Oracle Recruiting Cloud
Using Hiring

19C
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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.

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

Recruiters and hiring managers use the Hiring application to find the best candidates for a job. Hiring provides a comprehensive end-to-end functionality starting from job requisitions, recruiting campaigns, candidate selection, job offers, and seamless candidate to new hire workflow.

Let’s look at some of the key features.

Job Requisitions

You create job requisitions as per the specific requirements of a job for which a candidate must be hired. A job requisition can contain prescreening questionnaires and screening services such as background checks. You post job requisitions on the career site which the candidates visit as they search for jobs to apply for or refer people for the job.

Recruiting Campaigns

You create recruiting campaigns to advertise job requisitions and promote other recruitment initiatives. For example, you can use campaigns to invite candidates to RSVP recruiting events, or advertise about the company’s benefits and corporate culture.

Candidate Selection

You search the database to find qualified candidates for the current or planned open positions. You can match candidates to the job requisitions. You can also put candidates in candidate pools for managing the sourcing activities for current or future job positions that you’re currently recruiting for. You can move the candidate’s job applications after they have applied to the job requisitions during the selection process. The candidate selection process tracks and manages candidates from the time their job application is confirmed to the time that they’re hired.

Job Offers

You create job offers by providing details such as proposed start date, job assignment, salary, or other compensation. You extend job offers to candidates. Candidates receive the offers, consider the content, and respond to the offers by either accepting or declining them. When the candidate accepts the job offer, the candidate job application is handed over to the Human Resource (HR) specialist who finalizes the job offer details.
2 Job Requisitions

Create a Job Requisition

You create a job requisition to specify the requirements of a job for which a candidate must be hired.

Here are the main steps to create a job requisition:

1. Initiate the creation of the job requisition.
2. Enter details about the job requisition.
3. Submit the job requisition for approval.
4. Enter job formatting information.
5. Create an interview schedule.
6. Preview the job requisition.

Depending on your user privileges and role, there are three scenarios to create a job requisition:

- As a recruiter, you’re responsible for the entire job requisition creation process. You initiate the job requisition creation process. You enter details about the job requisition. You submit the job requisition for approval. Once the job requisition is approved, you enter the job formatting information and post the job requisition on career sites.
- As a hiring manager, you’re responsible for the entire job requisition creation process. You initiate the job requisition creation process. You enter details about the job requisition. You submit the job requisition for approval. Once the job requisition is approved, you enter the job formatting information and post the job requisition on career sites.
- The process is shared between the hiring manager and the recruiter. The hiring manager initiates the job requisition creation process. The recruiter receives a notification to enter details about the job requisition. The recruiter submits the job requisition for approval. Once the job requisition is approved, the recruiter enters the job formatting information and posts the job requisition on career sites.

During the job requisition creation process, you can view the progress of the job requisition in the Progress tab. You can see the date of creation of the job requisition, its phase and state, the start date of the phase, and the time spent on the phase.

Initiate the Creation of the Job Requisition

You initiate the creation of a job requisition by starting the creation process and entering the basic information about the job requisition.

You can start off creating a job requisition by:

- Using a blank form: In the Hiring work area, on the Job Requisitions page, use the Add action. You can also use the Create Job Requisition action on the Quick Actions page. Once you’re on the Create Job Requisition page, select Blank Requisition in the Use field.
- Using a template: In the Hiring work area, on the Job Requisitions page, use the Add action. You can also use the Create Job Requisition action on the Quick Actions page. Once you’re on the Create Job Requisition page, select Template in the Use field. The Requisition Template field appears and you can select a template matching the recruiting type and the primary location of the job requisition. Your access to the templates displayed by the selector depends upon the organization selected on the templates and the organization security profile of your data roles. You will find many of the requisition fields pre-populated based on the selected template.
- Duplicating an existing job requisition: In the Hiring work area, on the Job Requisitions page, use the Add action. You can also use the Create Job Requisition action on the Quick Actions page. Once you’re on the Create Job Requisition page, select Existing Requisition in the Use field. The Requisition field appears and you can select a
requisition. You will see that the fields (except the Requisition Number) are pre-populated with field values from the source job requisition. If a job requisition template was used to create a source job requisition, it’s displayed in the Requisition Template field in the new job requisition. The new job requisition considers only the values of the source job requisition fields and not the content of the template.

- Using a position: In the Hiring work area, on the Job Requisitions page, use the Add action. You can also use the Create Job Requisition action on the Quick Actions page. Once you’re on the Create Job Requisition page, select Position in the Use field. As you create a job requisition from a position, all position field values such as business unit, job, grade are added to the requisition. You can modify these default position values. The position that you selected may have a requisition template associated to it. You can modify the recruiting-specific fields such as recruiter, hiring team, description, and so on which are pre-populated by the requisition template. Job requisition fields aren’t synchronized with the position. Once a job requisition is created, any change in the values of the position have no effect on the requisition values.

- Using a workforce model: In the My Team work area, under Workforce Modeling, open a workforce model. Use the Create Requisition action. Once the workforce model is ready, you can implement the model to create or update job requisitions within Hiring. The model is implemented if there are no conflicts between the model and the existing job requisitions.

Once you have initiated the process and entered the basic information about the job requisition, the job requisition is set to Draft - In Progress.

Enter Details About the Job Requisition

You now need to enter all the information required for the job requisition. Navigate to each section of the job requisition and complete the fields.

If you’re a recruiter, you need to enter a value in the Organization field. If you’re a hiring manager you need not do so.

> Note: The organization security profile of your data roles controls the items displayed by the Organization, Legal Employer, and Department selectors. The Business Unit and Department fields depend on the hiring manager associated with the job requisition. If you change the hiring manager, a message appears asking you if you want to change the business unit and department of the job requisition to those of the hiring manager.

Submit the Job Requisition for Approval

Once you have entered all the information required for the job requisition, you can submit the job requisition for approval using the Submit action.

By default the job requisition is set to Job Formatting - In Progress, and an approval isn’t required.

In case the approval process is enabled:

- The job requisition is set to Approval - Pending.
- The job requisition is routed automatically to the hiring manager’s first-level manager, who’s the first approver.
- If the hiring manager’s first-level manager approves the job requisition, the job requisition is routed automatically to the hiring manager’s second-level manager, who’s the second approver.
- If the hiring manager’s second-level manager approves the job requisition, the job requisition is set to Job Formatting - In Progress.

Once a job requisition is sent for approval, you can’t edit most of the job requisition fields. When the job requisition is approved, you can use the Redraft Job Requisition action to return the job requisition to the draft status and change the values of the fields. When you redraft a job requisition, the job requisition is set back to Draft - In Progress and the job requisition must be submitted again to go through the approval process if required.
Enter Job Formatting Information

Once the job requisition is approved, the Job Formatting tab becomes available. This is where you select descriptions and media you want to share with candidates.

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.

You can select images and videos to be shown to the 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. It’s recommended that you add URLs of the type HTTPS to avoid displaying insecure items in a secure career site page. You can select specific images and videos to be shown to the candidates who will receive job offers.

You can select the languages in which each media item is available and translate the media title in the appropriate languages.

Create an Interview Schedule

Once the job requisition is in the approval phase or later phases, the Interviews tab becomes available. If you have the Manage Job Requisition Interview Schedule privilege, you can create interview schedules, take action on existing schedules, view interviews in the interview schedule, take actions on interviews.

Preview the Job Requisition

You can use the Preview Job Requisition action to see how the information is shown to candidates in the career sites. You can preview as both internal and external candidates on a desktop computer or on a mobile device. You can select the external career site you want to preview. Only active external career sites for which the job requisition’s context matches the filters of the site are available for selection. You can also preview the information in the different languages that are active for the job requisition.

Post a Job Requisition

You post a job requisition to a career site or job board for candidates to apply to the job.

After you create a job requisition and are done entering all the relevant details and job formatting information, use the Move to Posting action to move the job requisition to the Posting phase. You can also use the Open for Sourcing action to move the job requisition directly to the Open phase without posting the job requisition first. Let’s see how to post a job requisition.

1. Open a job requisition.
2. In the Actions menu, select Move to Posting or Open for Sourcing.
3. Click the Posting tab.
4. On the Posting page, decide if the job requisition is posted for internal candidates, external candidates, or both. Click the Edit button.
5. Select the posting schedule: Post Now, Post Later, or Do Not Post.
6. Depending on the schedule you selected, enter the start date, the expiration date, and the time zone.
7. Click Save.

Here’s what happens to the job posting after you click Save:

- If the posting is done right away, the job requisition changes to Open - Posted.
- If the posting is done later, the job requisition changes to Open - Scheduled.
Job Board Posting

If a job distribution partner service is enabled within your organization, you can post job requisitions to job boards. Let’s see how to do this.

- On the partner’s portal, select the job boards where you want to post the job requisition. All the required job requisition fields are populated on the partner’s portal.
- Let’s say that the partner supports multilingual postings and the job requisition is available in more than one language. In such a scenario, the job requisition data in all the languages is also available on the partner's portal. You can simply enter any additional information required and schedule the posting in multiple languages on the partner’s portal.
- After the job requisition is posted on the partner’s portal, you can review the status of the posted job requisition on the job requisition’s Posting tab.
- You want to edit previously entered information, change posting dates, or post the job in an additional language? All you need to do is to access the partner’s portal and edit the job posting information provided the job requisition is either already posted or scheduled to be posted. Furthermore, you can also remove a posting.
- As soon as the job requisition posting ends, the job requisition status changes to Open - Expired and you are notified to remove the job from the job boards. In case the job requisition is filled or canceled, it’s automatically removed from the job boards.

Invite Agents to Submit Candidates for a Job Requisition

You can invite agencies to submit candidates for specific requisitions.

1. Open a job requisition.
2. Click the Posting tab.
3. On the Posting page, go to the Staffing Agents section.
4. In the Agent selector, click Advanced Search.
5. Select one or more agents.
7. In the Staffing Agents section, click Invite Agents to send agents an invitation to submit candidates for the job requisition.

You can see these useful metrics about the agent selected by you.

- Number of Invitations to Submit Candidates: Number of job requisitions the agent was invited to submit candidates for.
• Percentage of Successful Job Applications: Percentage of job applications submitted by the agent where the candidates were offered a job.

• Average Time to Offer Phase: Average time required by the agent to source candidates through to the Offer phase.

When a candidate is referred by an agency, the information is tracked in the candidate file Source Information section where you can see these info:

• Source medium: Agency Referral
• Source: Name of the agency that submitted the candidate.

Invite Candidates to Apply on Job Requisitions Not Posted

You can invite candidates to apply on a job requisition that’s currently not visible to other candidates.

Let’s assume that your organization wants to fill a high-level position or even a replacement and they want to keep it confidential. In such a situation, when your organization doesn’t want to publicize their job requisition you perform the following steps to invite a candidate:

1. Open a job requisition.
2. In the Configuration section, click Edit.
3. Select the option Allow Candidates to Apply When Not Posted .
4. Click Save.

You’re almost done. You can now add candidates to the job requisition using the Add Prospect action or the Add to Job Requisition action. Candidates receive an email containing a link to apply for the job. Candidates are redirected to an external or internal career site depending on the candidate type. For a job that’s not posted, using this link is the only way candidates can apply for the job as it won’t be there in the job list on the career site.

✏️ Note: You can change the value of the Allow Candidates to Apply When Not Posted option in all phases of the requisition lifecycle except when the state of the phase is Canceled, Filled, or Rejected.

Actions to Perform on Job Requisitions

You can perform several actions on job requisitions from the Job Requisitions list or using the Actions menu in a job requisition.

The actions available in the Actions menu depend on your privileges and if they’re relevant to the phase and state of the job requisition. All other actions are disabled.

Fill Job Requisition

Use the Fill Job Requisition action to indicate that the required number of candidates was hired for the job requisition. The action is available when the job requisition is in phase Open, except Open - Canceled and Open - Filled.

These are the sequence of events that happen when you fill a job requisition.

• The job requisition is removed from the Job Requisitions list as it’s filtered out by default.
• The state of active candidates who applied on the job requisition is changed to Rejected.
After all the openings of a job requisition are filled, you’re notified that you can close the job requisition. You can’t fill a job requisition if candidate job applications have these statuses.

- **Offer - Pending Approval**: To close the job requisition, the candidate job application must be withdrawn from the offer approval cycle by the submitter or it must be rejected by the approver.
- **Offer - Extended**: The job requisition can’t be filled if a job offer was extended to a candidate. To close the job requisition, the candidate must accept the job offer so you can start the HR phase to hire the candidate. Or, you can reject the candidate manually and inform the candidate.
- **Offer - Accepted**: The job requisition can’t be filled if a job offer was accepted by a candidate. To close the job requisition, the candidate job application must be pushed in the HR phase.

To view job requisitions that were filled, use the **Include Inactive Requisitions** filter on the Job Requisitions list.

### Redraft Job Requisition

Use the **Redraft Job Requisition** action to return the job requisition to the draft status so that you can change the values of the fields that became locked after the job requisition was submitted.

When you use this action, the job requisition is set back to Draft - In Progress and must be submitted again to go through the approval process, if required. You can redraft a job requisition as long as there are no job applications on the job requisition. If the job requisition is posted, you’re asked to unpost the job requisition before redrafting it.

### Reopen Job Requisition

Use the **Reopen Job Requisition** action to reopen a job requisition that was filled or canceled.

When a job requisition is reopened, its phase and state are set back to the phase and state it was at before being filled or canceled. If the job requisition was posted or scheduled before being canceled, the job requisition phase and state are set to Open - Unposted after being reopened.

If the job requisition had candidate job applications that got rejected when it was filled or canceled, reopening the job requisition has no effect on these candidate job applications. Any of these candidate job applications can be manually returned to their prior phase and state in the selection process.

### Delete Job Requisition

Use the **Delete Job Requisition** action to remove a job requisition from the Job Requisitions list. This action is available for Draft - In Progress job requisitions.

### Cancel Job Requisition

Use the **Cancel Job Requisition** action if you no longer need the requisition. The state of active candidates who applied on the job requisition is changed to Rejected.

The Cancel Job Requisition action is available when a job requisition is in one of the following phases:

- **Job Formatting**
- **Posting**
- **Open**

The action is also available for job requisitions in the Approval - Rejected phase and state. If the approval was rejected, you can decide to cancel the requisition or to redraft it to perform some changes and resubmit it for approval after. You can’t
cancel a job requisition while at least one candidate is in Offer - Pending Approval, Offer - Extended, or Offer - Accepted. Once candidates have moved forward (or backward) from those statuses, you can cancel the job requisition.

To view job requisitions that were canceled, use the Include Inactive Requisitions filter on the Job Requisitions list.

Translate Job Requisition
Use the Translate Job Requisition action to translate the content of the job requisition.

The following values can be translated:

- Requisition Title
- Other Requisition Title (hidden by default)
- Internal Short Description
- Internal Description
- External Short Description
- External Description
- Media Title

Automatically Fill a Job Requisition
You can automatically change the status of a job requisition to "Filled" once the number of hired candidates matches the number of openings on the job requisition.

To enable this feature, when you create a job requisition, use the Automatically Fill Requisition option available in the Configuration section. You will find situations when the Automatically Fill Requisition option is enabled yet the job requisitions aren't automatically filled. This happens when the job applications have these statuses.

- Offer - Pending Approval
- Offer - Extended or later in the selection process (but not in the HR phase) which includes:
  - Offer - Accepted
  - Custom phases after the Offer phase, but not the terminal states Rejected by Employer, Withdrawn by Candidate. Job applications in terminal states don't prevent automatic filling.

When a job requisition is automatically filled:

- Active job applications are moved to the Rejected by Employer state of the phase they're currently in.
- The job requisition is automatically unposted from all career sites and job boards.
- A notification is sent to all members of the hiring team to inform them that the requisition is filled.

Use Job Requisitions and Offers to Fill Positions
If your organization relies on positions, you can use positions throughout your recruiting process.

- Recruiters can create job requisitions that are tied to positions.
Recruiters can create and manage job offers to fill these positions. They can keep the offer values synchronized with what’s defined in the position.

Line managers can see open job requisitions and their newly offered candidates within the My Team page. They can track the ongoing recruiting efforts to fully staff their team.

