Oracle Fusion Cloud Talent Management

Recruiting Questions and Answers

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G28334-14

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Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons ⓘ to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

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You can email your feedback to *oracle_fusion_applications_help_ww_grp@oracle.com*.

Thanks for helping us improve our user assistance!

1 Recruiting Questions and Answers

How do I configure the terms and conditions in Career Coach?

You can configure how you want the Terms and Conditions to display.

The legal disclaimer's content is configured in the Recruiting Content Library. Career Coach reuses the apply flow disclaimer.

If you prefer, you can make agreeing to the terms and conditions optional.

1. In Setup and Maintenance, go to **Recruiting and Candidate Experience > Candidate Experience > Career Sites Configuration**.
2. Create a career site or edit an existing one.
3. On the General tab, expand the **AI Agent** section.
4. Select **Before Interaction** or **Optional** from the **How do you want to display the legal disclaimer to candidates?** drop-down list.
5. Save your changes and publish the site.

How do I enable Smart Search for jobs in candidate experience?

Smart search provides candidates with a simplified user interface and vector-based search engine to deliver highly tailored results.

When you enable smart search, the classic search bar combining keyword and location is replaced by a single search bar, which candidates can use to search for keywords and upload a resume. When candidates begin typing, a suggestion panel opens. The more information they provide, the more appropriate results they'll get. It also provides search guidelines, which are configurable.

Smart search uses vector search. When a candidate's keyword is longer than 10 words, or a resume file is uploaded, the vector search is performed for more relevant results. For keywords shorter than 10 words, the keyword search query logic doesn't change compared to smart search.

Smart search provides a simplified location search experience. Because the location search bar isn't available, jobs can be searched by location using a set of new, hierarchical, location filters: City, State and Country. The filters list all locations where jobs are currently posted and are enabled by default.

Location-related filters are visible upfront, and the other search filters are collapsed. Once the Filters section is expanded using the **Show Filters** button, they can't be collapsed.

Before you start

- If you had candidate experience sites before moving to release 26B, classic search is enabled by default. New sites use classic search unless you specifically indicate you want to use smart search.
- When you enable smart search, the legacy job recommendations widget is automatically disabled.
- Enabling smart search disables events on career sites, which means candidates can't search for events or see the posted events list on the site. Support for events is expected in a future release.
- If there are multiple custom pages (search and splash) Oracle recommends that you update and publish them around the same time so that there's no interruption in the experience for candidates.
- Beginning with release 26B, you can remove the search bar from a custom splash page, regardless of whether you’re using classic or smart Search.

Run the Scheduled Process to Index Job Requisitions

If you're enabling smart search in 26B for the first time, and didn't enable Career Coach in a previous release, you'll need to run the scheduled process for vector indexing first.

For existing customers:

1. Make sure the **Maintain Candidates and Job Requisitions for Search** scheduled process has run at least one time. This is required to update the index mapping.
2. Run the **Load and Index Job Requisitions** scheduled process and set the indexing mode to **Upgrade Current Index**.
3. Run the **Index Job Summary for Each Requisition** scheduled process or the metadata "IndexJobSummaryVectors" and set the indexing mode to **Full**.
4. Once the scheduled process is completed, schedule the **Index Job Summary for Each Requisition** process or the metadata "IndexJobSummaryVectors" and set the indexing mode to **Incremental** to run every 15 minutes.

For new customers:

1. Run the **Load and Index Job Requisitions** scheduled process and set the indexing mode to **Drop and Recreate**.
2. Once the **Maintain Candidates and Job Requisitions for Search** scheduled process is completed, schedule the **Maintain Candidate and Job Requisitions** scheduled process to run every 15 minutes.
3. Run the **Index Job Summary for Each Requisition** scheduled process or the metadata "IndexJobSummaryVectors" and set the indexing mode to **Full**.
4. Once the scheduled process is completed, schedule the **Index Job Summary for Each Requisition** process or the metadata "IndexJobSummaryVectors" and set the indexing mode to **Incremental** to run every 15 minutes.

Enable Smart Search

Here's what to do

1. In Setup and Maintenance, go to **Recruiting and Candidate Experience > Candidate Experience > Career Sites Configuration**.
2. Create a new career site, or edit an existing one.
3. On the General tab, expand the **Search Settings** section and select **Smart search**.
4. Select the location filters you want to use. By default, the Fixed location search option with City, State, and Country is selected. You can select other filters like Work Locations and Workspace. To use the old Locations filter, select the Combined Recruiting Locations filter.
5. Make any other necessary changes.

6. Publish the site.

   If you’re not using custom pages, enabling Smart Search automatically replaces the existing search widget on the splash and search results pages.

   If you're using custom pages, and you switch to Smart Search in the site editor's General tab, you'll need to complete a few steps. First you need to publish your site with the new search setting. This creates new draft versions of your custom pages, but it doesn't publish them. Your site will continue to use classic search until you publish the new drafts. Go to Pages tab to review your pages with the new search widget, adjust if needed, and republish them. Instructional messages will display throughout the process to let you now what needs to be done.

How do I enable and configure an AI Agent for career sites?

Help candidates discover jobs that match their skills and job profiles by enabling AI Agent. The agent uses candidate responses to build a profile and produce a list of jobs they might be qualified for.

The profile is temporary and only used by the agent during the session to provide job recommendations and assess job fit. Candidate info isn't saved.

> **Note:** Make sure to enable the agent only if your site uses multipage application flows. Enabling the agent on sites with one-page flows will cause design issues at certain screen resolutions.

> **Note:** If you're currently using digital assistant, enabling this AI Agent setting disables it and replaces it with AI Agent.

There are two agents you can enable, and both require a code from AI Studio:

- Job Recommendation Agent
- Job Fit Agent

Create a Job Recommendation Agent

1. Go to **Navigator > Tools > AI Agent Studio**.
2. Search for the **External Career Site Job Recommendation Agent** template and click **Copy Template**.
3. Add a suffix to the template. This will ensure that all the building blocks of the agent team are created and named as per your configuration nomenclature.
   A sample career site document tool is attached to the agent to answer any general questions about the company. To use it:
   - Expand the **Tools** section in the agent team box.
   - Copy the tool name of the document tool that starts with CE_Career_Site_Document_Tool.

     > **Note:** You need to copy the exact name. Click **View Tools** to see it.

   - Save your agent.
   - Upload the required company documents, and make any necessary prompt changes. (See below for details)
4. Publish the agent.

If you don't want to use it, you'll need to edit the prompt using the three dots under the agent team name.

- Remove the **## GENERAL QUESTIONS ABOUT COMPANY** section in the prompt including the IMPORTANT INSTRUCTIONS in that section.
- Click **Update**.

Create a Job Fit Agent

1. Go to **Navigator > Tools > AI Agent Studio**.
2. Search for **External Career Site Job Fit Agent** template and click **Copy Template**.
3. Add a suffix to the template. This will ensure that all the building blocks of the agent team are created and named as per your configuration nomenclature.

   A sample career site document tool is attached to the agent to answer any general questions about the company. To use it:
   - Expand the **Tools** section under the agent team box.
   - Copy the tool name of the document tool that starts with **CE_Career_Site_Document_Tool**. Use View Details against the tool name to copy the exact name.
   - Click **Save and Close** to save your agent.
   - Upload the required company documents, and make any necessary prompt changes. (See below for details)

     If you don't want to use it, you'll need to edit the prompt using the three dots under the agent team name.
   - Go to the **## JOB INFORMATIONAL OR GENERAL QUESTIONS** section in the prompt, and remove the instruction: "If relevant information is not found in the job details, use the 'CE_Career_Site_Document_Tool' tool to answer the question."
   - Click **Update**.
4. Publish the agent.

Upload Documents to the Document Tool

A sample career site document tool is already attached to the agent, and the agent prompt contains the necessary instructions to read the document and respond to the user. However, you need to edit the tool and upload the required company documents to it.

1. Go to **Tools** tab.
2. Search for the document tool name that you've copied above.
3. Click the pencil icon to edit.
4. Click **Add**.
5. Enter the document name and description.
6. Upload the documents.
7. Change the status to Ready to Publish and click **Save** to save the uploaded document.
8. Click **Save** to save the tool.
9. Go to **Navigator > Tools > Scheduled Processes**.
10. Run the scheduled process called Process Agent Documents using Schedule New Process. Once completed go to **AI Agent Studio > Tools** and verify that the uploaded document status is Published.
11. Edit prompt and publish agent.
    - Go to **Agent Teams** and search for the agent's name that you've created.

- Click the pencil icon to edit. As the agent artifacts will be suffixed with the text that you've provided, you need to edit the prompt to specify the new document tool name.

Note: The tool name edit is required only for the document tools and isn't required for other tool names as they use the internal function name rather than tool name so they remain unchanged even after adding suffix to tool name while copying the template.

- Expand the Tools section under the agent team box.
- Copy the tool name of the documents tool that starts with **CE_Career_Site_Document_Tool**. Use View Details against the tool name to copy the exact name.
- Edit the prompt using three dots under the agent team name.
- Go to **## GENERAL QUESTIONS ABOUT COMPANY** section in the prompt if you're editing job recommendations agent. Go to **## JOB INFORMATIONAL OR GENERAL QUESTIONS** section in the prompt if you're editing a job fit agent.
- Replace **CE_Career_Site_Document_Tool** with the new name that you have copied above.
- Click **Update**.
- Publish the agent.

Set Up an Integration User with the Custom Job Role

1. Sign in into FA as IT Security Manager who can access Security Console.
2. Navigate to Security Console.
3. Create custom job role IRC_CE_AGENT_CHAT_JOB.
4. Enable Permission groups.
5. Add Functional privilege IRC_REST_SERVICE_ACCESS_CAREER_SITE_AGENT_CHAT.
6. Add Permission Group read:Generative AI Workflow.
7. Add SAS duty role ORA_DR_FAI_GENERATIVE_AI_AGENT_RUNTIME
8. Save and Close.
9. Create Integration User IRC_CE_AGENT_CHAT_INTEGRATION_USER
10. Attach custom job role IRC_CE_AGENT_CHAT_JOB created in Step 3 to the Integration User.
11. Save and Close.
12. Note the Integration user account credentials.

Map the Custom Job Role to the Required Agents

1. Sign in as AI Studio Admin User who can access AI-Studio.
2. Navigate to AI-Studio.
3. Edit the required agent from Agent Teams.
4. On the Security tab click **Add Role**.
5. Search for custom job role IRC_CE_AGENT_CHAT_JOB created above and apply to the agent.
6. Publish the agent.

Map the Integration User for Candidate Experience

1. Sign in as a Career Site Administrator/Recruiting Administrator who can access FSM>Enterprise Recruiting and Candidate Experience Information task.
2. Navigate to Candidate Experience section and click **Edit**.

   In the AI Agent section, enter the user name and password of the security user created above to access agents from AI Studio from career site.

