submission card, when hovering the mouse over the icon.

If the candidate's submission has expired and the requisition is still posted, the Modify link is replaced with the Reapply link on the candidate's My Jobs page. When candidates re-apply for a job:

- The submission's validity period and expiration date are reset.
- A summary of the candidate's current information will be displayed to allow him/her to make any necessary changes.
- Depending on how the zone was configured, the candidate selection workflow of the submission may be reset back to the beginning.
- A tracking history is automatically added in candidate file History tab. If during the reapply process, the system forces the candidate selection workflow to be reset, a second tracking history is added in the History tab stating that.

Once candidates have applied on the requisition, the column in the Requisitions list indicating the candidate count considers if the submission validity period is enabled or not for the requisition. If the validity period is enabled, the count only includes candidate submissions that are not expired.

The system administrator also has the ability to add the following columns in the candidate lists and requisition lists. When these columns are made available in list formats, users can select them to display the desired information:

<table>
<thead>
<tr>
<th>Candidate List Columns</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Expired</td>
<td>This column is represented by the icon. When a submission is expired, the icon is displayed.</td>
</tr>
<tr>
<td>Latest Submission Date</td>
<td>Date when the candidate has submitted his/her submission or has reapplied.</td>
</tr>
<tr>
<td>Submission Expiration Date</td>
<td>Date when the candidate submission expires/expired.</td>
</tr>
<tr>
<td>Days before Submission Expiration</td>
<td>Displays as a countdown the number of days left before the expiration of the submission.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requisition List Columns</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Validity Period Enabled</td>
<td>This column is represented by the icon.</td>
</tr>
<tr>
<td>Submission Validity Period</td>
<td>Number of days of the validity period.</td>
</tr>
</tbody>
</table>

The Hide expired submissions quick filter can be added to Candidates list to let users show or hide expired candidate submissions. Expired submissions are hidden by default. This filter is only available for requisition-specific candidate list formats.

The system administrator can also enable a setting to determine under which conditions the Candidate Selection Workflow (CSW) is reset to the initial step/status after a candidate re-applies for the same requisition (after submission expiration). Note that the CSW will never change if the submission has reached the Offer step or if an interview has been scheduled.
New Hire Onboarding

Employee onboarding is the process of integrating a new employee into an organization. Onboarding begins when a person accepts a position; it can include orientation, communication, filling out forms, getting equipment such as a laptop.

Starting an Onboarding Process

Prerequisite
Candidate must be hired.
A user type permission grants users access to this feature.

Steps
1. In the Candidates list, select a candidate.
2. In the More Actions list, select Start Onboarding Process.
3. Select a process.
4. Specify if you wish to update onboarding data with current recruiting data.
5. Click Done.

Canceling an Onboarding Process

Prerequisite
Candidate must be involved in an onboarding process.
A user type permission grants users access to this feature.

Steps
1. In the Candidates list, select a candidate.
2. In the More Actions list, select Cancel Onboarding Process.
3. Enter a comment.
4. Click Done.

Result
Onboarding process is cancelled. Action is tracked under the candidate file History tab.

Updating Onboarding Data

Prerequisite
The step/status of the candidate must be Hire/Hired.
An onboarding process must be started for the candidate.
A user type permission grants users access to this feature.
**Steps**

1. In a candidate file, select Cancel Onboarding Process from the More Actions list.
2. In a candidate file, select Start Onboarding Process from the More Actions list.
3. Select the option Update onboarding data with current recruiting data.
   
   If you do not select the option, the system does not overwrite data and only updates the Assignment, Job Position and Application data. Also, all data entered previously on all Onboarding forms are kept intact, enabling you to review each step or simply submit them as they are.

4. Complete fields as required.
5. Click Done.

**Result**

The system overwrites Candidate, Experience and Education data and updates Assignment, Position and Application data. Also, all data entered on Onboarding forms prior to running this process is removed.
Libraries

Libraries Overview

The Recruiting Center offers libraries containing requisition templates, questions, disqualification questions as well as competencies.

When accessing a library, the screen is organized into three panes:

• The left pane contains quick filters. For Questions and Competencies, there are tabs allowing users to display elements associated to all or specific job fields as well as elements associated all or specific locations.

• The central pane presents the list of elements. Elements displayed depend on the filters and options selected in the left pane. A menu bar allows users to perform specific actions on elements.

• The right pane contains the online help and online clips if these were enabled. The pane can be expanded or collapsed.

Users who have access to a library can access all items in the library. The system provides a flat list view option which help reduce duplication and mis-alignment of similar elements across the organization. Therefore, when users are in the tree structure view for Job or Location, they are not constrained by Job and Location elements that are linked to their group. They can navigate and interact with the entire tree structure.
Requisition Templates

Requisition Template

A requisition template is a requisition file containing information that will likely be reused for a similar job position.

Requisition templates are located in the Libraries menu, under Templates.

A requisition template can be created for each position or job category. Depending on your organization’s policies, the requisition template may be very detailed or may include only basic information. When creating a new requisition, it is a best practice to select a requisition template first; this will auto-populate many of the requisition fields based on the selected template.

The creation of requisition templates is done via the Create Requisition Template assistant which is available in the Requisition Templates library. A user type permission is required to create requisition templates. When clicking Create Template, the Create Requisition Template assistant is launched. The creation process is similar to the creation of requisitions. The content of the assistant will vary depending on how it was configured by the system administrator.

• The first step may be to select a requisition type. This step is available if more than one requisition type was enabled and if specific permissions were granted to users.
• The second step may be to select an Organization, Location and/or Job Field.

When all of the above have been specified, users complete the various fields of the requisition template.

When saving the requisition template, a message appears if information is missing in certain fields. Users can also use the diagnostic tool to know which fields must be filled to be able to save the requisition template.

When the requisition template is complete, its status is Draft. The template must be activated to be used. The activation is done during the requisition template creation or later on by selecting the Active status within the template.

If a user creates a requisition using a requisition template that contains data that the user cannot see, the data will appear in the requisition regardless of the access to the data by the user. For example, if a recruiter is not authorized to see prescreening information but the Prescreening section exists in the requisition template, the prescreening information will appear in the requisition and be visible to the recruiter when the recruiter accesses the file.

Both the recruiter and user group fields can be specified in the requisition template but unlike other fields in the template. These fields will not fill in as defaulted fields in requisitions created from the template. The purpose of the recruiter field in a requisition template is to give a user ownership privilege of the template from a template access viewing and filtering perspective in the Template library. The purpose of the user group field specified in a requisition template is to define which users will be authorized to create requisitions using this template. Only those matching the group will see the template if a group has been specified.
Creating a Requisition Template

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Libraries menu, select Templates.
2. Click Create Template.
3. Follow on screen instructions.
4. Click Save.

Activating a Requisition Template

Prerequisite
A user type permission grants users access to this feature.
The requisition template must be Inactive or Draft.

Steps
1. In the Libraries menu, select Templates.
2. In the Requisition Templates page, click a template.
3. Click Edit.
4. Select Active.
5. Click Save and Close.

Result
The requisition template is available to Recruiting Center users.

Duplicating a Requisition Template

Prerequisite
A user type permission grants users access to this feature.

Steps
1. In the Libraries menu, select Templates.
2. Click a template.
3. Click .
4. Modify the information.
5. Click Save and Close.

Editing a Requisition Template

Prerequisite
A user type permission grants users access to this feature.
Steps
1. In the Libraries menu, select Templates.
2. Click a template.
3. Click Edit.
4. Modify fields as required.
5. Click Save and Close.

Deactivating a Requisition Template
Prerequisite
A user type permission grants users access to this feature.
The requisition template must be Active.
Steps
1. In the Libraries menu, select Templates.
2. Click a template.
3. Click Edit.
4. Select Inactive.
5. Click Save and Close.
Result
The requisition template is no longer available for use.

Deleting a Requisition Template
Prerequisite
A user type permission grants users access to this feature.
The requisition template status must be Draft.
Steps
1. In the Libraries menu, select Templates.
2. Click a draft requisition template.
3. Click [delete icon].
4. Click Yes in the message box.
Questions

Prescreening Question

Prescreening questions are used to prescreen candidates and find the best candidates for a job.

Prescreening questions can be created in the Question Library as well as directly in a requisition.

Prescreening questions created in the Question library are available in the Question Library and can then be added in the Prescreening section of a requisition file. A user type permission grants users access to the Question Library as well as to the actions that can be performed on questions in the Question Library.

Prescreening questions created directly in a requisition are only available for the requisition and they are not available in the Question Library for other requisitions. If at a later date you use that same requisition to create a requisition template, the question that you created in the requisition will not be added to the Question library. However, if the question is created for a requisition template, then the question will be added to the library. Questions linked to a requisition are not duplicated in the requisition; they are re-used. Therefore, any changes made to such a question from the requisition will be applied to the question in the Question Library as well. These changes will therefore also appear in all requisitions to which this question is linked. A user type permission grants users access to the actions that can be performed on questions in the requisition Prescreening section.