Create a Job Requisition Using a Position

You can create a job requisition by selecting a position to base it upon. The job requisition gets information such as business unit, location, job, grade, number of open headcounts, and so on from the selected position. All these values immediately become the values of the job requisition. You can modify the default position values.

Here’s the list of Position field values added to the job requisition:

- Business Unit
- Hiring Manager
- Number of Openings (the position’s current number of headcounts minus the current number of incumbents)
- Job
- Grade
- Work Location
- Department
- Full Time vs Part Time
- Regular or Temporary
- Values from the job profile (only work requirements fields) associated to the position
- Requisition Template

The position you selected may have a requisition template associated to it. The requisition also gets information from the position’s requisition template. Recruiting-specific fields such as recruiter, hiring team, description, questionnaires are pre-populated by the requisition template. You can modify these recruiting-specific fields.

1. On the Job Requisitions page, click Add.
2. In the Requisition Type field, select Standard.
3. In the Use field, select Position.
4. Select a position.
5. Complete fields as for a standard job requisition.
6. Click Submit.

Job requisition fields aren’t synchronized with the position. After a job requisition is created, any change in the values of the position has no effect on the job requisition values.

Create and Manage a Job Offer to Fill a Position

When you’re drafting a job offer for a candidate who applied to a job requisition, this offer can be tied to a specific position.

If you select a position for the job offer, the job offer’s values are based on the selected position. If the job offer is created from a job requisition that has a position, the job offer’s Position field is mandatory. The job requisition’s position value is defaulted into the job offer’s position value, although you can change the value used for this specific job offer. If the job requisition doesn’t have a position, the Position field in the job offer is optional.

A job offer can be created with many of its fields pre-filled. The reason to use a position in a job offer is to ensure that the offer’s Assignment section gets field values from the desired position. This position can come from the offer’s job requisition.
or can be chosen directly on the offer. Either way, you may be able to change the offer values that came from the position, depending on how position synchronization is configured by your administrator:

- If position synchronization isn’t enabled, the position’s values are pre-filled into some of the offer’s fields in the Assignment section by default. You can change the values.
- If position synchronization is enabled and various fields on the position are configured to be synchronized, then these fields appear as read-only in the job offer’s Assignment section. You can’t change their values on the job offer. This ensures that the values stay in sync with the values of the position. However, if the administrator has configured to allow individual assignments to override their positions, this job offer will display an option to make these fields editable once again if you do need to make a change.
- If position synchronization is enabled but various fields aren’t configured to be synchronized, then these fields appear as default values in the job offer. If desired, you can change these default values in the offer’s Assignment section to diverge from the position’s starting point.

Note: The Assignment section of a job offer behaves quite similarly to a standard job assignment. For details, see the Position Synchronization topic in the Using Global Human Resources guide.

Here’s the list of field values that appear in the offer from the associated position:

- Manager
- Department
- Job
- Location
- Grade Ladder
- Grade
- Probation Period
- Full Time vs. Part Time
- Regular vs. Temporary
- Assignment Category
- FTE and Working Hours
- Start Time and End Time
- Union, Bargaining Unit and Collective Agreement
- Mapped flexfields. Each Flexfield on a Position can be configured to associate with a Flexfield on Assignment. These values will be copied here.

The job requisition’s values are defaulted into the corresponding job offer fields, as usual. If the job offer has a position, the fields of the position are used wherever possible in the job offer.

If a position is updated while it’s being used in a job offer, the job offer fields may also get automatically updated in order to stay synchronized:

- The fields for which position synchronization is enabled will get updated values while the offer is in state Draft, Pending Approval, or Approved.
- The fields for which position synchronization isn’t enabled won’t be modified.

Changes to a position’s field values associated with a job offer don’t always update the offer’s field values:

- If the position is updated after the candidate might have seen their job offer, no changes to the offer fields can occur. This means the offer’s values remain unchanged regardless of position updates while the job application is
in state Extended, Accepted, To Be Processed, Processing, Processed, or any active states in any phases that are configured after the Offer phase. Because the position now has slightly different values than the job offer, the HR specialist may have to reconcile any differences later after the hand off to HR.

- If the position is updated after the job application is no longer active, no changes to the offer fields occur. This means the values in the offer’s Assignment section remain unchanged regardless of position updates while the job application is in state Withdrawn by Candidate, Rejected, or Offer Approval Rejected. However, if the job offer is redrafted, any synchronized fields will automatically be updated to match the position’s values when the offer is once again in the state Draft.

**See Hiring Progress in My Team Page**

Line managers can see open job requisitions and their newly offered candidates within the My Team page. They can track the ongoing recruiting efforts to fully staff their team.

Line managers can see open job requisitions based on positions within their management hierarchy. They can also see the candidates who are close to joining their team - not all the people who have applied or even whose offer is being drafted, but they can see any candidate who at least has an offer extended to them or that they have accepted, for a position or a job within the team hierarchy.

**Create a Pipeline Job Requisition**

You create a pipeline job requisition to gather candidates who have the skills, background, and experience your organization is looking for. You can add these candidates later to a standard job requisition they can eventually get hired for.

Here are the main steps to create a pipeline job requisition:

1. Create a pipeline requisition.
2. Create a standard requisition linked to the pipeline requisition.
3. Add candidate job applications of the pipeline requisition to the linked requisition.

**Note:** A privilege is required to create pipeline requisitions: Initiate Pipeline Job Requisition. By default, only the Recruiter role is granted this privilege. A privilege is required to add a job application from a pipeline requisition to a linked hiring requisition: Add Candidate to Job Requisition

**Create a Pipeline Requisition**

You create a pipeline requisition just like a standard requisition but ensure to select the pipeline requisition type. Note that the pipeline requisition candidate selection process is used for pipeline job requisitions.

1. On the Job Requisitions page, click Add.
2. In the Requisition Type field, select Pipeline.
3. Complete fields as for a standard job requisition.
4. Click Submit.

You can also filter the list to display only the pipeline requisitions.

**Create a Standard Requisition Linked to a Pipeline Requisition**

Now that a pipeline requisition is created and approved, you can create a standard requisition that’s linked to the pipeline requisition. You can create a linked requisition from a template, a position, an existing requisition, or from a blank requisition. The default choice is to create it from an existing requisition and the pipeline requisition is selected by default. You use this
standard requisition to hire candidates who were initially gathered on a pipeline requisition. You can have multiple standard requisitions linked to the same pipeline requisition.

1. Open the pipeline job requisition.
2. In the Linked Requisitions section, click Add.
3. Complete fields as for a standard job requisition.
4. Click Submit.

Add Candidate Job Applications to the Linked Requisition

After the pipeline and linked standard requisitions are created, you can add candidate job applications of a pipeline requisition to a linked standard requisition using the Add to Linked Requisition action.

1. Open a candidate job application associated to a pipeline requisition.
2. In the Actions menu, select Add to Linked Requisition.
3. Select a job requisition.
4. Click Save and Close.

New job applications are automatically created on the linked standard requisition and candidates need not apply again to the job requisition. Most of the information of the pipeline job application is copied to the linked standard job application, except the following information:

- Interactions
- Screening services results
- Answers to prescreening questions
- Interview feedback

Note: Only confirmed job applications can be added to a linked standard requisition.

Candidate Experience

On the candidate self service page, if and only if the candidates are active on the pipeline requisitions or one of linked standard requisitions that they can view their job applications on the pipeline requisitions. Job applications on linked requisitions aren’t displayed.

Note: Linked requisitions can’t be posted on career sites. You need to make them open using the Open for Sourcing action to add job applications to it from the pipeline requisition.

On the candidate self service page, the following statuses are displayed for job applications on pipeline requisitions:

- Under Consideration: The candidate has an active job application on the pipeline requisition or on one of the requisitions linked to the pipeline requisition.
- Not Retained: The candidate has job applications on a terminal state (Rejected by Employer or Withdrawn by Candidate) on the pipeline requisition and on all the requisitions linked to the pipeline requisition.
- Offer Accepted: The candidate has a job application on one of the requisitions linked to the pipeline requisition. For one of these standard requisitions, the current phase is the HR phase and the current state isn’t a terminal state (Rejected by Employer or Withdrawn by Candidate).
View Pipeline Job Application Content in a Linked Requisition

You can view content that was captured on a job application for a pipeline requisition while viewing the job application on a linked requisition.

All the information gathered on a pipeline job application is available directly in the linked job application, whether the information was gathered before or after the candidate was added to a linked requisition. This applies to info in the following tabs:

- Screening
- Prescreening
- Feedback
- Interactions

For example, when you’re on the Interactions tab of a job application for a linked requisition, you can select to display interactions from the linked job application or from the pipeline job application.

Job Requisition Phases and States

A job requisition goes through different phases and states during its creation process. The phase and state of a job requisition is displayed on the Job Requisitions list and also within a job requisition, in the Overview and Progress tabs.

The table lists the phases and states of a job requisition.

<table>
<thead>
<tr>
<th>Phase</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>In Progress</td>
</tr>
<tr>
<td>Approval</td>
<td>Pending</td>
</tr>
<tr>
<td>Approval</td>
<td>Rejected</td>
</tr>
<tr>
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<td>Canceled</td>
</tr>
<tr>
<td>Job Formatting</td>
<td>In Progress</td>
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<tr>
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<td>In Progress</td>
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<tr>
<td>Posting</td>
<td>Canceled</td>
</tr>
<tr>
<td>Open</td>
<td>Not Posted</td>
</tr>
<tr>
<td>Open</td>
<td>Scheduled</td>
</tr>
</tbody>
</table>
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.

Edit a Prescreening Questionnaire in a Job Requisition

You can edit prescreening questionnaires in a job requisition as long as there are no candidate job applications for that job requisition.
Here are some of the things you can do when you edit a prescreening questionnaire in a job requisition.

- You can view the automatically populated disqualification questions but you can’t remove them.
- You can add and remove prescreening questions. The questions are unique.

**Job Requisition 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 so when you sign in Spanish, you create job requisitions in Spanish.

When you create a job requisition, you select the languages in which the job requisition is available. You can’t remove the language used to create the job requisition. You can then go ahead and translate the job requisition content in the selected languages. This makes it easier for you to translate job requisitions in the preferred languages instead of translating them in all the activated languages in your organization. Use the **Translate Job Requisition** action to translate these job requisition values:

- Requisition Title
- Other Requisition Title
- External Description
- External Short Description
- Internal Description
- Internal Short Description
- Media title (in Job Formatting tab)

You can provide translation at any point during the job requisition lifecycle, as long as the job requisition is active. This means, if you make changes to the translation while the job requisition is posted, the changes are visible to candidates.

When you duplicate a job requisition, the multilingual content is copied from the source job requisition to the new requisition. When you create a job requisition from a job requisition template, the multilingual content of the template is copied to the new job requisition. When you duplicate a job requisition, the multilingual content is copied from the source job requisition to the new requisition. When you create a job requisition from a job requisition template, the multilingual content of the template is copied to the new job requisition.

**Job Requisitions in Workforce Modeling**

Workforce Modeling provides managers and human resources (HR) specialists with the ability to plan, model, and execute workforce changes using a graphical tool.

You create models which include job requisitions, using the workforce modeling. When you create a workforce model, existing job requisitions located in the hierarchy of the model’s top-level manager are included as part of the default data included in the model. Data security is enforced. Only job requisitions which you’re allowed to see are included in the model.

Within a workforce model, you can create new job requisitions. Requisitions created in a model only exist within the model. You need the Initiate Job Requisition privilege to create job requisitions in a model.
You can also view, edit, and move job requisitions within the workforce model hierarchy.

After the workforce model is ready, you can implement the model to create or update job requisitions within Hiring. The model is implemented if there are no conflicts between the model and the existing job requisitions. In Hiring, requisitions are created in the Draft - In Progress status.
3 Candidate Search

Candidate Search

Use the candidate search to find qualified candidates for current or planned open positions.

When you search for candidates, you can enter keywords, use filters to narrow down your search results, and perform actions on the candidates that are retrieved.

Search results are limited to 500 candidates. Unconfirmed candidates don't appear in search results. To appear in search results, candidates must confirm their email address.

Search Using Keywords

With the keyword search, you enter a keyword in the Search field. When you enter letters in the Search field, words matching the characters you typed are displayed. A list of matching values beginning with the characters entered appears. The list continues to narrow as you enter more characters. You can select an item from the list and click the Search icon.

You can enter phrases in the Search field by enclosing terms within double quotes to find exact matches. If you don’t use double quotes, candidate files containing the terms close to each other but not necessarily next to each other are retrieved. Let’s say that you search for “product manager”. Candidates matching the terms “product manager” are retrieved. If you search for product manager without double quotes, candidates matching terms such as “product manager”, “product marketing manager”, “manager product” are retrieved. Candidates with an exact match are ranked higher. For example, a candidate with “product manager” is ranked higher than one with “product marketing manager”.

The wildcards “*” (asterisk) and “%” can be used. For example, you can type off*. Candidate search isn’t case-sensitive. Whether you search for San Francisco or san francisco, the same results are returned.

When you use the keyword search to find candidates, the keywords are searched in the following fields of the candidate file:

- Job Title
- Employer Name
- Degree Level
- Person’s Full Name
- Person’s Last Name
- Attachments assigned to the Resume category

Filter Search Results

Use filters to narrow down your search results and improve the quality of your results. Each filter displays the candidate count. When you select filters, the list of candidates is dynamically updated.

Perform Actions on Retrieved Candidates

From the candidates list, you can perform several actions on candidates.

Available actions are:

- Add to Requisition
• Add to Candidate Pool
• Add Interaction
• Send Email
• Create a Candidate
• Delete Candidate
4 Prospects and Candidates

Prospect

Prospects are people who were referred for a job requisition or added to a job requisition but who have not yet completed their job application.

When a person is referred for a job, a prospect record is created and associated to the job requisition. When you use the Add to Requisition action for a candidate, a candidate record is also created and associated to the job requisition.

You can access prospects associated to a job requisition from several places such as the Job Requisitions list and the job requisition details view. You can also access the referred prospects from the job requisition Overview tab.

When you view prospects for a job requisition, you can:

- Navigate through the list of prospects.
- Sort and filter prospects.
- Search specific prospects.
- Take actions on prospects such as send an email, send a reminder invitation to apply to a job, add prospects to other job requisitions and candidate pools, add interactions, indicate prospects aren’t interested in the job, delete prospects.
- See which prospects were referred and which ones were added to the job requisition.
- See which prospects you did not yet view. A blue dot appears next to the prospect name.

When you open a prospect record, you can see details about the prospect such as personal information, previous employment, degrees, certifications and licenses, endorsements and any other recruiting activities the candidate is associated with like candidate pools or other job requisitions.

The count of prospects for a job requisition is displayed on the Job Requisitions list and within the job requisition. The number of prospects displayed varies depending on where you are:

- On the Job Requisitions list, the number of prospects displayed represents the active prospects added and referred to the job requisition.
- In the job requisition Overview tab, the number of referred prospects is displayed. When you click the number, you’re taken to the prospects list where you can filter the list to see referred and added prospects.

Create a Candidate Profile

You can create a candidate profile to quickly capture candidate information.

There are various reasons why you may have to create a candidate profile. For example, a candidate was referred to you and you want to quickly capture contact details of the candidate to coordinate and schedule a conversation with the candidate at a later time. Or, you’re attending a university event or career fair, you meet potential candidates and you want to quickly capture candidate information to contact the candidate or potentially screen the candidate at a later time.
You can create a candidate profile from the Candidate Search page, from within a candidate pool, and from the prospect candidate list. Let’s say you’re on the Candidate Search page:

1. On the Candidate Search page, click **Add**.
2. On the Create Candidate page, enter basic information about the candidate such as the name, email address, phone number.
3. Click **Save and Close**.

Once you save the information, the application checks if the email address entered already exists in the database. If this is the case, you need to enter an alternate email address if you want to proceed with creating this candidate.

If no duplicate is found, you’re presented with a message asking you if you want to go to the candidate profile page to fill in more information about the candidate such as previous work employment, education, licenses and certifications, spoken languages. If you say no, the create page closes and you’re taken back to the page where you initiated the create action.

