Oracle Recruiting Cloud
Implementing Hiring

19C
## Contents

### Preface

<table>
<thead>
<tr>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>i</td>
</tr>
</tbody>
</table>

### 1 Overview

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of Implementing Hiring</td>
<td>1</td>
</tr>
<tr>
<td>Recruiting and Candidate Experience Functional Areas</td>
<td>1</td>
</tr>
</tbody>
</table>

### 2 Third Party Integration

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of Third Party Integration</td>
<td>7</td>
</tr>
<tr>
<td>Set Up Partner Enablement</td>
<td>7</td>
</tr>
<tr>
<td>Set Up Partner Integration Provisioning</td>
<td>8</td>
</tr>
<tr>
<td>Enable Apply with LinkedIn</td>
<td>12</td>
</tr>
<tr>
<td>Enable Apply with Indeed</td>
<td>13</td>
</tr>
<tr>
<td>Profile Import: Fields Imported from LinkedIn and Indeed</td>
<td>14</td>
</tr>
<tr>
<td>Enable Chatbot</td>
<td>15</td>
</tr>
</tbody>
</table>

### 3 Career Sites

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Site</td>
<td>17</td>
</tr>
<tr>
<td>Create a Career Site</td>
<td>17</td>
</tr>
<tr>
<td>Manage Multiple Career Sites</td>
<td>20</td>
</tr>
<tr>
<td>Job Alert</td>
<td>21</td>
</tr>
<tr>
<td>Enable Job Alerts</td>
<td>21</td>
</tr>
<tr>
<td>Allow Candidates to Apply to Multiple Jobs Before Verifying Their Identity</td>
<td>22</td>
</tr>
<tr>
<td>Enable Google Job Search</td>
<td>23</td>
</tr>
<tr>
<td>Career Section FAQs</td>
<td>23</td>
</tr>
</tbody>
</table>

### 4 Job Application Flows

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Application Flow</td>
<td>25</td>
</tr>
<tr>
<td>Create a Job Application Flow</td>
<td>25</td>
</tr>
<tr>
<td>Create a Request More Information Flow</td>
<td>27</td>
</tr>
<tr>
<td>Set Up the Tracking of Candidate Legislative and Diversity Information</td>
<td>29</td>
</tr>
<tr>
<td>Job Application Flow Sections and Blocks</td>
<td>31</td>
</tr>
<tr>
<td>Job Application Flow FAQs</td>
<td>33</td>
</tr>
<tr>
<td>5 Candidate Selection Processes</td>
<td>35</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----</td>
</tr>
<tr>
<td>Candidate Selection Process</td>
<td>35</td>
</tr>
<tr>
<td>Create a Candidate Selection Process</td>
<td>35</td>
</tr>
<tr>
<td>Automate the Candidate Selection Process</td>
<td>37</td>
</tr>
<tr>
<td>Candidate Selection Process Phases and States</td>
<td>39</td>
</tr>
<tr>
<td>Use the Background Check Action for Job Applications</td>
<td>40</td>
</tr>
<tr>
<td>Use the Send Notification Action for Job Applications</td>
<td>41</td>
</tr>
<tr>
<td>Use the Request Assessment Action for Job Applications</td>
<td>42</td>
</tr>
<tr>
<td>Define Reasons to Reject and Withdraw Job Applications</td>
<td>42</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6 Recruiting Content Library</th>
<th>45</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruiting Content Library</td>
<td>45</td>
</tr>
<tr>
<td>Create a Recruiting Content Library Item</td>
<td>47</td>
</tr>
<tr>
<td>Notifications</td>
<td>48</td>
</tr>
<tr>
<td>Recruiting Content Library FAQs</td>
<td>50</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7 Job Requisitions</th>
<th>51</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a Job Requisition Template</td>
<td>51</td>
</tr>
<tr>
<td>Actions to Perform on Job Requisition Templates</td>
<td>53</td>
</tr>
<tr>
<td>Job Requisition Template Multilingual Content</td>
<td>53</td>
</tr>
<tr>
<td>Set Up Pipeline Job Requisitions</td>
<td>54</td>
</tr>
<tr>
<td>Enable Full Job Requisition Creation by Hiring Managers</td>
<td>55</td>
</tr>
<tr>
<td>Job Requisition FAQs</td>
<td>55</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8 Job Offers</th>
<th>57</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Offer Letter Template</td>
<td>57</td>
</tr>
<tr>
<td>Create a Job Offer Letter Template</td>
<td>57</td>
</tr>
<tr>
<td>Upload the Job Offer Letter Template in the Content Library</td>
<td>60</td>
</tr>
<tr>
<td>Select a Job Offer Letter Template</td>
<td>61</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9 Prescreening Questionnaires</th>
<th>63</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescreening Questionnaire</td>
<td>63</td>
</tr>
<tr>
<td>Prescreening Questionnaires in the Job Application Process</td>
<td>64</td>
</tr>
<tr>
<td>Create a Disqualification Question</td>
<td>65</td>
</tr>
<tr>
<td>Create a Prescreening Question</td>
<td>66</td>
</tr>
<tr>
<td>Disqualification Question Score</td>
<td>67</td>
</tr>
<tr>
<td>Prescreening Questionnaire FAQs</td>
<td>67</td>
</tr>
<tr>
<td>Chapter</td>
<td>Title</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
</tr>
<tr>
<td>10</td>
<td>Interview Feedback Questionnaires</td>
</tr>
<tr>
<td></td>
<td>Interview Feedback Questionnaires</td>
</tr>
<tr>
<td></td>
<td>Create an Interview Feedback Question</td>
</tr>
<tr>
<td></td>
<td>Create an Interview Feedback Questionnaire Template</td>
</tr>
<tr>
<td></td>
<td>Create an Interview Feedback Questionnaire</td>
</tr>
<tr>
<td>11</td>
<td>Recruiting Campaigns</td>
</tr>
<tr>
<td></td>
<td>Set Up a Recruiting Campaign</td>
</tr>
<tr>
<td></td>
<td>Create Recruiting Campaign Email Templates</td>
</tr>
<tr>
<td>12</td>
<td>Candidate Pools</td>
</tr>
<tr>
<td></td>
<td>Set Up a Candidate Pool</td>
</tr>
<tr>
<td></td>
<td>Candidate Pool Process Phases and States</td>
</tr>
<tr>
<td>13</td>
<td>Candidate Interviews</td>
</tr>
<tr>
<td></td>
<td>Create a Candidate Interview Schedule Template</td>
</tr>
<tr>
<td></td>
<td>Interview Schedule Settings</td>
</tr>
<tr>
<td></td>
<td>Candidate Interview Notification Templates</td>
</tr>
<tr>
<td>14</td>
<td>Talent Community</td>
</tr>
<tr>
<td></td>
<td>Set Up a Talent Community</td>
</tr>
<tr>
<td>15</td>
<td>Agency Hiring</td>
</tr>
<tr>
<td></td>
<td>Create an Hiring Agency</td>
</tr>
<tr>
<td>16</td>
<td>Intelligent Matching and Candidate Recommendations</td>
</tr>
<tr>
<td></td>
<td>Configure Recommendations</td>
</tr>
<tr>
<td>17</td>
<td>Geography Hierarchy</td>
</tr>
<tr>
<td></td>
<td>Geography Hierarchy Management in Oracle Recruiting Cloud</td>
</tr>
<tr>
<td></td>
<td>Geography Hierarchy Structure</td>
</tr>
<tr>
<td></td>
<td>Edit a Geography Hierarchy Structure</td>
</tr>
<tr>
<td></td>
<td>Geography Hierarchy</td>
</tr>
<tr>
<td></td>
<td>Create a Geography Hierarchy</td>
</tr>
<tr>
<td></td>
<td>Geography Hierarchy Management FAQs</td>
</tr>
</tbody>
</table>
18 **Sources**

Configure Source Tracking

19 **Candidate Search Archiving**

Candidate Search Archiving

20 **Alert Notifications**

Set Up Recruiting Alert Notifications

21 **Scheduled Processes**

Scheduled Processes in Oracle Recruiting Cloud

22 **Other Setup Tasks**

Configure Fields Using HCM Experience Design Studio
Preface

This preface introduces information sources that can help you use the application.

Using Oracle Applications

Using Applications Help

Use help icons to access help in the application. 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. Not all pages have help icons. You can also access Oracle Applications Help.

Watch: This video tutorial shows you how to find help and use help features.

You can also read Using Applications Help.

Additional Resources

- **Community:** Use Oracle Cloud Customer Connect to get information from experts at Oracle, the partner community, and other users.

- **Guides and Videos:** Go to the Oracle Help Center to find guides and videos.

- **Training:** Take courses on Oracle Cloud from Oracle University.

Conventions

The following table explains the text conventions used in this guide.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates user interface elements, navigation paths, or values you enter or select.</td>
</tr>
<tr>
<td><strong>monospace</strong></td>
<td>Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Greater than symbol separates elements in a navigation path.</td>
</tr>
</tbody>
</table>

Documentation Accessibility

For information about Oracle’s commitment to accessibility, visit the Oracle Accessibility Program website.

Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.
Contacting Oracle

Access to Oracle Support
Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit My Oracle Support or visit Accessible Oracle Support if you are hearing impaired.

Comments and Suggestions
Please give us feedback about Oracle Applications Help and guides! You can send an e-mail to: oracle_fusion_applications_help_ww_grp@oracle.com.
1 Overview

Overview of Implementing Hiring

To start an implementation of Hiring, a user with the Application Implementation Consultant role (ORA_ASM_APPLICATION_IMPLEMENTATION_CONSULTANT_JOB) must opt into the offerings applicable to your business requirements. Refer to the Oracle Applications Cloud Using Functional Setup Manager guide to manage the opt-in and setup of your offerings.

Recruiting and Candidate Experience Offering

Use this offering to configure the hiring process, including career sites, job application flows, candidate selection process, job requisition templates, recruiting content library, job offers, job application questionnaires, interview questionnaires, recruiting campaigns, candidate pools.

The following table specifies the primary functional areas of this offering. For the full list of functional areas and features in this offering, use the Associated Features report that you review when you plan the implementation of your offering.

<table>
<thead>
<tr>
<th>Functional Area</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruiting and Candidate Experience Management</td>
<td>Manage the configuration of common setup applicable to job requisitions, recruiting campaigns, intelligent matching (recommendations), candidate search archiving, recruiting content library, geography hierarchies, and hierarchy structure.</td>
</tr>
<tr>
<td>Job Requisitions</td>
<td>Manage job requisition templates.</td>
</tr>
<tr>
<td>Candidate Experience</td>
<td>Manage the configuration of career sites and job application flows.</td>
</tr>
<tr>
<td>Candidate Job Applications</td>
<td>Manage the configuration of candidate selection processes and the reasons used to identify why a job application was rejected or withdrawn.</td>
</tr>
<tr>
<td>Job Offers</td>
<td>Manage job offer descriptive flexfields.</td>
</tr>
<tr>
<td>Source Candidates</td>
<td>Manage recruiting campaign email templates and candidate pool management process configuration.</td>
</tr>
</tbody>
</table>

Recruiting and Candidate Experience Functional Areas

A user with the Recruiting Administrator role (ORA_PER_RECRUITING_ADMINISTRATOR_JOB) is required to access the Recruiting and Candidate Experience functional areas.
All tasks listed for the Recruiting and Candidate Experience functional areas must be configured or the existing configurations must be revisited to align with your Hiring business process. Functional areas specific to Recruiting and Candidate Experience include the following:

- Recruiting and Candidate Experience Management
- Job Requisitions
- Candidate Experience
- Candidate Job Applications
- Job Offers
- Source Candidates

### Recruiting and Candidate Experience Management

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Enterprise Recruiting and Candidate Experience Information</td>
<td>Requisition Number Generation Method: Job requisition numbers can be generated manually or automatically. When you select the manual method, the user can use any format for the requisition number. You cannot enforce a given prefix, suffix, or pattern. When you select the automatic method, the job requisition numbers start according to the value entered in the Requisition Number Starting Value field.</td>
</tr>
<tr>
<td></td>
<td>Requisition Number Starting Value: The requisition number starting value is required only if you select the automatic job requisition number generation method.</td>
</tr>
<tr>
<td></td>
<td>Recruiting Organization Tree Name and Tree Version: Select a recruiting organization tree name from the list of values. You can select an existing active tree or define a new tree for Recruiting. Organization trees are defined using the task Manage Organization Trees.</td>
</tr>
<tr>
<td></td>
<td>Maximum number of unverified job applications: The number of job applications made by candidate before candidate verifies the identity.</td>
</tr>
<tr>
<td></td>
<td>Chatbot Integration: When you enable the Chatbot integration, candidates can chat about current job opportunities and check their job applications status using Facebook Messenger.</td>
</tr>
<tr>
<td></td>
<td>Campaign Management: Define settings about email batch limit, email maximum retry count, and other email-related settings.</td>
</tr>
<tr>
<td></td>
<td>Intelligent Matching: When you enable Intelligent Matching, recruiters can find out who are the best candidates for a posted job requisition.</td>
</tr>
<tr>
<td></td>
<td>Candidate Search Archiving: When you enable candidate search archiving, you can track and record the following information:</td>
</tr>
<tr>
<td></td>
<td>• User who ran the candidate search</td>
</tr>
<tr>
<td></td>
<td>• Criteria used for the search</td>
</tr>
<tr>
<td></td>
<td>• Date and time when the candidate search was run</td>
</tr>
<tr>
<td></td>
<td>• Candidates returned in search results</td>
</tr>
<tr>
<td></td>
<td>Talent Community: When you enable Talent Community, external candidates can join a talent community to show their interests in your organization.</td>
</tr>
<tr>
<td>Task</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Manage Attachment Entities</td>
<td>Task to edit and create attachment entities. An attachment entity is usually a database entity, for example a table or view, that represents a business object with which attachments can be associated.</td>
</tr>
<tr>
<td>Manage Attachment Categories</td>
<td>Task to edit and create attachment categories. An attachment category is used to classify and secure an attachment.</td>
</tr>
<tr>
<td>Manage Recruiting and Candidate Experience Lookups</td>
<td>Task to review and maintain lookup values for Recruiting and Candidate Experiences, such as data validity range, color scheme, and meeting status.</td>
</tr>
<tr>
<td>Manage Recruiting and Candidate Experience Value Sets</td>
<td>Task to manage value sets to validate the content of a flexfield segment.</td>
</tr>
<tr>
<td>Manage Recruiting and Candidate Experience Profile Option Values</td>
<td>Task to define profile option settings and values to control behavior for Recruiting and Candidate Experience, such as indicating the folder in which to find review population reports.</td>
</tr>
<tr>
<td>Configure Recruiting Interaction Categories</td>
<td>Task to configure interaction categories. Recruiters and hiring managers can enter notes regarding interactions they had with a candidate. The default interaction types are: Called, Met in Person, Set Email, Sent Text Message. You cannot create new interaction types. However, you can change the label on the default interaction types.</td>
</tr>
<tr>
<td>Manage Recruiting Content Library</td>
<td>Task to manage a variety of text-based content used in various areas of Hiring such as:</td>
</tr>
</tbody>
</table>
|                                           | - automated job application notifications  
|                                           | - notifications for candidate job applications, candidate pool members, candidate profiles, prospects  
|                                           | - campaign opt in statements  
|                                           | - legal disclaimers  
|                                           | - employer descriptions  
|                                           | - E-signature statements for job applications and job offers  
|                                           | - job offer letter template  
|                                           | - recruiting organization descriptions  

Note that the job offer letter template is a .zip file.

| Manage Geography Hierarchies              | Task to define the universe of geographies used for recruiting purposes. A geography hierarchy is composed of a list of countries under which geographies are added, following the geography hierarchy structure defined for each country. |
| Manage Geography Hierarchy Structure      | Task to define the structure of geography levels from which a geography hierarchy can be built. A geography hierarchy structure can have a maximum of three levels. The first level represents the country. |
| Recruiting Category Enablement           | Task to enable partner services such as background checks, job distributions, profile imports.                                                                                                               |
| Recruiting Category Provisioning and Configuration | Task to configure partner services such as background checks, job distributions, profile imports.                                                                                                    |
## Oracle Recruiting Cloud
### Implementing Hiring

#### Chapter 1

#### Overview

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Candidate Dimension Source Names</td>
<td>Task to track sources where candidates originated.</td>
</tr>
<tr>
<td>Candidate Pool Management Process Configuration</td>
<td>Task to create a candidate pool process. A candidate pool process provides the framework to progress candidates through the sourcing lifecycle to ensure candidates are engaged with the organization even if they aren’t actively involved in a hiring effort.</td>
</tr>
</tbody>
</table>

### Job Requisitions

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Job Requisition Templates</td>
<td>Task to configure job requisition templates. Job requisition templates contain specific requirements for a job and are used by recruiters and hiring managers when they create job requisitions.</td>
</tr>
<tr>
<td>Manage Job Requisition Descriptive Flexfields</td>
<td>Task to define validation and display properties of descriptive flexfields for job requisitions. Descriptive flexfields are used to add attributes to entities.</td>
</tr>
<tr>
<td>Manage Interview Schedule Templates</td>
<td>Task to create interview schedule templates to help recruiters and hiring managers save time when they create interview schedules for job requisitions.</td>
</tr>
</tbody>
</table>

### Candidate Experience

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Sites Configuration</td>
<td>Task to configure the look and feel of external career sites such as the header, footer, logo, background image, branding text, font, and colors.</td>
</tr>
<tr>
<td>Job Application Flow Configuration</td>
<td>Task to create job application flows for career sites. A job application flow is a sequence of pages that a candidate completes when applying for a job on a career site.</td>
</tr>
</tbody>
</table>

### Candidate Job Applications

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidate Selection Process Configuration</td>
<td>Task to define the framework to move candidates through the hiring process to evaluate and find the best candidates for a job.</td>
</tr>
<tr>
<td>Manage Questionnaire Lookups</td>
<td>Task to manage lookups such as questionnaire status, question type, question order, section order.</td>
</tr>
<tr>
<td>Manage Question Library</td>
<td>Task to create and manage questions.</td>
</tr>
</tbody>
</table>
### Task | Description
--- | ---
Manage Questionnaire Templates | Task to create and manage questionnaire templates.
Manage Questionnaires | Task to create and manage questionnaires.
Manage Candidate Selection Process Reasons | Task to define reasons that are used to identify why a job application was rejected or withdrawn.

### Job Offers

### Task | Description
--- | ---
Manage Job Offers Descriptive Flexfields | Task to manage descriptive flexfields used in job offers.

### Source Candidates

### Task | Description
--- | ---
Candidate Pool Management Process Configuration | Task to create a candidate pool process.
Manage Recruiting Agencies | Task to create an agency as an approved third-party entity and associate one or more agents to it so that recruiters can invite agents to submit candidates to agency-enabled requisitions.
Manage Recruiting Campaign Email Templates | Task to create email templates to provide recruiters a selection of templates so they can create visually engaging emails for their recruiting campaigns.
2 Third Party Integration

Overview of Third Party Integration

Oracle Recruiting Cloud customers can integrate and use third party services based on their business needs and business processes.

Third party services available are:

- background check
- assessment
- profile import and resume parsing
- job distribution

The enablement and configuration of third party integrations are done by a user with the Consultant role (partner enablement) and by the customer's administrator (partner integration provisioning).

Background Check

Background checks are run on candidates as part of their candidate selection process to ensure their background is verified before hiring them. Background checks are conducted using Oracle's background check partner services. When a background check partner service is enabled, the Recruiting Administrator can configure the candidate selection process to initiate background checks when job applications enter or exit a phase or are moved to a specific state within a phase.