Three types of prescreening questions can be created:

<table>
<thead>
<tr>
<th>Question Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Answer Question</td>
<td>The candidate selects one answer from a list of choices.</td>
</tr>
<tr>
<td></td>
<td>• Example: Please indicate the highest level of education that you have attained.</td>
</tr>
<tr>
<td>Multiple Answer Question</td>
<td>The candidate selects as many answers as applicable from a list of choices.</td>
</tr>
<tr>
<td></td>
<td>• Example: Please indicate in which areas you have a demonstrated knowledge and understanding of (check all that apply).</td>
</tr>
<tr>
<td>Text Question</td>
<td>The candidate types a brief answer in response to a specific question. Use text questions sparingly; use them where they can allow for expansion of information asked in a previous question.</td>
</tr>
<tr>
<td></td>
<td>• Example: Provide a short overview of a program you have designed and implemented that had impact on employee development.</td>
</tr>
</tbody>
</table>

A question can have a maximum of 3000 characters.

Depending on the type of question created, different answer formats are available:

• radio button
• pop-up list

Each question is assigned a code. With this unique code, users are able to standardize questions and better control their import/export mechanism. When creating a question, users are required to assign a code to questions created in the Question Library. For questions created at the requisition level, a code is generated automatically.

Questions have one of the following statuses:
• draft
• active
• inactive

Even if a question has been used in the past, it is possible to inactivate the question in the Question Library. Once inactive, a question is retained on existing requisitions but cannot be used in newly created requisitions. Inactive questions are also removed from active templates and cannot be carried over when duplicating a requisition where a question was active. Also, now that a code is assigned to each question, it is easy to deactivate the right question when users realize they have a duplicate. In addition, users who manage questions can wait until a question is ready before making it available to end users.

When creating a question in the Question Library, users can make the question visible to internal candidates, external candidates or all candidates.

When creating a question in the Question Library, the question can be associated to locations and/or job fields. Associating questions to locations and/or job fields helps the user to select the appropriate questions while using the selector window. If questions associated to locations and/or job fields are included in models, the Apply Model function available in the requisition will bring the appropriate questions into the requisition based on the locations and job fields of the requisition.

When associating a question to locations or job fields, the question can be made available in a profile or in a model:

• If a question is tagged "In profile", the question will be available to users who create a candidate file, and to candidates who are entering their profile in a career section. Questions made available will be sorted to match the location and job field preferences defined by the candidate.
• If a question is tagged "In model", the question will be applied to requisitions when users click the Apply Model function in the Prescreening section of a requisition. Questions will be grouped in a model based on the location and job field of the requisition.

Once a question is created in the Question Library, users can add it to the Prescreening section of a requisition file. When adding questions to a requisition file, users should consider balancing the number of questions with the expected candidate volume and job complexity.

The following table outlines the recommended number of questions as per the number of candidates expected and the job complexity.

<table>
<thead>
<tr>
<th>Number of Candidates Expected</th>
<th>Difficult to Fill Position</th>
<th>Average to Fill Position</th>
<th>Easy to Fill Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low - Less than 30</td>
<td>8 or less</td>
<td>12 or less</td>
<td>As many as required</td>
</tr>
<tr>
<td>Medium - 30 to 100</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High - 100 +</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The difficult to fill position expects few candidates. Fewer questions should be used. As a rule of thumb, do not exceed 8 questions (job specific and skills together).

The average to fill position should keep candidates engaged, but not lose them due to too many questions. As a rule of thumb, do not exceed 12 to 15 questions (job specific and skills together).
The easy to fill position expects a large number of candidates. You can use as many questions as necessary (job specific and skills together).

It is possible to edit a library question from within a requisition or requisition template. Please be aware that by doing that the question is also modified in all the requisitions using that question. To avoid any confusion, refrain from editing library questions. Editing local questions can only be done within requisitions.

It is not possible to delete questions in the Question Library. Instead, use the Deactivate Question option.

**Prescreening Question Writing Tips**

Questions must be written to obtain useful data from candidates and to facilitate the hiring process. When creating questions to prescreen candidates, these simple rules will help you achieve these goals.

<table>
<thead>
<tr>
<th>Tip</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using the right amount of questions</td>
<td>Balance the number of questions with the job complexity and expected candidate volume.</td>
</tr>
<tr>
<td>Writing effective questions</td>
<td>The question should contain Required and Asset criteria.</td>
</tr>
<tr>
<td></td>
<td>The question should help you sort candidates who apply for the position.</td>
</tr>
<tr>
<td></td>
<td>The response to the question should provide value in determining the caliber of the candidate for the position.</td>
</tr>
<tr>
<td>Using Yes/No questions</td>
<td>Use Yes/No questions for straight-forward requirements. For other questions, consider answer ranges that make it less obvious what the correct answer is.</td>
</tr>
<tr>
<td></td>
<td>Do not use a Yes/No question for question of type <em>Do you have a Bachelor's degree?</em></td>
</tr>
<tr>
<td>Including an “Out” answer</td>
<td>Always include an “out” answer to the question such as None of the above, None or Not applicable. Otherwise you force the candidate to be untruthful. For example: <em>With which of the following software do you have experience? Microsoft Word, Microsoft Excel, Microsoft PowerPoint, None.</em></td>
</tr>
<tr>
<td>Standardizing questions and answers</td>
<td>Standardize answer ranges to questions to give the candidate a positive experience. For example, always put “None of the above” at the top or bottom of the answer list. Also, all years of experience questions should have the same ranges in the same order. For example: <em>Indicate the highest level of education you have attained. High School Diploma, Associates Degree, Bachelor’s Degree, Master’s Degree, Doctorate Degree, None of the above.</em></td>
</tr>
<tr>
<td>Reviewing grammar and spelling</td>
<td>A best practice is to review the questions and answers for grammar and spelling</td>
</tr>
<tr>
<td>Tip</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Using strong verbs</td>
<td>Use strong verbs in questions such as “write a program” or “operate”. Avoid phrases containing words like “work with” or “involved in”.</td>
</tr>
<tr>
<td>Using known acronyms</td>
<td>Use only highly recognized acronyms such as IT.</td>
</tr>
<tr>
<td>Using examples in the question</td>
<td>Use examples if necessary and reveal more about the position within the question. For example: <em>In this position, you will be required to drive within a 200 mile radius to various merchandise outlets. Do you have a valid driver's license?</em></td>
</tr>
<tr>
<td>Adhering to legal guidelines</td>
<td>Adhere to legal guidelines by checking with your Employment Law and Diversity officers, keeping questions directly job-related (no personal questions). Also, do not create questions that may lead to discrimination.</td>
</tr>
<tr>
<td>Asking one question per question</td>
<td>Do not ask too many different questions within one question. For example, avoid questions such as this one: <em>Please indicate the number of years you have hands-on experience in marketing, accounting and/or manufacturing. It would be more valuable to restructure the question completely or to simply have three different questions if it is important to know the number of years the candidates have worked within those three areas.</em></td>
</tr>
<tr>
<td>Separating questions for years of experience and proficiency</td>
<td>Many times, candidates are asked about the number of years they have performed certain tasks or worked within a certain industry. However, it can be more helpful to know the candidate's proficiency or how well he/she performs a certain task. Ask yourself if it is more important to know the number of years of experience or the level of proficiency to evaluate a candidate</td>
</tr>
</tbody>
</table>

**Creating a Question**

**Prerequisite**
A user type permission grants users access to this feature.

The question can have a maximum of 3000 characters.

**Steps**
1. Click Create Question.
2. Select the type of answer.
3. Complete mandatory fields.
4. Select necessary information.
5. Click Save and Close.

**Result**
The question is available in the Question Library.
Next Step
Activating a question.

Activating a Question

Prerequisite
A user type permission grants users access to this feature.
The question must be draft or inactive.

Steps
1. Select a question.
2. In the More Actions list, select Activate Question.

Result
The status of the question is Active. The question is available for selection in a requisition.

Deactivating a Question

Prerequisite
A user type permission grants users access to this feature.
The question must be active.

Steps
1. Select a question.
2. In the More Actions list, select Deactivate Question.

Result
The question remains in the Question Library with the Inactive status.

Editing a Question

Prerequisite
A user type permission grants users access to this feature.
If the question is active, only grammatical and typographical corrections are allowed.
If the question is draft, any corrections are allowed.
An inactive question cannot be edited.

Steps
1. Click on a question.
2. Click Edit.
3. Make modifications.
4. Click Save and Close.

**Result**
Changes will be applied to questions that will eventually be added to a requisition. Changes are not applied in a requisition that already contains a question.

**Duplicating a Question**

**Prerequisite**
A user type permission grants users access to this feature.

*Recruiting > Libraries > Questions*

**Steps**

1. Select a question.
2. Click Duplicate.
3. Modify the information in the fields.
4. Translate the question if necessary.
5. Click Save and Close.

**Result**
The question created based on an existing one is available in the Question Library.

**Associating a Question to a Location**

**Prerequisite**
A user type permission grants users access to this feature.

Question should have the draft or active status.

*Recruiting > Libraries > Questions*

**Steps**

1. Click on a question.
2. In the question page, click Edit.
3. In the Locations section, specify if you want to associate the question to all locations or to specific locations.
   - If you associate the question to specific locations, click Modify, select a location in the Location selector, then click Save.
4. Click Save and Close.