When the candidate for whom you created a profile applies for a job, the candidate reuses the profile you created so that information you entered is kept. For example, if you added the candidate to a job requisition or a candidate pool, the information remains. However, any data supplied by the candidate overwrites the data you entered.

**Related Topics**

- Add a Candidate to a Candidate Pool

**Add a Candidate to a Job Requisition**

You can add a candidate to a job requisition to create a prospect candidate profile associated with the job requisition. You can add internal candidates to job requisitions posted on internal career sites, and external candidates to job requisitions posted on external career sites.

You can add a candidate to a job requisition from the Candidate Search page and from within a candidate pool. Let’s say you’re on the Candidate Search page:

1. On the Candidate Search page, select a candidate.
2. In the Actions menu, select **Add to Requisition**.
3. On the Add to Requisition page, select a job requisition.
4. Click **Save and Close**.

You can add multiple candidates at a time to a job requisition. If a few candidates don’t get successfully added to the job requisition for any reason, the confirmation message indicating that the candidates were added to the job requisition appears. There are no details as to why a specific candidate wasn’t added.

You can also add candidates to a job requisition that isn’t posted if you select the option Allow Candidates to Apply When Not Posted in the job requisition. For details, see the topic Invite Candidates to Apply on Job Requisitions Not Posted.

**Prospects and Candidates FAQs**
How can I invite a prospect to apply for a job?

By default, when prospects are added to a job requisition or referred, an invitation to apply is automatically sent to the prospects. You can use the **Send Invite** action to manually resend an invitation to the prospects. The prospects receive an email inviting them to apply for the job. If prospects are interested in learning more about the job, they can click the link in the email to access the job description and complete their job application. The email also includes a Not Interested link that the prospects can use to update their prospect record accordingly.

How can I indicate that a prospect isn't interested in applying for a job?

Use the **Update to Not Interested** action on the Prospects list or the prospect record. The prospect record status is automatically updated to Not Interested. A prospect marked as not interested doesn’t prevent the candidate from applying for the job.

What happens when I delete a prospect?

When you delete a prospect using the **Delete Prospect** action:

- The prospect no longer appears in the prospect list of the job requisition.
- The prospect can't be referred for the job requisition again. The prospect can be endorsed for the same job requisition.
- The prospect can be added to the job requisition again.
- The prospect no longer appears in the list of referrals submitted by the referrer.

How can I delete a candidate?

Use the **Delete Candidate** action in the candidate pool, candidate profile, or candidate search results to delete candidate profiles (profiles referred or added to a job requisition). You can only delete candidate profiles that have unconfirmed or inactive job applications. If there are confirmed job applications, delete the job applications before deleting the candidate profile. When you delete candidate profiles, they no longer appear in the application but they are still available in reports.
5 Candidate Job Applications

Candidate Job Application

A candidate job application is a record containing information provided by the candidate when applying for a job. It also contains information about the progression of the job application in the candidate selection process.

You can access candidate job applications from the Job Requisitions list and the job requisition Overview section. When you view the candidate job applications for a job requisition, you can:

• Navigate through candidate job applications.
• Sort and filter candidate job applications.
• Search specific candidate job applications.
• Take actions such as moving candidate job applications in the candidate selection process, adding the candidate to other job requisitions and candidate pools, adding interactions, confirming unconfirmed job applications.

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.
How Candidate Job Applications Are Confirmed

Candidate job applications must be confirmed to be part of the candidate selection process. There are different methods to confirm a candidate job application:

- In most cases, when external candidates complete a job application they are sent an email asking them to confirm their job application by clicking a link in the email. This is the default method.
- You can resend the confirmation email to the candidate using the **Send Confirmation Request** action.
- You can confirm the job application on behalf of the candidate using the **Confirm Job Application** action.

By default, unconfirmed job applications for a job requisition aren’t displayed. Use the **Unconfirmed** filter to view unconfirmed job applications.

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 allows you to monitor and improve your efforts to build a diverse workforce.

Let’s look at the main steps of tracking legislative and diversity information.

Your administrator determines which diversity fields are displayed to candidates in each of the countries where hiring is done. Available fields are:

- Date of Birth
- Ethnicity
- Gender
- Marital Status
- Religion

Each of these fields can be displayed as optional or required when candidates apply to jobs. Each country can have its own list of possible answers for these fields.

Your administrator then decides which legislative and diversity blocks to add in any job application flow. All of the following blocks collect information from candidate job applications:

- Diversity: Can show the above 5 fields for job requisitions located in any country.
- Disability: Shows the U.S. disability form CC-305 for job requisitions located in the United States.
- Veteran: Shows the U.S. veteran status field for job requisitions located in the United States.

Once the above configuration is done, you can create a requisition that gathers legislative and diversity information by selecting one of these job application flows. Depending on the primary location and any alternate locations of the requisition, if these are in any countries that are configured to show these fields, then the candidates will see these questions when they apply to the requisition.
External candidates can provide information in these fields, which is stored for compliance purposes for each job application. This new information provided by external candidates becomes available in the appropriate places in the HR file, as soon as the candidate is hired as a worker.

Internal candidates aren’t asked to provide this information when they apply for the same job requisitions. However their current diversity data from their HR file now gets stored in their job applications to support reporting on both internal and external candidates to the same requisition.

The legislative and diversity information provided by external and internal candidates isn’t visible to the recruiting team. This sensitive data can influence hiring decisions so it’s never displayed as part of the job application. It’s available for reporting purposes.

Candidate Job Application FAQs

How can I delete a candidate job application?

Use the Delete Job Application action in the candidate job application or the list of candidate job applications. You can only delete inactive or unconfirmed candidate job applications. Candidate job applications must be moved to an inactive state for the Delete Job Application action to be available. You can’t delete a candidate job application when a job offer is created. Once you delete a candidate job application, it no longer appears in the application but it’s still available in reports.

How’s the e-signature validated in job applications?

The e-signature mechanism is implemented to work with a loose validation on last names, and not on first names. This allows people with names such as John/Jack, Bill/William, Jo/Joanne to apply for jobs or accept their offer letters.
6 Recommendations

Recommendation

Recommend the best candidates for open job requisitions, rank job applications in order of recommendations, and filter the list of recommended candidates. The Recommendation feature improves recruiters productivity, helps reduce the time in the overall candidate selection process, and improves the quality of selected candidates.

When you view the details of a job requisition with the status Open - Posted, you can see in the Top Recommendations section candidates who are recommended for the job requisition. Job applications are ranked in order of recommendations. Recommended candidates include both internal and external candidates. If the job requisition is posted for internal candidates, only internal candidates are recommended. If the job requisition is posted for external candidates, only external candidates are recommended.

Click the Add as Prospect button to add a candidate to the job requisition. When a recommended candidate is added to the job requisition, the candidate no longer appears in the Top Recommendations section and the remaining candidates are automatically re-ranked.

Click the Show All Items link to navigate to the Recommendations page and see the total number of recommended candidates for the job requisition.

🔍 Note: The maximum number of recommended candidates that are displayed is 30.

On the Recommendations page, you can click the name of a candidate to view details about the candidate. You can perform several actions such as adding candidates to candidate pools and entering interactions. You can also sort the candidates by recommendation rank, in ascending order.

Recommendation FAQs

How can I sort job applications that are recommended for a job requisition?

Go to the job applications page of a job requisition and select Recommended in the Sort By menu.

How can I find candidates recommended for rehire?

When you conduct a candidate search or review job applications, prospect candidates, and candidate pool members, use the Rehire Recommendation filter to get a list of candidates that were recommended during the HR termination process. Open a candidate file and look in the Personal Information section to see the reason provided if the candidate wasn’t recommended for rehire.
7 Candidate Pools

Candidate Pool

A candidate pool is an identified group of candidates. You 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. With candidate pools, you can refine a list of candidates to remove unqualified candidates and at the same time, nurture candidates that you want to pursue.

Candidate pools can be one of two kinds:

- **Private**: Only the owner of the candidate pool can access the pool.
- **Shared**: The owner of the candidate pool can grant other users access to the candidate pool contents and actions available to the pool itself. When the pool is shared, all users who have access to the pool are listed as pool owners and they can perform these actions:
  - Add and remove candidates from the candidate pool
  - Add and remove interaction notes on a candidate
  - Add candidates to a job requisition
  - Add candidates to another candidate pool

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>
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<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>
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<tr>
<td>Reviewed</td>
<td>Needs Attention</td>
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<td></td>
<td>Meets Qualifications</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
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<td></td>
<td>Withdrawn by Candidate</td>
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<tr>
<td>Phase</td>
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</tr>
<tr>
<td>Engaged</td>
<td>Needs Attention</td>
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<tr>
<td></td>
<td>Contacted</td>
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<td></td>
<td>Interested</td>
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<td></td>
<td>Not Interested</td>
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<td></td>
<td>Rejected by Employer</td>
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<td></td>
<td>Withdrawn by Candidate</td>
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<tr>
<td>Nurture</td>
<td>Needs Attention</td>
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<tr>
<td></td>
<td>Ready to Be Placed Now</td>
</tr>
<tr>
<td></td>
<td>Ready in 6 Months</td>
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<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 Pool

You create a candidate pool to group candidates being considered for a current or future job.

1. On the Candidate Pools tab, click Add.
2. On the Create Candidate pool page, enter a name and a description for the candidate pool.
3. Select a job if you want to reference a job in the workforce structure. You can select only jobs from the common data set. There is currently no association on the workforce structure job side with candidate pools. The reference is only for the benefit of pool owners who may be sourcing multiple pools and jobs.
4. Specify if the candidate pool is private or shared:
   - Private: Only the owner of the candidate pool can access the pool.
   - Shared: Other users can access the candidate pool contents and actions.
5. If the candidate pool is shared, click Add Owner and select a user from the list or search for a specific user. You can select several users by highlighting a user and pressing the Control key.
6. Select the Talent Community Pool option if you want to create a pool to view candidates who opted in to the talent community. If you do, you must select at least one parameter, that is a location, a job family, or a career site.
7. Click Save and Close.
Add a Candidate to a Candidate Pool

You can add candidates to a candidate pool to consider them for a position. You can add one candidate or multiple candidates at a time to a candidate pool.

1. On the Candidate Search page, select a candidate.
2. In the Actions menu, select Add to Candidate Pool.
3. On the Add the Candidate Pool page, select a pool.
4. Click Save and Close.

Once candidates are added to a candidate pool, you can:

- Sort, filter, and search candidate pool members.
- Move pool members through the sourcing process.
- Add pool members to job requisitions and other candidate pools.
- Add an interaction note.
- Send an email.
- Remove candidates from the pool.
- Delete candidates.

Move a Candidate in a Candidate Pool

You move candidates in a candidate pool to progress candidates through the sourcing lifecycle to ensure they are engaged with the organization even if they aren’t actively involved in a hiring effort.

1. On the Candidate Pools tab, click on candidate pool.
2. On the Candidates page, select a candidate.
3. In the Actions menu, select Move Candidate.
4. On the Move Candidate page, select a phase and a state.
5. Click Save and Close.

Talent Community Pool

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.

When you view a list of candidate pools, talent community pools are identified as such. You can also filter the list by talent community location, talent community job family, and talent community site. Once you find the desired candidates, you can contact them if you have jobs matching their profile.
When external candidates join a talent community pool, the information is tracked in the candidate file Source Information section. You can see:

- Source medium: Career Site
- Source: Talent Community
- Career Site: The career site where the candidate joined the pool

Candidate Pool FAQs

What happens if I set the status of a candidate pool to inactive?

The candidate pool is hidden from your default view and you can no longer add candidates to the pool. To view inactive candidate pools, use the filter Include Inactive Pools. Once a candidate pool is inactive, you can change the status back to active.

How can I remove a candidate from a candidate pool?

Open a candidate pool, select a candidate, and use the Remove from Candidate Pool action.

How can I set a favorite candidate pool?

On the Candidate Pools list, click the Star icon next to the candidate pool name. Use the Favorite sort value to display your favorite pools at the top of the list.
8 Recruiting and Social Media Campaigns

Create 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. Campaigns provide the ability to market job requisitions to targeted candidate audiences. Hard to fill positions can be advertised to relevant candidates, improving the quality of job applications.

Here are the main steps to create a recruiting campaign:

1. Enter basic information.
2. Associate job requisitions and configure responses.
3. Add campaign owners.
4. Create campaign emails.
5. Define the campaign audience.
6. Activate the campaign.

Enter Basic Information

Enter basic information about the recruiting campaign.

1. On the Campaigns page, click Add.
2. On the Create Campaign page, provide information in these fields:
   - Campaign Name
   - Campaign Number
   - Campaign Description
   - Campaign Purpose: Available options are: Apply to Job, Refer Job, Respond to Request.
   - Campaign Goal: Number of responses you want to get. For example, you want to receive 20 job applications or 5 referrals for a campaign.
   - Goal Label: Label for the goal such as “Sign Up for Campus Recruiting Event”, “Download Whitepaper”, “Increase Referrals”. The label is displayed in the campaign charts.

When you create a Respond to Request campaign, the Goal Responses section appears on the page. You can add one or multiple responses that are visible to recipients in the campaign email. For example, “Sign Me Up”, “Download the Whitepaper”, “Learn More”, “I’m Interested/I’m Not Interested”. Select the Counts Toward Goal option if you want the response clicks to be counted toward the target campaign goal. You also define where the user is taken upon clicking the response link or button:

- Use Thank You Page: When campaign recipients click the response button or link in the email, they are taken to the career site Thank You page. A message displays “Your response has been recorded. Thank you.”
- Destination URL: When campaign recipients click the response button or link, they are taken to an external website configured for that response.
Associate Job Requisitions and Configure Responses

You can associate one or multiple job requisitions to the campaign. Apply to Job and Refer to Job campaigns require at least one requisition to be selected or one job requisition attribute to be defined.

1. If you select Specify Requisitions, you need to enter a job requisition title or number.
2. If you select Specify Requisition Query, you need to enter a location or job family. The job requisitions that match the query at the time of sending the email is in the job list widget in the email.

If you create a Respond to Request campaign, you’re not required to associate the campaign to a job requisition. However, if you intend on including the job list widget in an email, you must select at least one job requisition or one job requisition attribute.

Add Campaign Owners

By default, you’re the campaign owner. You can add additional owners. Owners can review campaign details and track responses.

Create Campaign Emails

When you save the campaign for the first time, you gain access to the Emails tab where you create campaign emails.

1. On the Campaigns page, open the campaign you just created.
2. Click the Emails tab.
3. Click Add.
4. Enter a name for the email.
5. Select a template. The email template appropriate for your campaign type is available for selection. You can use the email as is, or you can use the design editor to personalize the content.
6. Click Save.

The email editor opens in a new browser tab. The email editor provides a sample email template. You can either delete all of the template elements to design an email from a blank canvas or, you can modify the template elements you want to use and add more as needed.

The first email you create is always sent to the entire audience by default. You can create follow-up emails. You can send follow-up emails to the entire audience or any segments of the audience. For example, the recipients who haven’t opened the primary email can be sent a follow-up email. Or, the recipients who responded "I’m Interested" in an event can be sent a follow-up email containing additional information about the event. The following audience segments are available:

- Opened
- Unopened
- Applied to Job
- Referred to Job

You can select additional audience segments for follow-up emails if you configured responses for the campaign. For example, if a campaign’s responses are "Yes", "No" and "Maybe", there would be audience segments for those responses. Recipients who clicked "Yes" or "Maybe" can be sent one follow-up email, and those who clicked "No" can be sent a separate follow-up email.

You can perform these actions on campaign emails:

- Schedule Email: You can send the email now or schedule the delivery of the email by entering a date and time. You can only schedule follow-up emails once the primary email is scheduled. To use the Send Now scheduling option,
you must first activate the campaign. You should only schedule an email when you're finished working on the email design and contents. Follow-up emails can't be scheduled until the primary email has been scheduled. Follow-up emails must be scheduled to be sent after the primary email.