Assessment

Assessments are used to assess and measure the knowledge, skills, abilities, and attributes of candidates for a job. Assessments are conducted using Oracle's assessment partner services. When an assessment partner service is enabled, the Recruiting Administrator can configure the candidate selection process to initiate assessments when job applications enter or exit a phase or are moved to a specific state within a phase.

Profile Import and Resume Parsing

When a profile import partner service is enabled, the Profile Import block becomes available in the job application flow. When candidates apply for a job, they can upload their resume. A call is made to the partner's web service and the data returned by the partner is used to populate the candidates' job application.

Job Distribution

Job requisitions can be posted on job boards using job distribution partner services.
Set Up Partner Enablement

Partner enablement consists in contacting the partner to obtain the implementation project .zip file and to import it in Oracle HCM Cloud.

A user with the Application Implementation Administrator role (ORA_ASM_APPLICATION_IMPLEMENTATION_ADMIN_ABSTRACT) and Recruiting Administrator role (ORA_PER_RECRUITING_ADMINISTRATOR_JOB) performs the following steps.

1. In the Setup and Maintenance work area, click the Tasks icon and select the Manage Configuration Packages task.
2. On the Manage Configuration Packages page, in the Search Results section, click Upload.
3. Select the implementation project .zip file provided by the partner.
4. Click Get Details to verify that the selected file is correct. If needed, click Update to select a different file.
5. Click Submit.
6. When the warning message appears, click Yes. The upload process starts. Once the upload is done, the status changes to Completed successfully.

**Note:** Click the Refresh icon to update the status.

Once the upload is done, you must import setup data.

1. Select the row where Upload - Completed Successfully appears and click the Import Setup Data button.
2. If needed, click the Refresh icon to update the status.
3. Once the import is done, the status changes to Completed successfully.

The partner is now provisioned. If you go to the Recruiting Category Enablement task and Recruiting Category Provisioning and Configuration task, you can see that the status of the partner is set to Provisioned.

Set Up Partner Integration Provisioning

To use a partner’s service, the Recruiting Administrator must provision and activate a supported integration. The list of supported integrations is published on Oracle's Cloud Marketplace.

The following steps are required to provision the integration:

1. Configure the integration.
2. Provide user account credentials to the partner.
3. Export and import the integration provisioning file.
4. Enter the reference key.
5. Activate the integration.
6. Enter a user account for the partner.

Configure the Integration

The Administrator configures the integration in a testing environment.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
2. On the Partner Integration Provisioning page, locate the partner and click the **Edit** icon.
3. Complete the fields.
4. Click **Save**.

### Assessment Field

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Share Results Across Job Applications</strong></td>
<td></td>
</tr>
<tr>
<td>When this option is selected, the partner does not perform a new assessment for a candidate if assessment results exist from a prior screening done during the validity period.</td>
<td></td>
</tr>
<tr>
<td><strong>Validity Period in Days</strong></td>
<td></td>
</tr>
<tr>
<td>Period for which the results can be shared. Screening results can be reused if they are not older than the value entered.</td>
<td></td>
</tr>
<tr>
<td><strong>Reference Key</strong></td>
<td></td>
</tr>
<tr>
<td>This key is separate for each instance. The partner provides a separate reference key for the customer’s test instance and for the production instance.</td>
<td></td>
</tr>
<tr>
<td><strong>Client ID</strong></td>
<td></td>
</tr>
<tr>
<td>Client ID provided by the partner. Used with the Client Secret to get the OAuth token.</td>
<td></td>
</tr>
<tr>
<td><strong>Client Secret</strong></td>
<td></td>
</tr>
<tr>
<td>Client Secret provided by the partner. Used with Client ID to get the OAuth token.</td>
<td></td>
</tr>
</tbody>
</table>

### Background Check Field

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Share Results Across Job Applications</strong></td>
<td></td>
</tr>
<tr>
<td>When this option is selected, the partner does not perform a new background check for a candidate if background check results exist from a prior screening.</td>
<td></td>
</tr>
<tr>
<td><strong>Validity Period in Days</strong></td>
<td></td>
</tr>
<tr>
<td>Period for which the results can be shared. Screening results can be reused if they are not older than the value entered.</td>
<td></td>
</tr>
<tr>
<td><strong>Reference Key</strong></td>
<td></td>
</tr>
<tr>
<td>This key is separate for each instance. The partner provides a separate reference key for the customer’s test instance and for the production instance.</td>
<td></td>
</tr>
</tbody>
</table>

### Job Distribution Field

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference Key</strong></td>
<td></td>
</tr>
<tr>
<td>Reference key provided by the partner.</td>
<td></td>
</tr>
</tbody>
</table>

### Profile Import Field - Resume Parsing

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference Key</strong></td>
<td></td>
</tr>
<tr>
<td>Reference key provided by the partner.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Client ID</strong></th>
<th>Client ID provided by the partner.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client Secret</strong></td>
<td>Client Secret</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>List of supported languages.</td>
</tr>
</tbody>
</table>
Profile Import Field - Resume Parsing  Description

Profile Import Field - Social Media  Description
  Client ID  Client ID obtained from Indeed or LinkedIn.
  Client Secret  Client Secret obtained from Indeed or LinkedIn.

Provide User Account Credentials

The Administrator provides the user account credentials to the partner for data synchronization. The partner uses this user account for authentication with HCM when updating the data.

This is done in a testing environment. A separate account is required for the testing environment and the production environment.

The user must have the following privileges.

For assessment:
  • Use REST Service - Candidate Assessments

For background check:
  • Manage Job Requisition Screening
  • View Employment Screening Results
  • Use REST Service - Candidate Background Checks
  • Choose Application Reference Territory Data

For job distribution:
  • Post Job Requisition to Job Distributor’s Portal

Export and Import the Integration Provisioning File

Once the Administrator has tested the integration on a testing environment, a user with the Application Implementation Administrator role (ORA_ASMAPPLICATIONIMPLEMENTATIONADMIN_ABSTRACT) and Recruiting Administrator role (ORA_PER_RECRUITINGADMINISTRATORJOB) performs the following steps.

To export the file, you first create an implementation project:

1. In the Setup and Maintenance work area, click the Tasks icon and select the Manage Implementation Projects task.
2. In the Implementation Projects page, click the Plus icon to create an implementation project.
3. In the Create Implementation Project page, provide the following information:
   • Name: Enter a unique name.
   • Code: Enter a unique code.
   • Description: Provide a brief description, if desired.
4. Click **Save and Open Project**.
5. In the newly created implementation project page, click the **Plus** icon.
6. In the Task Lists and Tasks page, search for the task **Recruiting Category Provisioning and Configuration**.
7. Select the Recruiting Category Provisioning and Configuration task, click **Apply**, then click **Done**.
8. Exit the Implementation Projects page.

You then create a configuration package:

1. In the Manage Configuration Packages page, click the **Plus** icon to create a configuration package.
2. In the Create Configuration Package page, provide the following information:
   - **Name**: Select the implementation project you just created.
   - **Export**: Select the option **Setup task list and setup data**.

   **Note**: Fields in the Configuration Package Details section are automatically populated with data from the implementation project.

3. Click **Next**.
4. In the Create Configuration Package: Select Objects to Export page, keep the **Export** option selected for the Partner Service Provisioning.
5. In the Partner Service Provisioning: Scope section, click the **Plus** icon.
6. In the Partner Integration Provisioning page, select the partner service you want to add, click **Apply**, then click **Save and Close**.
7. In the Create Configuration Package: Select Objects to Export page, click **Submit**.
8. When the warning message appears, click **Yes**. The export process starts. Once the export is done, the status changes to **Completed successfully**.

   **Note**: Click the **Refresh** icon to update the status.

9. Once the export is successfully completed, click the **Download** icon and select **Download Configuration Package**. An implementation project .zip file is created.

To import the file:

1. In the Setup and Maintenance work area, click the **Tasks** icon then click the **Manage Configuration Packages** task.
2. In the Manage Configuration Packages page, in the Search Results section, click **Upload**.
3. Choose the implementation project .zip file.
4. Click **Get Details** to verify that the selected file is correct. If needed, click **Update** to select a different file.
5. Click **Submit**.
6. When the warning message appears, click **Yes**. The upload process starts. Once the upload is done, the status changes to **Completed successfully**.

   **Note**: Click the **Refresh** icon to update the status.
Enter the Reference Key
The Administrator enters the reference key in the provisioning screen in the production environment. The key is provided by the partner.

Activate the Integration
The Administrator activates the integration in the production environment.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Category Provisioning and Configuration
2. On the Partner Integration Provisioning page, locate the partner and click the Edit icon.
3. Click Activate.

Once the integration is active, the status changes from Provisioned to Active.

Enter a User Account for the Partner
The Administrator enters a new user account for the partner on the production environment.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Category Provisioning and Configuration
2. On the Partner Integration Provisioning page, click the Edit icon for a partner.
3. Click Assign User Account.
4. Enter a user name and description. The description is useful, for example, for recruiters posting a job requisition to partners or selecting a package for background check.
5. Click OK.

Enable Apply with LinkedIn
Apply with LinkedIn is a plugin that customers can implement on their external career site to allow candidates to apply with their LinkedIn profiles. Application data from these candidates is then available in both the customer’s ATS and Recruiter.

Here are some of the key benefits of the integration:

- Apply with LinkedIn drives increased conversions from the company career site and provides visibility into Apply Starters (https://business.linkedin.com/talent-solutions/product-update/jobs/apply-starters).
- Apply with LinkedIn increases your conversion rate. Improve applicant conversion by making it possible for candidates to automatically complete a job application using their LinkedIn profile data.
- Apply with LinkedIn improves InMail response rates by identifying warm leads. Anyone who begins the application process using Apply with LinkedIn will be surfaced as Apply Starters in both Recruiter and a weekly digest.
To activate the Apply with LinkedIn integration:

1. In the Setup and Maintenance work area, use the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Category Provisioning and Configuration
2. On the Partner Integration Provisioning page, click Edit next to Profile Import Partners.
3. On the Profile Import Partners page, in the LinkedIn section, add whitelisted zones. These are the URLs of career sites that will be offering the Apply with LinkedIn feature. The URLs must be in the format https://<host>
4. Click the Start Activation Process button. Once the activation process is started, the Client ID and Client Secret are assigned to the customer account.
5. Click the Request Integration button. Sign in using your LinkedIn credentials. If you have already signed in LinkedIn within the browser, an active cookie will recognize that you are signed in. You must sign in with a LinkedIn account that’s linked to your corporate LinkedIn Recruiter contract or Paid Job Slot contract to enable the integration.
6. In the Request an Integration window, click the Request button in the Apply with LinkedIn section. The status of the integration changes to Requested.
7. Once you have successfully completed the above steps and the integration status is Enabled, click the Active check box to complete the activation. The Apply with LinkedIn option is now available to candidates on all whitelisted zones.

Enable Apply with Indeed

Customers can implement Indeed on their external career site to allow candidates to apply with their Indeed profiles.

Get Indeed API Keys

To get Indeed API keys:

2. Perform the following steps if you do not have an Indeed account.
3. Click the Create an account free link.
4. Enter an email address and password. Providing a shared email address or an email address that will remain valid in spite of personnel changes is strongly recommended.
5. Click Register.
6. Enter the name of your application. For example, ABC Recruiting Application.
7. Click Add API Key.
8. Note the application name, "token" and "secret".

Add Indeed API Keys

You must add Indeed API keys for the Indeed profile import.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Recruiting Category Provisioning and Configuration
2. On the Partner Integration Provisioning page, click Edit next to Profile Import Partners.
3. On the Profile Import Partners page, go to the Indeed section.
4. Enter the Client ID and Client Secret key for Indeed.
5. Click **Save**.

**Activate Indeed**
Once you have successfully completed the above steps, click the **Active** check box to complete the activation. The Apply with Indeed option is now available to candidates.

## Profile Import: Fields Imported from LinkedIn and Indeed

The table lists fields imported from LinkedIn and Indeed with Profile Import.

<table>
<thead>
<tr>
<th>Section</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Information</td>
<td>First Name</td>
</tr>
<tr>
<td></td>
<td>Last Name</td>
</tr>
<tr>
<td></td>
<td>Phone Number (Indeed only)</td>
</tr>
<tr>
<td></td>
<td>Military Rank (Indeed only)</td>
</tr>
<tr>
<td>Address</td>
<td>Country City (Indeed only)</td>
</tr>
<tr>
<td></td>
<td>Postal Code (Indeed only)</td>
</tr>
<tr>
<td></td>
<td>Address (Indeed only)</td>
</tr>
<tr>
<td></td>
<td>Region (Indeed only)</td>
</tr>
<tr>
<td>Education</td>
<td>School Name</td>
</tr>
<tr>
<td></td>
<td>School Location (Indeed only)</td>
</tr>
<tr>
<td></td>
<td>Degree</td>
</tr>
<tr>
<td></td>
<td>Field of Study/Major</td>
</tr>
<tr>
<td></td>
<td>Start Date</td>
</tr>
<tr>
<td></td>
<td>End Date</td>
</tr>
<tr>
<td>Experience</td>
<td>Company Name</td>
</tr>
<tr>
<td></td>
<td>Company Type</td>
</tr>
<tr>
<td></td>
<td>Job Title</td>
</tr>
<tr>
<td></td>
<td>Start Date</td>
</tr>
<tr>
<td></td>
<td>End Date</td>
</tr>
<tr>
<td></td>
<td>Current Indicator</td>
</tr>
<tr>
<td></td>
<td>Summary/Description</td>
</tr>
</tbody>
</table>
Enable Chatbot

Chatbot allows candidates to chat about current job opportunities and to check their job applications status using Facebook Messenger.

Prerequisites:

- The Intelligent Bot Cloud Service (IBCS) is provisioned and the customer is emailed the service URL and credentials.
- The manual setup tasks are done: Mobile Cloud Service (MCS) setup, Intelligent Bot Cloud Service (IBCS) setup, Facebook Messenger setup.
- The customer downloaded the custom component services package (MCS package) and the Oracle Recruiting Cloud package.

1. In the Setup and Maintenance work area, use the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Enterprise Recruiting and Candidate Experience Information

2. In the Chatbot Integration section, configure the settings.
3 Career Sites

Career Site

A career site is a website where an organization posts jobs for positions to be filled. Candidates interact with a career site when they search for jobs, apply for jobs, create a profile, share job details, refer people for a job, manage their job applications and talent community settings.

An organization can have multiple career sites and adapt branding and content of the sites to their organization business needs. For example, the organization’s different divisions, to support the organization’s international presence, or to separate external candidates from internal candidates. Career sites can also be contextualized based on location, organization, job category, job function, recruiting type.

Create a Career Site

You create a career site in the Setup and Maintenance work area, using the following:

- Offering: Recruiting and Candidate Experience
- Functional Area: Candidate Experience
- Task: Career Sites Configuration

The main steps to create a career site are:

1. Enter basic information.
2. Configure the career site.
3. Configure the theme.
4. Modify the splash page and create custom content pages.
5. Translate the career site.
6. Publish the career site.

Enter Basic Information

Enter basic information about the career site such as name, code and contextualization info.

1. On the Career Sites Configuration page, click Add Site.
2. Enter a name, a code, and a default language.
3. Click Manage Languages if you want the career site to be available in several languages.
4. Select a template. The template drives the look and feel of the career site. Available templates are:
   - Modern
   - Classic
   - Minimal
5. Select locations, organizations, job categories, job functions, and recruiting types if you want to contextualize the career site.
6. Select custom content pages you want to add to the career site.
7. Click Create Site.

Configure the Career Site

Specify detailed configuration such as header, footer, cookie consent message, AddThis.

1. On the Career Sites Configuration page, locate your career site and click Edit.
2. Click the General tab.
3. Configure options in each sections.

Header Links: You can configure up to 5 main navigation menus and 6 navigation sub-menus. Reorder the display of header links using the drag and drop functionality. Click Preview to see how the links are displayed in the header.

Footer Links: You can configure up to 5 main navigation menus and 3 navigation sub-menus. You can choose 5 links for mobile and tablet. Reorder the display of footer links using the drag and drop functionality. Click Preview to see how the links are displayed in the header.

Search Filters: Configure which search filters are visible to candidates on career sites. Note: The Work Locations search filter is available as a configurable option but it will not appear to candidates on the career site.

Talent Community Sign Up: When external candidates don’t find jobs matching their interests, they can join a talent community to show their interests in an organization. This is where you set up options to display the Talent Community sign up option to candidates.

Cookie Consent Message: The cookie consent is presented when a candidate visits the career site for the first time. Enter the cookie consent message, the cookies policy, and the text appearing on the accept button and decline button. Click Preview to see how the cookie consent message will be displayed. Select the option Enable cookie consent message once the content is final.

AddThis: AddThis is a third party social bookmarking service. When AddThis is enabled, candidates can share job details URLs to social channels. When not enabled, a "Copy Link" button is available to copy a job's URL to share with others. Two tools can be enabled:

- Inline Share: Candidates can share jobs on their social media. When enabled, a Share button appears on the job details page.
- Inline Follow: Candidates can follow company social sites. When enabled, social media follow icons appear in the footer of the career site.

You can also use AddThis to recommend custom content pages to your candidates. Using an algorithm, AddThis recommends interesting content pages to candidates based on their browsing history, their interests, or interests of people like them. Let’s say for example that a candidate is looking for a Java Developer job in San Francisco. AddThis could recommended pages on the career site describing the office in San Francisco or a testimonial of an employee having the same job within the company. Copy the inline related posts code from your AddThis dashboard and paste it in the area provided.

Make sure you have an AddThis account before you start configuring this feature. Enter your AddThis Profile ID to activate all the tools you configured in your AddThis profile. Then, to activate Inline Share and Inline Follow, you must set them up in your AddThis profile. Use inline type of tools, non-inline tools are not supported. When your tools are set up, copy their code and paste them to the Inline Share and Inline Follow areas.
Configure the Theme

You can personalize the look and feel of external career sites using the theme editor. With the theme editor, you personalize elements such as logos, background image, branding text, fonts, colors, custom header, footer and CSS.

1. On the Career Sites Configuration page, locate your career site and click Edit.
2. Click the Theme tab.
3. Configure options in each section.

Logo: You can upload the URL for a desktop logo and mobile logo. The logo is displayed in the left corner of the career site. Logo allowed size is 150 x 40 pixels. If the logo is larger, it is reduced to fit the allowed size. If the logo is smaller, it is not stretched to fit the allowed size.

Background Image: You can upload a URL for a background image. The background image appears on the career site home page. It is applied to any screen resolution. The ideal size is 2560 x 1600 pixels. The file should not exceed 1 MB. If the file is larger, use a tool to compress it.

Branding Text: You can enter a branding text. The text appears on the career site home page. It is the first thing candidates see when they access the career site.

Fonts: You can select the font for all pages of the career site. A pre-defined list of fonts is available.

Theme Colors: You can configure colors used in the career site. Select theme colors which are a set of colors applying to groups of elements. You can also define the color of several UI elements such as header, footer, buttons, text, background, panels, menus, filters, tiles. Click Reset Colors to restore the template default colors.

Custom Header: You can create a custom header to match your corporate branding. The custom header is displayed on top of the template header. To create a custom header, you provide the HTML code.

Custom Footer: You can create a custom footer to match your corporate branding. To create a custom footer, you provide the HTML code. Only one footer can be active. If you use the template footer, you can’t use the custom footer.

Custom CSS: You can provide Cascading Style Sheets (CSS) to control the look and feel of the career site. You can edit the CSS code in the panel, but you can also open the editor in a separate window.

Custom JavaScript: You can add custom JavaScript to career sites to enable third party analytics tools. You need to add JavaScript, not HTML script. However, you can load HTML dynamically. Here’s an example of how an original Google Analytics tracking code would be transformed.