**Result**
Users are able to add the question in a requisition if the question matches the location of the requisition.

**Associating a Question to a Job Field**

**Prerequisite**
A user type permission grants users access to this feature.
Steps

1. Click on a question.
2. In the question page, click Edit.
3. In the Job Fields section, specify if you want to associate the question to all job fields or to specific job fields.
   - If you associate the question to specific job fields, click Modify, select a job field in the Job Field selector, then click Save.
4. Click Save and Close.

Result

Users are able to add the question in the requisition if the question matches the job field of the requisition.

Dissociating a Question from a Location

Prerequisite

A user type permission grants users access to this feature.

Steps

1. Click on a question. 
2. Click Edit. 
3. In the Associated Structure section, clear the Locations check boxes. 
4. Click Save and Close.

Result

A question which is not associated to any location remains in the Question Library but can only be added manually to a requisition.

Dissociating a Question from a Job Field

Prerequisite

A user type permission grants users access to this feature.

Steps

1. Click on a question. 
2. Click Edit. 
3. In the Associated Structure section, clear the Job Fields check boxes. 
4. Click Save and Close.
Result
A question which is not associated to any job field remains in the Question Library but can only be added manually to a requisition

Adding a Question to the Job Field or Location Structure

Prerequisite
A user type permission grants users access to this feature.

Recruiting > Libraries > Questions

Steps
1. Click on the Job Field or Location tab in the left pane.
2. Click Add Question...
3. Click Select next to the desired question.
4. Click Done.

Result
The user adding a question to a requisition will be presented with a selector window containing questions matching the Organization-Location-Job Field structure of the requisition.

Removing a Question from the Job Field or Location Structure

Prerequisite
A user type permission grants users access to this feature.

Recruiting > Libraries > Questions

Steps
1. Click on the Job Field or Location tab in the left pane.
2. Select a question.
3. Click Remove Question.

Result
By removing a question from the Location and/or Job Field structure, the user adding a question to a requisition will be presented with a selector window containing this question regardless of the requisition Organization-Location-Job Field structure. Note that the selector window presents questions matching the Organization-Location-Job Field structure of the requisition or any questions that is not associated to any Organization-Location-Job Field

Adding a Question to the Model

Prerequisite
A user type permission grants users access to this feature.

Recruiting > Libraries > Questions

Steps
1. Click on the Job Field or Location tab in the left pane.
2. Select a question.
3. In the More Actions list, click Add to Prescreening Model.

**Result**

In the Question Library list, a check mark appears in the In Model column, next to the question. The question is available to another user completing the Prescreening section of a requisition.

---

### Removing a Question from the Model

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. Click on the Job Field or Location tab in the left pane.
2. Select a question.
3. In the More Actions list, click Remove from Prescreening Model.

**Result**

In the Question Library list, a check mark no longer appears in the In Model column, next to the question. The question is no longer available to another user completing the Prescreening section of a requisition.

---

### Adding a Question to the Profile

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. Click on the Job Field or Location tab in the left pane.
2. Select a question.
3. In the More Actions list, click Add to Profile.

**Result**

In the Question Library list, a checkmark appears in the In Profile column, next to the question. The question is available to another user creating a candidate file and to a candidate completing a profile in a career section.

---

### Removing a Question from the Profile

**Prerequisite**

A user type permission grants users access to this feature.

**Steps**

1. Click on the Job Field or Location tab in the left pane.
2. Select a question.
3. In the More Actions list, click Remove from Profile.

Result
A check mark no longer appears in the In Profile column, next to the question. The question is no longer available to another user creating a candidate file and to a candidate entering a profile in a career section.

Viewing a Question in Another Language

Prerequisite
A user type permission grants users access to this feature.

The icon must be displayed next to the question in the Question list.

Steps
1. Click on a question.
2. Select a language from the Activated Languages list.

Result
The question is displayed in the selected language.

Changing the Visibility of a Question

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Click on a question.
2. Click Edit.
3. In the Question Properties section, select the visibility from the Visible by drop down list.
4. Click Save.

Result
The selected question will be visible to internal, external or all candidates according to the selected visibility.
Disqualification Questions

Disqualification Question

A disqualification question is a single-answer question that contains the minimum requirements for a candidate to be eligible for a job. A candidate not meeting the required response can be instantly exited from the application process.

To have access to disqualification questions, this feature must be activated within your company.

Disqualification questions are created and configured in the Disqualification Question Library. Questions available in the Disqualification Question Library can appear in the Prescreening section of a requisition file if the locations and job fields of the disqualification question matches the locations and job fields of the requisition.

A disqualification question can be viewed by internal candidates, external candidates or all candidates.

A disqualification question requires one answer from the candidate, that is the candidate is limited to one answer from a list of choices. When creating a disqualification question, at least two answers must be provided, one of which must indicate that the candidate passes. There are three possible results for each answer:

- The candidate passes: the candidate is not disqualified.
- The candidate is disqualified: the candidate is automatically disqualified.
- To be verified: the candidate file must be reviewed.

Unanswered disqualification questions are considered as being passed and will not affect the disqualification status of the candidate.

Explanations for Disqualification Questions

If configured by your system administrator, you will have the ability to configure disqualification questions (active, draft or inactive) so that candidates are required to provide explanations for specific answers. This feature provides candidates a greater opportunity to accurately explain their qualifications and it also reduces the need for users to make follow-up contact with candidates to obtain details regarding their responses.

If an explanation is required for an answer, the user must enter an introduction sentence for the explanation. For example, if the question is “Have you ever been convicted of a crime?”, the introduction sentence could “Please specify the crimes you were convicted for as well as any details”. A maximum of 256 characters can be entered.

When applying, if the candidate selects a response to a disqualification question requiring an explanation, the candidate must provide it. A maximum of 1000 characters can be entered. Authorized recruiters and managers can also enter an explanation on behalf of the candidate either by capturing or editing the candidate submission.

When an explanation is provided for an answer, the explanation is displayed just below the question answer in the candidate file Prescreening section.

Association to Locations and Job Fields

A disqualification question can be associated to locations and job fields.

- If a question is not associated to any location or job field, the question will be displayed in the requisition.
- If a question is associated to all locations and/or to all job fields, the question will be displayed in the requisition.
- If a question is associated to specific locations and/or job fields, the question will be displayed in the requisition if it matches the location or job field of the requisition.

Disqualification Question Translation
The translation of a disqualification question in all languages is not forced by the system (this behavior exists since Taleo 10). The content writer or library administrator should make sure to translate the disqualification question in all appropriate languages. Note that disqualification questions that are not associated to a Location of Job Field must be translated in all languages (since they can be displayed to all candidates). Disqualification questions associated to locations of job fields can now be translated only in the appropriate languages; it is no longer needed to translate them into unused languages.

**History Tracking**

The system tracks changes done to the answer of a disqualification question. Changes are visible in the History tab.

Answers to library based questions, be prescreening questions or disqualification questions, are unique, meaning they are shared across all requisitions using the questions. Tracking of changes done to an answer is propagated for prescreening questions, disqualification questions and competencies.

Changes done to the answer of a disqualification question in the context of a job submission will produce a tracking entry in the History tab of all job submissions where the question is used.

Regarding changes done by the disqualification question library manager, the behavior is:

- Changes done to a question in the library are tracked in the library. In the History tab, users can see who changed a question and when the change was done.
- Changes to questions or possible answers are visible right away into requisitions and candidate files.
- To ensure data integrity, the status of a disqualification question answer cannot be changed.

The possible results to a disqualification question answer (that is, the candidate passes, the candidate is disqualified, to be verified), cannot be modified once the disqualification question has been used.

In the case of a disqualification question that is not associated to a Location or Job Field, any changes done to its answers are tracked.

**Creating a Disqualification Question**

**Prerequisite**

A setting allows the activation of this feature.

The question can have a maximum of 3000 characters.

**Recruiting > Libraries > Disqualification Questions**

**Steps**

1. Click Create Question.
2. Complete mandatory fields.
3. Specify required information.
4. Click Save and Close.

**Result**

The disqualification question is available in the disqualification question library. New disqualification questions added to existing requisitions will not affect candidates who have already applied until they update their profile or their submission.

**Next Step**

Activate the disqualification question so it appears in the Prescreening section of a requisition file.
Duplicating a Disqualification Question

Prerequisite
A setting allows the activation of this feature.

Steps
1. Select a question.
2. Click Duplicate.
3. Modify the information in the fields.
4. Translate the question if necessary.
5. Click Save and Close.

Result
The disqualification question created based on an existing one is available in the Disqualification Questions library.

Editing a Disqualification Question

Prerequisite
A setting allows the activation of this feature.

If a question is active, only grammatical and typographical corrections are allowed.
If a question is draft, any corrections are allowed.
Inactive questions cannot be edited.

Steps
1. Click on a disqualification question.
2. Click Edit.
3. Make modifications.
4. Click Save and Close.

Result
Modifications to a disqualification question do not affect already answered questions. Candidates who had passed will still pass. Candidates who had been disqualified will remain disqualified.

Associating a Disqualification Question to a Location

Prerequisite
A setting allows the activation of this feature.