- **Delete Email:** You can delete the primary email and follow-up emails when they are in the Draft status. You can only delete the primary email once all follow-up emails are deleted. If you delete the primary email, you're prompted to create a primary email again.
- **Redraft Email:** Use this action to make changes to an email in the Scheduled status. The email is returned to the Draft status. If you're redrafting the primary email and there are scheduled follow-up emails, the follow-up emails are also returned to the Draft status and you need to schedule them again. The previously selected send dates are retained when rescheduling the redrafted emails.
- **Edit Email Details:** You can modify the name and audience of the email. For the primary email, you can only modify the name.
- **Design Email Content:** You can work on the email design and content in the email editor. With the email editor, you can move and delete elements in the email, modify the text, change background color, text color, text style, text size, and align the content. You can also save the email as draft and send a test email so you can preview how the email looks like before activating it.

When emails are sent, they are moved to the Sent Emails list and their status is changed to Sent. The following metrics are provided for each email:

- **Sent:** The total count of recipients of the campaign. This count doesn't include bounced emails.
- **Opened:** The total count of recipients of the campaign that opened the email.
- **Clicked:** The total count of recipients of the campaign that clicked a response or tracked link or button in the email.
- **Bounced:** The total count of recipients that didn't receive the campaign email. Bounces can be caused by undelivered messages or invalid email addresses.
- **Unsubscribed:** The total count of recipients who unsubscribed from campaign emails. This count is captured across the entire campaign, not per email like the other metrics.

### Define the Campaign Audience

You can target a recruiting campaign to a specific audience.

1. On the Campaigns page, open the campaign you just created.
2. Click the **Audience** tab.
3. Click **Add**.
4. Select an audience. Available audience filters are:
   - **Candidate type:** Internal, external, or all candidates.
   - **Location**
   - **Education:** School, degree, major.
   - **Work experience:** Company, job title, years of experience.
   - **Candidate interactions:** Only candidates who have opted in to receive recruitment marketing emails are returned in the audience search. To include candidates who have no specified their opt in status, use the Include Unspecified Candidates filter.
   - **Candidate pools:** Select a candidate pool as the audience of the recruiting campaign.
5. Select the **Exclude** option to exclude a specific audience from the campaign.
6. Click **Save**.
As soon as you select one filter attribute, the estimated number of audience members is displayed, as well as charts showing the breakdown of the top locations, top employers, and top degrees of the target audience. The audience count isn't finalized until the primary email has been sent. The email tab should be referred to for the actual audience count. Currently campaigns have a limit of 5000 recipients, although the audience estimate shows the total number of matches which could exceed 5000.

**Activate the Campaign**

Once you have defined campaign details, emails, and audience, you activate the campaign. Activating the campaign updates the campaign to the Scheduled status and you can no longer modify the details and audience of the campaign. You can still create follow-up emails after a campaign is activated or completed.

1. On the Campaigns page, select a campaign.
2. In the Actions menu, select **Activate Campaign**. Once activated, the campaign is in the Scheduled status.

A campaign can have one of the following statuses:

- **Draft**: Upon initial save, the campaign is automatically in the Draft status. A draft campaign can be edited, activated, and deleted.
- **Scheduled**: Once activated, the campaign is in the Scheduled status. Campaigns can be redrafted while in the Scheduled status.
- **In Progress**: When the primary email's scheduled date is reached, the campaign is automatically updated to the In Progress status. Additional emails can be added and scheduled. Emails that are still scheduled in the future can also be modified.
- **Completed**: When the last email’s scheduled date is reached and the emails were sent, the campaign is automatically updated to the Completed status. Follow-up emails can still be created and when those emails are scheduled the campaign automatically updates to the In Progress status again.
- **Closed**: When no additional follow-up emails need to be sent for a campaign, you can close the campaign using the Close Campaign action. A closed campaign cannot be edited.
- **Canceled**: To stop an in progress campaign, use the **Cancel Campaign** action. Any draft or scheduled emails are automatically updated to the Canceled status. If emails are in the process to be sent, the Cancel Campaign action doesn’t prevent those emails from being sent, but it prevents subsequent scheduled emails from being sent. A canceled campaign can’t be edited.

**Create a Recruiting Campaign from a Candidate Pool**

You can create a recruiting campaign from a candidate pool and use that pool as the audience of the campaign.

1. On the Candidate Pools page, select a candidate pool.
2. In the Actions menu, select **Create Campaign**.
3. Complete the fields to specify the specific requirements of the campaign.

**Details on Recruiting Campaigns**

View campaign details such as conversion rate, response breakdown, and email metrics once the campaign is active and the first campaign email is sent. These details are available on the Overview tab of the campaign.
Conversion Rate

The conversion rate indicates the current response count obtained out of the campaign goal. The count takes into account all the emails in the campaign (primary email and follow-up emails). For example, the conversion rate circle graph indicates that the Apply to Job campaign obtained five responses to achieve the goal of obtaining ten job applications.

Response Breakdown

The response breakdown indicates the count obtained for each response defined for the Respond to Request campaign. For Apply for Job and Refer Job campaigns, the response breakdown shows the count of job applications and referrals. The response counts taken into account all of the emails in the campaign.

Email Metrics

The email metrics indicate the count obtained for the emails that were opened, clicked, bounced, and unsubscribed. You can see metrics for the primary email and follow-up emails on the campaign details page. The card view shows the primary email's metrics. The Refer Job campaign doesn't currently support unsubscribes, even though this category is displayed in the email metrics graph.

Actions to Perform on Recruiting Campaigns

You can perform several actions on campaigns from the Campaigns page. The Actions menu lists actions that you can perform according to your privileges. Actions that don’t apply to the campaign status are disabled.

Activate Campaign

Use the **Activate Campaign** action when you're done working on the campaign details, defining the campaign audience, and designing and scheduling the primary email. A campaign must be activated for scheduled emails to be sent. This action is only available when the campaign is in the Draft status and the primary email has been scheduled. Once activated, the campaign is in the Scheduled status and campaign details and audience can't be modified, unless the Redraft Campaign action is used before the first email has been sent.

Delete Campaign

Use the **Delete Campaign** action to delete any campaigns that were created in error and are no longer needed. Deleting a campaign removes it from the list of campaigns. This action is only available when the campaign is in the Draft status.

Redraft Campaign

Use the **Redraft Campaign** action to make changes to an activated campaign. You can make edits to the campaign details, campaign audience, and campaign emails. This action is only available when the campaign is in the Scheduled status.
Cancel Campaign

Use the **Cancel Campaign** action to stop a campaign in progress and prevent any unsent, scheduled emails from being sent. If a scheduled job is in the process of sending emails, those emails can’t be stopped currently. Once canceled, campaign details can’t be modified and no follow-up emails can be added to the campaign. This action is only available when the campaign is in the In Progress status.

Close Campaign

Use the **Close Campaign** action when the campaign is finished and no further follow-up emails need to be sent. This action is only available when the campaign is in the Completed status. Once closed, campaign details can’t be modified and no follow-up emails can be created.

Create a Social Media Campaign

You can create and manage social media posts with personalized landing pages as part of a recruiting campaign. This helps you to widen the target audience of engaged candidates.

To create a social media campaign, you:

1. Create a post and a landing page.
2. Capture basic analytic metrics.

Create a Post and a Landing Page

You create a social media post so that you can engage possible candidates on social media.

During the creation process, you can create a simple landing page based on the parent email. With this landing page, you can provide more info than the social media channel allows, capture channel metrics, and capture contact info from social media candidates.

1. Click on the **Campaigns** tab.
2. Open a recruiting campaign.
3. Click the **Social Media** tab.
4. Click **Add**.
5. On the Posts page, enter a name for the post.
6. Select a channel for the post. Possible options are:
   - Facebook
   - Twitter
   - LinkedIn
   - Other
7. Select a landing page or create a new one.
8. Enter a URL to an image.
9. Enter an external description for the landing page.
10. Select a career site where the post will appear.
11. Click **Save**.
If you selected to create a landing page, you are taken to the landing page editor. This is where you can select the email previously created for the campaign so that you keep the same branding and consistency.

With the editor, you can also add elements to the page such as headline, paragraph, text, image, button, job list. If you add the Capture Candidate Info element, you will be able to capture basic information from candidates who visit the landing page so that they may join the talent community.

Once the post and landing page are ready, you need to activate the post. When the post is activated, a URL is generated. It provides analytic metrics about the post.

Capture Basic Analytic Metrics

When candidates click the Join Talent Community button on the landing page, the application captures their visit. You get basic metrics from the social media posts and can evaluate the effectiveness of each post and channel.

In the recruiting campaign, click the **Overview** tab. Metrics are displayed in the Social Media Metrics section.
9 Candidate Interviews

Schedule Interviews with Candidates

Schedule, manage, and track interviews with candidates to evaluate their qualifications and work experience and move them through the candidate selection process.

Let’s look at the main steps of creating interviews. Your administrator creates and manages interview schedule templates. As a recruiter or hiring manager, you create interview schedules based on a template. Then you create interviews for candidates. You can schedule interviews on behalf of candidates, or you can invite candidates to schedule their own interviews. When candidates are invited to schedule their interviews, they receive a notification containing a link to their career site where they can select a time slot that works best for them. Candidates and interviewers are notified when interviews are scheduled. Candidates and interviewers can download a calendar attachment to add the interview to their calendar.

There are two types of interview schedules. The type of the interview schedule determines when and who can create interviews for candidates:

- Hiring team managed interview schedules: Members of the hiring team can start creating interviews for specific candidates.
- Candidate managed interview schedules: Members of the hiring team create interview slots and candidates can be sent invites to schedule their interviews by selecting from the available time slots.

Create an Interview Schedule

Once a job requisition is in the Approval phase or later phases, the Interviews tab appears in the job requisition. If you have the Manage Job Requisition Interview Schedule privilege, you can create interview schedules, take action on existing schedules, view interviews in the interview schedule, take actions on interviews.

1. Open a job requisition.
2. Click the Interviews tab.
3. On the Interview Schedules page, click the Add button.
4. Select an interview schedule template. Content of the template is copied in the interview schedule.
5. Complete the fields and provide all the details required for the interview schedule.
   - Schedule type: The type of schedule is determined by the schedule template you selected in step 2.
   - Location Details: The details are copied from the schedule template you selected. You can change the information. Available formats are In Person, Phone, or Web Conference.
   - Settings: Select which actions candidates can perform on their interviews.
   - Candidate Information: The details are copied from the schedule template you selected. You can change the information. 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.
   - Interviewer Documents: Documents 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.
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Note: The .ics setting is used for both the interviewer and the candidate.

6. Click Save and Close. The interview schedule appears on the Interview Schedules page.

Publish the Interview Schedule
You need to publish the schedule to be able to schedule interviews.

1. On the Interview Schedules page, click the Actions menu.
2. Click Publish Schedule.

The status of the interview schedule is set to Published. After publishing a candidate managed interview schedule, you can add interview slots to the schedule. Interview slots are needed before you can send candidates interview invitations.

Schedule Interviews for Candidates
You can schedule interviews for candidates. This can be done on both hiring team managed schedules and candidate managed schedules.

1. Open the job requisition.
2. Access the list of job applications.
3. Click on a job application.
4. Click the Interviews tab.
5. Click Add.
6. Complete the fields to provide all the details required for the interview such as the start and end time, the location, and the interviewers.
7. Click Save and Close.

Any user from the database can be an interviewer. It’s not limited to users with specific recruiting roles and privileges. The candidate and interviewers receive an interview notification by email. Interviewers can add the interview meeting to their calendars. If you update or cancel the interview, the candidate and interviewers receive a notification.

Notifications sent to candidates are logged in the candidate’s job application Interactions tab.

You can track and take actions on scheduled interviews from the interview schedules shown on the job requisition and from each candidate’s job application. You can cancel interviews, reschedule them, update interviewers.

Invite Candidates to Schedule Their Interviews
You can invite candidates to schedule their own interviews. This can be done with interview schedules of type candidate managed.

1. Open a job requisition.
2. Access the list of job applications.
3. Select one or multiple candidate job applications. You can send an interview invite to a maximum of 50 job applications at a time.
4. Use the Send Interview Invite action.

Candidates receive a notification containing a link to their career site where they can schedule the interview. They select a time among the available time slots that have been defined on the interview schedule added to the job requisition. As soon as a candidate selects a time slot, that time slot is no longer available to other candidates invited to the interview. As a recruiter, you can see which time slots were selected by candidates. This information is available in the candidate job application and in the interview schedule of the job requisition.
Candidates can access interview details as long as their job application is still active.

**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><strong>Candidates can cancel</strong></td>
<td><strong>Candidates can reschedule</strong></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 Cancel 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>
<tr>
<td><strong>Candidates can’t make last-minute changes - Hours Before Interview</strong></td>
<td><strong>Candidates can cancel</strong></td>
</tr>
<tr>
<td>• Select the number of hours before an interview when candidates can no longer make changes.</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>
<tr>
<td><strong>Candidates can schedule on same day</strong></td>
<td></td>
</tr>
<tr>
<td>• 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.</td>
<td></td>
</tr>
<tr>
<td><strong>Candidates can see future interviews - Interview Visibility</strong></td>
<td></td>
</tr>
<tr>
<td>• Select the number of weeks or months of the interview schedule to which candidates have access when scheduling an interview.</td>
<td></td>
</tr>
<tr>
<td><strong>Candidate limit on rescheduling - Reschedule Limit</strong></td>
<td></td>
</tr>
<tr>
<td>• Indicate the number of time the candidate can reschedule an interview.</td>
<td></td>
</tr>
<tr>
<td><strong>Candidates can’t make last-minute changes - Hours Before Interview</strong></td>
<td></td>
</tr>
<tr>
<td>• Select the number of hours before an interview when candidates can no longer make changes.</td>
<td></td>
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</tbody>
</table>
Candidate Interview Notifications

Several notifications related to interviews are sent to candidates and interviewers. Notifications sent to candidates are logged in the candidate’s job application Interactions tab.

This table shows notifications sent for candidate interview actions.

<table>
<thead>
<tr>
<th>Action</th>
<th>Candidate Notification</th>
<th>Interviewer Notification</th>
<th>Recruiter and Hiring Manager Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule Interview (for hiring team managed schedules)</td>
<td>Interview Scheduled Notification</td>
<td>Interview Scheduled Notification</td>
<td>Interview Scheduled Notification</td>
</tr>
<tr>
<td>Edit Interview</td>
<td>Interview Updated Notification</td>
<td>Interview Updated Notification</td>
<td>Interview Updated Notification</td>
</tr>
<tr>
<td>Delete Interview</td>
<td>Interview Canceled Notification</td>
<td>Interview Canceled Notification</td>
<td>Interview Canceled Notification</td>
</tr>
<tr>
<td>Send Interview Invite (for candidate managed schedules)</td>
<td>Schedule Interview Notification</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Interview Scheduled by Candidate (for candidate managed schedules)</td>
<td>Interview Scheduled Notification</td>
<td>Interview Scheduled Notification</td>
<td>Interview Scheduled Notification</td>
</tr>
<tr>
<td>Send Invitation to Reschedule</td>
<td>Interview Reschedule Notification</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Notification automatically sent 24 hours before scheduled interview</td>
<td>Interview Reminder Notification</td>
<td>Interview Reminder Notification</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Ask For Feedback About a Candidate Interview

You can ask the Hiring Team to provide feedback regarding the interview of a candidate.

1. Open a job application.
2. In the Actions menu, select **Collect Feedback**.
3. Select respondents. By default, the Hiring Team defined on the job requisition is available for selection as respondents. You can add other respondents (any HCM user) but they are also added to the job requisition’s Hiring Team.
4. Select interview questionnaires. Interview questionnaires can be associated with the job requisition template and job requisition. If this is the case, they are available for selection. You can select more interview questionnaires while creating the feedback request, and they are automatically associated to the job requisition.
5. Select job application’s attachments to include in the feedback request. You can add any attachment types in the interview questionnaire.
6. Modify the expiration date of the request if needed, add a note to respondents, and send the request to respondents.
7. Click **Submit**.

The respondents get a worklist notification or an email that contains a link to open the interview questionnaire. The questionnaire includes basic information such as the requisition title, candidate name, job application-specific attachments, questionnaire instructions, and any notes you added for the respondents. The respondents can complete the questionnaire or save their responses to complete the questionnaire later. When respondents submit the questionnaire, the completed questionnaire is available to review in the job requisition and candidate job application, on the Feedback tab. If respondents attempt to access a questionnaire they already submitted, they don’t see the questionnaire; instead they just see a generic message that the questionnaire was completed and submitted.