---

Global site tag (gtag.js) - Google Analytics

```javascript
var script = document.createElement('script');
script.src = 'https://www.googletagmanager.com/gtag/js?id=UA-12345678-9';
document.head.appendChild(script);

window.dataLayer window.dataLayer || [];
function gtag(){dataLayer.push(arguments);}
gtag('js', new Date());
gtag('config',UA-12345678-9);
```

---
Modify the Splash Page and Create Custom Content Pages

The splash page is the central panel of the career site. It can contain text, images, videos, and any information that you want to display to candidates to provide a richer candidate experience.

1. On the Career Sites Configuration page, locate your career site and click Edit.
2. Click the Pages tab.
3. You can use an existing splash page template and edit it or, you can create a new one.

These splash page templates are available:

- Modern: The theme of this template is tied to the career site Modern template.
- Classic: The theme of this template is tied to the career site Classic template.
- Minimal: The theme of this template is tied to the career site Minimal template.

By default, a splash page contains several sections. Hover your mouse over a section to display the element toolbar and the action menu. You can add sections to the page, copy sections, move sections, remove sections, indicate the desired width of each section. You can add and format elements in a section such as the headline, text, images, videos, background color. For videos, enter a YouTube URL or a URL to a mp4 file. You can add a job list to the page to show relevant jobs. Specify the number of jobs you want to display and job list filtering criteria such as keyword, location, title.

You can create custom content pages for your career site. A custom page is a sub-page available in the career site that can be used, for example, to provide information about a company’s offices or benefits. It can be linked to one of the links in the career site header.

Translate the Career Site

You can translate the career site splash page and custom content pages into available supported languages.

1. On the Career Sites Configuration page, locate your career site and click Edit.
2. Click the Translations tab.
3. Select the desired language for each page.
4. If you want to add languages, click Manage Languages and select languages. You can set a default language.

When you activate a language, you should translate the label of specific fields appearing in the career site. When you activate several languages, candidates can select the desired language to search for jobs, view job postings, and apply for jobs.

Publish the Career Site

Once you are done configuring the career site and you are satisfied with the look and feel, click the Publish Site button to apply the changes to your career site.

Manage Multiple Career Sites

Once you have created career sites, there are several actions you can perform.
Reorder Career Sites
If you created multiple career sites, you can reorder career sites using the drag and drop functionality. Career sites have a sequence number based on their position on the list. First site on the list has sequence number 1, second site on the list has sequence number 2, on so on. As an example, a job is posted on multiple career sites. When candidates are invited to apply for a job or are referred, they are redirected to the career site where the job is posted and that is the highest on the list.

1. On the Career Sites Configuration page, select a career site.
2. Drag and drop the career site to the desired place.

Duplicate a Career Site
When you duplicate a career site, the new career site is created and the configuration is the same as the original career site. The duplicated career site has the same name and code as the original site. You can modify them by clicking the Edit option. The duplicate career site has a unique URL.

1. On the Career Sites Configuration page, select a career site.
2. Select Duplicate in the Actions menu.

Replace a Career Site
When you replace a career site, the new career site can be accessed with the same URL as the original site. All functional and visual setup is copied from the other site.

1. On the Career Sites Configuration page, select a career site.
2. Select Replace in the Actions menu.

Job Alert
External candidates can set up job alerts to receive updates about new job opportunities matching their preferred job category and location.

There are several ways that external candidates can set job alerts:

- In their candidate self service page. Candidates select the option "I agree to receive updates about new job opportunities" and specify the category of jobs they are interested in and their preferred location.
- When applying for a job. Candidates select the option "I agree to receive updates about new job opportunities". The job category and job location are selected for the candidates based on the job category and job location of the job.
- When signing in into a talent community. Candidates select the option "I agree to receive updates about new job opportunities". The job category and job location are selected for the candidates based on the talent community setup.

When newly posted jobs match the preferred job category and job location, candidates receive an email listing the new job opportunities and links to view details of each job on the career site. The email may also contain a button to see all new job opportunities. Upon clicking the button, candidates are redirected to the career site where they can see all job opportunities. They can filter the list to see jobs matching their preferences.
Enable Job Alerts

To enable job alerts, you must activate a talent community and enable job alerts in a job application flow or talent community flow.

Activate Talent Community

To activate talent community:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Enterprise Recruiting and Candidate Experience Information
2. In the Talent Community section, select Active.

Enable Job Alert in Job Application or Talent Community Flow

To enable job alerts in the job application flow:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Experience
   - Task: Manage Job Application Flow Configuration
2. Click a flow.
3. Click on a version of the flow.
4. Select the option Job Alert Opt In.
5. Click Save.

Use Notification Alert

Use this notification in Alerts Composer: IRC_JobAlert. The job alert is sent in the candidate’s preferred language. One job alert can be set per career site.

Allow Candidates to Apply to Multiple Jobs Before Verifying Their Identity

You can set a limit for the number of jobs to which candidates can apply before their identity is verified.

1. In the Setup and Maintenance work area, use the following:
   - Offering: Recruiting and Candidate Experience
2. In the Maximum number of unverified job applications field, enter the limit. The default value is 1.

Enable Google Job Search

Allow recruiters to post jobs to Google to help candidates find jobs within your organization. When a recruiter posts job requisitions to an external career site, Google is notified that new jobs are available to be posted on Google. Google receives a site map containing information on the jobs, reads the file, then crawls the career site to obtain information on new jobs.

To enable Google job search:

1. In the Setup and Maintenance work area, use the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Enterprise Recruiting and Candidate Experience Information

2. In the Google Job Search section, select Active.

Once Google Job Search is enabled, a scheduled process runs to notify Google that new jobs are available to be posted on Google. The scheduled process is called Maintain Candidates and Job Requisitions for Search. The process runs every 15 minutes.

Career Section FAQs

How can I edit an active career site page?

When you click Edit, the application creates a copy of the page. Changes you make are visible to the candidates when you click Publish.
4 Job Application Flows

Job Application Flow

A job application flow is a sequence of pages that candidates complete when they apply for a job on a career site. Candidates are presented with the Apply option when they’re looking at the details of a job.

When an external candidate applies for a job, the first thing the candidate does is to enter an email address. A verification is done in the database to check for any records already connected with the candidate’s email address.

- If a record is found, an email is sent to the candidate to validate the identity. Once the identity is validated, the candidate is presented with the job application flow and information is prepopulated with information from the candidate’s last job application. The candidate can edit the information prior to submitting the job application.
- If no record is found and it’s a brand new candidate, the candidate is presented with the job application flow upon entering an email address. When the candidate submits the job application, an email is sent to the candidate to validate the identity and confirm the submitted job application.

Depending on how the job application flow is configured, the candidate can import a profile from a third party such as LinkedIn and Indeed, upload a resume, or manually fill out a job application.

When candidates are done completing all the pages of the flow, their job application becomes visible to recruiters and hiring managers.

Create a Job Application Flow

A job application flow is a sequence of pages that candidates complete when they apply for a job on a career site. You can create multiple versions of a job application flow to adapt the flows to your business needs. However, only one version can be active. A green dot on the list indicates the flow currently in use.

To create job application flows, in the Setup and Maintenance work area, use the following.

- Offering: Recruiting and Candidate Experience
- Functional Area: Candidate Experience
- Task: Job Application Flow Configuration

Perform these tasks:

1. Enter basic information.
2. Select recruiting types.
3. Create a version of the flow.
4. Select flow options.
5. Add sections and blocks.
6. Activate the flow.
Enter Basic Information
Enter basic information such as the name, code, flow type, and description of the job application flow.

1. On the Job Application Flows page, click Create.
2. Enter a name and a code.
3. Select a flow type. Available types are:
   - Apply
   - Talent Community
   - Request Information

Select Recruiting Types
You can select one or more recruiting types to contextualize the job application flow.

1. In the Context Information section, click Add.
2. Select a recruiting type. Available recruiting types are:
   - Campus
   - Contingent
   - Executive
   - Hourly
   - Professional
3. For each recruiting type, you can specify if the flow is the default flow. For example, you create a job application flow and you specify that this is the default flow for Professional job requisitions. When recruiters create a job requisition of type Professional, that default flow is automatically added to job requisition if recruiters do not manually select a flow.
4. Click Save and Continue.

For each job application flow type (external and internal), you can only select one flow as the default flow for a specific recruiting type. For example, there can only be one external job application flow for which Professional is the default recruiting type.

Create a Version of the Flow
Once you save the basic information and recruiting types, the details page of the job application flow is displayed. This is where you create versions of the flow. Each flow must have one active version.

1. In the Versions section, click Create.
2. Enter the version name.
3. Enter the version start date. You can also select the Start on Activation option to activate the version as soon as it is ready and activated.

Select Flow Options
You can select these options for the job application flow:

- Legal Disclaimer: You can ask candidates to accept a legal disclaimer. The legal disclaimer appears at the end of the job application flow. Candidates must click Agree to proceed with their job application. The legal disclaimer is configured in the Recruiting Content Library.
• E-Signature: You can ask candidates to sign their candidate job application with an e-signature. The e-signature appears at the end of the job application flow. The e-signature is configured in the Recruiting Content Library.

• Campaign Opt In: You can ask external candidates if they agree to receive recruitment marketing communications. Candidates don’t have to agree to proceed with their job application. The opt-in check box appears with this short sentence “I agree to receiving future recruitment marketing communications.” If an active version of the campaign opt-in statement is available in the content library, the sentence is displayed as a link that the candidate can click to read the full statement. The campaign opt-in statement is configured in the Recruiting Content Library.

• One Page Application Flow: A job application flow can be presented on one page or on multiple pages. Use this option if you want to display the flow on a single page so that candidates quickly fill in the minimum information.

• Job Alert Opt In: You can ask candidates to set up job alerts to receive updates about new job opportunities matching their preferred job category and location.

Add Sections and Blocks
A job application flow contains sections, and each section contains blocks of information or questions for candidates. By default, there are four sections:

• Personal Information
• Job Application Questions
• Experience
• More About You

You can change the name of a section by clicking the edit icon.

You can define which blocks are available within a section:

• To add a block in a section, drag and drop the block in the section.
• To delete a block, use the Delete action in the block Actions menu.
• To move a block to a different section, use the Move To action in the block Actions menu.
• To reorder blocks within a section, use the Move Right and Move Left actions in the block Actions menu.

You can edit the headline of a block. The headline is the block name displayed to candidates. You can add instructions in a block to provide specific information to candidates. Click the edit icon to change the block headline and instructions.

There are no required blocks for internal job application flows. For external flows, the only required block is the Contact Information block.

There are blocks that you can only add to external job application flows. This is because internal candidates are your employees and they already have a lot of information in their profiles. There is no need to ask them the same questions again.

Activate the Flow
When you're done entering the information, click Save and Activate to make the flow available for use or Save as Draft to edit and activate the flow at a later time.
Create a Request More Information Flow

Allow recruiters and hiring managers to capture additional information from external candidates once they have applied to a job. For example, you may want to build a simple Apply flow and then create a Request Information flow to ask additional required info later in the selection process.

To create a request more information flow, you first create a job application flow of type Request Information. You then add the flow to specific phases and states within a candidate selection process. You create a notification that is sent to external candidates to request more information from them.

Create a Request Information Flow

The Request Information flow can contain the following blocks:

- Address
- Profile Import
- Education
- Experience
- Timeline
- Supporting Documents
- Licenses and Certificates
- Languages
- Work Preferences
- Diversity
- Disability
- Veteran

⚠️ Note: The Personal Information and Job Application Question blocks are not available in the Request Information flow.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Experience
   - Task: Job Application Flow Configuration
2. On the Job Application Flows page, click Create.
3. In the Application Flow Type field, select Request Information.
4. Configure the flow as any other flow.
Add the Request Information Flow to a Candidate Selection Process

Once the Request Information flow is created, you can add it to specific phases and states within a candidate selection process. When a job application is moved to a specific state within a phase, a notification is automatically sent to candidates.

1. In the Setup and Maintenance work area, go to the following:
   - 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. Add the Request Information action when entering a phase, leaving a phase, or for any state within a phase.
4. On the Action: Request Information page, select the flow to request additional information from candidates.
5. Select the notification for external candidates. When a job application is moved to a specific state within a phase, a notification is automatically sent to candidates.

Create a Notification to Request More Information

Use the Automated Job Application Request Info Notification to ask external candidates to provide more information. When candidates receive the notification and click the link in the notification, they are redirected to the Request Information Flow. At the same time that the notification is sent, the link to access the flow becomes available in the candidate self service page where candidates can see a request to provide additional information for a job application. Information provided by candidates is added to their candidate file.

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

2. On the Recruiting Content Library page, click Create.
3. On the Create Content Item page, enter a name and a code.
4. In the Category field, select the content type Automated Job Application Request Info Notification.
5. Enter a subject for the message.
6. Enter the message text.
   - Use rich text features to format the text.
   - Include tokens to personalize the message so that it is specific to the candidate in the context of the job application.
   - Use this token if you want to add the request information flow: RequestInformationFlowURL.
   - Insert images and logos to align with your organization’s corporate branding.
7. Click the Translation Editor icon to translate the message subject and message text.

Related Topics

- Recruiting Content Library
Set Up the Tracking of Candidate Legislative and Diversity Information

Your organization can collect legislative and diversity information from both external and internal candidates when they apply for jobs. This helps your organization to maintain compliance with regulations in each country where you hire candidates. It also helps you to monitor and improve your efforts to build a diverse workforce.

To enable the tracking of candidates’ legislative and diversity information, you first need to determine which diversity fields to display to candidates in each of the countries where hiring is done. This is done in HCM Experience Design Studio. Then, you need to decide which diversity blocks to add to the job application flow and where the blocks should be placed in the flow.

Select Diversity Fields
Determine which diversity fields to display to candidates in each of the countries where hiring is done.

Before you begin:

- You must activate a sandbox.
- You must enable page-level configuration at the Site level.

2. Select the Transaction Design Studio tab.
3. In the Transaction Design Studio tab, select the Candidate Job Application Diversity action.
4. Click Add to add a new rule to display certain diversity fields for certain countries.
5. Enter rule details such as the name and description and select the country for which the rule applies.
6. Select which diversity fields should be visible in job requisitions for the selected country.
   - Date of Birth: use the Personal details data source
   - Ethnicity: use the Ethnicity data source
   - Gender: use the Demographic Info data source
   - Marital Status: use the Demographic Info data source
   - Religion: use the Religion data source
7. Select whether each visible diversity field should be required for the candidate to fill as they apply for jobs. Each country can have its own list of possible answers for these fields.

Verify Lookup Values
Ensure that the lookup values for the diversity fields are correct for each country. These lookups are configured in the Setup and Maintenance work area, using the Manage Person Lookups task.

Available lookups are:

- PER_ETHNICITY
- PER_RELIGION
- MAR_STATUS
Add Diversity Blocks in the Job Application Flow

Decide which legislative and diversity blocks to add to the job application flow and where the blocks should be placed in the flow.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Experience
   - Task: Job Application Flow Configuration

2. On the job application flow creation page, configure which blocks to display:
   - Diversity: This block shows any of the 5 diversity fields for job requisitions located in any country.
   - Disability: This block shows the U.S. disability form CC-305 for job requisitions located in the United States.
   - Veteran: This block shows the U.S. veteran status field for job requisitions located in the United States.

3. Add instructions to the blocks to provide specific information to candidates. For example, you may want to indicate that answers are optional, they are confidential, and the recruiting team will not be able to view the answers.

Job Application Flow Sections and Blocks

A job application flow is a sequence of pages that candidates complete when they apply for a job on a career site. A job application flow contains sections, and each section contains blocks of information or questions for candidates.

Sections

A section is a container for blocks.

The following sections are available in the default job application flow. You can rename those sections and also removed them from the flow.

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Information</td>
<td>The Personal Information section only appears in external career sites. For internal candidates applying for a job, the personal information is prepopulated with information from their person record to streamline the process.</td>
</tr>
<tr>
<td>Job Application Question</td>
<td>The Job Application Questions section contains questions that the candidate must answer, that is disqualification questions and prescreening questions marked as required. Based on the answers provided, the candidate’s job application is entered in the selection process or can be automatically rejected from the selection process.</td>
</tr>
<tr>
<td>Experience</td>
<td>The Experience section contains the candidate education and work experience. The education and experience information can be displayed in a graphical timeline or in two separate blocks.</td>
</tr>
<tr>
<td>More About You</td>
<td>The More About You section allows candidates to upload files such as resume and cover letter, to add links to external web sites, and to provide details about licenses, work preferences, and spoken languages.</td>
</tr>
</tbody>
</table>
Blocks
A block is a container which holds questions for your candidates.
The following blocks are available.

<table>
<thead>
<tr>
<th>Block</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile Import</td>
<td>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 must be enabled to appear on the job application flow.</td>
</tr>
<tr>
<td>Contact Information</td>
<td>The Contact Information block contains the name, phone number, and email fields. The name format is based on the Universal definition configured using the Manage Name Formats task in the Setup and Maintenance work area.</td>
</tr>
<tr>
<td>Address</td>
<td>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.</td>
</tr>
<tr>
<td>Job Application Questions</td>
<td>The Job Application Questions block contains questions that the candidate must answer, that is disqualification questions and prescreening questions marked as required. When disqualified, the candidate is not notified of their disqualification during the application process and the candidate can finish and submit their job application. Also, although a job application may 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).</td>
</tr>
<tr>
<td>Education</td>
<td>The Education block contains fields defined in the Degrees content section of the Manage Profile Types task in the Setup and Maintenance work area. 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.</td>
</tr>
<tr>
<td>Experience</td>
<td>The Experience block contains fields defined in the Previous Employment content section of the Manage Profile Types task in the Setup and Maintenance work area. 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.</td>
</tr>
<tr>
<td>Timeline</td>
<td>The Timeline block can be used instead of the Education and Experience blocks. It combines their content, displayed in a graphical timeline. The timeline is built as the candidate enters information. Only available in external career sites.</td>
</tr>
<tr>
<td>Supporting Document</td>
<td>The Supporting Documents block enables candidates to add attachments and URLs to their social profiles.</td>
</tr>
<tr>
<td>Licenses and Certificates</td>
<td>The Licenses and Certificates block contains fields defined in the Licenses and Certifications content section of the Manage Profile Types task in the Setup and Maintenance work area.</td>
</tr>
<tr>
<td>Work Preferences</td>
<td>The Work Preferences block contains fields defined in the Work Requirements content section of the Manage Profile Types task in the Setup and Maintenance work area.</td>
</tr>
<tr>
<td>Languages</td>
<td>The Languages block contains fields defined in the Languages content section of the Manage Profile Types task in the Setup and Maintenance work area.</td>
</tr>
<tr>
<td>Block</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 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 multiple work locations, all work locations are displayed to candidates.  
  - If the requisition has no work locations, posting locations are displayed to candidates. |
| Diversity          | The Diversity block is used to collect this information from candidates:  
  - Date of Birth  
  - Disability  
  - Ethnicity  
  - Gender  
  - Marital Status  
  - Religion     |
| Disability         | The Disability block is used for jobs located in the United States.  
  When you add the Disability block, external candidates who apply for jobs located in the United States are shown questions about their disability. The form U.S. Disability Form CC-305 is used. These questions are optional, candidates can choose not to respond. The information collected from these questions is not shared with the hiring team or any recruiters, to avoid influencing the hiring process. These questions are shown for each job candidates apply to, and are reportable per job application.  
  When internal workers apply within their company for jobs located in the United States, their current values for disability are also tracked. The information can be updated as needed by the worker themselves using self-service, or by the line manager or HR Specialist. However, the information collected from these questions is not shared with the hiring team or any recruiters, to avoid influencing the hiring process. |
| Veteran            | The Veteran block is used for jobs located in the United States.  
  When you add the Veteran block, external candidates who apply for jobs located in the United States are shown questions about their veteran status. The form U.S. Veteran Status is used. These questions are optional, candidates can choose not to respond. The information collected from these questions is not shared with the hiring team or any recruiters, to avoid influencing the hiring process. These questions are shown for each job candidates apply to, and are reportable per job application.  
  When internal workers apply within their company for jobs located in the United States, their current values for veteran status are also tracked. The information can be updated as needed by the worker themselves using self-service, or by the line manager or HR Specialist. However, the information collected from these questions is not shared with the hiring team or any recruiters, to avoid influencing the hiring process. |

**Job Application Flow FAQs**
What are the requirements for images in notifications?

When you insert an image in a notification, consider the following:

- The image must not exceed 64 KB.
- The image must be in RGB format.
- The image must be one of these file formats: .png, .jpeg, .bmp, .gif.