Steps
1. Click on a question.
2. Click Edit.
3. In the Locations section, specify if you want to associate the question to all locations or to specific locations.

   If you associate the question to specific locations, click Modify, select a location in the Location selector, then click Save.

4. Click Save and Close.

**Result**

The disqualification question will be added to a requisition if the location of the disqualification question matches the location of the requisition.

### Associating a Disqualification Question to a Job Field

**Prerequisite**

A setting allows the activation of this feature.

*Recruiting > Libraries > Disqualification Questions*

**Steps**

1. Click on a question.
2. Click Edit.
3. In the Job Fields section, specify if you want to associate the question to all job fields or to specific job fields.

   If you associate the question to specific job fields, click Modify, select a job field in the Job Field selector, then click Save.

4. Click Save and Close.

**Result**

The disqualification question will be added in a requisition if the question matches the job field of the requisition.

### Dissociating a Disqualification Question from a Location

**Prerequisite**

A user type permission grants users access to this feature.

Disqualification Questions should have the draft status.

Inactive disqualification questions cannot be dissociated from a job field.

*Recruiting > Libraries > Disqualification Questions*

**Steps**

1. Click on a question.
2. Click Edit.
3. In the Associated Structure section, clear the Job Fields check boxes.

4. Click Save and Close.

**Result**

By dissociating a disqualification question from a location, the question will be available to be added to all requisitions regardless of the location specification of a requisition.
Dissociating a Disqualification Question from a Job Field

Prerequisite
A user type permission grants users access to this feature.
Disqualification Question should have the draft status.
Disqualification Question must not be used by a posted requisition.
Inactive disqualification questions cannot be dissociated from a job field.

Steps
1. Click on a question.
2. Click Edit.
3. In the Associated Structure section, clear the Job Fields check boxes.
4. Click Save and Close.

Result
The question will not appear in a new requisition related to the previously selected job field. By dissociating a disqualification question from a job field, the question will be available to be added to all requisitions regardless of the job field specification of a requisition

Adding a Disqualification Question to the Job Field or Location Structure

Prerequisite
A setting allows the activation of this feature
A user type permission grants users access to this feature.

Steps
1. Click on the Job Field or Location tab in the left pane.
2. Click Add Question...
3. Click Select next to the desired question.
4. Click Done.

Result
The user adding a disqualification question to a requisition will be presented with a selector window containing questions matching the Organization-Location-Job Field structure of the requisition

Removing a Disqualification Question from the Job Field or Location List

Prerequisite
A setting allows the activation of this feature.

Steps
1. Click on the Job Field or Location tab in the left pane.
2. Select a question.
3. Click Remove Question.

**Result**

By removing a disqualification question from the location or job field list, users will be able to add the question to all requisitions regardless of the location or job field of a requisition.

### Activating a Disqualification Question

**Prerequisite**

A setting allows the activation of this feature.

The question must have a draft or inactive status.

**Steps**

1. Select a question.
2. In the More Actions list, select Activate Question.

**Result**

The status of the disqualification question is Active. The disqualification question is displayed in the requisition.

### Deactivating a Disqualification Question

**Prerequisite**

A setting allows the activation of this feature.

The question must be active in order to be deactivated.

**Steps**

1. Select a question.
2. In the More Actions list, select Deactivate Question.

**Result**

The disqualification question no longer appears in the Disqualification question Library.

### Viewing a Question in Another Language

**Prerequisite**

A user type permission grants users access to this feature.

The icon must be displayed next to the question in the Question list.

**Steps**

1. Click on a question.
2. Select a language from the Activated Languages list.

**Result**
The question is displayed in the selected language.

### Changing the Visibility of a Disqualification Question

**Prerequisite**
A user type permission grants users access to this feature

*Recruiting > Libraries > Disqualification Questions*

**Steps**

1. Click on a disqualification question.
2. Click Edit.
3. In the Question Properties section, select the visibility from the Visible by drop down list.
4. Click Save.

**Result**
The selected disqualification question will be visible to internal, external or all candidates according to the selected visibility.
Competencies

Competency

A competency is used to gather proficiency level and years of experience of a candidate in order to find the best candidate for a job.

Competencies are supplied with the system and are available in the Competency Library. Competencies can then be added in the Prescreening section of a requisition file. A user type permission grants users access to the Competency Library as well as to the actions that can be performed on Competencies in the requisition file Prescreening section and in the Competency Library.

Competencies are not written as a question. Examples of competencies could be “Human resource planning”, “Develop, implement and evaluate human resources policies and procedures”.

A competency can be visible to internal candidates, external candidates or all candidates.

A competency can be associated to locations and job fields.

• If a competency is not associated to any location or job field, the competency will be available to users when adding competencies to a requisition.
• If a competency is associated to all locations and/or to all job fields, the competency will be available to users when adding competencies to a requisition only if the In Model option is selected.
• If a competency is associated to specific locations and/or job fields, the competency will be available to users when adding competencies to a requisition if the In Model option is selected and if the competency matches the locations or job fields of the requisition.

When associating a competency to locations or job fields, the competency can be made available in a profile or in a model:

• If a competency is tagged “In profile”, the competency will be available to users who create a candidate file, and to candidates who are entering their profile in a career section. Competencies made available will be sorted to match the location and job field preferences defined by the candidate.
• If a competency is tagged “In model”, the competency will be available to users who complete the Prescreening section of a requisition. Competencies will be grouped in a model based on the location and job field of the requisition.

Creating a Competency

Competencies are supplied with the system, they cannot be created by a user or a system administrator. Contact Oracle Support for more information.

Editing a Competency

Prerequisite

A user type permission grants users access to this feature.

Recruiting > Libraries > Competencies

Steps

1. Click on a competency.
2. Click Edit.
3. Make modifications.
4. Click Save and Close.

Result
The visibility of the competency as well as the locations and job fields associated to the competency reflect changes.

Associating a Competency to a Location

Prerequisite
A user type permission grants users access to this feature.

Recruiting > Libraries > Competencies

Steps
1. Click on a competency.
2. Click Edit.
3. In the Locations section, specify if you want to associate the competency to all locations or to specific locations.
   If you associate the competency to specific locations, click Modify, select a location in the Location selector, then click Save.
4. Click Save and Close.

Result
The competency can be added in a requisition if the competency matches the location of the requisition

Associating a Competency to a Job Field

Prerequisite
A user type permission grants users access to this feature.

Recruiting > Libraries > Competencies

Steps
1. Click on a competency.
2. Click Edit.
3. In the Job Fields section, specify if you want to associate the competency to all job fields or to specific job fields.
   If you associate the competency to specific job fields, click Modify, select a job field in the Job Field selector, then click Save.
4. Click Save and Close.

Result
The competency can be added in the requisition if the competency matches the job field of the requisition

Dissociating a Competency from a Location

Prerequisite
A user type permission grants users access to this feature.
**Recruiting > Libraries > Competencies**

**Steps**
1. Click on a competency.
2. Click Edit.
3. In the Associated Structure section, clear the Location check boxes.
4. Click Save and Close.

**Result**
A competency which is not associated to any location remains in the Competency Library but can only be added manually to a requisition.

---

**Dissociating a Competency From a Job Field**

**Prerequisite**
A user type permission grants users access to this feature.

**Recruiting > Libraries > Competencies**

**Steps**
1. Click on a competency.
2. Click Edit.
3. In the Associated Structure section, clear the Job Fields check boxes.
4. Click Save and Close.

**Result**
A competency which is not associated to any location remains in the Competency Library but can only be added manually to a requisition.

---

**Adding a Competency to the Job Field or Location Structure**

**Prerequisite**
A user type permission grants users access to this feature.

**Recruiting > Libraries > Competencies**

**Steps**
1. Click on the Job Field or Location tab in the left pane.
2. Click Add Competency...
3. Click Select next to the desired competency.
4. Click Done.

**Result**
The user adding a competency to a requisition will be presented with a selector window containing competencies matching the Organization-Location-Job Field structure of the requisition.

---

**Removing a Competency from the Job Field or Location Structure**

**Prerequisite**
A user type permission grants users access to this feature.
Steps
1. Click on the Job Field or Location tab in the left pane.
2. Select a competency.
3. Click Remove Competency.

Result
By removing a competency from the Location and/or Job Field structure, the user adding a competency to a requisition will be presented with a selector window containing this competency regardless of the requisition Organization-Location-Job Field structure. Note that the selector window presents competencies matching the Organization-Location-Job Field structure of the requisition or any competencies that is not associated to any Organization-Location-Job Field.

Adding a Competency to the Profile

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Click on the Job Field or Location tab in the left pane.
2. Select a competency.
3. In the More Actions list, click Add to Profile.

Result
In the Competency Library list, a checkmark appears in the In Profile column, next to the competency. The competency is available to another user creating a candidate file and to a candidate entering a profile in a career section.

Removing a Competency from the Profile

Prerequisite
A user type permission grants users access to this feature.

Steps
1. Click on the Job Field or Location tab in the left pane.
2. Select a competency.
3. In the More Actions list, click Remove from Profile.

Result
In the Competency Library list, a check mark no longer appears in the In Profile column, next to the competency. The competency is no longer available to another user creating a candidate file and to a candidate completing a profile in a career section.

