Oracle Fusion Cloud Talent Management

How do I set up candidate messaging?

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Introduction

Scope of this Playbook

This playbook is intended for an HCM application administrator to set up candidate messaging in Recruiting. It also includes setup and configuration information for two-way candidate communications and Message Center in Recruiting Booster.

As an administrator, you'll learn how to set up and configure:

- One-way email communications in Recruiting
- One-way SMS communications in Recruiting
- Two-way email communications in Recruiting Booster
- Two-way SMS communications in Recruiting Booster
- Message Center in Recruiting Booster

What's Candidate Messaging?

Recruiters and hiring managers can send emails, SMS messages, or both to candidates from Recruiting. They can send these messages using preconfigured email or SMS templates, or by creating messages from scratch. All communications to candidates regarding their applications, interviews, job offers can be delivered using these channels.

The preconfigured email and SMS templates are available in the Recruiting Content Library for different types of notifications such as Candidate Job Application Notification, Hiring Team Notification, and so on.

One-Way Candidate Communications

One-way candidate communications refers to the ability to send email and SMS messages to external candidates and emails to internal candidates. Recruiters and hiring managers can create an email or text message to start a conversation with an external or internal candidate about their job applications, interviews, job offers, or have any casual conversation with them.

A **Messages** tab is available in candidate job applications, prospect records, candidate profiles, candidates in candidate pools.

Two-Way Candidate Communications

Two-way candidate communications refers to the ability to not only send outgoing messages but also receive incoming messages from candidates. The two-way communications feature is available when Recruiting Booster is enabled.

Using this feature, recruiters and hiring managers can start a conversation with a candidate through email, SMS, or both and also receive their replies. The hiring team can also reply to messages received from candidates. The hiring team can

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send and reply to email and SMS messages from the **Messages** tab in Recruiting. They can also send emails through their own email application (such as Microsoft Outlook, Gmail, Mozilla Thunderbird).

All messages across the application such as job application confirmation, invitation to apply, interviews, and job offers can be viewed from the **Messages** tab.

Candidates can start an email conversation as long as they know the company's vanity email address.

- If the candidate is available in Oracle Recruiting, that communication is saved as part of the candidate's profile. The hiring team can later reply to that candidate communication from Oracle Recruiting. Note that this communication can't be attached to any job application as there's no context to that communication started by the candidate.

- If the incoming email isn't associated with any candidate, then the message is discarded.

Note: Two-way communication with SMS currently works with Twilio and Syniverse providers only. As an administrator, make sure that the proper provider setup is done before you enable two-way communication. For two-way SMS communication to work correctly, you need to have a long code number that supports accepting incoming messages.

Message Center

When the Redwood experience is enabled in Recruiting Booster, recruiters and hiring managers can have a consolidated view of all communications exchanged with a candidate in any context through a centralized messaging hub called Message Center. This is available on the **Messages** tab, in **My Client Groups** > **Hiring**. The hiring team can send and reply to messages from this tab.

Choosing Between Email and SMS

By default, candidate communications are delivered through email. However, as an administrator, you can configure and enable the SMS communications feature in Setup and Maintenance.

When this feature is enabled, the application allows candidates to register or sign in using either their email or phone number. When it's not enabled, candidates will always register using their email and they will receive emails by default.

The candidate's preferred communication channel is decided by the method they use during their initial job application:

- If they register with their phone number, SMS becomes their preferred communication channel. They receive only SMS messages and not emails, until they change their preferences.

- If they register with an email address, email becomes their preferred communication channel. They continue to receive only emails and not SMS messages, until they change their preferences.

- After they sign in, candidates have the option to opt in for both email and SMS as their preferred communication channels. In this case, they receive both SMS messages and emails.

When SMS communications is enabled, the following rules apply:

- If you're using preconfigured templates from the Recruiting Content Library, and they contain both email and SMS content, candidates will receive messages according to their communication preferences.

- If the organization decides to send only emails to candidates, the SMS message content in the Recruiting Content Library must be empty. In this case, candidates will receive emails even if SMS is their preferred communication method.

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What Types of Email Addresses Are Used?

A recruiter or hiring manager can use two different email addresses for their email communications with external and internal candidates.

- Vanity email: A vanity email is used to brand the "from email" to make it friendlier and easy to read. This email can be used when your organization wants to track candidate communications in Recruiting.
  - Vanity email is a prerequisite for enabling two-way communication. We use a dedicated vanity email box to send emails to candidates and receive their replies.
- No-reply email: The no-reply email can be used when your organization doesn't need to track or process replies sent by candidates. Automated notifications related to job alerts, campaigns, or candidate verifications (containing the PIN number) are usually sent using the no-reply email.

To take advantage of these features, it's recommended to use separate mailboxes for the vanity email and no-reply email.

SMS Setup

Workflow to Set Up One-Way SMS Communications

Here are the steps to set up one-way SMS communications in Recruiting, which enables the hiring team to send outgoing SMS messages to internal and external candidates.

Required Steps

1. *Add an SMS Messaging Provider*
2. *Enable SMS Communications and Set Limits for Outbound SMS*

Optional Steps

Although these steps are optional, it's recommended to complete them:

- *Block Phone Numbers or Phone Number Patterns*
- *Configure List of Countries to Send SMS Messages*
- *Enable Candidates to Opt Out of SMS Messages*
- *Set Up Email Notifications for Candidate SMS Replies*

Workflow to Set Up Two-Way SMS Communications

Here are the steps to set up two-way SMS communications when Recruiting Booster is enabled. This enables the hiring team to send and receive SMS messages to and from internal and external candidates.

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Required Steps

1. *Opt in to Recruiting Booster*
2. *Add an SMS Messaging Provider*
3. *Enable SMS Communications and Set Limits for Outbound SMS*
4. *Enable Two-Way Communications on Active SMS Messaging Provider*
5. *Configure the Profile Option to Read SMS from a Given Start Date*
6. *Run the Scheduled Process for Inbound Messages*

Optional Steps

Although these steps are optional, it's recommended to complete them:

- *Block Phone Numbers or Phone Number Patterns*

- *Configure List of Countries to Send SMS Messages*

- *Enable Candidates to Opt Out of SMS Messages*

- *Set Up Email Notifications for Candidate SMS Replies*

Set Up One-Way SMS Communications

Add an SMS Messaging Provider

You need to create and activate a messaging provider that will be used for communicating with candidates using SMS.

Please ensure that SMS configurations are different for each pod—production and other test pods.

1. In the Setup and Maintenance work area, go to:
    - Offering: Recruiting and Candidate Experience
    - Functional Area: Recruiting and Candidate Experience Management
    - Task: Recruiting Messaging Configuration
2. On the Recruiting Messaging Configuration page, in the SMS Messaging Providers section, click **Add**.
3. Enter a name and description.
4. Select a provider.
5. Based on the provider you selected, enter info in the Request Details, Authentication, Headers, and Body sections. For more information, see the document *Examples of Adding an SMS Provider* on My Oracle Support (ID 2657006.1).

    Note: For processing outbound messages, the SMS messaging provider's API is expected to return the response in JSON format. To ensure smooth processing of these messages, we recommend that you include the **Accept** header in the Headers section and specify its value as **application/json**.

6. Click **Test Outbound Message** to send a test message and make sure that the configuration is properly done.
7. Click **Save and Close**.
8. On the SMS Messaging Providers list, set the provider you added to **Active**.

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Enable SMS Communications and Set Limits for Outbound SMS

When you enable SMS communications, candidates can apply for jobs and review their profile in their candidate self-service using a phone number. The Recruiting Content Library provides SMS message templates in addition to existing email templates.

Before you start

- At least one active messaging provider is needed to enable SMS communications.

- A valid SMS provider license is required before you enable the SMS communications.

- You can select Twilio, Syniverse, or any other SMS provider whose services can be initiated using REST services. You should use the SMS provider's developer documentation to configure the services and account credentials needed in the Recruiting product.

- When enabling SMS communications, you need to set limits for SMS messages that can be sent across Recruiting to all candidates and the number of messages that can be sent to each candidate in a day. If you're enabling SMS communications for the first time, you can enable it only if you set these limits. If you already enabled SMS communications in the past, but didn't specify SMS limits, you'll now see predefined limits set based on your past usage. If you already enabled SMS communications and specified SMS limits in the past, those limits will continue to apply. This feature is useful to limit the volume of outbound text messages sent using third party services like Twilio or Syniverse. It also helps limit the cost of usage based service and prevent unexpected spikes in cost.

Here's what to do

1. In the Setup and Maintenance work area, go to:
    - Offering: Recruiting and Candidate Experience
    - Functional Area: Recruiting and Candidate Experience Management
    - Task: Recruiting Messaging Configuration

2. In the Limit for SMS and WhatsApp Messages section, click **Edit**.

3. Configure all these options in the SMS Limits column:
    - Maximum number of messages that can be sent in a day: This defines the total number of messages that can be sent from Recruiting in a day across all candidates by different hiring team members. This is called the system hard limit. All messages that are sent after this limit is reached are blocked for that day and appear in the **Messages** tab as Blocked. When this limit is reached, a notification is sent to the administrator. Blocked messages are never attempted to be sent automatically to the candidate.
    - Maximum number of messages that can be sent per candidate in a day: This defines the number of messages that can be sent to a single candidate in a day by different hiring team members. This is also called as the candidate message limit. All messages that are sent after this limit is reached are blocked for that day and appear in the **Messages** tab as Blocked. Blocked messages are never attempted to be sent automatically to the candidate.
    - Number of messages that triggers a warning notification: This defines the number of messages that can be sent across Recruiting. After this number is reached, a warning email is sent to the administrator. This number should be less than the maximum limit that can be sent in a day.

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- ◦ Email for notifications: This is the email address to which warning emails are sent. By default, it's auto-populated with a nonworking email address. You must change it to a valid email address, such as the administrator's email who can receive the notifications.

Note:
- ◦ UTC time zone is considered when counting the limits.
- ◦ The system hard limit and candidate message limit are reset to zero at the start of UTC day, at 00:00:00 hours. When the limits are reset, you can send new messages the next day. If you're using the Redwood version of Recruiting, you can resend the blocked messages the next day from the **Messages** tab.
- ◦ Candidates will be informed through the career site when the system hard limit or the candidate message limit is reached for the day.
- ◦ Recruiters can't send messages manually when the system hard limit or the candidate message limit is reached. If automated messages are initiated, they go to the Blocked status.

4. Click **Save**.
5. On the Recruiting Messaging Configuration page, in the SMS Messaging Providers section, select the option **Enable SMS Communications**.

Related Topics
- • Limit Volume of Outbound SMS Messages

Set Up Two-Way SMS Communications

Opt in to Recruiting Booster

To enable Recruiting Booster and its functionalities, you first need to opt in to Recruiting Booster.

Before you start

You need these privileges to opt in:

- • Review Applications Offering (ASM_REVIEW_APPLICATIONS_OFFERINGS_PRIV)
- • Configure Oracle Fusion Applications Offering (ASM_CONFIGURE_OFFERING_PRIV)

Here's what to do

1. In the Setup and Maintenance work area, select the **Recruiting and Candidate Experience** offering.
2. Click **Change Feature Opt In**.
3. On the Opt In: Recruiting and Candidate Experience page, enable **Recruiting Booster**.
4. Click **Done**.