3. Click **Save**.

Run the Scheduled Process to Index Job Requisitions

For existing customers:

1. Make sure at least one execution of the Maintain Candidates and Job Requisitions for Search scheduled process has occurred. This is required to update the index mapping.
2. Run the Load and Index Job Requisitions scheduled process with mode = "Upgrade."
3. Run the scheduled process Index Job Summary for Each Requisition or the metadata "IndexJobSummaryVectors" with mode = Full. Once scheduled process is completed, schedule the scheduled process Index Job Summary for Each Requisition or the metadata "IndexJobSummaryVectors" with mode = "Incremental" to run every 15 minutes.

For new customers:

1. Run the Load and Index Job Requisitions scheduled process with mode = "Drop and Recreate"
2. Once the Maintain Candidates and Job Requisitions for Search scheduled process is completed, schedule the Maintain Candidate and Job Requisitions scheduled process to run every 15 minutes.
3. Run the scheduled process Index Job Summary for Each Requisition or the metadata "IndexJobSummaryVectors" with mode = Full.
4. Once scheduled process is completed, schedule the Index Job Summary for Each Requisition scheduled process or the metadata "IndexJobSummaryVectors" with mode = "Incremental" to run every 15 minutes.

Enable and Configure the Agents for Career Sites

1. In Setup and Maintenance, go to **Offering: Recruiting and Candidate Experience > Functional Area: Candidate Experience > Task: Career Sites Configuration.**
2. Create a career site or edit an existing one.
3. On the General tab open the **AI Agent** section.
4. Select **Enable AI Agent**.
5. Enter the Agent Team Code for the job recommendation agent.
6. Enter the Agent Team Code for the job fit agent.
7. Enter the Version.
8. Publish the site.
9. Click the **Theme** tab.

   > **Note:** AI Agent settings configured here aren't included in the Export/Import or site duplication processes. This functionality will be supported in a future release.

10. Open the **AI Agent** section and configure the settings.
11. Click **Publish Site**.

Related Topics

- Overview of AI Agent Studio

How do I display company logos in career site lists?

You can configure job lists in career sites to display organization logos. Logos are stored in the Asset Library and you can indicate which organizations, business unit, or legal employer will use them.

When a recruiter creates a job requisition for an organization, if there's a matching logo for that organization, business unit, or legal employer in the Asset Library, it appears on the following pages:

- Search Results
- Similar Jobs
- Recommended Jobs
- My Applications (Active, Draft)
- Job List
- Custom page - Search Results
- Suggested Jobs

> **Note:** To ensure that the images you upload to the Asset Library are used consistently in all places where it appears, if you're already using a custom search results page with Preview image enabled, it's recommended that you first remove that image before you enable this feature.

1. In Setup and Maintenance, go to **Recruiting and Candidate Experience > Candidate Experience > Career Sites Configuration**.
2. Create a career site or edit an existing one.
3. On the General tab, expand the**Display Logos in Job Lists** section.
4. Select the **Show logos in job lists** check box.
5. Click the **Asset Library** tab.
6. Click the **upload** icon.
7. Enter the appropriate information.
8. Select **Organization** from the Usage field.
9. Select the appropriate organization, business unit, or legal employer from the Organizations field.
10. Save and publish the site.

    There can only be one active image per organization per career site.

    When you upload a logo for an organization in one career site, it's uploaded for that organization across all career sites. Note that it's inactive in the other career sites until you explicitly enable it.

    If you remove a logo from one career site, it's removed from all career sites.

    You can edit an existing image to add an organization, but the changes will be applied across all the career sites for the image.

    Editing an existing image by adding or removing an organization will apply across all career sites.

    To match the logo to a requisition, recruiters need to select that organization in the Organization field in the **Requisition structure** section or business unit, or legal employer in the **Offer info** section while creating a requisition.

    If there's no image in the Asset Library for the organization, but the requisition has the business unit, then the business unit image is displayed if it's available. If there isn't an image for either the organization or the business unit, but the legal employer is listed, then it displays the legal employer logo if it's available. If no image exists for any of these entities, then a default image is displayed.

    On search results pages if Preview Image is configured, it takes precedence, and the preview image is displayed even if a logo image is configured in the asset library for the organization, business unit, or legal employer. If preview image isn't configured, then the logo from the asset library will be displayed. If both preview image and logo aren't configured, then a default image is displayed.

How do I set up the job applicant screening agent in AI Agent Studio?

Use the Job Applicant Screening Agent Template to reduce the amount of time that it takes for an infrequent user to find information that's stored within the job application. This agent is an "ask me anything" type assistant that allows users to retrieve information such as, but not limited to, feedback responses and scores, life cycle information, actions taken during a specified time frame, and assessment and background check information.

1. Go to **Navigator > Tools > AI Agent Studio**.
2. Search the **Job Applicant Screening Agent** template and click **Copy Template**.
3. Add a suffix to the template. This will ensure that all the building blocks of the agent team are created and named as per your configuration nomenclature.
4. Publish the agent.
5. Create a guided journey and add a task. For details, see *Configure Agent Guided Journey*.
6. In Visual Builder Studio, browse to a job application and select edit. For details, see *Extend Application Page with Agent Guided Journey*.
7. Add the agent code.
8. Publish the page.

How do I define document types to be used in application flows?

HR uses many document types, but you can indicate which ones should be used in the Document Type blocks for job application, talent community, and event registration flows.

1. In Setup and Maintenance, go to **Offering: Recruiting and Candidate Experience > Functional Area: Recruiting and Candidate Experience Management > Task: Enterprise Recruiting and Candidate Experience Information**.
2. Expand the **Document Types** section and select **Add**.
3. Select a document type from the drop-down list.

   You can define up to 20 document types.
4. Select **Active** to make the type visible for selection in the Document Type blocks.
5. Select **Requires validation** for recruiters to review the document to make sure it’s correct and legible. Recruiters can then approve or request that candidates resubmit by using a Request for Information flow.
6. Save your changes.

How do I enable job search on a map?

You can configure external career sites so that external candidates can explore jobs using Oracle Maps, giving candidates a visual way to see job locations.

The map shows the jobs matching the search criteria (keyword and location) based on the geo-coordinates returned for those jobs. If a job has work locations, the geo-coordinates for those work locations are considered in the map view. If the job doesn't have a work location, the geo-coordinates of the posting locations are used instead. In this case, only city level posting locations are considered. Jobs that have work locations at the country and state levels are displayed on the map near the center of each region.

1. In the Setup and Maintenance work area, go to:
    - Offering: Recruiting and Candidate Experience
    - Functional Area: Candidate Experience
    - Task: Career Sites Configuration
2. On the Career Sites Configuration page, select **Edit** next to a career site.
3. On the General tab, expand the **Search Settings** section.
4. Select the option **Enable searching jobs on map**. This enables maps for the standard search results page and any new custom search results page that you create.
5. To configure the career site to allow candidates to toggle between list view and map view, follow these steps:
    a. Click the **Pages** tab.
    b. Edit an existing Search Results page or create a new one.
    c. Click the search results element to display the configuration options.
    d. In the Display Style field, you can select **Toggle Map and Tile**, or **Toggle Map and List**.
    e. Click **Done**.

How do I set a default communication method for career sites?

You can configure a default communication method to display first during application flows, self service, or PIN challenge screens.

For example, when candidates apply for a job, they first enter either an email address or phone number. If you set phone number as the default communication method, candidates will see the phone number field when they enter the flow, but they can easily change it to email.

> **Note:** Returning candidates who selected a preference during a previous visit will see their selection first. Their preference is saved in a cookie.

If you've enabled SMS and WhatsApp, a toggle displays under the phone number field and candidates can select either one as their preferred communication channel. You can also set one of these as the default that displays first.

1. In Setup and Maintenance, go to **Offering: Recruiting and Candidate Experience > Functional Area: Candidate Experience > Task: Career Sites Configuration.**
2. Create a career site or edit an existing one.
3. On the General tab, expand the **Default Communication Method** section.
4. Select either **Phone** or **Email** for the default method. Email is selected by default.
5. If you've enabled SMS or WhatsApp, the Mobile Message Type section displays and you can select one to display first on the toggle. SMS is selected by default.

   > **Note:** When you first enable WhatsApp it can take up to an hour for the Mobile Message Type section to display on the General tab.

6. Click **Publish Site**.

How do I configure activity items in the Sourcing Activity Center?

1. In Setup and Maintenance, go to **Recruiting and Candidate Experience > Recruiting and Candidate Experience Management > Enterprise Recruiting and Candidate Experience Information**.
2. In the Recruiting Management section, select **Configure Activity Centers**.

   The Configure Activity Items page lists all activity items available and their status, enabled or disabled.
3. Select **Edit** next to an activity item to enable and configure it.
   a. Select **Enable activity**.
   b. Select assignees. Note that follow-up task activities are self-assigned.
   c. Select the frequency when the activity item is triggered.
   d. Set the priority.
4. Save your changes.

How do I configure activity items in the Interview Activity Center?

1. In Setup and Maintenance, go to **Recruiting and Candidate Experience > Recruiting and Candidate Experience Management > Enterprise Recruiting and Candidate Experience Information**.
2. In the Recruiting Management section, select **Configure Activity Centers**.

   The Configure Activity Items page lists all activity items available and their status, enabled or disabled.
3. Select **Edit** next to an activity item to enable and configure it.
   a. Select **Enable activity**.
   b. Select assignees.
   c. Select the frequency when the activity item is triggered.
   d. Set the priority.

4. Save your changes.

How do I enable the job application Overview tab in Redwood?

You can enable the Overview tab in job applications so that summaries are generated.

1. In Setup and Maintenance, go to **Recruiting and Candidate Experience > Recruiting and Candidate Experience Management > Enterprise Recruiting and Candidate Experience Information**.
2. Expand the **AI Agent Studio** section and select **Edit**.
3. Select **Enable job application highlights**.
4. Enter the maximum number of summaries generated in a day.

   Default value is 4000. This is the current maximum number of summaries that can be generated each day. If you expect more than 4000 job applications per day, use the recruiting type and context options to limit the requisitions which will generate job application summaries.
5. Define the recruiting types and context to determine the requisitions for which summaries are generated.
6. Save your changes.

How do I set up the Job Application Overview Scheduler agent?

In AI Agent Studio, you need to set up the Job Application Overview Scheduler agent and schedule the job application overview to a 1 minute interval.

Before you start

You need the Fai Batch Job Manager Duty (ORA_DR_FAI_BATCH_JOB_MANAGER_DUTY) role to publish a scheduler.

Here's what to do

1. Go to **Navigator > Tools > AI Agent Studio**.
2. Search for the **Job Application Overview Scheduler** template.
3. Select **Copy Template** and add a suffix to the template.

   This will ensure that all the building blocks of the agent team are created and named as per your configuration nomenclature.
4. Select **Continue**.
5. Select the **Agent Team Settings** icon.
6. On the Job Application Overview Generator panel, select the **Triggers** tab.
7. Configure the schedule and set the **Interval Between Minutes** field to **1** (meaning 1 minute).
8. Select **Update**.
9. Publish the agent.