Adding a Competency to the Model

Prerequisite
A user type permission grants users access to this feature.
Steps
1. Click on the Job Field or Location tab in the left pane.
2. Select a competency.
3. In the More Actions list, click Add to Prescreening Model.

Result
In the Competency Library list, a check mark appears in the In Model column, next to the competency. The competency is available to another user completing the Prescreening section of a requisition.

Viewing a Competency in Another Language

Prerequisite
A user type permission grants users access to this feature.
The icon must be displayed next to the competency in the competencies list.

Steps
1. Click on a competency.
2. Select a language from the Activated Languages list.

Result
The competency is displayed in the selected language.

Changing the Visibility of a Competency

Prerequisite
A user type permission grants users access to this feature

Steps
1. Click on a competency.
2. Click Edit.
3. In the Competency Properties section, select the visibility from the Visible by drop down list.
4. Click Save.

Result
The selected competency will be visible to internal, external or all candidates according to the selected visibility.
Tasks

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**Task**

A task is an action a user needs to perform regarding requisitions, candidate files, or offers.

Tasks are generated by the system and displayed in the Tasks channel of the center stage (home page) and in the Tasks list.

**Tasks Channel**

The Tasks channel may display tasks related to requisitions, candidates, offers, Onboarding, Transitions and self-assigned tasks. Clicking an hyperlink in the Tasks channel gives access to the Tasks list where users can see all tasks in one list view and use quick filters to filter the list. For details regarding elements in the Tasks channel, see [Center Stage (Home Page)](#).

**Tasks List**

The Tasks list presents task information in different columns and provides quick filters. Columns and quick filters are not configurable.

In the Tasks list, a task can only be executed by the owner of the task or his/her delegate. A task that can be executed is underlined and clickable. All system-generated tasks show the due date as “blank” and the priority as “normal”. These fields are present to support any candidate self-assigned tasks which do have due dates and priority set.

In the Tasks list, when selecting the “I own” filter, tasks related to requisitions the user owns (as a user and user assistant) are displayed. If a system-generated task is assigned to the user, both the user and user’s assistant will be able to perform the task. If a system-generated task is assigned to the user assistant, both the user assistant and user will be able to perform the task. In both cases the task will be displayed as a link.

**Available Tasks**

Tasks are related to requisition files, candidates files, and offers.

<table>
<thead>
<tr>
<th>Tasks Related to Requisitions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>To be completed</td>
<td>Reminds the user that a requisition still has to be completed before it can be posted. The task is generated at the creation of a requisition. The task is assigned to the recruiter assistant. If there is none, it is assigned to the recruiter.</td>
</tr>
<tr>
<td>Approve requisition</td>
<td>Reminds the user to approve a requisition.</td>
</tr>
<tr>
<td>Ready for sourcing</td>
<td>Reminds the user that a requisition is ready to be posted. The Ready for sourcing task is generated once the requisition is Approved and the completion level is Ready for sourcing. If the requisition is approved by the <strong>Save As Open action</strong>, the Ready for sourcing task is assigned to the recruiter assistant. If there is none, it is assigned to the recruiter. If the requisition is approved by the <strong>Request Approval action</strong>, the Ready for sourcing task will be assigned to the user specified in the After Approval section of the Request Approval window.</td>
</tr>
<tr>
<td>Amend Approval Path</td>
<td>Reminds the user to perform the <strong>Amend Approval Path</strong> action for a requisition. The Amend Approval Path task is generated when an other user has performed the action Request Approval Path Amendment and selected the user as the assignee.</td>
</tr>
</tbody>
</table>
### Tasks Related to Requisitions

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sourcing strategy to be defined</td>
</tr>
<tr>
<td>Reminds the user that the Posting and Sourcing must be defined for a specific requisition.</td>
</tr>
<tr>
<td>Contribute</td>
</tr>
<tr>
<td>The Contribute task is the result of the Request Contribution action assigned to the contributor. It reminds the user that a contribution is required for a specific requisition.</td>
</tr>
<tr>
<td>To be filled</td>
</tr>
<tr>
<td>Reminds the user that a requisition has to be manually filled because it was not automatically filled for some reasons.</td>
</tr>
<tr>
<td>Complete Selection Process</td>
</tr>
<tr>
<td>Reminds the user to complete the selection process. The task appears when something is preventing the hire process. The task is assigned to the recruiter assistant. If there is none, it is assigned to the recruiter.</td>
</tr>
<tr>
<td>Extend posting</td>
</tr>
<tr>
<td>Reminds the user to extend the posting of a requisition.</td>
</tr>
</tbody>
</table>

### Tasks Related to Candidate Files

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finalize Start Date</td>
</tr>
<tr>
<td>Reminds the user to set as final the start date for the offers accepted with a tentative start date.</td>
</tr>
<tr>
<td>Duplicate Check</td>
</tr>
<tr>
<td>When a candidate applies on a career section and a duplicate check is not performed immediately, a Duplicate Check task is generated. The task is assigned to the recruiter assistant. If there is none, it is assigned to the recruiter. See Duplicate Check.</td>
</tr>
<tr>
<td>Self-Assigned Task</td>
</tr>
<tr>
<td>A self-assigned task is a task a user creates for himself. See Self-Assigned Task.</td>
</tr>
</tbody>
</table>

### Tasks Related to Offers

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extend Offer</td>
</tr>
<tr>
<td>Reminds the user to extend an offer.</td>
</tr>
<tr>
<td>Approve Offer</td>
</tr>
<tr>
<td>Reminds the user to approve an offer.</td>
</tr>
<tr>
<td>Confirm Employee Presence</td>
</tr>
<tr>
<td>Reminds the user to set as Hired candidates who have accepted an offer with a non-tentative start date. The task is assigned to the recruiter assistant. If there is none, it is assigned to the recruiter. See Confirm Employee Presence.</td>
</tr>
</tbody>
</table>

### Rules Regarding Task Assignment

Tasks are assigned to a user or to the user’s assistant according to these rules:

- When a system-generated task is created, the assignee is always the “user’s assistant” (if a user assistant is identified). Otherwise, the assignee is always the user. However, the user also has access to these tasks even though they were assigned to the assistant.
- Both the user and the user’s assistant can access the linked task regardless to whom (user or assistant) the task was assigned to.
- If a user assistant is identified after a system-generated task was created, the task will remain assigned to the user, but the linked task will be available to both the user and user’s assistant.
- If a user assistant was assigned a task and the user assistant was later removed, the task will automatically be re-assigned to the user.
The Tasks list presents task information in different columns.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attention indicator flag</td>
<td>Draws the user's attention to items that he/she owns and that require viewing.</td>
</tr>
<tr>
<td>Tasks</td>
<td>Link that brings the user to the activity to be completed. A callout containing the task type, the assignment date and the owner is displayed when hovering the mouse on the task.</td>
</tr>
<tr>
<td>Candidate</td>
<td>Link to the associated candidate file. A callout containing phone numbers and email address is displayed when hovering the mouse on the candidate.</td>
</tr>
<tr>
<td>Requisition</td>
<td>Link to the associated requisition file. A callout with requisition ID, activated languages and features is displayed when hovering the mouse on the requisition.</td>
</tr>
<tr>
<td>Assignee</td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td>Callout displaying the comment.</td>
</tr>
<tr>
<td>Due date</td>
<td>Only relevant for self-assigned tasks.</td>
</tr>
<tr>
<td>Priority</td>
<td>Only relevant for self-assigned tasks.</td>
</tr>
<tr>
<td>Status</td>
<td></td>
</tr>
</tbody>
</table>
Quick Filters in the Tasks List

The Tasks list provides quick filters to quickly filter the list down to relevant information.

<table>
<thead>
<tr>
<th>Quick Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show tasks for</td>
<td>Details on the &quot;Assigned to me&quot; filter are available below.</td>
</tr>
<tr>
<td>Requiring attention</td>
<td>Displays tasks that have an Attention Indicator Flag. Self-assigned tasks are the only type of tasks that do not have an Attention Indicator Flag because it is always the assignee who creates the task.</td>
</tr>
<tr>
<td>Hide completed tasks</td>
<td>Removes tasks that have the Completed status.</td>
</tr>
<tr>
<td>Due date</td>
<td>Displays tasks for which the due date matches the selected value (All, Next Week, Today, Overdue). When the option &quot;Exclude task without due date&quot; is selected, tasks without a due date will not appear in the list.</td>
</tr>
<tr>
<td>Task type</td>
<td>Displays the type of task selected. If no task type is specified, all task types appear in the list.</td>
</tr>
<tr>
<td>Related to Candidate</td>
<td>Displays tasks related to the selected candidate.</td>
</tr>
<tr>
<td>Related to Requisition</td>
<td>Displays tasks related to the selected requisition.</td>
</tr>
<tr>
<td>Related to Assignee</td>
<td>Displays tasks related to the selected user.</td>
</tr>
</tbody>
</table>

"Assigned to me" filter

The "Assigned to me" filter was created to eliminate the confusion of mixing tasks that users own with tasks that users might not own, but are for requisitions they own. The filter is available in the Tasks channel and in the Tasks list. In the Tasks channel, the "Tasks assigned to me" link is available to quickly access tasks assigned to the user. In the Tasks list, the filter "Assigned to me" is available via the "Show tasks for" list. The value "Assigned to me" is the default value when accessing the Tasks list.