Add an SMS Messaging Provider

You need to create and activate a messaging provider that will be used for communicating with candidates using SMS.

Please ensure that SMS configurations are different for each pod—production and other test pods.

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1. In the Setup and Maintenance work area, go to:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Messaging Configuration
2. On the Recruiting Messaging Configuration page, in the SMS Messaging Providers section, click **Add**.
3. Enter a name and description.
4. Select a provider.
5. Based on the provider you selected, enter info in the Request Details, Authentication, Headers, and Body sections. For more information, see the document *Examples of Adding an SMS Provider* on My Oracle Support (ID 2657006.1).

   Note: For processing outbound messages, the SMS messaging provider's API is expected to return the response in JSON format. To ensure smooth processing of these messages, we recommend that you include the **Accept** header in the Headers section and specify its value as **application/json**.

6. Click **Test Outbound Message** to send a test message and make sure that the configuration is properly done.
7. Click **Save and Close**.
8. On the SMS Messaging Providers list, set the provider you added to **Active**.

Enable SMS Communications and Set Limits for Outbound SMS

When you enable SMS communications, candidates can apply for jobs and review their profile in their candidate self-service using a phone number. The Recruiting Content Library provides SMS message templates in addition to existing email templates.

Before you start

- At least one active messaging provider is needed to enable SMS communications.
- A valid SMS provider license is required before you enable the SMS communications.
- You can select Twilio, Syniverse, or any other SMS provider whose services can be initiated using REST services. You should use the SMS provider's developer documentation to configure the services and account credentials needed in the Recruiting product.
- When enabling SMS communications, you need to set limits for SMS messages that can be sent across Recruiting to all candidates and the number of messages that can be sent to each candidate in a day. If you're enabling SMS communications for the first time, you can enable it only if you set these limits. If you already enabled SMS communications in the past, but didn't specify SMS limits, you'll now see predefined limits set based on your past usage. If you already enabled SMS communications and specified SMS limits in the past, those limits will continue to apply. This feature is useful to limit the volume of outbound text messages sent using third party services like Twilio or Syniverse. It also helps limit the cost of usage based service and prevent unexpected spikes in cost.

Here's what to do

1. In the Setup and Maintenance work area, go to:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Messaging Configuration
2. In the Limit for SMS and WhatsApp Messages section, click **Edit**.

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3. Configure all these options in the SMS Limits column:
   - Maximum number of messages that can be sent in a day: This defines the total number of messages that can be sent from Recruiting in a day across all candidates by different hiring team members. This is called the system hard limit. All messages that are sent after this limit is reached are blocked for that day and appear in the **Messages** tab as Blocked. When this limit is reached, a notification is sent to the administrator. Blocked messages are never attempted to be sent automatically to the candidate.
   - Maximum number of messages that can be sent per candidate in a day: This defines the number of messages that can be sent to a single candidate in a day by different hiring team members. This is also called as the candidate message limit. All messages that are sent after this limit is reached are blocked for that day and appear in the **Messages** tab as Blocked. Blocked messages are never attempted to be sent automatically to the candidate.
   - Number of messages that triggers a warning notification: This defines the number of messages that can be sent across Recruiting. After this number is reached, a warning email is sent to the administrator. This number should be less than the maximum limit that can be sent in a day.
   - Email for notifications: This is the email address to which warning emails are sent. By default, it's auto-populated with a nonworking email address. You must change it to a valid email address, such as the administrator's email who can receive the notifications.

   Note:
   - UTC time zone is considered when counting the limits.
   - The system hard limit and candidate message limit are reset to zero at the start of UTC day, at 00:00:00 hours. When the limits are reset, you can send new messages the next day. If you're using the Redwood version of Recruiting, you can resend the blocked messages the next day from the **Messages** tab.
   - Candidates will be informed through the career site when the system hard limit or the candidate message limit is reached for the day.
   - Recruiters can't send messages manually when the system hard limit or the candidate message limit is reached. If automated messages are initiated, they go to the Blocked status.

4. Click **Save**.
5. On the Recruiting Messaging Configuration page, in the SMS Messaging Providers section, select the option **Enable SMS Communications**.

Related Topics
   - Limit Volume of Outbound SMS Messages

Enable Two-Way Communications on Active SMS Messaging Provider
You need to enable the two-way SMS communications feature.

Before you start

- At least one SMS provider needs to be Active.
- SMS communications should be enabled.
- The phone number that you use for two-way communications must support incoming SMS messages.

Here's what to do

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1. Open the new provider you created, and select the option **Enable Two-Way SMS Communications**.
2. Click **Test Inbound Message** to make sure that the configuration is properly done.
3. Click **Save and Close**.

Configure the Profile Option to Read SMS from a Given Start Date

You can configure a profile option called ORA_IRC_2_WAY_SMS_LAST_SYNC_TIME to read SMS messages from a specific start date and time.

When you enable two-way SMS communications, this profile option is automatically set to the date and time when you enabled the feature. The Recruiting application will start processing SMS messages that were received from that date and time onward.

This profile option is referenced by the Process Recruiting Inbound Message scheduled process, which updates the date and time automatically to the current date and time when it completes running. So, for example, if the profile option value was initially set to a date last week, and the scheduled process runs today, SMS messages will be processed from last week until today. After the scheduled process completes running, it'll set the profile option value to today's date. This will ensure that messages will be read from today onward, when the scheduled process runs next time.

If you need to read SMS messages from a different date and time, you can manually update this profile option value. This set up step is optional.

1. In the Setup and Maintenance work area, click the **Tasks** icon.
2. Click **Search**.
3. On the Search page, search for the task **Manage Administrator Profile Values**.
4. Click the task name.
5. On the Manage Administrator Profile Values page, search for the profile option code **IRC_2_WAY_SMS_LAST_SYNC_TIME**.
6. Set the profile value to the desired start date and time from which SMS messages should be read. It's recommended to set this value to five days before the current date. Use the UTC date and time in standard ISO 8601 format: YYYY-MM-DD HH:MM:SS to enter the value.

   Note: In the case of Twilio, if you set this value to a date beyond 400 days in the past, it will automatically default to 400 days in the past.

7. Click **Save and Close**.

Run the Scheduled Process for Inbound Messages

You need to run the Process Recruiting Inbound Message scheduled process with a 15-minute frequency to see candidates' SMS and email replies.

1. From the navigation menu, go to **Tools** > **Scheduled Processes**
2. On the Overview page, click **Schedule New Process**.
3. On the Schedule New Process page, click the menu and select **Search**.
4. Search for the **Process Recruiting Inbound Message** process.
5. Click **OK**.

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Optional Configuration for SMS

Block Phone Numbers or Phone Number Patterns

You can prevent sending SMS or WhatsApp messages to unauthorized phone numbers by blocking those numbers or by blocking those numbers that match a specific pattern. After you add the blocked list, any SMS or WhatsApp messages that are sent to these numbers or patterns will be blocked in Recruiting. You can see the Blocked status and the reason for the block when you open the SMS or WhatsApp message.

An error message is displayed to candidates on the career site when they provide a number that's on the blocked numbers and patterns list.

To enable this feature, you need to add the phone numbers or phone number patterns to a CSV file, compress the file, and then upload it using the Recruiting Messaging Configuration task.

These are the specifications of the CSV file:

- Each compressed file should contain only one CSV file.

- The file size must not exceed 2 MB.

- You must upload separate files, one for phone numbers and another for phone number patterns.

Here are a few things to consider about the file used for uploading phone numbers:

- The CSV file must contain only one column and it must not be empty.

- If the phone number contains a + sign or a comma or brackets, you must enclose them within double quotes.

- The phone number must include the country code and area code.

Here are a few things to consider about the file used for uploading phone number patterns:

- The CSV file must contain only one column and it must not be empty.

- You need to use regular expression patterns for phone number patterns. For example, to block phone numbers beginning with 1800, use a regular expression such as `1800.*`

Note: Using this task, you can also unblock phone numbers or phone number patterns that were blocked earlier.

1. In the Setup and Maintenance work area, go to:
   - Offering: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Recruiting Messaging Configuration**
2. If you haven't uploaded phone numbers or phone number patterns so far, you can download a sample file from the downloadable links available in the Block Phone Numbers or Patterns section. Next, click **Edit** in this section.
3. From the **Manage Phone Numbers or Patterns** list, select one of these options:
   - **Add Phone Numbers**: Block phone numbers.
   - **Add Patterns**: Block phone number patterns.
   - **Delete Phone Numbers**: Unblock phone numbers.
   - **Delete Patterns**: Unblock phone number patterns.

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4. For each of the above actions, upload a separate CSV file that contains the numbers or patterns. So if you're using a CSV file to block some phone numbers, you must upload a different CSV file for unblocking some phone numbers.

   If you'd blocked some phone numbers earlier, the new phone numbers that you upload now will get added to the blocked list.

5. Click **Save**.

What to do next

You can also download the list of blocked phone numbers or phone number patterns by clicking the respective download links. For SMS messages, you can generate a report from the Reports for Text Messages section in this task to understand how many SMS messages were blocked per country.

In the Redwood version of Recruiting, you can resend blocked SMS messages, if you unblock the phone numbers or phone number patterns.

Configure List of Countries to Send SMS Messages

Using the Recruiting Messaging Configuration task, you can define the list of allowed countries that can receive SMS messages. Earlier, you could define this using the profile option ORA_IRC_SMS_ALLOW_LIST. From upgrade 25A, this profile option is replaced with the Recruiting Messaging Configuration task. Any country codes that you earlier specified using the profile option are carried over to the Recruiting Messaging Configuration page. If you're currently sending SMS messages to countries outside this list, they'll not be sent. An error message is also displayed to candidates on the career site when they provide a number that's not in this allowed list.

1. In the Setup and Maintenance work area, go to:
   - **Offering**: Recruiting and Candidate Experience
   - **Functional Area**: Recruiting and Candidate Experience Management
   - **Task**: Recruiting Messaging Configuration

2. In the Allowed List of Countries for SMS section, click **Edit**.

3. Click the **Create** icon (displayed as +).

4. Select the country from the list that appears.

   Note: When you select a country that has the same country code as another country, both countries will be added to this list. For example, when you select United States, Canada will also be added because it has the same country code.

5. Click **Save**.

What to do next

When you configure the list of allowed countries, any text messages that are sent to countries outside of the allowed list will be blocked in Recruiting. You can see the **Blocked** status against the message along with the reason for the block in the Text Messages section of the **Messages** tab. In the Redwood version of Recruiting, you can resend blocked messages, after you add that country to the allowed list.

Enable Candidates to Opt Out of SMS Messages

Candidates have the flexibility to opt in or opt out of SMS communications. To stop receiving SMS messages, they can send an SMS with a STOP keyword or similar. To resume receiving messages, they can send an SMS with a START keyword or similar.

This feature uses the Webhook functionality and is applicable to Twilio and Syniverse service providers only.

These predefined profile options and values are available by default in the Settings and Maintenance area. The keywords sent by the candidate to start or stop SMS messages are validated against these profile values.