How can I restrict updates to candidate personal info?

You can restrict recruiting users and candidates (contingent workers, ex-contingent workers, ex-employees) from updating the name, phone, email, and address on both the candidate portal and Hiring app.

1. In Setup and Maintenance, go to **Recruiting and Candidate Experience > Recruiting and Candidate Experience Management > Enterprise Recruiting and Candidate Experience Information**.
2. Expand the **Updates to Candidate Info** section and select **Edit**.
3. For each candidate type, select where you want to block updates for name, phone, email, and address of candidates. Possible values are:
    - Hiring App
    - Candidate Portal (includes candidate experience (apply, request information, talent community flows), Indeed, LinkedIn, REST API)
    - Hiring App and Candidate Portal
    - None

   Note that Name means data defined in contact info which includes first name, last name, middle name, preferred name, title, suffix.
4. Save your changes.

How can I default field values in the Request Interview to be Scheduled action in Redwood?

1. Navigate to the Redwood Hiring page.
2. Select the **Edit Page in Visual Builder Studio** task in the Settings and Actions menu.
3. Select your project or create a new one. Ensure that you're in Express mode.
4. In the page menu, select the **Job Application page**, in Hiring.
5. In the Business Rules panel, click **Configure Fields and Regions**.
6. Create a rule.
7. In Regions and Fields, go to the **Request Interview to be Scheduled Action** region and expand it.
8. You can enter a default value for each field.
9. Preview and publish your changes.

What are the defaulting rules of the job requisition’s primary location in Redwood experience?

There are rules to default the primary location of a job requisition when a user is creating the requisition based on the work location of the hiring manager's assignment.

Defaulting Rules of the Primary Location

How is the job requisition created?	What are the defaulting rules for the Primary Location field?
Using Blank Requisition	The primary location is defaulted from the work location of the hiring manager's assignment. When the Primary Location field is populated and later the Hiring Manager field is changed, then no further defaulting will happen from the new hiring manager's work location. The initial value of the Primary Location field will remain. Visual Basic Studio defaulting rules for the Primary Location field will take precedence over the primary location defaulting from the work location of the hiring manager's assignment.
Using Existing Requisition	There's no defaulting in the Primary Location field from the work location of the hiring manager's assignment. Existing requisitions will always have a primary location and that value will be defaulted into the new requisition.
Using Position	If there’s no primary location on the position-based template or no template and work location associated with the position, then only the Primary Location field in the job requisition will be defaulted from the work location of the hiring manager's assignment. If there’s no primary location on the position-based template or no template associated with the position, and the primary work location is associated with the position, then the Primary Location field in the job requisition will be defaulted with the Primary Work Location field on the position. If there's a primary location on the position-based template, then the Primary Location field in the job requisition will be defaulted from the template.
Using Job	If there’s no primary location on the job-based template or no template associated with the job, then only the Primary Location field in the job requisition will be defaulted from the work location of the hiring manager's assignment. If there’s a primary location on the job-based template, then the Primary Location field in the job requisition will be defaulted from the template.
Using Template	The Primary Location field appears in the How to start section when creating a job requisition. No defaulting will happen from the work location of the hiring manager's assignment.

How can I default the job offer expiration date?

Use the profile option ORA_IRC_OFFER_EXPIRATION_DAYS. By default, the profile option value is set to 7, which means that the expiration date will be populated with “system date + 7 days”. You can change the value based on your business process. You can also leave it blank if you don’t want to default any date in the expiration date field

1. In Setup and Maintenance, click the **Tasks** icon, then click **Search**.
2. Search and select **Manage Administrator Profile Values**.
3. Search for profile option code **ORA_IRC_OFFER_EXPIRATION_DAYS**.
4. In the Profile Values section, set the profile value.
5. Click **Save and Close**.

How do I change the order and display of tabs on the Redwood Hiring navigation bar?

You can decide to display or hide tabs on the navigation bar and set the order of the tabs. This is done using Visual Builder Studio.

1. Open the Redwood Hiring page.
2. Go to **Settings and Actions > Edit Page in Visual Builder Studio**.
3. Select your project or create a new one. Ensure that you're in Express mode.
4. In the top left menu, find the **Navigation Tabs** page in the Hiring section and click that page.
5. On the **Page Properties** panel, configure the **Control Display and Order of Navigation Tabs** page property:
    - To display a tab, click the **+** icon then select the tab you want to add in the empty drop-down menu.
    - To change the order of tabs, click the drop-down menu where you want to put the tab, then select the tab.
    - To hide a tab, click the **Delete** icon next to the name of the tab.
6. Preview and publish your changes.

How do I change the order and display of tabs on the Redwood job requisition details page?

You can decide to display or hide tabs on the job requisition details page and reorder the tabs using Visual Builder Studio.

By default, all the tabs are displayed: Overview, Details, Screening Services, Job Formatting, Interviews, Posting, Messages, Feedback, Progress.

> **Note:** It’s not recommended to hide the Details, Job Formatting, and Posting tabs as these are core pages of the job requisition details page and it could break the recruiting flow.

1. Open the Redwood Hiring page.
2. Go to **Settings and Actions > Edit Page in Visual Builder Studio**.
3. Select your project or create a new one. Ensure that you're in Express mode.
4. In the top left menu, find the **Job Requisition** page in the Hiring menu and click the page.
5. Click the **Set Page Properties** icon next to the Live button and enter the requisition number in the field.
6. In the Page Properties panel, search for the **Ordered list of tabs in requisition details** page property. Follow these steps:
    - To display a tab, click the **+** icon then select the tab you want to add in the empty drop-down menu.
    - To change the order of tabs, click the drop-down menu where you want to put the tab, then select the tab.
    - To hide a tab, click the **Delete** icon next to the name of the tab.
7. Preview and publish your changes.

How do I set up the Redwood job offer creation flow using AI Agent Studio?

1. Go to **Navigator > Tools > AI Agent Studio**.
2. Search for **Job Offer Creation Advisor** and click **Copy Template**.
3. Add a suffix to the template.

    This ensures that the agent team is created and named as per your configuration nomenclature.
4. Click **Continue**.

    The newly created Agent Team opens immediately.
5. Click **Save and Close** to save the agent team and later access it from the Agent Teams tab.
6. The respective tool is available in the **Tools** tab.

    Note that tool name won't have any suffix.
7. Upload appropriate documents to the created document-based tool configured in the agent.

    For example, you can add internal process documents, templates, salary guides, or FAQs to the agent’s tool. The advisor pulls its answers from this content, so uploading high-quality, relevant material is critical.
    1. In the Tools tab, find the **Document Tool for Job Offer Creation Agent** then click **Edit**.
    2. In the Documents section, click **Add**.
    3. Provide a name and description for the document.
    4. Upload the file, then click **Save**.
    5. Change the status of the document to **Ready to Publish**.
    6. When all the documents are uploaded, you need to run the scheduled process **Process Agent Documents** to ingest the documents for the agent. For details, see *Run ESS Process*.
8. Publish the agent team.

9. When you're ready to configure the journey, you first need to publish the agent team. You can then set up a new guided journey and select the newly created Agent Team, as a Workflow Agent. For details, see *Configure Agent Guided Journey*.
10. Use Visual Builder Studio to make the agent available during the job offer creation flow. Follow these steps to configure the guided journey on the Redwood create job offer page:
    a. Go to the Redwood Job Offers list page.
    b. Right click the page then click **Inspect** to open the developer tool window.
    c. Click the **Edit Offer** action of a job offer from the Job Offers list page.
    d. In the developer tool, click the **Network** tab and type `createorupdate` in the search tool to find the Rest call.
    e. Note the submission ID from the Response tab.
    f. Select the **Edit Page in Visual Builder Studio** task in the Settings and Actions menu.
    g. Select your project or create a new one. Ensure that you're in Express mode. Visual Builder Studio will open and you'll land on the Activity Center screen by default.
    h. In the Pages menu located on the top left corner of the page, search for the **Create or Edit Job Offer** page.
    i. Click the **Set Page Properties** icon next to the Live button. This will open the Set Page Properties window.
    j. Enter the **submissionId** you noted earlier, then click **OK**.
    k. The create offer flow opens and you can enter the guided journey code in the **Set Guided Journeys Code at the Offer Creation page level** page property.

How do I set up the Redwood job requisition creation flow using AI Agent Studio?

1. Go to **Navigator > Tools > AI Agent Studio**.
2. Search for **Job Requisition Creation Advisor** and click **Copy Template**.
3. Add a suffix to the template.

   This ensures that the agent team is created and named as per your configuration nomenclature.
4. Click **Continue**.

   The newly created Agent Team opens immediately.
5. Click **Save and Close** to save the agent team and later access it from the Agent Teams tab.
6. The respective tool is available in the **Tools** tab.

   Note that tool name won't have any suffix.
7. Upload appropriate documents to the document-based tool configured in the agent.

   For example, you can add internal process documents, templates, salary guides, or FAQs to the agent's tool. The advisor pulls its answers from this content, so uploading high-quality, relevant material is critical.
    a. In the Tools tab, find the **Document Tool for Job Req Creation Agent** then click **Edit**.
    b. In the Documents section, click **Add**.
    c. Provide a name and description for the document.
    d. Upload the file, then click **Save**.
    e. Change the status of the document to **Ready to Publish**.
    f. When all the documents are uploaded, you need to run the scheduled process **Process Agent Documents** to ingest the documents for the agent. For details, see *Run ESS Process*.
8. Publish the agent team.

9. You can now set up a guided journey and select the newly created agent team as a Workflow Agent. For details, see *Configure Agent Guided Journey*.
10. Use Visual Builder Studio to make the agent available during the job requisition creation flow. Enter the agent code in the **Set Guided Journeys Code at the Requisition Creation page level** page property. For details, see *Extend Application Page with Agent Guided Journey*.

How do I enable a guided journey on the Redwood Job Applications list page?

1. Go to the Redwood Job Requisitions list page.
2. Right click the page, then click **Inspect** to open the developer tool.
3. Click a job requisition that has job applications.
4. In the developer tool, click the **Network** tab, find the requisition ID, and note it for later.
5. Go to **Settings and Actions > Edit Page in Visual Builder Studio**.
6. Select your project or create a new one. Ensure that you're in Express mode.
7. In the top left menu, find the **Job Application List** page in the Hiring section and click that page.
8. Click the **Set Page Properties** icon next to the **Live** button.
9. Enter the requisition ID you noted earlier in the **requisitionId** field then click **OK**.
10. On the Page Properties panel, search for the **jaSearchJourneyCode** page property.
11. Enter the code of the guided journey you created.
12. Review the changes and publish.

How do I enable a guided journey on the Redwood job application details page?

