Oracle Fusion Cloud Talent Management

How do I set up a job application flow?

FA Latest

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1 Introduction

About this Playbook

Use this playbook to learn how to create a job application flow to gather information from external candidates when they apply for a job on your external career site.

A job application flow is a sequence of blocks containing fields that candidates complete before submitting their job application. Blocks can be configured on one page with multiple blocks.

The creation and use of a job application flow involves different personas:

- The administrator creates the job application flow.
- The recruiter selects the job application flow when creating a job requisition.
- The candidate applies to a job by filling the information asked in each section of the job application flow.

2 Create an Application Flow

Design the Flow

When you design your flow, make it as easy as possible for the candidates and configure the flow to respond to your business needs.

Before you get started:

- Look at breaking the information down across multiple pages if it's more logical.
- Do you want to display a legal disclaimer that candidates need to agree to before they can proceed with their job application.
- Are there fields you want to hide in some of the blocks.
- Do you want to change the name of blocks.
- For some of blocks, do you want to have several sections.

Create the Flow

You can create the flow from scratch or, you can use an existing flow as a starting point and use the Copy to Create New Application Flow action and adapt the flow to your need.

You can create multiple flows to respond to different hiring needs. For example, executive hiring versus hourly employees hiring. For the scenario, you'll create a flow from scratch.

1. In the Setup and Maintenance work area, go to **Offering: Recruiting and Candidate Experience > Functional Area: Candidate Experience > Task: Job Application Flow Configuration**.
2. On the Job Application Flows page, click **Create**.
3. Enter basic info about the flow such as the name, code, and description.
4. In the Application Flow Type field, select **Apply**. This is the type of flow used by candidates to apply to jobs.
5. To add a context for the flow, click **Add** next to Recruiting Type and select the recruiting type you want.
6. If you want that flow to be the default flow for that recruiting type, select **Default**.
7. Click **Save and Continue**.

Create a Version of the Flow

You can create one or multiple versions of a flow to adapt the flows to your business needs. You can define if the flow is arranged on one scrollable page or on different pages.

1. In the Versions section, click **Create**.
2. Enter the version name.

3. Enter the version start date. You can also select the **Start on Activation** option to activate the version as soon as it's ready and activated.
4. Select options for the flow.
    - o Legal Disclaimer: You can ask candidates to agree with the terms and conditions before they can proceed with their job application. The legal disclaimer appears at the beginning of the flow. The content of the Job Application Legal Disclaimer is configured in the Recruiting Content Library.
    - E-Signature: You can ask candidates to sign their job applications with an e-signature. The e-signature appears at the end of the flow. The content of the Job Application E-Signature Statement is configured in the Recruiting Content Library.
    - Campaign Opt In: You can ask candidates if they agree to receive marketing communications. Candidates don't have to agree to proceed with their job application. The opt in check box appears with this short sentence "I agree to receive marketing communications." If an active version of the campaign opt-in statement is available in the Recruiting Content Library, the sentence is displayed as a link that the candidate can click to read the full statement. The content of the Campaign Opt In Statement is configured in the Recruiting Content Library.
    - One Page Application Flow: Select this option to display the flow on a single scrollable page. If you don't, the information will be displayed on multiple pages.
    - Job Alert Opt In: You can ask candidates if they agree to receive updates about new job opportunities. The content of the Job Alert Notification is configured in the Recruiting Content Library.
    - Express Apply: Select this option so that candidates can quickly import their profile information when they apply for a job.

Modify Fields in Blocks

For certain blocks, you can modify fields appearing in the blocks. This is done using the Person profile type.

Blocks that can be changed	Profile type content section where to change fields in the block
Education	Use the Degrees content section to change fields in the Education block.
Experience	Use the Previous Employment content section to change fields in the Experience block.
Languages	Use the Languages content section to change field sin the Languages block.
Licenses and Certificates	Use the Licenses and Certifications content section to change fields in the Licenses and Certificates block.
Skills	Use the Skills and Qualifications content section to change fields in the Skills block.
Work Preferences	Use the Work Requirements content section to change fields in the Work Preferences block.

Note: Changes to this area affect the overall HCM data platform. Before making any changes, you should test the application flows to view the default fields and analyse if changes are required.

1. Go to **My Client Groups > Profiles > Profile Types**.
2. On the Profile Types page, click **Person**.
3. In Content Sections, click the section name where you want to change fields.

4. In Content Section Properties, decide which fields to display or hide.
5. Click **Save and Close**.

Create Sections Within a Block

You can have blocks that have multiple sections to collect candidate data. For example, you could have an Education block with two sections: Bachelor Degree and Doctoral Degree.

This type of configuration applies to Certification, Education, Language, Skill, Work History, Work Preferences.

1. Go to **My Client Groups > Profiles > Profile Types**.
2. On the Profile Types page, click **Person**.
3. On the Edit Profile Type: Person page, click **Add Content Section**.
4. Select a template from these template:
    - Certification
    - Education
    - Language
    - Skill
    - Work History
    - Work Preferences (multiple sections isn't supported)
5. On the Add Content Section page, enter a name and description for the section.
6. Select the **Active** option.
7. In Content Section Properties, decide which fields you want to display or hide.
8. In the Content Section Subscribers, click **Add** then select **Recruiting**.
9. Click **Save and Close**.

