Oracle Fusion Cloud Talent Management

Recruiting Booster Questions and Answers

FA Latest

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

Get Help in the Applications

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

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Thanks for helping us improve our user assistance!

1 Recruiting Booster Questions and Answers

How do I enable the Message Center?

This feature is available only when the Redwood experience is enabled in Recruiting Booster.

Before you start

To use this feature, you must grant the Access Recruiting Message Center privilege (IRC_ACCESS_RECRUITING_MESSAGE_CENTER) to the recruiter and hiring manager role with the respective aggregate privilege:

- Access Recruiting Message Center as Recruiter (ORA_IRC_ACCESS_RECRUITING_MESSAGE_CENTER_AS_RECRUITER)
- Access Recruiting Message Center as Hiring Manager (ORA_IRC_ACCESS_RECRUITING_MESSAGE_CENTER_AS_HIRING_MANAGER)

Here's what to do

1. Enable the profile option, ORA_IRC_MESSAGE_CENTER_ORACLE_SEARCH_ENABLED.
2. Configure the time span for displaying past messages. The default is set to 180 days. To change this value:
   a. In the Setup and Maintenance work area, go to:
      - **Offering:** Recruiting and Candidate Experience
      - **Functional Area:** Recruiting and Candidate Experience Management
      - **Task:** Recruiting Messaging Configuration
   b. Scroll down to the Message Center Settings section, and enter the number of past days to display messages from. The maximum number allowed is 365 days.
3. Run this scheduled process: **ESS job to create index definition and perform initial ingest to OSCS**. In the **Index Name to Reingest** field, enter this value: **fa-hcm-irc-messages**. You can run this process once or as needed. It's not required to schedule it on a recurring basis.

   > **Note:** You need to run this process if you change the timespan for displaying past messages, for example, from 90 days to 120 days.

4. To improve the performance of the Message Center, these profile options are available. If required, you can change their values:
   - Message Center Requisition Batch Size (ORA_IRC_MSGCNTR_OSCS_REQ_BATCH_SIZE): The number of requisitions to fetch per batch from Oracle search. The default is 10,000 per batch, which is the maximum value that can be set.
   - Message Center Requisition Maximum Limit (ORA_IRC_MSGCNTR_OSCS_REQ_IDS_MAX): The maximum number of requisitions to fetch from Oracle Search and display in the Message Center per user. The maximum value should be 30000. The default value is 10000.

Related Topics
- How do I enable a profile option?

Which scheduled processes are used in Recruiting Booster?

Scheduled processes used for Recruiting Booster are listed in this table.

Process Name	Description	Recommended Frequency
Process Recruiting Inbound Message	Reads and processes incoming SMS and email messages.	Every 15 minutes
Publish Recruiting Events	Publishes or unpublishes the events that are scheduled with a start date set for on or before the current time. It also sends update notifications to the event audience and alert notification to event interviewers (shortlisting form).	Every 15 minutes
Sync Data with Recruiting Digital Assistant	Synchronizes the job location, job category, and job function synonyms with the Recruiting Assistant.	Once a day
ESS Job to create index definition and perform initial ingest to OSCS Specify **fa-hcm-irc-hiring-events** in the **Index Name to Reingest** field.	This ensures that all hiring events that either already exist in the application or those that will be newly created are fully indexed for search.	During initial setup of Hiring Events, or as required.
Import User and Role Application Security Data Retrieve Latest LDAP changes	Applies security roles to a job role that's set up to access Webhook.	After adding the job role to a user account that can access Webhook.
ESS job to create index definition and perform initial ingest to OSCS Specify **fa-hcm-irc-messages** in the **Index Name to Reingest** field.	This ensures that all past messages are displayed as per the configuration settings in the Message Center in Redwood.	Run during initial setup. Later, run as needed or after changing the timespan to display past messages. Don't run on a recurring basis.

You can schedule and run these in the Scheduled Processes work area (**Tools** > **Scheduled Processes**).

How do I enable AI Assist while composing messages or replying to candidates?

To use AI Assist while composing messages or replying to candidates, you must enable a profile option corresponding to the page where you want to use AI Assist.

These profile options correspond to the page where you can compose or reply to messages with AI Assist:

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Feature	Page	Profile Option
Compose messages	• Candidate profile page (Messages tab) • Message Center (Messages tab)	HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED
Reply to candidate messages and also generate the conversation summary when replying to messages	Message Center (Messages tab)	HCM_GENAI_IRC_REPLY_MESSAGE_ENABLED
Send messages to multiple candidates	Candidate lists in candidate pools, job applications, prospects, events and search pages	HCM_GENAI_IRC_SEND_MESSAGE_ENABLED

To enable AI Assist, you must first create these profile options, enable them at the site level, and then enable Recruiting to access the profile option value. These sections explain how to perform these tasks for the HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED profile option, as an example.