1. Go to a Redwood Job Applications details page.
2. Go to **Settings and Actions > Edit Page in Visual Builder Studio**.
3. Select your project or create a new one. Ensure that you're in Express mode.
4. Click the **Set Page Properties** icon next to the **Live** button.
5. On the Page Properties panel, search for the **Guided Journeys Code at Job Application page level** page property.
6. Enter the code of the guided journey you created.
7. Review the changes and publish.

How do I add a guided journey in the job requisition Details section in Redwood?

1. Open the Redwood Job Requisitions list page.
2. Go to **Settings and Actions > Edit Page in Visual Builder Studio**.
3. Select your project or create a new one. Ensure that you're in Express mode.
4. In the top left menu, find the **Job Requisition** page in the Hiring section and click the page.
5. On the Page Properties panel, search for the `reqAdditionalInfoTaskCodes` field using the Search filter, then enter the task code.
6. Search for the `reqAdditionalInfoJourneyCode` field then enter the journey code.
7. Click the Preview button to see the guided journey in the Details section of the requisition.
8. Review the changes and publish.

How do I control the display of the job application date range filter in the Redwood job applications list?

You can either hide the job application date range options (radio buttons) or the Start Date and End Date selectors if you want users to only use a single creation date filter.

1. Go to **My Client Groups > Show More**, then click **Search Views**.
2. Click **Job Application Search**.
3. On the **Filters** tab, disable the **Application Date** attribute to hide the job application date range filter (radio buttons). You can also disable the **Application Date Range** attribute to hide the Start Date and End Date selectors.
4. Save your changes.

How do I configure the sort options in the Redwood job applications list?

1. Go to **My Client Groups > Show More**, then click **Search Views**.
2. Click **Job Application Search**.
3. On the **Sort** tab, select the sort options you want to enable.

   You need to enable at least one sort option. If all sort options are disabled, no sorting will be applied to the list, the Sort By menu will be displayed but it will be empty.
4. Save your changes.

How can I mask data in a job application grid view in Redwood?

If your organization is using blind sifting or name blind recruiting processes, you can mask data in the job application grid view. You write an EL expression to define the roles, phases, and states to mask data and select which grid view fields to anonymize.

Before you start

You need the Manage Candidate Lists (IRC_MANAGE_CANDIDATE_JOB_APPLICATION_LISTS) privilege.

Here's what to do

1. Go to a job applications list.
2. Click the **Configure Views** icon.
3. On the Manage Views page, click the **Actions** menu and select **Manage Masked Data**.
4. On the Manage Masked Data page, define the EL expression to mask grid view data.

   The EL expression field is limited to 2000 characters. The result of the EL expression must be true or false. When the EL expression is true, the selected fields are masked on all job application grid views. Masked fields appear with '*****' in the grid view.

   Fields that you can use in EL expressions:

Context	EL Expression
To check for role	securityContext.userInRole['ORA_IRC_RECRUITER_JOB'] Pass the role code for the roles that should see masked data.
Phase ID	item.CurrentPhaseId Run a query to get the Phase ID (see below on CSP query).
State ID	item.CurrentStateId Run a query to get the State ID.
Phase Name	item.PhaseName Run a query to get the Phase Name.
State Name	item.StateName Run a query to get the State Name.

   Here's an example of an EL expression: `#{securityContext.userInRole['ORA_IRC_RECRUITER_JOB'] ? !(item.PhaseId == 14 and item.StateId == 1020 and item.PhaseName == 'Offer' and item.StateName eq 'Draft') : false}`
5. In the Grid View Fields to Mask section, click **Add Field** to add the fields you want to mask.
6. Click **Save and Close**.

How do I configure candidate selection processes with actions and conditions?

When you create a candidate selection process, you can add actions to be performed on specific phases and states. You can also add conditions. When job applications reach the phase or state, the action is performed automatically and job applications progress through the selection process only if the specified conditions are met.

1. In Setup and Maintenance, go to **Offering: Recruiting and Candidate Experience > Functional Area: Candidate Job Applications > Task: Candidate Selection Process Configuration**
2. Create a selection process or open an existing one.
3. Click a phase.
4. To add an action when entering or leaving the phase, click the **Actions** menu, then click **Add Action**. Select the action you want to add.
5. To add an action to a state, click the **Actions** menu next to the state, then click **Add Action**. Select the action you want to add.
6. On the action page, select conditions.
    - Click **Add Predefined** to select predefined conditions.
    - Click **Add Fast Formulas** to select fast formulas used as conditions.
7. Click **Save and Close**.

How do I set up the Quick Move in a candidate selection process for Redwood job applications?

You can configure the states of a candidate selection process with a quick move destination, to define the expected move destination from this state. Recruiting users can then use the Move Forward action to quickly move a job application without having to select the destination phase or state.

For each candidate selection process, you can configure a quick move to be used on job applications. Note that if no quick move destination is configured on a state, it's considered as a quick move to the next active state, without asking for comments. The next active state is the next active state in the sequence of states configured in the phase. This excludes the Rejected by Employer and Withdrawn by Candidates states. If the job application is already on the last active state of a phase, the first active state of the following phase is considered the next active state.

When you're defining the destination of the quick move, only valid phases and states are available for selection. This means:

- Any non-terminal state of the current phase.
- Any non-terminal state of an upcoming phase.
    - You can select a state of an upcoming phase, even if it means bypassing a mandatory phase. With such a configuration, recruiting users who can't bypass required phases won't be able to use the Quick Move action.

- The first state of the Offer phase (Offer - To be Created)

The quick move feature isn't available for these states:

- Terminal states of all phases:
  - Withdrawn by Candidate
  - Rejected by Employer
- Some states of the Offer phase:
  - Offer - To be Created
  - Offer - Draft
  - Offer - Pending Approval
  - Offer - Approval Rejected
  - Offer - Approved
  - Offer - Extended
- All states of the HR phase

You can change the quick move configuration of a candidate selection process regardless of the state of the candidate selection process (Draft, Active, Inactive).

1. In the Setup and Maintenance work area, go to:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Job Applications
   - Task: Candidate Selection Process Configuration
2. On the Candidate Selection Process Configuration page, create a process or select an existing one.
3. Click a phase.
4. In the States for Phase section, click the **Quick Move** menu, then select **Define Destination**.
5. On the Quick Move page, select the phase and state where the candidate will be moved.

   If you define a destination but you leave the phase and state empty: The destination is considered to be the next active state. Comments will be requested or not from the recruiting user depending on the comments configuration. This can be used in a situation where you want to move job applications to the next active state, but request comments from the user.
6. You can indicate if comments must be requested.

   If you select **Ask for Comments**, the recruiting user performing a quick move can provide comments before moving the job application. If you select **Don't Ask for Comments**, the recruiting user performing a quick move will see the job application being moved immediately, without more information being requested.
7. Click **Save and Close**.

What to do next

You can define if the Quick Move action is used in the candidate selection process and available to recruiting users.

1. Open an existing candidate selection process.
2. Click **Edit Process Properties**.
3. On the Process Properties page, scroll to the **Configuration** section.
4. Set the Quick Move action to **Show Action** or **Don't Show Action**.
5. Click **Save and Close**.

Note: When you configure an active candidate selection process, to add a quick move destination on a state where none was previously set, the quick move destination defined for a state isn't known by job applications that are already in the phase where this change was made. As a result, when a recruiting user clicks the Move Forward button on these job applications, the job applications will move to the next state in the sequence of states configured in the phase (as if no destination was configured on the state). If a candidate selection process doesn't have a quick move destination for a state and you add one later, existing job applications that are already in this phase won't be impacted. The job applications will move to the next state. If a candidate selection process has a quick move destination defined for a state and you change the destination, existing job applications will use the new destination when the recruiting user clicks the Move Forward button. Note that this is only for existing job applications that are already in the phase where the configuration is changed. Job applications which are created after the configuration change and job applications which are later moved to the phase will use the new destination.

How can I set up the Candidate Pool selector with a contains search?

A contains search checks if a specific word or phrase exists anywhere in a text field.

To search the Candidate Pool selector with a contains search, you need to set the IRC_LOV_SEARCH_CANDIDATE_POOLS_STARTSWITH profile option to N. By default, this profile option is set to Y.

How does the initiate job offer creation flow works in Redwood?

Hiring managers who have the Initiate Job Offer (IRC_INITIATE_ JOB_OFFER_PRIV) privilege can share notes with the recruiting team by using the Create Job Offer action from the Redwood job applications list page and job application details page.

When the hiring manager is on the Create Job Offer page, they can use the Notes to Recruiter field to share info or notes about the job offer. Upon clicking Save and Close, the candidate's job application moves to the Offer - Draft status and it's available on the Redwood Job Offers list page. The recruiter then receives a notification to enter details about the candidate's job offer using the Edit Offer action. The recruiter can see the notes in a banner above the job application’s Details and Offer tabs. The recruiter completes the info in the job offer sections. When the job offer is ready, the recruiter can submit the job offer for approval, or save it to edit it later.

How's the time required for a first hire calculated?

The prediction is based on the time taken to fill the role historically. The value is expressed in number of days typically taken to fill the relevant open role.

When you're creating a job requisition, the estimated time to hire is displayed. When the requisition reaches the Open phase, another number is displayed to indicate the current number of days for which the requisition has been open, letting you compare the current time with the estimated time to hire. After a first hire is made on the requisition, the current number of open days is no longer displayed; it's replaced by the number of days it took for a first hire to be made.

You can change the value of these 3 fields displayed in the Estimated Time to Hire section, so you can see the impact it has on the estimated time to hire. When you change these values, it has no impact on the actual requisition values. You need to change the corresponding values in the requisition details to keep them. The variables used are:

- Requisition Title
- Education Level
- Locations

How can I decide if the suggested candidate is the best fit for a job?

When you review suggested candidates and look at those deemed to have a high level of fit, you should see the rationale for qualifying individuals based on their qualifications, skills, and experience and how closely they align with the details of the job requisition. Confirmation of this would give you confidence in the predictions coming through.

This feature is designed to help you with the initial stages of the hiring process only, and to objectively evaluate all resumes received. It doesn't go any further. The outcomes simply dovetail into the broader hiring process where you then interview candidates in the normal way.

How do I set up AI Rating for job applications?

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 **AI Rating** section and click **Edit**.
3. Select **Enable job application rating** to enable job application rating actions.
4. Select **Calculate ratings when creating the application** if you want job applications s to be rated when they're created.
5. Provide the importance to calculate profile rating. The total for education, skill, and experience must equal 1.
6. Click **Save**.

How do I write defaulting and validation rules for the create and edit offer flows in Redwood?

1. Navigate to the Redwood Job Offers list page.
2. Right click the page then click **Inspect** to open the developer tool window.
3. Click the **Edit Offer** action of a job offer from the Job Offers list page.
4. In the developer tool, click the **Network** tab and type `Createorupdate` in the search tool to find the Rest call.
5. Note the submission ID from the Response tab.
6. Select the **Edit Visual Builder Studio** task in the Settings and Actions menu.
7. Select a project or create a new one.