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Profile Option	Default Values
ORA_IRC_CAND_SMS_OPTOUT_PATTERN	STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, QUIT
ORA_IRC_CAND_SMS_OPTIN_PATTERN	START, UNSTOP

> **Note:** If the service provider has configured an opt-out management feature, the keywords are validated against it. It's recommended that the keywords specified in the opt-out management feature match these profile values.

Here are a few things to note when a candidate opts out of SMS communications:

- SMS is removed as the preferred communication channel. The **Compose** button is disabled in the Messages section in Recruiting.
- If the candidate's email is verified, it's automatically set as their preferred communication channel. The candidate is also notified about the change. The email notification is based on this template in the Recruiting Content Library:
  - **Category**: Candidate Profile Notification
  - **Content Item Name**: Email Notification to Candidate for Updated Communication Channel
  - **Code**: SMS_OPTOUT_CAND_COMM_PREF_UPD

  > **Note:** When the candidate opts into SMS communications again, SMS is set as their preferred communication channel along with email.

- If the candidate's email isn't present or verified, the hiring team can't send any communications from Recruiting. However, they can call the candidates for any urgent communications. When the candidate opts into SMS communications again, SMS is set as their preferred communication channel.

To use this feature, you must configure the Webhook URL in the service provider's account. You can also configure the opt-out management feature in Twilio. For details, see the document Candidate Communication on My Oracle Support (ID 2968395.1).

Related Topics
- Candidate Communication

Set Up Email Notifications for Candidate SMS Replies

Here are the prerequisites and steps to set up email notifications when candidates send SMS replies:

Before you start

Ensure that you've set up two-way SMS communications.

Consider the following info while setting up email notifications:

- You must use a business phone number that supports two-way messaging and not use a short code number.
- This feature currently works with Twilio and Syniverse providers only.

Here's what to do

1. *Configure Webhook in the service provider's account.*
2. *Configure email notification settings when candidates reply to SMS messages.*

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Configure Webhook for SMS Service Providers

You must configure Webhook in the SMS service provider's account to establish a Webhook connection between Recruiting and the SMS service provider. To do so, follow these steps:

1. Create a job role in Recruiting.
2. Add the following functional privilege to it:
   - Name: **Use REST Service - Inbound SMS Webhook**
   - Code: **IRC_REST_SERVICE_ACCESS_INBOUND_SMS_WEBHOOK_PRIV**
3. Create a user account for the SMS provider, and add the job role to the account.

   The user account that's set up to access Webhook must not have any other privileges or roles associated with it, except the job role that you just created.
4. Apply security roles by running these scheduled processes:
   - **Import User and Role Application Security Data**
   - **Retrieve Latest LDAP changes**
5. Configure the Webhook functionality in the active SMS provider's account. For details, see the document Service Provider Setup for Two-Way SMS Communications on My Oracle Support (ID 2936718.1).

Related Topics
- Create Roles in the Security Console
- Two-Way Candidate Messaging - Service Provider Setup for Two-Way SMS Communications

Configure Email Notification Settings for Candidate Replies to SMS Messages

When candidates send SMS replies to the hiring team, you can configure whom to notify on the hiring team and when to notify them.

1. In the Setup and Maintenance work area, go to:
   - Setup: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Recruiting Messaging Configuration**
2. In the Hiring Team Notification for Text Message Replies section, click **Edit**.
3. Decide if you want to notify everyone who had an active SMS conversation with the candidate. You can include recruiters, hiring managers, or both, for job-application or prospect-based active conversations.

   When anyone sends a message from the candidate profile or candidate pools pages, they will receive an email notification when the candidate replies to their message. It isn't affected by the choices you make using this option.
4. Enter the maximum number of days an SMS conversation between a candidate and a hiring team member is considered active. For example, let's say you specify 20 days. If a hiring team member sent an SMS to a candidate in the last 20 days, and the candidate replied to it, an email notification will be sent to all those hiring team members who started a conversation with the candidate during this active conversation period. Also, if you choose to notify recruiters and hiring managers, they will receive an email notification if they're a part of a requisition that's related to the active conversation.

   The default value for this setting is 15 days and is configured in the predefined profile option **ORA_IRC_INBOUND_SMS_ACTIVE_CONVERSATION_PERIOD**.
5. Enter the number of hours within which a reply received from a candidate is considered for sending an email notification. For example, let's say you specify 120 hours. If a candidate's reply SMS is received within this time

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frame and is processed by the scheduled process, an email notification will be sent to the hiring team. Let's say the candidate sent an SMS message before 120 hours and it was missed during the previous Webhook sync. In this scenario, when the scheduled process runs next time, it'll bring the SMS message into the application, but won't trigger an email notification to the hiring team because the reply received from the candidate was before 120 hours.

It's recommended to keep the number of hours setting shorter and lesser than the maximum number of active conversation days. The default value for this setting is 120 hours and is configured in the predefined profile option **ORA_IRC_INBOUND_SMS_NOTIFICATION_PERIOD**.

6. Click **Save**.

Related Topics
- How do I enable a profile option?

Email Setup

Workflow to Set Up One-Way Email Communications

Here are the steps to set up one-way email communications in Recruiting, which enables the hiring team to send outgoing email messages to internal and external candidates.

Required Step
- *Enable Vanity Email*

Optional Step
These are optional but recommended steps:
- *Enable Alternate Email for Internal Candidate Communications*
- *Specify the Size Limit for Emails*

Workflow to Set Up Two-Way Email Communications

Here are the steps to set up two-way email communications when Recruiting Booster is enabled. This enables the hiring team to send and receive email messages to and from internal and external candidates.

Required Steps
1. *Enable Vanity Email*
2. *Opt in to Recruiting Booster*
3. *Set Up an Email Messaging Provider*
4. *Enable Two-Way Communication for Email*
5. *Create the Profile Option to Read Email Messages from a Given Start Date*
6. *Configure the No-Reply Email*
7. *Set Up a Work Email for Two-Way Email Communication*

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8. *Run the Scheduled Process for Inbound Messages*

Optional Steps

Although these steps are optional, it's recommended to complete them:

- *Configure Notifications for Candidate Replies to Automated Emails*
- *Enable Alternate Email for Internal Candidate Communications*
- *Enable Email Attachments*
- *Specify the Size Limit for Emails*

Set Up One-Way Email Communications

Enable Vanity Email

You can set up one vanity email for your organization. If your organization has multiple career sites, only one vanity email can be created.

The vanity email address is used to send emails to external candidates, for both one-way and two-way communications.

When two-way communications is enabled, the vanity email is used to send emails to internal candidates as well. When it isn't enabled, internal candidates receive alert notifications.

Enable the Vanity Email

You need to define the vanity email address and its display name.

1. In the Setup and Maintenance work area, go to:
   - Offering: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Recruiting Messaging Configuration**
2. Expand the Email Communications section.
3. In the Vanity Email Configuration section, click **Edit**.
4. Select the option, **Vanity Email**.
5. Enter the vanity email display name. Example: Vision Inc. Careers
6. Enter the vanity email address. Example: careers@visioninc.com
7. Click **Save**.

Note:
- When you change the vanity email, the mailbox name of the email address must be the same as the active email messaging provider's user name, if you've already set up the email messaging provider. For example, if the user name of the active email messaging provider is robert.smith, the email address must be robert.smith@example.com.

- When application-generated messages are sent (such as application confirmation, interview scheduling), they will have the vanity email display name and vanity email, if the notification configuration hasn't been changed. When a recruiter sends an email using the Send Message feature, that message will have the recruiter name (not the vanity email display name and vanity email).

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Configure the Vanity Email

You need to set up a Sender Policy Framework (SPF) policy on your domain to ensure that your outbound email is delivered successfully to the external candidates.

To enable Oracle to send out an email on your behalf, you must set up an SPF policy on your domain as an authentication mechanism. The exact method of setting up an SPF policy varies from one domain provider to another. For example, v=spf1 include:spf_c.oraclecloud.com ~all. As an example, after this SPF policy changes, the candidate will receive an email with the "from email" being "Vision Inc. Careers" <careers@visioninc.com>

You must contact your IT department to add the SPF rule when you want to use the Vanity Email. You must add this rule in your email server to let Oracle's pod email send emails on your behalf.

Set Up Two-Way Email Communications

Enable Vanity Email

You can set up one vanity email for your organization. If your organization has multiple career sites, only one vanity email can be created.

The vanity email address is used to send emails to external candidates, for both one-way and two-way communications.

When two-way communications is enabled, the vanity email is used to send emails to internal candidates as well. When it isn't enabled, internal candidates receive alert notifications.

Enable the Vanity Email

You need to define the vanity email address and its display name.

1. In the Setup and Maintenance work area, go to:
   - Offering: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Recruiting Messaging Configuration**
2. Expand the Email Communications section.
3. In the Vanity Email Configuration section, click **Edit**.
4. Select the option, **Vanity Email**.
5. Enter the vanity email display name. Example: Vision Inc. Careers
6. Enter the vanity email address. Example: careers@visioninc.com
7. Click **Save**.

Note:
- When you change the vanity email, the mailbox name of the email address must be the same as the active email messaging provider's user name, if you've already set up the email messaging provider. For example, if the user name of the active email messaging provider is robert.smith, the email address must be robert.smith@example.com.

- When application-generated messages are sent (such as application confirmation, interview scheduling), they will have the vanity email display name and vanity email, if the notification configuration hasn't been changed. When a recruiter sends an email using the Send Message feature, that message will have the recruiter name (not the vanity email display name and vanity email).

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You must contact your IT department to add the SPF rule when you want to use the Vanity Email. You must add this rule in your email server to let Oracle's pod email send emails on your behalf.

Opt in to Recruiting Booster

To enable Recruiting Booster and its functionalities, you first need to opt in to Recruiting Booster.

Before you start

You need these privileges to opt in:

- Review Applications Offering (ASM_REVIEW_APPLICATIONS_OFFERINGS_PRIV)
- Configure Oracle Fusion Applications Offering (ASM_CONFIGURE_OFFERING_PRIV)

Here's what to do

1. In the Setup and Maintenance work area, select the **Recruiting and Candidate Experience** offering.
2. Click **Change Feature Opt In**.
3. On the Opt In: Recruiting and Candidate Experience page, enable **Recruiting Booster**.
4. Click **Done**.

Set Up an Email Messaging Provider

You can set up an email messaging provider that's based on IMAP and uses Basic or Open Authentication. If you're a Microsoft Office 365 user, you can consider Microsoft Graph over IMAP.

Moving to Microsoft Graph from IMAP has these advantages:

- The Microsoft Graph endpoint lets you access Outlook and many other Office 365 services. For more information, see this Microsoft documentation: *Compare Microsoft Graph and Outlook Endpoints*.
- Certificate security support is available for Microsoft Graph.
- Setting up Microsoft Graph also enables Microsoft 365 calendar integration, thereby making the process of scheduling interviews easier.

Note: Only one email messaging provider can be active at a time.

Choose one of these options to set up the email messaging provider and activate it:

- *Configure Microsoft Graph API as Your Email Messaging Provider*
- *Create an Email Messaging Provider Using IMAP*

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Configure Microsoft Graph API as Your Email Messaging Provider

Using Microsoft Graph, you can read candidate emails sent to a vanity mailbox that's set up on Microsoft Office 365. This support is provided through open authentication using a client secret or client certificate-based credential.