What's the difference between deleting and inactivating a job application flow?

Delete a job application flow so it is no longer visible in the list of job application flows. The Delete action is only available for draft job application flows.

Inactivate a job application flow to prevent recruiters from selecting that flow when creating a job requisition. When you use the Inactivate, the job application flow status changes to Inactive. The Inactivate action is only available for active job application flows.
Candidate Selection Process

The candidate selection process provides the framework to move candidates through the hiring process to evaluate and find the best candidates for a job.

When candidates apply for a job, the candidate selection process tracks and manages candidates from the time their job application is confirmed to the time that they are hired. An analogy can be drawn between the candidate selection process and moving candidate resumes from one pile to another as the selection progresses and the number of resumes retained is reduced. For example, a candidate job application is analyzed, the candidate is contacted, interviewed, then hired.

When recruiters create or edit a job requisition, they can select a candidate selection process that matches the job requisition context (locations, organization, job family, job function, recruiting type).

Create a Candidate Selection Process

The candidate selection process provides the framework to move candidates through the hiring process to evaluate and find the best candidates for a job.

Two candidate selection processes are provided with the product:

- Candidate Selection Process Template (CSP-TEMPLATE): This process cannot be made active and used to hire candidates. You can however duplicate it to create your own candidate selection process. This process contains pre-defined phases and states.
- Default Candidate Selection Process (CSP-DEFAULT): This process is a copy of the candidate selection process template. It contains the same pre-defined phases and states. This process is provided so that there is an active process in new environments. You can’t make many modifications to this process because it is already active. You can use the process to hire candidates. You can also make it inactive if you want to use your own processes instead.

Two candidate selection process types are available:

- Standard: Used for standard job requisitions.
- Pipeline: Used for pipeline job requisitions. Contrary to the standard candidate selection process, the Offer and HR phases are not included in a pipeline process because no hiring occurs.

You can create multiple active candidate selection processes to adapt the selection process to your business needs. For example, your organization may want to use a short and simple process but also use a lengthier process with multiple phases. You can also configure candidate selection processes for different contexts (locations, organizations, job families, job functions, recruiting types).

To create a candidate selection process, in the Setup and Maintenance work area, use the following:

- Offering: Recruiting and Candidate Experience
- Functional Area: Candidate Job Applications
- Task: Candidate Selection Process Configuration
Perform these tasks:

1. Enter process properties.
2. Create phases and states.
3. Add actions to phases and states.
4. Add reasons for rejecting or withdrawing job applications.
5. Activate the process.

Enter Process Properties

When you click the Create button, the Create Process window opens. This is where you enter basic information such as the name, code, and description of the process.

Once you have entered basic information, the details page of the candidate selection process is displayed. You can click the Edit Process Properties button to modify the information you just entered or to define the context when the process is used that is, the recruiting types, organizations, locations, job families, and job functions. If you set a recruiting type as the default, the selection process will be automatically selected for job requisitions created for this recruiting type.

Create Phases and States

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

The candidate selection process includes two mandatory phases, Offer and HR. These phases cannot be removed and the states within these two phases cannot be edited. You can add phases between the Offer phase and HR phase to allow users to temporarily put job applications that have an accepted offer but that are not yet ready to be transferred to HR because tasks, such as background checks, are required. When you add a phase after the Offer phase, there is no automatic progression for job applications reaching the Offer - Accepted status. Users must manually progress job applications into the phase.

Note: The HR phase must be the last phase of the candidate selection process.

Click Create to create a new phase. Then click Create in the States section to add a state to the phase. When you type the name of the new state, a list of existing state names is suggested to facilitate the reuse of existing names across processes. Also, each phase contains two mandatory states, Rejected by Employer and Withdrawn by Candidate. These states cannot be removed and they must be the last two states of a phase.

You can set phases as being mandatory so that users are required to move job applications to mandatory phases before moving them further in the selection process. The Offer phase and HR phase are always mandatory. A privilege allows users to move job applications over mandatory phases: "Move Candidate Job Applications Skipping Mandatory Phases". This privilege is granted to recruiters by default.

You can set phases as being restricted to prevent users from viewing and managing job applications in some phases of the candidate selection process. By default, all phases are set to unrestricted. You can only set a phase as being restricted if:

- It is the first phase of the process.
- It is a phase following a restricted phase.

The Offer phase, HR phase, and any phases between the Offer and HR phases can't be set as restricted. A privilege allows users to view job applications on restricted phases: "View Candidate Job Application on Restricted Phases". This privilege is granted to recruiters by default.

You can change the order of phases using the Move Right and Move Left buttons in the process details page. You can also change the order of states within a phase using the up and down arrows.
Add Actions to Phases and States

You can add the following actions to phases and states.

- **Send Notification:** This action sends notifications to candidates and review notifications to recruiters and hiring managers. This action is intended for use at the state level. The candidate notifications are created in the Recruiting Content Library. The review notification sent to recruiters and hiring managers is created in the Alerts Composer tool.

- **Initiate Background Check:** This action initiates a background check for a candidate when the screening service is configured on a job requisition.

- **Request Assessment:** This action requests candidates to take assessments during the candidate selection process.

- **Request Information:** This action sends a notification to candidates. When candidates click the link in the notification, they are redirected to the Request Information Flow.

- **Move:** This action automatically moves job applications in the selection process.

For phases, you specify if the actions are automatically executed when a candidate job application is entering or leaving the phase. It’s also possible to add the actions on other events (background check updated, assessment updated). For states, the actions are automatically executed when a candidate job application is moved to the state.

Add Reasons for Rejecting or Withdrawing Job Applications

For the Rejected by Employer and Withdrawn by Candidate states, you can select a group of reasons that recruiters can use to explain why a job application was rejected or withdrawn for a job requisition.

Activate the Process

Once the candidate selection process is ready, you can activate it so it can be used in job requisitions. Click the **Edit Process Properties** button on the details page of the candidate selection process and set the status to Active.

A candidate selection process can have one of the following statuses:

- **Draft:** The process can be edited and activated when ready.

- **Active:** The process is available to be used in job requisitions. Once the process is active, some parts of the process, such as the list of phases and states, can no longer be changed.

- **Inactive:** The process is not available to be used in job requisitions. Once a process is inactive, it is possible to set it to the active status again.

Automate the Candidate Selection Process

You can automate the candidate selection process to facilitate the selection of candidates by recruiters and hiring managers. You can:

- Set up the candidate selection process to move job applications automatically.
- Add conditional automated actions.
- Add events to execute actions.
Move Job Applications Automatically

When you configure a candidate selection process, use the Move action and configure the phase and state to which job applications are automatically moved.

You can trigger the Move action from a job application flow phases and states, except for the following:

- The Rejected by Employer state of all phases.
- The Withdrawn by Candidate state of all phases.
- An event of the Offer phase or any state of the Offer phase. You can only use the Move action in the Offer Accepted state.
- The HR phase.
- All states of the HR phase.

When a candidate job application is automatically moved to a phase or state, the current phase and state where the action is triggered is considered as being visited and that information is displayed in the progress history. For example, if the Move action is configured on the New - Reviewed state to automatically move to the Screening - Phone Screen to Be Scheduled, the progress history indicates that the New - Reviewed state was visited and that the current state is now Screening - Phone Screen to Be Scheduled.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Job Applications
   - Task: Candidate Selection Process Configuration
2. On the Candidate Selection Process Configuration page, click Create.
3. On the Create Process page, enter process properties such as the process type, name, code, and description of the process.
4. Click Save and Continue.
5. On the candidate selection process page, click Create to create a new phase.
6. In the States section, click Create to add a state to the phase. When you type the name of the new state, a list of existing state names is suggested to facilitate the reuse of existing names across processes. Also, each phase contains two mandatory states, Rejected by Employer and Withdrawn by Candidate. These states cannot be removed and they must be the last two states of a phase.
7. Click Save and Close.
8. You can add the Move action when entering a phase, leaving a phase, or on a specific state. In the Actions drop-down list, select Move then Add.
10. Click Continue.

Add Conditional Automated Actions

Once you click the Continue button, the Action: Move page is displayed. You can configure actions to be executed automatically as candidate job applications progress in the selection process, but only if specific conditions are met.

You can define multiple conditions for the same action, but all conditions must be met for the action to be executed.

2. Select one or several conditions. The following conditions are available:
   - All requested interview feedback is received
   - An initiated assessment is in error
Candidate Selection Processes

Add Events to Execute Actions

You can configure an action to be executed when a specific event occurred while the job application is in a specific phase.

1. On the candidate selection process page, select a phase.
2. In the Add Event field, select an event. Events for which you can configure actions to be executed are:
   - Assessment Updated: This event is triggered when an assessment is updated.
   - Background Check Updated: This event is triggered when a background check is updated.
   - Interview Feedback Received: This event is triggered every time an interview feedback is received.
3. Click Done.

Candidate Selection Process Phases and States

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

The table lists the phases and states provided as part of the candidate selection process template.

<table>
<thead>
<tr>
<th>Phase</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>To Be Reviewed</td>
</tr>
<tr>
<td></td>
<td>Reviewed</td>
</tr>
<tr>
<td></td>
<td>Under Consideration</td>
</tr>
<tr>
<td></td>
<td>Selected for Screening</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
<tr>
<td>Screening</td>
<td>To Be Reviewed</td>
</tr>
<tr>
<td></td>
<td>Reviewed</td>
</tr>
<tr>
<td></td>
<td>Phone Screen to Be Scheduled</td>
</tr>
<tr>
<td></td>
<td>Phone Screen Scheduled</td>
</tr>
<tr>
<td>Phase</td>
<td>State</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td>Phone Screen Completed</td>
<td></td>
</tr>
<tr>
<td>Selected for Interview</td>
<td></td>
</tr>
<tr>
<td>Rejected by Employer</td>
<td></td>
</tr>
<tr>
<td>Withdrawn by Candidate</td>
<td></td>
</tr>
<tr>
<td>Interview and Selection</td>
<td>Interview to Be Scheduled</td>
</tr>
<tr>
<td>Interview Scheduled</td>
<td></td>
</tr>
<tr>
<td>Interview Completed</td>
<td></td>
</tr>
<tr>
<td>Feedback Requested</td>
<td></td>
</tr>
<tr>
<td>Feedback Completed</td>
<td></td>
</tr>
<tr>
<td>Selected for Offer</td>
<td></td>
</tr>
<tr>
<td>Rejected by Employer</td>
<td></td>
</tr>
<tr>
<td>Withdrawn by Candidate</td>
<td></td>
</tr>
<tr>
<td>Offer</td>
<td>To Be Created</td>
</tr>
<tr>
<td>Draft</td>
<td></td>
</tr>
<tr>
<td>Pending Approval</td>
<td></td>
</tr>
<tr>
<td>Approval Rejected</td>
<td></td>
</tr>
<tr>
<td>Approved</td>
<td></td>
</tr>
<tr>
<td>Extended</td>
<td></td>
</tr>
<tr>
<td>Accepted</td>
<td></td>
</tr>
<tr>
<td>Rejected by Employer</td>
<td></td>
</tr>
<tr>
<td>Withdrawn by Candidate</td>
<td></td>
</tr>
<tr>
<td>HR</td>
<td>To Be Processed</td>
</tr>
<tr>
<td>Processing</td>
<td></td>
</tr>
<tr>
<td>Processed</td>
<td></td>
</tr>
<tr>
<td>Rejected by Employer</td>
<td></td>
</tr>
<tr>
<td>Withdrawn by Candidate</td>
<td></td>
</tr>
</tbody>
</table>
Use the Background Check Action for Job Applications

Background checks are run on candidates as part of their candidate selection process to ensure their background is verified before hiring them. You can initiate the background check action when a job application enters or exits a phase, or is moved to a specific state within a phase.

Prerequisite: The background check partner must be enabled.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Job Applications
   - Task: Candidate Selection Process Configuration
2. On the Candidate Selection Process Configuration page, click a process.
3. Click a phase.
4. Add the **Initiate Background Check** action to the phase or to the states.
   - At the phase level, you can trigger the action when job applications enter or exit a phase.
   - At the state level, you can trigger the action when job applications are moved to the specified state.
5. Click **Done**.

Use the Send Notification Action for Job Applications

Notifications can automatically be sent to candidates, recruiters, and hiring managers at specific points in the candidate selection process.

Automated job application notifications can be sent to candidates and a review notification can be sent to recruiters and hiring managers.

When you configure the candidate selection process, you can add an action to send a notification when a candidate job application reaches a specific state in the candidate selection process. Candidates receive emails and are kept informed of their progress. Recruiters and hiring managers can view notifications that were sent and the content of those notifications in the Interactions tab of the candidate job application.

Prerequisite: You must first create automated job application notifications in the Recruiting Content Library. The review notification is created in the Alerts Composer tool.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Job Applications
   - Task: Candidate Selection Process Configuration
2. On the Candidate Selection Process Configuration page, click a process.
3. Click a phase.
4. Add the **Send Notification** action at the state level.
5. On the Action: Send Notification page, you can:
   a. Select the members of the hiring team who will receive the review notification.
   b. Select the notification that is sent to internal candidates and external candidates.
   c. Set a delay delivery so that the candidate notification is sent at a specified time after the job application is moved to the phase or state.

6. Click **Save and Close**.

**Related Topics**
- Create a Recruiting Content Library Item

---

### Use the Request Assessment Action for Job Applications

Assessments are used to assess and measure the knowledge, skills, abilities, and attributes of candidates for a job. You can initiate the assessment action when a job application enters or exits a phase, or is moved to a specific state within a phase.

**Prerequisite:** The assessment partner must be enabled.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Job Applications
   - Task: Candidate Selection Process Configuration

2. On the Candidate Selection Process Configuration page, click a process.

3. Click a phase.

4. Add the **Request Assessment** action to the phase or to the states.
   - At the phase level, you can trigger the action when job applications enter or exit a phase.
   - At the state level, you can trigger the action when job applications are moved to the specified state.

5. Click **Done**.

### Define Reasons to Reject and Withdraw Job Applications

Reasons are used to gather meaningful information about why a job application was rejected or withdrawn for a job requisition.

Your organization may want to know, for example, why candidates are declining job offers, why candidates are withdrawing their job application, or why candidates are being rejected from the hiring process. That information helps organizations improve their sourcing and hiring processes and also respond to audits about why a candidate was rejected. Those reasons are displayed to recruiters in the progress panel of job applications.

Default reasons are available within the product. When job applications are automatically moved to the Rejected by Employer or Withdrawn by Candidate state of any phase of a candidate selection process, a specific reason is automatically selected. Here is the list of default reasons. You can change the name of these default reasons.

- The job requisition was filled.
- The job requisition was canceled.
• The candidate was hired on another job requisition.
• Candidate declined job offer.
• Work relationship was canceled.
• Candidate withdrew job application.

You also have the option to define reasons used to identify why a job application was rejected or withdrawn. You can also define reason groups that are assigned to various states of the selection process. For example, when a recruiter moves a job application to a state for which a reason group was selected, the recruiter can select a reason for which the move is taking place.

To configure reasons and reason groups, in the Setup and Maintenance work area, use the following.

• Offering: Recruiting and Candidate Experience
• Functional Area: Candidate Job Applications
• Task: Manage Candidate Selection Process Reasons

Perform these tasks:

1. Define reasons.
2. Define reason groups.
3. Translate reasons and reason groups.

Define Reasons

Reasons identify why a job application was rejected or withdrawn.

When you create a reason, you enter a name and a code. When you set the status to Active, the reason can be added to a reason group. You can add the same reason to multiple reason groups.

Define Reason Groups

Groups of reasons are assigned to the Rejected by Employer and Withdrawn by Candidate states of the candidate selection process.

When you create a reason group, you enter a name, a code, and a description. You then add reasons to the group. You can add existing active reasons or you can create reasons directly within the Create Group page. Reasons you create within the group are made available for selection for other groups. Once the group is active, you can add it to a candidate selection process.

Translate Reasons and Reason Groups

Select the reason or reason group and click the Translation Editor icon. Provide translation in all active languages.
6 Recruiting Content Library

Recruiting Content Library

The Recruiting Content Library contains a variety of text-based content that can be used in various areas of Hiring such as job requisitions, job requisition templates, candidate job applications, job offers.

To access the Recruiting Content Library, in the Setup and Maintenance work area, go to:

- Offering: Recruiting and Candidate Experience
- Functional Area: Recruiting and Candidate Experience Management
- Task: Manage Recruiting Content Library

You can create and manage the following content:

- Automated Job Application Notification: Message automatically sent to candidates throughout the candidate selection process. You can include tokens in the notification so that the message is specific to the candidate in the context of the job application. You can add logos and images to support your branding. You can translate notifications so they are sent in the candidate’s job application language. When you configure the candidate selection process, you can add an action to send a notification when a candidate job application enters or exists a phase or reaches a specific state in the candidate selection process.

- Automated Job Application Request Info Notification: Message automatically sent to external candidates to ask them to provide more information once they have applied to a job.

- Campaign Opt In Statement: Text describing the candidate’s agreement to receive recruitment marketing communications. The opt in statement is displayed to candidates as part of the candidate’s job application process. By default only candidates that have opted in are included in campaign audiences.

- Candidate Job Application Notification: Message that can be sent in bulk in any candidate job application context. You can include tokens in the notification. You can add logos and images to support your branding. You can contextualize the message with job requisition attributes including recruiting type, organization, location, job family, and job function. You can translate notifications so they are sent in the candidate’s job application language. Recruiters can select these notifications when using the Send Email action.

- Candidate Pool Member Notification: Message that can be sent in bulk in any candidate pool context. You can include tokens in the notification. You can add logos and images to support your branding. You can translate notifications so they are sent in the candidate’s preferred language. Recruiters can select these notifications when using the Send Email action.

- Candidate Profile Notification: Message that can be sent in bulk in any candidate profile context. You can include tokens in the notification. You can add logos and images to support your branding. You can translate notifications so they are sent in the candidate’s preferred language. Recruiters can select these notifications when using the Send Email action.

- Employer Description: Text describing the company that is hiring. Recruiters and hiring managers select the employer description in the Job Formatting tab of job requisitions. The Recruiting Administrator also selects the employer description in the Job Formatting tab of job requisition templates. The employer description is displayed to candidates in job postings.

- Interview Canceled Notification: Message sent when a candidate interview is deleted. The message is sent to the candidate, the interviewers, the recruiter, and hiring manager.
• Interview Reminder Notification: Message automatically sent 24 hours before a scheduled interview. The message is sent to the candidate and the interviewers.

• Interview Rescheduled Notification: Message sent when a candidate interview is rescheduled. The message is sent to the candidate, the interviewers, the recruiter, and hiring manager.

• Interview Scheduled Notification: Message sent when a candidate interview is scheduled. The message is sent to the candidate, the interviewers, the recruiter, and hiring manager.

• Interview Updated Notification: Message sent when a candidate interview is modified. The message is sent to the candidate, the interviewers, the recruiter, and hiring manager.

• Invite to Schedule Interview Notification: Message sent when a candidate is invited to schedule an interview. The message is sent to the candidate, the interviewers, the recruiter, and hiring manager.