   Visual Builder Studio opens and you land on the Activity Center screen by default.
8. Go to the top left menu and search for the **Create or Edit Job Offer** page.
9. Click the arrow next to the Live button to open the Set Page Properties panel.
10. Enter the submission ID you noted earlier and click **OK**.
11. The Create or Edit Job Offer page is displayed. Click the **Configure Fields and Regions** button to write business rules to show or hide fields and sections.

How do I write defaulting and validation rules for the create requisition flow in Redwood user experience?

1. Navigate to the Redwood Job Requisitions list page.
2. Click **Edit Visual Builder Studio** on the top right hand side of the page.
3. Create a new workspace or select an existing one.

   Visual Builder Studio will open and you'll land on the Activity Center screen by default.
4. Go to the top left hand side of the Visual Builder Studio page and search for **Create Job Requisition** in the Hiring menu.
5. Click the link.
6. You'll see the Create Job Requisition page and you can write the business rules to show or hide fields or sections and write defaulting and validation rules for the job requisition creation flow.

What privileges are required to view actions in the Recruiting Activity Center?

Actions in the Recruiting Activity Center are only displayed to users who have the privilege required to perform the action.

Requisition Actions and Privileges

Action	Privilege
Cancel	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)

Action	Privilege
Edit Date	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)
Edit Formatting	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)
Edit Requisition	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)
Fill	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)
Open for Sourcing	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)
Post	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)
Redraft	Update Job Requisition (IRC_UPDATE_JOB_REQUISITION_PRIV)
Review Posting	View Job Requisition (IRC_VIEW_JOB_REQUISITION) Post Job Requisition to Company Career Site (IRC_POST_JOB_REQUISITION or IRC_POST_JOB_REQUISITION_TO_JOB_DISTRIBUTORS_PORTAL)
Send Message to Team	View Job Requisition (IRC_VIEW_JOB_REQUISITION)
View Approval Status	View Job Requisition (IRC_VIEW_JOB_REQUISITION)

Job Application Actions and Privileges

Action	Privilege
Message Candidate	Interact with Candidate (IRC_INTERACT_WITH_CANDIDATE)
Move Application	Move Candidate Job Applications (IRC_MOVE_CANDIDATE_JOB_APPLICATIONS)
Renew Request	Manage Job Requisition Questionnaire Request (IRC_MANAGE_JOB_REQUISITION_QUESTIONNAIRE_REQUEST)
Review Feedback	View Completed Job Requisition Questionnaire (IRC_REVIEW_COMPLETE_JOB_REQUISITION_QUESTIONNAIRE)
Send Invite Approval Status	View Candidate Job Application (IRC_VIEW_CANDIDATE_JOB_APPLICATION)
Send Message to Team	View Candidate Job Application (IRC_VIEW_CANDIDATE_JOB_APPLICATION)
View Application	View Candidate Job Application (IRC_VIEW_CANDIDATE_JOB_APPLICATION)
View Interview	View Candidate Job Application (IRC_VIEW_CANDIDATE_JOB_APPLICATION)

Offer Actions and Privileges

Action	Privilege
Accept for Candidate	Communicate Job Offer (IRC_COMMUNICATE_JOB_OFFER) Move Candidate Job Applications (IRC_MOVE_CANDIDATE_JOB_APPLICATIONS)
Extend	Communicate Job Offer (IRC_COMMUNICATE_JOB_OFFER)

Action	Privilege
	Move Candidate Job Applications (IRC_MOVE_CANDIDATE_JOB_APPLICATIONS)
Message Candidate	Interact with Candidate (IRC_INTERACT_WITH_CANDIDATE)
Move Application	Move Candidate Job Applications (IRC_MOVE_CANDIDATE_JOB_APPLICATIONS)
Move to HR	Communicate Job Offer (IRC_COMMUNICATE_JOB_OFFER_PRIV) Move Candidate Job Applications (IRC_MOVE_CANDIDATE_JOB_APPLICATIONS)
Preview	View Job Offer (IRC_VIEW_JOB_OFFER)
Redraft	Initiate Job Offer (IRC_INITIATE_ JOB_OFFER_PRIV) Move Candidate Job Applications (IRC_MOVE_CANDIDATE_JOB_APPLICATIONS_PRIV) or if in HR, Redraft Job Offer After HR Phase (IRC_REDRAFT_JOB_OFFER_AFTER_HR_PHASE_PRIV)
Send Message to Team	View Job Offer (IRC_VIEW_JOB_OFFER)
View Approval Status	View Job Offer (IRC_VIEW_JOB_OFFER)
View Offer	View Job Offer (IRC_VIEW_JOB_OFFER)

What does generative AI use to generate the posting description of a job?

Generative AI uses the requisition title, department, and legal employer information entered in the job requisition to generate the posting description.

Which scheduled processes are used in Recruiting?

Scheduled processes used for Recruiting are listed in this table.

Process Name	Description	Recommended Frequency
Classify Contingent Workers in Recruiting	Classifies contingent workers as external candidates or internal candidates in the recruiting process. When contingent workers are classified as internal candidates, they submit job applications with Opportunity Marketplace. When they're classified as external candidates, they apply using the external candidate experience site.	Run this process when there's a change to how contingent workers are classified. For example, internal versus external using the IRC_TREAT_CWK_AS_EXTERNAL indicator.

Process Name	Description	Recommended Frequency
Complete the Recruiting Process	Performs automatic closeout activities when a person is hired for a job or an assignment, or when a person is terminated from employment. Closeout activities can include changing their candidate type in Recruiting, copying data into their Person/Talent Profile, and copying attachments into Documents of Record.	Daily
Convert Candidate Search Logs for Reporting Purposes	Converts candidate search logs into readable columns for reporting purposes. This scheduled process is used for OTBI reporting, for the Recruiting - Recruiting Real Time subject area.	Manually run as needed, in preparation to generate OFCCP reports.
Delete Archived Candidate Searches	Deletes entries in the candidate search archive table that are older than the specified number of years. This process helps cleaning the database when data is no longer needed. This has an impact on the OTBI Recruiting subject area in the candidate search dimension.	Manually run when such data is no longer required.
ESS job to create index definition and perform initial ingest to OSCS	Retrieves all email, SMS, and WhatsApp messages from the database and displays it on Message Center. In the Index Name to Reingest parameter, enter fa-hcm-irc-messages.	Run this process for the first time when you set up Message Center and later, when needed. It's not necessary to schedule it on a recurring basis. You must run it if you change the time span for displaying past messages.
Generate Recruiting Job Offer Letters	Tries to regenerate a recruiting job offer letter if BI Publisher was unable to generate it when a job offer was accepted by the candidate.	Manually run as needed for a specific job offer, by providing a requisition number and a candidate number in the Basic Options area.
Index Candidate Attachments	Indexes candidate attachments for use in candidate searches.	Run at a regular frequency. It's recommended to schedule every 15 minutes.
Load and Index Candidates	This scheduled process creates the index for searching all candidates. When the process is run using the Drop and Recreate indexing mode, it deletes the existing index, then reindexes all the data. During this time, candidates might not be found or intermittently users can't see any candidates. Note that the Upgrade Current Index indexing mode creates no downtime. Parameters to use:	One time when Oracle Recruiting is set up, or when you find something is incorrect and you want to start clean.

Process Name	Description	Recommended Frequency

	• Indexing Mode
	  ◦ Upgrade Current Index
	  ◦ Drop and Recreate Index
	• Process Only Candidates in Queue
	  ◦ Yes
	  ◦ No
	
	Note:
	The name of the person signing in to run this process must not exceed 32 characters. This is the maximum length set in IRC_ CANDIDATES table, LAST_UPDATE_LOGIN column. To change this limit, go to Tools > Security Console > Users.	

Load and Index Job Requisitions	This scheduled process creates the index for searching all job requisitions.
	
	When the process is run using the Drop and Recreate indexing mode, it deletes the existing index, then reindexes all the data. During this time, jobs might not be found or intermittently users can't see any jobs. Note that the Upgrade Current Index indexing mode creates no downtime.
	
	Parameters to use:
	
	• Indexing Mode
	  ◦ Upgrade Current Index
	  ◦ Drop and Recreate Index
	
	Note:
	The name of the person signing in to run this process must not exceed 32 characters. This is the maximum length set in IRC_ CANDIDATES table, LAST_UPDATE_LOGIN column. To change this limit, go to Tools > Security Console > Users.
		One time when Oracle Recruiting Cloud is set up, or after more job requisitions are added by a data load, or when you find something is incorrect and you want to start clean.

Load and Index Master Geography Hierarchy	This scheduled process creates the index for the master geography hierarchy. Parameters to use: • Country • Level 2 Prerequisites: Set up the Geography Hierarchy Structure and Geography Hierarchies.	One time when Oracle Recruiting is set up. Every time you make a change to geographies on the Manage Geographies page.

Process Name	Description	Recommended Frequency
	Note: The name of the person signing in to run this process must not exceed 32 characters. This is the maximum length set in IRC_ CANDIDATES table, LAST_UPDATE_LOGIN column. To change this limit, go to Tools > Security Console > Users.	
Load Workers into the Candidate Table	This scheduled process brings employee records (employees, contingent workers, ex-employees, ex-contigent workers) from Core HR into the candidates table (IRC_CANDIATES) in Oracle Recruiting Cloud. This scheduled process allows employees and contingent workers to search for jobs internally and to refer other employees as internal candidates to a job requisition. This scheduled process isn't associated with any alerts and there are no emails triggered to the employees when the process is run. There are no options to choose which internal candidates are to be imported into Recruiting. This process will look at any active employees in HR. **Note:** The name of the person signing in to run this process must not exceed 32 characters. This is the maximum length set in IRC_ CANDIDATES table, LAST_UPDATE_LOGIN column. To change this limit, go to Tools > Security Console > Users. **Note:** You should run this scheduled process for people hired outside of Recruiting, for example, those hired directly in HR. The Maintain Candidates and Job Requisitions for Search scheduled process will then index them for Recruiting.	One time when Oracle Recruiting is set up.
Maintain Candidates and Job Requisitions for Search	Incrementally updates the search indexes for job requisitions, candidates, and locations. Common for requisitions, locations, candidates.	Every 15 minutes
Manage Expired Interview Feedback Requests	Updates the interview feedback request status to expired when the expiry date is past the current date.	Daily
Manage Recruiting Job Offer Letters	Cleans up any unused recruiting job offer letter layouts in BI Publisher. On demand, it imports offer letter layouts again in BI Publisher from	For customers using Adjusted Offer Letters, the frequency should be every 15 minutes. It's not usually necessary to restore job offer letter

Process Name	Description	Recommended Frequency
	the Job Offer Letter Templates in the Recruiting Content Library if any were mistakenly deleted.	templates from the Recruiting Content Library, so the parameter in the Basic Options section of this scheduled process should be set to No. You can manually run this scheduled process with the parameter set to Yes if any offer letter templates were manually removed from BI Publisher by mistake. This might also be needed after the environment is updated.
Perform Batch Recruiting Actions	Performs actions on many objects selected by a recruiting user. **Note:** Consider the limit of 40 characters for the user name of the recruiting user performing the bulk action. This applies to bulk actions like moving job applications.	No scheduling needed. Occurs automatically whenever a user takes an action on many candidate job applications at once.
Perform Recruiting Candidate Selection Process Actions	Performs pending actions set to automatically be executed in candidate selection processes.	Every 5 minutes
Perform Recruiting Candidate Selection Process Offer Actions	Performs pending offer and HR-related actions in the candidate selection processes.	Every 15 minutes Relevant for extending and accepting offers, and for actions triggered during the HR - Pending Automated Processing and Terminate Assignments statuses. Most of these actions are automatically performed immediately, but might occasionally need to be retried.
Prepare Campaign Email	Populates the recruiting campaign audience list and the campaign's email subject, body text, and tokens for each recipient. This job is used by both recruiting campaigns and campaigns in HCM Communicate. This process is used by job alerts to generate the recipient list. However, the Send Campaign Email process is what actually sends the job alerts out. **Note:** If the profile option ORA_IRC_CX_JOB_ALERTS_SEPARATE_ESS is set to No, then this job also prepares job alerts. If it's set to Yes, this job only impacts recruiting campaigns and HCM Communication campaigns. Oracle Recommends that you set this option to Yes.	Every 30 minutes
Process Recruiting Inbound Message	Processes incoming email, SMS, and WhatsApp replies received from candidates	Every 15 minutes Run this only if you've enabled two-way communications using Recruiting Booster.