To configure Microsoft Graph API, complete these prerequisites:

- *Enable Two-Way Communication for Email*
- *Enable Vanity Email*
- *Create the Profile Option to Read Email Messages from a Given Start Date*

Next, configure Microsoft Graph AI as your active email messaging provider by completing the steps below.

Configure Microsoft Azure Cloud

1. Set up a Microsoft Azure application.
2. Set up a vanity email with a mailbox on Microsoft Azure.
3. Set up SPF or DKIM/DMARC on the vanity email domain.
4. Register the vanity email domain on Google Postmaster and Yahoo CFL (Consumer Feedback Loop).
5. Configure Graph API in the Microsoft Azure application and update its access policy to prevent the application from accessing all mailboxes or user profiles.

For detailed instructions on configuring these prerequisites, see the technical brief *Set Up Microsoft 365 Integration for Interview Scheduling and Emails* (Document ID 2664168.1) on My Oracle Support.

For more information on steps 3 and 4 above, see the technical brief, *Implementation of Google/Yahoo Email Sender Guidelines* (Document ID 3053819.1) on My Oracle Support.

Configure Microsoft Graph API

1. In the Setup and Maintenance work area, go to:
   - Offering: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Enterprise Recruiting and Candidate Experience Information**
2. Expand the Microsoft Graph Integration section and click **Edit**.
3. Select **Enable Email Integration**.
4. To reuse the Azure application details that have been configured for calendar integration, select the **Use same authentication configuration as calender integration** checkbox. To use a different configuration, complete these fields:
   - **Default User Identifier or Email**: This must be the same as the vanity email. If you enter the default user identifier, it should be associated with the same email as the vanity email.
   - **Application ID**: Enter the client ID used in Azure.
   - **Tenant ID**: Enter the unique identifier used for the Azure Active Directory instance in your organization.
   - **Application Authentication Type**: If you select **Client Secret**, provide the application password. If you select **Certificate**, upload the certificate file and provide the certificate password.
5. Select the **Delete read emails** checkbox if you want the read emails to be automatically deleted. This ensures that the inbox isn't full and all incoming emails are received.
6. Click **Validate Integration** to ensure Graph API is configured correctly.
7. Click **Save**.

Activate Microsoft Graph API as the Email Messaging Provider

1. In the Setup and Maintenance work area, go to:

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- o Offering: **Recruiting and Candidate Experience**
- o Functional Area: **Recruiting and Candidate Experience Management**
- o Task: **Recruiting Messaging Configuration**

2. Expand the Email Communications section.
3. In the Email Messaging Providers section, you'll see Microsoft Graph Integration added. From the **Actions** menu (shown as three dots) next to it, select **Activate**.

Note that you can't add any other email provider with the same name as Microsoft Graph Integration.

Related Topics
- • Configure Email Security

Create an Email Messaging Provider Using IMAP

You can set up an email messaging provider that's based on IMAP and uses Basic or Open Authentication.

Before you start

- • Set up SPF or DKIM/DMARC on the vanity email domain.
- • Register the vanity email domain on Google Postmaster and Yahoo CFL (Consumer Feedback Loop).

For information on these steps, see the technical brief, *Implementation of Google/Yahoo Email Sender Guidelines* (Document ID 3053819.1) on My Oracle Support.

Here's what to do

1. In the Setup and Maintenance work area, go to:
    - o Offering: Recruiting and Candidate Experience
    - o Functional Area: Recruiting and Candidate Experience Management
    - o Task: Recruiting Messaging Configuration

2. On the Recruiting Messaging Configuration page, in the Email Communications section, click **Add**.
3. Enter a name and description.

    The user name of the active email messaging provider must be the same as the vanity email.
4. The vanity email box will increase in size over time. If you choose to delete emails after they're read, select the **Delete read emails** option.
5. Select an authentication type:
    - o Basic Authentication
    - o OAuth

6. Based on the authentication type you selected, enter the required info:
    - o Basic Authentication: Capture the details from your email service provider: IMAP Server, IMAP Port, User Name, Password. Note: Basic authentication for Office 365 is deprecated. Therefore, use OAuth authentication.
    - o OAuth: Email Provider, IMAP Server, IMAP Port, Grant Type, Scope, Tenant ID, Authentication URL, Client ID, Client Secret, User Name. To use the two-way email messaging capabilities with an Office 365 mailbox, you need to register an application in Azure AD and set up a service principal in Exchange to enable the application to access Exchange mailboxes via client credentials flow with the IMAP protocol. For details, see the technical brief Set Up OAuth for Office 365 Users (ID *2936718.1*) available on My Oracle Support.
7. Click **Check Connection** to make sure that the configuration is properly done.

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8. Click **Save and Close**.
9. On the Recruiting Messaging Configuration page, in the Email Messaging Providers list, find the provider you added and set it to **Active**.

Enable Two-Way Communication for Email

When you enable two-way communication for email, you can choose to enable it for external candidates, internal candidates, or both.

1. In the Setup and Maintenance work area, go to:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Messaging Configuration
2. On the Recruiting Messaging Configuration page, select these options:
   - **Enable Two-Way Email Communications with External Candidates** if you want to enable two-way messaging with external candidates.
   - **Enable Two-Way Email Communications with Internal Candidates** if you want to enable two-way messaging with internal candidates.

     Note: When you enable two-way email communications for internal candidates, email notifications related to recruiting will no longer appear in the worklist notification on the global header.

Create the Profile Option to Read Email Messages from a Given Start Date

You need to create a profile option called IRC_2_WAY_EMAIL_LAST_SYNC_TIME to read email messages from a given start date. It represents the last time the email messages are read and processed by Recruiting.

1. In the Setup and Maintenance work area, click the **Tasks** icon.
2. Click **Search**.
3. On the Search page, search for the task **Manage Profile Options**.
4. Click the task name.
5. On the Manage Profile Options page, click the **Create** icon.
6. On the Create Profile Option page, create the profile option by entering these values:
   - Profile Option Code: IRC_2_WAY_EMAIL_LAST_SYNC_TIME
   - Profile Display Name: 2-Way Email Last Sync Time
   - Application: Recruiting
   - Module: Recruiting Common
   - Description: Define the last sync time for the two-way email communication feature.
   - Start Date: Today's date
7. Click **Save and Close**.
8. You're back on the Manage Profile Options page and the profile option **IRC_2_WAY_EMAIL_LAST_SYNC_TIME** is displayed. You need to enable the profile option at the Site level.
9. On the Manage Profile Options page, go to the **Profile Option Levels** section.
10. Set the profile option to be enabled and updatable at the Site level.
11. Click **Save and Close**.

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12. You need to set profile value for the profile option IRC_2_WAY_EMAIL_LAST_SYNC_TIME to define from when the email messages are to be read.

13. In the Setup and Maintenance work area, click the **Tasks** icon.

14. Click **Search**.

15. Click the **Search** icon.

16. On the Search page, search for the task **Manage Administrator Profile Values**.

17. Click the task name.

18. On the Manage Administrator Profile Values page, search for the profile option code **IRC_2_WAY_EMAIL_LAST_SYNC_TIME**.

19. Set the profile value to yesterday's date, that is **Current date - 1**. Use the UTC date and time in standard ISO 8601 format: YYYY-MM-DD HH:MM:SS.

> **Note:** If you don't set a value for this profile option, it'll be set to a default value of 7 days before the current date. If you haven't created a profile option, then the default value can't be set and emails won't be processed.

20. Click **Save and Close**.

Configure the No-Reply Email

It's recommended to configure the no-reply mailbox for automated notifications so that candidate replies aren't tracked. This is applicable for two-way communications with internal and external candidates.

When you send an email that's based on a content library template, the email is sent either through the no-reply email or vanity email, depending on certain factors. Before the 24D upgrade, the **Capture Message** checkbox in the content library template decided whether the notification was sent through the no-reply email or vanity email. After the upgrade, the following notifications are always sent through the no-reply email, even if they have the **Capture Message** checkbox enabled.

Notification Category Code	Notification Category Name
ORA_CAMPAIGN_OPT_IN_STATEMENT	Campaign Opt In Statement
ORA_CANDIDATE_CONFIRMATION	Social Campaigns Confirmation Notification
ORA_CAND_VERIFY_NOTIF	Candidate Verification Notification
ORA_EVENT_CANC_NOTIFICATION	Event Canceled Notification
ORA_EVENT_THANKYOU_NOTIF	Event Thank You Notification
ORA_EVENT_UPDATE_NOTIFICATION	Event Update Notification
ORA_JA_CONFIRMATION	Job Application Confirmation Notification
ORA_JOB_ALERT	Job Alert Notification
ORA_OM_CAND_INVITED	Opportunity Marketplace Invite Candidate For Gig Notification
ORA_OM_GIG_ASSIGNED	Opportunity Marketplace Assigned Gig Notification
ORA_OM_GIG_CANCELED	Opportunity Marketplace Gig Canceled
ORA_OM_GIG_NOT_APPROVED	Opportunity Marketplace Gig Not Approved

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Notification Category Code	Notification Category Name
ORA_OM_GIG_NOT_SELECTED	Opportunity Marketplace Gig Not Selected
ORA_OM_OPPORTUNITY_ALERT	Marketplace Opportunity Notification
ORA_TALENT_COMMUNITY_CONFIRM	Talent Community Confirmation Notification

Notifications other than the above will be sent through the vanity email, if the **Capture Message** checkbox is enabled. They will be sent through the no-reply email, if this checkbox is disabled. However, for some notifications that have this checkbox enabled, you can override it and send them through the no-reply email.

1. In the Setup and Maintenance work area, go to:
    ○ Offering: **Recruiting and Candidate Experience**
    ○ Functional Area: **Recruiting and Candidate Experience Management**
    ○ Task: **Recruiting Messaging Configuration**
2. Expand the Email Communications section.
3. In the Vanity Email Configuration section, click **Edit**.
4. Enter the no-reply email address.
5. In the Send Notifications Using No-Reply Email section, select the notifications that you want to send using the no-reply email. Even if the Capture Message feature is enabled for these notification categories, emails will be sent only using the no-reply email once you select them here.

   By default, all these notifications are unselected. An unselected notification is sent through the vanity email, only if it has the Capture Message feature enabled.
6. Click **Save**.

Related Topics
   • What happens when you send a candidate email that's not based on a content library template?

Set Up a Work Email for Two-Way Email Communication

For two-way email communication to work, the work email must be set as the primary email in the employee's profile in Person Management. This feature won't work as intended if any other email, for example, home email, is set as the primary email. An employee could be any worker who interacts with a candidate.

1. Go to **My Client Groups** > **Person Management** and search for the employee.
2. From the employee's profile photo, click **More Information** > **Personal and Employment** > **Person**.
3. In the Communication Methods section, select **Email Details** from the **Edit** menu.
4. Set an existing work email address as primary, or add a work email address, if it doesn't already exist.

Run the Scheduled Process for Inbound Messages

You need to run the Process Recruiting Inbound Message scheduled process with a 15-minute frequency to see candidates' SMS and email replies.