• Job Application E-Signature Statement: Instructions displayed to candidates when they provide their electronic signature as part of the candidate’s application process. The E-Signature option is turned on or off by the Recruiting Administrator in the Job Application Flow Configuration task, under Set Up and Maintenance.

• Job Application Legal Disclaimer: Text intended to specify or delimit the scope of rights and obligations that may be exercised between the hiring company and candidates. The Legal Disclaimer option is turned on or off by the Recruiting Administrator in the Job Application Flow Configuration task, under Set Up and Maintenance. The legal disclaimer is displayed to candidates as part of the candidate’s application process.

• Job Offer E-Signature Statement: Text displayed to candidates as they are about to accept job offers. The Recruiting Administrator can configure the content of the statement to target external candidates, current internal workers, or both. When a candidate accepts a job offer, the current job offer e-signature statement is shown to the candidate according to the candidate type (internal, external) and the candidate must provide their electronic signature. The Job Offer Team can’t edit the text for each specific job offer.

• Job Offer Letter Template: Template to create a job offer letter. The letter contains details of the job offer such as the job title, starting date, salary, benefits, compensations like car allowance.

• Prospect Candidate Notification: Message that can be sent in bulk in any candidate prospect context. You can include tokens in the notification. You can add logos and images to support your branding. You can contextualize the message with job requisition attributes including recruiting type, organization, location, job family, and job function. You can translate notifications so they are sent in the candidate’s preferred language. Recruiters can select these notifications when using the Send Email action.

• Recruiting Organization Description: Text describing the organization for which the candidate will be working. Recruiters and hiring managers select the recruiting organization description in the Job Formatting tab of job requisitions. The Recruiting Administrator also selects the recruiting organization description in the Job Formatting tab of job requisition templates. The recruiting organization description is displayed to candidates in job postings.

For these content categories, you can have multiple active content items:

• Automated Job Application Notification
• Candidate Job Application Notification
• Candidate Pool Member Notification
• Candidate Profile Notification
• Employer Description
• Job Offer Letter Template
• Prospect Candidate Notification
• Recruiting Organization Description

For these content categories, you can have one active content item for internal postings, one active content item for external postings, or one content item covering both internal and external postings:

• Job Application E-Signature
• Job Offer E-Signature Statement

Create a Recruiting Content Library Item

The Recruiting Content Library contains a variety of text-based content that can be used in various areas of Hiring such as job requisitions, job requisition templates, candidate job applications, job offers.

To create and manage recruiting content, in the Setup and Maintenance work area, use the following:

• Offering: Recruiting and Candidate Experience
• Functional Area: Recruiting and Candidate Experience Management
• Task: Manage Recruiting Content Library

Perform these tasks:

1. Enter content item details.
2. Create the message.
3. Create a content item version.
4. Translate the content.

Enter Content Item Details

When you create a content item, you create the first version of the content item.

Enter the following information:

• Name
• Code
• Category
• Visibility: A content item can be used for internal postings only, external postings only, or both. For automated job application notifications, the visibility determines for which types of candidates the template is available for selection when using the Send Notification action in the candidate selection process.
• Start Date: Date and time when the item is available for use. You can select a time zone.
• Start on Activation: The content item becomes current as soon as it is made active.

Create Message

You enter the subject of the message and the content of the message.

For the message, you can use a maximum of 10,000 characters. Rich text features are available to format the text.

For content items of type notification, you can:

• Include tokens so that the message is specific to the candidate. Only use job offer and assignment tokens in automated notifications that are sent during the offer phase or later phases in the selection process. These tokens won’t resolve if the job offer was not created.
• Add logos and images to ensure the candidate experience aligns with your organization’s corporate branding.
• Translate notifications so they are sent in the candidate’s job application language or preferred language (depending on the context the notification is sent). When not translated, notifications are sent in the source language of the notification.
• For the Candidate Job Application Notification and Prospect Candidate Notification, contextualize the message with job requisition attributes including recruiting type, organization, location, job family, and job function.

When you are done entering the information, click **Save and Activate** to make the item available for use or **Save as Draft** to edit and activate the item at a later time.

### Create a Content Item Version

A content item can have several versions. For example, you can create two versions of an employer description. When you create a content item, you create the first version of the item. You can edit the content of a version which is in the Future status. However, you can’t edit a version which is in the Current or Ended status.

Use these actions to create versions of a content item:

• **Create Content Item From Version:** Use this action to create a new content item using a version of another content item.

• **Copy to Create New Version:** Use this action to create a new version of a content item by copying the content of an existing version of this item.

• **Create New Version:** Use this action to create a new version of a content item. When you create a new version, the new version is prepopulated with the content of the latest version of this item (the version with the higher start date, which can be a future date). You can also create a new version using the Create button in the version details page.

A content item version can have one of the following statuses:

• **Active:** The content item is available to be used in job requisitions, job requisition templates, candidate job applications, job offers.

• **Draft:** The content item version can be edited and activated when ready.

• **Current:** The content item version is being used and cannot be edited.

• **Future:** The content item version is scheduled to be used at a later time. It can be edited.

• **Ended:** The content item version was used in the past and has been replaced by another one. It cannot be edited.

### Translate Content

You can provide multilingual content for content library items without having to sign out and sign in in a different language.

Use the Translation Editor tool, represented by the earth logo, to translate these multilingual values:

• Name of the content item

• Content of the version

You can provide multilingual content for the name of the content item when the content item is Active, Current, Draft, Future. You can only edit the translation of the content when the content item is Draft or Future.

> **Note:** Multilingual content for job offer letter templates is managed in the Recruiting Content Library and also in BI Publisher.

### Notifications

Notifications can automatically be sent to candidates, recruiters, and hiring managers at specific points in the candidate selection process.
Automated Job Application Notifications

Candidates can automatically receive notifications throughout the candidate selection process to be kept informed of their progress.

You create automated notifications in the Recruiting Content Library using the Automated Job Application Notification content item.

When you configure a candidate selection process, you select the Send Notification action at the phase level, when job applications enter or exit a phase, or at the state level, when job applications are moved to a specific state within a phase. You then select the automated notification for internal candidates, external candidates, or both. You can also set a delay so that the notification is sent at a specified time after the job application has been moved.

Recruiters and hiring managers can view notifications that were sent and the content of those notifications in the Interactions tab of the candidate job application.

Review Notifications

Recruiters and hiring managers can receive a notification informing them that there are job applications to be reviewed. They can view notifications that were sent and the content of those notifications in the Interactions tab of the candidate job application.

The review notification message is available in the Alerts Composer tool. Two versions are available, one for the hiring manager and one for the recruiter.

- IRC_JobApp_Review_HM
- IRC_JobApp_Review_Recruiter

When you configure a candidate selection process, you select the Send Notification action at the phase level, when job applications enter or exit a phase, or at the state level, when job applications are moved to a specific state within a phase. You then specify if the review notification will be sent to the recruiter, the hiring manager, or both. The review notification is sent once per day if there are new job applications in the configured phase and state combination.

Template Notifications for the Send Email Action

Notifications can be sent in bulk in any candidate context.

You create notification templates in the Recruiting Content Library using these content items:

- Candidate Job Application Notification
- Candidate Pool Member Notification
- Candidate Profile Notification
- Prospect Candidate Notification

Recruiters and hiring managers use the Send Email action to send these notifications. They can create an email from scratch or select a notification template. The list of notification templates available for selection depends on the context the Send Email action is initiated from. For example, if they use the Send Email action from the job application list, only candidate job application notifications are available. In the requisition context, the list of templates available for selection may be further refined depending on the contextualization defined on the template. If users have the Update Email from Template privilege, they can edit the template. Once the email is sent, an interaction note of type email is automatically added in the Interactions tab where the action was launched (candidate profile, candidate job application, prospect, candidate pool).
Related Topics

- Use the Send Notification Action for Job Applications

Recruiting Content Library FAQs

What's the difference between deleting and deactivating a content item version?

Delete a content item version to remove a version from the list of versions of a content item. The Delete action is only available for versions with the Draft or Future status to prevent deleting versions used in Hiring. If the version you delete is the only version on the content item, deleting the version also deletes the content item.

Deactivate a content item to prevent the content item from being used in Hiring. When you deactivate a content item, its status changes to Inactive. The Deactivate Content Item action is only available for active items. When an item is deactivated, it remains in use where it was previously selected but it can no longer be selected. For example, you can deactivate an employer description and it’s no longer available for selection in job requisitions.

What are the requirements for images in notifications?

When you insert an image in a notification, consider the following:

- The image must not exceed 64 KB.
- The image must be in RGB format.
- The image must be one of these file formats: .png, .jpeg, .bmp, .gif.
7 Job Requisitions

Create a Job Requisition Template

A job requisition template provides a way to facilitate the creation of job requisitions by defaulting values in several fields. Job requisition templates contain the same fields as job requisitions. If a job requisition is created from a requisition template, all fields for which a value is set in the template will be defaulted with the template’s value.

You can create job requisition templates from scratch. You can also create a job requisition template for a specific job. If a job is selected during the creation process, the following values are taken from the job and copied to the job requisition template:

- Name (copied as the Requisition Title)
- Full Time or Part Time
- Regular or Temporary
- Management Level
- Job Family
- Job Function

If the selected job has an active job profile associated with it, the following values are taken from the job profile and copied to the job requisition template:

- Work Duration Years
- Work Duration Months
- Travel Required
- International Travel Required

To create job requisition templates, in the Setup and Maintenance work area, use the following.

- Offering: Recruiting and Candidate Experience
- Functional Area: Job Requisitions
- Task: Manage Job Requisition Templates

Perform these tasks:

1. Enter details about the job requisition template.
2. Add questionnaires.
3. Add screening services.
4. Enter job formatting information.
5. Preview the job requisition template.
6. Activate the job requisition template.

Enter Details About the Job Requisition Template

Enter detailed information to complete all the information required for the job requisition template such as the recruiting type, the requisition title, the hiring team, the posting structure, the posting description, the candidate selection process.

The Organization, Legal Employer, Department, and Business Unit selectors only display items to which you have access according to your data role.
When you select the Hiring Manager, you're asked if you want to use the business unit and department associated with the selected Hiring Manager. If you say yes, these fields are automatically filled.

When you save the job requisition template, the status is set to Draft. You can still edit the content as required.

Add Questionnaires

Once you save the details about the requisition template, the details page displays the questionnaire sections where you can select prescreening and interview questionnaires.

The Prescreening Questionnaires section contains two empty questionnaires: one for internal candidates, one for external candidates. You can open the questionnaire and create questions for the template or add existing questions from the question library.

When you create a job requisition template, you can add questions to the template. When you manually add a question, only questions matching the following criteria are available for selection:

- Active questions.
- Questions with the "Prescreening Question Added by User" classification.
- Questions matching the context of the requisition template.

In the Resources section, you can add interview questionnaires and attachments that can be useful to the Hiring team.

Add Screening Services

Once you save the details about the requisition template, the Screening Services tab becomes available and you can add background checks and assessments to the template.

Select a background check partner and user account, then go to the partner's site to select the background check screening packages. You can specify the order in which the partner will run the screening packages. When you save the changes, the list of selected screening packages are displayed on the job requisition template Screening Services tab. The background check screening packages selected for the requisition template are added to the job requisition when a recruiter creates a job requisition based on that template.

You can add one or more assessments to a job requisition template. Select an assessment partner and user account. Specify if the assessment for the internal job application flow, the external flow, or both.

Enter Job Formatting Information

On the Job Formatting tab, you can use the Employer Description and Recruiting Organization Description fields to select predefined descriptions of the employer, organization, department, or team for which the candidate is hired. The description are created in the Recruiting Content Library.

You can also select images and videos you want to show candidates. For example, images of the facilities, video of the corporate history of the organization, video of testimonials from current employees. When you add a URL for a video, by default the Thumbnail URL automatically points to a high-quality version of the video. For images and videos, you can specify which ones you want to show to candidates who will receive job offers.

You can also select for which languages each item is available, and translate the media title in the appropriate languages.
Preview Job Requisition Template
When you’re done specifying the descriptions and media, click Preview to see how the information is shown to candidates in the career site. Previewing can be done from the perspective of external candidates on a desktop computer or from external candidates on a mobile device. You can also preview the information in the different languages that are active for the job requisition template. The preview functionality is also available from the Actions menu.

Activate Job Requisition Template
Once you have filled out and saved the job requisition template details and job formatting information, select Activate Template in the Actions menu. The job requisition template status is set to Active and the template can be used by recruiters and hiring managers when they create job requisitions.

A job requisition template can have one of the following statuses:
- Draft: The job requisition template can be edited and activated when ready.
- Active: The job requisition template is available to be used to create job requisitions.
- Inactive: The job requisition template is not available to create job requisitions. Once a job requisition template is inactive, it is possible to set it to the active status again.

Actions to Perform on Job Requisition Templates
You can perform several actions on job requisition templates.

The Actions menu lists actions that you can perform on job requisition templates. Actions that do not apply to the status of the job requisition template are disabled.

Duplicate Template
Use the Duplicate Template action to create a job requisition template using the content of an existing one. Fields populate automatically with field values from the source job requisition template.

Delete Template
Use the Delete Template action to remove a job requisition template so that it no longer appears on the Job Requisition Templates page. This action is available for Draft job requisition templates.

Apply Job
Use the Apply Job action when you want to apply the values of a job to a job requisition template. The content of the job overwrites the content of the job requisition template.

Job Requisition Template Multilingual Content
Oracle Recruiting Cloud is available in multiple optional languages to deliver a multilingual recruiting experience.
When you sign in Oracle Applications, you can select your session language in your user preferences. American English is the default session language for the first visit (the application remembers the last session language). The session language you
select defines the language of every label in a product. The session language is used as the creation language. For example, Spanish is installed in the environment. If you sign in Spanish, you create job requisition templates in Spanish.

When you create a job requisition template, the current user’s session language is automatically set as the default language. You can then translate the job requisition content in the selected languages. The default language cannot be deselected on a job requisition template.

You can provide translation for job requisition template multilingual content without having to sign out and sign in a different language. Use the Translation Editor tool, represented by the earth logo, to translate these multilingual values:

- Requisition Title
- Other Requisition Title
- External Description
- External Short Description
- Internal Description
- Internal Short Description
- Questions created for a job requisition
- Questions from the question library that can be added to job requisitions
- Media title (in Job Formatting tab)

You can provide translation whether the job requisition template is Draft, Active, Inactive.

## Set Up Pipeline Job Requisitions

Recruiters and hiring managers use pipeline job requisitions to gather candidates who have the skills, background, and experience your organization is looking for. These candidates can later be added to a standard job requisition for which they can eventually get hired.

To set up pipeline job requisitions, you need to create a candidate selection process of type Pipeline.

> **Note:** A standard requisition can be created from a template for which a candidate selection process of type pipeline is selected. In that situation, the candidate selection process selected on the template is ignored by the requisition (because it is an invalid value for a standard requisition).

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Job Applications
   - Task: Candidate Selection Process Configuration
2. On the Candidate Selection Process Configuration page, click Create.
3. On the Create Process page, select the Pipeline process type.
4. Complete the fields as for any other process.
5. Click Save and Continue.

Optionally, you can select the pipeline candidate selection process in a job requisition template.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
Functional Area: Job Requisitions
Task: Manage Job Requisition Template

2. On the Job Requisition Templates page, click Create.
3. In the Candidate Selection Process field, select a pipeline process.
4. Complete the fields as for any other process.
5. Click Save.

A privilege is required to create pipeline requisitions: Initiate Pipeline Job Requisition. By default, only the Recruiter role is granted this privilege.

Only users with the Add Candidate to Job Requisition privilege can add a job application from a pipeline requisition to a linked hiring requisition.

Related Topics
- Create a Candidate Selection Process

Enable Full Job Requisition Creation by Hiring Managers

Allow hiring managers to enter all the details when creating job requisitions, instead of only a small subset of the information. When initiating a job requisition, hiring managers go through the same guided process as the recruiters, where all sections and fields are available.

1. In the Setup and Maintenance work area, search for the task Manage Administrator Profile Values.
2. On the Manage Administrator Profile Values page, search for the profile option IRC_REQ_ALLOW_RULE_CONFIG_CUSTOMIZATION_ENABLED.
3. Update the profile value to Yes.
4. Click Save and Close.

When the profile option is enabled, hiring managers can create standard job requisition, pipeline job requisitions, and position-based job requisitions.

Job Requisition FAQs

What happens if I edit a job requisition template?

Edits 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 is not automatically added to the job requisition previously created by the recruiter.
What's the difference between deleting and inactivating a job requisition template?

Delete a job requisition template so it can’t become an active template. The Delete Template action is only available for draft job requisition templates.

Inactivate a job requisition template to prevent recruiters from selecting that template when creating a job requisition.
8 Job Offers

Job Offer Letter Template

A job offer letter is a formal written document given by an employer to a candidate. The letter confirms details of the offer such as the job title, proposed starting date, work location, salary, or other compensation.

To create offer letters for candidates, there must be at least one job offer letter template upon which to base the offer letters. This template provides the formatting, branding, and most of the text that each candidate will see when they receive their offer letter. It also contains tokens that are replaced by specific values for each person's offer letter. When an individual offer letter gets created, this template becomes personalized by merging that candidate's specific job title, offer start date, location as replacements for its tokens.

A company that uses significantly different text in their offers for different groups of candidates might consider having more than one job offer letter template. Each template could act as a base for each different population of hires. Having a targeted job offer letter template is useful, for example, for external candidates versus internal workers, for hourly versus salaried people, or for offers for different countries. Within each of job offer letter template, you can use conditions that show or hide various sentences or area depending on each candidate's values, giving you even more granular control of the content.

The steps to create a job offer letter template are:

1. Creating a job offer letter template
2. Uploading the job offer letter template and the sample file in the content library

Once the job offer letter template is available, offer teams can start selecting the job offer letter template for their candidates.

Create a Job Offer Letter Template

The Template Author creates the job offer letter template. The Template Author performs most of the work in Microsoft Word, but must have a reasonable understanding of BI Publisher.

The steps to create a job offer letter template are:

1. Get the job offer letter template file.
2. Get the sample file.
5. Add conditions in the job offer letter template file.
6. Preview the job offer letter.
7. Prepare files to be uploaded in the Recruiting Content Library.

Get the Job Offer Letter Template File

A job offer letter template is a rich text format (.rtf) file that contains formatting, images, text as well as tokens, conditions, or other code which show or hide certain parts of the letter.
There are several ways to get a job offer letter template:

- Use the original sample provided by Oracle. Download it from BI Publisher (Shared Folders > Human Capital Management > Recruiting > Job Offer > Job Offer Letter).
- If the Recruiting Content Library has content items of type Job Offer Letter Template, download one of the .zip files. The .zip file contains a job offer letter template (.rtf file).
- Get an example from the Oracle community on Customer Connect (https://cloudcustomerconnect.oracle.com).

You can also create a job offer letter template from scratch by creating a text document that can be very simple or highly formatted. Then, you can use the BI Publisher plugin for MS Office Word to insert tokens and conditions to personalize the output for each candidate’s job offer letter. The template must be saved in rich text (.rtf) format within Microsoft Word. When you view the file in Word, tokens, conditions, and other code are highlighted in gray. Any users can view these highlighted elements. However, you must have the BI Publisher plugin to modify the tokens.

Get the Sample File

The sample file is an extensible markup language (.xml) file that contains all the tokens available for the job offer letter template. This file is necessary to author any new template because the tokens represent every field that can exist in a candidate’s offer letter.

The sample file also contains a set of sample values for these tokens, taken from an example job offer for an example candidate. These data values affect the preview that you can see of this job offer letter template, but they have no effect on the real offer letters that are generated for candidates. Previewing the offer letter shows how it looks with typical or unusual text, or tests how the conditions affect the display of various paragraphs.