You can manage requests for interview feedback for a single candidate at the job application level or across all job applications at the job requisition level, on the Feedback tab. Requests are grouped by questionnaire and display the candidate, respondent, request status, and request date.

If you want to send a message to respondents to remind them that they need to provide feedback, use the **Send Reminder** action. You can cancel feedback requests using the **Cancel Request** action. You can also renew expired requests so that respondents can complete the questionnaire. The Renew action resends the request to the respondent with all of the original attachments and notes. The renewed request automatically expires 14 days from the renewed request date.

---

**Interview Questionnaire**

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

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

The Recruiting Administrator creates and manages interview questionnaires in a centralized library.

---

**Candidate Interview FAQs**

How can I invite a candidate to reschedule an interview?

You can use the **Send Invitation to Reschedule** action when you are on the Interviews list or viewing the details of an interview. The candidate receives a notification containing a link to access their career site where they can reschedule their interview.
10 Candidate Selection Processes

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).

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></td>
<td>Phone Screen Completed</td>
</tr>
<tr>
<td></td>
<td>Selected for Interview</td>
</tr>
<tr>
<td></td>
<td>Rejected by Employer</td>
</tr>
<tr>
<td></td>
<td>Withdrawn by Candidate</td>
</tr>
</tbody>
</table>
## How You Move a Candidate in the Candidate Selection Process

Use the **Move** action to select the phase and state where you want to move the candidate job application.

- You can only move candidate job applications that are active, confirmed, and have no job offer.
• You can move a candidate job application back and forth within the states of a phase.
• You can only move a candidate job application forward in a subsequent phase of the candidate selection process. To move a candidate to a prior phase, you must use the Return to Prior Phase action.
• You can bypass phases if they were configured as not mandatory. A privilege is required: "Move Candidate Job Applications Skipping Mandatory Phases". This privilege is granted to recruiters by default.

View the Phase and State of a Candidate Job Application

You can see the phase and state of a candidate job application from the job applications list and from within each job application.

When you view the job applications list of a job requisition, the phase and state in displayed next to each job application.

When you open a job application, click the Progress tab to obtain more details about the status of the job application. Two views are available:

• Current Progress: This view displays all the phases the job application will go through, the amount of time spent in each phase, and the state of the current phase.
• Progress History: This view displays every phase and state the job application has gone through.

Depending on where the job application is in the selection process and the configuration of the application flow, the Progress tab can display e-signatures: the job application e-signature completed as part of the candidate’s application process, and the job offer e-signature completed as part of accepting a job offer.

✍ Note: The Progress tab only appears when a job application is confirmed. It doesn’t appear for unconfirmed candidate job applications.

Candidate Selection Process FAQs

What's the difference between Return to Prior Phase and Return to Prior State?

Use the Return to Prior Phase action to move a candidate back to a prior phase. This action is only available for candidate job applications that are active.

Use the Return to Prior State action to return a candidate job application to the last state it was in prior to a terminal state such as Rejected and Withdrawn by Candidate. The Return to Prior State action is only available for candidate job applications that are inactive.
11 Screening Services

Background Check

You run background checks on candidates as part of their candidate selection process to verify their background before hiring them.

You can add background checks to job requisitions that are in the Draft state. In the job requisition Screening Services section, you can assign one or more background check screening packages, usually it’s a single package with multiple screenings. Once you have selected the desired background check partner and user account, go to the partner’s site to add the background check screening packages to the job requisition. You can also specify the order in which the partner will run the screening packages. When you save the changes, you can see the selected screening packages on the job requisition Screening Services section.

The background check is automatically triggered when candidates reach a specific phase and state in the candidate selection process as configured by your administrator. The background check partner obtains the candidate’s info and completes the background check. Once the background check is completed, you receive a notification. You can view the status of the background check in the candidate job application Screening section. You can also go to the partner’s site to view details about a candidate’s background check results or to order additional screenings. Once the background check is complete, candidates are ready to be moved to the next step in the recruiting process.

Your administrator configures at which state and phase of the candidate selection process the background check needs to be automatically triggered. The background check partner obtains the candidate’s info, completes the background check, and you receive a notification. You can now view the status of the background check in the candidate job application Screening section. You can also go to the partner’s site to view details about a candidate’s background check results or to order additional screenings. After the background check is complete, candidates are ready to be moved to the next step in the recruiting process.

Note: When you create a job requisition based on a template, background check screening packages selected for the requisition template are added to the job requisition.

Assessment

You use assessments to assess and measure the knowledge, skills, abilities, and attributes of candidates for a job.

You can add assessments to a job requisition in the Draft state.

In the job requisition Screening Services section, you can assign one or more assessment screening packages. After selecting the desired assessment partner and user account decide if candidates take the assessment when applying for a job, or during the candidate selection process, or both.

- For assessments during the job application, select the assessments for the internal job application flow, the external flow, or both. Candidates receive a link to take the assessment right after submitting their job application.
- For assessments during the selection process, select the phase and state when the assessment request is sent to candidates, then select the assessments. When a job application enters or exits a phase or is moved to a specific state within a phase, the assessment partner’s service is called to initiate one or multiple assessments, based on
it's configuration. The partner validates the user requesting the screening service and retrieves candidate and job requisition information. After the partner receives all the information, the status of the assessment is set to "Started". The partner then sends an email to the candidates with a link to take the assessments. The partner updates the status to "In progress" when the candidates start the assessment process. After the candidates complete all the assessments, the partner updates the status to Completed, Completed - Fail, or Completed - Pass and the overall assessment results are available in the candidate job applications.

You can view the results of the assessments in the candidate job application Screening section. You can also go to the partner’s site to view additional details about a candidate’s assessment results or to order additional screenings. Once the assessment is complete, candidates are ready to be moved to the next step in the recruiting process.

It’s easy to filter candidates when viewing candidate search results, or the members of a candidate pool, or prospects for a job requisition by using these assessment filters:

- Assessment Package
- Assessment Status
- Percentile

**Candidate Screening Results**

You can view screening results such as background checks and assessments in the candidate job application Screening tab.

The background check is initiated once candidates reach a specific phase and state in the selection process as configured by your administrator. Once the background check is done, you can review the status and results of the candidate. You can also access the partner’s site to review additional details about a candidate’s background check results or to order additional screenings. Once the background check is complete, candidates are ready to be moved to the next step in the recruiting process.

Assessments are used to assess and measure the knowledge, skills, abilities, and attributes of candidates for a job. Assessment packages can be added to job requisitions and job requisition templates. Candidates take assessments when applying for a job, or during the candidate selection process, or both. Once assessments are completed, you can view the results of the assessments from all partners. You can also click on the link to access the partner’s portal to view more details about the assessment results.
12 Job Offers

Job Offer Life Cycle

The job offer life cycle includes these main activities:

- A member of the Hiring Team decides to create a job offer for a candidate. This person provides the details of that job offer, including the proposed start date, job assignment, salary or other compensation. This person submits the job offer for any approval then extends the job offer to the candidate.

- The candidate receives the job offer, considers the content of the job offer, and responds to the job offer by either accepting or declining it. The candidate can respond by providing an electronic signature upon acceptance, or by providing the response to a Job Offer Team member who enters the information on behalf of the candidate.

- Once the candidate accepts the job offer, the candidate job application is handed off to the human resources (HR) specialist who finalizes job offer details. The HR team performs different tasks depending on whether the candidate is a brand new hire, a rehire coming back to the company, or a current worker moving to a new or additional job within the company.

- After all the processing is completed, any candidate who was an external candidate becomes a worker.

As soon as a job offer is created, the job offer page provides offer-related actions. These actions are only visible from within the job offer page and they can only be executed by members of the Job Offer Team. These offer-related actions are the only way to move a job offer forward through the job offer phase.

Job Offer Team

Job offer information is highly sensitive within an organization. It’s important to ensure that only the authorized users can view job offers.

For each job offer, people who are authorized to interact with it must be specified. This group of people is known as the Job Offer Team. The Job Offer Team is composed of the hiring manager, the recruiter, and any collaborators. The hiring manager and the recruiter are the mandatory members of the overall Job Offer Team to manage the job offer. To view and interact with a job offer, a person must be part of the Job Offer Team and have the right job offer related privileges.

Note: Users can interact with a job offer even if they’re not explicitly named on the Job Offer Team. A privilege can be configured to allow seeing job offers by hierarchical managers of people named on the team.

When you create a job offer, the recruiter, the hiring manager, and the collaborators of the job requisition Hiring Team are copied into the Job Offer Team. You can replace the recruiter and the hiring manager. You can also replace or remove the collaborators. You can add any users as collaborators as long as these users have the privilege to view job offers. The person who creates the job offer is automatically added to the list of job offer collaborators.
# Job Application States within the Job Offer Phase

A job application goes through different states within the Job Offer phase. The table presents the states within the Job Offer phase.

<table>
<thead>
<tr>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Be Created</td>
<td>No job offer exists yet. To create a job offer, the Hiring Team must execute the action Create Job Offer.</td>
</tr>
<tr>
<td>Draft</td>
<td>These are states within the normal job offer path.</td>
</tr>
<tr>
<td>Pending Approval</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>Approval Rejected</td>
<td>These are inactive states.</td>
</tr>
<tr>
<td>Withdrawn by Candidate</td>
<td></td>
</tr>
<tr>
<td>Rejected</td>
<td></td>
</tr>
</tbody>
</table>

The Hiring Team can perform several actions depending on the job offer state:

- The Edit Job Offer action is available for job offers in the Draft state.
- The Submit Job Offer action is available for job offers in the Draft state.
- The Extend to Candidate action is available for job offers in the Approved state.
- The Resend to Candidate action is available for job offers in the Extended state.
- The Accept action is available for job offers in the Extended state.
- The Reject and Withdraw by Candidate actions are available for job offers in all states except Pending Approval.
- The Redraft Job Offer action is available for job offers in all states except Pending Approval.
- The Move to HR action is available for job offers in the Accepted state. The action is always shown for external candidates. It's shown for internal candidates when the hand off to HR had some error that needed to be manually investigated and resolved. The destination of this action is the HR phase, either HR - To Be Processed for internal candidates or HR - Processing for external candidates unless something needs to be manually resolved first.
- The Delete Job Application action is available for job offers in the Withdrawn by Candidate or Rejected states.

This diagram shows the different states of a candidate job application when it goes through the job offer lifecycle. The states that a successful candidate's job offer goes through are presented in the center of the diagram. There are also a few states for when the job offer gets stopped in the process for some reason. The arrows going back and forth between states show...
that the job offer can get redrafted if necessary at various points. The goal is to reach the final state Accepted so that the candidate can finally get passed forward to the HR processing in the last phase of the recruiting lifecycle.

Create a Job Offer

Create a job offer to detail the proposed assignment, compensation, and other details to be used when the candidate accepts the job offer.

You create job offers from within candidate job applications. To create a job offer, you:

1. Initiate the creation of the job offer.
2. Enter details about the job offer.
3. Review the completed job offer.
4. Preview the job offer letter optionally.
5. Submit the job offer for approval.

Depending on your privileges and role, two main scenarios exist when creating a job offer:

- The process is shared between the hiring manager and the recruiter. This is the default scenario. The hiring manager decides whether and when to initiate the job offer creation process and provides any comments. A notification is sent to the recruiter who is requested to enter details about the job offer. The recruiter submits the job offer for approval. Once the job offer is approved, the recruiter extends it to the candidate.
- You are responsible for the whole job offer creation process. You initiate the job offer creation process. You enter details about the job offer. You submit the job offer for approval. Once the job offer is approved, you extend it to the candidate.

A job offer is created in the language used by the candidate when applying on the job requisition. Job offer items such as media items are also displayed in the candidate job application language.

**Initiate the Creation of the Job Offer**

Once a candidate has applied to a job requisition and the selection process has reached the desired point, you can initiate the creation of the job offer using the **Create Job Offer** action.

If the job offer creation process is shared between the hiring manager and the recruiter, the hiring manager usually initiates the job offer and enter comments to help the recruiter or Job Offer Team to create the job offer. If you are responsible for the whole job offer creation process, you are taken to the job offer creation page where you can select which sections of the job offer you want to complete.

**Enter Details About the Job Offer**

The job offer page is organized into sections where you enter details about the offer.

You first enter information such as the start date, legal employer, worker type. You can also enter assignment and contract information, offer team members, and salary. The job offer can be based on a position. The position can be inherited from the job requisition or you can select it during the offer creation process.

The next step is to enter information related to other compensation such as salary, bonuses, adjustments that have been configured and are appropriate for the proposed job offer. You need the proper privileges to see the information.

This is also where you craft the job offer letter. You first select an offer letter template. There might be a choice of templates, depending on how many your company has configured to meet its needs. Offer letter templates help to consistently meet business requirements and legal compliance. You can then use the two optional text fields to add any personal touches into the standard letter.

For more information about specific fields and what to consider while entering values in job offers, see Guidelines for Completing Job Offer Fields.

**Review the Completed Job Offer**

Once you have completed and saved the job offer, the offer is available in the candidate job application Offer tab where you can view the completed job offer. Use the Edit action to make changes to the offer.

When a recruiter creates a full job offer, or if a hiring manager initiates the job offer, the job offer has been drafted. The job application status is Offer - Draft and the Return to Prior Phase and Return to Prior State actions are no longer available. As soon as a draft job offer is created for a candidate job application, the offer can’t be moved into an earlier phase in the life cycle.
Preview the Job Offer Letter

When you view the candidate job application, use the Preview Offer action to see how the job offer letter appears to the candidate. Security restrictions are enforced when previewing the offer. Depending on your privileges, you might not see the job offer salary fields, for instance, or view the job offer other compensation fields within that template.

The job offer letter appears in the language used by the candidate when applying for the job. It also appears with the same branding as the one displayed to the candidate when applying for the job.

Submit the Job Offer for Approval

Once you are satisfied with the draft job offer and its offer letter, you can submit the job offer for approval. By default, the job offer approval process is bypassed. This is why, when you click the Submit Offer action, the job offer state is first set to Pending Approval but it changes immediately to Approved.

In the case where an approval process is enabled, this is the delivered job offer approval flow:

- The job offer is routed automatically to the hiring manager’s first-level manager, who is the first approver.
- If the hiring manager’s first-level manager approves the job offer, the job offer is routed automatically to the hiring manager’s second-level manager, who is the second approver.
- If the hiring manager’s second-level manager approves the job offer, the job offer state changes to Approved.

When an approver rejects the approval, the approval process stops and the job offer state changes to Approval Rejected. After an approval is rejected, you can either use the Reject Candidate action to change the job offer state to Rejected if you decide not to pursue the candidate or, you can use the Redraft Job Offer action to change the job offer state to Draft to modify its content. The approval flow is configurable by the Recruiting Administrator. Several different flows can exist depending on an organization needs.

Guidelines for Completing Job Offer Fields

When you create a job offer, you must consider information about certain fields.

The table presents information to consider for specific offer fields. For details about the Position field, see the section after the table.

<table>
<thead>
<tr>
<th>Field</th>
<th>Information to Consider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>The value you select for the start date has an impact on the values available in the Action field depending on whether the candidate has any other active work relationships with the company which are starting or ending in the future. For instance, consider a worker whose current assignment ends next month. If the current job offer’s start date is after that termination date, the job offer represents a rehire. Whereas if the current job offer’s start date is before that termination date, it likely represents a transfer or perhaps a second concurrent assignment.</td>
</tr>
<tr>
<td>Legal Employer</td>
<td>As soon as you select a value in the Legal Employer field, different fields appear on the rest of the page, such as new standard fields or flexfields. The legal employer can be changed while the job offer remains in the Draft state. If a new legal employer is selected, already-saved values in the Assignment section get removed. This is done to ensure that all values can coexist correctly, and that all necessary fields are displayed for the new legal employer.</td>
</tr>
<tr>
<td>Worker Type</td>
<td>The value you select in the Worker Type field has an impact on the values available on the page if the candidate has any other active work relationships with the company. For instance, if the</td>
</tr>
</tbody>
</table>
### Field Information to Consider

Candidate is already a contingent worker for a given legal employer, the job offer can't be for another contingent worker assignment in the same legal employer. The candidate can be offered an additional contingent worker job with a different legal employer, or can be offered an employee job with the same legal employer as the existing assignment.