1. From the navigation menu, go to **Tools** > **Scheduled Processes**
2. On the Overview page, click **Schedule New Process**.
3. On the Schedule New Process page, click the menu and select **Search**.

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4. Search for the **Process Recruiting Inbound Message** process.

5. Click **OK**.

Optional Configuration for Email

Enable Candidates to Unsubscribe from Marketing Emails

You can classify certain messages as Marketing and provide an option for external candidates to unsubscribe from them. It's applicable only to emails or certain actions that are taken on multiple candidates at once, from candidate list views in candidate search, job applications, candidate pools, or prospects pages. When a candidate unsubscribes from these messages, they'll no longer receive them. This feature isn't applicable to internal candidates.

To classify a message as Marketing, use the Recruiting Messaging Configuration task in Setup and Maintenance and select the notification templates that have content that can be considered as marketing. The following notification templates are available to classify as Marketing.

Content Library Templates Available to Classify as Marketing

User Action	Available Content Library Templates	Outcome When Candidates Subscribe to Marketing Notifications
Sending bulk messages to more than one candidate from candidate list views through the **Send Message** action.	• Prospect Candidate Notification • Candidate Pool Member Notification • Candidate Profile Notification • Event Pool Member Notification In addition to the above, any user-defined message (which isn't based on a template) can also be marked as marketing.	These bulk messages are sent only to those candidates who have subscribed to them. Unsubscribed candidates won't receive them.
Adding multiple candidates as prospects to a requisition from a candidate list, candidate pools list, events list, or job applications list through the Add to Requisition action.	Send Invite Notification	Candidates who have subscribed are added as prospects to the requisition and this notification is sent to them. Unsubscribed candidates won't be added as prospects to a requisition and won't receive the notification.
Adding multiple candidates to an event from a candidate list through the Add to Event action.	Send Event Invite Notification	Candidates who have subscribed are added to the event and this notification is sent to them. Unsubscribed candidates won't be added to the event and won't receive the notification.
Adding a requisition to a candidate pool (available in Redwood pages only).	Candidate Pool Job Notification	This notification is sent to all the subscribed candidates in the candidate pool. Unsubscribed candidates won't receive it.

Note: If you compose a message for a single candidate (from a candidate's profile page) and it contains one of the above marketing notifications, or if you perform any of the above actions on a single candidate, that candidate will continue to receive the marketing notification or get added to a requisition or to an event, even if they earlier unsubscribed from that notification sent as part of a bulk message.

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The marketing emails will include a one-click unsubscribe option in the header along with a one-click unsubscribe link at the end of the email body, which is visible to candidates. However, when a recruiter previews this email, they can't see the unsubscribe link or in the sent email on the **Messages** tab.

The unsubscribe link is available through a new predefined content library item, **Marketing Emails Unsubscribe Notification**. This content item provides two tokens, `HREF` and `UnsubscribeLinkURL`, which enables you to add the unsubscribe link. Currently, it has the following predefined text:

```
<a ${href}="${UnsubscribeLinkURL}"
 target="_blank">Unsubscribe from these emails.
```

You can create another version of this content item to create your own unsubscribe text.

Here's how you classify a notification as marketing:

1. In the Setup and Maintenance work area, go to:
   - **Offering:** Recruiting and Candidate Experience
   - **Functional Area:** Recruiting and Candidate Experience Management
   - **Task:** Recruiting Messaging Configuration
2. Scroll down and expand the Marketing Email Notifications section.
3. Click **Edit**.
4. Select the notification templates that you want to classify as marketing. Note that some of these are selected by default, which you can change as per your business needs.
5. Click **Save**.

For more information on email sender guidelines, see the technical brief, *Implementation of Google/Yahoo Email Sender Guidelines* (Document ID 3053819.1) on My Oracle Support.

Configure Notifications for Candidate Replies to Automated Emails

If an auto-generated email is sent through the vanity email and candidates reply to them, hiring team members can be notified using this feature. You can configure who from the hiring team should be notified.

These notifications are received in the hiring team member's work mailbox. The candidates' replies are also displayed in the **Messages** tab, only if the **Capture Message** checkbox is enabled for the auto-generated email.

Using this configuration, you can't notify hiring team members when candidates reply to:

- Auto-generated emails that are sent from a no-reply email. Hiring team members need to access the no-reply mailbox to see the candidate replies.

- Any emails that aren't auto-generated (that is, emails composed manually by hiring team members). Hiring team members need to access the **Messages** tab to see the candidate replies.

1. In the Setup and Maintenance work area, go to:
   - Setup: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Recruiting Messaging Configuration**
2. In the Hiring Team Notification for Replies to Automated Emails section, click **Edit**.
3. Select the respective check boxes to notify either recruiters or hiring managers or both. By default, both check boxes are selected. If the email was sent in the context of a candidate pool, the pool owners are also notified.

   Let's say you select both hiring managers and recruiters to receive the email replies. After the candidate sends their first reply, let's say you change the configuration to notify only hiring managers and not recruiters. When the

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candidate sends subsequent replies to that same email thread, this configuration change won't impact the earlier recipients' list. Both hiring manages and recruiters will continue to receive the replies for the existing conversations.

Enable Alternate Email for Internal Candidate Communications

You can enable the use of an alternate email address when internal candidates without a work email apply for a job.

Internal candidates without a work email can provide an alternate email address to receive all recruiting notifications and employee communications. They can enter one alternate email address per job application. They can enter a different email address if they choose to. Recruiters and hiring managers can see that alternate email address in the Personal Info section of the candidate profile, in the candidate job application, in the prospect record, and in the candidate pool member record.

This feature applies to employees and internal contingent workers who don't have a work email. All the communication is captured in the Messages tab.

Here's what to do

1. Enable the Internal Candidate Alternate Email Profile Option
2. Configure the Use of the Alternate Email Address in the Internal Application Flow
3. Add the Alternate Email Token to the Notification Gateway Alert

Enable the Internal Candidate Alternate Email Profile Option

You first need to configure the use of an alternate email address by enabling the profile option ORA_IRC_INTERNAL_CAND_ALT_EMAIL_ENABLED at the Site level, using the Manage Administrator Profile Values task.

1. In the Setup and Maintenance work area, click the **Tasks** icon.
2. Click **Search**.
3. Search for the task **Manage Administrator Profile Values**.
4. Click the task name.
5. On the Manage Administrator Profile Values page, search for the profile option code **ORA_IRC_INTERNAL_CAND_ALT_EMAIL_ENABLED**.
6. Set the profile value at the Site level to **Y**.
7. Click **Save and Close**.

Configure the Use of the Alternate Email Address in the Internal Application Flow

You now need to configure the use of the alternate email address in the internal application flow.

1. Activate a sandbox and page editing at the Site layer in **Settings and Actions Menu > Edit Pages > Activate a sandbox**.
2. On your Home page, go to **My Client Groups > HCM Experience Design Studio**.
3. Click the **Transaction Design Studio** tab.
4. Select the action **Recruiting – Apply to Internal Jobs**.
5. Click **Add** to create a rule.
6. In the Basic Details section, enter a name and a description for the rule.
7. In the Show or Hide Regions section, set **Alternate Email** to **Visible**.
8. Click **Save and Close**.

Add the Alternate Email Token to the Notification Gateway Alert

You need to add the Alternate Email token to the Notification Gateway alert to send emails to an alternate email address. This will ensure that the Notification Gateway will use the alternate candidate email when the feature is enabled.

1. In the Navigator menu, go to **Tools > Alerts Composer**.

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2. Search for and open the **IRC_Candidate_Notifications_Gateway** alert.
3. In the Edit menu, select **Manage Recipients and Message**.
4. Click **Add Recipient**.
5. For the communication method, select **Mail**.
6. For the expression, add the token ${AlternateCandidateEmail}.
7. Click **Apply**.
8. Save the alert configuration.

Enable Email Attachments

When you use the messaging feature in the Redwood experience for candidate details pages, you can upload attachments to outgoing emails and receive incoming emails with attachments.

To allow incoming emails with attachments:

1. In the Setup and Maintenance work area, go to:
   - Offering: Recruiting and Candidate Experience

   - Functional Area: Recruiting and Candidate Experience Management

   - Task: Recruiting Messaging Configuration

2. In the Email Messaging Providers section, check whether two-way communications is enabled either for internal or external candidates, or for both.

3. Select the checkbox, **Process email attachments from candidates**.

Specify the Size Limit for Emails

You can specify the size limit for incoming and outgoing emails, including their attachments.

1. In the Setup and Maintenance work area, go to:
   - Offering: Recruiting and Candidate Experience

   - Functional Area: Recruiting and Candidate Experience Management

   - Task: Recruiting Messaging Configuration

2. Click **Edit** on the Additional Email Settings page.

3. Specify the maximum size limit of an outgoing or incoming email, which includes attachments and the body of the message. You can decide this limit based on the size of the vanity mailbox. The default value is 20 MB.

   Note: Even if incoming messages don't have attachments, they will be rejected if the size of the message body exceeds the limit specified here.

4. Click **Save**.

Manage File Types for Email Attachments

As an administrator, you can define which files types are allowed as attachments in incoming emails. The allowed list of file types is defined in the ORA_IRC_MISC_ATTACH_FILE_TYPES profile option. Unsupported file types are defined in the ORA_IRC_MISC_ATTACH_UNSUPPORTED_FILE_TYPES profile option.

The list of allowed file types includes these
files: .txt, .rtf, .doc, .docx, .pdf, .htm, .html, .jpeg, .png, .zip, .HEIC, .pptx, .msg, .jpg, .pdf, and .odt. If you haven't defined the allowed file types so far, these predefined values will be used.

Both the allowed and unsupported file types are also displayed as part of the Enterprise Recruiting and Candidate Experience Information task, in the section, Attachments from Candidates.

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Related Topics
- How do I enable a profile option?

WhatsApp Setup

Workflow to Set Up Two-Way WhatsApp Communications

WhatsApp is available only when the Redwood experience is enabled in Recruiting Booster. Here are the steps to set up two-way WhatsApp communications, which enables the hiring team to send and receive WhatsApp messages to and from external candidates.

Required Tasks

1. *Enable Redwood for Messaging in Recruiting*
2. *Opt in to Recruiting Booster*
3. *Add a WhatsApp Messaging Provider Account*
4. *Test Outbound WhatsApp Message*
5. *Set Limits for Outbound Messages and Enable WhatsApp Communications*
6. *Configure List of Countries to Send WhatsApp Messages*
7. *Set Up WhatsApp Templates*
   a. *Create WhatsApp Templates*
   b. *Add Template Translations*
   c. *Send WhatsApp Templates for Approval*
   d. *Associate WhatsApp Templates with Content Library Items*
   e. *Get WhatsApp Template Statuses*
8. *Configure the Profile Option to Read WhatsApp from a Given Start Date*
9. *Run the Scheduled Process for Inbound Messages*

Additional Tasks

You can perform these tasks as required:

- *Manage WhatsApp Templates*
  - *Search for WhatsApp Templates*
  - *Edit WhatsApp Templates*
  - *Deactivate WhatsApp Templates*

- *Block Phone Numbers or Phone Number Patterns*

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Set Up for Two-Way WhatsApp Communications

Enable Redwood for Messaging in Recruiting

See these topics to enable the Redwood experience in Oracle Cloud HCM. This enables you to take advantage of the enhanced messaging features in Recruiting:

- *Enable your HCM Redwood pages*
- *Set profile options for Redwood pages*

Opt in to Recruiting Booster

To enable Recruiting Booster and its functionalities, you first need to opt in to Recruiting Booster.