When a Self-assigned Task link is clicked in the Tasks channel, users are brought to the Tasks list; the "Assigned to me" value is selected in the "Show tasks for" filter no matter what the "Show information for" filter on the My Taleo page is set to.

When any of other task link is clicked (for example, under Requisition, Candidate, Offer), users are brought to the Tasks list; the value in the "Show tasks for" filter is identical to the value selected in the "Show information for" filter of the My Taleo page. Example: If "I own" is selected in the "Show information for" filter on the My Taleo page, then "Requisitions I own" is selected in the "Show tasks for" filter in the Tasks list. If a group is selected in the "Show information for" filter on the My Taleo page, then the same group is selected in the Tasks list.

If users have the ability to see and change the "Show information for" filter setting, once in the Tasks list they can change it to what they wish to see. If they don’t have access to this filter, then they will need to navigate back to the Tasks channel and click on the task they want to see in order to have the Tasks list filtered for them.

The Show information for Default Value setting that can be set in a configuration profile has no effect on the Tasks list view and the Tasks channel view.
Tasks Delegation

Recruiting Center users can delegate tasks to another user for a short preset period of time, for example when a user is on vacation or on a sick leave.

When selecting a user (new owner) to whom work items will be delegated, the following rules apply:

- The new owner must have the same user type permissions (constraints not included) as the current owner.
- The new owner must be at least in all the same groups as the current owner.
- If the current owner is an eShare user (not a Taleo application user), the new owner must also be an eShare user.

Delegating Tasks

**Prerequisite**

A setting allows the activation of this feature.

A user type permission grants users access to this feature.

The new owner must be different from the current owner. The new owner must have the same user type permissions as the current owner. The new owner must be in all the same groups of the current owner. If the current owner is an eShare user, the new owner must also be an eShare user.

**Steps**

1. Click My Setup in the Resources menu located in the top right-hand corner.
2. In the General tab, click Delegate.
3. Click Search to select the user to whom you wish to delegate your work items.
4. Click to open the calendar and select a starting date and an end date.
5. Click Done.

**Result**

Tasks are delegated to another user for a specific period of time.
Self-assigned Task

A self-assigned task is a task a Recruiting Center user creates for himself.

Recruiting Center users can select a candidate file, create a self-assigned task to act on at a later time, and activate a reminder to ensure the task is completed on time. The self-assigned task feature is also available while changing the step of a candidate.

For example, let say that you want to call the candidate John Doyle by the end of the week to invite him for an interview the following Monday. You need to open John Doyle candidate file, create a self-assigned task (for example “Confirm Monday’s Interview”) and set a reminder for Friday. On Friday morning, you will receive an email message reminding you to call John to see if he is available for an interview the following Monday. The email message contains a link that you can click in order to access all the information regarding this task. Then, in your list of tasks, click on the task regarding John Doyle to obtain details regarding this task as well as information regarding the candidate and the requisition he applied to. Look at John’s phone number in his candidate file and call him to invite him for the interview. When the task is completed (i.e., you phoned John), you simply need to indicate that the task is completed by selecting the Completed status. The Confirm Monday’s Interview task is no longer displayed in the Tasks list.

A self-assigned task can also be created for several candidate files. For example, you could have a pre-filtered lists of candidates that are to be phone screened and create a single self-assigned task to perform an initial phone screen. The system automatically creates a separate self-assigned task for each candidate that was selected.

Self-assigned tasks can only be viewed by their creator. They cannot be redirected to delegates or transferred to a new user taking over.

Reminders are sent daily and users receive them in the morning (according to the appropriate time zone).

Self-assigned tasks are not reportable; reports showing self-assigned tasks cannot be created.

Creating a Self-Assigned Task

Prerequisite

A user type permission grants users access to this feature.

Steps

1. Select a candidate file.
2. Select the Create Self Assigned Task in the More Actions list.
3. In the Task window, complete the information as required.
4. Click Save and Close.

Result

An email message is sent to you. The message contains a link that redirects you to the information of the task. The task is listed in the Tasks list.

Removing a Self-Assigned Task

Prerequisite

A user type permission grants users access to this feature.

Only self-assigned tasks can be removed.
Steps

1. In the Tasks list, hover your mouse over a task of the Tasks column.
2. Click ☑️

Result

The self-assigned task is removed from the Tasks list.
Duplicate Check Task

The Duplicate Check task in the Recruiting Center Tasks list can be performed on any potential duplicates found within flows where the duplicate check action is activated, that is agency, referrer, or candidate flows.

When this feature is enabled, if a potential duplicate is found by the system, a Duplicate Check task is sent to the requisition’s owner that is the recruiter assistant. If no recruiter assistant was defined, it is sent to the recruiter. For a duplicate check task performed in a profile context, if a potential duplicate is found, since there is no recruiter the task is redirected to the person defined in a setting configured by the system administrator.

The task assignee runs the Duplicate Check task. Duplicates are displayed in a Quick Search Results list. The task assignee can then merge the duplicate files.

![The Duplicate Check Task uses the advanced search indexing, which may bring a small delay.](image)

Running the Duplicate Check Task

Steps

1. Click the Tasks tab.
2. In the Quick Filters panel, under Task Type, select Duplicate Check.
Confirm Employee Presence Task

The Confirm Employee Presence task is used to remind users to set as Hired candidates who have accepted an offer with a non-tentative start date.

The Confirm Employee Presence task is assigned to the recruiter assistant. If there is none, the task is assigned to the recruiter.

The Confirm Employee Presence task is displayed once the offer start date has been reached.

When a user confirms the employee presence at work, the following options may be displayed:

- **Yes, the employee is present**: Confirms the employee presence at work. If the Automatic Hire feature is enabled, the candidate is automatically hired.
- **Yes, the employee is present - Complete the selection process now**: Confirms the employee presence at work. In the Change Step and Status window, if the current status is a completion status, the Move action is offered. Otherwise, the Change Status is offered.
- **No, the candidate could not be present. I want to specify a new Start Date**: The Update Start Date window is displayed and the user can enter a new start date.
- **No, the candidate has reneged the offer**: The Renege Offer window is displayed and the user must enter a comment indicating why the candidate changed his mind and decided to refuse the offer.

The system administrator has the ability to send a reminder to users so they confirm the employee presence at work before the start date of a new hire. This is done by configuring the setting Confirm Employee Presence Reminder and putting a value between 1 and 7 days.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
<th>Default Value</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm Employee Presence</td>
<td>Remind user to confirm employee presence X days before the start date of a new hire.</td>
<td>No Reminder</td>
<td>Configuration &gt; [Recruiting] &gt; Settings</td>
</tr>
</tbody>
</table>

Confirming Employee Presence at Work

**Prerequisite**

The Confirm Employee Presence task is always assigned to the recruiter assistant. If there is no recruiter assistant, the task is assigned to the recruiter.

**Steps**

1. Click the Tasks tab.
2. In the Quick Filters panel, under Task Type, select Confirm Employee Presence.
3. Indicate whether or not the candidate was present at work by selecting one of the option.
4. Click Done.
Correspondence
Correspondence

Correspondence

A correspondence is a message sent to a recipient or multiple recipients.

A correspondence can be sent to one or several recipients at a time. The limit is 150 recipients, all selected on the same list.

When sending a correspondence, a user can create a message from scratch or use a message template defined by the system administrator. The correspondence can be sent to a secure message center, via email, or it can be printed in order to fax it or send it by regular mail.

Attachments can be included in a correspondence. The maximum file size of attachments is specified by the system administrator.

To send a correspondence, to create a message from scratch and to attach files to a correspondence, a user must have been granted the proper user type permissions.

Secure Message Delivery

Customers who wish to have increased control over the information sent to Career Section users via email may choose to enable the Secure Message Delivery feature. When enabled, all messages are delivered to a secure Message Center accessible from any of the customer's Career Sections. Message recipients are directed to the Message Center to retrieve their messages.

The Secure Message Delivery feature applies only to messages sent to Career Section users, that is candidates, agents, and referrers. It does not impact Recruiting Center users or messages sent with other Taleo products.

If a message is sent via email (whether it is an automated message or the sender selected to send it via email), rather than receiving the actual message via email the message recipient receives a notification of message delivery containing a deeplink. To receive a notification of message delivery, message recipients must have a valid email address on file and the notification template message must be active.

All messages sent to a single email address will be accessible from any Secure Message Center that is linked to that email. This may cause candidates to see one another’s message content, just as though they were receiving messages via a shared inbox. If this is not desired, then the Email Uniqueness setting should be changed (Configuration > [Recruiting] Settings).

To access the Message Center, the message recipient clicks on the deeplink in the message and must then authenticate himself by entering his user name and password. If the user does not yet have an account, he must create one prior to being able to access his messages. Alternatively, the Message Center can be directly accessed via any active Career Section by clicking the My Messages tab.

