



PUBLIC

Document Version: 1H 2605 – 2026-07-30

# Setting Up and Maintaining SAP SuccessFactors Recruiting

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# 1 SAP SuccessFactors Recruiting

The SAP SuccessFactors Recruiting helps companies attract, engage, and select the best talent.

Use SAP SuccessFactors Recruiting to create and advertise jobs, provide a great candidate experience, select the best candidate, make a job offer, and close out the recruiting process. You can configure the solution to meet the needs of your recruiting process.

To get the most out of SAP SuccessFactors Recruiting, we recommend the following major features:

- **Core Recruiting** features to open requisitions, process candidate applications, and select the best candidates.
- **Internal and external career sites** to engage and find the best talent in the marketplace.
- **Job Distribution** around the world to help you fill roles at a lower cost and in less time.

## 1.1 Retiring Features in Recruiting

Some older Recruiting features are planned for retirement.

### → Recommendation

Avoid using these features and instead consider adopting a newer solution.

We publish a complete list of migrating and retiring features on the SAP Help Portal. For the latest information about Recruiting features planned for retirement, refer to *SAP SuccessFactors What's New*, and filter your search to the following settings:

- **Product** – select **Recruiting**.
- **Lifecycle** – select **Deprecation** for features that are planned for retirement, and **Deleted** for features that have retired.

## Related Information

[SAP SuccessFactors Release Information \(What's New Viewer\)](#)

## 2 Getting Started with Recruiting Configuration

Learn where and how to begin the configuration process, depending on your scenario.

### Implementing SAP SuccessFactors Recruiting for a New SAP SuccessFactors Customer

If you're implementing Recruiting as part of the initial SAP SuccessFactors implementation for a new SAP SuccessFactors customer, then you first have to set up the core platform. The platform includes things like setting up permission roles, data model configuration, logon access, and other capabilities common to all implementations.

After you set up the platform, you can proceed to implement SAP SuccessFactors Recruiting. The next step is the initial core Recruiting configuration.

### Implementing SAP SuccessFactors Recruiting for an Existing SAP SuccessFactors Customer

If you're implementing Recruiting for an existing SAP SuccessFactors customer, it's likely that much of the platform is already set up. As you configure Recruiting, consider the impact of your changes on other solutions already in use.

The first step in implementing Recruiting is the **core Recruiting configuration**. Core configuration includes setting up job requisitions, candidate profiles, job applications, and job offers.

After you complete the core configuration, it's possible to start using Recruiting, with limited functionality.

Most customers, however, require additional configuration to meet their needs. For a more comprehensive recruiting solution, set up other important features, like career sites, candidate relationship management, and job board distribution.

The next step is setting up a career site.

### Setting Up Career Sites with SAP SuccessFactors Recruiting

Before you set up an external or internal career site, you first have to complete the core Recruiting configuration.

Most customers use Career Site Builder to do set up their career site. First, set up the integration with Career Site Builder. Then use it to create your career site.

After you set up your career site, you can proceed to set up candidate relationship management and job board distribution.

## **Setting Up Candidate Relationship Management with SAP SuccessFactors Recruiting**

Before you set up candidate relationship management, you first have to set up the integration with Career Site Builder and use it to create a career site.

To enable candidate relationship management, set up features such as talent pools, data capture forms, and email campaigns.

We recommend also setting up job distribution with Recruiting Posting.

## **Setting Up Distribution to Job Boards with SAP SuccessFactors Recruiting**

Before you set up distribution to job boards, you first have to complete the core Recruiting configuration.

Most customers use Recruiting Posting to distribution jobs to job boards. First, request a new Recruiting Posting instance and integrate it with your system. Then disable pre-existing job distribution methods that are no longer necessary, such as eQuest integration or the Job Marketing (formerly Marketing Central) feature.

We recommend also setting up candidate relationship management.

## **Other SAP SuccessFactors Recruiting Options**

SAP SuccessFactors Recruiting includes many more optional features that you can choose to enable, if needed. Optional features include interview tools, employee referral programs, advanced analytics, integration with other SAP SuccessFactors solutions or with third-party vendors, and much more.

Review the available options and enable ones that are appropriate for your recruiting process.

### 3 Consultant Checklist for a Recruiting Implementation Project

As an implementation consultant, take these steps before you get started with your implementation project.

| Task                                                             | More Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ensure that you have Provisioning access to the customer system. | <p>As an implementation consultant, you need access to Provisioning to enable SAP SuccessFactors Recruiting and configure baseline settings.</p> <p><a href="#">Provisioning Access</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Ensure that you have admin access to the customer system.        | <p>As an implementation consultant, you need access to Recruiting configuration and administration tools in Admin Center.</p> <ul style="list-style-type: none"><li>• For a new customer, create a <b>super admin</b> user account in Provisioning.</li><li>• For an existing customer, check if there's an appropriate shared admin user you can use (such as <b>sfadmin</b>) already exists. If so, request secondary logon access to the existing account. If not, create a "super admin" user account in Provisioning.</li></ul> <p><a href="#">Super Administrators</a></p> <p><a href="#">Support Access with Secondary Login</a></p>                                                         |
| Ensure that your admin account has all necessary permissions.    | <p>Before you start a Recruiting implementation, make sure that your admin user account has the necessary permissions.</p> <p>First, refer to the master list of role-based permissions and filter it for the <a href="#">Recruiting</a> and <a href="#">Platform</a> solutions.</p> <p><a href="#">List of Role-Based Permissions</a></p> <p>Then, use role-based permission tools to ensure that the admin user account you're using for implementation has all the permissions listed.</p> <div><p>→ Remember</p><p>Role-based permissions (RBP) are a prerequisite to implementing SAP SuccessFactors Recruiting. Set the basic permission roles and permission groups in the system.</p></div> |

| Task                                           | More Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Load test users in the system.                 | <p>Before you start a Recruiting implementation, import some test users to the system, using the user data CSV import file.</p> <p><a href="#">Managing Basic User Information with a Data File</a></p> <div data-bbox="818 415 1425 617"> <p>→ Remember</p> <p>Basic user information management is a prerequisite to implementing SAP SuccessFactors Recruiting. Set up the basic user data definitions and user management tools in the system.</p> </div>                              |
| Ensure that you have access to Command Center. | <p>Before you can use Career Site Builder, enable it in your system with Command Center, a back-end provisioning tool only available to SAP employees and partners.</p> <p>As an implementation consultant, request access to Command Center for a given customer by visiting the <a href="#">SAP SuccessFactors HCM Cloud Operations portal</a> and going to <a href="#">Operations Requests</a> &gt; <a href="#">Request Forms</a> &gt; <a href="#">RMK Site Manager Assignment</a>.</p> |

## 4 SAP SuccessFactors Platform Configuration Resources

Before implementing SAP SuccessFactors Recruiting, both as an implementation consultant and as a Recruiting customer, you need to understand capabilities of the platform and how they impact Recruiting. You also need to understand how features you set up for Recruiting, impact other areas of the HCM suite.

Here are some resources to review before your implementation project.

| Feature                                                               | Why It's Important for Recruiting                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Role-Based Permissions</a>                                | Role-based permissions (RBP) are a suite-wide authorization concept that controls access to the SAP SuccessFactors system. Use it to control what users can see, edit, and do.                                                                                                                                                                                                                                                                                      |
| Language packs and translations<br><a href="#">Managing UI Labels</a> | <p>Language packs are a prerequisite to any implementation. Default languages are already set up in any new system, but you need to add more.</p> <p>Before you start a Recruiting implementation, make sure that all necessary recruiting languages are enabled.</p> <p>To see which languages are enabled in the system or to add more languages, go to ► <a href="#">Provisioning</a> ► <a href="#">Company Settings</a> ► <a href="#">Language Packs</a> ►.</p> |
| <a href="#">User Management</a><br>(accounts, data, passwords)        | User information management involves ongoing maintenance activities that are essential to keep the system running. These activities include adding users, managing user accounts, and updating user information.                                                                                                                                                                                                                                                    |
| <a href="#">Document Management</a>                                   | SAP SuccessFactors document management tools enable administrators to manage document attachments centrally for the HCM suite. Administrators can use document management tools to view and manage documents centrally and to configure document storage settings.                                                                                                                                                                                                  |
| <a href="#">Metadata Framework (MDF)</a>                              | The Metadata Framework (MDF) is a platform that can be used to build new applications, to add on to an existing solution, or to modify out-of-the-box solutions that are built on MDF.                                                                                                                                                                                                                                                                              |
| <a href="#">Picklists</a>                                             | A picklist is a dropdown that allows you to restrict the values that can be selected for a field. You can define "cascading picklists" that have a parent-child relationship, so that the picklist values in one dropdown change based on the value selected in another dropdown.                                                                                                                                                                                   |
| <a href="#">People Profile</a>                                        | People Profile is the latest version of the employee profile and SAP SuccessFactors Employee Central.                                                                                                                                                                                                                                                                                                                                                               |

| Feature                                                                                                                | Why It's Important for Recruiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules                                                                                                         | <p>You can configure the business rule logic for various modules and features using business rules. You can define business rules that the system executes during runtime.</p> <p>In Recruiting, you can use business rules on the job requisition, candidate profile, job application, and job offer templates.</p>                                                                                                                                                                                                                                                                                                                                                        |
| Job Profile Builder                                                                                                    | <p>Job Profile Builder allows users to build complete job profiles with multiple content types, and allows creation of individual performance profiles based on established master roles within Families and Roles. You can find candidates with the right fit for promotions and new positions, development strength, and more opportunities using more detailed job descriptions.</p> <div>  <b>Caution</b> <p>When using Job Profile Builder for integration between Recruiting and Position Management, the job code type <b>must</b> be JOBCLASSIFICATION and not JOBCODE.</p> </div> |
| Integration Center                                                                                                     | <p>Integration Center enables you to build, run, schedule, and monitor simple integrations. Integrations can be built quickly and easily through a guided workflow. Predefined templates are available and users can create their own templates.</p>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Check Tool                                                                                                             | <p>The check tool helps to identify and resolve issues when the system doesn't work as expected.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Setting up: <a href="#">Setting Up Intelligent Services</a><br>Managing: <a href="#">Managing Intelligent Services</a> | <p>Intelligent Services simplifies the user experience for employees, managers, and business partners by integrating individual transactions into a single experience. Intelligent Services links the HCM suite with external systems to allow seamless integration with third-party applications.</p> <p>The standard features for Recruiting can be found in Manage Recruiting Settings.</p>                                                                                                                                                                                                                                                                              |
| OData API                                                                                                              | <p>The the HCM suite OData API is the SAP SuccessFactors Web Services API. The API is data-oriented. The API is best used for frequent or real-time requests for small amounts of data. Large data requests are better handled by batch FTP processes. Each SAP SuccessFactors module can be accessed using its own set of API entities.</p> <p>When using the OData API for Recruiting, it's common to complete an OData refresh when fields have been added to the configuration.</p>                                                                                                                                                                                     |
| Home Page                                                                                                              | <p>The home page is the default start page of the HCM suite. It provides an overview of activity across the Suite and helps you to act quickly when necessary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Feature                     | Why It's Important for Recruiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Protection and Privacy | <p>Companies store a wide range of personal data on people. To be compliant with data privacy laws, companies need to ensure that they process and protect this data correctly. Data protection and privacy features are best implemented together for the entire Suite so documentation is centralized in one place.</p> <p>As part of any Recruiting implementation, be sure to refer to the latest data protection and privacy documentation and enable the necessary functions for Recruiting.</p> |
| Proxy Management            | A proxy is a user who has been granted permission to act on behalf of another user for a particular process. Proxy assignments can be made on an individual basis by the user or a system administrator.                                                                                                                                                                                                                                                                                               |
| System Email Notifications  | For Recruiting, make sure that you use recruiting operators, not the platform operators, for notifications.                                                                                                                                                                                                                                                                                                                                                                                            |
| Families and Roles          | Roles are grouped into families. Family is the top level. We bind roles to a family.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Route Maps                  | In Recruiting, route maps are only used on the job requisition.                                                                                                                                                                                                                                                                                                                                                                                                                                        |



# 5 Core Recruiting Configuration

Implementing Recruiting begins with the configuration of a core set of essential features and capabilities to get your recruiting process up and running.

Before you begin configuring a core Recruiting configuration for the first time, be sure that essential SAP SuccessFactors platform functions, like role-based permissions and user management, are set up first. As an implementation consultant, also make sure you've access to all the systems you need, with the necessary permissions and an understanding of the customer requirements.

When you're ready to begin implementing, start with these core configuration tasks:

- [Enabling SAP SuccessFactors Recruiting in Provisioning \[page 26\]](#)
- [Configuring Internal and External Applicant Search Settings \[page 41\]](#)
- [Recruiting Configuration in Admin Center \[page 44\]](#)
- [Setting Up Role-Based Permissions for Recruiting \[page 75\]](#)
- [Configuring the Base Status Set \[page 1037\]](#)
- [Creating an Applicant Status Set \[page 1039\]](#)
- [Creating and Editing Recruiting Groups \[page 46\]](#)
- [Configuring the Job Requisition Template \[page 151\]](#)
- [Configuring the Candidate Profile Template \[page 886\]](#)
- [Configuring the Job Application Template in Provisioning \[page 1076\]](#)

The core configuration gets you started but it's likely that more configuration is required. For example, if you use other SAP SuccessFactors solutions, like Onboarding 1.0 and Employee Central, you need to integrate them with Recruiting. After core Recruiting configuration is complete, set up integrations and enable add-on features, as required by your organization's recruiting process. We recommend enabling major features, like career sites and job distribution to job boards, to get the most out of your Recruiting solution.

# 6 Enabling SAP SuccessFactors Recruiting in Provisioning

Enable baseline feature settings for Recruiting in Provisioning so that you can start setting up of Recruiting from Admin Center.

## Prerequisites

- You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

It isn't necessary to complete all of these steps. Depending on current configuration of the system and when you join the implementation project, some feature settings may already be enabled. However, go through each step to ensure it's completed properly.

## Procedure

1. Log in to Provisioning.
2. Go to [Company Settings](#).
3. Ensure that the following prerequisite features are enabled.
  - [Role-Based Permission](#), the standard permission model.
  - [Enable the Attachment Manager](#), a prerequisite to the Metadata Framework (MDF).
  - [Enable Generic Objects](#), enables the Metadata Framework (MDF), which is a technical prerequisite too many important features across the suite.

### ⓘ Note

If prerequisite features aren't enabled, **STOP** and consult the relevant documentation to learn more about them before you proceed.

### → Tip

When the prerequisite features are collectively enabled, SAP SuccessFactors Recruiting maintains the currency and country/region data in the Currency and Country Generic Objects respectively.

- For existing customers, if you haven't maintained the data in the corresponding Generic Object, the data is auto-populated. If you've already maintained some or all information, the entries remain the same. You've to manually add the missing currencies to the instance from the [Manage Data](#) page in Admin Center.
- For new customers, the data is auto-populated in the corresponding Generic Object.

4. Find and select [Question Object Management](#), a prerequisite setting for Recruiting that isn't enabled in all systems.
5. Find and select [Recruiting](#) setting to enable the core Recruiting solution.
6. Find and select the following important feature settings.

| Setting                                                | Description                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Competency Library Management Suite</a>    | Competencies are used across the suite. For Recruiting, they're used in job requisition templates, Interview Central, and Job Profile Builder. Competencies are used across the suite. For Recruiting, they're used in Job Requisition templates and Interview Central. If Job Profile Builder is enabled, you don't need to enable the <a href="#">Competency Library Management Suite</a> option. |
| <a href="#">Enable Relative Dates For Form Routing</a> | Allows job requisition approvals to appear as a to-do item on the home page, with a due date.                                                                                                                                                                                                                                                                                                       |
| <a href="#">Document Attachment</a>                    | These settings can be configured in Provisioning or in Admin Center. As an implementation consultant, you can use Provisioning to increase the total attachment storage allocation to more than 100 GB. Storage limits over 100 GB aren't available in Admin Center.                                                                                                                                |

7. Go to ► [Company Settings](#) ► [Recruiting](#) ► and enable other optional settings, as needed.

### → Tip

If you're not sure yet which optional settings you need, you always can come back and enable them later.

8. Save your changes.

## Related Information

[Configuring Document Attachment Settings \[page 39\]](#)

[Recruiting Settings in Provisioning \[page 28\]](#)

## 6.1 Recruiting Settings in Provisioning

Feature settings in Provisioning that impact SAP SuccessFactors Recruiting and our recommendations on how to set them.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

| Setting                                 | Location                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                      | Leading Practice |
|-----------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Use email as external applicant user ID | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | If enabled, the email address of the candidate is the user name for external candidates. If disabled, the candidate is prompted to create an alphanumeric user name. Note If you don't use email as the external ID, but enable this setting later, you must request a migration script for the existing user to migrate the contact email ID to the primary email ID field.                                     | Selected         |
| Enable Recruiting Posting               | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enables Recruiting Posting feature. Ensure that you have the correct <a href="#">Recruiting Posting Base URL</a> and <a href="#">Recruiting Posting API Base URL</a> .                                                                                                                                                                                                                                           | Selected         |
| Enable Job Board Posting - eQuest       | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | <div data-bbox="828 1249 1097 1400"> <p><b>Note</b></p> <p>This setting is deprecated as part of eQuest deprecation</p> </div> <p>Must always be enabled. This setting allows the Job Postings tab to exist in a Job Requisition. This feature interacts with the intranetPosting, corporatePosting, agencyPosting, intranetPrivatePosting, and externalPrivatePosting field IDs in the Job Requisition XML.</p> | Selected         |

| Setting                                                                               | Location                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                | Leading Practice    |
|---------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Enable Source Quality Portlet                                                         | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Controls the visibility of the Source subtab on the Recruiting tab. This subtab shows a scatter plot of the top 10 sources, distributed by performance and cost of hire (as percent of salary). This feature is out of date and isn't useful to customers, because it requires manual data upkeep.                                                                                         | Not selected        |
| Enable Mass Copy Job Requisitions (Maximum copies allowed 30)                         | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows users to bulk copy Job Requisitions.                                                                                                                                                                                                                                                                                                                                                | Selected            |
| Enable Applicant view as a pop-up                                                     | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Consult the customer. Allows an application to open in a separate window. This feature isn't frequently used and can get deprecated in the future.                                                                                                                                                                                                                                         | Not selected        |
| Enable Candidate Search OFCCP compliance warning and auditing (for US-based job reqs) | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Consult the customer to determine whether OFCCP capabilities are required. If enabled, recruiting users conducting a Candidate Search receive a dialog box displaying the number of potential results and a prompt to accept the search results or refine the search criteria to adjust the number of search results. There are more options in reporting to report on Candidate Searches. | No leading practice |
| Enable Radial Candidate Search                                                        | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | If enabled, users can enter a ZIP code and distance to display results for candidate matches within a ZIP code radius. There are two types of radial search, one for job boards and one for candidates. Radial Candidate Search requires configuration of country/region and Zip field IDs in the Candidate Profile XML.                                                                   | Selected            |
| Enable Job Alerts for Candidates                                                      | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Only select if you don't use Career Site Builder, as recommended, for the external career site.<br><br>If selected, this setting enables candidate job alerts.                                                                                                                                                                                                                             | Not selected        |

| Setting                                                          | Location                                                             | Description                                                                                                                                                                                                                                                                                                                         | Leading Practice    |
|------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Enable Background Check                                          | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enables integration with third-party background check vendors. Choose: <ul style="list-style-type: none"> <li>• VI Background Check Integration</li> <li>• First Advantage Background Check Integration</li> <li>• Other Background Check Vendor</li> </ul>                                                                         | No leading practice |
| Enable Onboarding Integration                                    | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enables integration with onboarding solutions. Choose: <ul style="list-style-type: none"> <li>• VI Onboarding Integration</li> <li>• BizX Onboarding Integration (requires BizX Onboarding)</li> </ul>                                                                                                                              | No leading practice |
| Enable Stack Ranker style Interview Assessments                  | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | If Interview Central is enabled in the instance, this option enables the toolbar that shows which candidates rank highest. A dropdown menu enables the end user to select comparisons on overall interview rating and rating by competency.                                                                                         | Selected            |
| Enable Recruitment Agency Access                                 | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enables the Agency feature, in Admin Center, as well as the Agency portal.                                                                                                                                                                                                                                                          | Selected            |
| Disable CAPTCHA on the External Career Site for Account Creation | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | CAPTCHA is available by default on the Account Creation page when Candidate Account Simplification (CAS) is enabled.<br><br>Consult with customer.<br>CAPTCHA isn't accessibility-compliance friendly. We use Google CAPTCHA, because it's an Internet standard best practice. Anything easier than Google CAPTCHA is easy to hack. | Selected            |