There are several ways to get the sample file:

- Download the sample provided in the product, from BI Publisher:
  b. Click Edit.
  c. Click the sample.xml link in the Attachment section.
  d. Change the extension of the resulting file to .xml before using it.
- Download your own sample file for your own typical job offer, from BI Publisher:
  a. Determine the ID of an existing job offer that will be used. Note the Offer ID of that desired offer.
  b. Generate the sample.xml file for that offer.
  c. Copy the data model JobOfferLetterDM from BI Publisher’s Shared Folders area, for instance into your My Folders area.
  d. In BI Publisher’s Data Sets node, on the Data tab, provide the desired Offer ID as the second parameter, and click View.
  e. Click Export and provide a file name with the extension .xml.
• If the Recruiting Content Library has content items of type Job Offer Letter Template, download one of the .zip files. If your recruiting administrator has uploaded both a job offer letter template (.rtf file) and a relevant sample file (.xml file) into the .zip file, then you can use this sample file.

• Get an example from the Oracle community on Customer Connect (https://cloudcustomerconnect.oracle.com).

The sample file can also contain example values that might exist in job offer fields. When you view the sample file in a simple editor such as Notepad, the sample.xml file contains the name of every token in brackets, and the example value for each field if any. For example: <JOB_OFFER_TITLE>Sales Associates</JOB_OFFER_TITLE>. You can change the values manually in the sample file, as long as the tokens within brackets remain unchanged. For example, changed to <JOB_OFFER_TITLE>Assistant Teller</JOB_OFFER_TITLE>.

Change Text in the Job Offer Letter Template File
You can make simple updates to an existing job offer letter template without having the BI Publisher plugin, without any connection to the live database, and without using the sample file. This file is in rich text (.rtf) format, so you can simply use Microsoft Word or any tool to change the existing text, formatting, images, and branding. Any tokens or conditions present in the template can be seen, and can be deleted if desired.

Add Tokens in the Job Offer Letter Template File
To add, view, and update tokens in the job offer letter template, the BI Publisher plugin must be installed in Microsoft Word and the sample file must be loaded. Once the sample file is loaded, Word is aware of all available offer-related fields and how they can be formatted. This work is done within Microsoft Word, which does not have to connect to a live database.

First, open the job offer letter template file (.rtf file) in Microsoft Word. Then, to load the sample file in Microsoft Word:

1. On the BI Publisher tab, click Sample XML.
2. Select the sample.xml file. Once the file is loaded, the “Data loaded successfully” message is displayed.

To add offer fields in the job offer letter template:

1. On the BI Publisher tab, click Field. A window appears listing all the offer-related fields.
2. Place the cursor in the document where you want to insert a field.
3. Select the desired field.
4. Click Insert. The field appears in the template as a gray-highlighted token.

To see token properties, double-click a token. The BI Publisher Properties window appears and displays which field from the database will be shown in the offer letter. It also displays other properties which you can modify. For instance, when displaying fields of type date, a choice is offered among many different date formats.

Tokens that you can include in the job offer letter template are available in BI Publisher.

1. On the BI Publisher Home page, click the Catalog link.
2. In the Folders pane, navigate to Human Capital Management > Recruiting > Job Offer > Data Model.
3. Click Edit.
4. Select the data model named "JobOfferLetterDM".
5. Click the Structure tab. You can view the list of tokens using the table view or the output view.

Add Conditions in the Job Offer Letter Template File
To work with conditions in the job offer letter template, the BI Publisher plugin must be installed in Microsoft Word and the sample file must be loaded. You can add conditions in the job offer letter template to make specific regions of the template shown or hidden depending on a token’s value in each job offer. For example, the same template can generate a job offer letter that shows a specific paragraph to candidates from a specific work location, while hiding it from candidates outside that
location. Similarly, the job offer letter can be displayed in one language to candidates who applied to the job requisition in that language, while presenting a translation of every paragraph to candidates who applied in a different language. All of these variations can be contained within a single job offer letter template file.

To add conditions in the job offer letter template:

1. Highlight a paragraph that you want to show only in certain circumstances.
2. On the BI Publisher tab, click Conditional Region.
3. On the Properties tab, specify what condition must be true for this section to appear.
4. On the Advanced tab, you can enter code that defines the desired condition. For example, you can specify what tag to use so that people reviewing the job offer letter template know that this is the beginning and end of the conditional region.
5. Click OK.

Preview the Job Offer Letter

You can generate a sample job offer letter to preview its content and see if the template is working as desired. The job offer letter template is merged with a set of sample job offer values. These values are contained in the sample file that was loaded into Microsoft Word. If you want different values, you can modify the sample file and reload it into Word. Then the preview replaces the tokens in the template with these sample data values, and conditional areas are displayed or hidden based on the values for that sample offer.

To generate a preview of the job offer letter:

1. On the BI Publisher tab, in the Preview section, click the icon for the desired format to output the offer letter. For example, PDF, RTF, HTML.

To experiment with different variations of the job offer letter, you can modify the sample values in the sample.xml file. You can change and delete the example values for the example candidate’s job offer. However, do not change the offer field names within brackets.

1. Open the sample.xml file in a simple editor such as Notepad.
2. Overwrite the desired values. For example, `<JOB_OFFER_TITLE>Sales Associate</JOB_OFFER_TITLE>`.
3. Save the file in .xml format again.
4. Load the new .xml file into Microsoft Word using the Sample XML button.

Prepare Files to be Uploaded in the Recruiting Content Library

When you are satisfied with both the job offer letter template (.rtf file) and the sample file (.xml file), add them into a .zip file. This allows both files to be uploaded at once in the Recruiting Content Library. The .zip file must not exceed 100 Megabytes to successfully be uploaded in the library.

Related Topics

- How to Download BI Publisher Plugin for MS Office Word Document

Upload the Job Offer Letter Template in the Content Library

When Oracle Recruiting Cloud gets deployed, there are no content items of type Job Offer Letter Template in the Recruiting Content Library. The Recruiting Administrator must make job offer letter templates available to recruiters, hiring managers, and other Offer Team members.
To upload a content item of type Job Offer Letter Template, in the Setup and Maintenance work area, use the following.

- Offering: Recruiting and Candidate Experience
- Functional Area: Recruiting and Candidate Experience Management
- Task: Manage Recruiting Content Library

1. Click Create.
2. Enter the following information:
   - Name
   - Code
   - In the Category, select Job Offer Letter Template.
   - Visibility: A content item can be used for internal job offers only, external job offers only, or both.
   - Start Date: Date and time when the item is available for use. You can select a time zone.
   - Start on Activation: The content item becomes current as soon as it is made active.

3. Click Choose File to upload the .zip file containing the job offer letter template (.rtf file) and the sample file (.xml file).
4. Click Save and Activate to make the item available for use, or Save as Draft to edit and activate the item at a later time.

As soon as the content item is active, Offer Team members can see it as an available choice while drafting candidate’s job offers.

> Note: Once the job offer letter template (.rtf file) is uploaded, it automatically appears in the BI Publisher’s Shared Folders area for Job Offer Letters. Do not modify nor delete this file in BI Publisher.

**Related Topics**

- Recruiting Content Library

**Select a Job Offer Letter Template**

When drafting a job offer for a candidate, the recruiter, hiring manager, or collaborator must select a job offer letter template. The list of templates displayed for each candidate’s offer depends upon whether the candidate is an internal or external candidate, and which templates are currently active.

When users look at an individual candidate's offer letter, they see the current values for that job offer. Tokens and references to sample data are hidden. There may be some blank spots where the job offer has null values. This can occur especially if the user does not have the privileges to view, for example, the salary or salary-related fields.
Prescreening Questionnaires

Prescreening Questionnaire

Prescreening questionnaires contain questions specific to a job that candidates answer when they apply for a job. Prescreening questionnaires appear in job requisitions. The Recruiting Administrator creates them in the Questionnaire library and store them in the Prescreening folder. Two types of prescreening questionnaires are available: one for internal candidates and the other for external candidates. Prescreening questionnaires contain two types of questions:

- Disqualification question
- Prescreening question

Disqualification Question

Let's understand what is a disqualification question and look at an example. A disqualification question is a single-answer question that contains the minimum requirements for a candidate to be eligible for a job. For example, "Are you entitled to work in the United States?". When candidates apply for a job, it's mandatory to respond to the disqualification questions. Answers to the disqualification questions decide if candidates move forward in the selection process or are automatically disqualified.

It's the Recruiting Administrator who creates and manages the disqualification questions in the Questions Library and also defines the context when the question is used. An important point for you to remember is that when a recruiter creates a job requisition, disqualification questions are automatically added to the prescreening questionnaires of the job requisition based on these job requisition contexts:

- Candidate Types (external and internal candidates)
- Recruiting Organizations
- Recruiting Locations
- Job Functions
- Job Families

The recruiter can't add, edit, or remove disqualification questions in a job requisition.

Note: Disqualification questions aren't added to prescreening questionnaires of job requisition templates.

Prescreening Question

A prescreening question is a question asked to candidates to learn more about their career goal, job preferences, knowledge, and more. An example could be "How good are your Java skills?" When candidates apply for a job, they may be required to provide a response if the question was configured as mandatory.

Prescreening questions are created and managed by the Recruiting Administrator in the Questions Library. The Recruiting Administrator defines the classification and context of questions. When a recruiter creates a job requisition, questions available for selection depend on the classification of the question and context of the job requisition.
Two classifications are available for prescreening questions:

- **Prescreening Question Added Automatically**: These questions are automatically added to a job requisition based on the context of the job requisition. You can’t add nor remove these questions in a job requisition.

- **Prescreening Question Added by User**: You can manually add these questions to a job requisition. The questions must match the context of the job requisition. You can remove these questions from the job requisition. Once there are job applications on the requisition, you can no longer add or remove questions.

Available contexts are:

- Candidate Types (external and internal candidates)
- Recruiting Organizations
- Recruiting Locations
- Job Functions
- Job Families

Prescreening questions can also be manually added to job requisition templates. When a recruiter creates a job requisition, prescreening questions are coming from the job requisition template, if any. The recruiter can add and remove questions.

> **Note**: By default, hiring managers can’t add, edit, or remove questions because they don’t have the Update Job Requisition privilege.

If you change the context of a job requisition, disqualification questions and prescreening questions added automatically are added or removed accordingly. This ensures that only questions matching the context of the requisition are included.

When you view a list of job application, you can use the Question and Answer filter to display job applications where a specific answer was provided for a prescreening question. The Question and Answer filter shows the following questions and responses:

- Questions from the internal prescreening questionnaire of the current requisition.
- Questions from the external prescreening questionnaire of the current requisition.
- Questions with responses of type Single Choice.
- Questions with responses of type Multiple Choice.

**Prescreening Questionnaires in the Job Application Process**

Prescreening questionnaires contain questions specific to a job that candidates answer when they apply for that job.

The main workflow to create and use prescreening questionnaires to hire candidates is:

- The recruiting administrator creates questions in the questions library.
- The recruiting administrator creates a job requisition template which contains prescreening questionnaires.
- The recruiter or hiring manager creates a job requisition based on the job requisition template. Disqualification questions and prescreening questions added automatically are automatically added on the job requisition.
- Candidates answer questions in the questionnaires.
- The recruiter or hiring manager looks at the candidate answers in the questionnaires.
Create Questions

The recruiting administrator creates questions in the questions library. The administrator can create disqualification questions and job application questions.

Create Job Requisition Template and Add Questions

The recruiting administrator creates a job requisition template. By default, the template contains two empty prescreening questionnaires: one for internal candidates, one for external candidates. The administrator adds prescreening questions to the questionnaires.

Create Job Requisition Using Job Requisition Template

The recruiter or hiring manager creates a job requisition based on the job requisition template. Prescreening questions are automatically added to the job requisition. Disqualification questions and prescreening questions added automatically are automatically added on the job requisition based on the context.

Candidates Answer Questions

Candidates visit career sites and search for jobs. While applying for a job, candidates answer disqualification questions and job application questions.

View Candidate Answers in Questionnaires

The recruiter or hiring manager looks at job applications for the job requisition, opens prescreening questionnaires, and see answers provided by candidates. Based on the answers provided, qualified candidates are moved forward manually in the selection process and disqualified candidates are automatically rejected. When a candidate is disqualified, the candidate state becomes Rejected by Employer and the red disqualification icon is displayed on the candidate card. If the candidate is not disqualified, the candidate status becomes New - To be Reviewed and the candidate job application can manually be moved forward in the selection process.

Related Topics

• Create a Job Requisition Template

Create a Disqualification Question

Disqualification questions appear in prescreening questionnaires. They are used to know if candidates can be considered for the job. An example could be "Are you entitled to work in the United States?" When candidates apply for a job, they must provide a response to disqualification questions. Based on the answer provided, candidates can move forward in the selection process or are automatically disqualified.
It is recommended to create folders to organize questions; one folder for disqualification questions and one folder for prescreening questions.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Workforce Development
   - Functional Area: Questionnaires
   - Task: Manage Question Library

2. In the Manage Questions page, select Recruiting in the Subscriber field.

3. Click Create. The Create Question page opens.

4. Enter the question in the Question Text field.

5. Select the question type. For a disqualification question, you must either select Single Choice or Multiple Choice.

6. Select Score Question.

7. In the Question Classification field, select Disqualification.

8. Select the type of candidates who answer the question: internal candidates, external candidates, or both.

9. Specify the context when the question is used: Recruiting Organizations, Recruiting Locations, Job Families, Job Functions.

10. In the Response section, specify the presentation of the response.

11. Click Add to add the question responses.

12. Enter a score for each response. Use a negative score for answers that disqualify candidates. Use a positive score for answers that do not disqualify candidates. While a score of -1 is sufficient, it is recommended to use a bigger negative value so potential positive scoring will not overrule the disqualification score.

13. If you want to tell the hiring manager and recruiter which question disqualified a job application, click Response Feedback next to the responses and enter a message. The feedback is not visible to candidates.

14. Click Preview to see how the question appears in job application questionnaires.

15. Click Save and Close. Once created, the question is displayed in the list under the selected folder.

You can translate questions and the short description of the answers (text of the answers when the question offers predefined answers) without having to sign out and sign in a different language. Use the Translation Editor tool, represented by the earth logo, to translate the question and short description.

When you change the context of a disqualification question, job requisitions using these questions are updated accordingly.

Note: A question must be saved as Active to be available for selection when creating job application questionnaires.

Create a Prescreening Question

Prescreening questions are questions asked to candidates to learn more about their career goal, job preferences, knowledge, and more. An example could be “How good are your Java skills?” When candidates apply for a job, they may be required to provide a response if the question was configured as mandatory.

It is recommended to create folders to organize questions; one folder for disqualification questions and one folder for prescreening questions.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Workforce Development
   - Functional Area: Questionnaires
2. In the Manage Questions page, select Recruiting in the Subscriber field.
3. Click Create. The Create Question page opens.
4. Enter the question in the Question Text field.
5. Select the question type.
6. In the Question Classification field, two options are available for prescreening questions:
   - Prescreening Question Added Automatically: These questions are automatically added to a job requisition based on the context of the job requisition. You can’t add nor remove these questions in a job requisition.
   - Prescreening Question Added by User: You can manually add these questions to a job requisition. The questions must match the context of the job requisition. You can remove these questions from the job requisition. Once there are job applications on the requisition, you can no longer add or remove questions.
7. Select the type of candidates who answer the question: internal candidates, external candidates, or both.
8. Specify the context when the question is used: Recruiting Organizations, Recruiting Locations, Job Families, Job Functions.
9. In the Response section, specify the presentation of the response. If the question type Multiple Choice is selected, you must select the response type Check Multiple Choices.
10. Click Add to add the question responses.
11. Click Preview to see how the question appears in job application questionnaires.
12. Click Save and Close. Once created, the question is displayed in the questions list under the selected folder.

You can translate questions and the short description of the answers (text of the answers when the question offers predefined answers) without having to sign out and sign in a different language. Use the Translation Editor tool, represented by the earth logo, to translate the question and short description.

When you create a prescreening question added automatically or when you change the context of a prescreening question added automatically, job requisitions using these questions are updated accordingly.

Note: A question must be saved as Active to be available for selection when creating job application questionnaires.

Disqualification Question Score

Disqualification questions require a score so that candidates submitting a job application are entered in the selection process or are automatically disqualified.

When you create a disqualification question in the question library, select the Score Question option then define a negative score for the response that disqualifies candidates. In this example, if the candidate answers Yes, the candidate is automatically disqualified.

- Question: Do you have a criminal record?
  - Answer: Yes = -10
  - Answer: No = 0

Prescreening Questionnaire FAQs
How can I see what response disqualifies a candidate?

When you create a disqualification question in the Question Library, click the Response Feedback option next to the responses you are creating and enter a message explaining that the candidate is disqualified.

How can I edit a questionnaire if candidates applied for a job using that questionnaire?

You can add or edit questions in a questionnaire as long as no candidate applied for a job using that questionnaire.
10 Interview Feedback Questionnaires

Interview Feedback Questionnaires

Interview feedback questionnaires contain questions used by recruiters and hiring managers to collect feedback on candidates during candidate interviews.

Interview feedback questionnaires are attached to job requisitions and job requisition templates. They can be used at any time during the candidate selection process. They are not limited to the interview phase.

You create and manage interview feedback questionnaires in a centralized question and questionnaire library.

To create an interview feedback questionnaire, you perform the following tasks:

1. Create interview feedback questions.
2. Create an interview feedback questionnaire template. All questionnaires are based on templates, which promote consistency.
3. Create an interview feedback questionnaire.

Create an Interview Feedback Question

Interview feedback questions appear in interview feedback questionnaires.

It is recommended to create a folder to organize interview feedback questions. You could for example name the folder Interview Feedback Questions.

1. In the Setup and Maintenance work area, go to the following:
   ○ Offering: Workforce Development
   ○ Functional Area: Questionnaires
   ○ Task: Manage Question Library
2. In the Manage Questions page, select Recruiting in the Subscriber field.
3. Click Create. The Create Question page opens.
4. Enter the question.
5. Select the question type. Possible choices are Text, Single Choice, Multiple Choice, No Response.
6. In the Question Classification field, select Interview Feedback.
7. In the Response section, specify the response type and presentation method. Values differ depending on the question type selected. For example, for single-choice questions, you can specify that the possible responses appear either in a list or as radio buttons.
8. Specify if attachments can be provided as part of the response.
9. For single-choice and multiple-choice questions, click Add to add the question responses.
10. Click Preview to see how the question appears in interview questionnaires.
11. Click Save and Close. The question appears in the selected subscriber and folder.

You can translate questions without having to sign out and sign in a different language. Use the Translation Editor tool, represented by the earth logo, to translate the question text.
Implementing Hiring

Chapter 10

Interview Feedback Questionnaires

Create an Interview Feedback Questionnaire Template

Interview feedback questionnaire templates are required to create interview feedback questionnaires. All questionnaires are based on templates, which promote consistency.

Depending on the desired level of control over interview feedback questionnaires, you can create a generic, mostly blank template to give users the ability to fully control the questionnaire properties and contents when creating the questionnaire. If more control is desired, you can create templates with limited configuration options available at the questionnaire level.

It is recommended to create a template for the different types of feedback your organization collects: phone screens, recruiter interviews, hiring manager interviews, panel or hiring team interviews.

1. In the Setup and Maintenance work area, go to the following:
   o Offering: Workforce Development
   o Functional Area: Questionnaires
   o Task: Manage Questionnaire Templates

2. In the Manage Questionnaire Templates page, select Recruiting in the Subscriber field.

3. Click Search to see existing interview questionnaire templates for Recruiting. You can copy the template and edit its content.