Process Name	Description	Recommended Frequency
Process Recruiting Job Alerts	Sends job alerts for external and internal jobs, recruiting campaigns, and HCM Communicate campaigns.	Daily **Note:** It's recommended that you allow a day's run of the two older scheduled processes to complete prior to scheduling the Process Recruiting Job Alerts scheduled process.
Publish Job Requisitions	Publishes or removes job requisitions based on a start date and end date. It also verifies if the automatic unpost condition is met.	Every 15 minutes
Purge Processed Internal Recruiting Data	Purges processed internal non-transactional recruiting data older than 90 days. It also purges candidate tracking data older than 180 days, data available in the Recruiting - Candidate Tracking Real Time subject area, and campaign recipient information of closed campaigns older than 180 days. The later is impacting Recruiting – Sourcing Real Time subject area. Internal non-transactional recruiting data is non-transactional recruiting transient data used internally for tracking or processing expired data. This non-transactional data isn't visible to users in the application or OTBI. This job is to be scheduled and run periodically by purging aged and expired data to help optimize application performance. As examples: • Notifications sent to partners • Jobs to be published on Google • Notifications sent for processed job applications • Bulk action processing status	Weekly for optimal performance. Schedule when usage on the system is low. For example, scheduling every Saturday at 10:00 pm.
Recruiting Job Offer Expiration Date Alert	Sends alerts about recruiting job offer's expiration date.	Daily
Send Campaign Email	Sends recruiting campaign emails to the campaign audience. This job is used by both recruiting campaigns and campaigns in HCM Communicate. This scheduled process sends out job alerts. **Note:** If the profile option ORA_IRC_CX_JOB_ALERTS_SEPARATE_ESS is set to No, then this job also sends job alerts. If set to Yes, this job only impacts recruiting campaigns and HCM Communication campaigns. Oracle Recommends that you set this option to Yes.	Every 30 minutes

Process Name	Description	Recommended Frequency
Send Candidate Screening Requests to Partners	Sends requested candidate assessments and tax credit screening to selected partners. Sends all screening notifications to all partners supporting notifications. The process sends notifications to the partner for job application or candidate deletion for example, and notifications for REST end points if configured for the partner. It doesn't trigger screening services for background checks.	Every 10 minutes
Send Draft Application Reminder Notifications and Automatically Confirm Applications	Sends notifications to recently saved draft job applications. Two notifications are sent: after 60 minutes and 3 days of candidate's inactivity. This scheduled process is also used for confirming completed job applications that were interrupted because of connectivity issues, or other technical reasons, during confirming applications by candidates.	Every 5 minutes
Send Interview Feedback Respondent Request Expiring Notification	Sends a reminder notification to feedback respondent a day before the feedback request expires.	Daily
Send Interview Reminder Notification	Sends the interview reminder notifications to candidates and interviewers 24 hours before the scheduled interview. The candidate interview status is updated in the Interviews tab.	Every 15 minutes
Send Job Application Notification	Sends the customer configured automated job application notifications to candidates, recruiters, and hiring managers when job applications are in a specified phase and state in the candidate selection process. This process also sends out the recruiter and hiring manager review notifications configured in the candidate selection process.	Every 5 minutes Scheduling every 5 minutes could cause the recruiter or hiring manager review notification to be sent more often than once per day (as it was originally intended).
Send Requisition Posting Expiration Date Notification	Sends notification to agents about the requisition posting expiration date.	Daily
Synchronize Interview Details with External Calendars	This scheduled process is used for capturing interviewer responses from integrated calendar systems, like Office 365.	Every 10 minutes
Synchronize LinkedIn Data	Synchronizes data between LinkedIn Recruiter System Connect and Oracle Recruiting.	Every hour
Synchronize Recruiting Activity Center Action Item	Generates and updates the action items in the Recruiting Activity Center. It's not required to set these parameters to run or schedule the process:	Daily

Process Name	Description	Recommended Frequency
	• Subscriber Type Code to Process: When you leave the parameter blank, it will process requisition, job application, and job offer activities. Possible values are: ORA_REQ, ORA_JA and ORA_OFFER which would generate activities for only the specified code (requisition, job application or job offer). • Evaluate All Activity Rules: When you set this parameter to true, a full refresh is done and it will delete all the existing activities and recreating only those that are still valid. The Subscriber Type Code to Process parameter is useful if changes are made to the activity configuration in the Setup and Maintenance work area. For example, the activity is enabled or disabled, or the timing of the triggering of the condition is changed (was predefined as 3 days but you changed it to 1 day). Choosing just the subscriber code for the rules that were changed would reprocess the activities for just that object potentially saving time compared to a full reprocessing of all activities.	
Synchronize Recruiting Data for Candidate Recommendations	Synchronizes recruiting data for candidate recommendations.	Every hour Run this only if you've enabled AI Apps features.
Track Campaign Email Delivery	Tracks the delivery status of recruiting campaign emails.	Every 30 minutes
Update Date When Last Retrieved	Updates the date when candidates were last retrieved in a candidate search.	Daily, to support generating reports for OFCCP.
Update Job Application Questionnaire	Updates job application questionnaire for job requisitions when context such as organization, location, job function, job family are changed in the question library.	Daily

What are the phases and states of a candidate selection process?

A candidate selection process contains phases, and each phase is made of several states.

The table lists the phases and states available in the candidate selection process.

Phase	State
New	To Be Reviewed Reviewed Under Consideration Selected for Screening Rejected by Employer Withdrawn by Candidate
Screening	To Be Reviewed Reviewed Phone Screen to Be Scheduled Phone Screen Scheduled Phone Screen Completed Selected for Interview Rejected by Employer Withdrawn by Candidate
Interview and Selection	Interview to Be Scheduled Interview Scheduled Interview Completed Feedback Requested Feedback Completed Selected for Offer Rejected by Employer Withdrawn by Candidate
Offer	To Be Created Draft Pending Approval Approval Rejected Approved Extended Accepted

Phase	State
	Rejected by Employer Withdrawn by Candidate
HR	To Be Processed Processing Processed Rejected by Employer Withdrawn by Candidate

What are the types of job requisition templates?

You can create 3 types of job requisition templates to facilitate the creation of requisitions by recruiting users.

- Standalone: Template used by recruiters when they create a job requisition based directly on a template.
- Job: Template used by recruiters when they create a job requisition based on a job.
  - The template is associated to a job on the Job details page in Workforce Structures. Job-based requisition templates don't include fields for which info is available from the job such as Job Family, Job Function, Regular or Temporary, Full Time or Part Time. Using job-based templates is a two-step process. You first create a job requisition of type Job. You then go to the Job Details work area where you can select the requisition template you just created (Workforce Structures >Manage Job task).
- Position: Template used by recruiters when they create a job requisition based on a position.
  - The template is associated to a position on the Position details page. Position-based requisition templates don't include fields for which information is available from the job of the position such as Job Family, Job Function, Regular or Temporary, Full Time or Part Time. They also don't include fields for which info is available from the position such as Number of Openings, Department, Work Location. Using position-based templates is a two-step process. You first create a job requisition of type Position. You then go to the Position Details work area where you can select the requisition template you just created (Workforce Structures > Manage Positions task).

What happens when I edit a job requisition template?

Modifications you make to a job requisition template only affect job requisitions created after the change was made.

For example, if a job requisition template had interview questionnaires A and B when the recruiter created a job requisition from the template, the newly created job requisition would contain questionnaires A and B. If you then add interview questionnaire C to the job requisition template, interview questionnaire C isn't automatically added to the job requisition that was created by the recruiter.

How do I create posting descriptions to be used in job requisitions?

You can create posting descriptions in the Recruiting Content Library that recruiters can use when they create job requisitions.

A posting description contains a short description which appears on the career site search results page, a detailed description which provides a detailed description of the job and also responsibilities, and qualifications.

1. In Setup and Maintenance, go to **Offering: Recruiting and Candidate Experience > Functional Area: Recruiting and Candidate Experience Management > Task: Recruiting Content Library**.
2. On the Recruiting Content Library page, click **Create**.
3. Enter a name and a code for the posting description.
4. Select the **Posting Description** category.
5. Set the visibility of the posting description. It can be used for internal jobs only, external jobs only, or both.
6. You can contextualize a posting description based on the recruiting type, organization, location, job family, job function. When a posting description is contextualized, only descriptions matching the context of the job requisition will be available for selection when a recruiter creates a job requisition.
7. Click **Save and Activate**.

Which blocks can I add to job application flows?

A job application flow is a sequence of pages used to gather information from external candidates. A flow contains sections, and each section contains blocks of information.

Blocks available to build a flow depends on the flow type.

Block	Description	Available in
Address	The content of the Address block varies depending on the country selected by candidates. The country format is based on the definition selected in the Manage Features by Country or Territory task, in the Setup and Maintenance work area. In addition, the order of address fields might be enforced if the list of values is enabled for address elements in the Manage Geographies task, in the Setup and Maintenance work area (Manage Geographies task > search for and select a country > Geography Mapping and Validation > Enable List of Values). If a candidate provided info in the Address block in any previous flows, the block is displayed with the info provided by the candidate. The candidate can update the info if needed. Make sure the selected address style has the "Country" element visible, otherwise candidates can't select a country.	Apply Flow Request Information Flow Talent Community Flow

<table>
<tr><th>Block</th><th>Description</th><th>Available in</th></tr>
<tr><td></td><td>When candidates apply for a job, their country value gets automatically populated using the following defaults:

If their browser setting is to always allow using their location, the country is defaulted based on their location.
If their browser setting is to not allow using their location, the country is defaulted to the requisition's primary location country.
If their browser setting is to always ask before using their location:

If they allowed using location before entering the flow, or before entering the duplicate check for phone, country defaults based on their location.
If they declined using their location before entering the flow, or before entering the duplicate check for phone, country defaults based on the requisition's primary location country.
If they ignored the question, it will be asked again when they enter the flow, or the duplicate check for phone.