 **Note**  
Google CAPTCHA isn't supported in China.

| Setting                                                                                                                                                                                | Location                                                             | Description                                                                                                                                                                                                        | Leading Practice    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Disable Internal Email Job to Friend from Recruiting Management                                                                                                                        | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | When enabled, users can't e-mail jobs from the internal career site to other users.                                                                                                                                | No leading practice |
| Disable External Email Job to Friend from Recruiting Management                                                                                                                        | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | When enabled, users can't e-mail jobs from the external career site to other users.                                                                                                                                | No leading practice |
| Disable Universal Person Auto-Complete Search                                                                                                                                          | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | When selected, multiple employment information support is disabled.                                                                                                                                                | Not selected        |
| Enable YouCalc Model for Job Requisition                                                                                                                                               | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enables the YouCalc metrics widget on the Requisitions tab. Additional setup is required when enabling this feature for the first time.                                                                            | Selected            |
| <div> <div>  <b>Note</b> </div> <div> This feature is also available in Upgrade Center. </div> </div> |                                                                      |                                                                                                                                                                                                                    |                     |
| Enable Candidate Workbench                                                                                                                                                             | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Required setting that enables an important feature of the user experience.                                                                                                                                         | Selected            |
| Disable EaseIn/EaseOut Animation.                                                                                                                                                      | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | <p>An optional visual improvement to the Candidate Workbench. Enter the desired <i>Animation Delay</i>.</p> <p>This option has a slight performance impact, so it can be disabled to improve page performance.</p> | Not selected        |
| Disable FadeIn/FadeOut Effect (Only available on Firefox)                                                                                                                              | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | <p>An optional visual improvement to the Candidate Workbench. Enter the desired <i>Animation Delay</i>.</p> <p>This option has a slight performance impact, so it can be disabled to improve page performance.</p> | Not selected        |
| Enable Assessment Integration (requires Candidate Workbench)                                                                                                                           | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enable only if customer has purchased and is using an integration with an SAP SuccessFactors approved third-party assessment provider.                                                                             | No leading practice |

| Setting                                                      | Location                                                             | Description                                                                                                                                                                                                                                                                                                    | Leading Practice |
|--------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Enable Interview Central and Set up Interviewers Popup       | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enables Interview Central tab.                                                                                                                                                                                                                                                                                 | Selected         |
| Enable advanced relevancy for candidate search               | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | (Optional, but recommended.) Enables the Match Score column in the Candidate Search results that indicate the best match to the search criteria.                                                                                                                                                               | Selected         |
| Enable job role tags                                         | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows admins to associate picklist values with Families and Roles data so users creating requisitions through <a href="#">Browse Families and Roles</a> must first select from a picklist and then see only the relevant group of families and roles. Additional picklist and value-mapping setup required.   | Selected         |
| Enable Job Code                                              | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows job code from Families and Roles to appear as the selectable value when using <a href="#">Browse Families and Roles</a> to create a requisition. If disabled, behavior is to select the role instead of the job code.<br><br>Must be enabled, if Job Code Entity functionality is used in the instance. | Selected         |
| Enable Late Stage Applications                               | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows a recruiter to add a forwarded candidate to a requisition without having the candidate fill out an application first. Discuss with the customer whether to enable this functionality.                                                                                                                   | Selected         |
| Enable Comment Visibility on the Jobs Applied Portlet        | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows system users, such as hiring managers or recruiters, to view comments on other job applications that the candidate has applied to.                                                                                                                                                                      | Selected         |
| Enable Forward Candidate to Colleague for Internal Employees | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows users with permission to forward candidates through an email to other SAP SuccessFactors users.                                                                                                                                                                                                         | Selected         |



| Setting                                                                                           | Location                                                           | Description                                                                                                                                                                                                                                                                                                                           | Leading Practice |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Allow Attach Resume and Cover Letter                                                              | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting</a> | Allows the end user, when forwarding candidates, to select whether or not to include the resume and cover letter as a zip file in the forward candidate email notification. SAP Virus Scan Interface performs scans on attached resumes and cover letters. Additionally, anti-virus scanning runs on servers performing file uploads. | Selected         |
| Resume Parsing                                                                                    | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting</a> | Enables the resume parsing feature.                                                                                                                                                                                                                                                                                                   | Selected         |
| Enable Offer Approval                                                                             | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting</a> | Enables offer approval functionality so users with permission can create versioned offer approval records and specify a list of approvers. Requires additional XML setup.                                                                                                                                                             | Selected         |
| Enable Posting to specific agencies (Warning: Once this feature is enabled, it can't be disabled) | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting</a> | Consult with customer. Allows recruiting users to select the agencies to which to post jobs, instead of posting the job to all agencies.<br><br><div> <b>Note</b><br/> Once this feature is enabled, it cannot be disabled. </div>                                                                                                    | Selected         |
| Enable SFAPI Web Services                                                                         | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting</a> | Allows admin to grant selected users SFAPI permissions to recruiting objects.<br><br><div> <b>Note</b><br/> SFAPI is legacy API technology. Use OData API instead. Only use SFAPI, if you're using the Compound Employee API. </div>                                                                                                  | Not selected     |
| Enable Job Description Header and Footer                                                          | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting</a> | Allows header and footer templates to be defined by an Admin. User with appropriate permissions can then select the headers and footers in the Job Requisition. Requires additional setup in the Requisition XML.                                                                                                                     | Selected         |

| Setting                                                                                                                                     | Location                                                             | Description                                                                                                                                                                                                | Leading Practice    |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Hide PoweredBy Logo on the career site                                                                                                      | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | A UI-only element that hides or displays a reference to SAP SuccessFactors in the career site. Enable unless the customer requests otherwise.                                                              | Not selected        |
| Allow users to optionally provide comments on application status change                                                                     | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | Allows system users, such as hiring managers or recruiters, to optionally provide comments when you change an applicant's status.                                                                          | Selected            |
| Configure link for company logo on the career site                                                                                          | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | Creates a hyperlinked image of the company logo in the upper-left corner of the career site.                                                                                                               | Selected            |
| DRM 1.0 Candidate Purge: Do not purge candidate profiles that have in-progress applications.                                                | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | Prevents candidate data from being deleted, if the candidate has active applications in progress. Applicable only in instances with DRM 1.0. Enable or disable based on the customer preference.           | No leading practice |
| DRM 1.0 Candidate Purge: Include in-progress applications from deleted requisitions as Inactive                                             | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | When enabled, candidates with in-progress applications from deleted requisitions will be purged. These applications will be anonymized based on the criteria selected in DRM and DRTM Purge Settings.      | No leading practice |
| DRM 1.0 Application Purge: Use Application Disposition date to start the Application aging for purge (Default is Application creation date) | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | Determines the date on which the admin-configurable, country/region-specific data purge countdown is based. Applicable only in instances with DRM 1.0. Enable or disable based on the customer preference. | No leading practice |
| Recruiting Marketing                                                                                                                        | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | Enable only if the customer is using Recruiting Marketing. Additional setup required.                                                                                                                      | Selected            |

| Setting                                | Location                                                                                                                                                                                                                                                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Leading Practice |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Enhanced Job Search UI                 |  <a href="#">Company Settings</a><br> <a href="#">Recruiting</a>        | <p>A UI and functionality improvement on the career site job search page.</p> <p>Encourage existing customers to enable this functionality in test mode, review the differences, and then enable it in Production. This switch is scheduled to become universal and it's better for customers to opt in before that happens.</p> <p>(The easiest way to identify whether this is enabled when viewing the job search page is to check for an automatic count of jobs that match the search criteria.)</p> | Selected         |
| Enable Multilanguage Job Search        |  <a href="#">Company Settings</a><br> <a href="#">Recruiting</a>        | <p>If enabled, a <i>Job Language</i> field appears on the career site job search page and allows candidates to select from a list of enabled languages, filtering their search results to only jobs posted in the selected languages. Additional setup required.</p> <div> <p>→ Recommendation</p> <p>Enabling multilanguage job search treats US English (en_US) and UK English (en_GB) as one language. Disabling this setting decouples the two languages.</p> </div>                                  | Selected         |
| Enable Default Search to All Languages |  <a href="#">Company Settings</a><br> <a href="#">Recruiting</a>  | <p>If enabled, the default value in the <i>Job Language</i> field on the career site job search page is set to <b>Any</b>. If disabled, the field attempts to default to the language of the candidate.</p>                                                                                                                                                                                                                                                                                               | Selected         |

| Setting                                   | Location                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Leading Practice |
|-------------------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Enable Radial Job Search                  | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | <p>If enabled, users can enter a ZIP code and distance to display results for job matches within a ZIP code radius. There are two types of radial search - one for job boards and one for candidates. Additional XML setup is required.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Selected         |
| Complete Profile before Application       | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | <p>If enabled, candidates who apply to a job are first taken to their Candidate Profile to complete the fields there or review the information to ensure its accuracy. This action helps the customer to know the most complete and up-to-date searchable candidate database information. Once the profile is complete, candidates are then taken to the Application page to complete the fields there.</p> <p>If disabled, the candidate can apply for jobs without completing the Candidate Profile and it's possible to have applicants who aren't searchable in the candidate database.</p> <p>If you enable this feature, you might want to review their configuration choices on the Candidate Profile and Application to ensure that the candidate doesn't have to provide duplicate data on both records.</p> | Selected         |
| Enable Merge Duplicate Candidate Profiles | <a href="#">▶ Company Settings</a><br><a href="#">▶ Recruiting ▶</a> | <p>Shows a warning on the Candidate Profile, if the candidate appears to be a duplicate. Enables Admin with appropriate permissions to merge duplicate candidates.</p> <div> <p><b>Note</b></p> <p>This option is available in the <a href="#">Upgrade Center</a>.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Selected         |

| Setting                                                                                                                                         | Location                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Leading Practice |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Enable inline viewing of resumes (Inline Resume Viewer)                                                                                         | ▶ <a href="#">Company Settings</a><br>▶ <a href="#">Recruiting</a> ▶ | <p>Enables the ability to show an image of candidate resumes in the system rather than prompting the user to download and open resume attachments on their local computer.</p> <div> <p><b>Note</b></p> <p>If selected, ensure that all recruiting users have permission to the view <a href="#">coverLetter</a> and <a href="#">resume</a> fields. Enabling this feature while also restricting access to cover letters and resumes can cause errors.</p> </div>                                                                                             | Selected         |
| Enable Inactive Internal User Search Index Deletion(Contact SF Release team for deleting already existing internal inactive users search index) | ▶ <a href="#">Company Settings</a><br>▶ <a href="#">Recruiting</a> ▶ | <p>In a DRM 2.0 environment, this option is redundant with newer functionality and has no functional effect. The behavior of the system is defined by the DRM 2.0 feature. However, the feature must be enabled.</p> <p>In a non-DRM 2.0 environment, this properly cleans the search indexes, so inactive internal users don't appear in search results after their profiles are deleted.</p> <p>The setting affects deactivations. In an existing environment, you require a script to clean up past deactivations that still appear in search results.</p> | Selected         |
| Enable Additional Attachments Post Application                                                                                                  | ▶ <a href="#">Company Settings</a><br>▶ <a href="#">Recruiting</a> ▶ | <p>Allows a candidate to come back and upload additional application attachments. This is a legacy functionality. A better approach to this business requirement is to use a multistage application.</p>                                                                                                                                                                                                                                                                                                                                                      | Not selected     |

| Setting                                                                                                                                                                                                                                                                      | Location                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Leading Practice |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Enable External Career Site Home Page. (This turns this feature on for External Career Site and all micro-sites)                                                                                                                                                             | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | <p>(Required.) Enables a significant improvement in user interface and functionality on the career site.</p> <p>Encourage existing customers to enable this option in test mode, review the differences, and then enable it in Production. This option is scheduled to become universal and it's better for customers to opt in before that happens.</p> <div> <p><b>Note</b></p> <p>This option is available in the <a href="#">Upgrade Center</a>.</p> </div> | Selected         |
| Agency advanced ownership setting<br><br>Options: <ul style="list-style-type: none"> <li>• Ownership for requisition</li> <li>• Ownership for duration</li> </ul>                                                                                                            | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Sets the period of time when an agency is listed as the owner of a candidate in the database.                                                                                                                                                                                                                                                                                                                                                                   | Selected         |
| Enable Multi-Stage Application<br>(If enabled, remove all field permissions from the Job Application XML and define them in the Job Requisition XML.<br>Note: The 'resume', 'coverLetter', and 'statusId' permissions must be retained in the Job Application template XML.) | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Enables the ability to hide or display the application fields that appear in a given applicant status workflow step. Select this option after moving the application permissions to the job requisition XML.                                                                                                                                                                                                                                                    | Selected         |
| Enable Recruiting Team functionality                                                                                                                                                                                                                                         | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows multiple users to be specified with access to a requisition. Additional setup required.                                                                                                                                                                                                                                                                                                                                                                  | Selected         |

| Setting                                                                                                                                                                                                                                              | Location                                                             | Description                                                                                                                                                                                                                         | Leading Practice    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Enable Employee Referral Program<br><ul style="list-style-type: none"> <li>• Enable Employee Referral Program (Not for use with Recruiting Marketing)</li> <li>• Enable Employee Referral Program for RMK (Requires Recruiting Marketing)</li> </ul> | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Allows the user to configure Referral Ownership rules and Employee Referral Program Information in Admin Center. Additional setup required.                                                                                         | No leading practice |
| Support the handling of more than 150 candidates in candidate summary page.                                                                                                                                                                          | ► <a href="#">Company Settings</a><br>► <a href="#">Recruiting</a> ► | Use only if you have a high volume of candidates per requisition.<br><br><div> <p><b>Note</b></p> <p>Use with caution. This functionality may slow down the system considerably when selecting more than 150 candidates.</p> </div> | Not selected        |
| Data Privacy Consent Statement 2.0                                                                                                                                                                                                                   | <a href="#">Company Settings</a>                                     | When enabled, the system prompts the internal and external candidates to accept the DPCS 2.0. Candidates who do not accept the DPCS 2.0 are not added to the search index and are not searchable.                                   | Not selected        |

## 6.2 Configuring Document Attachment Settings

Use document attachment settings to optimize usage and stay within storage limits.

### Prerequisites

You have the [Company System and Logo Settings](#) permission.

The allocation is set for you in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

Document attachment settings in the Admin Center are only relevant if you use SAP SuccessFactors for attachment storage. If you use a third-party storage vendor, such as OpenText, configure your settings in the third-party vendor application.

As an implementation consultant, you can configure **some** document attachment settings in Provisioning. We document how to proceed in Admin Center.

By default, a tenant has 500 GB of attachment storage. Additional document storage space can be purchased if needed.

## Procedure

1. Go to ► [Admin Center](#) ► [Company System and Logo Settings](#) ► [Document Attachments](#) ►.
2. Look at [Attachment Storage Allocation](#) to check your current SAP SuccessFactors storage allocation.  
By default, you are allocated 500 GB. You can increase your allocation for a fee.
3. Set limits to help your company stay within its attachment storage allocation.

| Option                                                                                                                                                                                        | Description                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Attachment User Limit</a>                                                                                                                                                         | The storage allocated to each user in your system. Consider the employees who will add attachments and divide your allocation by those users. Think about the size of their attachments. <b>Default: No Limit.</b>                                               |
| <a href="#">Define users who should be excluded from the attachment user limit (username separated by semicolon). Please note that these users will have the user limit set to "No Limit"</a> | If you have employees who must have additional storage, add their user names here. Separate the user names with a semicolon. When you add their user names, their <a href="#">Attachment User Limit</a> is set, in the background, to <a href="#">No Limit</a> . |
| <a href="#">Attachment Max File Size</a>                                                                                                                                                      | The maximum allowable file size of any one attachment. If users try to exceed the limit, they receive an error and cannot store the attachment. The max file size applies even to users who are excluded from the attachment user limit. <b>Default: 5 MB.</b>   |

4. Set notifications to warn a team to check attachments and stay within your purchased allocation.

### ❗ Note

Notifications are sent to users with the ► [Administrator Permissions](#) ► [Manage Document Categories](#) ► [Document Category Access](#) ► [All](#) ► permission. Proxy users are included. Users with other administrative permissions will not receive these emails.

| Option                                                       | Description                                                                                                                                                                          |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Enable alerts for Attachment Storage</a>         | Select to turn on alerts. Turn on alerts to help you stay within your purchased allocation.                                                                                          |
| <a href="#">Attachment Limit Notification Monitor Period</a> | Set the frequency for the monitoring job to run. A shorter period checks your storage more often. A longer period checks your storage less often. Most customers can set the monitor |



| Option                                                                                                       | Description                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                              | period to seven days. If you frequently run near the limit of your allocation, however, consider a shorter period. <b>Default: 7 Days.</b>                                                                                                                    |
| <i>Start sending alerts when the storage usage reaches the following percentage of the total allocation</i>  | Choose when you want to start receiving alerts, as a percentage of your allocation. For example, if you set the threshold to 75% and if your allocation is 500 GB, then the monitor starts sending alerts when you reach 375 GB or more. <b>Default: 75%.</b> |
| <i>Additional Recipient List for Attachment Storage Alerts (maximum 5 recipients separated by semicolon)</i> | Notifications go to users with all document category access permissions. If you want additional users to receive the alerts, add them, separated by a semicolon. You can add a maximum of five additional recipients.                                         |
| <i>Recipient List for Attachment Virus Scan Alerts (maximum 5 recipients separated by semicolon)</i>         | Set up to five users to receive alerts triggered by virus scans. Choose people at your company who can manage security issues.                                                                                                                                |

5. Save your changes.

## 6.3 Configuring Internal and External Applicant Search Settings

Configure the Internal and External Applicant Search Settings to control the fields that applicants can use as search criteria when searching for requisitions. Configure them **before** you upload a Job Requisition template that uses filter fields or mfields.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

If the system contains multiple Job Requisition templates, avoid conflicts by ensuring that they use the same filter and mfield definitions, including the same field labels and picklists.

If a Job Requisition template doesn't use a filter or mfield, you can remove permission from all recruiting operators.

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Internal and External Applicant Search Settings](#) ►.
2. Configure settings as needed.

### Internal and External Applicant Search Settings

| Setting                                               | Behavior                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maximum number of fields displayed for each row       | Specifies how many fields are displayed, left to right, in the search results before the information wraps to the next line.                                                                                                                                                                                                                                                                                                  |
| Maximum number of characters displayed for each field | Specifies how many characters are shown before the data trails off into an ellipsis (...).                                                                                                                                                                                                                                                                                                                                    |
| Default sort by Column                                | Specifies the field search results are sorted by when they're first returned. Candidates can select any other filter field to sort.                                                                                                                                                                                                                                                                                           |
| Visible (on standard fields)                          | Specifies whether a standard field displays as a search option to candidates.                                                                                                                                                                                                                                                                                                                                                 |
| Grid Order                                            | Specifies if a searchable field also appears in the search results table and if so, in what order (from left to right). Setting this field to zero causes it to be omitted from the search results table.                                                                                                                                                                                                                     |
| Field Label                                           | Specifies the field label that is displayed in Requisition Details and the Career Site search options.                                                                                                                                                                                                                                                                                                                        |
| Search Order                                          | Specifies whether a field is displayed in the Career Site search options and if so, in what order (from top to bottom). Setting this field to zero causes it to be omitted from the search options.                                                                                                                                                                                                                           |
| Picklist ID                                           | Specifies to which picklist the field is associated. The picklist association in the Job Requisition template is mostly ignored. The picklist association must be made in this spot in order for the Job Requisition template to load correctly in Provisioning. The picklist association in the template must exist in any case, to ensure proper reporting data.                                                            |
| Parent Picklist ID                                    | If the field is a cascading (child) field, this setting specifies to which parent picklist the field is associated. The picklist association in the Job Requisition template is mostly ignored. The picklist association must be made in this spot in order for the Requisition template to load correctly in Provisioning. The picklist association in the template must exist in any case, to ensure proper reporting data. |
| Person to Display in Search Results internal site     | Specifies which, if any, operator is listed as the contact person on the job posting for internal candidates conducting a job search. This option isn't available for external candidates.                                                                                                                                                                                                                                    |

### → Remember

Maintain the picklist IDs of filter and mfields fields in both external and internal sites. This action prevents the requisition page from loading incompletely when more than nine filter fields are used in the requisition template during its creation.

### ⚠ Caution

If the configuration is changed, candidate saved searches and job alerts that rely on that field configuration can cease to function. Be sure of these configurations when removing or changing the picklists associated to a filter or mfield.

## Next Steps

You can now configure Job Requisition templates to use filter fields or mfields.

# 7 Recruiting Configuration in Admin Center

After core features are enabled in Provisioning, you can enable many more features and functionalities in Admin Center, as required.

Here is an overview of some of the most important Admin Center settings.

| Task                                                                                               | Description                                                                                                                            |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Choosing Recruiting Languages [page 44]</a>                                            | Choose the languages you use in your recruiting process.                                                                               |
| <a href="#">Creating and Editing Recruiting Groups [page 46]</a>                                   | Create and edit groups of users, so that you can give them certain roles and permissions in your recruiting process.                   |
| <a href="#">Recruiting Settings in Admin Center [page 48]</a>                                      | Configure various features and functionality in the Recruiting system.                                                                 |
| <a href="#">Enabling Company System and Logo Settings for Recruiting in Admin Center [page 69]</a> | Ensure that a company system and logo settings related to Recruiting are configured correctly.                                         |
| <a href="#">Picklists for Recruiting [page 69]</a>                                                 | Configure the picklists required for your recruiting process.                                                                          |
| <a href="#">Adding Recruiting Custom Help Text [page 70]</a>                                       | You can choose to provide custom help text for users of your Recruiting system.                                                        |
| <a href="#">Setting Up the Mapping of Custom Fields to Standard Fields [page 71]</a>               | If you're using features that require it, configure the field mapping of custom fields to standard fields, for Candidate Profile data. |

## 7.1 Choosing Recruiting Languages

Select the languages you want to use in the recruiting process.

### Prerequisites

- You have [Manage Recruiting Languages](#) permission.
- You have access to Career Site Builder.

### Context

Recruiting languages are languages used in your recruiting process, such as for job requisitions and applicant statuses or on external career sites. You don't necessarily have to use every language in your system for recruiting.

For example, if you have employees in many countries, there might be dozens of language packs enabled in your system. But, as an organization, you might choose to conduct only recruiting activities in a few of the more popular languages, like English and German. As part of Recruiting implementation, you need to select which languages you want to use in the recruiting process.

#### Note

If you're using a new Recruiting instance and there's no default language set, then make sure to assign a default language to the instance.

## Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Languages](#) ► to select the languages used in most recruiting processes.

You see a default language and a list of all the languages enabled in your system.

#### Note

The supported data types for the default language are [Text](#) and [Text Area](#). Note that [Picklist](#) is not a supported data type for the default language.

2. Select the languages you want to use for recruiting, such as for job requisitions and applicant statuses, and choose [Save Changes](#).
3. Go to ► [Admin Center](#) ► [Manage Career Site Builder](#) ► [Settings](#) ► [Site Configuration](#) ► to select languages used on career sites.
4. Choose [Site Locales](#) tab, select the locales you want to enable in your site and save the changes.

## Related Information

[SAP SuccessFactors Languages and Locales](#)

## 7.2 Creating and Editing Recruiting Groups

Create and edit recruiting groups used in the Job Requisition XML to restrict the users who can be picked from primary operator and recruiting team fields on a requisition.

### Prerequisites

- You have permission to manage recruiting groups.
- You have access to the Succession Data Model XML in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Each group can include multiple people pools, which are defined by the filtering criteria they contain.

For instance, a people pool can include users with a **Department** value of "Sales" and a **Location** value of "San Francisco." Use one people pool for AND conditions, such as all employees is Sales **and** in San Francisco. Use multiple pools for OR conditions, such as all employees who are **either** in Sales (one people pool) **or** in San Francisco (another people pool).

While creating and updating a job requisition XML template, you can only include a valid group in the *group-name* attribute for the *Standard Operator Type* or *Standard Operator Team* fields. The group's name exactly match a valid (not deleted) group name available in *Admin Center*, *Manage Recruiting Groups*, or in *Provisioning*. Additionally, you can't delete recruiting groups while using active requisition templates or inactive job requisition templates with open job requisitions created.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Groups](#) ►.
2. Select a group from the [Choose a Group](#) dropdown list and choose [Edit](#). Alternatively, choose [Create](#) to create a group.

The *Group Definition* dialog displays.

3. Select your inclusion and exclusion categories per people pool.

Categories are defined in the Succession Data Model XML in Provisioning. The field type to configure categories is filter-module.

### → Tip

If the **filter-module** configuration is changed after you define a group using that filter or category, an error can occur asking you to delete the group and re-create it. To fix this error, restore the filter-module configuration, edit the group, remove the dependence on that **filter-module** value, and then change the data model XML again to remove that filter-module.

## Results

Connect the group to the appropriate role in Job Requisition Data Model. For example, associate recruiting group with the operator field definition for the Recruiter role. The role is now limited to the users that are members of the group.

## Next Steps

After you've done the necessary modification to the Job Requisition Data Model, upload the XML to Provisioning.

### 7.2.1 People Pools in Recruiting Groups

Each group can include multiple People Pools, and these are defined by the filtering criteria they contain.

For instance, a People Pool can include users where the Employee Profile contains a Department value of Sales and a Location value of San Francisco. Use one pool for AND conditions, such as all Sales employees who are also in a San Francisco location. Use multiple pools for broader OR conditions, such as including all Sales staff (one People Pool) OR staff located in the San Francisco location (additional People Pool).

Recruiting Groups are only visible to the user who creates them, so you must always proxy in as a dummy admin user when creating or managing groups. If the proxy isn't done, it would be possible for a Recruiting Group to be created under a real user who may later be subject to inactivation. This inactivation would render the group inaccessible for future edits.

### 7.2.2 Editing or Creating Recruiting Groups

Follow the steps to edit or create a recruiting group.

## Prerequisites

- You've defined the categories of recruiting groups in the succession data model XML in Provisioning (with the field type to configure categories as filter-module).

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You're proxied in as a dummy admin user.

## Procedure

1. In **Admin Center** > **Recruiting** > **Manage Recruiting Groups**, Select your group from *Choose a Group* and click *Edit*.

If you click *Create* instead, you can create a new group.

2. In the group edit window, use *Choose Group Members* to specify your inclusion categories, and *Exclude these people from the group* for your exclusion categories, per people pool.