Before you start

You need these privileges to opt in:

- Review Applications Offering (ASM_REVIEW_APPLICATIONS_OFFERINGS_PRIV)
- Configure Oracle Fusion Applications Offering (ASM_CONFIGURE_OFFERING_PRIV)

Here's what to do

1. In the Setup and Maintenance work area, select the **Recruiting and Candidate Experience** offering.
2. Click **Change Feature Opt In**.
3. On the Opt In: Recruiting and Candidate Experience page, enable **Recruiting Booster**.
4. Click **Done**.

Add a WhatsApp Messaging Provider Account

You need to add and activate a messaging provider account that can be used for WhatsApp communications. It's also required to have a WhatsApp Business Account (WABA) set up on the messaging service provider platform. This business account could be procured through the messaging service provider or directly from Meta.

1. In the Setup and Maintenance work area, go to:
   - Offering: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Recruiting Messaging Configuration**
2. In the WhatsApp Messaging Providers section, click **Add**.
3. Enter a name and description.
4. In the **Provider** list, the name of the messaging provider is preselected, as Syniverse is the only provider supported for now.
5. Enter info related to the messaging provider account in the remaining sections. For more information, see the document *Adding a WhatsApp Messaging Provider* on My Oracle Support (Document ID 3101136.1).

   Note: For processing outbound messages, the messaging provider's API is expected to return the response in JSON format. To ensure smooth processing of these messages, we recommend that you include the Accept header in the Headers section and specify its value as application/json.

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6. Click **Save and Close**.

What to do next

Test the outbound WhatsApp message.

Related Topics
- Webhook Configuration for a WhatsApp Messaging Provider

Test Outbound WhatsApp Message

You need to test the WhatsApp messaging provider account to make sure that the configuration is properly done. This step is done to ensure that messages to candidates are sent successfully.

1. In the Setup and Maintenance work area, go to:
  - Offering: **Recruiting and Candidate Experience**
  - Functional Area: **Recruiting and Candidate Experience Management**
  - Task: **Recruiting Messaging Configuration**
2. In the WhatsApp Messaging Providers section, click the name of the active account.
3. Click **Test Outbound Message**.
4. Send a test WhatsApp message from your phone number (or any recipient's phone number) to the provider number that's shown on the page. If the message fails to be sent on WhatsApp, it could be due to an issue with your internet connection, the WhatsApp messaging service, or the messaging provider's service. Complete the steps below within 24 hours of completing this step.
5. Select the checkbox, **I've sent a test message to the provider's number**.
6. In the **Phone Number** field, enter your phone number or the same recipient's phone number that you used for sending the test message in step 4. If the phone numbers are different, the message will fail to be sent from the messaging provider to WhatsApp.
7. In the **WhatsApp Message** field, enter another test message and click **Send**. If it's sent successfully, the recipient's phone number will receive this test message. You can also confirm this by checking the request and response details in the Sent Message Info section. A status code of 200 in the Response Details section indicates that the message is successfully sent to the messaging provider. Any other status code indicates a failed message.

> **Note:** If the phone number used in step 4 is different from the phone number used in step 6, you'll still see a status code of 200. However, if you check the status of the response ID number in the messaging provider's developer's console, you'll see that the message has failed because the messaging provider wasn't able to send the message to the recipient's phone number.

8. Go back to the WhatsApp Messaging Providers list, and set the status of the account you added to **Active**.

> **Note:** Only one account can be active at a time. You can delete and deactivate other accounts as required.

Set Limits for Outbound Messages and Enable WhatsApp Communications

Setting limits for outbound WhatsApp messages is useful to limit the volume of outbound WhatsApp messages sent using third-party services like Syniverse. It also helps limit the cost of usage-based service since these messages are sent using a WhatsApp business account.

Before you start

- You need to have a WhatsApp messaging provider account in Active status.

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- You also need to set limits for outbound WhatsApp messages sent from Recruiting.

Here's what to do

1. In the Setup and Maintenance work area, go to:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Messaging Configuration

2. In the Limit for SMS and WhatsApp Messages section, click **Edit**.

3. Configure all these options in the WhatsApp Limits column:
   - **Maximum number of messages that can be sent in a day:** This defines the total number of WhatsApp messages that can be sent from Recruiting in a day across all candidates by different hiring team members. This is called the system hard limit. All WhatsApp messages that are sent after this limit is reached are blocked for that day. When this limit is reached, a notification is sent to the administrator. Blocked messages are never attempted to be sent automatically to the candidate.
   - **Maximum number of messages that can be sent per candidate in a day:** This defines the number of WhatsApp messages that can be sent to a single candidate in a day by different hiring team members. This is also called as the candidate message limit. All WhatsApp messages that are sent after this limit is reached are blocked for that day. Blocked messages are never attempted to be sent automatically to the candidate.
   - **Number of messages that triggers a warning notification:** This defines the number of WhatsApp messages that can be sent across Recruiting. After this number is reached, a warning email is sent to the administrator. This number should be less than the maximum limit that can be sent in a day.
   - **Email for notifications:** This is the email address to which warning emails are sent. By default, it's auto-populated with a nonworking email address. You must change it to a valid email address, such as the administrator's email who can receive the notifications.

   Note:

   - UTC time zone is considered when counting the limits.
   - The system hard limit and candidate message limit are reset to zero at the start of UTC day, at 00:00:00 hours. When the limits are reset, you can send new WhatsApp messages the next day.
   - Candidates will be informed through the career site when the system hard limit or the candidate message limit is reached for the day.
   - Recruiters can't send messages manually when the system hard limit or the candidate message limit is reached. If automated messages are initiated, they go to the Blocked status.

4. Click **Save**.

5. On the Recruiting Messaging Configuration page, in the SMS Messaging Providers section, select the option **Enable WhatsApp Communications**.

Configure List of Countries to Send WhatsApp Messages

Using the Recruiting Messaging Configuration task, you can define the list of allowed countries that can receive WhatsApp messages. This list will be initially empty. You need to add the countries to which you want to send messages.

If you try to send a WhatsApp message to a country that's not in this allowed list, it'll be blocked. You can see the **Blocked** status against the message in the list view. When you open a blocked message, you can see the reason for the block. An error message is also displayed to candidates on the career site when they provide a number that's not in this allowed list.

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1. In the Setup and Maintenance work area, go to:
     - **Offering**: Recruiting and Candidate Experience
     - **Functional Area**: Recruiting and Candidate Experience Management
     - **Task**: Recruiting Messaging Configuration
2. In the Allowed List of Countries for WhatsApp section, click **Edit**.
3. Click the **Create** icon (displayed as +).
4. Select the country from the list that appears.

   Note: When you select a country that has the same country code as another country, both countries will be added to this list. For example, when you select United States, Canada will also be added because it has the same country code.

5. Click **Save**.

Set Up WhatsApp Templates

WhatsApp templates enable recruiters to have structured and preapproved conversations with candidates. After creating WhatsApp templates, you need to send them for approval to Meta, which ensures that the templates are in compliance with Meta guidelines for WhatsApp messaging.

You create and manage templates using the WhatsApp Notification Template Library task in Setup and Maintenance. You can also add translations to the templates. These translations also need to be approved by Meta.

A WhatsApp template can be in one of these statuses:

- Draft – As soon as a template is created, it's in this status before it's sent for approval to Meta.
- Pending Approval – Status when a template is sent for approval to Meta.
- Approved – Status when Meta approves the template.
- Rejected – Status when Meta rejects the template.
- Suspended – Meta continuously monitors the template's contents based on feedback from users. If they get repeated negative feedback, it could lead to the template being suspended.
- Inactive – Status when you manually deactivate templates when they're no longer needed.

A WhatsApp template is considered active if it's in any status except the Inactive status. As per Meta guidelines, the maximum number of active templates that can be associated with a WhatsApp Business Account account is 6000. For the latest updates on this limit, see Related Topics below.

Each WhatsApp template must belong to one of these categories:

- Marketing: Marketing templates are designed to achieve organization's goals of generating awareness or driving sales.
- Utility: Utility templates enable you to follow up on user actions or requests. For example, if a candidate applies to a job, you might want to send an acknowledgment message. For this purpose, you can create a template based on the Utility category.
- Authentication: Authentication templates enable you to verify a user's identity.

To access the WhatsApp Notification Template Library, you need the privilege IRC_MANAGE_RECRUITING_CONTENT_LIBRARY_PRIV.

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Related Topics
- Meta guidelines for template categories
- Meta templates

Create WhatsApp Templates

You can create WhatsApp templates from scratch or by copying SMS content library templates from the Recruiting Content Library. When a template is created from scratch, you need to provide the corresponding translations by editing the template.

When you create WhatsApp templates by copying SMS content templates, all existing content library items that are used for messaging purposes and have SMS content in them will be considered. If a content library item has any translations, WhatsApp templates will be created in each of those languages. The WhatsApp templates are also automatically associated with the content library items from which they were copied.

Copying SMS content templates to create WhatsApp templates should be a one-time activity. After you do this once, the **Copy SMS Content Templates** menu item won't be visible on the UI. However, if you need to do this action again, you can set the profile option, ORA_IRC_SMS_TEMPLATES_CONTENT_COPIED_TO_WHATSAPP to **N**. This will enable the menu item. However, we don't recommend doing this multiple times because duplicate WhatsApp templates will exist and you'll have to manually deactivate the older versions.

WhatsApp templates must follow the WhatsApp business policy of not using promotional, spam, or misleading content. You can only use plain text in the message. However, you can use tokens for variables like candidate name, job title, department, and so on.

> **Note:** All templates that you create are associated with your WhatsApp Business Account.

1. In the Setup and Maintenance work area, go to:
    - **Offering**: Recruiting and Candidate Experience
    - **Functional Area**: Recruiting and Candidate Experience Management
2. Select **All Tasks** from the **Show** list and then click the **WhatsApp Notification Template Library** task.
3. On the WhatsApp Message Templates page, choose from:
    - Click **Create Template** to create a template from scratch. Then, go to step 4.
    - On the **More Actions** menu (shown as three dots) shown next to the page header, select **Copy SMS Content Templates**. A confirmation dialog message is shown. Once you confirm, the WhatsApp templates get automatically created and are listed on the WhatsApp Message Templates page in Draft status with the current creation date.
4. Enter basic details when creating a template from scratch:
    a. Enter a template display name.
    b. Enter the template code. This code is sent to Meta and should be as named per their guidelines. So it should be in English and start with a lowercase letter. The remaining characters can be lowercase letters, numbers, or underscores. It can't contain any special characters or uppercase letters.
    c. Select a WhatsApp message category that applies to the type of message, whether marketing, utility, or authentication.
    d. Associate the template with a content library category. The template that you want to use for starting a conversation with a candidate must be associated with the WhatsApp Conversation Starter category.