Once in the Message Center, the message recipient can read his messages, delete them, and download the files attached to the messages in order to view them. Before accessing an attachment, the recipient must accept a download agreement. Messages are displayed in a print friendly format should Career Section users wish to print a message using the browser's print functionality.

When viewing a specific message, the recipient can navigate from one message to the next without returning to the list view by using the Previous or Next links. The message may also be deleted. Clicking Back returns the user to the message list.
For Career Section users who do not have an email address, the message sender can still send them messages and these users can access their messages from within the Message Center. For example, a candidate exists in the system and did not supply an email address. A recruiter will still be able to send an email message to the candidate using the Recruiting Center correspondence wizard.

The Message Center

The Message Center has the same look and feel as the Career Section; it adopts the theme and branding of the Career Section. Messages inside the Message Center retain the formatting attributes of the message template.

The Message Center language matches the language from where the Message Center was originally accessed. If the user is coming from a Career Section, the Message Center is presented in the same language as the Career Section. If coming from the deeplink contained in the notification, the Message Center is presented in the same language as the notification sent to the user. Messages inside the Message Center are in the language used to transmit the message.

Help text is displayed in the right-hand side of the Message Center. Default universal help text, which can be edited via TexTool, is provided by Taleo. If desired, the text can be customized by a Career Section administrator using the Career Portal Page user-defined labels feature. This text change only affects the Message Center on that particular Career Section.

The Message Center stores messages sent within the past 6 months to a maximum of 100 messages. If more than 100 messages have been delivered, only the most recent 100 messages are accessible.

Messages that do not have a subject cannot be opened from the Message Center.

When the Message Center is enabled, the "To", "Cc", and "Bcc" fields in the message header are not available when sending correspondence; therefore, Recruiting Center users cannot edit the message recipients. Also, Recruiting Center users cannot add additional recipients while manually sending a correspondence.

When Recruiting Center users are resending messages from the candidate file History tab, the system will replicate the method of delivery used for the original message. If a message was sent prior to enabling the Message Center, when the user chooses to resend such a message, the system will not deliver the resent message to the Message Center, it will send the message to the original email address.

Sending a Standard Correspondence

Prerequisite

A user type permission grants users access to this feature.

Correspondence can be sent to a maximum of 150 candidates at a time.

Steps

1. In the Candidates list, select one or several candidate files.
2. In the More Actions list, select Send Correspondence...
3. Select From template.
4. Click.
5. Select the paragraphs to include in the message.
6. Complete required fields.
7. Click Next.
8. If values are missing in the message, provide the required information.
9. Click Next.
10. In the Message Preview page, look at the message content.
   If changes are required, click Edit.
11. Click Send to send the message via e-mail or Print to print it.

**Result**
Depending on the option you selected, the message will be printed or sent to the selected candidates.

**Next Step**
If the message was printed, you can either fax the message to the candidates or send it via regular mail.

---

**Sending a Customized Correspondence**

**Prerequisite**
A user type permission grants users access to this feature.
A user type permission is required to attach a file to a message.

**Steps**
1. In the Candidates list, select one or several candidate files.
2. In the More Actions list, select Send Correspondence...
3. Select From scratch.
4. Complete required fields.
5. Click Next.
6. Enter information in the fields.
7. To select a file to attach, click Browse...
8. Click Send.

**Result**
Depending on the option you selected, the message will be sent via email to the candidates selected or printed. No notification is sent for invalid e-mail addresses.

**Next Step**
If the message was printed, you can either fax the message to the candidates or send it via regular mail.

---

**Resending a Correspondence**

**Prerequisite**
A user type permission grants users access to this feature.

**Steps**
1. In the candidate file, click on the History tab.
2. In the Details column, click on the link corresponding to the correspondence that was sent.
3. Click Resend.
4. Add a comment.
5. Click Next.
6. Click Send.
Result

The correspondence previously sent is sent again.
Screening Services

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Screening Services

Screening Service

An organization can choose to have external partners provide specialized screening services.

A screening services partner can supply services such as:

- candidate assessment
- background check
- tax credit eligibility
- interview guides
- interview scheduling
- validated tests to identify and measure a candidate’s qualifications, motivations, abilities and eligibility

Screening services must be activated by Oracle Support before they can be used in a requisition flow. Services are sourced to the application using an external tool, and enabled by default if the service does not require any additional configuration.

Once a service is made available by Oracle Support, the service can be activated or deactivated by system administrators and made available or not to Recruiting Center users when creating a requisition.

All screening services have the same properties, however, the settings of these properties will vary according to the service. System administrators can configure the screening service that is, modify input fields, phases, etc.

The languages in which an external service is available depend on the languages used by the service providers and vendors.

Screening services are available to Recruiting Center users provided they have been granted the proper user type permission.

Requesting a Screening Service

Prerequisite

A screening service must be available in the application.

A user type permission grants users access to this feature.

The candidate must be in a selection process.

Steps

1. In the Candidates list, click on the name of a candidate.
2. In the More Actions list, select Request Screening Service.
3. Select a service from the Available Service drop-down list.
4. Click Done.

Result

The candidate will receive a request from a screening service.
Adding a Screening Service to a Requisition

Prerequisite

Screening service must be activated by support.

A user type permission grants users access to this feature.

Steps

1. In the requisition file, under the requisition tab, click Edit.
2. In the Screening section, select the desired service in the requisition.
3. Click Save and Close.

Screening Results

Screening results such as background checks, tax credit eligibility, etc. are displayed in the candidate file, under the Job Submission tab.

Screening information is displayed in columns as follows:

- Requester
- Request Date
- Provider Status
- Status
- Result Summary

A Details link provides details on the transaction selected. This view is configurable by the system administrator. Information on partner updates is also displayed.

A Previous Requests link gives access to the previous transactions with the same provider.

For background checks, Recruiting Center users cannot see the data that the candidate filled in, they can only see if the candidate accepted the background check consent.

Results are automatically reused across the system, if applicable. If the results of a screening service are applicable on a different candidate submission, they will automatically be re-used on that new job submission. This means that as the candidate applies on a career section, he/she will NOT have to go through the screening service if there is already active information stored on the candidate for that service. The screening results will show in the candidate file screening section of all the applications configured with that screening service automatically (no result synchronization necessary on the Partner screening service). In addition, auto-flow will automatically progress the candidate on ALL the applications that the candidate applied where the results are valid.

The History tab in the candidate file provides detailed information on each transaction as well as updates sent by partners.

In the candidate General Profile, it is possible to view the results of any screening services the candidate has completed on any of its job submissions, provided that the results are reusable across all applications.
Taleo Assessments

Assessments

Assessments in the workplace are used to measure the knowledge, skills, abilities and behavioral attributes related to a job or corporate culture. They can also be referred to as screening services, tests, surveys, exams, evaluations, simulations, work samples, assessment centers, interview guides, or realistic job previews. Employers use assessments to hire applicants, develop and promote employees, and collect talent intelligence on internal and external talent pools.

Professional fields related to the scientific research, development and use of workplace assessments include Industrial Organizational (I/O) Psychology and Organizational Development (OD). Also, the fair use of workplace assessments is overseen at the state and federal level or the territory, national and regional/multinational level by various government organizations, such as the U.S. Equal Employment Opportunity Commission (EEOC).

Depending on their professional credentials, authors may also be involved with the following assessment services:

- Job Analysis – determines job-related competencies to include in the assessment.
- Validation Study – determines if the assessment is a reliable and valid measure of the selected competencies and to what degree it predicts job performance.
- Adverse Impact Analysis – determines if the assessment could potentially impact protected groups or promote unfair bias.
- Business Impact Study – determines the cost and time savings, or return on investment, from using a validated assessment over a period of time.

Using Taleo Assessment Results to Evaluate Candidates

Following best practices when using assessment results to evaluate a candidate will result in high quality hires.

The assessment summary is available in the candidate submission, in the Screening section of the Job Submission tab.

By default Taleo puts candidates in three bands: red, yellow, and green. The band names may vary by company preference.

The first step in evaluating a candidate is to focus on the global band. Candidates with green global results should be reviewed first. Yellow candidates can be reviewed. We highly recommend against considering candidates that have a global band of red.

The next step is to review the candidate’s individual dimension results. Candidates with more green dimension bands should be considered before candidates with fewer green dimension bands. For example, a candidate with 6 green dimension bands is a better candidate to proceed to the interview than a candidate with 4 green dimension bands.

When planning the interview, the hiring manager should review the dimension results from the assessment. Any yellow or red dimension areas should receive more focus during the interview. Using behavioral-based interview questions is the best technique to evaluate a candidates competence in the dimension topic areas. An automatically generated interview guide is an optional feature that can be included with assessment results.

A final evaluation is the determination of fit between the role being filled and the candidate's dimension results from the assessment. A hiring manager or recruiter should have a good idea of the specific competency
requirements for the specific position being filled. This knowledge should be used to compare a candidate's assessment results to the specific competency requirements of the given role.