### Note

Changing the filter-module configuration after you specify your inclusion and exclusion categories can result in this error message:

The filter specification of this group cannot be restored. This can be caused by a new data model or internal changes. Please delete this group and re-create it.

To fix this error, restore the filter-module configuration, edit the group, remove the dependence on that filter-module value, and then change the data-model XML to again remove that filter-module.

## 7.3 Recruiting Settings in Admin Center

Learn about Recruiting feature settings in Admin Center and the leading practice on how to set them.

Go to **Admin Center** > **Manage Recruiting Settings** to enable or disable the following settings.

Recommended Feature List

| Option                                    | Critical | Details                                                                                                                                  | Leading Practice |
|-------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <i>Company Contact Information</i> fields | No       | This data is passed to third-party integrations.<br><br>The <i>Postal Code</i> field accepts both alphabetical and numerical characters. | Empty            |



| Option                                                                                                                                  | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Leading Practice                           |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <a href="#">Enable Country Label Customization</a>                                                                                      | No       | <p>When enabled, you can customize country labels in the country picklist to meet your organization's compliance and legal requirements.</p> <div> <p><b>Note</b></p> <p>Before enabling this feature, verify that all country picklists contain only valid values. Refer to the <a href="#">Validating Country Codes for Country Label Customization</a> topic in the related information section.</p> </div>                                               | No leading practice                        |
| <a href="#">Return Email Address Information</a> > <a href="#">Make return email address editable in 'Email Candidate'</a> >            | No       | <p>If this option is checked, end users sending ad-hoc emails to candidates can change the <i>From</i> email address to a free-text value.</p> <div> <p><b>Note</b></p> <p>Enabling this setting overwrites the Provisioning configuration under Single Sender in Provisioning - Company Settings.</p> </div>                                                                                                                                                | No leading practice                        |
| <a href="#">Return Email Address Information</a> > <a href="#">Return address for system-generated emails to candidates</a> <address> > | Yes      | <p>Status-triggered emails and some system and ad-hoc emails sent from the system default to a generic <i>From</i> email address. Use something like jobs@example.com, or careers@example.com, or noreply@example.com.</p> <p>The email address need not be real as long as it specifies the organization's domain, so that no unintended recipients receive a response.</p> <p>If you don't set up this option, the system doesn't send email properly.</p> | Set to e-mail address provided by customer |
| <a href="#">Return Email Address Information</a> > <a href="#">Display Name</a> <name> >                                                | Yes      | <p>Status-triggered emails and some ad-hoc emails sent from the system default to this name as the <i>Sent From</i> name. Use something like <i>Client Careers</i> or <i>Client Talent Acquisition</i>.</p> <p>If this option isn't set up, the system doesn't send email properly.</p>                                                                                                                                                                      | Set to e-mail address provided by customer |

| Option                                                                                                                                       | Critical              | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Leading Practice              |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| <a href="#">▶▶ Return Email Address Information</a><br><a href="#">▶ Delay Emails to Disqualified Candidates (in hours) &lt;hours&gt;</a>    |                       | <p>If this option is checked and hours are set, all disqualification emails (auto-disqualification and manual disqualification of the application status linked to a rejection email, regardless of the method used to disqualify the candidate) are delayed by the number of hours you specify.</p> <p>Checking this box schedules a Quartz Job to run every half hour to check for applicants who are: disqualified, haven't yet received a disqualification email, and were disqualified x hours ago. It then triggers the email tied to the applicant's disqualification status (if any). If the applicant disqualification status doesn't have a candidate-facing email tied to it, no email is sent, whether or not the delay setting is enabled.</p> |                               |
| <a href="#">▶▶ Return Email Address Information</a> <a href="#">▶ Don't send emails older than (in days) &lt;days&gt;</a>                    | Yes, if Delay is used | This option ensures that, if the delay job fails and picks up again later, the disqualification email isn't sent if the designated period of time has passed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Set to no more than 7 days    |
| <a href="#">▶▶ Return Email Address Information</a> <a href="#">▶ Job Owner &lt;owner&gt;</a>                                                | Yes, if Delay is used | This option sets the owner of the delay job. If an active user is selected and is later de-activated, the delay job fails.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Set to an administrative user |
| <a href="#">▶▶ Candidate Profile Settings</a> <a href="#">▶ Set background elements to highlight current value (based on start/end date)</a> | No                    | When this option is checked, the most recent row on the background element (including a row without an end date) is highlighted in a different color to make it easily identifiable as the newest applicable record.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | No leading practice           |
| <a href="#">▶▶ Candidate Profile Settings</a> <a href="#">▶ Resume Parsing</a>                                                               | No                    | (Available in Upgrade Center) Enables resume parsing functionality. Requires the completion of Standardization Mapping.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | No leading practice           |
| <a href="#">▶▶ Applicant Profile Settings</a> <a href="#">▶ Hide skipped statuses in application audit trail</a>                             | No                    | <p>By default, the application status audit trail tracks every status the candidate enters and all skipped statuses in between. If this option is checked, the audit trail omits the skipped statuses in the display and reporting of the audit trail.</p> <p>The setting doesn't apply to reports. To hide skipped statuses in reports, update the report definition to include the skipped statuses in the <i>Application status audit trail</i> table as <i>Not skipped</i>.</p>                                                                                                                                                                                                                                                                         | No leading practice           |

| Option                                                                                               | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Leading Practice |
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| ▶ <i>Applicant Profile</i><br>Settings ▶ <i>Enable forwarding with job application data intact</i> ▶ |          | <p>If checked, when an applicant is forwarded to another requisition, the system populates corresponding fields with data previously provided by the applicant. Then, when the invited applicant opens the application, the prepopulated data is displayed for the applicant to review, change, and submit.</p> <p>Late Stage applications must also be enabled in order for jobs to forward with application data intact. This option isn't available if Late State Application isn't enabled.</p> |                  |

| Option                                                        | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Leading Practice    |
|---------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <a href="#">▶ Applicant Profile Settings ▶ Time to Hire ▶</a> | No       | <p>Populates the Time to Hire field in reportable application fields.</p> <p>Automatically calculates a job requisition Time to Hire based on the Start Date and End Date selected from these dropdown lists:</p> <ul style="list-style-type: none"> <li>• Date Created</li> <li>• Approved Date</li> <li>• Closed Date</li> <li>• External Posting Start Date</li> <li>• External Posting End Date</li> <li>• Internal Posting Start Date</li> <li>• Internal Posting End Date</li> <li>• Latest Hold Removal Date</li> <li>• Job Start Date</li> <li>• Due Date</li> <li>• Actual Start Date</li> <li>• Application Date</li> <li>• Candidate Review Date</li> <li>• Date of Availability</li> <li>• Start Date</li> <li>• Hired on Date</li> </ul> <p>If the dropdown values aren't set, this calculation is blank. Additionally, if the record doesn't store a value for one of the selected dropdown values (for example, Apply Date where no date is provided) the value is blank.</p> <p>Time to Hire is calculated to two decimal places.</p> <p>Checking <i>Exclude time spent in hold statuses</i> excludes hold status time from the calculation.</p> <p>Enabling this setting calculates Time to Hire for all applicant profiles retroactively, but the calculation takes longer for clients with more records to calculate. Time to Hire is available in the Recruiting and Recruiting v2 Secured schemas.</p> | No leading practice |

| Option                                                                                                                                                                         | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Leading Practice    |
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| ▶▶ <i>Applicant Profile</i><br><i>Settings ▶ Automatically disposition non-selected in-progress applicants on closed requisitions to status 'Requisition Closed' ▶</i>         | No       | <p>If checked, when the requisition is moved into a closed state, the nonhired applicants on the requisition are dispositioned into a new system status Requisition Close for the closed requisition.</p> <p>This behavior applies to all applicants in progress, Onboard, and Hired statuses in the current requisition that don't have the Hireable Option = Hired. Only applicants in the status Hireable Options = Hired are kept in their current status. All other applicants are moved to the Requisition Closed status.</p> <p>The Requisition Close status is automatically enabled when this option is checked and the status automatically is displayed in the pipeline.</p> <p>In order to disable this status, first disable the feature, then disable the status.</p> <p>Recommend manually turning on the status and configuring labels. Otherwise, the status has no email triggers.</p> | No leading practice |
| ▶▶ <i>Applicant Profile</i><br><i>Settings ▶ Automatically disposition non-selected in-progress applicants on closed requisitions to status 'Hired On Other Requisition' ▶</i> | No       | <p>This option pertains to cases where a candidate who has applied to multiple requisitions is hired for one of them, and that job requisition is closed. When this option is checked, if the candidate is in the In Progress status on any other requisitions, the candidate is dispositioned into the status Hired on Other Requisition for those requisitions.</p> <p>When checked, the Hired on Other Requisition Status is automatically enabled and the status is automatically displayed in the pipeline.</p> <p>If the automatic disposition feature is enabled, you can't disable the Hired on Other Requisition status.</p> <p>To disable this status, first disable the feature, then disable the status.</p>                                                                                                                                                                                 | No leading practice |
| ▶▶ <i>Applicant Profile</i><br><i>Settings ▶ When number of remaining openings becomes less than one, Automatically close requisitions with status &lt;status&gt; ▶</i>        | No       | <p>When checked, <b>&lt;status&gt;</b> populates with the list of 99999 job requisition statuses, where enabled. If no 99999 statuses are enabled, all job requisition statuses are displayed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | No leading practice |

| Option                                                                                                                                                                                               | Critical | Details                                                                                                                                                                                                                                                                                                                                                                               | Leading Practice                |
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| ▶ External to Internal Candidate Profile<br>Conversion Settings ▶ If a hired External Candidate profile <field> matches Employee profile <field>, then merge these profiles into a single profile. ▶ | No       | Determines the fields to be used to match hired external candidates with HCM suite user profiles so the external candidate profile can be converted to an internal candidate profile. Additional setup is required.                                                                                                                                                                   | Enabled (with additional setup) |
| ▶ Applicant Profile Settings ▶ Hide standard job application Social Security Number from Ad Hoc Reports ▶                                                                                            | No       | Hides the job application Social Security Number data from ad-hoc Reporting. When this setting is enabled, SSN data is still accessible via SFAPI and the new hire integration report.                                                                                                                                                                                                | No leading practice             |
| ▶ Applicant Profile Settings ▶ Hide standard job application Date Of Birth from Ad Hoc Reports ▶                                                                                                     | No       | Hides the job application date of birth field from ad-hoc Reporting. When enabled, date of birth data is still accessible via the SFAPI and new hire integration report.                                                                                                                                                                                                              | No leading practice             |
| ▶ Applicant Profile Settings ▶ Allow users to optionally provide comments on application status change ▶                                                                                             | No       | Adds a free-text box on the status change confirmation screen that appears when a recruiting user moves applicants to a different status. Enable unless client requests otherwise                                                                                                                                                                                                     | Enabled                         |
| ▶ Job Requisition ▶ Use originator's preferred language as the default language of a new job requisition ▶                                                                                           | No       | <p>In a multilanguage instance, when the requisition is created a default language must be specified. This default language pack can be hard-coded in the XML or this setting can be used to override that XML default.</p> <p>If this setting is enabled, the language pack currently selected by the user creating the requisition is the default language for the requisition.</p> | No leading practice             |

| Option                                                                                                                          | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Leading Practice    |
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| <a href="#">▶ Job Requisition</a><br><a href="#">▶ Enable private postings of jobs</a>                                          | No       | <p>When a requisition is posted internally or externally, it's available in the search results for any searching candidate on the relevant internal or external site. You may want to distribute a job to a potential applicant without making the job searchable, such as inviting the candidate to apply.</p> <p>By configuring the private posting options in the Requisition XML (link to the Requisition XML config instructions) and enabling this setting, it's possible for an end user to post a job privately. This means that the job posting will not return in the search results but will have a custom-created URL that can be sent out to applicants via email or copied and pasted elsewhere and be accessible to only selected potential applicants.</p> <p>Choose the copy link icon to copy the URL to the clipboard to share the job posting URL with the applicants.</p> | Enabled             |
| <a href="#">▶ Job Requisition</a> <a href="#">▶ Show job description to Applicants even after the job posting is taken down</a> | No       | <p>When a candidate applies to a job they are able to return to their Job Applications/Job Management tab (internal versus external naming) and are able to view the job description details by clicking the job title as long as the job is still posted. By default, if the job is unposted the candidate will no longer have access to view the job description.</p> <p>If this setting is enabled, the applicant will be able to return to their Job Applications/Job Management tag and may choose to view the job description by clicking the job title even after the posting has been removed.</p> <p>Attempts to access the job posting by any other means (email link, link from third party job board, and so on) will be unsuccessful.</p>                                                                                                                                         | No leading practice |
| <a href="#">▶ Job Requisition</a><br><a href="#">▶ Disable "Add Role" on Forward to Requisition dialogue</a>                    | No       | <p>Normally the Add Role option that appears in the <a href="#">Forward to requisition</a> search enables a user to use Families and Roles in assembling their search criteria.</p> <p>If this setting is selected, that Add Role option does not appear.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No leading practice |

| Option                                                                                                                                           | Critical | Details                                                                                                                                                                                                                                                                                                                                                         | Leading Practice                                     |
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| ▶▶ <i>Job Requisition</i> ▶ <i>Allow users to view pre-approved requisitions without regard to route map status</i> ▶                            | No       | <p>(Available in Upgrade Center) By default, pre-approved requisitions are only accessible to users who are part of the route map and where the requisition has already reached their step in the route map.</p> <p>If this setting is enabled any user who is related to the requisition will have access to the requisition even in a pre-approved state.</p> | Enabled                                              |
| ▶▶ <i>Job Requisition</i> ▶ <i>On the Home page, alert hiring managers if their requisitions haven't been advanced for &lt;number&gt; days</i> ▶ | No       | <p>This setting is no longer used and has no effect.</p>                                                                                                                                                                                                                                                                                                        | Enabled and set to 3 days.                           |
| <div> <div> <i>ⓘ Note</i> </div> <div> The option is unsupported for the Home Page. </div> </div>                                                |          |                                                                                                                                                                                                                                                                                                                                                                 |                                                      |
| ▶▶ <i>Job Requisition</i> ▶ <i>Disable Department, Division, and Location filter options on Job Requisition Tab</i> ▶                            | No       |                                                                                                                                                                                                                                                                                                                                                                 | Check if these fields are not configured in the XML. |



| Option                                                         | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Leading Practice    |
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| <a href="#">Job Requisition</a> > <a href="#">Time to Fill</a> | No       | <p>Populates a value for Time to Fill Field in reportable requisition fields.</p> <p>Data is automatically calculated based on the Start Date and End Date selected from the provided dropdown menus. These menus have a pre-selected list of dates:</p> <ul style="list-style-type: none"> <li>• Date Created</li> <li>• Approved Date</li> <li>• Closed Date</li> <li>• External Posting Start Date</li> <li>• External Posting End Date</li> <li>• Internal Posting Start Date</li> <li>• Internal Posting End Date</li> <li>• Latest Hold Removal Date</li> <li>• Job Start Date</li> <li>• Due Date</li> <li>• Actual Start Date</li> </ul> <div> <p>→ Recommendation</p> <p>Job Start Date and Actual Start Date are standard fields on the requisition, and in order to use them a client must have them configured in the XML and must populate them with data from the calendar widget.</p> </div> <p>Checking <i>Exclude time spent in hold statuses</i> excludes hold status time from the calculation.</p> <p>Time to Fill is calculated for all Requisitions retroactively, but the calculation will take longer for customers with more records to calculate. Time to Fill is calculated to two decimal places.</p> <div> <p>ⓘ Note</p> <p>The hold status time that is in between the start and end date is considered for the Time to Fill calculation. The hold status time outside the start and end date timeline is not considered for Time to Fill calculation.</p> </div> <p>Time to Fill is available using ad-hoc reports.</p> | No leading practice |

| Option                                                               | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Leading Practice    |
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| <a href="#">Job Requisition</a> > <a href="#">Age of Requisition</a> | No       | <p>Populates a nondefault value for the Age of Requisition field in reportable requisition fields.</p> <p>Automatically calculates requisition age based on the Start Date selected from the provided drop-down menus:</p> <ul style="list-style-type: none"> <li>• Date Created</li> <li>• Approved Date</li> <li>• Closed Date</li> <li>• External Posting Start Date</li> <li>• External Posting End Date</li> <li>• Internal Posting Start Date</li> <li>• Internal Posting End Date</li> <li>• Latest Hold Removal Date</li> <li>• Job Start Date</li> <li>• Due Date</li> <li>• Actual Start Date</li> </ul> <p>Preferences control the Age of Requisition until the requisition is closed, when Age becomes Time to Fill.</p> <p>Age of Requisition is calculated to zero decimal places – that is, whole days only.</p> <p>Checking <i>Exclude time spent in hold statuses</i> excludes hold status time from the calculation.</p> <p>Enabling this setting will calculate Age of Requisition for all Requisitions retroactively, but will take longer for customers with more records to calculate. Age of Requisition is available using ad-hoc reports.</p> <p>If an admin user doesn't configure Age of Requisition, the default age calculation of current date minus approved date (closed date minus approved date if requisition is closed) persists.</p> <p>If the Age column on the Job Requisition summary page isn't calculating — you may need to reset the calculation trigger. Navigate to <a href="#">Admin Center</a> &gt; <a href="#">Manage Recruiting Settings</a> &gt; <a href="#">Age of Requisition</a>.</p> <p>Change the existing start date value and save. Change the start date back to the desired start date and save again. This restarts the Age of Requisition calculation job.</p> | No leading practice |

| Option                                                                                                         | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Leading Practice    |
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| <a href="#">Job Requisition</a> > <a href="#">Job Requisition Template</a><br><a href="#">&lt;template&gt;</a> | No       | <p>Choose a requisition template from the dropdown menu. Jobs created with this template can be assigned to a default status based on requisition state (preapproved and approved). When the job requisition is created, the default status assigned to the preapproved state will prepopulate on the req. When the job requisition is approved, the default status assigned to the approved state prepopulates on the req. Users can override default statuses in either state by picking a new option from the picklist as required.</p> <div> <p>→ Recommendation</p> <p>The default requisition status per state feature only works if the same picklist is used for requisition status on all templates in the instance. The habit of configuring different picklists for the same field on various templates is a bad configuration practice and may cause data issues in reporting.</p> <p>There's no substitute field for "status." You must use the standard field with <b>id="status"</b> on all requisition templates, and use the same picklist on every template. Also note, you can only prepopulate values from the FIRST requisition status picklist associated with this field. If the field used to be associated to one of the other picklists, change it back to the original picklist I.D. in the template and add the new picklist options to the original picklist, and deactivate the old options by making them OBSOLETE or DELETED.</p> <p>It is not a good habit to replace picklist Ids with new picklist Ids – if the picklist options change then you should always disable all the old options (in whichever way is fit per the picklist configuration instructions) and add the new options required for the list.</p> </div> | No leading practice |

| Option                                                                                              | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Leading Practice    |
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| <a href="#">Job Requisition</a><br><a href="#">Default Status for Pre-Approved jobs</a><br><status> | No       | <p>Select a default status for candidates in pre-approved jobs. Only statuses configured in the route map appears in the dropdown menu.</p> <div> <p><b>Note</b></p> <p>When the default status is set for pre-approved jobs, only the options from the picklist associated with the selected template are displayed. Once the template is selected, you can choose only the default status for pre-approved jobs from the picklist associated with that template.</p> <p>After saving the settings, when you create or approve a job, the status of the requisition is set, by default, to the same status you set in the <a href="#">Admin Center</a> <a href="#">Manage Recruiting Settings</a></p> </div> | No leading practice |
| <a href="#">Job Requisition</a><br><a href="#">Default Status for Approved jobs</a><br><status>     | No       | <p>Select a default status for candidates in approved jobs. Only statuses configured in the route map will appear in the dropdown menu.</p> <div> <p><b>Note</b></p> <p>When the default status is set for approved jobs, only the options from the picklist associated with the selected template are displayed. Once the template is selected, you can choose only the default status for approved jobs from the picklist associated with that template.</p> <p>After saving the settings, when you create or approve a job, the status of the requisition will be set, by default, to the same status you set in the <a href="#">Admin Center</a> <a href="#">Manage Recruiting Settings</a></p> </div>    | No leading practice |

| Option                                                                                                                                             | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Leading Practice                                                                                   |
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| Enable change tracking and display for Job Requisition data and Job Postings                                                                       | No       | <p>The requisition audit trail will always track the progress of a requisition through the route map and the posting actions taken on the requisition (accessible in the UI through the little blue circle icon.)</p> <p>If this setting is enabled, all field-level changes to the requisition data will also be tracked and available in the audit trail for the requisition</p> <p>The requisition status and requisition posting audit trails are reportable in ad-hoc Reporting but field level audit tracking is not available in ad-hoc Reporting.</p>                                                                | Enabled                                                                                            |
| <a href="#">▶▶ Job Requisition ▶ Allow forwarding of candidates to unposted jobs ▶</a>                                                             | No       | <p>By default, a user forwarding a candidate to a requisition can only select requisitions posted to that candidate type (internal v external).</p> <p>If this setting is enabled, it is possible to forward the candidate to any open requisition, posted or unposted. These unposted jobs will return in a recruiting user's search results when forwarding to requisition.</p> <p>If the candidate attempts to access the unposted job through other means, such as link from a job board after the link was removed or via a link in an invite to apply email, the candidate will not be able to access the posting.</p> | No leading practice                                                                                |
| <a href="#">▶▶ Job Requisition ▶ On the Home page, alert hiring managers if their requisitions haven't been advanced for &lt;number&gt; days ▶</a> | No       | Controls the reminder alert related to the home page tile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Set for 3 days <div> <b>Note</b><br/> The option is not supported for the Latest Home Page. </div> |
| <a href="#">▶▶ Interview Settings ▶ Enable document attachments for interview notes ▶</a>                                                          | No       | <p>When an interviewer is completing the Interview Assessment by default, it's possible to enter free text comments.</p> <p>If this setting is enabled, the interviewer also has the opportunity to upload a document of their notes.</p>                                                                                                                                                                                                                                                                                                                                                                                    | Enabled                                                                                            |

| Option                                                                                                                             | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Leading Practice                    |
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| <a href="#">▶ Interview Settings</a><br><a href="#">▶ Grant Interviewers the access level of &lt;role&gt;</a>                      | No       | <p>By default interviewers can only access content in Interview Central unless they have an additional relationship to the requisition. If a selection is made in this setting, the interviewers are able to open the Application record and view fields equivalent to the permissions granted to the operator specified in this setting.</p> <div> <p><b>Note</b></p> <p>Interviewers with this access-level setting can also access the applicant's information in the redesigned Applicant Management tool.</p> </div> | Enabled                             |
| <a href="#">▶ Interview Settings</a><br><a href="#">▶ Enable Interview Scheduling</a>                                              | No       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                     |
| <a href="#">▶ Interview Settings</a> ▶ <a href="#">Set virtual interview locations &lt;location&gt;</a>                            | No       | You can set the list of appropriate values to select virtual interview location for interview scheduling.                                                                                                                                                                                                                                                                                                                                                                                                                 |                                     |
| <a href="#">▶ Interview Settings</a> ▶ <a href="#">Set face-to-face interview locations</a>                                        | No       | You can configure up to three levels of selection for the face-to-face interview location. Lower level picklist value is dependent on the top level picklist value. Similarly, lowest level picklist value is dependent on the lower level picklist value. On the interview page, user can select entries in the top level, and the next level picklist values get filtered based on the value selected in the top level. You can enter your own labels in multiple languages using the Change Language dropdown list.    |                                     |
| <a href="#">▶ Candidate Summary</a><br><a href="#">▶ Display Interview Result and Overdue Interviews in candidate summary page</a> | No       | As long as interviewResult and overdueInterviews fields aren't configured in the Application XML, this setting enables both fields to appear in the application list page display options.                                                                                                                                                                                                                                                                                                                                | Enabled, if using Interview Central |
| <a href="#">▶ Offer Approval</a> ▶ <a href="#">Enable Job Code Entity fields to be editable</a>                                    | No       | <p>If job code entity fields are used in the offer approval they are, by default, read only.</p> <p>If selected, this setting makes all job code entity fields referenced in the offer approval from the requisition writeable.</p> <p>It is not possible to choose the writeable job code entity fields. Either all are or all aren't.</p>                                                                                                                                                                               | Enabled                             |