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5. Create the message content:

    a. Insert tokens, as required. The type of tokens that are displayed depend on the content library category that you select. The maximum number of unique tokens you can use is 15. For the WhatsApp Conversation Starter template, you must insert the **MessageBody** token.

    b. Enter the message content in the **Template Message** field. You can't build complex logic into the message content, for example conditional statements, as per Meta guidelines. The maximum number of characters you can enter is 1024, including token names.

> **Note:** If you've selected the WhatsApp Message Category as **Authentication**, you won't be able to insert tokens or edit the **Template Message** field.

6. Click **Save**.

7. After the template is successfully created, you can view it on the WhatsApp Message Templates page.

What to do next

Add translations to the template, if required.

Related Topics
- WhatsApp guidelines for messaging

Add Template Translations

When you create a template in English, corresponding entries will be created for each language installed in your Oracle Fusion Cloud environment. However, these entries will also be in English. You need to open the entries and add the translated content to them. The translations aren't automatically provided. Note that the template must in Draft status to add translations.

1. Click the template display name on the WhatsApp Message Templates page.

2. Select **View Translations** on the **Actions** menu (shown as three dots). The English language template and other language entries will be displayed on the Template translations drawer.

3. Click **Edit Template** on the **Actions** menu next to the language template.

4. Replace the English content with the translated content.

5. Click **Save**.

What to do next

Send the template and its translations for approval to Meta.

Send WhatsApp Templates for Approval

After a template is successfully created, you need to send it for approval to Meta. The template and its translations, if available will be sent for approval. Note that the template must be in Draft status for you to send for approval. Meta might take up to 24 hours to approve a template and its translation. You can send a template for approval only once in 24 hours. If a template is rejected by Meta, you need to create a new template and submit it for approval.

To send a single template for approval:

    1. Select the template on the WhatsApp Message Templates page.

    2. Select **Send for Approval** on the **Actions** menu (shown as three dots).

To send multiple templates for approval, select them and click the **Send for Approval** button found above the list of templates. If you select more than 10 templates, the process might take some time to complete. You'll get a notification on the global header when it completes. If the templates fail to be sent for approval, it could be due to a network or REST API issue with the the messaging provider service.

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The status of the template will change to Pending Approval. If you view the translations of the template, they will also show as Pending Approval.

You can periodically check the status of templates to see if the templates are approved. The status will be automatically updated if Webhook has been set up. If it's not set up, you need to click the **Get Latest Template Statuses** button. For details, see the topic *Get WhatsApp Template Statuses*.

It's quite likely that Meta might not approve some translations of a template, after their evaluation is completed. To check the approval status of a translation, select the template and select **View Translations** on the **Actions** menu. You'll see the approval status in the Template translations drawer panel.

In case a translation isn't approved, you can need to create another template in English, add the translated content to it and send it for approval.

> **Note:** At any time, only one Conversation Starter Template can be in Approved or Pending Approval status. Before submitting the second one for approval, you must deactivate the one that was approved earlier.

Associate WhatsApp Templates with Content Library Items

After you create a WhatsApp template from scratch and send it to Meta for approval, you need to associate the template with a content library item before recruiters can start using it for automated and bulk messages.

You don't need to perform this task for WhatsApp templates that are created by copying content library items because the association is already done at the time of copying.
A template in any status except the Inactive status can be associated with a content library item.

1. In the Setup and Maintenance work area, go to:
   - **Offering**: Recruiting and Candidate Experience
   - **Functional Area**: Recruiting and Candidate Experience Management
   - **Task**: Recruiting Content Library

2. Search for the content item that you want to associate the WhatsApp template with.
3. Open the content item and edit it (if it's in Draft status) or create a new version of it (if it's active).
4. In the WhatsApp Notification Template list, select the name of the WhatsApp template. Recall that when creating the WhatsApp template, you had associated it with a content library category. Only those WhatsApp templates that belong to the same content library category as the content item that you're editing (or creating a new version of) will appear in this list. Also, only those translated WhatsApp templates that are in the current language of the application will appear in this list along with their status.

   > **Note:** The WhatsApp template status applies to the selected language template. The status and content can't be changed.

5. Save and activate the content item.

Get WhatsApp Template Statuses

When Webhook is set up, the WhatsApp statuses are automatically updated and reflected on the WhatsApp Message Template page. When it isn't set up, you can track the latest approval status of WhatsApp templates and sync their statuses with Meta statuses periodically by clicking the **Get WhatsApp Template Statuses** button. If you don't perform this task, the templates that are sent for approval will display the Pending Approval status or an incorrect Active status even if the template is suspended.

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After you click the **Get WhatsApp Template Statuses** button, it might take a while to see the updated statuses on the WhatsApp Message Template page. After the process is completed, template statuses will be automatically updated.

To view the approval status of a translation, select the template and select **View Translations** on the **Actions** menu (shown as three dots). You'll see the approval status in the Template translations drawer panel.

Meta might change some WhatsApp message categories (from Marketing to Utility or Authentication, for example) based on their evaluation. The updated categories will also be visible when you click this button.

For information on setting up Webhook, see *Webhook Configuration for a WhatsApp Messaging Provider* (Document ID 3101136.1).

Configure the Profile Option to Read WhatsApp from a Given Start Date

You can configure a profile option called ORA_IRC_2_WAY_WHATSAPP_LAST_SYNC_TIME to read WhatsApp messages from a specific start date and time.

When you enable two-way WhatsApp communications, this profile option is automatically set to the date and time when you enabled the feature. The Recruiting application will start processing WhatsApp messages that were received from that date and time onward.

This profile option is referenced by the Process Recruiting Inbound Message scheduled process, which updates the date and time automatically to the current date and time when it completes running. So, for example, if the profile option value was initially set to a date last week, and the scheduled process runs today, WhatsApp messages will be processed from last week until today. After the scheduled process completes running, it'll set the profile option value to today's date. This will ensure that messages will be read from today onward, when the scheduled process runs next time.

If you need to read WhatsApp messages from a different date and time, you can manually update this profile option value. This set up step is optional.

1. In the Setup and Maintenance work area, click the **Tasks** icon.
2. Click **Search**.
3. On the Search page, search for the task **Manage Administrator Profile Values**.
4. Click the task name.
5. On the Manage Administrator Profile Values page, search for the profile option code **IRC_2_WAY_WHATSAPP_LAST_SYNC_TIME**.
6. Set the profile value to the desired start date and time from which WhatsApp messages should be read. It's recommended to set this value to five days before the current date. Use the UTC date and time in standard ISO 8601 format: YYYY-MM-DD HH:MM:SS to enter the value.
7. Click **Save and Close**.

Run the Scheduled Process for Inbound Messages

You need to run the Process Recruiting Inbound Message scheduled process with a 15-minute frequency to see candidates' SMS and email replies.

1. From the navigation menu, go to **Tools** > **Scheduled Processes**
2. On the Overview page, click **Schedule New Process**.
3. On the Schedule New Process page, click the menu and select **Search**.
4. Search for the **Process Recruiting Inbound Message** process.
5. Click **OK**.

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Optional Configuration for WhatsApp

Manage WhatsApp Templates

Using the WhatsApp Notification Template Library task, you can also:

- Search for WhatsApp templates based on filters and keyword search.
- Edit WhatsApp templates.
- Deactivate templates when they're no longer needed.

Search for WhatsApp Templates

You can search for WhatsApp Templates on the WhatsApp Message Templates page by one of these methods:

- Type a template name in the **Search** box.
- Filter based on the status, content library category, or WhatsApp message category.

If you type a template name in the **Search** box and also apply a filter, say for example, Approved status, you'll see a list of templates that match your template name and are in Approved status.

The Number of approved translations column displays the number of translations that were approved out of the total number sent to Meta.

Clicking a template name displays the details of the template and its approval status. If a template is suspended or rejected by Meta and they've provided a reason for it, that'll also be displayed.

Edit WhatsApp Templates

You can edit templates or template translations only if they're in Draft status.

To edit a WhatsApp template, click the template display name on the WhatsApp Message Templates page and click **Edit** in the Template details drawer.

You can't edit approved or rejected templates or template translations. If you need updated versions, we recommend this approach:

- Create a new template and submit it for approval.
- After the new template is approved, deactivate the previous template.
- Associate the newly approved template with the relevant content library item using the Recruiting Content Library task.

To edit the translated version of a template in Draft status, select the template, and select **View Translations** on the **Actions** menu (shown as three dots). In the Template translations drawer, select **Edit Template** on the **Actions** menu next to the other language version. Replace the existing content with the updated content and click **Save**.

You'll also see a **Send for Approval** option on the Actions menu, which enables you to send individual translations for approval.

Deactivate WhatsApp Templates

You can deactivate a WhatsApp template in any status except the Inactive status. When you deactivate a template, its translated versions are also deactivated. The deactivated templates will be removed from Meta and its status will be marked as Inactive in Recruiting.

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To deactivate a template, select it on the WhatsApp Message Templates page and select **Deactivate** on the **Actions** menu.

To deactivate multiple templates at once, select the templates and click the **Deactivate** button found above the list of templates. If you select more than 10 templates, the process might take some time to complete. You'll get a notification on the global header when it completes.

Block Phone Numbers or Phone Number Patterns

You can prevent sending SMS or WhatsApp messages to unauthorized phone numbers by blocking those numbers or by blocking those numbers that match a specific pattern. After you add the blocked list, any SMS or WhatsApp messages that are sent to these numbers or patterns will be blocked in Recruiting. You can see the Blocked status and the reason for the block when you open the SMS or WhatsApp message.

An error message is displayed to candidates on the career site when they provide a number that's on the blocked numbers and patterns list.

To enable this feature, you need to add the phone numbers or phone number patterns to a CSV file, compress the file, and then upload it using the Recruiting Messaging Configuration task.

These are the specifications of the CSV file:

- Each compressed file should contain only one CSV file.

- The file size must not exceed 2 MB.

- You must upload separate files, one for phone numbers and another for phone number patterns.

Here are a few things to consider about the file used for uploading phone numbers:

- The CSV file must contain only one column and it must not be empty.

- If the phone number contains a + sign or a comma or brackets, you must enclose them within double quotes.

- The phone number must include the country code and area code.

Here are a few things to consider about the file used for uploading phone number patterns:

- The CSV file must contain only one column and it must not be empty.

- You need to use regular expression patterns for phone number patterns. For example, to block phone numbers beginning with 1800, use a regular expression such as `1800.*`

> **Note:** Using this task, you can also unblock phone numbers or phone number patterns that were blocked earlier.

1. In the Setup and Maintenance work area, go to:
   - Offering: **Recruiting and Candidate Experience**
   - Functional Area: **Recruiting and Candidate Experience Management**
   - Task: **Recruiting Messaging Configuration**

2. If you haven't uploaded phone numbers or phone number patterns so far, you can download a sample file from the downloadable links available in the Block Phone Numbers or Patterns section. Next, click **Edit** in this section.

3. From the **Manage Phone Numbers or Patterns** list, select one of these options:
   - **Add Phone Numbers**: Block phone numbers.
   - **Add Patterns**: Block phone number patterns.