</td><td></td></tr>
<tr><td>Assessment</td><td>Use the Assessment block to ask candidates to fill inline assessments before they submit their job applications. When the assessment is completed and is successful, the partner returns a Completed by Candidate status to Recruiting. Assessment results are visible to recruiters when the job application is submitted.</td><td>Apply Flow</td></tr>
<tr><td>Citizenship</td><td>Use the Citizenship block to capture candidate citizenship details. When an application flow has the citizenship block, it displays to candidates and they can add multiple citizenships with different statuses. Recruiters can see the citizenship block in candidate profile only when Redwood is enabled. Recruiters can add, edit, or delete citizenship. Recruiters can filter candidates based on citizenship from the candidate list page.

Note: Recruiters can't add or change the citizenship information for internal candidates.

When a candidate is moved to HR, citizenship details are sent to HR along with other profile details.

Optionally, you can:

Enable the ORA_IRC_EXWKR_CWKEXT_CITIZENSHIP_UPDATE_CANDIDATE profile option to let returning candidates who are external contingent worker, ex-contingent worker, and ex-employee to edit the pre-existing citizenships.
Enable the ORA_IRC_EXWKR_CWKEXT_CITIZENSHIP_UPDATE_RECRUITER profile option to let recruiters change the citizenship details for the candidates who are external contingent workers, ex-contingent workers, and ex-employees.)

In addition:

Candidates citizenship info is saved in candidate profiles, and is auto-filled for candidates the next time they apply for a job.
Candidates citizenship info is available in fast formulas to use as conditions in candidate selection processes.
</td><td>Apply Flow

Talent Community Flow

Event Registration Flow

Request More Information Flows</td></tr>
</table>

Block	Description	Available in
	• Recruiters can also use HCM Data Loader as an alternate option to capture citizenship information. To use this block, make sure you've configured citizenship name and status values using the following lookup types: Nationality and PER_CITIZENSHIP_STATUS respectively.	
Contact Information	The Contact Information block contains the name, phone number, and email fields. If a candidate provided info in the Contact Information block in any previous flows, the block is displayed with the info provided by the candidate. The candidate can update the info if needed. The candidate name format is based on the Universal definition configured using the Manage Person Name Styles task, in the Setup and Maintenance work area.	Apply Flow Request Information Flow Talent Community Flow
Disability	The Disability block can display disability-related fields configured for any country, and can display the specific form required in the United States. If the block is in a flow used in a requisition that has a location in that country, that's what governs which fields are shown. When you add the Disability block and configure the below fields in Transaction Design Studio, external candidates will be shown questions about any disability they might want to share, for each country in which the requisition is posted. • Category • Reason • Reasonable Accommodation Request • Status All fields shown in the Disability block are optional, candidates can choose to respond or not. If the location of the requisition is within the United States, the US Disability Form CC-305 form will be displayed. It's not recommended to configure displaying more than the single disability-related question for locations in the US to preserve the accuracy of that required form. These questions are shown each time the candidate applies to a job whose requisition's application flow includes this block. The information collected from these questions isn't visible to the hiring team or any recruiters, to avoid influencing the hiring process. The candidate's responses are reportable per job application. They become visible in the new people's profiles if and when they're hired for the job. If a job is posted to several countries with different setups for disability questions, the block is visible to external candidates as collapsed accordion elements. Candidates click the appropriate country to expand the section, and then provide the required information. When internal workers apply within their company for jobs in any country, this block doesn't show but their current values for these disability fields are also tracked. This information becomes reportable per job application. The information can be updated as needed by the worker themselves using self-service, or by their current line manager or HR specialist. This information isn't visible to the Hiring Team or any recruiters, to avoid influencing the internal mobility hiring process.	Apply Flow Request Information Flow

<table>
<tr><th>Block</th><th>Description</th><th>Available in</th></tr>
<tr><td>Diversity</td><td>The Diversity block is configurable to show specific fields and specific response choices that are configured for each country in which the requisition is posted:
Date of Birth
Ethnicity (in the US using the two-question format which separates ethnicity and race)
Gender
Marital Status
Religion
Oracle-delivered person legislative information flexfields (PER_PERSON_LEGISLATIVE_ DATA_LEG_DDF)
Customer-defined flexfields that you need for legislative purposes (PER_PERSON_LEGISLATIVE_ DFF). This includes only Global Data Elements.
The Diversity block will show the appropriate fields and response choices for each country in which that requisition is posted, each time the candidate applies to a job whose requisition's application flow includes this block. These questions are optional, so candidates can choose not to respond. The information collected from these questions isn't visible to the Hiring Team or any recruiters, to avoid influencing the hiring process. The candidate's responses are reportable per job application. They become visible in the new people's profiles if and when they're hired for the job.

If a job is posted to several countries with different setups for diversity questions, the block is visible to external candidates as collapsed accordion elements. Candidates click the appropriate country to expand the section, and then provide the required information. When diversity info is prefilled for the candidate or some information is required, the section is automatically expanded.

When internal workers apply within their company for jobs in any country, this block doesn't show but the workers' current values are tracked. The information can be updated as needed by the worker themselves using self-service, or by their current line manager or HR specialist. This information isn't visible in the job application to the Hiring Team or any recruiters, to avoid influencing the internal mobility hiring process.</td><td>Apply Flow

Request Information Flow</td></tr>
<tr><td>Education</td><td>Use the Education block to capture details about the candidate's education.

The Education block contains fields defined in the Degrees content section of the Person profile type (My Client Groups > Profiles > Profile Types > Person). The information is prepopulated if a candidate record is found in the database or if the candidate imported a profile from a third party. Otherwise, the candidate enters the information manually.

Note: If both School and School Name fields are set to be visible in the Education block, they're presented as a combo box (drop-down list and text field).

If this block is set to be required, candidates are required to enter at least one piece of information in that block.</td><td>Apply Flow

Request Information Flow

Talent Community Flow</td></tr>
</table>

Block	Description	Available in
Experience	Use the Experience block to capture details about the candidate's work experience. The Experience block contains fields defined in the Previous Employment content section of the Person profile type (My Client Groups > Profiles > Profile Types > Person). The information is prepopulated if a candidate record is found in the database or if the candidate imported a profile from a third party. Otherwise, the candidate enters the information manually. If this block is set to be required, candidates are required to enter at least one piece of information in that block.	Apply Flow Request Information Flow Talent Community Flow
Extra Information	Use the Extra Information block to collect additional details from candidates. For example, you might want to capture details about the job references of a candidate, their hobbies, special interests, or special needs to attend an interview. These fields are configured in Person EIT Information (PER_PERSON_EIT_EFF), using the Manage Person Extensible Flexfield task available in the Setup and Maintenance work area. When the Extra Information block is added to a Request Information flow, it won't appear to candidates if a recruiter has entered information in it.	Apply Flow Request Information Flow
Job Application Questions	The Job Application Questions block contains questions that candidates are asked to answer, such as disqualification questions and prescreening questions. When disqualified, the candidate isn't notified of their disqualification during the application process and the candidate can finish and submit their job application. Also, although a job application might have been automatically rejected based on the candidate responses to disqualification questions, the recruiter, upon the review of the candidate's responses, can still consider the job application and move the job application back to active in the selection process (by undoing the rejection).	Apply Flow
Languages	Use the Languages block to gather the languages known by the candidate. The Languages block contains fields defined in the Languages content section of the Person profile type (My Client Groups > Profiles > Profile Types > Person). If this block is set to be required, candidates are required to enter at least one piece of information in that block.	Apply Flow Request Information Flow Talent Community Flow
Licenses and Certificates	The Licenses and Certificates block contains fields defined in the Licenses and Certifications content section of the Person profile type (My Client Groups > Profiles > Profile Types > Person). If this block is set to be required, candidates are required to enter at least one piece of information in that block.	Apply Flow Request Information Flow Talent Community Flow
Miscellaneous Documents	The Miscellaneous Documents block allows candidates to add file attachments of different types to their job applications. Candidates can select a file from their device and drag and drop it.	Apply Flow Request Information Flow

Block	Description	Available in
	The size limit for each file attached is 50 MB. There's no restriction on the type of files attached. Candidates can upload a maximum of 10 attachments to each Miscellaneous Documents block in the flow. Each Miscellaneous Documents block has its own required configuration. If attachments are required for a block, candidate need add at least one file to the block. You can add several Miscellaneous Documents blocks. Each instance of the block can have its own title and description. Attachments are added to one job application only (they're not added to the candidate profile). Attachments won't appear in the application flows in any subsequent job applications, or in any subsequent request information flows in the current job application.	
Preferred Locations	The Preferred Locations block enables candidates to select their preferred locations when applying for a job. The block is only available for external job application flows. Preferred locations displayed to candidates are based on work locations and posting locations defined in the job requisition: • If the requisition has one work location, only that work location is displayed to candidates. • If the requisition has several work locations, all work locations are displayed to candidates. • If the requisition has no work locations, posting locations are displayed to candidates.	Apply Flow
Profile Import	The Profile Import block appears at the beginning of the flow. It contains profile import options. Candidates can import their profile from a third party such as LinkedIn and Indeed, or upload a resume. These options need to be enabled to appear on the job application flow.	Apply Flow Request Information Flow Talent Community Flow
Questionnaire	Use the Questionnaire block to collect questions included in a questionnaire added to a flow. Questionnaires can be confidential. Only users with the privilege View Confidential Questionnaire Responses (IRC_VIEW_CONFIDENTIAL_ QUESTIONNAIRE_RESPONSES) will see responses given by candidates. When you use the Questionnaire block, the context added to questions isn't respected when the questionnaire is added to a Request Information flow. **Note:** Sections and questionnaire attachments aren't supported in External Candidate Experience	Request Information Flow
Sensitive Personal Information	Use the Sensitive Personal Information block to collect the date of birth and national identifier of a candidate. You can require that candidates provide their date of birth, national identifier, or both when selecting those options. You can also expose or hide the Date of Birth and National Identifier fields. Both fields are exposed by default. You must have at least one of these fields set to visible.	Apply Flow Request Information Flow