| Option                                                                                                                                                | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Leading Practice    |
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| ► <a href="#">Instructions</a><br>► <a href="#">Instructions above job requisitions list</a> ►                                                        | No       | On the requisitions tab, there's a placeholder space between the YouCalc widget and the requisition list that can contain custom instructional rich text configured by the client. Translated content is supported. HTML and flash content is also supported.                                                                                                                                                                                                                                  | No leading practice |
| ► <a href="#">DRM and DRTM Purge Settings</a> ► <a href="#">Delete all the email and print correspondence available for candidate</a> ►               | No       | If Data Retention Management 2.0 is enabled and the application purge is triggered, this setting determines whether email correspondence portlet contents will be deleted as part of the purge. <div>             → Recommendation<br/>             Due to the unpredictable nature of personally identifying data that these attachments may contain, they should be included in the data retention purge.           </div>                                                                   | Enabled             |
| ► <a href="#">DRM and DRTM Purge Settings</a> ► <a href="#">Delete all the offer letters available for candidate</a> ►                                | No       | If Data Retention Management 2.0 is enabled and the application purge is triggered, this setting determines whether offer letter portlet contents will be deleted as part of the purge. The purge process will also cover any documents created through DocuSign. <div>             → Recommendation<br/>             Due to the unpredictable nature of personally identifying data that these attachments may contain, they should be included in the data retention purge.           </div> | Enabled             |
| ► <a href="#">DRM and DRTM Purge Settings</a> ► <a href="#">Anonymize all the request/response info of background check available for candidate</a> ► | No       | If Data Retention Management 2.0 is enabled and the application purge is triggered, this setting determines whether VI background check content will be deleted as part of the purge. <div>             → Recommendation<br/>             Due to the unpredictable nature of personally identifying data that these attachments may contain, they should be included in the data retention purge.           </div>                                                                             | Enabled             |

| Option                                                                                                                                                                                                          | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                    | Leading Practice    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <a href="#">▶▶ DRM and DRTM Purge Settings ▶ Anonymize all the request/response info of onboarding available for candidate ▶</a>                                                                                | No       | <p>If Data Retention Management 2.0 is enabled and the application purge is triggered, this setting determines whether VI onboarding content will be deleted as part of the purge.</p> <div> <p>→ Recommendation</p> <p>Due to the unpredictable nature of personally identifying data that these attachments may contain, they should be included in the data retention purge.</p> </div> | Enabled             |
| <a href="#">▶▶ DRM and DRTM Purge Settings ▶ Do not purge candidate profiles that have in-progress applications ▶</a>                                                                                           | No       | <p>When enabled, candidates profiles with in-progress applications will not be purged.</p> <div> <p>ⓘ Note</p> <p>In-progress includes applications in the following categories - APPLIED, SCREENING, ASSESSMENT, OFFER, HIRED, ONBOARD and candidates in late stage applications.</p> </div>                                                                                              | Enabled             |
| <a href="#">▶▶ DRM and DRTM Purge Settings ▶ Do not purge candidate profiles that have in-progress applications ▶ Include candidates with in-progress applications from deleted requisitions in the purge ▶</a> | No       | <p>When enabled, candidates with in-progress applications from deleted requisitions will be purged. These applications will be anonymized based on the criteria you've selected in DRM and DRTM Purge Settings.</p>                                                                                                                                                                        | No leading practice |
| <a href="#">▶▶ Field Validation ▶ Enable field level validation on standard Phone Number fields (cellPhone &amp; homePhone) on Candidate Profile &amp; Application ▶</a>                                        | No       | <p>Validate the phone number fields on the Candidate Profile and Job Application. Validation prevents users from entering alpha characters.</p>                                                                                                                                                                                                                                            | No leading practice |
| <a href="#">▶▶ Field Validation ▶ Enable field level validation on standard Social Security Number field on Application ▶</a>                                                                                   | No       | <p>Validates data on the Job Application SSN field. Validation prevents users from entering alpha characters.</p>                                                                                                                                                                                                                                                                          | No leading practice |
| <a href="#">▶▶ Career Site ▶ Disable CAPTCHA on the External Career Site for Account Creation ▶</a>                                                                                                             | No       |                                                                                                                                                                                                                                                                                                                                                                                            | No leading practice |



| Option                                                                                                                                                         | Critical | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Leading Practice    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <a href="#">▶ Career Site ▶ Enable CAPTCHA on the External Career Site for Account Login and Password Reset ▶</a>                                              | No       | <p>Enables CAPTCHA on the external career site to ensure that candidates can log on to their accounts or reset their passwords only if they enter the CAPTCHA verification code correctly.</p> <p>CAPTCHA isn't accessibility-compliance friendly. We use Google CAPTCHA, because it's an Internet standard best practice. Anything easier than Google CAPTCHA is easy to hack.</p> <div> <p><b>Note</b></p> <p>Google CAPTCHA isn't supported in China.</p> </div>             | No leading practice |
| Enable Apply with LinkedIn for Internal Career Site (requires <a href="#">Complete Profile before Application</a> and <a href="#">Enhanced Job Search UI</a> ) | No       | (Available in Upgrade Center) Enables the <a href="#">Apply with LinkedIn</a> action for internal candidates who want to use data from their LinkedIn accounts on the <a href="#">Candidate Profile</a> during their application process. Requires additional admin setup.                                                                                                                                                                                                      | Enabled             |
| <a href="#">▶ Career Site ▶ Disable One-Time Password for Email Verification during Candidate Account Creation ▶</a>                                           | No       | By default, the one-time password for candidate e-mail verification is enabled on all instances. If this option is selected, the feature is disabled and candidate e-mail address isn't verified during account creation.                                                                                                                                                                                                                                                       | No leading practice |
| <a href="#">▶ Career Site ▶ Enable validation when applicant saves job application as draft ▶</a>                                                              | No       | When enabled, candidates must complete required profile fields before saving an application as a draft. This helps prevent incomplete draft data from updating candidate profiles or existing applications.                                                                                                                                                                                                                                                                     | No leading practice |
| <a href="#">▶ Generic Object / Foundation Object (GO/FO) field types ▶ Enable Generic Object / Foundation Object (GO/FO) field types ▶</a>                     | No       | <p>By selecting this switch, you can define fields of type Generic Object or Foundation Object in Job Requisition and Offer Approval.</p> <p> <a href="#">Enable Business Unit Object</a><br/> <a href="#">Enable Legal Entity Object</a><br/> <a href="#">Enable Department Object</a><br/> <a href="#">Enable Division Object</a><br/> <a href="#">Enable Cost Center Object</a><br/> <a href="#">Enable Location Object</a><br/> <a href="#">Enable Position Object</a> </p> | Enabled             |

| Option                                                                                                                                                                                                                                               | Critical | Details                                                                                                                                                                               | Leading Practice    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| ► <a href="#">Generic Object / Foundation Object (GO/FO) field types</a><br>► <a href="#">Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages.</a> ► | No       | This switch allows you to select instances that can be active as of <b>Job Start Date</b> field. If the switch is off, you can select only those instances that are active currently. | No leading practice |
| ► <a href="#">Job Requisition</a> ► <a href="#">Use Job Profiles in Requisitions</a> ►                                                                                                                                                               | No       | By enabling this switch, you can see the <a href="#">Job Profile</a> tab on <a href="#">Job Requisitions</a> page that enables you to create complete job profiles.                   | No leading practice |
| ► <a href="#">Interview Settings</a><br>► <a href="#">Enable Microsoft Teams Integration</a> ►                                                                                                                                                       | No       | By enabling this switch, recruiters can include Microsoft Teams meeting information while scheduling interviews.                                                                      |                     |
| Enable AI-Assisted Job Description Enhancement                                                                                                                                                                                                       | No       | By enabling this switch, recruiters can generate an enhanced job description using the generative AI capabilities.                                                                    |                     |
| Enable AI-Assisted Interview Question Generation                                                                                                                                                                                                     | No       | By enabling this switch, interviewers can generate interview questions based on the job description using generative AI capabilities.                                                 |                     |
| ► <a href="#">Interview Settings</a><br>► <a href="#">Enable Interview Assessment in Microsoft Teams</a> ►                                                                                                                                           | No       | By enabling this switch, interviewers can assess and evaluate applicants in Microsoft Teams.                                                                                          |                     |
| ► <a href="#">Interview Settings</a><br>► <a href="#">Enable Interview Alerts in Microsoft Teams</a> ►                                                                                                                                               | No       | By enabling this switch, interviewers and organizers receive interview notifications and alerts in Microsoft Teams.                                                                   |                     |
| ► <a href="#">Additional API Settings</a><br>► <a href="#">Allow NULL Values in Upsert Requests</a> ►                                                                                                                                                | No       | By enabling this setting, you can now to set the value NULL for a field or attribute in upsert operations using ODATA API requests.                                                   |                     |

## Related Information

[Candidate to Employee Conversion \[page 924\]](#)  
[Enabling and Configuring Late Stage Applications \[page 1124\]](#)  
[Creating an Applicant Status Set \[page 1039\]](#)  
[Configuring Apply with LinkedIn \[page 397\]](#)  
[Configuring Social Apply \[page 396\]](#)  
[Requisition State and Status \[page 297\]](#)

## 7.3.1 Help with Recruiting Settings

Find the right place to get help with configuring Recruiting settings.

The [Manage Recruiting Settings](#) page contains a variety of settings that you can use to configure or enable features in SAP SuccessFactors Recruiting. You don't often change these settings, but they're a good place to start when troubleshooting some problems. It's also a good idea to review them from time to time, to ensure your system is configured properly.

You can learn more about them here: [Recruiting Settings in Admin Center \[page 48\]](#)

### Can't enable Microsoft Teams integration

If you're trying to enable the Microsoft Teams integration on the [Manage Recruiting Settings](#) page and it doesn't save correctly, there are several possible causes.

First, ensure that the admin Outlook account (the Service Account used in [Work Tech Configuration](#) and the Email ID used in the Outlook integration settings) has the necessary permissions. For more, see [Required Permissions for Microsoft Teams Online Meetings](#) and [Configurations and Requirements for the Microsoft Teams Integration \[page 1153\]](#).

Second, ensure that [Work Tech Configuration](#) is complete and correct. Go to ► [Admin Center](#) ► [Work Tech Configuration](#) ► [Settings](#) ► [Outlook and Teams for Online Meetings](#) ► and check that the connection status is [Connected](#). For more, see [Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes](#).

After you've confirmed that these prerequisite configurations are correct, try enabling the Microsoft Teams integration again. Go to ► [Manage Recruiting Settings](#) ► [Interview Settings](#) ► [Microsoft Integrations with Interview Scheduling](#) ► and choose [Verify and Connect](#). Then select the [Enable Microsoft Teams Integration](#) setting and save.

### Can't move candidate in Withdrawn status to a different status

If you're using the latest Applicant Workbench and you try to move a candidate in the Withdrawn status to a different status, you may encounter the following error: "You can't move the candidate to the next status because a status comment is required for job application ID XXXX."

It may be that you haven't enabled comments for status changes. With the latest Applicant Workbench,

For more, see: [Enabling or Disabling Status Change Comments \[page 1070\]](#).

## Can't save location settings for face-to-face interviews

If you're trying to configure [Set face-to-face interview locations](#) settings on the [Manage Recruiting Settings](#) page and it doesn't save correctly and takes you to a blank page instead, it might be due to a data issue in your location picklists.

Here's a workaround:

1. Go to ► [Manage Recruiting Settings](#) ► [Interview Settings](#) ► [Set face-to-face interview locations](#) ►.
2. Use the [Change Language](#) menu to select a language that doesn't have any picklist configured (such as the troubleshooting locale English Debug).
3. For [Picklist ID](#), choose "No Selection". For [Picklist Label](#), clear the field so there's no value.
4. Save.
5. Use the [Change Language](#) menu to select the language you want to set picklists for.

Now, you should be able to configure and save the settings.

For more, see: [Selecting Locations for Face-To-Face Interviews \[page 1164\]](#).

## Error when using OData API to update entities related to interviewing

If you use the OData API to create/update/upsert the `JobApplicationInterview` entity or related navigational properties, like `interviewer` or `interviewOverallAssessment`, you may encounter the following error in the API response: "Interview Scheduling is enabled in Admin Center -> Manage Recruiting Settings".

If Interview Scheduling is enabled on the [Manage Recruiting Settings](#) page, the OData API isn't supported for interview-related entities or navigational properties. If Interview Scheduling is enabled, you can use the UI to manage interview records (such as scheduling interviews or providing ratings). Otherwise, if usage of the OData API is required by your organization, you can disable the Interview Scheduling feature.

For more, see: [Configuring Interview Scheduling \[page 1142\]](#).

## No settings available for SAP Customer Data Cloud for Recruiting

If you're trying to enable SAP Customer Data Cloud for Recruiting or migrate Recruiting data to SAP Customer Data Cloud, you need to use settings in the [Career Site with SAP Customer Data Cloud for External Candidates](#) section on the [Manage Recruiting Settings](#) page. If that section isn't visible, here are some potential causes.

First, it may be that the [Use email as external applicant user ID](#) option isn't enabled in Provisioning. This option is required for using SAP Customer Data Cloud.

For more, see: [Initiating Setup and Candidate Data Migration for SAP Customer Data Cloud \[page 129\]](#) and [Configuring an External Candidate Account \[page 690\]](#).

Second, it may be that SAP Customer Data Cloud isn't available yet in the data center where your Recruiting system is hosted.

For more, see: [Mapping SAP Customer Data Cloud Data Center \[page 131\]](#).

## 7.4 Enabling Company System and Logo Settings for Recruiting in Admin Center

Some company settings in Admin Center impact Recruiting.

### Procedure

1. Go to ► [Admin Center](#) ► [Company System and Logo Settings](#) ►.
2. Set up the company logo by going to ► [Logo Requirement](#) ► [URL of the Company Logo](#) ►, entering the URL of your image file, and clicking [Set Company Logo URL](#) to save your changes.

#### Note

Upload images to the same data center as your instance. Allow an hour for changes to take effect.

Your logo appears in the global page header.

It also appears in several places for SAP SuccessFactors Recruiting . It appears on the microsites by default, but can be overridden. It appears on emails and offer letter templates where the `[[LOGO]]` token is used, as well as in some hard-coded email templates such as the [Send Job to Friend](#) email.

3. Disable [Outlook Calendar Integration](#) if you plan to use Interview Scheduling.

This setting isn't a full-fledged interview scheduling integration. It only provides a [Create Meeting](#) icon on the application page, which you can use to open an `.ics` file with the applicant's name populated in the Subject line.

When you use this `.ics` file to create an appointment, no additional data (such as interviewers, dates/times, or applicant data) flows into the appointment record. Acceptance data isn't passed from the appointment into Recruiting.

In most cases, you want to disable this setting and set up Interview Scheduling instead.

## 7.5 Picklists for Recruiting

A picklist is an enumerated list that defines the selections that appear in lists.

SAP SuccessFactors Recruiting uses picklists in many places, including Job Requisitions, Candidate Profiles, Job Applications, and Job Offers. In SAP SuccessFactors Recruiting configuration templates, you can configure fields to use a picklist, referenced by the picklist ID. Create the picklists you need **before** uploading a template that references them.

Picklist configuration is a standard part of any SAP SuccessFactors system and you can use the standard procedure to set them up for Recruiting. To set up picklists, go to ► [Admin Center](#) ► [Picklist Center](#) ►.

## ⓘ Note

Recruiting uses a special picklist configuration to define the status of a job requisition. When setting up picklists for a new Recruiting implementation, be sure to include the configurations for Closed Status (99999) and Hold Status (88888) in the job requisition status picklist.

Considerations:

- In Recruiting, the list of supported countries/regions is provided in the country/region picklist. To add a country/region to the country/region picklist, it must be in U.S. English locale and must match with the country/region in the country/region picklist.
- You can search a candidate based on a country/region in the [Candidate Search](#) page only if the country/region is specified in U.S. English locale, and matches the default value in the country/region MDF Generic Object.
- If multiple languages are used in Recruiting, ensure that all picklists have a translated value in all those languages. Not doing so can cause issues with fields appearing as blank.
- Translate picklists into other languages with care; some symbols can cause load errors.
- The standard and custom picklist fields on the Candidate Profile and the Job Application pages support the typeahead feature. The feature is supported only for fields whose type is defined as picklist in the Candidate Profile and Job Application templates.

Typeahead functionality is not supported in the following:

- Recruiter-facing pages, such as the redesigned Applicant Management and the legacy Candidate Workbench.
- Create Account page.
- Job Search page.
- The [Country](#) field when using Quick Apply. The other fields where their type is defined as picklist do support Typeahead.

## Related Information

[Requisition State and Status \[page 297\]](#)

[Implementing Picklists](#)

## 7.6 Adding Recruiting Custom Help Text

Provide additional information in custom help text to help users better understand the purpose of a field when they input data into a field.

### Prerequisites

- You have set recruiting languages.

- You have [Manage Recruiting Custom Help Text](#) permission.

## Context

Additional configuration is required to allow users to use the header and footer templates.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Custom Help Text](#) ►.
2. Choose from the following object tabs that support custom help text:
  - [Job Requisition](#)
  - [Job Application: Candidate View](#)
  - [Job Application: Recruiter View](#)
  - [Candidate Profile](#)
  - [Offer Detail](#)
  - [Offer Approval](#)
3. Choose [Select Fields](#) to select one or more field names to add fields to the left pane for which you're providing the custom help text.
4. Select [OK](#).
5. Choose the field on the left pane and provide the text in the text box that you want to see in the help text bubble.
6. Save your changes.

## 7.7 Setting Up the Mapping of Custom Fields to Standard Fields

Map those standard fields that are used by functionalities such as Resume Parsing, Apply with LinkedIn, and Career Site Builder Social Apply.

## Prerequisites

You have [Configure Standardization Mapping](#) permission.

## Context

Certain functionalities, such as Resume Parsing, Apply with LinkedIn, and Career Site Builder Social Apply, require a third party to know exactly where data is placed upon receipt. Third-party sources are mapped to standardized fields. Map these standardized fields to the client's configuration.

Standardization mapping isn't required if these features are used.

Not all fields need to be mapped. If there are more standardized fields than fields the client has chosen to configure, those fields can be left unmapped.

All configured fields are available to be mapped, but the system does ensure that fields can only be mapped to their same type. That is, only date fields can be mapped to dates. You can't map a text field to a date field, and so on.

It's not possible to map any field type to a picklist field, even if it displays as an option.

## Procedure

1. Go to ► [Admin Center](#) ► [Configure Standardization Mapping](#) ►.
2. Select an object.

Only the Candidate Profile is supported for standardization mapping.

The standardized fields and background elements display.

3. Select a configured field from each dropdown list.
4. If picklist value mapping is also necessary, select a configured picklist value from each dropdown list.

### Note

When the selected answer to *Is this present employer?* is *Yes*, the current employer end date field is read-only.



## 8 Recruiting Roles and Permissions

Before you set up core Recruiting configuration, understand the various roles and permissions that control access data and functionality in Recruiting. Then use a combination of Recruiting operators, Recruiting teams, Recruiting groups, and platform role-based permissions to define who can do what.

### Recruiting Operators

In SAP SuccessFactors Recruiting, the people in common recruiting roles are called "operators." There's a set of predefined set of Recruiting operators that define roles such as recruiter, sourcer, coordinator, or manager. Recruiting operators are used in configuration templates to determine what people in each role can see and do.

### Recruiting Teams

Recruiting teams are groups of people in the same role. They're used in association with operators and take on the same permissions as the corresponding operator. For example, hiring manager teams have the same permission as an individual hiring manager. They are called "operatorTeams" in configuration templates.

### Recruiting Groups

Recruiting groups can be used in two ways. First, they're used in the Job Requisition template to restrict users who can be selected from the primary operator field (operator) and the recruiting team field (operatorTeam) on a requisition. Second, they can be used along with recruiting teams to allow a group of users to take an operator role.

Dynamic Recruiting Groups are used in the Candidate Profile template to define who can edit fields on the profile.

### Role-Based Permissions for Recruiting

Role-based permission (RBP) is used throughout SAP SuccessFactors to define what people in different roles are allowed to see and do. To view or update fields that are common to the suite, such as Location, Legal Entity, Department, and Division, users require role-based permission at the suite level, in addition to operator permission in Recruiting.

## Related Information

[Recruiting Operators \[page 80\]](#)

## 9 Setting Up Role-Based Permissions for Recruiting

Set up role-based permissions required for Recruiting.

### Procedure

1. Look up the relevant role-based permissions in *Using Role-Based Permissions* documentation.
  - a. To find a list of role-based permissions across the suite, refer to the online (not PDF) version of role-based documentation on the SAP Help Portal.
  - b. Filter the list for the solutions **Recruiting** and **Platform** to find permissions relevant to Recruiting.
2. Grant permissions, as needed, to the appropriate permission roles in your organization.

#### Caution

If you select all three job requisition hide permissions, then the [Create New](#) option in the *Job Requisitions* details page becomes invisible.

### Related Information

[Using Role-Based Permissions](#)

# 10 Hiding Recruiting in the Main Navigation Menu

Use role-based permission to hide SAP SuccessFactors Recruiting in the main navigation menu of the HCM suite.

## Context

The HCM suite offers 2 solutions for your applicant tracking system (ATS), Recruiting and SmartRecruiters.

Some organizations may choose to use both solutions side-by-side in the same system. For example, you might want to use SmartRecruiters in some regions and Recruiting in others. In this scenario, you can use role-based permission to hide the *Recruiting* option in the main navigation menu, for a specified role or group.

## Procedure

1. Go to ► *Admin Center* ► *Manage Permission Roles* ►.
2. Find and edit the role for which you want to hide *Recruiting* in the main navigation menu. Then select the following permission: ► *User Permissions* ► *Recruiting Permissions* ► *Hide Recruiting in Main Navigation Menu* ►.
3. Save.

# 11 Recruiting Configuration Templates

Many essential Recruiting capabilities are based on configuration templates. Use configuration templates to define the appearance and behavior of job requisitions, job applications, job offers, and the candidate profile.

Recruiting configuration templates can be configured in two ways, in Provisioning or in Admin Center. For minor changes, the [Manage Templates](#) tool in Admin Center is probably easier. As an implementation consultant familiar with the XML, you might find the Provisioning method faster for making many changes at once.

## → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

The four primary Recruiting configuration templates include:

- Job Requisition template
- Candidate Profile template
- Job Application template
- Offer Detail template

Each Recruiting system has only one candidate profile template. The number of job requisition templates, job application templates, and job offer detail templates varies based on the recruiting process.

Each job requisition template can reference only one job application template, but a job application template can be referenced by more than one job requisition template.