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- o **Delete Phone Numbers**: Unblock phone numbers.

- o **Delete Patterns**: Unblock phone number patterns.

4. For each of the above actions, upload a separate CSV file that contains the numbers or patterns. So if you're using a CSV file to block some phone numbers, you must upload a different CSV file for unblocking some phone numbers.

   If you'd blocked some phone numbers earlier, the new phone numbers that you upload now will get added to the blocked list.

5. Click **Save**.

What to do next

You can also download the list of blocked phone numbers or phone number patterns by clicking the respective download links. For SMS messages, you can generate a report from the Reports for Text Messages section in this task to understand how many SMS messages were blocked per country.

In the Redwood version of Recruiting, you can resend blocked SMS messages, if you unblock the phone numbers or phone number patterns.

Extensibility for WhatsApp

WhatsApp messages and the WhatsApp filter can be shown or hidden in Message Center using a Visual Studio page property, **showWhatsApponMessageCenter**. For more details, see *How do I control the display of a UI element in Visual Builder Studio?*.

Message Center Setup

Workflow to Set Up Message Center

Message Center is available only when the Redwood experience is enabled in Recruiting Booster.

Before you start

Set up these communication channels as per your business needs:

- *Set Up Two-Way SMS communications*

- *Set Up Two-Way Email Communications*

- *Set Up Two-Way WhatsApp Communications*

Next, complete these steps to configure Message Center:

Here's what to do

1. *Enable Redwood for Messaging in Recruiting*
2. *Access Privileges and Profile Option for Message Center*
3. *Run Scheduled Processes for Message Center*
4. *Optional Configuration for Message Center*

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Enable Redwood for Messaging in Recruiting

See these topics to enable the Redwood experience in Oracle Cloud HCM. This enables you to take advantage of the enhanced messaging features in Recruiting:

- *Enable your HCM Redwood pages*
- *Set profile options for Redwood pages*

Access Privileges and Profile Option for Message Center

Complete these steps:

1. Grant the Access Recruiting Message Center privilege (IRC_ACCESS_RECRUITING_MESSAGE_CENTER) to the recruiter and hiring manager role with the respective aggregate privilege:
   - Access Recruiting Message Center as Recruiter (ORA_IRC_ACCESS_RECRUITING_MESSAGE_CENTER_AS_RECRUITER)
   - Access Recruiting Message Center as Hiring Manager (ORA_IRC_ACCESS_RECRUITING_MESSAGE_CENTER_AS_HIRING_MANAGER)
2. To view the **Compose** button, the privilege IRC_INTERACT_WITH_CANDIDATE_PRIV is required. It's already added to these roles:
   - ORA_IRC_HIRING_MANAGER_ABSTRACT
   - ORA_IRC_RECRUITER_JOB

   If you're creating a custom role, ensure that you add this privilege to the role.

3. Enable the profile option, **ORA_IRC_MESSAGE_CENTER_ORACLE_SEARCH_ENABLED**. For details, see *How do I enable a profile option?*.

Run Scheduled Processes for Message Center

Run these scheduled processes:

1. Run this scheduled process once for the first time and later as needed. It's not required to schedule it on a recurring basis. You must run it if you change the timespan for displaying past messages, for example, from 90 days to 120 days.
   - **ESS job to create index definition and perform initial ingest to OSCS**
   - **Index Name to Reingest**: fa-hcm-irc-messages
2. Run the *Process Recruiting Inbound Message* scheduled process as needed.

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Optional Configuration for Message Center

You can optionally specify these configuration options for Message Center.

- *Configure the Time Span for Displaying Messages*
- *Enable AI Assist in Message Center*
- *Improve the Performance of Message Center*
- *View the Compose Button in Message Center*

Configure the Time Span for Displaying Messages

Configure the time period from which messages must be displayed in Message Center. The default is set to 180 days in the past.

1. In the Setup and Maintenance work area, go to:
   - **Offering:** Recruiting and Candidate Experience
   - **Functional Area:** Recruiting and Candidate Experience Management
   - **Task:** Recruiting Messaging Configuration
2. Scroll down to the Message Center Settings section, and enter the number of past days to display messages from. The maximum number allowed is 365 days.

Enable AI Assist in Message Center

You can use AI Assist while composing and replying to emails using Message Center.

To use AI Assist while replying to emails and to view the email summary before sending a reply, you need to enable the profile option, HCM_GENAI_IRC_REPLY_MESSAGE_ENABLED.

To use AI Assist while composing emails, you need to enable the profile option, HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED.

For details, see *How do I enable AI Assist while composing messages or replying to candidates?*

Improve the Performance of Message Center

To improve the performance of the Message Center, these profile options are available. If required, you can change their values:

- Message Center Requisition Batch Size (ORA_IRC_MSGCNTR_OSCS_REQ_BATCH_SIZE): The number of requisitions to fetch per batch from Oracle search. The default is 10,000 per batch, which is the maximum value that can be set.
- Message Center Requisition Maximum Limit (ORA_IRC_MSGCNTR_OSCS_REQ_IDS_MAX): The maximum number of requisitions to fetch from Oracle Search and display in the Message Center per user. The maximum value should be 30000. The default value is 10000.

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View the Compose Button in Message Center

To view the Compose button, the privilege IRC_INTERACT_WITH_CANDIDATE_PRIV is required. It's already added to these roles:

- ORA_IRC_HIRING_MANAGER_ABSTRACT
- ORA_IRC_RECRUITER_JOB

If you're creating a custom role, ensure that you add this privilege to the role.

Enable Recruiters to View All Messages

When recruiters apply the **All messages** or **Sent by others** filters, they can't see emails for a candidate if they don't have access to all the associated contexts. However, they can see all SMS messages if they have access to at least one of the contexts associated with the messages. However, you can provide them with unrestricted access to these messages through a profile option, **ORA_IRC_MSG_CENTER_SEARCH_VIEW_UNRESTRICTED**.

When you enable this profile option, recruiters can:

- View the list of all emails, SMS, and WhatsApp messages for all requisitions, pools, and events that they have access to. Otherwise, they can only view messages from the most recently modified 10,000 requisitions, 5000 pools, and 5000 events.
- View the list of all emails, SMS, and WhatsApp messages in the context of candidate profiles, prospects, submissions, events, or pools that they don't have access to.

> **Note:** While recruiters can view these messages in the search results list on the left panel, they can view the message details on the right panel, only if they have access to the candidate and associated contexts.

This profile option enhances the search performance of the Message Center and provides a unified experience across the Messages tab and Message Center.

A few points to consider while enabling the profile option:

- By default, this profile option is set to **N** at the site level. If recruiters in your organization have access to all requisitions, pools, and events, it's recommended to set the site level value to **Y**. To provide access to only some users, you can set the user-level value to **N** for those users. This will override the site-level value.
- Unrestricted data access is provided only for the search feature but not for the contexts.
- The values previously set in these two profile options will be ignored:
    - ORA_IRC_MSGCNTR_OSCS_REQ_BATCH_SIZE (Message Center Requisition Batch Size)
    - ORA_IRC_MSGCNTR_OSCS_REQ_IDS_MAX (Message Center Requisition Maximum Limit)

Extensibility for Message Center

You can enable or disable these features in Message Center using the following Visual Basic page properties:

- enableReplyonMessageCenter – This enables the **Reply** button on emails and SMS messages.
- showGoToCandidateProfile – This enables the **Go to Candidate Profile** button on these pages.
- showSMSonMessageCenter – This enables the display of SMS messages on the message center. When it's disabled, the SMS filter option is also hidden.

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- showGenAIEmailSummary – This enables the display of the email summary section generated by AI. Even if you've enabled AI Assist for replying to emails, you can still disable the email summary section using this property. This won't impact the use of the AI Assist button while composing the email reply.

Related Topics
- How do I control the display of a UI element in Visual Builder Studio?

Profile Options for Messaging

Profile options used in candidate messaging are summarized in this table.

Profile Options for Messaging

Feature	Profile Option	Profile Value
View the Redwood job application details page.	ORA_IRC_RECRUITING_REDWOOD_ENABLED ORA_IRC_REQUISITION_REDWOOD_ENABLED	Y
Read SMS messages from a specific start date and time.	ORA_IRC_2_WAY_SMS_LAST_SYNC_TIME	Use the UTC date and time in standard ISO 8601 format: YYYY-MM-DD HH:MM:SS. It's recommended to set this value to five days before the current date.
Read email messages from a given start date and time.	IRC_2_WAY_EMAIL_LAST_SYNC_TIME	Set the profile value to yesterday's date, that is Current date - 1. Use the UTC date and time in standard ISO 8601 format: YYYY-MM-DD HH:MM:SS. If you don't set a value for this profile option, it'll be set to a default value of 7 days before the current date.
Read WhatsApp messages from a given start date and time.	ORA_IRC_2_WAY_WHATSAPP_LAST_SYNC_TIME	Use the UTC date and time in standard ISO 8601 format: YYYY-MM-DD HH:MM:SS to enter the value. It's recommended to set this value to five days before the current date.
Compose messages using AI Assist from the: - Candidate profile page (Messages tab) - Message Center	HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED	Y
Reply to candidate messages using AI Assist and also generate the conversation summary when replying to messages in the Message Center.	HCM_GENAI_IRC_REPLY_MESSAGE_ENABLED	Y
Send messages to multiple candidates using AI Assist.	HCM_GENAI_IRC_SEND_MESSAGE_ENABLED	Y

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Feature	Profile Option	Profile Value
Type of email attachments that are allowed.	ORA_IRC_MISC_ATTACH_FILE_TYPES	Existing file types include .txt, .rtf, .doc, .docx, .pdf, .htm, .html, .jpeg, .png, .zip, .HEIC, .pptx, .msg, .jpg, .pdf, and .odt. Change them as required in the same format.
Type of email attachments that aren't allowed.	ORA_IRC_MISC_ATTACH_UNSUPPORTED_FILE_TYPES	Enter as required in the same format as allowed file types.
Enable the search feature in Message Center.	ORA_IRC_MESSAGE_CENTER_ORACLE_SEARCH_ENABLED	Y
The number of requisitions to fetch per batch from Oracle search and display in Message Center.	ORA_IRC_MSGCNTR_OSCS_REQ_BATCH_SIZE	The default is 10,000 per batch, which is the maximum value that can be set.
The maximum number of requisitions to fetch from Oracle Search and display in the Message Center per user.	ORA_IRC_MSGCNTR_OSCS_REQ_IDS_MAX	The maximum value should be 10000. The default value is 10000.
Gain unrestricted access to messages when you apply the All messages or Sent by others filters.	ORA_IRC_MSG_CENTER_SEARCH_VIEW_UNRESTRICTED	Y
Stop receiving SMS messages.	ORA_IRC_CAND_SMS_OPTOUT_PATTERN	STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, QUIT
Start receiving SMS messages.	ORA_IRC_CAND_SMS_OPTIN_PATTERN	START, UNSTOP
Configure the use of an alternate email address for internal candidates.	ORA_IRC_INTERNAL_CAND_ALT_EMAIL_ENABLED	Y

Related Topics
- How do I enable a profile option?

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