### Action

You must complete the Start Date, Legal Employer, and Worker Type fields for the Action list to be populated. The action that you select is used when the HR team ultimately hires a candidate. Values in this field include options that are appropriate for external candidates such as Add Pending Worker, or options for internal mobility candidates such as Transfer or Global Temporary Assignment. The values that you select in the Start Date, Legal Employer, and Worker Type fields can all have an impact on the list of available actions. For more info about the preselected HR action, see Actions Available Based On Employment Scenarios.

### Other Compensation

Once you have selected Legal Employer and assignment values for a candidate's offer, if you decide to change these values, the application verifies whether the previously-saved compensation values remain appropriate for the assignment values. Any mismatch is highlighted on-screen and a message indicates that the compensation row can't remain as a part of this job offer.

### Offer Letter Template

The list of active templates available for selection varies whether the candidate is an internal candidate or an external candidate. The job offer letter template contains the actual job offer letter that is the date, the job offer title, a salutation, standard information about the terms of the company's job offers. It can also contain job offer-related tokens such as job title, proposed starting date, work location, salary.

### Additional Text 1 and Text 2

These fields are used by the Job Offer Team to enter information for the specific candidate. The content appears to the candidate within their job offer letter, as long as the selected job offer letter template was configured to display these two fields.

### Candidate Job Application Language

This is a read-only field indicating the language used by the candidate when applying for the job. This information helps the Job Offer Team to use the appropriate language in the Additional Text fields so that the candidate can read and understand the text.

### Signature Statement

Signature statements are created and managed by the Recruiting Administrator in the Question Library. Because these statements have legal content, you can't modify them. The text appears to candidates when they choose to accept a job offer, on the page where they are asked to provide their electronic signature. The appropriate statement can be configured for internal candidates, external candidates, or both.

### Attachments

You can attach documents to the job offer. Attachments are displayed to candidates.

### Expiration Date

This is an optional field. The candidate’s job offer letter can be configured to include the expiration date, if any, just like it can contain any field that’s shared on the job offer letter template. The candidate can see the expiration date of the job offer. If the job offer is still in the state Offer - Extended when the expiration date is reached, both you and the candidate can receive a notification. The candidate has the opportunity to respond to the job offer. If the candidate doesn’t respond to the job offer, you can for example reject the candidate. No other actions happen automatically when the expiration date arrives.

### Salary Basis

The salary basis determines the period in which salary is expressed and the currency of the salary for this job offer. Examples of salary basis are hourly, monthly, annually. The user is only shown salary basis that are available within the legal employer selected above in the Assignment Info section. The element associated with the salary basis must be configured to have open eligibility. Any eligibility limitations on the salary basis’s elements may prevent smooth hiring of the candidate after they accept the job offer.
Field | Information to Consider
--- | ---
Salary Amount | Once you have selected a salary basis, you can enter the salary amount.
Salary Range and Compa-Ratio | These two fields are related to guidance for high point and low point salaries for the job, to help guide the Job Offer Team in proposing a salary amount that’s in line with their business.
Annual Salary, Annualized Full Time Salary, Quartile, Quintile, and Salary Range Position | These fields are all present but hidden by default.
Additional Details | Displays flexfields configured for the job offer

### Use Job Requisitions and Offers to Fill Positions

If your organization relies on positions, you can use positions throughout your recruiting process.

- Recruiters can create job requisitions that are tied to positions.
- Recruiters can create and manage job offers to fill these positions. They can keep the offer values synchronized with what’s defined in the position.
- Line managers can see open job requisitions and their newly offered candidates within the My Team page. They can track the ongoing recruiting efforts to fully staff their team.

### Create a Job Requisition Using a Position

You can create a job requisition by selecting a position to base it upon. The job requisition gets information such as business unit, location, job, grade, number of open headcounts, and so on from the selected position. All these values immediately become the values of the job requisition. You can modify the default position values.

Here’s the list of Position field values added to the job requisition:

- Business Unit
- Hiring Manager
- Number of Openings (the position’s current number of headcounts minus the current number of incumbents)
- Job
- Grade
- Work Location
- Department
- Full Time vs Part Time
- Regular or Temporary
- Values from the job profile (only work requirements fields) associated to the position
- Requisition Template
The position you selected may have a requisition template associated to it. The requisition also gets information from the position's requisition template. Recruiting-specific fields such as recruiter, hiring team, description, questionnaires are pre-populated by the requisition template. You can modify these recruiting-specific fields.

1. On the Job Requisitions page, click **Add**.
2. In the Requisition Type field, select **Standard**.
3. In the Use field, select **Position**.
4. Select a position.
5. Complete fields as for a standard job requisition.
6. Click **Submit**.

Job requisition fields aren't synchronized with the position. After a job requisition is created, any change in the values of the position has no effect on the job requisition values.

### Create and Manage a Job Offer to Fill a Position

When you’re drafting a job offer for a candidate who applied to a job requisition, this offer can be tied to a specific position.

If you select a position for the job offer, the job offer's values are based on the selected position. If the job offer is created from a job requisition that has a position, the job offer's Position field is mandatory. The job requisition's position value is defaulted into the job offer's position value, although you can change the value used for this specific job offer. If the job requisition doesn't have a position, the Position field in the job offer is optional.

A job offer can be created with many of its fields pre-filled. The reason to use a position in a job offer is to ensure that the offer’s Assignment section gets field values from the desired position. This position can come from the offer’s job requisition or can be chosen directly on the offer. Either way, you may be able to change the offer values that came from the position, depending on how position synchronization is configured by your administrator:

- If position synchronization isn't enabled, the position’s values are pre-filled into some of the offer’s fields in the Assignment section by default. You can change the values.
- If position synchronization is enabled and various fields on the position are configured to be synchronized, then these fields appear as read-only in the job offer's Assignment section. You can’t change their values on the job offer. This ensures that the values stay in sync with the values of the position. However, if the administrator has configured to allow individual assignments to override their positions, this job offer will display an option to make these fields editable once again if you do need to make a change.
- If position synchronization is enabled but various fields aren't configured to be synchronized, then these fields appear as default values in the job offer. If desired, you can change these default values in the offer's Assignment section to diverge from the position’s starting point.

> **Note:** The Assignment section of a job offer behaves quite similarly to a standard job assignment. For details, see the Position Synchronization topic in the Using Global Human Resources guide.

Here's the list of field values that appear in the offer from the associated position:

- Manager
- Department
- Job
- Location
- Grade Ladder
- Grade
- Probation Period
- Full Time vs. Part Time
• Regular vs. Temporary
• Assignment Category
• FTE and Working Hours
• Start Time and End Time
• Union, Bargaining Unit and Collective Agreement
• Mapped flexfields. Each Flexfield on a Position can be configured to associate with a Flexfield on Assignment. These values will be copied here.

The job requisition’s values are defaulted into the corresponding job offer fields, as usual. If the job offer has a position, the fields of the position are used wherever possible in the job offer.

If a position is updated while it’s being used in a job offer, the job offer fields may also get automatically updated in order to stay synchronized:

• The fields for which position synchronization is enabled will get updated values while the offer is in state Draft, Pending Approval, or Approved.
• The fields for which position synchronization isn’t enabled won’t be modified.

Changes to a position’s field values associated with a job offer don’t always update the offer’s field values:

• If the position is updated after the candidate might have seen their job offer, no changes to the offer fields can occur. This means the offer’s values remain unchanged regardless of position updates while the job application is in state Extended, Accepted, To Be Processed, Processing, Processed, or any active states in any phases that are configured after the Offer phase. Because the position now has slightly different values than the job offer, the HR specialist may have to reconcile any differences later after the hand off to HR.
• If the position is updated after the job application is no longer active, no changes to the offer fields occur. This means the values in the offer’s Assignment section remain unchanged regardless of position updates while the job application is in state Withdrawn by Candidate, Rejected, or Offer Approval Rejected. However, if the job offer is redrafted, any synchronized fields will automatically be updated to match the position’s values when the offer is once again in the state Draft.

See Hiring Progress in My Team Page

Line managers can see open job requisitions and their newly offered candidates within the My Team page. They can track the ongoing recruiting efforts to fully staff their team.

Line managers can see open job requisitions based on positions within their management hierarchy. They can also see the candidates who are close to joining their team - not all the people who have applied or even whose offer is being drafted, but they can see any candidate who at least has an offer extended to them or that they have accepted, for a position or a job within the team hierarchy.

Position-Based Offers Respect Position's Headcount

For position-based offers, you can move candidates forward through the lifecycle if the position has sufficient open headcount to accommodate a new worker as of the offer’s intended start date.

An offer can only progress if the job requisition and associated position have room for another candidate. Here are the situations where a verification is done to see the openings on the requisition and headcounts on the position:

• When you submit a job offer for approval, a verification is done to see if there’s still room in both the requisition’s openings and the position’s headcount.
• When you extend a job offer to a candidate, a verification is done to see if there’s still room in both the requisition’s openings and the position’s headcount.

• When you use the Move to HR action for a new hire or rehire candidate, the HR specialist will have to process them differently whether there’s still room in the position’s headcount.

• When the HR specialist progresses candidates from HR - To Be Processed, the normal constraints will be applied for these preselected HR actions, including checking whether there’s still room in the position's headcount.

It’s possible to configure the application to fully control how to manage requisitions and offers to fill positions.

• Number of Incumbents Validation: This setting controls whether or not a position’s headcount is enforced across your organization. When disabled, the headcount of the position is never checked to see if there’s still room.

• Allow Overlap: This option is available for each position to control whether or not extra people can be hired when the position’s headcount limit has been reached.

• Communicate Job Offers Ignoring Requisition Limits: This privilege allows Recruiting users to hire more candidates than the number of openings on the requisition.

Extend a Job Offer

You extend a job offer to communicate the offer to the candidate.

When the job offer is approved, use the Extend Offer action to communicate the job offer to the candidate. Doing this sets the job offer state to Extended and a message is sent to the candidate. The candidate is notified by email that they have a job offer. The message contains a link that takes the candidate to where they applied. After clicking the link, the candidate can view the details of the job offer, print the job offer, open attachments, and respond to the job offer. When they accept the job offer, they are asked to provide their full name. The candidate sees the offer in the language used when applying for the job (job application language).

Note: The link in the message received by candidates can only be used once and within 30 days for security reasons. Otherwise, a message is displayed to candidates inviting them to click the Resend link to receive another message containing a new link that can be used to visit the job offer again.

If the candidate needs another copy of the notification, use the Resend to Candidate action. The notification being sent is exactly the same as the one sent to the candidate the first time the job offer was extended. This action can be used as many times as needed when the job offer is in the Extended state.

You can extend a job offer to a candidate only if there are still available openings on the job requisition. This prevents extending more job offers than the number of available openings. A job requisition is considered to have available openings if the number of openings is greater than the number of hired candidates combined with the number of candidates with an extended or accepted job offer.

Note: A privilege allows users to hire more candidates than the number of openings: Communicate Job Offer Ignoring Number of Openings. This privilege is granted to recruiters by default. The Communicate Job Offers privilege is still required to extend job offers.

When the job offer is extended and the candidate can now view the terms of the job offer, no changes to field values can occur. This means that changes due to updates to position fields have no effect on the job offer field values, even if position synchronization is turned on. Any changes to position values aren’t reflected in the offer values from the point of extending the offer until the end of the job application lifecycle, unless the offer needs to be redrafted along the way.
If job offers are configured to have their values synchronized with the values in a position, changes to a job offer can occur up until the offer has entered the state Extended. If the job offer’s associated position gets updated and fields in the position are configured to be synchronized to the fields in the offer’s assignment, those changes will stop being reflected in the offer at this point. This ensures that candidates always see the same consistent values as they view and respond to their job offer. These fields in the job offer will not change throughout the rest of the lifecycle, unless there’s reason to redraft the offer. Any discrepancies that arise between the job offer and its position will need to be resolved by the HR specialists when creating the work relationship or assignment at the end of the recruiting process.

Job Offer Letter

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

Recruiter Experience

When you create a job offer, you can craft the job offer letter. You first select an offer letter template. There might be a choice of templates, depending on how many your company has configured to meet its needs. Offer letter templates help to meet business requirements and legal compliance requirements while maintaining consistent offer letter and business image. Once you have selected the letter template, offer values get displayed. You can use the two optional text fields to add any personal touches into the standard letter.

When you view a job offer, the Offer Letter section displays the offer letter template selected for the job offer letter, the language used by the candidate when applying for the job, and content entered in the Additional Text 1 and Additional Text 2 fields that only this candidate can view.

Use the Preview Offer action to see how the job offer letter appears to the candidate. The candidate will see all the field values configured into the selected job offer letter template. Security restrictions are enforced when previewing the offer. Depending on your privileges, you might not see the job offer salary fields, for instance, or view the job offer other compensation fields within that template.

The job offer letter appears in the language used by the candidate when applying for the job. It also appears with the same branding as the one displayed to the candidate when applying for the job.

Candidate Experience

Candidates are notified by email that they have a job offer. The message contains a link that takes them to where they applied. The message doesn’t contain any sensitive data nor the job offer letter as attachment. After clicking the link, candidates can view the details of their job offer, print their job offer letter, open attachments, and respond to the job offer. When they accept the job offer, they’re asked to provide their full name.

Internal candidates also receive a worklist notification (Bell icon). They can also visit the Current Jobs work area to see new job offers (Select Navigator > Me > Current Jobs > Job Offers).

Job Offer 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 view job offers on the Job Offers list, requisition titles are displayed in your session language (not in the candidate job application language). This way, you can see the same job requisition title for all candidates who applied on the requisition no matter which language they used to apply.

When you view the details of a job offer for a candidate, a field indicates the language used by the candidate to apply for the job. The job offer title and the signature statement are displayed in the candidate job application language regardless whether or not it’s the same language as your session language. The Additional Text 1 and Additional Text 2 fields appear in the language used by the Job Offer Team.

When you do a keyword search on the Job Offers list, the search retrieves all job offers where the word is found, that is the job requisition title in your session language and all job offer titles in each recipient’s language.

When you preview a job offer, the content of the job offer appears in the candidate job application language.

When candidates receive a job offer, they view job offers in their job application language, this includes the language of the actions Accept and Decline.

### How You Redraft a Job Offer Not Yet Accepted by the Candidate

You can return a job offer to the Draft state to modify its content.

Redrafting a job offer can be useful if a job offer gets stopped or must be revised. For example, you must make a change or the candidate wants to negotiate elements in the job offer. When a job offer is redrafted, it must go through the approval process again.

You can use the Redraft Job Offer action when:

- The job offer state is Approval Rejected and you judge that it’s worthwhile to review the job offer.
- The job offer state is Approved and you discovered that changes are necessary once the job offer was approved.
- The job offer state is Withdrawn by Candidate or Rejected and you want to make a better offer. This can be done as long as the candidate didn’t accept the job offer.

You can’t redraft a job offer when:

- The job offer state is Pending Approval. In that case, the approval initiator must pull the job offer out of the approval cycle.
- The job offer state is Extended. In that case, the job offer must be rescinded and put into the state Rejected, or it must be declined by the candidate and put in the stateWithdrawn by Candidate.
Job Offer Response

When you extend a job offer to a candidate, the candidate responds to the offer. Candidates are notified by email that they have a job offer. The message contains a link that takes them to where they applied. The message doesn’t contain any sensitive data nor the job offer letter as attachment. After clicking the link, candidates can view the details of their job offer, print their job offer letter, open attachments, and respond to the job offer.

Internal candidates also receive a worklist notification (Bell icon). They can also visit the Current Jobs work area to see new job offers (select Navigator > Me > Current Jobs > Job Offers).

Response by the Candidate

To accept a job offer, the candidate selects the Accept option and must provide accurate e-signature information. If the information provided is accurate, the job offer state changes to Accepted. The time, date, time zone, and user name of when this e-signature was recorded is displayed in the Progress Panel. If the information provided by the candidate isn’t accurate, the candidate is asked to reenter their e-signature information, and the job offer remains in the state Extended.