4. Click Create to create a new interview questionnaire template. The Create Questionnaire Template page opens.

5. Enter the template name and description.

6. Enter instruction text and help materials (attachments) if desired.

7. Select the option Allow changes to instructions if you want to allow the person who requested the feedback to provide additional instructions or notes to respondents. These will appear on the questionnaire. When creating a request for feedback the user also has the chance to add notes to respondents, which appear in the header area of the questionnaire along with the candidate and requisition details.

8. Click Next.

9. Define the questionnaire properties.

10. Configure the sections.

Note: A question must be saved as Active to be available for selection when creating interview questionnaires.
 ◦ Response Order: This option controls the default order of responses in a section. Select Vertical for responses to appear in the specified order. Select Random for response order to change randomly when a user accesses the questionnaire.

 ◦ Required: Select this option if you want respondents to answer all questions in the section.

 ◦ New Page: Select this option if you want to start the section on a new page. A section may fill more than one page, depending on the number of questions specified in the Maximum Number of Questions per Page field.

 11. Add questions from the question library or create new questions. Question properties can be modified from the template creation page. Changing the response type or making a question required/not required only applies to the template being created. If you want to modify other question properties (like the question text or responses), you can create a new version of the question or edit the existing version.

 12. Click Next to review the template properties and contents.

 13. Click Preview to see how the questionnaire is presented to respondents.

 14. Click Save and Close. The questionnaire template appears in the template list, in the selected subscriber.

You can provide translation for the name and description of questionnaire templates without having to sign out and sign in a different language. Use the Translation Editor tool, represented by the earth logo, to translate the values.

 ✓ Note: A questionnaire template must be saved as Active to be available for selection when creating questionnaires.

Create an Interview Feedback Questionnaire

Interview feedback questionnaires contain questions used by recruiters and hiring managers to collect feedback on candidates during candidate interviews.

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

     ◦ Offering: Workforce Development
     ◦ Functional Area: Questionnaires
     ◦ Task: Manage Questionnaires

 2. In the Manage Questionnaires page, select Recruiting in the Subscriber field.

 3. Select the Interview Feedback folder to save the new questionnaire in that folder.

 4. Click Search to see existing interview questionnaire for Recruiting. You can copy a questionnaire and edit its content.

 5. Click Create to create a new interview questionnaire. The Create Questionnaire page opens.

 6. Enter the questionnaire template ID or name then click Search.

 7. Select the questionnaire template from the search results list.

 8. Enter the questionnaire name and fill in other basic information fields. Several fields are already filled from the template, but you can modify them for the questionnaire.

 9. Enter instruction text and help materials (attachments) if desired.

 10. Click Next.

 11. Define the questionnaire properties.

     ◦ Section Order: Select Sequential to display the sections in the order you specified. Select Random to change the section order whenever the questionnaire is accessed.

     ◦ Section Presentation: This option controls how the questionnaire uses sections. Select No Sections to display all questions within one required section. Select Stack Regions to include all sections on one page.
**Oracle Recruiting Cloud**

**Implementing Hiring**

**Chapter 10**

**Interview Feedback Questionnaires**

- Page Layout: Select if the questionnaire is displayed on one or two columns.
- Maximum Number of Questions per Page: Enter the maximum number of questions that appear on a page.
- Allowed Response Types: This option identifies the response types that can appear in questionnaires created from the template. Only questions with the selected response types can appear in the questionnaire.

**12. Configure the sections.**

- Question Order: This option controls the default order of questions in a section. Select Vertical for questions to appear in the specified order. Select Random for question order to change randomly when a user accesses the questionnaire.
- Response Order: This option controls the default order of responses in a section. Select Vertical for responses to appear in the specified order. Select Random for response order to change randomly when a user accesses the questionnaire.
- Required: Select this option if you want respondents to answer all questions in the section.
- New Page: Select this option if you want to start the section on a new page. A section may fill more than one page, depending on the number of questions specified in the Maximum Number of Questions per Page field.

**13. Add questions from the question library or create new questions.** Question properties can be modified from the template creation page. Changing the response type or making a question required/not required only applies to the template being created. If you want to modify other question properties (like the question text or responses), you can create a new version of the question or edit the existing version.

**14. Click Next to review the questionnaire properties and contents.**

**15. Click Preview to see how the questionnaire is presented to respondents.**

**16. Click Save and Close.** The questionnaire appears in the questionnaire list, in the selected subscriber.

You can provide translation for the name and description of questionnaires without having to sign out and sign in a different language. Use the Translation Editor tool, represented by the earth logo, to translate the values.

**Note:** The questionnaire must be saved as Active to be available for selection when creating questionnaires.
11 Recruiting Campaigns

Set Up a Recruiting Campaign

Use email recruiting campaigns to advertise job requisitions to candidates to generate job applications and referrals. You can also use them to promote recruiting events and activities to invite candidates to respond to a request, such as RSVP for an upcoming recruiting event or learn more about the company’s benefits and corporate culture.

To set up a recruiting campaign, you perform these tasks:

1. Create campaign opt in statement.
2. Add campaign opt in in the job application flow.
3. Define email limits.
4. Control the campaign audience.
5. Run scheduled processes for campaign emails.

Create Campaign Opt In Statement

The Campaign Opt In Statement is a text displayed to candidates describing the candidate’s agreement to receive recruitment marketing communications.

To create a campaign opt in statement:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Recruiting Content Library
2. On the Recruiting Content Library page, click Create.
3. On the Create Content Item page, select Campaign Opt In Statement in the Category field.
4. Enter the text for the statement.
5. Complete the other fields.

Add Campaign Opt In in the Job Application Flow

You then add the Campaign Opt In option in the job application flow.

In the Setup and Maintenance work area, use the following:

- Offering: Recruiting and Candidate Experience
- Functional Area: Candidate Experience
- Task: Job Application Flow Configuration

When you create a job application flow, select the Campaign Opt In option to ask candidates if they agree to receive recruitment marketing communications. Candidates don’t have to agree to proceed with their job application. The opt in option appears with this short sentence “I agree to receiving future recruitment marketing communications.” If an active version of the campaign opt-in statement is available in the content library, the sentence is displayed as a link that the candidate can click to read the full statement.
Define Email Limits
You define the maximum email batch size and the maximum number of retries for emails that failed to be sent.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Enterprise Recruiting and Candidate Experience Information

2. In the Campaign Management section, configure these options:
   - Email Batch Limit: Default value is 5000.
   - Email Maximum Retry Count: Default value is 3.

Control the Campaign Audience
You can set an option to automatically exclude candidates from campaigns who are not recommended to rehire. You can also exclude candidates from campaigns who have received a certain number of emails within a specific time period.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Enterprise Recruiting and Candidate Experience Information

2. In the Campaign Management section, configure these options:
   - Do not send emails to candidates flagged as do not hire
   - Enable Do Not Send Rule
   - Do not send emails to audience members who already received emails in the last: Specify the time frame, that is 1 week, 2 weeks, 1 month.

Run Scheduled Processes for Campaign Emails
These scheduled processes are used for campaigns. It is recommended to schedule these processes every 30 minutes.

- Prepare Campaign Email
- Send Campaign Email
- Track Campaign Email Delivery

Related Topics
- Create a Job Application Flow
- Recruiting Content Library
Create Recruiting Campaign Email Templates

Provide recruiters a selection of email templates so they can create visually engaging emails for their recruiting campaigns. Recruiters can use the email as is, or they can use the design editor to personalize the content. Templates are available for each campaign type, that is Respond to Request, Refer Job, Apply to Job. When you create a campaign, the email template appropriate for your campaign type is available for selection. Recruiters can use the email as is, or they can use the design editor to personalize the content.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Source Candidates
   - Task: Manage Recruiting Campaign Email Templates
2. On the Campaign Email Templates page, click Add.
3. Enter a name for the email template.
4. Select a template. Possible options are: Basic, Multi-Column, Blank.
5. Select a campaign purpose, that is Respond to Request, Refer Job, Apply to Job.
6. Click Save.
7. In the Templates page, locate your template.
8. In the Actions menu, select Design.
9. Use the email designer to create the email.
12 Candidate Pools

Set Up a Candidate Pool

Recruiters and hiring managers use candidate pools to group candidates and manage sourcing activities for either a current job position or a future job position that you will potentially fill.

To set up candidate pools, you need a candidate pool process which provides the framework to progress candidates through the sourcing lifecycle. This ensures candidates are engaged with the organization even if they aren’t actively involved in a hiring effort. You can create candidate pool processes to match your internal business processes. This includes adding, removing, renaming, and reordering the various phases and states that the pool members will go through. You can create multiple candidate pool processes but only one candidate pool process can be active at any given time.

Two candidate pool processes are provided with the product:

- Candidate Pool Process Template (CPP-TEMPLATE): This process cannot be made active. You can however duplicate the process to create your own candidate pool process. This process contains pre-defined phases and states.
- Default Candidate Pool Process (CPP-DEFAULT): This process is a copy of the candidate pool process template. It contains the same pre-defined phases and states. This process is provided so that there is an active process in new environments. You can’t make many modifications to this process because it is already active. You can use the process for your candidate pools. You can also make it inactive if you want to use your own processes instead.

To set up a candidate pool, you first define the candidate pool process properties. Then, you create phases and states for the process. Finally, you activate the candidate pool process.

Define Process Properties

When you create a candidate pool process, the first step is to define process properties.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Candidate Pool Management Process Configuration
3. On the Create Process page, enter process properties such as the process type, name, code, and description of the process.
4. Click Save and Continue.

Create Phases and States

Once you have entered process property information, the details page of the candidate pool process is displayed. This is where you add phases and states for the candidate pool process.

All phases include the terminal states Rejected by Employer and Withdraw by Candidate.

1. In the Phases section, click Create.
2. Enter a name and a description for the phase.
3. In the States section, click **Create** to add a state to the phase. When you type the name of the new state, a list of existing state names is suggested to facilitate the reuse of existing names across processes.
4. You can change the order of states using the up and down arrows.
5. Click **Save and Close**.

Repeat the above process to create more phases and states. When you have multiple phases, you can change the order of phases using the Move Right and Move Left arrows.

### Activate the Process

Once the candidate pool process is ready, you can activate it so it can be used by recruiters when they create candidate pools.

1. On the Candidate Pool Management Process Configuration page, click the candidate pool process.
2. Click **Edit Process Properties**.
3. In the Status field, select **Active**.

### Candidate Pool Process Phases and States

The candidate pool management process provides the framework to progress pool members through the sourcing lifecycle to ensure they're engaged with the organization even if they aren't actively involved in a hiring effort. The candidate pool process consists of a series of phases and states. Recruiters move pool members from one phase to another. The process isn't sequential, pool members can go back and forth between phases and states.

The table lists the phases and states provided as part of the default candidate pool process.

<table>
<thead>
<tr>
<th>Phase</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Contacted</td>
<td>New</td>
</tr>
<tr>
<td></td>
<td>Needs Attention</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
<tr>
<td>Reviewed</td>
<td>Needs Attention</td>
</tr>
<tr>
<td></td>
<td>Meets Qualifications</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
<tr>
<td>Engaged</td>
<td>Needs Attention</td>
</tr>
<tr>
<td></td>
<td>Contacted</td>
</tr>
<tr>
<td></td>
<td>Interested</td>
</tr>
<tr>
<td></td>
<td>Not Interested</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td>Phase</td>
<td>State</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phase</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurture</td>
<td>Needs Attention</td>
</tr>
<tr>
<td></td>
<td>Ready to Be Placed Now</td>
</tr>
<tr>
<td></td>
<td>Ready in 6 Months</td>
</tr>
<tr>
<td></td>
<td>Ready in 12 Months</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
</tbody>
</table>
Create a Candidate Interview Schedule Template

Create interview schedule templates to help recruiters and hiring managers save time when they create interview schedules for job requisitions. For example, you can specify a commonly-used conference room or location or the URL and dial-in information.

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Job Requisitions
   - Task: Manage Interview Schedule Template
2. On the Interview Schedule Templates page, click Add.
3. Enter a schedule title and code. The title could be First Round Phone Interview.
4. Specify the schedule type either managed by the hiring team or the candidate.
5. Select the format of the interview that is In Person, Phone, or Web Conference then enter location details for the selected format.
6. Select settings related to actions candidates can perform on their interviews.
7. Enter pre-schedule and post-schedule details.
   - Pre-schedule details are instructions for candidates before scheduling their interview.
   - Post-schedule details are instructions for the interview such as directions to the interview location, instructions on how to join a web conference.
8. Include interviewer documents. Documents are attached to the notification sent to interviewers. You can include a link to the job posting so that the interviewers can refer to the job description, qualifications, or other details. You can include a link to the resume. You can include a .ics attachment so that candidates and interviewers can add the interview to their calendar.
9. Select notification templates to send candidates. Templates provided with the application are selected by default.
10. Click Save and Close. The template appears on the Interview Schedule Templates page.
11. Select the Activate Template action to make the template available for selection on job requisitions.

Interview Schedule Settings

This table shows settings that you can use to configure interview schedules.

<table>
<thead>
<tr>
<th>Settings for Hiring Team Managed Interview Schedule</th>
<th>Settings for Candidate Managed Interview Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidates can cancel</td>
<td>Candidates can reschedule</td>
</tr>
<tr>
<td>• Candidates can cancel their interviews on external and internal career sites. When candidates view a scheduled interview, they can use the Reschedule Interview action.</td>
<td>• Candidates can reschedule their interviews on external and internal career sites when the schedule permits it. When candidates view a scheduled interview, they can use the Reschedule Interview action.</td>
</tr>
</tbody>
</table>
**Candidate Interviews**

<table>
<thead>
<tr>
<th>Settings for Hiring Team Managed Interview Schedule</th>
<th>Settings for Candidate Managed Interview Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidates can’t make last-minute changes - Hours Before Interview</td>
<td>Candidates can cancel</td>
</tr>
<tr>
<td>• Select the number of hours before an interview when candidates can no longer make changes.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Candidates can cancel their interviews on external and internal career sites. When candidates view a scheduled interview, they can use the Cancel Interview action.</td>
</tr>
</tbody>
</table>

Candidates can schedule on same day

• Same day scheduling means candidates can schedule an interview on the same day they are viewing the interviews on the interview scheduling page. For example, if a candidate gets an interview invitation today, the candidate can see interviews available today.

Candidates can see future interviews - Interview Visibility

• Select the number of weeks or months of the interview schedule to which candidates have access when scheduling an interview.

Candidate limit on rescheduling - Reschedule Limit

• Indicate the number of time the candidate can reschedule an interview.

Candidates can’t make last-minute changes - Hours Before Interview

• Select the number of hours before an interview when candidates can no longer make changes.

**Candidate Interview Notification Templates**

Notifications are sent during the candidate interview process.

The following notification templates are available in the Recruiting Library. You can use them as is, configure them, or create new ones.

- Interview Canceled Notification
- Interview Reminder Notification
- Interview Scheduled Notification
- Interview Updated Notification
- Schedule Interview Notification
- Interview Reschedule Notification
- Invite to Schedule Interview Notification
14 Talent Community

Set Up a Talent Community

When external candidates don’t find jobs matching their interests, they can join a talent community to show their interests in an organization. They can create their profile, indicate their preferred location and job family, import their profile from a third party such as LinkedIn and Indeed, or upload a resume. Candidates also have the option to receive news about new job opportunities and marketing communications.

To set up a talent community, you first activate the feature. Then, you configure the career site to provide the Talent Community sign up option to candidates. You also need to create a job application flow of type Talent Community.

Enable Talent Community

To enable Talent Community:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Enterprise Recruiting and Candidate Experience Information
2. In the Talent Community section, select Active.

Add the Talent Community Option to the Career Site

To provide the Talent Community sign up option to candidates:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Candidate Experience
   - Task: Career Sites Configuration
2. Select a career site and click Edit.
3. Under Talent Community Sign Up, specify the following:
   - Display of a sign up button in the job list.
   - Display of a sign up button when no jobs are found.
   - Title and description for the talent community.
   - Label on the button allowing candidates to sign up.

Create a Talent Community Job Application Flow

To create a job application flow of type Talent Community:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
Functional Area: Candidate Experience
Task: Job Application Flow Configuration

2. Click Create.
3. In the Application Flow Type field, select Talent Community.
4. Configure the flow as any other flow.

Related Topics
- Create a Job Application Flow
15 Agency Hiring

Create an Hiring Agency

You can create an agency as an approved third-party entity and associate one or more agents to it so that recruiters can invite agents to submit candidates to agency-enabled requisitions.

To create an agency, you need to:

- Create an agency.
- Add agents to the agency.

Create an Agency

To create an agency:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Source Candidates
   - Task: Manage Recruiting Agencies
2. On the Manage Agencies page, click Add.
3. On the Details page, enter the following info:
   - Agency Name
   - Main Contact
   - Agency Email
   - Referral Type: Person specific or job specific.
   - Contract Type: Transactional, Contingent, Retainer.
   - Exclusivity Length
4. Click Save and Close.

Add Agents to the Agency

To add agents to the agency:

1. On the Manage Agencies page, click the agency you just created.
2. In the Agents section, click Add.
3. On the Details page, enter the following info:
   - First Name, last name, and email of the agent.
   - Job Family
   - Responsible Location
4. Click Save and Close.
16 Intelligent Matching and Candidate Recommendations

Configure Recommendations

Recruiters can review the recommended best candidates for open job requisitions, which are sorted in order of recommendations, and filter the list of recommended candidates to decide who to invite to apply. The Recommendation feature improves recruiters productivity, helps reduce the time in the overall candidate selection process, and improves the quality of selected candidates.

The Recommendation feature uses artificial intelligence and machine-learning algorithms to suggest best candidates for a job.

To configure recommendations, in the Setup and Maintenance work area, use the following:

- Offering: Recruiting and Candidate Experience
- Functional Area: Recruiting and Candidate Experience Management
- Task: Manage Enterprise Recruiting and Candidate Experience Information

Enter values in the Recommendation and Data Synchronization sections:

- Service URL
- Access Token URL
- Client ID
- Client Secret

Select Active to enable the feature.

There is a scheduled process for recommendations: Synchronize Recruiting Data for Candidate Recommendations.

Integration with Oracle Adaptive Intelligent Apps

To integrate the Hiring product with the Recommendation feature, you must set up connections in Oracle Adaptive Intelligent Apps. Fields to configure are named differently:

- Service URL > Scope
- Access Token URL > Authentication URL
- Client ID > Application ID
- Client Secret > Application Secret

Scheduled Process

There is a scheduled process for recommendations: Synchronize Recruiting Data for Candidate Recommendations.

Related Topics

- Scheduled Processes in Oracle Recruiting Cloud
• Setting Up Connections
17 Geography Hierarchy

Geography Hierarchy Management in Oracle Recruiting Cloud

A geography hierarchy is a business object that defines a limited universe of geographies, organized in parent-child relationships.

Oracle Recruiting Cloud uses geographies managed in HCM, which typically exist in large numbers. To simplify the use of geographies, two additional configurations related to geographies are available:

- Geography Hierarchy Structure
- Geography Hierarchy

Geography Hierarchy Structure

The geography hierarchy structure defines the structure of geography levels from which a geography hierarchy can be built. It also defines the geography levels to be used when searching using locations in areas such as job search and candidate search.

To configure the geography hierarchy structure, in the Setup and Maintenance work area, use the following:

- Offering: Recruiting and Candidate Experience
- Functional Area: Recruiting and Candidate Experience Management
- Task: Manage Geography Hierarchy Structure

The Manage Geography Hierarchy Structure page lists the current structure for all countries available within TCA geographies. If a new country is added in TCA geographies, it is automatically displayed in the Manage Geography Hierarchy Structure page.