Block	Description	Available in
	Note: The visibility settings for these two fields apply to individual application flows. This means you can have Date of Birth visible in one flow, and National Identifier visible in another. If a candidate has their date of birth and national identifiers stored in their profile, the block is displayed with that info. External candidates can update the info if needed. Returning candidates can update the info but not remove the existing national identifier. Ex-employees, ex-contingent workers, and contingent workers as external candidates can view information from their profile. While they can't edit their existing national identifier and date of birth, they can add a new national identifier (but not a new date of birth). Note that the Sensitive Personal Information block isn't available in Talent Community flows. As a result, candidates can't view and update their date of birth and national identifier when they sign in into a talent community or in their profile management in the candidate self-service. The View External Candidate Sensitive Information (IRC_VIEW_EXTERNAL_CANDIDATE_SENSITIVE_INFORMATION) duty role is required to view the sensitive information of external candidates in their job application.	
Skills	Use the Skills block to collect skills from candidates. When candidates apply for a job, they see the Skills block and they can enter skills relevant to the job. Candidates can also import their skills with the profile import using a resume, Apply with LinkedIn, and Indeed. If this block is set to be required, candidates are required to enter at least one piece of information in that block.	Apply Flow Request Information Flow Talent Community Flow
Supporting Documents	The Supporting Documents block allows candidates to add resumes, cover letters, and URLs to their social profiles. You can indicate which types of documents are required from candidates. Supported file formats are: .txt, .rtf, .doc, .docx, .pdf, .odt, .html, .htm. File size is limited to 5 MB.	Apply Flow Request Information Flow Talent Community Flow
Tax Credits	The Tax Credits block allows external candidates to fill inline tax credit assessments before they submit their job applications. When the assessment is completed and is successful on the partner portal, the partner returns the candidate back to the application flow to complete and submit the assessment. Assessment results are visible to recruiters once the job application is submitted. The partner must enable inline assessment.	Apply Flow
Timeline	You can use the Timeline block instead of the Education and Experience blocks. The Timeline block combines education and experience content, displayed in a graphical timeline. The timeline is built as the candidate enters information. Only available in external career sites. The Timeline block can only be used with the default Education and Experience content sections. To capture data using non-default sections, use the Education and Experience blocks. If this block is set to be required, candidates must add at least one experience and one education	Apply Flow Request Information Flow Talent Community Flow

Block	Description	Available in
Veteran	The Veteran block can be configured for jobs posted in the United States. If the block is in a flow used in a requisition that doesn't have any locations in the US, the Veteran block won't appear. When the Veteran block is included in the application flow, external candidates who apply for jobs posted anywhere in the United States will see this block containing the field Veteran Status. Explanations of this field's standard response options can be configured to display within the block's instructions. This question is optional, so candidates can choose not to respond. When internal workers apply within their company for jobs posted anywhere in the United States, their this block doesn't show, but the candidate's current value for veteran status is tracked. US veteran information could be gathered from candidates in two places. However, the best practice is to configure and display this field only once. • If your application flow from prior releases already contains the Veteran block, which appears only for requisitions in US locations, then you might want to continue using it. This block always shows only the single field that's required by US law: the field called Veteran Status. There's no need to configure this field to be visible in Transaction Design Studio because it will automatically appear when the Veteran block is displayed. You might want to ensure that instructions for the Veteran block give the definition of all categories of protected veteran, because candidates aren't asked to self-identify their specific category while applying for jobs. Here in the pre-offer time frame, candidates are only asked to disclose whether or not they fall into any category of protected veteran. Each candidate's response, if any, is reportable in the table IRC_REGULATORY_RESPONSES, in ATTRIBUTE_3. • Additional US veteran-related fields aren't required to be gathered from candidates. These additional available fields allow people to self-identify their specific category of protected veteran, and they're intended to be displayed post-offer to workers using self-service. If you do want to display any of these fields, you can configure them in HCM Experience Design Studio. These fields will appear in the Diversity block alongside other legislative flexfields (PER_PERSON_LEGISLATIVE_DATA_LEG_DDF).	Apply Flow Request Information Flow
Work Preferences	The Work Preferences block contains fields defined in the Work Requirements content section of the Person profile type (My Client Groups > Profiles > Profile Types > Person).	Apply Flow Request Information Flow

What happens with draft data entered by candidates when they fill an application flow?

Draft data that candidates enter while completing a job application flow or request information flow is saved.

Here's how it works:

- The data is saved every 10 seconds. A candidate can drop off from the process and start over when ready, without losing any data.
- A candidate can access the flow using the URL provided in the notification they received or by accessing their candidate self service. If draft data was saved for a flow, it will be loaded when the flow is loaded.
- Draft data can't be viewed by recruiters or hiring managers. They can only be accessed by the candidate.
- When a candidate doesn't interact with the draft data for 30 days, data is automatically removed.
- When a candidate profile is updated after the draft data was saved, profile data will update the saved draft data.

When a candidate is done completing all the pages of a flow, the info becomes visible to recruiters and hiring managers.

How do I set up a candidate selection process to send feedback requests?

You can configure a candidate selection process to automatically send feedback requests once job applications reach a given point in the candidate selection process.

1. In the Setup and Maintenance work area, go to:
    - Offering: Recruiting and Candidate Experience
    - Functional Area: Candidate Job Applications
    - Task: Candidate Selection Process Configuration
2. On the Candidate Selection Process Configuration page, create a selection process or select an existing one.
3. Click a phase.
4. Add the **Request Feedback** action at the phase or state level.

    You can add the action when entering a phase, when leaving a phase, and when entering a state.
5. Select one or several respondents.
6. Select one or several questionnaires.

    These questionnaires contain questions to gather feedback on candidates.
7. Select the documents you want to include with the request: resume, cover letter, miscellaneous attachments, internal documents.
8. Enter the number of days after which the request expires.
9. Indicate whether you want to request rating from respondents. If you do, respondents will be asked to provide a star rating while providing their feedback.
10. Click **Continue**.
11. On the Action: Request Feedback page, select conditions:
    - Click **Add Predefined** to select predefined conditions.
    - Click **Add Fast Formulas** to select fast formulas used as conditions.
12. Enter a name for the action.
13. Click **Save and Close**.

How do I end date offer assignments?

You can prevent old completed and terminated job offers from being redrafted or canceled.

1. Enable these profile options. By default, they're turned off. For details, see *How do I enable a profile option?*
    - ORA_IRC_TERM_ABANDONED_OFFERS_ENABLED
    - ORA_IRC_OFFERS_TERMINATE_ASG_ENABLED
2. 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
3. Expand the Offer section and click **Edit**.
4. In the End Dating Offer Assignments section, configure the settings by indicating the number of days in the field. Don't leave the field blank as this would mean that there's no end date for offer assignments.
    - **After Reaching the Final Successful State (HR – Processed)**: Use this setting to indicate how many days is appropriate to allow recruiting users to redraft or cancel job offers that have reached the final status HR – Processed. Default value is 30 days.
    - **After Reaching Any Final Unsuccessful State (Rejected by Employer or Withdrawn by Candidate) in the Offer Phase or Any Later Phase**: Use this setting to indicate how many days is appropriate to allow recruiting users to redraft job offers that have reached the inactive state Rejected by Employer or Withdrawn by Candidate. Default value is 30 days.
    - **For Abandoned Offers After**: This setting is enabled by default and is set to 90 days after the projected start date in the job offer. This ensures that the past dated offers don't get immediately end dated.
5. Click **Save**.

Results:

Once the offer assignment is end dated, you can't perform any actions on the offer. Once the pending worker is converted into an employee or contingent worker, you can't cancel nor redraft the offer, regardless of the value you entered in the above setting.

> **Note:** To end date an offer assignment for a specific requisition or candidate, don't add any parameters while running the Perform Recruiting Candidate Selection Process Offer Actions scheduled process. This scheduled process is used for several different Move to HR related functionalities (including assignment end-dating) and the input parameters are applicable for other functionalities and not end-dating offer assignments. Offer assignments end dating is applied to all eligible offers as per configuration.

How do I provide access to job offer info for an approver who isn't on the offer team?

When an approver who's not part of the offer team receives a request to approve a job offer, the approver can't see any job offer info. To make the job offer info visible, here's what you need to do.

1. Grant the duty role Manage Job Offer by Recruiting Manager (ORA_IRC_MANAGE_JOB_OFFER_BY_RECRUITING_MANAGER).
    a. Go to **Tools > Security Console** and click the **Users** tab.
    b. Search for the approver and click its name.
    c. Go to the **Roles** section and note the role assigned to the user.
    d. Click the **Roles** tab, search the role you noted, and click it.
    e. In the **Search Result Count** box, click the down arrow and select **Edit Role**.
    f. On the Edit Role page, click **Next** until you reach the **Role Hierarchy** page.
    g. Click **Add Role**.
    h. In the **Add Role Membership** window, search for the duty role **Manage Job Offer by Recruiting Manager** and click **Add Role Membership**.
2. Grant the privilege View Job Requisition (ORA_IRC_VIEW_JOB_REQUISITION).
    a. In the **Add Role Membership** window, search for the privilege **View Job Requisition** and click **Add Role Membership**.
    b. Click **Cancel** to close the window.
    c. Click **Next** then click **Save and Close**.
3. Select the person security profile View All People.
    a. Go to **Setup and Maintenance > Tasks tab > Search** and search for the task **Manage Data Role and Security Profiles**.
    b. On the Data Roles and Security Profiles page, search for the role you noted earlier, select the role then click **Edit**.
    c. On the Edit Data Role page, click **Next** to go to the **Edit Data Role: Security Criteria** page.
    d. Select the View All option for each security profile. For example, select View All Job Requisitions in the Job Requisition Security Profile section.
    e. For the Person Security Profile, select View All People.
    f. Click **Next**, then **Submit**.

How do I set the campaign number generation method?

You can configure how the campaign number is generated when recruiting users create campaigns.

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 **Campaigns** section and click **Edit**.
3. In the Campaign Number Generation Method field, indicate if you want to generate the number automatically or manually.
4. Enter the campaign number starting value.
5. Click **Save**.

How do I change countries suggested for addresses?

You can specify which countries produce address suggestions in the Address Line 1 field. When candidates fill out the address block in the application flow they'll only receive address suggestions for those specific countries.

By default, suggestions appear for United States addresses. You can include other countries if needed by updating this profile option: ORA_IRC_ENABLE_ADDRESS_SEARCH_IN_COUNTRY_LIST.

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 **ORA_IRC_ENABLE_ADDRESS_SEARCH_IN_COUNTRY_LIST**.
6. Add or remove country codes to the **Profile Value** field. The default value is US. Separate new country codes with a comma. For example US, CA, GB, AU.
7. Click **Save and Close**.

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

When you send an email to a candidate that's not based on a content library template, the email is sent through the vanity email. In addition:

- The sent email is displayed in the **Messages** tab. Candidate replies are also displayed in the **Messages** tab.
- Hiring team members aren't notified of candidate replies in their work mailbox. However, the sender of the email can view the replies in their work mailbox.
- Whenever a new recruiter or hiring manager is added to a conversation or replies to a conversation, they're added as a participant in the conversation as long as they're an employee.