Create the Profile Option

1. In the Setup and Maintenance work area, click the **Tasks** icon.
2. Search for the task, **Manage Profile Options.**
3. Click the task name from the search results.
4. On the Manage Profile Options page, click the **New** icon.
5. On the Create Profile Option page, create the profile option by entering these values:
   - **Profile Option Code:** HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED
   - **Profile Display Name:** Enable AI Assist for messages
   - **Application:** Recruiting
   - **Module:** Recruiting Common
   - **Description:** Enable AI Assist for composing emails or text messages
   - **Start Date:** Enter today's date
6. Click **Save and Close**.
7. In the HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED: Profile Option Levels section, enable the profile option at the site level and set it as updatable.
8. Click **Save and Close**.

Enable the Profile Option at the Site Level

1. In the Setup and Maintenance work area, click the **Tasks** icon.
2. Click **Search**.
3. Search for the task, **Manage Administrator Profile Values**.
4. Click the task name from the search results.
5. On the Manage Administrator Profile Values page, search for the profile option code, **HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED**.
6. In the HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED: Profile Values section, click the **New** icon.
7. Select **Site** as the profile level.
8. Set the profile value to **Y**.
9. Click **Save and Close**.

Enable Recruiting to Access the Profile Option Value

1. In the Setup and Maintenance work area, search for the task **Manage Profile Categories**.

2. Click the task name from the search results.
3. Search for the category, **ORA_FND_ANON_REST_ACCESS** (for anonymous users) or **ORA_FND_AUTH_REST_ACCESS** (for authorized users).
4. In the Profile Options section, click the **New** icon.
5. Select the profile name **HCM_GENAI_IRC_COMPOSE_MESSAGE_ENABLED** from the list, or search for it and select it.
6. Click **Save and Close**.

Can I send messages even if the candidate's communication channel isn't verified?

In the Redwood experience in candidate list views, candidate detail pages and Message Center, recruiters and hiring managers can send and reply to emails, text, or WhatsApp messages, even if a candidate's preferred communication channel isn't verified. You can enable this feature using the **Send messages even if the candidate's email or phone number isn't verified** checkbox in the Recruiting Messaging Configuration task.

Selecting this checkbox enables:

- The **Compose** and **Reply** buttons on the **Messages** tab in candidate profile pages.
- The **Compose** and **Reply** buttons in Message Center.
- The **Send Email**, **Send Text Message**, and **Send WhatsApp Message** row-level menu actions for a single candidate in candidate list views.

A few points to note:

- Whether the checkbox is selected or unselected, if the candidate has selected one of the phone channels – WhatsApp or SMS – as their preferred phone channel, that channel will be enabled.
- When neither SMS nor WhatsApp are preferred by the candidate:
  - Selecting this checkbox will enable these buttons and menu actions for both WhatsApp and SMS.
  - Unselecting this checkbox will disable these buttons and menu actions for both WhatsApp and SMS.
- Note that this setting doesn't affect automated messages and bulk messages. These are always delivered to the preferred communication channel. If there's no preference set, and the template contains an email section, emails are sent to those candidates who have an email ID.

This table summarizes the different conditions in which these buttons are enabled or disabled while trying to manually send email, SMS, and WhatsApp messages:

Checkbox is selected (you can send messages even if the channel isn't verified)

Communication Channel	Verified?	Preferred?	Compose, Reply Buttons, and Row-Level Menu Actions
Email	No	Not applicable	Enabled for email
	Yes	Yes	Enabled for email (Preference doesn't matter)
	Yes	No	Enabled for email (Preference doesn't matter)

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Communication Channel	Verified?	Preferred?	Compose, Reply Buttons, and Row-Level Menu Actions
Phone	No	Not applicable	Enabled for SMS and WhatsApp
	Yes	Yes – SMS	Enabled for SMS
	Yes	Yes – WhatsApp	Enabled for WhatsApp
	Yes	No preference set	Enabled for SMS and WhatsApp

Checkbox is unselected (you can send messages only if the channel is verified)

Communication Channel	Verified?	Preferred?	Compose, Reply Buttons, and Row-Level Menu Actions
Email	No	Not applicable	Disabled
	Yes	Yes	Enabled for email (Preference doesn't matter)
	Yes	No	Enabled for email (Preference doesn't matter)
Phone	No	Not applicable	Disabled for SMS and WhatsApp
	Yes	Yes – SMS	Enabled for SMS
	Yes	Yes – WhatsApp	Enabled for WhatsApp
	Yes	No for both SMS and WhatsApp	Disabled for both SMS and WhatsApp because the candidate hasn't set a preference

To use this setting:

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

2. Scroll down to the Additional Communication Settings section and select the checkbox, **Send messages even if the candidate's email or phone number isn't verified**.

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