If the candidate doesn’t want to accept the job offer, the candidate selects the Decline option and the job offer state changes to Withdrawn by Candidate. The candidate may decline the job offer initially perhaps because they want to negotiate possible changes to the job offer with the recruiter or hiring manager. If the recruiter or hiring manager decides to revise the job offer and start the Offer phase lifecycle again, they can use the Redraft Job Offer action.

Note: The e-signature mechanism is implemented to work with a loose validation on last names, and not on first names. This allows people with names such as John/Jack, Bill/William, Jo/Joanne to apply for jobs or accept their offer letters.

Response by the Job Offer Team

A member of the Offer Team can record the candidate’s response to their extended offer, if the candidate will not be providing this themselves.

- A positive response can be captured by using the Accept Offer action. This action records that this user has provided the acceptance on behalf of the candidate as of this particular date and time, though it doesn’t record any e-signature nor IP address.
- A negative response can be captured by using the Move action with the destination state Withdrawn by Candidate. This action records that this user has provided the decline on behalf of the candidate as of this date and time, similarly without any e-signature nor IP address. As always, this move to an inactive state allows entering free-text comments about the decision. In addition, the move to state Withdrawn by Candidate can be configured to display a list of possible reasons that the candidate decided to decline this offer. This list of action reasons can be specific to offer decisions or can be the same list that’s presented when the user withdraws candidates in other phases of the selection lifecycle.
What happens when a candidate accepts a job offer?

Once a candidate accepts a job offer, the following events occur automatically:

- **Internal candidates:** The candidate job application is automatically progressed into Offer - Accepted and then immediately into HR - To Be Processed, unless any custom phases are configured after the Offer phase. Moving into the HR phase triggers the hand off to the human resources (HR) specialist. If any phases exist between the Offer phase and the HR phase, such as a Background Check phase, the candidate job application doesn’t automatically move beyond Offer - Accepted. Recruiters decide whether to move the accepted candidate forward into a state in the custom phase or into the HR phase.

- **External candidates:** The candidate job application is automatically progressed into Offer - Accepted. Then, the Job Offer Team must execute the action Move to HR, unless any custom phases are configured after the Offer phase. Moving into the HR phase triggers the hand off to the human resources (HR) specialist. If any phases exist between the Offer phase and the HR phase, such as a Background Check phase, the recruiters decide whether to move the accepted candidate forward into a state in the custom phase or into the HR phase.

- The states of the candidate’s other active job applications, if any, change to Withdrawn by Candidate. Exceptions: The approval process continues for job applications in Offer - Pending Approval. Job applications in Offer - Extended or later state (including the HR phase) aren’t rejected, they remain untouched. A best practice is to manually withdraw the job application to avoid offering another job to the same candidate.

- The candidate job application leaves the Offer phase and is no longer displayed on the job offers list in the Hiring work area.

- The candidate job application enters the HR phase, the final phase of the lifecycle. The candidate job application is handed off to the HR team who finalizes the job offer. Different scenarios are possible whether the candidate is a brand new hire, a rehire coming back to the company, or a current worker moving to a new or additional job within the company. Once the job offer reaches the HR phase, the Job Offer Team has no further influence on the job offer or on the candidate’s job application. Now that the candidate has been selected and has agreed to join the company, the work of the recruiter is successfully completed. The paperwork is now in the hands of the HR team who enters the new assignment into the application so that the person can begin working.

- The job offer is available in the Job Offers list that you can access as an HR specialist using the Manage Job Offers quick action.

- The candidate is visible in the Pending Workers list that you can access using the Pending Workers quick action.

How You Redraft a Job Offer Accepted by the Candidate

You can redraft a job offer after the candidate accepted it if any changes are needed. You create a new offer letter for the candidate to accept again.

There are situations where a candidate accepted a job offer but something changed in the agreement and you need to re-issue a new job offer letter. In these situations, you can use the **Redraft Offer** action. The job offer is set to the Draft state. You can update the job offer and re-extend it to the candidate. The candidate then accepts the revised offer.

The Redraft Offer action is available for accepted job offers, for the following phases and states:

- Offer - Accepted
- Offer - Rejected
- Offer - Withdrawn by Candidate
• HR - Rejected (HR must first cancel the pending worker or work relationship)
• HR - Withdrawn by Candidate (HR must first cancel the pending worker or work relationship)
• Rejected and Withdrawn by Candidate in post-offer custom phases, if any.

Note: Once the job requisition is closed or canceled, the Redraft Offer action is no longer available.

When a candidate's job application is in the Offer phase or any custom phase (inactive states) after the Offer phase, the recruiter can redraft the job offer. After the candidate has been moved into the HR phase, both the human resources (HR) specialist and the recruiter can execute the Redraft Offer action, as long as the candidate's job application is in the Rejected or Withdrawn by Candidate state. All versions of accepted job offer letters are retained on the worker's Document Records page. That includes the PDF of each offer letter as well as the date and time when each offer was accepted.

All versions of accepted job offer letters are retained on the worker's Document Records page. That includes the PDF of each offer letter as well as the date and time when each offer was accepted.

Job Application States Within the HR Phase

Job applications move from the Offer phase to the HR phase after candidates with accepted job offers get moved to HR either automatically or manually by recruiters. The state of these job applications is displayed on the Job Offers list that you can access using the Manage Job Offers quick action.

The table presents the states within the HR phase.

<table>
<thead>
<tr>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Be Processed</td>
<td>The job application is waiting to be processed by the human resources (HR) specialist. The state To Be Processed is the first state in the final HR phase of the job application lifecycle.</td>
</tr>
<tr>
<td>Processing</td>
<td>The HR specialist or automatic process has selected the candidate job application and is processing it into a new worker assignment.</td>
</tr>
<tr>
<td>Processed</td>
<td>The HR specialist has successfully created a new worker assignment for the candidate who accepted the recruiting job offer. The state Processed is the final successful state in the final HR phase of the job application lifecycle.</td>
</tr>
<tr>
<td>Rejected by Employer</td>
<td>The HR specialist has for some reason rejected the job application after the candidate accepted the recruiting job offer. Consequently no new worker assignment is created for the candidate.</td>
</tr>
<tr>
<td>Withdrawn by Candidate</td>
<td>The HR specialist has withdrawn the job application on behalf of the candidate after the candidate accepted the recruiting job offer. Consequently, no new worker assignment exists for the candidate.</td>
</tr>
</tbody>
</table>

Actions Available Based On Employment Scenarios

As a recruiter, when you create a job offer, you can access a limited set of actions based on different employment scenarios.
This table describes the six employment scenarios and the actions available for each.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Description</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hire</td>
<td>The person has no work relationship and job history.</td>
<td>Add Pending Worker</td>
</tr>
<tr>
<td>Rehire</td>
<td>The person exists in the application, but has no active work relationship.</td>
<td>Add Pending Work Relationship</td>
</tr>
<tr>
<td>Global Change</td>
<td>The person has only one active work relationship with the same worker type as the job offer. However, the legal employer of the work relationship and the job offer are different.</td>
<td>Global Transfer&lt;br&gt;Global Temporary Assignment&lt;br&gt;Add Employee Work Relationship or Add Contingent Work Relationship (depending on the worker type selected for the job offer)</td>
</tr>
<tr>
<td>Local Change</td>
<td>The person has one active work relationship with the same worker type and legal employer as the job offer.</td>
<td>Assignment Change&lt;br&gt;Promotion&lt;br&gt;Transfer&lt;br&gt;Add Assignment&lt;br&gt;Position Change&lt;br&gt;Job Change</td>
</tr>
<tr>
<td>Change Worker Type</td>
<td>The person has one or more active assignments in the same work relationship. However, the worker type of the work relationship and the job offer are different.</td>
<td>Add Employee Work Relationship (when worker is currently a Contingent)&lt;br&gt;Add Contingent Work Relationship (when worker is currently an employee)</td>
</tr>
<tr>
<td>Other</td>
<td>The person has one or more active assignments and isn’t covered by any scenario.</td>
<td>Add Assignment&lt;br&gt;Assignment Change&lt;br&gt;Global Transfer&lt;br&gt;Add Employee Work Relationship&lt;br&gt;Add Contingent Work Relationship&lt;br&gt;Job Change&lt;br&gt;Position Change&lt;br&gt;Promotion&lt;br&gt;Transfer</td>
</tr>
</tbody>
</table>

When HR specialists process job offers of this type, they are brought to the Employment Info page to do the selected action. However, they must manually enter the candidate’s assignment and
Job Offers: How They’re Processed in HR

The human resources (HR) specialist processes the job offers of candidates after they accept the offers. The HR phase is the last phase in the recruiting lifecycle and is responsible for creating HR assignments for new or existing workers. All candidates who accepted their job offers (and possibly completed any intervening phases) are shown in the Job Offers list available using the Manage Job Offers quick action. You can view and access the job offers depending on your security privileges.

To process these job offers, you must create the appropriate HR assignment or work relationship for each candidate. All offer values are usually copied into the relevant fields in the HR pages when you execute the HR action to create that HR assignment.

These job offer details contain almost all information required for the new assignment, including the compensation. If some fields were not specified in the job offer by the recruiting team, you can enter these values here, or update any values as necessary. By submitting the new HR assignment, you ensure that recruiters will see the Processed state of the job application.

Most of the candidates who accept their job offers are processed automatically, and require minimum manual processing by the HR specialist. The following diagram shows the task flow for the accepted job offers and the state changes that occur as the job application moves forward.

> **Note:** All changes in the job application state are automatic, unless indicated as manual in the diagram.
The following points describe the task flow and the state changes during the task flow:

- After an external candidate accepts the job offer, the recruiter can manually move the job application to the HR phase. Usually, a pending worker or work relationship is automatically created, and the state of the job application changes to Processing in the HR phase, on the Job Offer list. The external candidate is also listed as a pending worker on the list of Pending Workers, if they were not a rehire. If automatically creating a pending worker or work relationship was unsuccessful, the job application state changes to To Be Processed in the HR phase, on the Job Offer list, and the pending worker isn’t yet created.

- After an internal candidate accepts the job offer and gets moved to HR, their job application appears in the state To Be Processed in the HR phase.

- For an internal candidate, when you (HR specialist) start manually executing the preselected HR action based on the candidate type, the state changes to Processing. For more information about the preselected HR action, see the Actions Available Based On Employment Scenarios topic.

- As an HR specialist, when you process these candidate offers, you view the existing page flow to execute the HR action, where you can find all the values from the job offer are pre-filled. These flow pages may contain additional fields that you can fill now, because not every field was exposed to the recruiting team while they created the job offer. So you may have the opportunity to provide further details before submitting the new flow. Note that you may even want to change the field values that were agreed upon in the job offer. Any additions or changes to field values here still have no effect on the agreed-upon values that are preserved in the job offer.

- When you (HR specialist) process the HR action and commit the work relationship or assignment from the HR flow pages, the state of the candidate’s job application automatically changes to Processed.

- The state Processed is the final successful state in the HR phase of the job application lifecycle.

- The job application is considered to be withdrawn by the candidate if one of the following conditions is true:
  - You manually changed the job application state to Withdrawn by Candidate before processing the candidate job application.
  - You canceled the pending worker or work relationship for an external candidate after you committed it.
  - You canceled the work relationship after you successfully created a new worker assignment for the candidate.

- The job application is rejected if you manually changed the job application state to Rejected by Employer before processing the candidate job application.

In certain situations, internal candidates who already have a current assignment may require more manual processing by the HR specialist to reach the Processed final state. The following diagram shows the task flow for the accepted job offers and the manual changes you must make to move the job application forward. For more information about processing these manual changes, see the topic Manual Job Offers: How They are Processed.

*Note:* All changes in the job application state are manual, unless indicated as automatic in the diagram.
The following points describe the task flow and the state changes during the task flow:

- When a candidate accepts the job offer, the job application is automatically moved to state To Be Processed in the HR phase.
- You automatically change the state to Processing when you manually execute the preselected HR action. For more information about the preselected HR action, see the Actions Available Based On Employment Scenarios topic.
- After you process the HR action, you must select the action Move to Processed to manually move the state to Processed.
- The state Processed is the final successful state in the HR phase of the job application lifecycle.
- You can move the job application state to Withdrawn by Candidate or Rejected in one of the following cases:
  - Before starting the HR action, while in the state To Be Processed.
  - After indicating that you have finished the HR action, while in the state Processed.

**Internal Job Offers: How They're Processed**

Internal job offer refers to the offer extended to a worker who has an existing work relationship with the enterprise. When the worker accepts the job offer, the offer is listed in the Job Offers list available using the Manage Job Offers quick action.

Recruiters select the appropriate human resource (HR) action in advance when drafting the internal job offer. This HR action is preselected based on the information available in the job offer and the candidate’s existing work relationship.

The type of the internal job offer determines how it’s being processed.

- **Global**: The legal employer of the existing work relationship and the job offer is different, but worker type is same. For example, global transfer, global temporary assignment, or add new work relationship.
- **Local**: The legal employer of the existing work relationship and the job offer is same, and worker type is also same. For example, promotion, transfer, or position change. All local changes are made on the Change Assignment page.
- **Worker Type**: The legal employer of the existing work relationship and the job offer is same, but worker type is different. For example, add employee work relationship or add contingent work relationship.

> **Note:** You require the appropriate privileges to execute the HR actions for each type of internal job offer.

**Job Offer Processing**

The following points describe how the internal job offer is processed by the human resources (HR) specialist:

- Internal job offers, when they are moved to HR after the job offer acceptance, always appear on the HR specialist’s list initially in state To Be Processed.
- When you select and confirm the HR action, the job application state changes from To Be Processed to Processing.
- You can view the HR page with the field values populated from the job offer. For example, if you selected and confirmed the Global Transfer action, you can view the Global Transfer page with values populated from the job offer. At this stage, you may change the populated values and add information in other fields. However, be careful when considering changes to any information that was already viewed and understood by the candidate or offer approvers.
• After you submit that HR action, these internal candidates remain visible on the list in state Processing. Their assignments may be awaiting approvals if configured for their transaction, and no further action is required.

• When the transaction is submitted and approved, the offer state automatically changes to Processed based on the enterprise scheduler (ESS) configuration. The state change is reflected in the Job Offers list (Manage Job Offers quick action) and in Hiring, indicating to recruiters that the overall candidate lifecycle is complete.

• Internal candidates who reach the state Processed remain on the Job Offers list, but no further action is required. This is the final successful state in the entire recruiting process.

• The only exception to the above series of steps to process internal candidates is for current workers who already have two or more job assignments. For more information about processing offers in these complex situations, see the topic Manual Job Offers: How They are Processed.

Interruptions in Job Offer Processing
When processing job offers, you may have to handle unforeseen changes. For example, you can’t submit the HR action for the job application that you started processing, and decide to cancel it. In such cases, you can view the job application in the state Processing in the Job Offers list. You must change the job application state by selecting the action Return to To Be Processed. The job application status changes to To Be Processed, and the HR action can be executed again. You or another HR specialist can process this job application, and the field values are populated in the HR page from the job offer.

Resulting Actions
When the new records have been created successfully, the new assignment is ready to begin on the projected start date. By the start date:

• You can view the person’s resume from this job application in the Talent Profile.
• You can view this job offer letter in the person’s document records.
• You can view this job application attachments in the person’s document records.

External Job Offers: How They’re Processed
External job offer refers to the offer extended to a candidate who has no current work relationship with the enterprise. The candidate may have no previous work relationship (new hire) or a previous work relationship (rehire).

When the new hire or rehire accepts the job offer, a pending worker or pending work relationship is automatically created based on the offer details. The values in the pending work relationship are copied directly from the candidate’s approved and accepted job offer. This pending worker or pending work relationship is displayed in the Pending Workers tab in the New Person work area.

Job Offer Processing
The following points describe how the external job offer is processed by the HR specialist:

• External job offers usually appear on the HR specialist’s list initially in state Processing. This is because usually a Pending Worker or Pending Work Relationship has automatically been created, which is the appropriate next step for a new hire or a rehire. No action is required on the Job Offers list, which is why it’s not initially in the state To Be Processed.
• When you convert the pending worker or work relationship to worker, and this transaction is submitted and approved, the offer state automatically changes to Processed. This state change is based on the enterprise scheduler (ESS) configuration.