A geography hierarchy structure can have a maximum of three levels. The topmost level represents the country. For each country, a maximum of two geography sublevels can be defined:

- Level 1
- Level 2

It is not necessary to define sublevels for a country. You can define one sublevel, two sublevels, or none. If a hierarchy structure is not defined for a country, the list of locations presented to candidates when they search for a job in the career site only includes the country with no sublevels. Also, it is not possible to add geographies other than the country in a geography hierarchy.

The table presents the default geography hierarchy structure for the United States and Canada. Customers must define the structure for all other countries.
Chapter 17

Geography Hierarchy

<table>
<thead>
<tr>
<th>Country</th>
<th>Level 1</th>
<th>Level 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>State</td>
<td>City</td>
</tr>
<tr>
<td>Canada</td>
<td>Province</td>
<td>City</td>
</tr>
</tbody>
</table>

The geography hierarchy structure is used in the following Hiring features:

- Geography hierarchies: Within a country, only geographies corresponding to one of the geography hierarchy structure levels for this country can be added to the hierarchy.
- Job search: When candidates are searching for a job and selecting a location, only locations corresponding to one of the geography hierarchy structure levels can be selected.
- Candidate search: When recruiters are searching for candidates and selecting a location, only locations corresponding to one of the geography hierarchy structure levels can be selected.

Edit a Geography Hierarchy Structure

You edit the geography hierarchy structure using the Manage Geography Hierarchy Structure task in the Setup and Maintenance work area.

To edit a geography hierarchy structure for a country:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Geography Hierarchy Structure
2. On the Manage Geography Hierarchy Structure page, click on a country name. The Geography Hierarchy Structure window opens. The currently selected levels are displayed, if any.
3. Select the desired value for Level 1 and Level 2.
4. Click OK.

For some countries, the value Not Available can appear for Level 1 and Level 2. This means that the structure for this country was not defined within TCA geographies. It is also possible that a value appears for Level 1, but Level 2 displays the value Not Available. This means that the structure for this country only includes one level within the TCA geographies.

Geography Hierarchy

A geography hierarchy represents a universe of locations.

Recruiters typically hire candidates in the same areas and therefore post job requisitions in the same set of locations. To facilitate the selection of the appropriate locations when recruiters create job requisitions, the Recruiting Administrator can define a geography hierarchy.

To create a geography hierarchy, in the Setup and Maintenance work area, use the following:

- Offering: Recruiting and Candidate Experience
The Manage Geography Hierarchies page lists the geography hierarchies that were created. The geography names are displayed in the user's session language. For example, Spanish is installed in the environment. If you sign in Spanish, you can view geographies in Spanish. Several geography hierarchies can be created but only one geography hierarchy can be current at any given time. The Recruiting Administrator can create, duplicate, edit, and delete geography hierarchies.

A geography hierarchy is composed of a list of countries under which geographies are added, following the geography hierarchy structure defined for each country. For example, if for United States, the structure is United States > State > City, the geography hierarchy could contain:

- United States > California
- United States > California > San Francisco
- United States > Florida
- United States > Florida > Miami

A geography hierarchy can have one of the following statuses:

- Draft: The geography hierarchy can be edited and activated when ready.
- Current: The geography hierarchy is being used and cannot be edited. Only one geography hierarchy can be current at any given time.
- Future: The geography hierarchy is scheduled to be used at a later time. It can be edited.
- Ended: The geography hierarchy was used in the past and has been replaced by another one. It cannot be edited.

Geography hierarchies are used in the following Hiring functionality:

- Job requisition and job requisition template: When recruiters are selecting the Primary Location and Other Locations of a job requisition or job requisition template, only values from the currently active geography hierarchy can be selected.

Create a Geography Hierarchy

To create a geography hierarchy:

1. In the Setup and Maintenance work area, go to the following:
   - Offering: Recruiting and Candidate Experience
   - Functional Area: Recruiting and Candidate Experience Management
   - Task: Manage Geography Hierarchies
2. On the Manage Geography Hierarchies page, click the Create icon. The Create Geography Hierarchy page opens.
3. Provide a name for the geography hierarchy.
4. Enter the start date when the geography hierarchy becomes current. If you select the option Start on Activation, the geography hierarchy becomes current as soon as it is made active.
5. If you want to add a country to the geography hierarchy, click the plus button. In the Add Country window, search for the country you want to add. Once you have found the desired country, add it to the list using the arrow. Click OK when you are done. You can select multiple countries at once by clicking a country name and holding the Shift or Ctrl key.
6. If you want to add geographies under a country, select a country and click the Add Sublevels button. In the Add Sublevels window, search for the geography you want to add. Once you have found the desired geography,
add it to the list using the arrow. Click OK when you are done. You can select multiple geographies at once by clicking the geography name and holding the Shift or Ctrl key. Use the Show filter if you want to filter down the list of geographies to only show Level 1 or Level 2 geographies.

7. Click **Save as Draft** or **Save and Activate**.

### Geography Hierarchy Management FAQs

**How can I view the details of a geography hierarchy?**

In the Setup and Maintenance work area, use the task **Manage Geography Hierarchies** and click the name of a geography hierarchy. In the Search Results section, click the arrow next to a country’s name to view the geographies included underneath.
18 Sources

Configure Source Tracking

Source tracking identifies from what source candidates originated and displays that information in the Source Information area in the candidate job applications, candidate profiles, and prospect records.

To configure sources, in the Setup and Maintenance work area, use the following:

- Offering: Recruiting and Candidate Experience
- Functional Area: Candidate Dimension Source Names
- Task: Manage Candidate Dimension Source Names

The Manage Candidate Sources Names page lists sources available by default with the application. These default sources are:

- LinkedIn
- Facebook
- Email
- Phone
- Resume Handed in Person

You can edit the name and description of the default sources. You can also order their display sequence. You can remove default sources but at least one default source must remain on the list.

You can translate the name of the sources so that recruiters can see the name of sources in the language they used to sign in the application.

You can create new sources. This way, when candidates are created manually by recruiters the proper source can be assigned.

The following source mediums and sources are provided with the product. The list is not configurable.

<table>
<thead>
<tr>
<th>Source Medium</th>
<th>Source</th>
<th>Description</th>
<th>UTM Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign</td>
<td>Email</td>
<td>A candidate applied from a campaign email or from social media channels.</td>
<td>utm_source= email&amp;utmmedium campaign</td>
</tr>
<tr>
<td></td>
<td>LinkedIn</td>
<td></td>
<td>utm_source= linkedin&amp;utmmedium campaign</td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
<td></td>
<td>utm_source= facebook&amp;utmmedium campaign</td>
</tr>
<tr>
<td></td>
<td>Twitter</td>
<td></td>
<td>utm_source= twitter&amp;utmmedium campaign</td>
</tr>
<tr>
<td>Candidate added to job</td>
<td>Job Requisition</td>
<td>A recruiter uses the Add to Job Requisition action to add a candidate to a job requisition, from</td>
<td>utm_source= job+requisition&amp;utmmedium manual+add</td>
</tr>
<tr>
<td>requisition</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Candidate Profile</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Candidate Search</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Source Medium</td>
<td>Source</td>
<td>Description</td>
<td>UTM Code</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Candidate added to pool</td>
<td>Job Requisition</td>
<td>A recruiter adds a candidate to a requisition from another pool, from a candidate profile, from a requisition, or after performing a candidate search.</td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Candidate Profile</td>
<td></td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Candidate Search</td>
<td></td>
<td>utm_source= candidate +search&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Candidate Pool</td>
<td>The application automatically adds a candidate to a talent community pool by matching candidate preferences to the pool context.</td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Talent Community</td>
<td></td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td>Candidate created manually</td>
<td>LinkedIn</td>
<td>A recruiter creates a candidate manually using the Create Candidate action. For example, a recruiter was actively searching for new candidates on LinkedIn, or a candidate handed a resume in a restaurant.</td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td>The task to add more source names to the list is Manage Candidate Dimension Source Names.</td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Phone</td>
<td></td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Resume handed in person</td>
<td></td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
<td></td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td></td>
<td>Agency</td>
<td></td>
<td>utm_source= candidate +profile&amp; utmmedium manual +add</td>
</tr>
<tr>
<td>Career site</td>
<td>External Career Site</td>
<td>A candidate applied from an external career site or an internal career site, or a candidate received a job alert and applied using an external career site. Does not include referred candidates who applied using an external or internal career sites.</td>
<td>utm_medium= career+site&amp; utmsource= job+alert</td>
</tr>
<tr>
<td></td>
<td>Internal Career Site</td>
<td></td>
<td>utm_medium= career+site&amp; utmsource= job+alert</td>
</tr>
<tr>
<td></td>
<td>Talent Community</td>
<td></td>
<td>utm_medium= career+site&amp; utmsource= job+alert</td>
</tr>
<tr>
<td></td>
<td>Job Alert</td>
<td></td>
<td>utm_medium= career+site&amp; utmsource= job+alert</td>
</tr>
<tr>
<td>Source Medium</td>
<td>Source</td>
<td>Description</td>
<td>UTM Code</td>
</tr>
<tr>
<td>--------------------</td>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Intelligent matching</td>
<td>Job requisition</td>
<td>A candidate is selected by the intelligent matching feature.</td>
<td>none</td>
</tr>
<tr>
<td>Job board</td>
<td>Name of job board</td>
<td>A candidate applied on a job from a job board.</td>
<td>utm_medium= jobboard; utm_source= ziprecruiter</td>
</tr>
<tr>
<td>Referral</td>
<td>External Referral</td>
<td>A user or agent is referring a person outside of the company (external candidate) or an employee (internal candidate).</td>
<td>utm_source= external+referral&amp;utmmedium= referral</td>
</tr>
<tr>
<td></td>
<td>Internal Referral</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Agency Referral</td>
<td></td>
<td>utm_source= agency+referral&amp;utmmedium= referral</td>
</tr>
<tr>
<td>Referral website</td>
<td></td>
<td>Candidate originated from any other referral website.</td>
<td>none</td>
</tr>
<tr>
<td>Search engine</td>
<td>Google</td>
<td>A candidate searched for a company career site or job requisition using a search engine such as Google, Yahoo, Bing.</td>
<td>none</td>
</tr>
<tr>
<td></td>
<td>Yahoo</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Example:
- Source Medium: Intelligent Matching
- Source: Job Requisition
- Job Requisition: Java Developer
- Added By: John Smith
<table>
<thead>
<tr>
<th>Source Medium</th>
<th>Source</th>
<th>Description</th>
<th>UTM Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared job posting</td>
<td>none</td>
<td>A job shared by AddThis or using the copy link on a career site.</td>
<td>utm_medium=jobshare; utm_source=facebook</td>
</tr>
</tbody>
</table>

Example:

- Source Medium: Share Job Posting
- Source: Social Media ABC
- Career Site: ABC Career Site - 001
Candidate Search Archiving

Use candidate search archiving to track candidate searches ran by recruiters. Search result archiving supports requirements from the Office of Federal Contract Compliance Programs (OFCCP).

To enable candidate search archiving, in the Setup and Maintenance work area, use the following:

- Offering: Recruiting and Candidate Experience
- Functional Area: Recruiting and Candidate Experience Management
- Task: Manage Enterprise Recruiting and Candidate Experience Information

In the Candidate Search Archiving section, select **Active**.

When candidate search archiving is enabled, customers can track and record the following information:

- User who ran the candidate search
- Criteria used for the search.
- Date and time when the candidate search was run
- Candidates returned in search results

Candidate search queries are saved for a period of two years. A search query can contain a maximum of 500 candidates. Search queries returning no candidate are also archived.
20 Alert Notifications

Set Up Recruiting Alert Notifications

Using the Alerts Composer tool, you can set up notifications to be sent to recruiters, hiring managers, collaborators, job offer team members, and candidates for different events in the job application process, the hiring process, and when a job offer moves through its life cycle.

Using the Alerts Composer tool, you can:

- Set notifications to be delivered to recipients by email and worklist (bell icon). By email, the notification is delivered by email. By worklist, the notification is delivered by both email and worklist. For internal recipients, both email and worklist notifications are supported. For external recipients (candidates), only email is supported.
- Add or remove recipients.
- Change the content and formatting of messages.
- Add and modify tokens in notifications. You can only use tokens available for the context. For example, if you modify a notification sent to candidates, you can only use tokens for the candidate context.
- Turn off notifications.

Notifications are sent in the language understood by the recipients. The language varies whether the notification is sent to external candidates, internal candidates, or users interacting with job applications.

- When notifications are sent to external candidates in the context of a job application, the candidate’s job application language is used.
- When notifications are sent to internal candidates in the context of a job application, the language of the candidate job application is used. When notifications are sent to internal candidates for a context outside of a job application, for example an invitation to apply for a job, the default language of the user is used (default language set in the user’s preferences).
- Notifications and job requisition content included in notifications are displayed in the preferred language of the user receiving the notification.
- If a notification is sent to multiple users, each user receives the notification in their preferred language (could be different languages). If the user’s preferred language is not an active language on the job requisition, the job requisition’s default language is used when including job requisition content in the notification.

All recruiting notifications start with the word IRC. For example, IRC_JobOffer_AcceptedExternal.

Note:

To use the Alerts Composer tool, you require specific functional privileges.

Related Topics

- Alerts Composer Functions and Groovy Expressions
21 Scheduled Processes

Scheduled Processes in Oracle Recruiting Cloud

Scheduled processes are available for specific business needs in Oracle Recruiting Cloud. You run scheduled processes in the Scheduled Processes work area.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Recommended Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Load Workers into the Candidate Table</td>
<td>Creates candidate records for workers. Copies employees, contingent workers, former employees,</td>
<td>One time when Oracle Recruiting Cloud is being setup.</td>
</tr>
<tr>
<td></td>
<td>former contingent workers into the Candidates table. Creates profile usage entries. Creates</td>
<td></td>
</tr>
<tr>
<td></td>
<td>candidate profiles for former employees and former contingent workers.</td>
<td></td>
</tr>
<tr>
<td>Load and Index TCA Geographies</td>
<td>Rebuilds search index for TCA geographies.</td>
<td>One time when Oracle Recruiting Cloud is being setup.</td>
</tr>
<tr>
<td>Load and Index Job Requisitions</td>
<td>Rebuilds search index for job requisitions.</td>
<td>One time when Oracle Recruiting Cloud is being setup, or if there is a data load to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>add more job requisitions using HDL, or if there is something wrong with searching job</td>
</tr>
<tr>
<td></td>
<td></td>
<td>requisitions.</td>
</tr>
<tr>
<td>Load and Index Candidates</td>
<td>Rebuilds search index for candidates.</td>
<td>One time when Oracle Recruiting Cloud is being setup.</td>
</tr>
<tr>
<td>Maintain Candidates and Job Requisitions for Search</td>
<td>Incrementally updates search index for job requisitions and candidates.</td>
<td>Every 15 minutes</td>
</tr>
<tr>
<td>Manage Expired Interview Feedback Requests</td>
<td>Updates the interview feedback request status to expired when the expiry date is past the</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>current date.</td>
<td></td>
</tr>
<tr>
<td>Send Interview Feedback Respondent Request Expiring</td>
<td>Sends reminder notification when interview feedback request is about to expire.</td>
<td>Daily</td>
</tr>
<tr>
<td>Notification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Update Job Application Questionnaire</td>
<td>Updates job application questionnaire for open job requisitions when context such as</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>organization, location, job function, job family are changed in the question library.</td>
<td></td>
</tr>
<tr>
<td>Complete the Recruiting Process</td>
<td>Performs automatic closeout activities when a person is hired for a job or an assignment or</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>when a person is terminated from employment.</td>
<td></td>
</tr>
</tbody>
</table>

You must run the Load Workers into the Candidate Table job before running this job.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Recommended Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publish Job Requisitions</td>
<td>Publishes or removes job requisitions based on a start date and end date.</td>
<td>Every 15 minutes</td>
</tr>
<tr>
<td>Send Job Application Notification</td>
<td>Sends job application notifications to candidates, recruiters, and hiring managers when job applications are in a specified phase and state in the selection process.</td>
<td>Daily</td>
</tr>
<tr>
<td>Prepare Campaign Email</td>
<td>Populates the campaign audience list and the campaign’s email subject, body text, and tokens for each recipient.</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>Send Campaign Email</td>
<td>Sends the campaign emails to the campaign audience.</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>Track Campaign Email Delivery</td>
<td>Tracks the delivery status of campaign emails.</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>Recruiting Job Offer Expiration Date Alert</td>
<td>Sends alerts about recruiting job offer’s expiration date.</td>
<td>Daily</td>
</tr>
<tr>
<td>Generate Recruiting Job Offer Letters</td>
<td>Attempts to regenerate recruiting job offer letters if BI Publisher was unable to generate them when a job offer was accepted by the candidate.</td>
<td>On demand. The job is started programmatically when the job offer letter generation fails. In rare cases, it can be started manually for a specific job offer.</td>
</tr>
<tr>
<td>Restore Recruiting Job Offer Letter Layouts</td>
<td>Re-imports recruiting job offer letter layouts into BI Publisher from the templates in the Recruiting Content Library, if any were mistakenly deleted.</td>
<td>On demand. After the environment was updated or templates were manually removed by mistake from BI Publisher.</td>
</tr>
<tr>
<td>Synchronize Recruiting Data for Candidate</td>
<td>Synchronizes recruiting data for candidate recommendations.</td>
<td>Daily</td>
</tr>
<tr>
<td>Recommendations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send Candidate Screening Requests to Partners</td>
<td>Sends requested candidate screenings to selected partners.</td>
<td>Every 10 minutes</td>
</tr>
<tr>
<td>Update Date When Last Retrieved</td>
<td></td>
<td>Daily</td>
</tr>
<tr>
<td>Delete Archived Candidate Searches</td>
<td>Deletes entries in the candidate search archive table that are older than the specified number of years.</td>
<td>On demand. When customer business requires to fix data for OFCCP.</td>
</tr>
<tr>
<td>Convert Candidate Search Logs for Reporting</td>
<td>Converts candidate search logs into readable columns for reporting purposes.</td>
<td>On demand. When customer business requires to generate OFCCP reports.</td>
</tr>
</tbody>
</table>

That job inserts a row in the IRC_CAND_CLOSEOUT_SCANS table. The row is used by the closeout job.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Recommended Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare Campaign Email</td>
<td>Populates the campaign audience list and the campaign email’s subject, body text and tokens for each recipient.</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>Send Campaign Email</td>
<td>Sends the campaign email to the campaign audience.</td>
<td>Every 30 minutes</td>
</tr>
<tr>
<td>Track Campaign Email Delivery</td>
<td>Tracks the delivery status of campaign emails.</td>
<td>Every 30 minutes</td>
</tr>
</tbody>
</table>
22 Other Setup Tasks

Configure Fields Using HCM Experience Design Studio

Use HCM Experience Design Studio to configure which sections and fields are visible in job requisitions and offers, and which fields are optional or mandatory.

You can configure sections and fields for the following actions:

- Create Job Requisition
- View and Edit Job Requisition
- Create and Edit Job Offer
- View Job Offer in Job Application
- View and Manage Job Offer
- Candidate Job Application Diversity
- Refer a Candidate
- Refer an Employee

To configure fields in HCM Experience Design Studio:

Prerequisites

- You must activate a sandbox. (Settings and Actions Menu > Manage Sandboxes)
- You must enable page editing at the Site layer. (Settings and Actions Menu > Edit Pages)

2. Select the Transaction Design Studio tab.
3. Select an action. For example, Create Job Requisition.
4. Click Add to add a new rule to display certain fields.
5. Enter rule details such as the name and description.
6. You can select a role for which the rule applies. If you don’t select a role, the rule applies to all roles.
7. In the Show or Hide Regions section, select which sections are visible.
8. In the Page Attributes section, select a region. Then select which fields are visible and which ones are required to be filled.
9. Click Save and Close.