**Assessment Results Fields in the Candidate Submission**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requester</td>
<td>Name of the person requesting the screening service. In the case of assessments, it is usually the name of the candidate since the request is made during the application through the Career Section.</td>
</tr>
<tr>
<td>Request Date</td>
<td>Date when the assessment was requested.</td>
</tr>
<tr>
<td>Provider Status</td>
<td>Status of the request on the partner's side. The field can be empty and values displayed may differ for each partner.</td>
</tr>
<tr>
<td>Status</td>
<td>Status of the request on Taleo side. See Assessment Status.</td>
</tr>
<tr>
<td>Result Summary</td>
<td>In the partner certification, it is possible to mark one field as the Result Summary field. Values come from the assessment partner. Values displayed may differ for each partner.</td>
</tr>
<tr>
<td>Details</td>
<td>The Details link opens the Details view which provides an overview of the dimensions assessed and the candidate's dimension bands. To go back to the summary view, click Back.</td>
</tr>
<tr>
<td>Previous Requests</td>
<td>The Previous Requests link gives access to the previous transactions with the same provider.</td>
</tr>
<tr>
<td>Results Expiration Date</td>
<td>Validity of the results. When the date is passed, the results expire.</td>
</tr>
<tr>
<td>Last Activity Date</td>
<td>Date when last activity took place.</td>
</tr>
<tr>
<td>Reference Number (Internal)</td>
<td>Taleo ID for the request.</td>
</tr>
<tr>
<td>Reference Number (External)</td>
<td>Partner ID for the request.</td>
</tr>
<tr>
<td>Online Assessment Solution</td>
<td>The input parameter specified on the corresponding requisition.</td>
</tr>
<tr>
<td>Results</td>
<td>This section presents assessment result fields coming back from the partner.</td>
</tr>
<tr>
<td>Provider Detailed Results</td>
<td>The Provider Detailed Results link opens a window to navigate in the partner's site where further details are provided regarding the assessment results.</td>
</tr>
</tbody>
</table>

**Assessment Status in the Candidate Submission**

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiting For Provider Response</td>
<td>When a candidate attempts to take an assessment by clicking a link a request is sent to the assessment provider. Once the response is received the status will change to Unable to Process, Service Requested, or Sent to Candidate.</td>
</tr>
<tr>
<td>Unable to Process</td>
<td>The connection between the request and acknowledgment of assessment request was not successful. Contact Oracle Support.</td>
</tr>
<tr>
<td>Service Requested</td>
<td>The candidate has clicked a link to take the assessment.</td>
</tr>
<tr>
<td>Sent to Candidate</td>
<td>The system has fulfilled a request to send a link to the assessment to the candidate via email.</td>
</tr>
<tr>
<td>Status</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>In progress</td>
<td>The assessment has been completed. If the assessment was completed by the candidate a score is now available. If a score is not available the candidate completed the assessment by timing out.</td>
</tr>
<tr>
<td>Acknowledged by Provider</td>
<td>The Delay to wait before timing out a request (in hours) time limit has been met.</td>
</tr>
<tr>
<td>Partner Didn't Respond within Set Time</td>
<td>The Candidate must answer email within (in hours) time limit has been met.</td>
</tr>
<tr>
<td>Candidate Didn't answer email within Set Time</td>
<td>The candidate declined to take the assessment.</td>
</tr>
</tbody>
</table>

### Assessment Versions

Assessments can have multiple versions.

The questions on the assessment are the same for all versions but can have different properties and scoring methods. Assessment versions affect Assessment Retakes and Scoring.

### Bands

Bands are score divisions.

When a candidate takes an assessment, dimension scores and a global score are calculated for the version of the assessment he or she took. The candidate's dimension scores and global scores fall within a range. This range is referred to as a band in Taleo Assessment.

Band names may vary by organization. By default, Taleo assessments are designed to separate candidate assessment score ranges into three groups: red, yellow, and green.

- Red candidates have a poor to below average score.
- Yellow candidates have a score that is slightly below the average.
- Green candidates have an above average to exceptional score. The top 40% of applicants receive this global band. Candidates best suited for hiring are usually located in this band.

Example:

ABC Corporation has an assessment measuring three dimensions: interpersonal skills, honesty, and loyalty. The cashier version of the assessment has the following properties: Honesty has a -20 to 30 point range and is weighted at 40% importance; Loyalty has a -10 to 10 point range and is weighted at 10%; and interpersonal skills has a -40 to 30 point range and is weighted at 50%. The global range is -29 to 28.

Each dimension score has three bands: red, yellow, and green. The ranges of the bands must include all possible scores.

The breakdown of the bands for the honesty dimension is:

- Red has a range of -20 to -5 points.
- Yellow has a range of -5.1 to 15 points.
- Green has a range of 15.1 to 30 points.
**Interview Guides**

An interview guide is an optional screening tool that provides recruiters and hiring manager with specific candidate assessment answers and interview questions that relate to the candidate's assessment results.

When an assessment version is created, the assessment author can choose to activate interview guide generation. If this option is enabled the system generates an interview guide for employees who take that version of the assessment.

Enabling Interview Guide generation is determined when assigning assessment version properties.

**Interview Guide Content**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Applicant Information</strong></td>
<td></td>
</tr>
<tr>
<td>Job name</td>
<td>Auto-filled with the job name from Recruiting.</td>
</tr>
<tr>
<td>Applicant name</td>
<td>Auto-filled with the applicant name from Recruiting.</td>
</tr>
<tr>
<td>Application date</td>
<td>Auto-filled with the application date from Recruiting.</td>
</tr>
<tr>
<td>Assessment completed</td>
<td>Auto-filled with the date the assessment was completed from Recruiting.</td>
</tr>
<tr>
<td>Prescreening result</td>
<td>Auto-filled with prescreening results from Recruiting.</td>
</tr>
<tr>
<td><strong>Overall Match to Job</strong></td>
<td></td>
</tr>
<tr>
<td>Dimension Text</td>
<td>Assessment version specific text to describe the overall the assessment. This text is not labeled dimension text.</td>
</tr>
<tr>
<td>Pass</td>
<td>If a global band has been marked as failed and a candidate fell into that band this value is no. If the candidate's global band does not have a failed marker this value is yes.</td>
</tr>
<tr>
<td>Exceptional</td>
<td>If a global band has been marked as exceptional and a candidate falls into that band this value is yes.</td>
</tr>
<tr>
<td>Global Band</td>
<td>The candidate's global band based on the global score.</td>
</tr>
<tr>
<td>Global Interpretation</td>
<td>Description of how to interpret the global band result.</td>
</tr>
<tr>
<td>Results Summary Table</td>
<td>Lists the dimensions measured and the candidate's dimension band.</td>
</tr>
<tr>
<td>Interview Guideline</td>
<td>Instructions to the interviewer.</td>
</tr>
<tr>
<td>Interview Guide Questions</td>
<td>Default interview questions asked to all candidates.</td>
</tr>
<tr>
<td><strong>Dimension Specific Information</strong></td>
<td></td>
</tr>
<tr>
<td>Impact</td>
<td>A rating scale a hiring manager can use to note his or her personal perception of the candidate.</td>
</tr>
<tr>
<td>Job Fit Personality rating</td>
<td>A rating scale a hiring manager can use to note his or her personal perception of the candidate.</td>
</tr>
<tr>
<td>Dimension description</td>
<td>Information on the dimension that was measured.</td>
</tr>
<tr>
<td>Interpretation for</td>
<td>Information on how to interpret the candidate's dimension band.</td>
</tr>
<tr>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Interview Questions for the Dimension</td>
<td>Two types of interview questions make up this portion of the interview guide: interview questions configured to show up on all assessments with the dimension, and interview questions configured to show up based on the dimension band the candidate receives.</td>
</tr>
<tr>
<td>Assessment Questions</td>
<td>Assessment question and answer combinations for answers marked to validate. These questions and answers only show up on a candidate's interview guide if the candidate has selected the answer marked for validation.</td>
</tr>
</tbody>
</table>
• Report

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Report

A wide range of custom and standard reports are available via Taleo Recruiting.

Reports are available within the Taleo Reporting and Analytics solution. If your company has acquired this solution, users will be able to access a wide range of reports by selecting “Reporting and Analytics” in the Recruiting Table of Content page. For more details on the Taleo reporting solution, refer to the Reporting and Analytics User Guide.

Custom fields can be added to reports. In Taleo Recruiting Administration, the system administrator can create custom fields and tag them to appear in reports.

Recruiting Reports

Daily Recruiting Report

The daily recruiting report is an e-mail message sent to users and that contains statistics on one or more requisitions.

The statistics available in the daily recruiting report are:

- Global statistics: new applications, candidates in the database and the number of requisitions in the various stages of the hiring cycle.
- Statistics on requisitions assigned to you (as the recruiter or owner): number of new candidates and number of posted requisitions.
- Details on requisitions for which you are a recipient or interested team member: requisition title and status, number of candidates by status, and opening and closing posting dates.

The daily recruiting report option is available in the requisition Reports tab. When selecting this option, a user can then select the recipients to whom the report will be sent.

Modifying the Daily Recruiting Report

Prerequisite

A user type permission grants users access to this feature.

Steps

1. In the requisition file, click the Reports tab.
2. Click Modify Report.
3. Select the option allowing you to include the requisition in the report.
4. Select the recipients of the report.
5. Click Done.

Result

In the requisition Reports tab, there is an indication that the requisition will be included in the report. The name of the recipients is also displayed.