Add Blocks

A flow contains sections, and sections contain blocks to collect information from candidates. You design the flow by adding blocks to sections.

These sections are always displayed in the flow, you can't remove them:

- Personal Info
- Job Application Questions
- Experience
- More About You

The Contact Information block is the only required block, you can't remove it.

If you don't add any block to a section, the section isn't displayed to candidates.

For details, see *Which blocks can I add to job application flows?*

1. To add a block in a section, select a block in the Block Library, then drag and drop it in the section. You can add the same bock more than once.
2. To remove a block from a section, use the Delete action in the block Actions menu.
3. To move a block within a section, drag and drop the block to the desired place.
4. To move a block to a different section, use drag and drop or the Move To action in the block Actions menu.
5. To reorder blocks within a section, use the Move Right and Move Left actions in the block Actions menu.
6. To change the name of a section, click the Edit icon of the section then change the name.
7. To change the name of a block, click the block name then change the name in the Block Headline field. If you use many sections within the same block, it's important to have different headlines to help candidates understand what info they need to provide. Otherwise, all sections will have the same name. For example, for an Education block with two sections, you could have Bachelor Degree and Doctoral Degree as headlines.
8. To provide instructions to candidates on how to fill a block, click the block name then add instructions. Simple formatting is supported. For instance, you can add boldface by using the tags and before and after the text, or include hyperlinks for the candidates to reach externally-hosted web pages if additional information is required.
9. If you configured sections for a block, select a section. The selector displays sections created in the Person profile type that have Recruiting as a subscriber. You can select only one section within the same block.
10. When blocks require additional configuration, it’s indicated by an error icon. The icon disappears as soon as the block setup is completed.

Set Blocks as Required

You can create rules in Transaction Design Studio to set fields as required in certain blocks of a job application flow. When fields are set as required, candidates need to complete them to submit their job applications.

This type of configuration applies to Education, Experience, Languages, Licenses and Certifications, Skills, Work Preferences.

1. Activate a sandbox and page editing at the Site layer in **Settings and Actions Menu > Edit Pages > Activate a sandbox**.
2. Go to **My Client Groups > Quick Actions > HCM Experience Design Studio > Transaction Design Studio**.
3. Select the **Define Application Flow Required Fields** action.
4. Click **Add** to create and configure a rule.
5. In the Basic Details section, enter a name and description for the rule, then select an application flow.
6. In the Available Attributes section, select a data source. Fields available for the selected data source are displayed.
7. Decide which fields are required. If a field was set as required at the profile level, the Required setting is disabled. Also, the Required setting is applied per profile template. This means that if a field is set as required, the required setting applies to all content sections of that template.
8. Click **Save and Close**.

Activate the Version and Flow

When you're done creating the version, click **Save and Activate**. The version will be available for use when the start date you provided is reached, or it will be available right away if you selected the Start on Activation option. A green dot for a version indicates that the version is currently used.

When you’re done designing the flow, you activate it so it becomes available to recruiters when they create job requisitions.

Recruiters Select the Job Application Flow for a Job Requisition

While creating job requisitions, recruiters and hiring managers select a job application flow.

The flows matching the recruiting type of the job requisition are available for selection as well as generic flows with no recruiting type. By default, the default flow for the job requisition’s recruiting type is selected automatically.

Candidates Apply Using the Job Application Flow

When an external candidate looks at a job on your career site and clicks the Apply button to apply for the job, the first thing the candidate does is enter an email address or phone number. A verification is done in the database to check for candidate profiles or draft job applications already connected with the candidate's email address or phone number.

- If a record is found, an email or SMS with a 6-digit code is sent to the candidate to validate their identity. When 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 change the information before submitting their 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 or phone number. When the candidate submits their job application, an email is sent to the candidate to validate the identity and confirm the submitted job application.

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

When the candidate uploads a resume, if the candidate is identified as a new candidate, their resume data automatically populates the application fields, and the resume is attached to the Supporting Documents block if the block is in the flow. If the candidate has an existing profile, they're asked to authenticate their identity, and then they're offered a choice to use the existing profile data, or import the information in the newly uploaded resume.

Express Apply

If you enabled Express Apply and selected the Express Apply option while setting up the job application flow, here's the workflow that candidates will use:

- Candidates start their application flow by confirming their identity using an email address or phone number.
- Once their identity is confirmed, they'll see a page where they can either upload a resume or import information from Indeed or LinkedIn (depending on what's enabled). They can also click a link to manually fill out their application. They'll be redirected to the standard application flow.
- If there's any missing information after they've uploaded or imported their information, candidates are notified and shown precisely what fields need to be completed. They can use the arrows on the page to navigate forward or backward to each issue. Candidates only see the blocks that have missing information. They don't need to navigate to each page in the application.
- A final page displays blocks where information was imported. It also indicates blocks that don't have any info. Candidates can optionally complete those blocks manually.
- Depending on the configuration, if there are any e-signatures or marketing opt-ins needed, those fields also display.
- If a candidate wants to review all their data, they can click the "review your data" link at the bottom of the page. They'll be taken to the standard flow to review this information.