## Related Information

[Configuring the Job Requisition Template \[page 151\]](#)

[Configuring the Candidate Profile Template \[page 886\]](#)

[Configuring the Job Application Template in Provisioning \[page 1076\]](#)

[Configuring the Job Offer Detail Template in Provisioning \[page 1206\]](#)

# 12 Validating Country Codes for Country Label Customization

You can export Country data, find missing or invalid 2-letter codes, and update country records so you can safely enable the [Enable Country Label Customization](#) feature. You can prevent system blockers by ensuring each country has a correct ISO-standard 2-letter code in the Country/Region Code (2 char) field.

## Prerequisites

Ensure that you have [Manage Recruiting Settings](#) permission.

## Context

Enabling country label customization while countries have missing or invalid 2-letter codes can cause system blockers. It is necessary to ensure that all missing or invalid codes are updated to the correct ISO-standard 2-letter codes.

## Procedure

1. Go to ► [Admin Center](#) ► [Import and Export Data](#) ► [Export Data](#) ►.
2. Select [Generic Object \(Country\)](#) and choose [Export](#).  
The file Region.csv downloads.
3. Open Region.csv.
4. Review the [twoCharCountryCode](#) column to identify countries with blank or invalid values.
5. Go to ► [Admin Center](#) ► [Manage Data](#) ► [Country](#) ►.
6. Update the [Country/Region Code \(2 char\)](#) field with the correct ISO-standard 2-letter country code for those countries.
7. Choose [Save](#).

## Results

All countries have valid ISO 2-letter codes in the Country/Region field.

## Related Information

[Recruiting Settings in Admin Center \[page 48\]](#)

# 13 Recruiting Operators

Recruiting operators define the relationship of a user to a job requisition or job application. Many permissions and routing capabilities are controlled by the operators used in XML configuration templates and route maps.

## Where Operators Are Used

- Job Requisition Route Maps
- Job Requisition XML field-permission
- Job Requisition XML feature-permission
- Job Requisition XML button-permission
- Job Application XML field-permission
- Job Application XML button-permission

Operators are central to configuration of the system, so decide early in your implementation project how you are going to use them. Many configuration decisions cannot be made until the customer identifies the users involved in the recruiting process.

### Note

Custom Operators are not supported in job requisitions.

## Role Operators

A predetermined list of operator fields is supported, and each operator field has a related designator.

Operator designators determine permissions for users listed in both the operator fields and the operatorTeam fields.

Determine how this list of operators is used in your business process. Then go to [Provisioning](#) > [Job Requisition System Field Labels](#) to set up the operator fields with the appropriate labels.

### Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Recruiting Operator Fields and Designators

| <i>Operator Field ID</i> | <i>Designator</i> | <i>Dependent Operator Team</i> |
|--------------------------|-------------------|--------------------------------|
|--------------------------|-------------------|--------------------------------|



## Baseline permissions (no field ID)

V

The **V** designator defines the baseline permissions a recruiting user receives when viewing the record, if the system cannot identify another operator association for them. For example, if the Job Requisition is routed to an unrelated user to approve, that approval user would receive **V** permissions.

Whatever permissions you've assigned to the **V role** are also automatically assigned to all other roles. For example, if the **V** has permission to write to the internal title, then the **O role**, **G role**, and all other roles automatically have that permission, without any additional configuration.

vTeam

- **V role:** The **V** role is the Approver role. It is assigned to all users who are on the Job Requisition route map for approving the Job Requisition. This is in addition to any other role they may have on the Job Requisition. So Originator **O** always also has the **V** role.
- **vTeam:** Simply assigns the **V** role to anyone who is added as part of the team. It works as any other operator team role.  
This allows users who are added to this group, the permissions to see Job Requisitions and associated fields permission for the **V** role, with the user selection limited to the group specified.

|                                                         |   |                     |
|---------------------------------------------------------|---|---------------------|
| originatorName                                          | O | originatorTeam      |
| hiringManagerName                                       | G | hiringManagerTeam   |
| recruiterName                                           | R | recruiterTeam       |
| coordinatorName                                         | T | coordinatorTeam     |
| sourcerName                                             | S | sourcerTeam         |
| secondRecruiterName                                     | W | secondRecruiterTeam |
| vpOfStaffingName                                        | Q | vpOfStaffingTeam    |
| <candidate (no field id)>                               | C | None                |
| <b>Used only in multistage application environments</b> |   |                     |

## Relational Operators

In addition to the operator fields, you can set up permissions and routing to users who have a defined relationship to the operator users. These relationships are derived from relationships established in the user data. The following table shows supported relationships to the operator fields and the corresponding designator for each relationship.

### Note

The relational operators do not have access to requisition unless they are a part of the route map.

Most operator designators (R) can be appended with a relationship designator (M) to indicate a relational operator (RM). The exception is V, which cannot be set up relationally, because it does not hold a single user but defines baseline permissions for users who are not in a specific operator or team field.

## Relational Recruiting Operators

| <i>Operator Relationship</i>      | <i>Designator</i> |
|-----------------------------------|-------------------|
| Operator's Manager                | xM                |
| Operator's Manager's Manager      | xMM               |
| Operator's Management Chain       | xM+               |
| Operator's Direct Report          | xD                |
| Operator's Direct Report's Report | xDD               |
| Operator's HR Contact             | xH                |
| Operator's Matrix Manager         | xX                |
| Operator's Custom Relationship    | xC                |

# 14 Global Calendar

The "global calendar" is a set of features that improve the experience of selecting and viewing calendar dates in the system, for people who use a calendar other than the default Gregorian calendar.

## Global Calendar Features

The system supports the use of three calendars:

- Gregorian (default)
- Buddhist
- Hijri (Islamic)

If your organization uses the Buddhist or Hijri calendar, or if some people in your organization might prefer one of these calendars (such as some users of Thai or Arabic), you can enable the following features to improve the calendar experience:

- Dual Calendar (enabled by default)
- Personal Calendar Settings (disabled by default)

## How the Global Calendar Features Interact

Global calendar features are designed to work together. Here's how they interact:

| If...                                                                                                                           | Then...                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Personal Calendar Settings is <b>ON</b></li><li>• Dual Calendar is <b>ON</b></li></ul>  | <ul style="list-style-type: none"><li>• Everyone can choose a primary calendar. By default, it's Gregorian for most people. For users of Thai, it's Buddhist.</li><li>• Everyone can choose whether to use the dual calendar view and select a secondary calendar. By default, it's turned off for most people. For users of Arabic, it's turned on and the secondary calendar is Hijri.</li><li>• Dates are displayed based on your primary calendar.</li></ul> |
| <ul style="list-style-type: none"><li>• Personal Calendar Settings is <b>ON</b></li><li>• Dual Calendar is <b>OFF</b></li></ul> | <ul style="list-style-type: none"><li>• Everyone can choose one calendar only. By default, it's Gregorian.</li><li>• No one can use the dual calendar view or select a secondary calendar.</li><li>• Dates are displayed based on your chosen calendar.</li></ul>                                                                                                                                                                                                |

| If...                                                                                                                           | Then...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Personal Calendar Settings is <b>OFF</b></li> <li>Dual Calendar is <b>ON</b></li> </ul>  | <ul style="list-style-type: none"> <li>No one can choose their calendar preference. It's based on their language preference instead..</li> <li>Users of Arabic or Thai see the dual calendar view, showing the Gregorian calendar as primary and their local calendar (Hijri or Buddhist, respectively) as secondary.</li> <li>Users of other languages only see the Gregorian calendar.</li> <li>Dates are displayed based on the Gregorian calendar.</li> </ul>                                                              |
| <ul style="list-style-type: none"> <li>Personal Calendar Settings is <b>OFF</b></li> <li>Dual Calendar is <b>OFF</b></li> </ul> | <ul style="list-style-type: none"> <li>No one can choose their calendar preference. User experience varies on different pages. In some places, it's based on language preference instead. In other places, it's always Gregorian.</li> <li>Users of Arabic or Thai see their local calendar (Hijri or Buddhist, respectively) in some places and the Gregorian calendar in others.</li> <li>Users of other languages only see the Gregorian calendar.</li> <li>Dates are displayed based on the Gregorian calendar.</li> </ul> |

#### [Dual Calendar \[page 84\]](#)

The Dual Calendar feature provides a "dual calendar" experience in most places where you select dates from a calendar. People who use two supported calendars (Gregorian, Buddhist, Hijri) can see the dates of both calendars in one combined view.

#### [Disabling the Dual Calendar \[page 85\]](#)

Disable the dual calendar experience so that people only see one primary calendar, in places where you select a date.

#### [Personal Calendar Settings \[page 86\]](#)

The Personal Calendar Settings feature enables you to set your own calendar preferences in your account settings.

#### [Enabling Personal Calendar Settings \[page 88\]](#)

Enable the Personal Calendar Settings feature so that people can choose their preferred calendar or calendars.

## 14.1 Dual Calendar

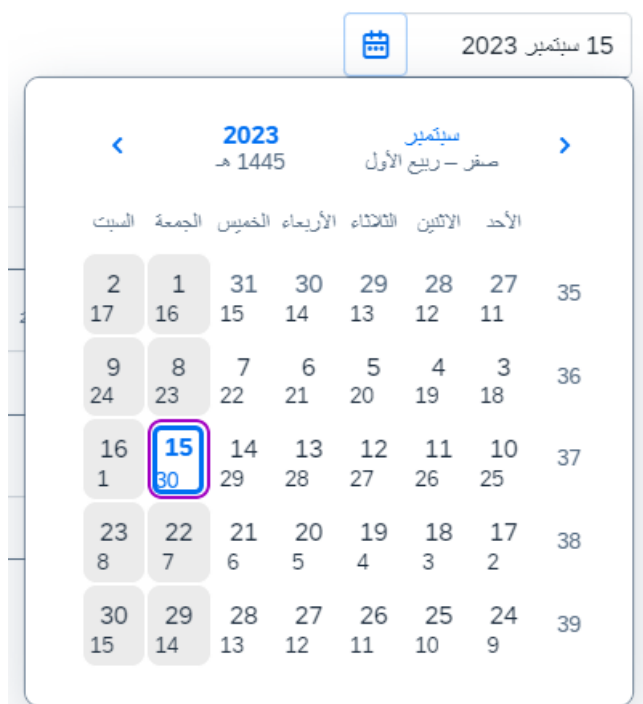
The Dual Calendar feature provides a "dual calendar" experience in most places where you select dates from a calendar. People who use two supported calendars (Gregorian, Buddhist, Hijri) can see the dates of both calendars in one combined view.

The dual calendar is **enabled by default** for users of the Arabic or Thai language. People who use Arabic see both Hijri and Gregorian dates. People who use Thai see both Buddhist and Gregorian calendar dates. If the Personal Calendar Settings feature is also enabled, anyone can use the dual calendar, regardless of language, and can choose the calendars they see.

## Note

The dual calendar only affects the **selection** of dates on a calendar, such as when you enter a date in blank field. It doesn't affect how dates are **displayed** after they're selected.

On the dual calendar, the days, months, and years of your "primary" calendar are shown on top, in larger font. The days, months, and years of your "secondary" calendar are shown underneath, in smaller font. Here's an example, showing the dual calendar view in Arabic, with both Gregorian and Hijri calendar dates.



Dual Calendar Experience in Arabic, with Gregorian and Hijri Calendars

## 14.2 Disabling the Dual Calendar

Disable the dual calendar experience so that people only see one primary calendar, in places where you select a date.

### Prerequisites

- You have the [Company System and Logo Settings](#) permission.
- If personal calendar settings are disabled:** You've decided not to use any calendar other than Gregorian in your organization **or** you've verified that the local calendar is already supported on the screens where you need it and you don't want the Gregorian calendar to be visible on those screens.
- If personal calendar settings are enabled:** You've decided that people in your organization can only use **one** calendar to select dates. They can choose their preferred calendar in their personal settings.

## Context

The dual calendar experience is enabled by default, in most places where you select a date on a calendar, for users of Thai or Arabic. If the Personal Calendar Settings feature is also enabled, anyone can use it.

## Procedure

1. Go to ► [Admin Center](#) ► [Company System and Logo Settings](#) ►.
2. Deselect [Enable Dual Calendar](#).
3. Save your changes.

## Results

The dual calendar experience is disabled. People can only see one calendar in places where you select a date.

- **If personal calendar settings are disabled:** The experience is inconsistent, but most people only see the Gregorian calendar in most places.
- **If personal calendar settings are enabled:** People can choose their preferred calendar in their personal settings.

## 14.3 Personal Calendar Settings

The Personal Calendar Settings feature enables you to set your own calendar preferences in your account settings.

Personal calendar settings are **disabled by default**. If the Dual Calendar feature is also enabled, you can select both a primary and a secondary calendar. If it isn't, you can only select a primary calendar.

The Personal Calendar Settings feature decouples your language preference from your calendar preference. For example, an English-speaker can choose to use the Hijri calendar even if your language preference is English. Or a Thai-speaker can choose to use the Gregorian calendar, instead of the Buddhist calendar, even if your language preference is Thai.

You can set your calendar preferences on the [Calendar](#) tab in your account settings. You can see a preview of how calendars appear, based on your preferences..

### 📘 Note

Personal calendar settings affect both the **selection** and **display** of dates in the system. In places that support this feature, dates are **selected from a calendar that reflects your preferences** and **displayed based on your primary calendar**.

Here's an example, showing a preview of the dual calendar experience with the Hijri calendar primary and the Gregorian calendar secondary.

## Calendar

Choose the calendar you want to use to select dates.

Select a calendar:

☐ Gregorian

☐ Buddhist

☒ Hijri

Show Secondary Calendar: ☒

☒ Gregorian

☐ Buddhist

☐ Hijri

Preview:

| Safar 1445 AH<br>Aug - Sep 2023 |          |          |          |          |          |         |
|---------------------------------|----------|----------|----------|----------|----------|---------|
| Sun                             | Mon      | Tue      | Wed      | Thu      | Fri      | Sat     |
| 26<br>13                        | 27<br>14 | 28<br>15 | 29<br>16 | 30<br>17 | 1<br>18  | 2<br>19 |
| 3<br>20                         | 4<br>21  | 5<br>22  | 6<br>23  | 7<br>24  | 8<br>25  | 9<br>26 |
| 10<br>27                        | 11<br>28 | 12<br>29 | 13<br>30 | 14<br>31 | 15<br>1  | 16<br>2 |
| 17<br>3                         | 18<br>4  | 19<br>5  | 20<br>6  | 21<br>7  | 22<br>8  | 23<br>9 |
| 24<br>10                        | 25<br>11 | 26<br>12 | 27<br>13 | 28<br>14 | 29<br>15 | 1<br>16 |
| 2<br>17                         | 3<br>18  | 4<br>19  | 5<br>20  | 6<br>21  | 7<br>22  | 8<br>23 |

## Feature Scope

The Personal Calendar Settings feature provides much more consistency in the way dates are displayed, but it's not used everywhere. Your calendar preferences are reflected in **most** places, but not in the following areas.

### Out of Scope

Some product areas are **intentionally out of scope**. Personal calendar settings don't affect these areas and they aren't intended to.

For example, your calendar preferences don't affect:

- Dates in data export files
- Validation of dates in data import files
- Dates in audit logs
- Dates in an API response
- Display of dates when you're acting as a proxy, on behalf of someone else. Dates are displayed based on the target account holder's calendar preferences, not yours.

### Not in Current Scope

Some product areas are **currently not in scope**. You can use the Personal Calendar Settings feature in conjunction with the following product areas, but calendar preferences currently aren't reflected, so you may see some inconsistency.

- SAP SuccessFactors Learning uses the Gregorian calendar in most places. In some places, users of the Arabic language see the Hijri calendar.
- SAP SuccessFactors People Analytics always uses the Gregorian calendar.
- SAP SuccessFactors Mobile always uses the Gregorian calendar.

In SAP SuccessFactors Recruiting, personal calendar settings are reflected in most places, but not everywhere. In the following places, the Gregorian calendar is always shown:

- Some (but not all) dates in administration tools, such as [Manage Templates](#), [Manage Recruiting Email Templates](#), [Edit Applicant Status Configuration](#), [Restore Deleted Job Requisitions](#), [Mass Delete of Job Requisitions](#), and [Create Job Requisition](#).
- Interview Scheduling and My Interviews
- Job Offer Letter
- Reports generated with [Manage Recruiting Posting Reports](#)
- Application Status email trigger
- Custom tokens in email notification templates

#### Note

All supported standard tokens for an email trigger is resolved in global calendar settings.

- Most career site pages (except for Candidate Profile and Application flow, where the calendar preference is reflected)

## 14.4 Enabling Personal Calendar Settings

Enable the Personal Calendar Settings feature so that people can choose their preferred calendar or calendars.

### Prerequisites

- Some people in the organization need or prefer to use the Hijri or Buddhist calendar.
- You have the [Company System and Logo Settings](#) permission.

### Procedure

1. Go to  [Admin Center](#)  [Company System and Logo Settings](#) .
2. Select [Enable Personal Calendar Settings](#).
3. Save your changes.

### Results

In product areas that support it, dates are displayed based on your personal calendar preferences.

People can go to the [Calendar](#) tab in their personal account settings to choose their primary calendar. If the Dual Calendar feature is enabled, they can also choose their secondary calendar.



- For users of the Thai language, the Buddhist calendar is primary by default. If the Dual Calendar feature is enabled, the secondary calendar is **off** by default, so only the Buddhist calendar is shown.
- For users of the Arabic language, the Gregorian calendar is primary by default. If the Dual Calendar feature is enabled, the secondary calendar is **on** by default and the Hijri calendar is secondary.
- For users of any other language, the Gregorian calendar is primary. If the Dual Calendar feature is enabled, the secondary calendar is **off** by default, so only the Gregorian calendar is shown.

# 15 Adoption of General Display Name in Recruiting

Enabling General Display Name in SAP SuccessFactors results in the following for Recruiting:

- Recruiting users — which can include administrators, recruiters, hiring managers, and internal candidates — see their chosen names in all interactions where a legal or formal name isn't required.
- Administrators, HR business partners, and any other users with access to a user's legal name can access it when needed.

General Display Name isn't adopted on the following user interfaces:

- **Shared pool with users:** Although you can search for people by their General Display Name when adding them to the Shared list, the General Display Name isn't supported in the [Search for First Name in Shared List](#) and [Search for Last Name in Shared List](#) fields when looking for those who are already on the Shared list.
- **Adding a candidate to an email campaign:** You can only perform an internal candidate search of manually added recipients by their legal names. If General Display Name is enabled, however, the search returns their display names.
- **Message Center:** The Search field in the Message Center doesn't support General Display Name.
- **SFAPI and OData APIs response only expose Legal Name.**
- **Table and Story reports** for Recruiting.
- **The [Manage Templates](#) page in [Admin Center](#)** for Job Requisitions, Job Applications, Candidate Profile, and Offer Detail pages, and adhoc reports don't adopt General Display Name.

## 📘 Note

- In the Job Requisition Change History (Job Requisition Field Audit), the records created for the change history before you enabled the Enable Adoption of general display name option will still display the legal name. Only the records created after enabling the [Enable adoption of General Display Name](#) option adopts the display name.
- In talent pools, you can search for people by their General Display Name when adding them to the Shared list, but the General Display Name isn't supported in the [Search for First Name in Shared List](#) and [Search for Last Name in Shared List](#) fields when looking for those who are already on the Shared list.
- The email templates created before enabling the [Enable adoption of General Display Name](#) option, the [CC](#), [and BCC](#) fields won't resolve the display name for the [By Employee name](#) option. So, you need to resave the email template to view the display name.
- When creating new email campaigns, the [Search First Name](#) and [Search Last Name](#) fields in the [Manually Added Recipients](#) dialog for candidates don't support General Display Name.
- The [from](#) and [reply-to](#) fields in an email trigger always adopt the display name from the value configured in [Admin Center > Manage Recruiting Settings](#). If no values are configured in [Admin Center > Manage Recruiting Settings](#), the [from](#) and [reply-to](#) fields in an email trigger adopt the value from V4admin.
- When the display name is enabled, it doesn't reflect in Recruiting Posting immediately. Instead, the changes are reflected only after user synchronization updates.
- Recruiting Posting doesn't send a display name to the job board while sending the job posting data.

- Contact information on the [Field Completion Rules](#) page in Recruiting Posting doesn't support the General Display Name.

To see General Display Name with Recruiting UI pages, select the [Enable adoption of General Display Name](#) option available in ► [Admin Center](#) ► [Company System and Logo Settings](#) ►.

Refer to [Enabling the Adoption of General Display Name](#) for instructions, and [Important Notes About General Display Name Adoption](#) for a list of SAP SuccessFactors modules and features that support General Display Name.

## Related Information

[Enabling the Adoption of General Display Name](#)

[Important Notes About General Display Name Adoption](#)

## 15.1 Email Tokens Impacted by General Display Name

With the adoption of General Display Name, understand the behavioral change in certain email tokens.

- The full name of all operators and internal candidates will now get resolved to Display Name.
- There's no change in the behavior for the first name, middle name, and last name of internal and external candidates.

| Heading                                              | Token                          | Notes                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recruiter Full Name                                  | [[RECRUITER_FULL_NAME]]        | This gets resolved as Display Name.                                                                                                                                                                                                                                                               |
| Second Recruiter Full Name                           | [[SECOND_RECRUITER_FULL_NAME]] | This gets resolved as Display Name.                                                                                                                                                                                                                                                               |
| Sourcer Full Name                                    | [[SOURCER_FULL_NAME]]          | This gets resolved as Display Name.                                                                                                                                                                                                                                                               |
| Originator Full Name                                 | [[ORIGINATOR_FULL_NAME]]       | This gets resolved as Display Name.                                                                                                                                                                                                                                                               |
| VP of Staffing Full Name                             | [[VP_STAFFING_FULL_NAME]]      | This gets resolved as Display Name.                                                                                                                                                                                                                                                               |
| Hiring Manager Full Name (as defined by Requisition) | [[HIRING_MGR_FULL_NAME]]       | This gets resolved as Display Name.                                                                                                                                                                                                                                                               |
| Candidate Full Name                                  | [[CANDIDATE_FULL_NAME]]        | <p>If <a href="#">Enable adoption of General Display Name</a> is selected and the token is configured in email templates, then this token renders the preferred name for internal candidates.</p> <p>There's no change for external candidates. They'll continue to see their applicant name.</p> |

| Heading              | Token                    | Notes                                                                                                                                                                                                                                    |
|----------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidate First Name | [[CANDIDATE_FIRST_NAME]] | If <a href="#">Enable adoption of General Display Name</a> is selected and the token is configured in the email templates, there's no change in the behavior. Both internal and external candidates will continue to see the first name. |
| Candidate Last Name  | [[CANDIDATE_LAST_NAME]]  | If <a href="#">Enable adoption of General Display Name</a> is selected and the token is configured in the email templates, there's no change in the behavior. Both internal and external candidates will continue to see the last name.  |
| First Name           | [[USER_FIRSTNAME]]       |                                                                                                                                                                                                                                          |
| Last Name            | [[USER_LASTNAME]]        |                                                                                                                                                                                                                                          |
| Middle Name          | [[USER_MI]]              |                                                                                                                                                                                                                                          |

## Related Information

[Available Tokens for Configuring Recruiting Email Templates \[page 1439\]](#)

# 16 Premium AI Features for Recruiting

Premium AI features are available throughout the recruiting process—for candidates, applicants, interviewers, hiring managers, and recruiters.

Generative AI capabilities help people create job descriptions or interview questions. AI-assisted skill analysis capabilities help match the right people to the right jobs.

With Premium AI features for Recruiting:

- Candidates can better find jobs that match their skills.
- Applicants can better highlight their skills when they apply for a job.
- Interviewers can prepare for interviews more easily.
- Recruiters and hiring managers can easily create job descriptions, then use AI-assisted skill matching to screen applicants and make more informed hiring decisions.