• The state change is reflected in the Job Offers tab and in Recruiting, indicating to recruiters that the overall candidate lifecycle is complete.

• External candidates who reach the state Processed remain on the Job Offers list, but no further action is required. This is the final successful state in the entire recruiting process.

• The only exception to the above series of steps to process external candidates is if there's some difficulty in creating the Pending Worker or Pending Work Relationship automatically. In these situations, the job offer initially appears on this list in state To Be Processed. When the HR specialist can clear up the issue and create the Pending Worker or Work Relationship, the rest of the steps can continue.

Exceptions in Job Offer Processing

In rare situations where a pending worker or work relationship can't be created automatically, you must manually create it in the HR phase. These job applications appear on the Job Offers tab in the state To Be Processed. Select the HR action Create Pending Worker and resolve the issue that currently prevents a pending worker from being created. For example, you can adjust a recently inactivated location so that the pending worker creation is successful.

Resulting Actions

When the pending worker is created successfully, the candidate is ready to become a worker on the projected start date. On the start date:

• You can view the person's resume in the Talent Profile.
• You can view the job offer letter in the person's document records.
• You can view the job application attachments in the person's document records.
• The person is no longer considered as an external candidate for the purposes of recruiting and job searching.
• The person can view and apply for jobs that are posted for internal candidates.

Manual Job Offers: How They're Processed

Manual job offer refers to the way in which the human resource (HR) specialist must handle the job offer. If a worker with a more complex or dynamically changing job situation receives a job offer, the HR specialist will need to handle this situation as a manual job offer. These job offers must be manually processed by the HR specialist to complete the job application lifecycle. The HR actions in the Job Offers tab in the New Person work area guide the HR specialist to process manual job offers. The job application state doesn't automatically get updated based on creating and approving any work relationship or assignment for the candidate. Instead, the HR specialist must manually keep the job application state accurate in these manual situations.

Situations Requiring Manual Processing

The following examples describe situations where manual processing is required:

• An internal candidate currently having more than one job receives a job offer.
• An external candidate having no current or previous work relationship receives a job offer. However, the candidate will already be a worker on the proposed start date of the offer because of one or more future dated work relationships.

• An external candidate is offered a job as a rehire. However, while considering this job offer, the candidate receives and accepts another separate job offer to work with the same company. Therefore, the candidate is no longer considered as a rehire on the start date of the newly accepted job offer. The initial job offer as a rehire is treated as a second job.

• An internal candidate is offered a job that requires a transfer. However, the candidate is terminated on the proposed start date of the offer. Therefore, the offer must be treated as a rehire.

Job Offer Processing

• Manual job offers always appear on the HR specialist's list initially in state To Be Processed, when they are moved to HR after offer acceptance.

• When you select the HR action, you are prompted that the candidate job application requires manual processing. When you confirm that you understand, the job application state changes from To Be Processed to Processing. The new state Processing indicates that you are about to create the candidate's new assignment based on this offer, even though you are just starting to process it at that moment.

• Executing the selected HR action brings you to view the candidate’s Manage Employment page, where you can review the current, earlier, and future work relationships and assignments of the candidate. You can then decide the appropriate HR action based on the information available in the current employment and the job offer.

• You must manually enter all relevant information from the job offer into the fields of the HR action page you selected. Unlike other types of job offer processing, these manual situations don’t pre-fill the agreed-upon values from the offer into the HR flow. So, you should be careful when copying information that was already viewed and understood in the job offer into the HR flow pages. Then you must submit the HR action.

• After the candidate’s new work relationship or assignment is done, you must manually update the job application’s state to Processed. This indicates to recruiters in the Hiring work area and to other HR specialists in the New Person work area that the overall candidate lifecycle is complete and successful. You can only move the job offer’s state to Processed after the other assignment is created, approved, and committed on the HR side.

• Manually processed job offers that reach the state Processed remain on the Job Offers list, but no further action is required. This is the final successful state in the entire recruiting process.

Interruptions in Job Offer Processing

When processing manual job offers, you may have to handle unforeseen changes. For example, if you can’t finish processing the job application that you started, you must change the job application state to indicate this. In such cases, you can view the job application in the state Processing on the Job Offers tab. You must change the state by selecting the action Return to Be Processed. The job application status changes to To Be Processed, and the HR action can be executed again. You or another HR specialist can again process this job application.

Unsuccessful Job Offers: How They're Handled

There may be situations where an internal or external candidate’s job application doesn’t successfully complete the job application lifecycle even after the candidate accepted the offer and was moved to the HR phase.

Approver Rejects a Job Application

If an approval cycle is configured for the HR action related to a job offer, an approver may decide to reject the job application. In this scenario, the job application remains in the Processing state indefinitely. You can select the action Return To Be
Processed to change the job application state to To Be Processed. In this state, you must decide whether to start processing the HR action again in consultation with the approver or manually select the Reject action. You can do this for internal and external candidates, including manual job offer situations.

**Decision to Withdraw or Reject a Job Application**

A candidate may decide to renego an accepted job offer, or the employer may decide to not hire for a job offer. You must handle these decisions appropriately depending on the current state of the job application.

- If the decision is made before you begin your work on the job application in the HR phase, you must change the state of the job application. In this case, you can change the state directly from To Be Processed to Withdrawn by Candidate or Rejected.

- If the decision is made when you are processing the job application, you must change the state of the job application. In this case, you can change the state directly from Processing to To Be Processed, and then to Withdrawn by Candidate or Rejected. You also must ensure that no HR record exists for this unwanted job offer, and cancel any associated HR record that was created.

- If the decision is made after you successfully processed the job application, you must cancel the associated HR record. However, the method is different for manual job offers when compared to all other offers. For most job offers, you must cancel the associated HR record that was created. This automatically updates the job application state to Withdrawn by Candidate. For manual job offers, you must first cancel the associated HR record, and then manually update the state to Withdrawn by Candidate or Rejected.

**Reverse the Rejection or Withdrawal of Job Application**

An HR specialist may incorrectly withdraw or reject a job application. To reverse this incorrect decision, you must find the job application in the state Withdrawn by Candidate or Rejected on the Job Offers tab. Select the action Return to Be Processed for the job application so that the state changes to To Be Processed. From this state, you can now start processing the job application again by executing the preselected HR action. You can do this for internal and external candidates, including manual job offer situations.

**Job Offer FAQs**

**What's the difference between Extend to Candidate and Resend to Candidate?**

Use the Extend to Candidate action to communicate a job offer to a candidate. The candidate receives a message containing a link that takes the candidate to the career site where they applied. Once on the career site, the candidate can view the details of the job offer and job offer letter, print the job offer, open attachments, and respond to the job offer.

If the candidate needs another copy of the message, use the Resend to Candidate action. The notification being sent is exactly the same as the one sent to the candidate the first time the job offer was extended. This action can be used as many times as needed when the job offer is in the Extended state.

**How many job offers can I create for a job requisition?**

The number of job offers for a given requisition can be limited by the number of openings that remain on that requisition. A job requisition is considered to have available openings if its number of openings is greater than the number of hired candidates.
combined with the number of candidates with an extended or accepted job offer. Users can be prevented from extending more job offers than the requisition allows. A privilege allows users to hire more candidates than this number: Communicate Job Offer Ignoring Number of Openings. This privilege is granted to recruiters by default. Note: the Communicate Job Offers privilege is still required to extend job offers.

How many job offers can one candidate have?

A candidate can apply to multiple job requisitions and therefore have multiple job applications. When a job application is handed off to HR, all of the candidate’s other active job applications get withdrawn. However, if you know that the candidate wants to be considered for additional jobs, you can manually revert back any of those automatically withdrawn job applications into the previous active state.

What's the difference between Reject Candidate and Withdraw Candidate?

Use the Reject Candidate action to reject a candidate from the hiring process. For example, the candidate failed a drug test. Use the Withdraw Candidate action to indicate that the candidate declined the job offer. For example, the candidate changed their mind or had family constraints that prevented them from continuing with the job offer.
13 Notifications and Interactions

Notifications Sent Automatically During the Candidate Selection Process

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

You can view notifications that were sent and the content of those notifications in the Interactions tab of a candidate job application. When you view a list of job applications, a blue dot next to a candidate name indicates that you didn't yet open and view that job application. Once you view the details page, the blue dot disappears. You can also use the Unviewed sort by option in the job application and prospect candidate lists to view those applications that you didn't yet review.

Candidate Notifications

Candidates can automatically receive notifications throughout the candidate selection process to be kept informed of their progress. Candidates can receive notifications when their job applications enter or exit a phase in the candidate selection process or are moved to a specific state within a phase.

Recruiter and Hiring Manager Notifications

Recruiters and hiring managers can receive a notification informing them that there are job applications to be reviewed. They can receive a review notification when job applications enter or exit a phase in the candidate selection process or are moved to a specific state within a phase. The review notification is sent once per day if there are new job applications in the configured phase and state combination.

Notifications Sent Manually to Candidates

Send notifications to candidates using preconfigured email templates or by creating emails from scratch.

Select one or multiple candidates then use the Send Email action. You can create an email from scratch or select a template. The list of templates available for selection depends on the context the Send Email action is initiated from. For example, if you use the action from the job application list, only 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.

📝 Note: If you have the "Update Email from Template" privilege, you can edit the template.

Before sending the email, you can preview how it will appear to candidates. Tokens are resolved and styling, images, and branding are applied. If the email is sent to multiple candidates, tokens are resolved for one candidate as an example.

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). By default, the interactions list is filtered to
the current candidate context, for example, the current job application or candidate profile. The interactions list can also show all other interactions to which you have access.

**Enter Notes About Interactions with a Candidate**

You can enter notes regarding interactions you had with a candidate.

The default interaction types are:

- by phone
- by email
- by text message
- in person

You can add an interaction from the Candidate Search page and from within a candidate profile, a job application, a prospect record. Let’s say you’re in the Candidate Search page:

1. On the Candidate Search page, select a candidate.
2. In the Actions menu, select **Add Interaction**.
3. On the Add Interaction page, select an interaction type, specify the date when the interaction occurred, and enter the interaction note.
4. Click **Save and Close**.

If you add the note for a candidate profile, candidate job application, or prospect record, the note is recorded differently:

- When you add an interaction note in a candidate profile, the note is recorded in the candidate profile, in the context of the candidate profile.
- When you add an interaction note in a candidate profile as part of a candidate pool, the note is recorded in the candidate profile, in the context of the candidate pool.
- When you add an interaction note in a candidate job application, the note is recorded in the job application, in the context of the job requisition.
- When you add an interaction note in a prospect record, the note is recorded in the prospect record, in the context of the job requisition.
14 **Sources**

**Source Tracking**

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

Source information provides the source medium and the source name.

<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;utm_medium=campaign</td>
</tr>
<tr>
<td></td>
<td>Linkedin</td>
<td></td>
<td>utm_source= linkedin&amp;utm_medium=campaign</td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
<td></td>
<td>utm_source= facebook&amp;utm_medium=campaign</td>
</tr>
<tr>
<td></td>
<td>Twitter</td>
<td></td>
<td>utm_source= twitter&amp;utm_medium=campaign</td>
</tr>
<tr>
<td>Candidate added to job requisition</td>
<td>Job Requisition</td>
<td>A recruiter uses the Add to Job Requisition action to add a candidate to a job requisition from another requisition, from a candidate profile, or after performing a candidate search.</td>
<td>utm_source= job+requisition&amp;utm_medium=manual+add</td>
</tr>
<tr>
<td></td>
<td>Candidate Profile</td>
<td></td>
<td>utm_source= candidate+profile&amp;utm_medium=manual+add</td>
</tr>
<tr>
<td></td>
<td>Candidate Search</td>
<td></td>
<td>utm_source= candidate+search&amp;utm_medium=manual+add</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>none</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></td>
<td>Candidate Pool</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Talent Community</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 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>none</td>
</tr>
<tr>
<td></td>
<td>Email</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Resume handed in person</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Agency</td>
<td></td>
<td></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. It doesn’t 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></td>
</tr>
<tr>
<td></td>
<td>Talent Community</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Job Alert</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</td>
<td>utm_source= external+referral&amp; utm medium= referral</td>
</tr>
<tr>
<td></td>
<td>Internal Referral</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Sources

<table>
<thead>
<tr>
<th>Source Medium</th>
<th>Source</th>
<th>Description</th>
<th>UTM Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Referral</td>
<td>(external candidate) or an</td>
<td></td>
<td>utm_source= agency+referral&amp;</td>
</tr>
<tr>
<td></td>
<td>employee (internal candidate).</td>
<td></td>
<td>utmmedium referral</td>
</tr>
<tr>
<td></td>
<td>Example:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source Medium: Referral</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source: External Referral</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Referred by: John Smith</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Career Site: ABC Career Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Site - 001</td>
<td></td>
</tr>
<tr>
<td>Referral website</td>
<td>Candidate originated from any</td>
<td></td>
<td>none</td>
</tr>
<tr>
<td></td>
<td>other referral website.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Example:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source Medium: Referral</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source: Referral website</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>domain</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Career Site: ABC Career Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Site - 001</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Search engine</td>
<td>Google</td>
<td>A candidate searched for a company career site or job requisition using a</td>
<td>none</td>
</tr>
<tr>
<td></td>
<td></td>
<td>search engine such as Google, Yahoo, Bing.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yahoo</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Example:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source Medium: Search Engine</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source: Google</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Career Site: ABC Career Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Site - 001</td>
<td></td>
<td></td>
</tr>
<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>
<tr>
<td></td>
<td>Example:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source Medium: Share Job</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Posting</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Source: Social Media ABC</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Career Site: ABC Career Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Site - 001</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### URL Code to Capture a Source

For source mediums that use UTM parameters in the URL, the utm_medium and utm_source parameters must be added to the URL to capture the source. In some cases, the UTM code is added automatically. In other cases, you must add it.
Use the following schema:

\[ \text{<client domain>/hcmUI/CandidateExperience/<LanguageCode>/sites/<SiteCode>/job/<jobid>/?utm_medium=<medium_code>&utm_source=<source_code>} \]

Example:


Only source mediums that use URL parameters can be hand coded.

These source mediums have nonextensible list of source names. You must use the URM code in the above table.

- Candidate added to job requisition
- Career site, job alert
- Referral
- Campaign

These source mediums have extensible list of source names. You can decide on the actual source name that will be captured.

- Shared for posting
- Job board
15 Current Jobs

Current Jobs

The Current Jobs functionality provides users a tool to search jobs within their company, to apply for jobs, and to see the status of their job search.

You can search for jobs based on the job title, the organization, the location, or other keywords. The list of jobs matching the search criteria appears on the Jobs page. Search results are limited to 500 jobs. You can use filters to narrow the search results. Click the job title to review the job details and apply for the job. The process to apply for a job is quick and straightforward. You have the opportunity to review your skills and qualifications, provide any updates if needed, answer any job application questions, attach a resume or other supporting documents, and provide an e-signature.

On the job results page, click the Star icon to mark the job as a favorite job. Favorite jobs are displayed in the Favorite Jobs page. You can also perform these actions:

- Share the job: Opens your email client with a link to the external job posting. You can share the job by email with a colleague or someone outside the company.
- Refer an employee: Allows you to select an employee and provide an endorsement. The employee is sent an invite to apply to the job.
- Refer a candidate: Allows you to quickly refer an external candidate, provide an endorsement, and attach a resume on their behalf. The candidate is sent an invite to apply to the job.
- Copy the link: Copies the link to your clipboard.

From the Current Jobs page, you can easily access these pages:

- Favorite Jobs: See your preferred jobs and perform actions on them (apply for the job, share the job, refer someone, copy the link).
- Job Applications: Review the job applications you submitted, view their progress. View interview details for already scheduled interviews. You can also use the Withdraw action if you no longer want your active job applications to be considered.
- Referrals: Check the referrals you made and their status as they progress through the recruiting process. You can see the same progress as the person you referred.
- Job Offers: See your job offers and their status (pending, accepted). You can also accept or decline a job offer.