## 📘 Note

All Premium AI features in the SAP SuccessFactors HCM suite are summarized in the following table. You can filter by [Recruiting](#) in the [Module](#) column to find features related to SAP SuccessFactors Recruiting. Follow the links provided for details about how to set up each feature.

## 16.1 Premium AI Features in SAP SuccessFactors

Premium AI focuses on AI-assisted capabilities that involve complex tasks, intelligent business insights, and measurable business outcomes.

Premium AI capabilities require purchasing of AI units license. All features using generative AI capabilities and Joule messages that exceed a customer's annual usage allocation are considered to be Premium AI.

## 📘 Note

For information about the AI services available for use and the applicable capacity unit values, refer to [SAP AI Services List](#).

## 📘 Note

Using AI features may involve international transfers of Customer Data. For a current list of SAP SuccessFactors data center locations where Customer Data are transferred to use AI features, refer to [SAP SuccessFactors Generative AI Availability](#). By enabling AI features, you acknowledge these transfers.

## 📘 Note

For more information about the underlying architecture and services that support generative AI capabilities, refer to [Generative AI on SAP BTP](#) on the SAP Architecture Center.

## Premium AI Features in SAP SuccessFactors

| Module      | Feature             | Description                                                                                                                                                                                                                                       | Applicable AI Service in SAP AI Services List | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Calibration | AI-assisted writing | <p>Session reviewers can use the AI-assisted writing tool to improve the comments given to subjects.</p> <p><a href="#">AI-Assisted Writing in Calibration</a></p>                                                                                | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience.                                                                                                                                                                                                                                 |
| 360 Reviews | AI-assisted writing | <p>Employees can use the AI-assisted writing tool to generate comments or improve their comments, such as comments for skills, competencies, and performance and development goals.</p> <p><a href="#">AI-Assisted Writing in 360 Reviews</a></p> | SAP SuccessFactors AI-assisted writing        | <p>In the case of generating comments, AI uses a specific competency or skill and its rating as input by feedback providers, without needing users to provide initial text input.</p> <p>In the case of improving comments, the AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience.</p> |

| Module      | Feature                                        | Description                                                                                                                                                                             | Applicable AI Service in SAP AI Services List  | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 360 Reviews | AI-assisted insights into Detailed 360 Reports | <p>Users can gain synthesized insights into a Detailed 360 Report, including overall insights and attribute-specific insights.</p> <p><a href="#">Assisted 360 Reviews Insights</a></p> | SAP SuccessFactors AI-assisted people insights | <p>For the overall summary, the input includes: attribute name, attribute description, overall ratings, attribute ratings, rating scales, overall comments, comments on all attributes and sections, rater category, and locale (that is, the language the user has selected to display their system).</p> <p>For the attribute specific feedback summary, the input includes: attribute name, attribute description, attribute ratings, rating scales, comments, and locale.</p> |

| Module                   | Feature             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Applicable AI Service in SAP AI Services List | Customer Data Used as Input                                                                                                                                              |
|--------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Opportunity Market-place | AI-assisted writing | <p>Employees can use the AI-assisted writing to improve the description of assignments when assignment owners create or edit assignments, and the comment of assignment applications when assignment applicants apply for assignments.</p> <p>The <i>Enhance Writing</i> action is enhanced to incorporate additional context to better help refine assignment descriptions. When assignment owners or co-owners use the updated <i>Enhance Writing</i> action, it now considers the following context in addition to the existing description text:</p> <ul style="list-style-type: none"> <li>• Assignment type</li> <li>• Assignment title</li> <li>• Job role defined for the assignment when job role is enabled for assignments</li> <li>• Attributes added for the assignment</li> </ul> <p>When the assignment type is configured with custom fields whose type is <i>Text Area</i>, the AI-assisted writing tool is also available when assignment owners edit those custom fields for assignments of that type</p> | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This is the " within the AI-assisted writing experience. |



| Module                  | Feature                         | Description                                                                                                                                                                                                                                                                                                                 | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         |                                 | <a href="#">AI-Assisted Writing in Opportunity Marketplace Assignments</a>                                                                                                                                                                                                                                                  |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                       |
| Opportunity Marketplace | AI-assisted assignment creation | Assignment owners and co-owners can create assignments using AI capabilities.<br><br><a href="#">Enabling AI-Assisted Assignment Creation</a>                                                                                                                                                                               | SAP SuccessFactors AI-assisted Content Creation | <p>The AI scenario uses the user-provided text within the AI-assisted goal creation experience to answer the question, What do you want to create?</p> <p>System grounding data used for this AI scenario includes the following:</p> <ul style="list-style-type: none"> <li>• Current date</li> <li>• Locale</li> <li>• Assignment type</li> <li>• Location name</li> <li>• Job role name</li> </ul> |
| Opportunity Marketplace | AI-assisted skill inference     | For customers that have enabled Talent Intelligence Hub and Growth Portfolio, assignment owners or co-owners can get AI-assisted skill recommendations during assignment creation or edit. The AI-assisted attribute recommendation only applies to skills.<br><br><a href="#">Enabling AI-Assisted Assignment Creation</a> | SAP SuccessFactors AI-assisted Skill Inference  | The AI scenario uses the user-provided text in the assignment description. Users can add a description explaining the assignment.                                                                                                                                                                                                                                                                     |

| Module                            | Feature             | Description                                                                                                                                                                                                                                                                                                                                         | Applicable AI Service in SAP AI Services List | Customer Data Used as Input                                                                                                                                                                              |
|-----------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Continuous Performance Management | AI-assisted writing | <p>Employees can use the AI-assisted writing tool to improve the content of their activities and achievements, meeting topics and notes, channel invitation notes, feedback, and feedback requests. The tool can also assist to make their feedback actionable.</p> <p><a href="#">AI-Assisted Writing in Continuous Performance Management</a></p> | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Career Development                | AI-assisted writing | <p>Employees can use the AI-assisted writing tool to improve the content of development goals and custom learning activities, such as name, description, and other content provided in fields of text and textarea types.</p> <p><a href="#">AI-Assisted Writing</a></p>                                                                            | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module             | Feature                   | Description                                                                                                                                                                                                                         | Applicable AI Service in SAP AI Services List     | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Career Development | AI-assisted goal creation | <p>Employees can create development goals using generative AI capabilities.</p> <p><a href="#">Enabling AI-Assisted Goal Creation</a></p> <p><a href="#">AI-Assisted Development Goal Creation Based on Roles and Interests</a></p> | SAP SuccessFactors AI-assisted content generation | <p>This AI scenario uses the user-provided text in the AI-assisted goal creation experience to answer the question, What do you hope to achieve?</p> <p>System grounding data used for this AI scenario includes the following: Current year, Date Format, Goal Template Start Date, Goal Template Due Date, Goal Milestones, Goal Explanation, and Locale.</p> <p>For data used by AI in creating development goals based on roles and interests, see <a href="#">AI-Assisted Development Goal Creation Based on Roles and Interests</a>.</p> |

| Module             | Feature                     | Description                                                                                                                                                                                         | Applicable AI Service in SAP AI Services List  | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Career Development | AI-assisted career insights | <p>Employees can gain insights into development actions they can take towards their current or target role using generative AI capabilities.</p> <p><a href="#">AI-Assisted Career Insights</a></p> | SAP SuccessFactors AI-assisted people insights | <p>System grounding data used for this AI scenario includes the following:</p> <p>User Locale, Current Date, Competency Title, Level of Competency, Skill Title, Level of Skill, Current Role Title, Current Role Description, Target Role Name, Target Role Description, and Current Position Entry Date.</p> <p>Current Role Competencies: ID, Type, Name, Current Rating, and Expected Rating.</p> <p>Target Role Competencies: ID, Type, Name, Current Rating, and Expected Rating.</p> <p>Attributes in Growth Portfolio: ID, Type, Name, Current Rating, and Expected Rating.</p> |
| Platform           | AI-assisted writing         | <p>Employees can use the AI-assisted writing tool to improve self-descriptions in Profile Preview.</p> <p><a href="#">AI-Assisted Writing in the Latest People Profile</a></p>                      | SAP SuccessFactors AI-assisted writing         | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience.                                                                                                                                                                                                                                                                                                                                                                                |

| Module          | Feature             | Description                                                                                                                                                                                                                                                                                                        | Applicable AI Service in SAP AI Services List | Customer Data Used as Input                                                                                                                                                                              |
|-----------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning        | AI-assisted writing | <p>Learning administrators can use the AI-assisted writing tool to improve the Title and Description fields when creating Items, Curricula, Programs, and Collections.</p> <p><a href="#">AI-Assisted Writing in Learning</a></p>                                                                                  | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Goal Management | AI-assisted writing | <p>Employees can use the AI-assisted writing tool to improve the content of performance goals, such as goal name, description, and other content provided in goal fields of <b>text</b> and <b>textarea</b> types.</p> <p><a href="#">AI-Assisted Writing</a></p>                                                  | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Compensation    | AI-assisted writing | <p>Compensation planners can improve the content of Notes and Force Comments for the Compensation and the Total Compensation worksheets and Executive Review.</p> <p>Administrators can improve the content of the fields in the column designer when designing Compensation and Total Compensation templates.</p> | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                  | Feature             | Description                                                                                                                                                                                                                                                                                                                                                                                                 | Applicable AI Service in SAP AI Services List | Customer Data Used as Input                                                                                                                                                                              |
|-------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Variable Pay            | AI-assisted writing | <p>Compensation planners can improve the content of Notes and Force Comments for the Compensation Planner in your Variable Pay plans and Executive Review.</p> <p>Administrators can improve the content of the fields in the column designer when designing the Variable Pay plans.</p>                                                                                                                    | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Reward and Recognition  | AI-assisted writing | <p>Employees can improve the messages to award recipients and approvers.</p> <p>Administrators can improve the descriptions of programs, levels and categories for awards.</p> <p>Employees can generate a message to recipient based on the <b>Program</b>, <b>Company Level</b>, and <b>Award Level</b> and their descriptions.</p> <p><a href="#">AI-Assisted Writing in Rewards and Recognition</a></p> | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Talent Intelligence Hub | AI-assisted writing | <p>Improve the description for an attribute and the description for a proficiency level scale.</p> <p><a href="#">AI-Assisted Writing</a></p>                                                                                                                                                                                                                                                               | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                 | Feature             | Description                                                                                                                                                                                                                                                                                                                                  | Applicable AI Service in SAP AI Services List | Customer Data Used as Input                                                                                                                                                                              |
|------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance Management | AI-assisted writing | <p>Employees can use the AI-assisted writing tool to improve the content provided as comments, such as comments for skills, competencies, and performance and development goals. It can also help improve the email draft for requesting feedback in Team Overview.</p> <p><a href="#">AI-Assisted Writing in Performance Management</a></p> | SAP SuccessFactors AI-assisted writing        | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module           | Feature                           | Description                                                                                                                                                                                            | Applicable AI Service in SAP AI Services List        | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee Central | AI-assisted compensation insights | <p>Managers can generate insights into an employee's compensation as well as talking points to guide discussions about compensation.</p> <p><a href="#">Generating Compensation Insights</a></p>       | SAP SuccessFactors AI-assisted compensation insights | <p>System grounding data used for this AI scenario includes the following:</p> <p>Compensation Information: Start Date, Notes, Event Reason Name, Currency, Yearly Base Salary, Prorated Max Point of Pay Range, Prorated Min Point of Pay, Range, Prorated Mid Point of Pay Range, Pay Range, Pay Grade, and Compa Ratio.</p> <p>Job Information: Start Date, Job Classification, Pay Grade, Job Entry Date, Position, Position Entry Date, Hire Date, Job Title, Position Title, and Original Start Date.</p> <p>Performance Management: Performance Rating and Section from Performance Management form, Performance Rating Scale.</p> <div> <p><b>Note</b></p> <p>The system does not use any identifiable employee data when generating the insights.</p> </div> |
| Employee Central | AI-assisted writing               | <p>Users can use the tool to improve comments they provide when initiating or processing a workflow request. Note that this feature is not available for Foundation Object (FO) and MDF workflows.</p> | SAP SuccessFactors AI-assisted writing               | <p>The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



| Module     | Feature                                    | Description                                                                                                                                                                                                                                                                                                                                          | Applicable AI Service in SAP AI Services List     | Customer Data Used as Input                                                                                                                                                                                                                                                                               |
|------------|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Onboarding | AI-assisted writing                        | <p>Employees can use the AI-assisted writing tool to improve the content of the Welcome message, Farewell message, Buddy messages, Nudge Assignee Quick Action on the home page, Nudge button in new hire tasks on the New Hire Details page, and the goals for the new hire Goal Plan.</p> <p><a href="#">AI-Assisted Writing in Onboarding</a></p> | SAP SuccessFactors AI-assisted writing            | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience.                                                                                                  |
| Recruiting | AI-assisted job description enhancement    | <p>Recruiters can generate job descriptions using generative AI capabilities.</p> <p><a href="#">Enhancing Job Description with AI [page 279]</a></p>                                                                                                                                                                                                | SAP SuccessFactors AI-assisted content generation | This AI scenario reads standard fields from the original job requisition. Customers can configure the Recruiting fields from the AI-Enhanced Job Description Metadata Framework object to use other specific job requisition fields as a reference source for AI to generate an enhanced job description. |
| Recruiting | AI-assisted interview questions generation | <p>Interviewers can generate interview questions based on the job description using generative AI capabilities.</p> <p><a href="#">Generating Interview Questions [page 1157]</a></p>                                                                                                                                                                | SAP SuccessFactors AI-assisted content generation | This AI scenario reads data from the original job description.                                                                                                                                                                                                                                            |

| Module     | Feature                                             | Description                                                                                                                                                                                                                                                                                                                   | Applicable AI Service in SAP AI Services List             | Customer Data Used as Input                                                                                                                                                               |
|------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recruiting | AI-assisted skills validation for job applicants    | <p>Job applicants can add and manage their skills on the career site.</p> <p>This assists recruiters in gaining a better understanding of the applicant's skill set and how it aligns with the job requirements.</p> <p><a href="#">Adding Skills in a Job Application Using AI [page 1007]</a></p>                           | SAP SuccessFactors AI-assisted Applicant Screening        | Applicant skills are extracted from the resume using AI capabilities. The job applicant can then refine the extracted set of skills by searching, adding, or removing some of the skills. |
| Recruiting | AI-assisted skills matching for applicant screening | <p>By gaining visibility into the applicant's skills and how they align with the job requirements, recruiters and hiring managers can make informed decisions during the applicant screening and hiring process.</p> <p><a href="#">Viewing Skills Compatibility for an Applicant in Applicant Management [page 1010]</a></p> | SAP SuccessFactors AI-assisted Applicant Screening        | Job skills are extracted from the job description and applicant skills are extracted from the resume using AI capabilities.                                                               |
| Recruiting | AI-assisted job skills on career sites              | <p>Candidates visiting your career site can use their resume to find jobs that match their skills.</p> <p><a href="#">Extracting Skills from Job Descriptions with AI [page 281]</a></p>                                                                                                                                      | SAP SuccessFactors AI-assisted job skills on career sites | Job skills are extracted from the job description and applicant skills are extracted from the resume using AI capabilities.                                                               |
| Recruiting | AI-assisted skills validation for job requisitions  | <p>Recruiters can categorize a job's critical skills and hire candidates who best fit the job based on skill match.</p> <p><a href="#">Validating Skills in a Job Description [page 339]</a></p>                                                                                                                              | SAP SuccessFactors AI-assisted Applicant Screening        | This AI scenario uses job skills, which are extracted from the job description using AI capabilities.                                                                                     |

| Module                  | Feature                                  | Description                                                                                                                                                                                                                                                                                    | Applicable AI Service in SAP AI Services List              | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                      |
|-------------------------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Goal Management         | AI-assisted goal creation                | <p>Users can create personal performance goals and team goals using generative AI capabilities.</p> <p><a href="#">Enabling AI-Assisted Goal Creation</a></p>                                                                                                                                  | SAP SuccessFactors AI-assisted content generation          | <p>This AI scenario uses the user-provided text in the AI-assisted goal creation experience to answer the question, What do you hope to achieve?.</p> <p>System grounding data used for this scenario includes the following: Current year, Goal Template Start Date, Goal Template Due Date, Goal Milestones, Goal Explanation, and Locale.</p> |
| Talent Intelligence Hub | AI-assisted skills architecture creation | <p>Organizations can use AI-assisted capabilities to set up a skills library in Talent Intelligence Hub by extracting skills from job profiles in Job Profile Builder.</p> <p><a href="#">Overview of AI-Assisted Skills Architecture Creation</a></p>                                         | SAP SuccessFactors AI-assisted Skill Architecture Creation | Data from job profiles in Job Profile Builder and job requisitions in Recruiting.                                                                                                                                                                                                                                                                |
| Platform                | AI-assisted writing                      | <p>You can use the AI-assisted writing tool to improve the description for the text fields in <i>Manage Data</i> and <i>Manage Configurable UI</i> pages.</p> <div> <p><b>Note</b></p> <p>The AI-assisted writing feature is enabled for text fields with a minimum 256 characters.</p> </div> | SAP SuccessFactors AI-assisted writing                     | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience.                                                                                                                                         |

| Module                  | Feature                                                                 | Description                                                                                                                                                                                                                                                                   | Applicable AI Service in SAP AI Services List  | Customer Data Used as Input                                                                                                                   |
|-------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Learning                | AI-assisted skills inference for learning                               | <p>You can create skills inference requests for items and programs to infer skills and ratings from their title and descriptions using AI.</p> <p><a href="#">Creating Skills Inference Requests for Items and Programs</a></p>                                               | SAP SuccessFactors AI-assisted skill inference | The AI scenario uses titles and descriptions of learning items and programs to infer skills.                                                  |
| Learning                | AI-assisted ratings for inferred skills                                 | <p>Leveraging generative AI capabilities, you can extract ratings for skills inferred through the "AI-assisted Skills Inference for Learning" feature.</p> <p><a href="#">Enabling AI-Assisted Skills and Skill Ratings for Learning</a></p>                                  |                                                | The AI scenario uses titles and descriptions of learning items and programs to infer skill ratings.                                           |
| Talent Intelligence Hub | AI-assisted skill inferring from Continuous Performance Management data | <p>Talent Intelligence Hub can use AI-assisted capabilities to infer and recommend skills to employees in their Growth Portfolio using Continuous Performance Management data.</p> <p><a href="#">Recommending Skills Based on Continuous Performance Management Data</a></p> | SAP SuccessFactors AI-assisted skill inference | The AI scenario uses the inputs provided by users in the Achievements, Activities, or Feedback sections of Continuous Performance Management. |
| Talent Intelligence Hub | AI-assisted skills identification from resume                           | <p>Employees can upload the resume in the Growth Portfolio and use the AI-assisted capabilities to identify skills from the resume. Employees can then add the identified skills to the Growth Portfolio.</p> <p><a href="#">Adding Skills from Resume Using AI</a></p>       | SAP SuccessFactors AI-assisted skill inference | The AI scenario uses the resume uploaded in the Growth Portfolio to identify skills from it.                                                  |

| Module             | Feature                              | Description                                                                                                                                                                                                                                              | Applicable AI Service in SAP AI Services List           | Customer Data Used as Input                                                                                                                                                                              |
|--------------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Platform           | AI-assisted Microsoft Teams app chat | <p>Users can interact with the SAP SuccessFactors app in Microsoft Teams to initiate HR transactions or view personal data using natural language through a built-in AI engine.</p> <p><a href="#">Enabling AI-Assisted Microsoft Teams App Chat</a></p> | SAP SuccessFactors AI-Assisted Microsoft Teams App Chat | The AI scenario uses the user-provided text in the message input field within the SAP SuccessFactors app in Microsoft Teams.                                                                             |
| Platform           | AI-assisted writing                  | <p>Employees can use the AI-assisted writing tool to improve the name and description of a team or a team objective, the description of a key result, and comments on a key result.</p> <p><a href="#">AI-Assisted Writing in Dynamic Teams</a></p>      | SAP SuccessFactors AI-assisted writing                  | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| 360 Reviews        | AI-assisted writing (translation)    | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in 360 Reviews</a></p>                                                                                                                | SAP SuccessFactors AI-assisted advanced writing         | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Career Development | AI-assisted writing (translation)    | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing</a></p>                                                                                                                               | SAP SuccessFactors AI-assisted advanced writing         | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                            | Feature                           | Description                                                                                                                                                     | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|-----------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compensation                      | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing</a></p>                                      | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Continuous Performance Management | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in Continuous Performance Management</a></p> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Employee Central                  | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing</a></p>                                      | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Goal Management                   | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing</a></p>                                      | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                  | Feature                           | Description                                                                                                                                                       | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|-------------------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning                | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in Learning</a></p>                            | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Onboarding              | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in Onboarding</a></p>                          | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Opportunity Marketplace | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in Opportunity Marketplace Assignments</a></p> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Performance Management  | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in Performance Management</a></p>              | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                  | Feature                           | Description                                                                                                                                           | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|-------------------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Platform                | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing</a></p>                            | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Reward and Recognition  | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in Rewards and Recognition</a></p> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Talent Intelligence Hub | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing</a></p>                            | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Variable Pay            | AI-assisted writing (translation) | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing</a></p>                            | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |



| Module             | Feature                            | Description                                                                                                                                                                                                                                                                | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|--------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 360 Reviews        | AI-assisted writing (analyze text) | Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.<br><br><a href="#">AI-Assisted Writing in 360 Reviews</a> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Career Development | AI-assisted writing (analyze text) | Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.<br><br><a href="#">AI-Assisted Writing</a>                | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Compensation       | AI-assisted writing (analyze text) | Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.<br><br><a href="#">AI-Assisted Writing</a>                | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                            | Feature                            | Description                                                                                                                                                                                                                                                                                             | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|-----------------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Continuous Performance Management | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in Continuous Performance Management</a></p> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Employee Central                  | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing</a></p>                                      | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Goal Management                   | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing</a></p>                                      | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                  | Feature                            | Description                                                                                                                                                                                                                                                                                               | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|-------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning                | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in Learning</a></p>                            | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Onboarding              | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in Onboarding</a></p>                          | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Opportunity Marketplace | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in Opportunity Marketplace Assignments</a></p> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                 | Feature                            | Description                                                                                                                                                                                                                                                                                   | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|------------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance Management | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in Performance Management</a></p>  | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Platform               | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing</a></p>                            | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Reward and Recognition | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in Rewards and Recognition</a></p> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module                  | Feature                            | Description                                                                                                                                                                                                                                             | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|-------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Talent Intelligence Hub | AI-assisted writing (analyze text) | Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.<br><a href="#">AI-Assisted Writing</a> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Variable Pay            | AI-assisted writing (analyze text) | Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.<br><a href="#">AI-Assisted Writing</a> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module              | Feature                              | Description                                                                                                                                                                                                            | Applicable AI Service in SAP AI Services List  | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Succession Planning | AI-assisted successor insights       | <p>Succession planners can gain insights into the successors that are nominated for a position or an incumbent.</p> <p><a href="#">AI-Assisted Successor Insights</a></p>                                              | SAP SuccessFactors AI-assisted people insights | <p>System grounding data used for this AI scenario includes the following:</p> <ul style="list-style-type: none"> <li>• Skills and competencies that are associated with the position for the underlying role</li> <li>• Information about successors that includes: <ul style="list-style-type: none"> <li>• Job information, including the working experience</li> <li>• Skills and competencies</li> <li>• <b>futureLeader</b> flag</li> <li>• The latest overall performance rating from Performance Management forms</li> </ul> </li> </ul> |
| Succession Planning | AI-assisted successor recommendation | <p>Succession planners can view a reference list of potential successors who are recommended based on their skills, competencies, and work experience.</p> <p><a href="#">AI-Assisted Successor Recommendation</a></p> | AI-assisted successor recommendation           | <p>This AI scenario uses the following customer data:</p> <ul style="list-style-type: none"> <li>• Position-related job families, job roles, and job profiles in Job Profile Builder</li> <li>• Skills and competencies in the Growth Portfolio</li> <li>• Job information and external work experience in People Profile</li> </ul>                                                                                                                                                                                                             |

| Module                   | Feature                          | Description                                                                                                                                                                         | Applicable AI Service in SAP AI Services List  | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee Central Payroll | AI-assisted explain pay          | <p>Employees can use the AI-assisted explain pay tool to ask questions to help them understand their pay statement.</p> <p><a href="#">AI-Assisted Explain My Pay Statement</a></p> | Explain Pay                                    | <p>This AI scenario uses the following customer data:</p> <ul style="list-style-type: none"> <li>• Gross Pay</li> <li>• Net Pay</li> <li>• Benefits such as company car, stock options, health or pension plans</li> <li>• Allowances paid by companies</li> <li>• Travel-specific items</li> </ul>                                                                                                                                                                                                                         |
| Performance Management   | AI-assisted performance insights | <p>Managers can gain insights into employees' performance in the latest experience of Performance Management forms.</p> <p><a href="#">AI-Assisted Performance Insights</a></p>     | SAP SuccessFactors AI-assisted people insights | <p>Continuous feedback received by the employee and visible to the manager:</p> <ul style="list-style-type: none"> <li>• Feedback Topic</li> <li>• Feedback Responses per Question</li> <li>• Feedback Questions</li> </ul> <p>Manager 1:1 Meeting Notes</p> <p>CPM Achievement Name</p> <p>Performance Form Comments by others</p> <p>Overall comment from each section</p> <p>Single comment for each rating item: goal, competency, skill, and behavior</p> <p>Comments received through 'Ask for Feedback' function</p> |

| Module       | Feature                                 | Description                                                                                                                                                                                           | Applicable AI Service in SAP AI Services List  | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recruiting   | AI-assisted interview feedback insights | <p>Recruiters and hiring managers can generate and view comprehensive insights from interview feedback for a candidate.</p> <p><a href="#">Generating Interview Feedback Insights [page 1176]</a></p> | SAP SuccessFactors AI-assisted people insights | <p>Assessments of skills and competencies, overall comments, notes, skill-specific feedback, and the final recommendation.</p> <p>Additional context fields are used by default if the data is present at the job level or candidate level:</p> <ul style="list-style-type: none"> <li>• job_req_title</li> <li>• job_req_description</li> <li>• job_req_locale</li> <li>• job_req_locale</li> <li>• candidate_current_role</li> <li>• candidate_locale</li> <li>• interviewer_name</li> <li>• interviewer_department</li> <li>• interviewer_locale</li> <li>• interviewer_role</li> </ul> |
| Learning     | AI-assisted image generation            | <p>Allows Learning administrators to generate images while creating learning content.</p> <p><a href="#">Enabling AI-Assisted Image Generation</a></p>                                                | AI-assisted Image Generation                   | System grounding data used for this AI scenario includes the user-provided image description in the Description field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Localization | Bulk Translate                          | <p>Users can use AI to translate predefined content from a source language into one or multiple target languages.</p> <p><a href="#">Bulk Translate</a></p>                                           | AI-assisted Translation                        | Input includes specified content on UI (such as field labels, field values, and notes), initial AI translations, and customer-edited AI translations; specified source locale; specified target locales.                                                                                                                                                                                                                                                                                                                                                                                   |



| Module       | Feature                                                 | Description                                                                                                                                                                                                                                   | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|--------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Localization | Extended AI Locales                                     | Users can use AI to translate default English UI labels into languages not preloaded in the system. They can review and edit individual translations before approving the AI-generated locale for use.<br><a href="#">Extended AI Locales</a> | AI-assisted Translation                         | Input includes default English UI labels (including messages), specified target locale.                                                                                                                  |
| 360 Reviews  | AI-assisted sentiment analysis for Detailed 360 Reports | Through sentiment analysis, reviewers can gain insights into the sentiment behind raters' feedback on 360 Reviews forms to better understand employee performance.                                                                            | AI-assisted Sentiment Analysis                  | The input includes: attribute name, attribute description, attribute ID, and comments.                                                                                                                   |
| Platform     | AI-assisted writing                                     | Users can use the AI-assisted writing tool to easily fill in required text areas while completing supported quick actions in Microsoft Teams.<br><a href="#">AI-Assisted Writing in Microsoft Teams</a>                                       | SAP SuccessFactors AI-assisted writing          | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Platform     | AI-assisted writing (translation)                       | Translates the written text into the target language chosen by the user.<br><a href="#">AI-Assisted Writing in Microsoft Teams</a>                                                                                                            | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module   | Feature                            | Description                                                                                                                                                                                                                                                                                        | Applicable AI Service in SAP AI Services List   | Customer Data Used as Input                                                                                                                                                                              |
|----------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Platform | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in Microsoft Teams</a></p>              | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Platform | AI-assisted writing                | <p>Users can use the AI-assisted writing tool to easily fill in required text areas while completing supported quick actions in SAP SuccessFactors Work Zone.</p> <p><a href="#">AI-Assisted Writing in SAP SuccessFactors Work Zone</a></p>                                                       | SAP SuccessFactors AI-assisted writing          | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Platform | AI-assisted writing (translation)  | <p>Translates the written text into the target language chosen by the user.</p> <p><a href="#">AI-Assisted Writing in SAP SuccessFactors Work Zone</a></p>                                                                                                                                         | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |
| Platform | AI-assisted writing (analyze text) | <p>Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.</p> <p><a href="#">AI-Assisted Writing in SAP SuccessFactors Work Zone</a></p> | SAP SuccessFactors AI-assisted advanced writing | The AI scenario uses the user-provided text in the text areas or fields where AI-assisted writing is available. This text is referred to as the selected text within the AI-assisted writing experience. |

| Module     | Feature                            | Description                                                                                  | Applicable AI Service in SAP AI Services List | Customer Data Used as Input                                                                                                                                                                                                                                                                                                                |
|------------|------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Onboarding | AI-assisted Information Extraction | Automates the information extraction process for National IDs during the onboarding process. | Document Data Extraction                      | The AI scenario uses the new hires National ID information. The National ID data is extracted by SAP Document AI and is imported into the system. This extraction occurs when a new hire uploads a copy of their National ID as part of the Personal Data Collections step, or by the hiring manager during the New Hire Data Review step. |

## Related Information

[Data Protection and Privacy](#) 

## 16.2 AI-Assisted Writing in Recruiting

The AI-assisted writing tool is an interactive tool that uses generative AI capabilities to assist employees with their writing tasks. While writing content in the SAP SuccessFactors applications, employees can leverage the features of the AI-assisted writing tool to enhance multiple aspects of their writing, such as clarity, conciseness, and tone.

In Recruiting, the tool is available for all fields that support the Rich Text Editor, such as, Job Description fields (With or without Job Profile), offer letters, scheduling interviews, contacting candidates, job posting (agency comments), and all email functionalities.

The following is a summary of the capabilities offered by the AI-assisted writing tool:

- Uses language processing capabilities to understand the context of a sentence and suggest enhancements in grammar, spelling, vocabulary choices, and phrasing.
- Ensures improved readability and a consistent tone (professional, personable, or constructive) to suit the communication needs for different audience groups in the organization.
- Provides the options to communicate a message in fewer or more words and transform paragraphs to bulleted lists.
- Provides additional actions in the context of the tasks that users perform in their SAP SuccessFactors applications.

The following table outlines the available actions in the AI-assisted writing tool.

| Action             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enhance Writing    | Suggests enhancements in grammar, spelling, vocabulary choices, and phrasing in the context of the selected line or paragraph.                                                                                                                                                                                                                                                                                                             |
| Change Tone        | Provides options to change the tone of the selected line or paragraph to professional, personable, or constructive to suit the communication needs for different audience groups in the organization.                                                                                                                                                                                                                                      |
| Make Shorter       | Shortens a selected line or paragraph to convey the message more concisely.                                                                                                                                                                                                                                                                                                                                                                |
| Make Longer        | Rewrites a selected line or paragraph by adding more words to provide a detailed explanation based on the original content.                                                                                                                                                                                                                                                                                                                |
| Make Bulleted List | Converts a selected line or paragraph into a bulleted list to simplify complex information, and enhance readability by breaking it down into easy-to-read points.                                                                                                                                                                                                                                                                          |
| Analyze Text       | Performs a safety scan on each text box, prompt entry, or Generative AI output in order to detect bias, and suggest replacement text for any language flagged as potentially biased, discriminatory, or harmful.                                                                                                                                                                                                                           |
| Translate          | <p>Translates the written text into the target language chosen by the user. The following capabilities are supported with this action:</p> <ul style="list-style-type: none"> <li>• Translation from en-US (US English) to all 46 languages supported in SAP SuccessFactors.</li> <li>• Full translation between the following languages: English (US), German, French, Spanish, Portuguese, Chinese (Simplified) and Japanese.</li> </ul> |

#### Note

For information about the languages supported by the AI-assisted writing tool, refer to SAP Note [3396784](#) .

## Related Information

[Enabling AI-Assisted Writing](#)

## 16.3 Supported Languages for AI-Assisted Skills

Before you start using an AI-assisted skills feature, review the following information about support languages and determine how they impact your system.

SAP SuccessFactors AI-assisted skills features use AI to identify skills in a text source, such as a job profile, job description, or resume. The AI technology we use may not fully support all of the languages that are available in your SAP SuccessFactors system.

The following languages are fully supported. These languages include complete translations for all skills, along with comprehensive skill synonyms. For example, a skill such as Java may also be recognized by synonyms like Java Programming or J2EE.

- Dutch
- English
- French
- German
- Italian
- Spanish (all variants)

The following languages are partially supported. These languages offer translation for all the common skills and the synonyms for skills are less comprehensive.

- Chinese (Simplified)
- Chinese (Traditional)
- Croatian
- Czech
- Danish
- Finnish
- Greek
- Hebrew
- Hungarian
- Japanese
- Norwegian
- Polish
- Portuguese (all variants)
- Romanian
- Russian
- Slovak
- Slovenian
- Swedish
- Turkish

## 16.4 Enabling AI-Assisted Features on Career Sites

Enable AI-assisted features in Career Site Builder that enable candidates visiting your career site to find jobs that match their skills.

### Prerequisites

- You've purchased the **AI units** license. For more information about **AI units** license, please contact your Account Executive.
- You've prepared your Recruiting system and enabled the Unified Data Model, at ► [Settings](#) ► [Site Configuration](#) ► [Enable Unified Data Model](#) ►.

### Procedure

1. Set up the system so that it uses AI to extract skills from job descriptions, so that we can better match candidates to job postings.  
[Extracting Skills from Job Descriptions with AI \[page 281\]](#)
2. To enable AI-assisted skills matching on your career site, go to ► [Career Site Builder](#) ► [Layouts](#) ► [Search Results](#) ► [Settings](#) ► and enable **Enable AI-Assisted Skills Matching for Resumes**. You can also choose to present candidates with a consent agreement before they use the Skills Matching feature.  
[Configuring Layout of Search Results for the Unified Data Model \[page 514\]](#)
3. **Optional:** Consider adding the [Upload Resume](#) component to your career site's home page, or to other pages.  
[Upload Resume Component Settings in Career Site Builder \[page 587\]](#)
4. **Optional:** Consider adding the [Skills Cloud](#) component to the job layout.
5. Review the following style setting to ensure that the new Skills Matching features are consistent with your branding.

| Option                                                                                                                                                              | Description                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ► <a href="#">Appearance</a> ► <a href="#">Styles</a><br>► <a href="#">&lt;Brand&gt;</a> ► <a href="#">Search Experience</a><br>► <a href="#">Skills Matching</a> ► | Configure colors and styles for the <a href="#">Skills Matching</a> feature on the search results page.<br><a href="#">Configuring Style of the Search Experience for the Unified Data Model [page 468]</a> |
| ► <a href="#">Appearance</a> ► <a href="#">Styles</a><br>► <a href="#">&lt;Brand&gt;</a> ► <a href="#">Dialog</a> ►                                                 | Configure colors and styles for dialog windows, such as the one candidates use to upload their resume.<br><a href="#">Configuring Style of Dialog Windows for the Unified Data Model [page 467]</a>         |
| ► <a href="#">Appearance</a> ► <a href="#">Styles</a><br>► <a href="#">&lt;Brand&gt;</a> ► <a href="#">Main</a> ► <a href="#">Secondary Button</a> ►                | Configure colors and styles for secondary buttons, such as the Cancel button in the resume upload dialog.                                                                                                   |

| Option                                                                                                              | Description                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                     | <a href="#">Configuring the Main Style Settings for the Unified Data Model [page 464]</a>                                                                                  |
| ▶ <i>Appearance</i> ▶ <i>Styles</i><br>▶ <b>&lt;Brand&gt;</b> ▶ <i>Search Experience</i><br>▶ <i>Skills Cloud</i> ▶ | Configure colors and styles for the <i>Skills Cloud</i> component in the job layout.<br><a href="#">Creating a Custom Job Layout for the Unified Data Model [page 510]</a> |

# 17 SAP Customer Data Cloud based Authentication in Recruiting

SAP Customer Data Cloud provides a general framework for setting and enforcing authentication methods for external candidates applying for jobs within the Career Site.

## Benefits of using SAP Customer Data Cloud

- Utilize a product specifically designed for user authentication, offering enhanced security and robustness.
- Enable candidates to efficiently create or log into accounts using social networks with minimal steps, ensuring a seamless user experience.
- Provide candidates with the ability to register via phone number, social network accounts and one-time password (OTP), not limiting to email-based registration.
- Supports Two-Factor Authentication to secure your user logins and profile updates using verification via a secondary authentication.
- Leverage a product that supports customization of the login and registration workflow to align with specific business needs.
- Doesn't Require an additional license to enable SAP Customer Data Cloud in your instance.

## Related Information

[Initiating Setup and Candidate Data Migration for SAP Customer Data Cloud \[page 129\]](#)

[Enabling Role-Based Permission to Manage Configurations for SAP Customer Data Cloud Authentication \[page 142\]](#)

[Enable SAP Customer Data Cloud for Recruiting \[page 143\]](#)



## 17.1 Initiating Setup and Candidate Data Migration for SAP Customer Data Cloud

Learn how you can migrate candidate data and configure an instance in SAP Customer Data Cloud to enable its functionality within your SAP SuccessFactors Recruiting instance.

### Prerequisites

- Ensure you've enabled [Use email as external applicant user ID](#) from ► [Provisioning](#) ► [Company Settings](#) ►
- You've enabled Mobile Apply.
- Ensure Data Segmentation is disabled.
- Ensure DPCS 2.0 is enabled.

#### ⓘ Note

SAP Customer Data Cloud cannot be enabled in instances that either have Data Segmentation enabled or DPCS 2.0 disabled.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

This process sets up an instance and migrates all external candidate data onto a SAP Customer Data Cloud data center located in the nearest country or region: Europe, United States, Australia or China.

As part of the migration, both configuration settings (such as Email Templates, Password Policies, and Data Privacy Statements) and candidate data (including First Name, Last Name, Email ID, etc.) are transferred to the CDC instance. The process also supports real-time synchronization of candidate data, ensuring seamless integration and up-to-date information across systems.

#### ⓘ Note

Login-related Email Templates such as Password Reset, can only be configured in the SAP Customer Data Cloud console, and not in SAP SuccessFactors Recruiting.

Setting up an instance in SAP Customer Data Cloud and migrating configurations into it is the first step toward enabling SAP Customer Data Cloud in your SAP SuccessFactors Recruiting instance.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Under ► [Career Site with SAP Customer Data Cloud for External Candidates](#) ► [Setting Up Configuration and Data Migration](#) ► section, choose *Initiate*.

By choosing this option:

- The migration process cannot be interrupted or reversed.
- Upon successful completion, you will receive an email notification.

### Note

- The setup and candidate data migration process may take up to 96 hours (4 days), depending on the size of the data being migrated.
- If a migration issue occurs and results in a failure, an email notification is automatically sent to the appropriate support team. They will be alerted immediately and begin investigating the issue. Once resolved, the migration will resume from the point of interruption and continue until completion.

3. Choose *Confirm*.

## Results

Setup and Candidate data migration has been completed and an email notification is sent.

### Note

For SAP Customer Data Cloud, candidate phone numbers must be in a valid format, including the country code, and must be unique. Any newly created candidates will be subject to these validations for the cell phone field.

## Next Steps

Enable the **Manage Configurations in Recruiting for SAP Customer Data Cloud Authentication** role-based permission. This provides access to the [Manage Console Integration and External Candidate Authentication](#) page in Recruiting.

## Related Information

[Enabling Role-Based Permission to Manage Configurations for SAP Customer Data Cloud Authentication \[page 142\]](#)

## 17.1.1 Mapping SAP Customer Data Cloud Data Center

| BizX Data Center | BizX Data Center Region/Country | Target SAP Customer Data Cloud Center |
|------------------|---------------------------------|---------------------------------------|
| DC50             | Tokyo                           | Australia                             |
| DC52             | GCP Jurong                      | Australia                             |
| DC66             | Sydney Azure                    | Australia                             |
| DC80             | Mumbai, India                   | Australia                             |
| DC30             | Shanghai - PlusOne              | China                                 |
| DC22             | Dubai1                          | Europe                                |
| DC23             | Riyadh1                         | Europe                                |
| DC33             | St Leon Rot - PlusOne           | Europe                                |
| DC55             | GCP Frankfurt                   | Europe                                |
| DC57             | Amsterdam - GCP                 | Europe                                |
| DC74             | Switzerland North - Azure       | Europe                                |
| DC41             | Azure US East                   | United States                         |
| DC62             | Azure Brazil South - Azure      | United States                         |
| DC68             | Chandler - Azure                | United States                         |
| DC70             | Ashburn - Azure                 | United States                         |
| DC40             | Azure-DC40 (East US 2)          | United States                         |
| DC25             | Walldorf 4                      | United States                         |
| DC47             | Canada                          | United States                         |
| DC60             | Toronto                         | United States                         |

### Related Information

[Finding Your Data Center](#)

## 17.1.2 Inviting Console Users

Learn how to invite users who can access the SAP Customer Data Cloud console to configure Career Site registration and authentication options.

### Prerequisites

- You're an Admin and you have access to [Manage Console Integration and External Candidate Authentication](#).
- A secure SSO connection has been established between SAP Customer Data Cloud and Recruiting.
- As an administrator, you must have console access to manage SAP Customer Data Cloud configurations.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Console Integration and External Candidate Authentication](#) ►.
2. Choose the [Console Users](#) tab.
3. Use the  [value picker](#) icon to select users.  
The [Find Employee](#) modal is displayed.
4. Use the name fields to search for users you want to find. You can also use the [Advanced Search Options](#) for an extensive search.
5. Choose [Search](#).  
The [Search Results](#) modal is displayed.
6. Select users that you wish to invite.
7. Choose [Select](#).  
The selected users are now displayed in your search field. You can use the **x** to remove users from the list.
8. Choose [Invite](#).
  - The successful invitees are added to the [Users](#) table.
  - Partial success scenario: This scenario occurs where the invites were sent only to some of the selected users. You can retry sending the invite to the remaining users. If issue persists, contact your System Administrator for assistance.
9. For a selected user, to revoke their access to the SAP Customer Data Cloud console, choose **X** icon from the [Revoke Access](#) column.

### Results

An email invite with an access link is sent to all successful invitees. The access link redirects users to the SAP Customer Data Cloud login page, where they can enter the credentials and access the console. These users are automatically assigned to a permission group.

## Next Steps

Now that you've added users who can access the console, we will need to set up necessary configurations in SAP Customer Data Cloud console.

## Related Information

[Permission Groups](#)

[Configuring SAP Customer Data Cloud Console for External Candidate Authentication \[page 134\]](#)

### 17.1.2.1 Scope of Access for Console Users

The following table describes the scope of access for console users configuring their career site.

| Console Group     | Console Function         | Access |
|-------------------|--------------------------|--------|
| Partner Dashboard | Partner Dashboard        | Edit   |
| Sites             | Site Selector            | View   |
| Sites             | Site Settings            | View   |
| Identity Access   | Profiles                 | Edit   |
| User Interfacing  | UI Builder               | Edit   |
| User Interfacing  | Email Templates          | Edit   |
| User Interfacing  | SMS Templates            | Edit   |
| User Interfacing  | Hosted Pages             | View   |
| Identity          | Connect                  | Edit   |
| Identity          | Security                 | Edit   |
| Advanced          | Site Groups              | Edit   |
| Advanced          | Account Schema           | View   |
| Advanced          | Site-Level SMS Providers | Edit   |
| Advanced          | Certificate Provisioning | Edit   |
| Advanced          | Copy Configuration       | View   |
| Administration    | SMS Providers            | Edit   |

## 17.1.3 Configuring SAP Customer Data Cloud Console for External Candidate Authentication

As a console user, you need to set up a list of configurations that enable authentication for external candidates within the Career Site.

### Prerequisites

You need access to the SAP Customer Data Cloud console.

### Context

You are using SAP Customer Data Cloud features such as [UI Builder](#), [Screen Sets](#), [SMS Templates](#), [Email Templates](#), and social media log in options through [Identity](#) > [Connect](#) , to set up the landing page where candidates can create an account or sign-in.

### Procedure

1. Log in to the SAP Customer Data Cloud console.
2. Use the features listed in the table to perform the configurations as described in their respective links.

| Feature                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">UI Builder</a> | <p>The <b>UI Builder</b> for <b>Screen-Sets</b> is a powerful web-based tool for creating and implementing candidate management workflows on your site.</p> <p>The UI Builder comes with an easy to use drag-and-drop interface for building and editing login and registration screens. The UI Builder gives you the flexibility to match the look-and-feel of your site and to tailor your implementation in terms of design, structure, fields, and content. It also can optimize screens for mobile environments if you want to collect unique data from mobile users (such as the phone number of the device).</p> <ul style="list-style-type: none"><li>• <a href="#">UI Builder</a></li><li>• <a href="#">Screen-Sets</a></li></ul> |

| Feature                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Identity Providers</a> | <p>The <b>Identity Providers</b> tab page in SAP Customer Data Cloud gives you the option to verify your users using third-party identity providers like social networks.</p> <p>You can choose from the list of social media applications based on your requirements; however, SAP SuccessFactors Recruiting only certifies the use of <b>Facebook</b>, <b>Google</b>, and <b>LinkedIn</b>.</p> <div> <p>→ Remember</p> <p>The Default Login &amp; Registration Screen-Set configuration displays only basic authentication using email and password on the career site.</p> <p>However, if you wish to display the Social Login or the Phone Number widget on your registration screen, then you need to</p> <p><a href="#">Identity Providers</a></p> <ul style="list-style-type: none"> <li>Choose a screen-set: Default-RegistrationLogin. Select Registration or login or Mobile Login to customize the flows.</li> <li>In the <a href="#">Properties</a> section, go to the <a href="#">CSS Classes</a> field and remove the keyword "gigya-hidden" and save the changes. <ul style="list-style-type: none"> <li>For the Login and Mobile Login screens, select social widget and corresponding separator elements and remove the "gigya-hidden" CSS class.</li> <li>For the Registration screen, remove the "gigya-hidden" CSS class only for the social widget.</li> </ul> </li> </ul> </div> |
| <a href="#">SMS Template</a>       | <p>The SAP Customer Data Cloud allows you to define text templates for the SMS messages sent out to users as part of their site journey, to make your site compliant with the text messaging laws and regulations of different countries/regions.</p> <p><a href="#">SMS Templates</a></p> <div> <p>→ Remember</p> <p>The SMS template configured here is used to send one-time password (OTP) related messages to candidates. However, all job-related communications are sent based on the SMS template configured in <a href="#">Admin Center</a> <a href="#">Manage Recruiting Settings</a>.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Feature                        | Description                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Email Template</a> | <p>Use the <b>Email Templates</b> page in the console to design the emails that are sent out to users as part of their site journey. The SAP Customer Data Cloud email templates are fully customizable.</p> <p><a href="#">Email Templates.</a></p> <div> <p>→ Remember</p> <p>The Email template configured in this section is used to configure password reset email and verification emails.</p> </div> |
| <a href="#">SMS Providers</a>  | <p>Configure the SMS provider that you want to use to send SMS to your candidates.</p> <p><a href="#">SMS Providers</a></p>                                                                                                                                                                                                                                                                                 |

## Results

On successful configuration, candidates are presented with the SAP Customer Data Cloud registration page when exploring jobs within the Career Site.

## Next Steps

Now that you've successfully configured external candidate authentication using SAP Customer Data Cloud and created the landing authentication page for the Career Site, you need to map the configured Screen-Sets in Recruiting.

## Related Information

[Console Overview](#)

[Screen-Sets](#)

[Mapping Screen Sets \[page 138\]](#)



## 17.1.3.1 Important Notes for Console Users

Manage authentication and security settings for candidates and agencies using SAP Customer Data Cloud. This includes password policies, email templates, SMS Providers and SMS Template verification to ensure secure access and compliance.

### UI Builder

Console users have access to edit several screen-sets from ► [User Interfacing](#) ► [UI Builder](#) ►. The following guidelines ensure a smooth integration between SAP Customer Data Cloud and SAP SuccessFactors Recruiting.

- The screen style can be modified as per your requirement using the CSS option.
- The screen layout can be modified as per your requirement. However, the Screen Behavior must not be modified. A change in screen behavior can lead to unsuccessful career site login or registrations.
  - You can rearrange fields on the screen as needed, but shouldn't add new fields or delete existing ones.

#### ❖ Example

The Registration screen handles candidate account creation via email and password. On this screen, the [Make my profile visible to:](#) field is mandatory and should not be removed, while the phone-number login field is not relevant and should not be added.

- The following screen attributes should not be modified:
  - Screen ID
  - Success Screen
  - Mapped Field
  - Visibility
  - Required
- Choices for dropdown and radio-button fields should not be modified.
- Screen attribute for links should not be modified.
- Force Account Linking attribute for social widget should not be modified.

### Password Policy

- To update the password policy for candidates, make changes in the SAP Customer Data Cloud console under ► [Identity](#) ► [Security](#) ► [Authentication](#) ►. These settings are no longer configurable in Recruiting when SAP Customer Data Cloud is enabled in your instance.
- For agencies, the password policy settings are managed in ► [Admin Center](#) ► [Password & Login Policy Settings: Applied to Agencies](#) ►. No configurations are needed in the SAP Customer Data Cloud console.

### Email Templates

Login-related Email Templates such as Password Reset can only be configured in the SAP Customer Data Cloud console, and not in SAP SuccessFactors Recruiting.

### Email Verification

As a best practice, select the [Use Code verification](#) option for email verification.

### Phone Number

- Phone number-based registration or authentication involves verification of the phone number.

- Once the verification is completed, the details are stored in the SAP Customer Data Cloud system. If the verification is not completed, phone number based registration or authentication during login will not be available.

## 17.1.4 Mapping Screen Sets

Learn how to map the Screen-Sets that you have configured in the SAP Customer Data Cloud console.

### Prerequisites

Ensure you've configured the Registration, Login and Reset Password screens in the SAP Customer Data Cloud console.

### Context

Mapping screen sets ensures that candidate data captured in the SAP Customer Data Cloud screen is seamlessly synced with Recruiting Management.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Console Integration and External Candidate Authentication](#) ►.
2. Choose [Screen Mapping](#) tab.
3. Choose [Edit](#).
4. In the [Login screen](#) field, enter the value of the Screen ID as displayed in ► [UI Builder](#) ► [Properties](#) ► [Screen ID](#) ► from the SAP Customer Data Cloud console.
5. In the [Registration screen](#) field, enter the value of the Screen ID as displayed in ► [UI Builder](#) ► [Properties](#) ► [Screen ID](#) ► from the SAP Customer Data Cloud console.
6. In the [Reset password](#) field, enter the value of the Screen ID as displayed in ► [UI Builder](#) ► [Properties](#) ► [Screen ID](#) ► from the SAP Customer Data Cloud console.
7. [Optional] Choose [Allow candidates to create an account using their phone number](#) to enable phone number based registration.

#### → Remember

- Ensure that you have enabled Short Message Service (SMS) in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
- Configure the SMS Provider settings in the SAP Customer Data Cloud console.

- To allow candidates to register using their phone number without an email, ensure that the **Email** field in **Candidate Profile Template** has been made optional.

#### Note

- Candidate phone numbers must be in a valid format, including the country code, and must be unique. Any newly created candidates will be subject to these validations for the cell phone field.
- Either a phone number or an email address is required. If a candidate does not register with a phone number, a valid email address must be provided.

#### Caution

Once this setting is enabled, disabling it later may disrupt the candidate login flow for users who have registered using only their phone number without an email address.

8. Choose [Save](#) to save your changes.

## Results

The Screen-Sets in SAP Customer Data Cloud and in Recruiting have been mapped.

## 17.1.5 Enabling Two-Factor Authentication in SAP Customer Data Cloud

Learn how to secure your user logins and profile updates using verification via a secondary authentication.

## Context

Two-Factor Authentication (alias: TFA) adds an additional layer of security to your user authentication flows. After the user enters their credentials, SAP Customer Data Cloud generates a code and sends it to the user via phone (voice message/SMS) or Authenticator App. The user then enters this code to complete their authentication.

The Two-Factor Authentication method used for an authentication session depends on the Risk-Based Authentication (RBA) rules configured by the Admin in the SAP Customer Data Cloud console.

## Procedure

1. Log into your SAP Customer Data Cloud console.
2. Go to [Identity](#) > [Security](#).

3. Choose [Save](#).
4. Choose the [Authentication](#) tab.
5. In the [Verification Methods](#) section, enable [SMS/Phone](#) and [Authenticator App](#).
6. Choose [Save](#).

## Next Steps

Create a new risk-based authentication rule to define the implementation of two-factor authentication.

## Related Information

[Creating a Risk-Based Authentication Rule \[page 140\]](#)

[Admin RBA Actions](#)

[User Profile](#)

## 17.1.5.1 Creating a Risk-Based Authentication Rule

Learn how to create risk-based authentication (RBA) rules that correspond to the authentication levels of Phone and TOTP via Authenticator App.

## Prerequisites

Ensure you've enabled Two-Factor Authentication in your SAP Customer Data Cloud console.

## Context

Now that you've enabled two-factor authentication, you will need to define the scope of where this authentication will be applicable using a RBA rule. During the candidate's account registration, the two-factor authentication screens will be displayed appropriately based on the rule configuration.

## Procedure

1. Log into your SAP Customer Data Cloud console.

2. Go to ► [Identity](#) ► [Security](#) ►.
3. Choose the [Risk-Based Authentication](#) tab.
4. Choose [Create New Rule](#).
5. In the [Templates](#) section, choose [Enforce TFA for every login](#) and then choose [Next](#).
6. In the [Flow](#) tab, provide a name for your rule in the [Name](#) field, and add a description in the [Description](#) field.
  - a. Choose [Password Login](#) as the flow for which the rule will apply to.
  - b. Choose [Next](#).
7. In the [Action](#) tab, configure as instructed below:
  - a. For [Rule Type](#), choose [Global Rule](#)
  - b. For [Criteria Relationship](#), choose [And](#)
  - c. for [Choose your criteria below \(maximum of 3\)](#), choose [On device change](#)
  - d. For ► [Define the RBA action to occur](#) ► [Enforce TFA via at a minimum](#) ►, choose [20 -SMS, TOTP](#)

#### ⓘ Note

If a candidate logs in using a phone number, they automatically meet the minimum authentication requirement of Level 20 and will not be prompted for second-factor authentication.

- e. Choose [Next](#).
8. In the [Scope](#) tab, choose [Whole Group](#), to apply the rule to all your sites.
  - a. Choose [Next](#).
9. In the [Rule Overview](#) tab, after you review the rule, choose [Save](#).
  - a. Toggle the slider to [Active](#) to activate the rule.

## Results

You've successfully created an RBA rule. Two-factor authentication will be required for every login when this RBA rule is triggered.

Candidates can register for two-factor authentication using a phone number with SMS or voice message, TOTP or through an authenticator app.

If a candidate cannot authenticate due to unsuccessful attempts or a lost device, admins can perform a TFA unlock or reset, allowing them to set up two-factor authentication again. For more details, see **Related Information**.

## Related Information

[Creating an RBA Rule](#)

[Admin RBA Actions](#)

## 17.2 Enabling Role-Based Permission to Manage Configurations for SAP Customer Data Cloud Authentication

Set the role-based permission required to manage configurations in recruiting for SAP Customer Data Cloud based authentication.

### Prerequisites

Ensure the instance setup in SAP Customer Data Cloud, and the migration of configurations has been completed.

### Context

Setting the role-based permission provides you access to the [Manage Console Integration and External Candidate Authentication](#) tool. This tool allows you to manage user access to the SAP Customer Data Cloud console, map UI Builder screens, and establish a secure single sign-on connection between Recruiting and SAP Customer Data Cloud using metadata information.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Permission Roles](#) ► [Administrator Permission](#) ▼.
2. Under [Manage Recruiting](#), choose [Manage Configurations in Recruiting for SAP Customer Data Cloud Authentication](#).
3. Choose [Save](#).

### Results

You've successfully set the role-based permission and gained access to the [Manage Console Integration and External Candidate Authentication](#) tool.

### Next Steps

Enable SAP Customer Data Cloud in your SAP SuccessFactors Recruiting instance.

## Related Information

[Enable SAP Customer Data Cloud for Recruiting \[page 143\]](#)

## 17.3 Enable SAP Customer Data Cloud for Recruiting

Learn how to enable SAP Customer Data Cloud in your Recruiting instance.

### Prerequisites

- Ensure the instance setup in SAP Customer Data Cloud and the migration of configurations have been completed.
- You have the ► [Administrator Permission](#) ► [Manage Recruiting](#) ► [Manage Configurations in Recruiting for SAP Customer Data Cloud Authentication](#) ► permission enabled.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Under ► [Career Site with SAP Customer Data Cloud for External Candidates](#) ► [Enable SAP Customer Data Cloud based Authentication](#) ►, choose [Enable](#).

### Results

You've successfully enabled SAP Customer Data Cloud in your instance.

#### Note

SAP Customer Data Cloud requires the email to be valid and unique. Once candidate migration begins, any newly created candidates must meet these validations for the contact email field.

#### Caution

When you enable this feature, candidate passwords are secured by SAP Customer Data Cloud. If you disable this feature:

- Candidates who created accounts while the feature was enabled will no longer have their password information available in Recruiting. They will need to reset their password to log in.
- Candidates who registered using only a phone number will not be able to log in unless an email is added to their account and their password is reset.

## Next Steps

Establish a connection for integrating SAP Customer Data Cloud and Recruiting.

## Related Information

[Regenerating Metadata for Console Integration \[page 144\]](#)

# 17.4 Regenerating Metadata for Console Integration

Learn how to regenerate metadata to maintain a seamless integration between SAP Customer Data Cloud console and Recruiting

## Context

As part of **Initiating Setup and Candidate Data Migration for SAP Customer Data Cloud** procedure, the generation and export of metadata is completed automatically.

### ❗ Note

You will need this procedure only when you want to regenerate and export your metadata information, if required.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Console Integration and External Candidate Authentication](#) ►.
2. Choose [Console Integration](#) tab.
3. Under [Export Metadata](#), choose [Generate and Export](#).

The generated metadata is exported to SAP Customer Data Cloud console. This step initiates a connection with SAP Customer Data Cloud console from Recruiting.

Export Metadata Details

| Section Element                | Description                                                |
|--------------------------------|------------------------------------------------------------|
| <a href="#">Generated Date</a> | The date on which the metadata was generated and exported. |



| Section Element                 | Description                                                                                                                                                                                                                      |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Expiration Date</a> | The date on which the metadata will expire.                                                                                                                                                                                      |
| <a href="#">Status</a>          | <ul style="list-style-type: none"> <li>• <a href="#">Valid</a>: Indicates if the metadata is currently being used.</li> <li>• <a href="#">Invalid</a>: Indicates if the metadata has expired or no longer being used.</li> </ul> |

4. To view the exported metadata information, choose [View Metadata](#).

5. [Optional]: If you want to regenerate and export new metadata, choose [Regenerate and Export](#).

The existing metadata will be replaced with the newly generated metadata, and exported to SAP Customer Data Cloud console.

6. Under [Import Metadata](#), choose [Import](#).

The metadata is imported from the SAP Customer Data Cloud console to Recruiting. This step establishes a secure SSO connection between them.

Import Metadata Details

| Section Element                 | Description                                                                                                                                                                                                                      |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Imported Date</a>   | The date on which the metadata was imported.                                                                                                                                                                                     |
| <a href="#">Expiration Date</a> | The date on which the metadata will expire.                                                                                                                                                                                      |
| <a href="#">Status</a>          | <ul style="list-style-type: none"> <li>• <a href="#">Valid</a>: Indicates if the metadata is currently being used.</li> <li>• <a href="#">Invalid</a>: Indicates if the metadata has expired or no longer being used.</li> </ul> |

7. To view the imported metadata information, choose [View Metadata](#).

8. [Optional]: If you want to reimport metadata, choose [Import](#).

The existing metadata will be replaced with the newly imported metadata.

## Results

You've generated and exported metadata to maintain a seamless integration between SAP Customer Data Cloud console and Recruiting .

## Related Information

[Initiating Setup and Candidate Data Migration for SAP Customer Data Cloud \[page 129\]](#)

## 17.5 Applicant Processing without E-mail

As recruiting administrators, when you've enabled SAP Customer Data Cloud for authenticating external candidates, you can allow candidates to create or sign in to their account quickly using only their phone number without requiring their e-mail.

### → Remember

- Ensure that you've enabled Short Message Service (SMS) in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
- When a candidate chooses to provide only their phone number, they must opt in to receive SMS notifications. If they don't opt in, they're prompted to provide an e-mail as an alternative. If neither option is configured, no communications are sent. Additionally, external candidates won't be able to save their profile changes unless they provide an e-mail or opt in to SMS notifications.
- The [Contact Candidate](#) option for a candidate in the candidate search results, also supports SMS capability. There are no permissions that can be applied for sending an ad-hoc SMS notification to a candidate. The option to send an e-mail or an SMS is available to all operators who can access a candidate using candidate search.

In the [Recruiting Email Triggers](#) page, multiple triggers have been supported with the Short Message Service (SMS) capability that can be enabled based on your requirement. The supported triggers are:

- Forward as Applicant
- Candidate Merge Notification
- Imminent Candidate Purge Notification
- Invite Candidate to Apply
- Recruiting Manual Candidate Creation Notification
- Complete and Submit Your Job Application
- Interview Confirmation to Candidate
- Candidate Deleted from Interview
- Interview Delete Notification
- Booked Interview Cancellation to Candidate
- Booked Interview Reschedule e-mail to Candidate
- Email Notification to Candidates for Rescheduled or Updated Interview
- Notification to Cancel Interview Notification
- Booked Candidate Interview Update
- Online Offer Canceled by Sender Candidate Notification
- Candidate Merge Notification - Primary Candidate Record

Candidate profiles that are created only based on phone numbers aren't supported with the following functionalities:

- Candidate Relationship Management - Talent Pools and so on.
- Job Alerts - Candidates can create job alerts but won't receive any e-mail notifications. This behavior applies only when **RMK** is enabled. If **RMK** is disabled, external candidates won't be able to create job alerts using the non-mobile apply UI.

- You can't send job offers to candidates, except for verbal communication.
- Candidate assessments and background verification with vendors who require an e-mail.
- Message Center.

## Related Information

[Available Email Triggers in Recruiting \[page 1450\]](#)

## 17.6 SAP Customer Data Cloud and External Candidate Authentication – FAQ

**Is extra licensing needed for SAP Customer Data Cloud when the external authentication feature is enabled?**

No, SAP Customer Data Cloud does not require any additional licensing for this feature.

**Does SAP SuccessFactors cover the cost of SMS messages sent to external candidates?**

No. SMS messaging is not a core function of SAP SuccessFactors. You'll need to subscribe to an SMS provider separately and integrate it with the system. SAP SuccessFactors is not involved in your contract with the SMS provider.

**What SMS providers can be used to enable the feature?**

- **SAP SuccessFactors Recruiting:** supports only **Sinch**.
- **SAP Customer Data Cloud:** Supports **Twilio**, **Livelink**, **Inch**, and **Karaden** by default.  
For consistency and to avoid additional costs, it is recommended to use **Sinch** across both Recruiting and SAP Customer Data Cloud.

**Is Quick Apply supported with Candidate Authentication using SAP Customer Data Cloud?**

Quick Apply is technically possible. However, after completing Two-Factor Authentication (2FA), candidates are redirected to the Candidate Profile page instead of the Job Application page.

**Can SAP Customer Data Cloud be turned off after it has been enabled?**

Disabling SAP Customer Data Cloud is not recommended. If disabled:

- Passwords for candidates who registered while SAP Customer Data Cloud was active will no longer be stored in Recruiting.
- These candidates must reset their passwords to log in.
- Candidates who registered using a phone number must have provided an email address to regain access.

**What steps are needed to set up the Authenticator App as the verification method?**

Enable Social Login and 2FA for External Candidates in SAP SuccessFactors via SAP Customer Data Cloud.

**How do I add Social Login providers?**

By default, Social Login providers are not enabled when SAP Customer Data Cloud is turned on. SAP SuccessFactors supports **Facebook**, **Google**, and **LinkedIn**.

**Are candidates prompted for 2FA when using Social Login?**

Yes, candidates are prompted for 2FA during account creation when Social Login is configured.

**Does 2FA apply to existing candidates or only new ones?**

2FA applies to **all candidates**. Existing users will use their current password for the first step, followed by 2FA.

**Is SAP Customer Data Cloud to customers with controlled access environments?**

No. SAP Customer Data Cloud is not available to customers with controlled access environments

**How can I find out which SAP Customer Data Cloud Data Center is linked to my SAP SuccessFactors Data Center?**

Refer **Related Information** for details.

**What downstream processes are impacted by phone login?**

Some processes, such as **Applicant Processing**, may require an email address.

**Does the data migration process cover both internal and external candidates?**

No, it covers only external candidates.

**What emails are sent from SAP Customer Data Cloud?**

SAP Customer Data Cloud sends **Password Reset** and **Activation URL** emails.

**Where can I update email templates or SMS content after migration?**

These are managed in the SAP Customer Data Cloud console.

**How do we proceed if there is an error in the data migration?**

Raise a ticket with the **Technical Support** team.

**Is the Admin notified when the migration is completed?**

Yes, a notification is sent to the Admin.

**Can authentication be done using National ID (for example, Austria or EU Login)?**

No, this is not supported.

**What is the recommended method for identity verification?**

**Code verification** is the suggested method.

**Where can I edit the email templates after migration?**

Email templates can be edited in the SAP Customer Data Cloud console.

# 18 Job Requisitions in SAP SuccessFactors

Job requisitions kick off the recruiting process. In SAP SuccessFactors Recruiting, requisitions are primarily based on configuration templates and route maps.

Different people see different information in a job requisition, depending its state (preapproved, approved, or closed) and on the permissions they've been given. For example, a hiring manager may be able to edit the title field and provide interview feedback on applicants while the requisition is in the Approved state but not in a Closed state.

## Know Before You Start

- The Job Requisition template defines fields that appear in a job requisition and who can view them. It also controls which fields someone can view on a job application.
- The job requisition approval process is defined by a route map. There is one route map for each Job Requisition template.
- Job families and roles are defined at a platform-level for the HCM suite. They are used to group job codes so you can find them easier when creating a job requisition.
- Competencies and assessment scales defined in the Job Requisition template can be rated during the interview feedback process.
- There is a limited number of pre-defined recruiting roles who you can include in the recruiting process, using Recruiting operators in the Job Requisition template.
- If you use Position Management with Employee Central, you can pre-populate fields in the job requisition with position data.

## Leading Practices

- You need one Job Requisition template for each major recruiting process.
  - To create a new process with different job requisition approvals or a different applicant status set, you need a new Job Requisition template. For example, you might have a different recruiting process for salaried workers and hourly workers.
  - To vary job applications in different countries/regions, use country/region overrides in the Job Application template, **not** a different Job Requisition template for each country/region.
- Recruiting configuration templates can be configured in two ways. For minor changes, the [Manage Templates](#) tool in Admin Center is usually easier. As an implementation consultant familiar with Recruiting XML, you may find it easier to use the XML export/import function in Provisioning when making many changes at once.
- If you need to store job descriptions in multiple languages, define them using Job Profile Builder.
- To enable job requisition approval on mobile devices, you can configure Mobile Fields in the Job Requisition template.
- To reference fields in a job requisition using tokens (variables) in job descriptions, headers, and footers, you can configure Listing Fields in the Job Requisition template.

- If you use Position Management with Employee Central, be sure the field types in the job requisition template are the same as in Position Management, when possible.

## Related Information

[Configuring the Job Requisition Template \[page 151\]](#)

## 18.1 Sections Displayed on Job Requisitions

There are three "states" of a job requisition: preapproved, approved, and closed. The requisition displays different elements depending on its state.

The state of a job requisition interacts with the permissions model to control the fields and features available to a recruiting user. For example, a hiring manager might be able to edit the title field and provide interview feedback on applicants while the requisition is in the Approved state but not once the requisition is changed to the Closed state.

### Pre-Approved Requisition

The recruiting user view of a preapproved job requisition contains the following sections:

| Section                                | Description                                                                                                                                                                                                                                                                                                    |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Requisition form type and title</i> | Displays the requisition form template name, a colon, and the internal title of the requisition.                                                                                                                                                                                                               |
| <i>Forms toolbar</i>                   | Displays buttons used to interact with the requisition form. This is derived from the Performance Management forms toolbar. Some of the options can be enabled or disabled in <a href="#">Admin Center &gt; Manage Form Templates</a> . Some options that can be enabled might not apply to requisition forms. |
| <i>Route Map</i>                       | The approval path for the requisition, with the current approval step highlighted in green.                                                                                                                                                                                                                    |
| <i>Route Map Buttons</i>               | Buttons that allow the user to interact with the route map and route the form.                                                                                                                                                                                                                                 |
| <i>Form Section Navigation</i>         | These gray buttons are derived from the Performance Management form and don't serve a great deal of purpose on a requisition. Currently, these buttons can't be disabled.                                                                                                                                      |

#### Note

This section isn't supported in Recruiting.

| Section                                                               | Description                                                                                      |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <a href="#">Internal Posting Preview and External Posting Preview</a> | Links to preview the job details as a candidate would see them.                                  |
| <a href="#">Requisition Details</a>                                   | The fields defined on the Requisition XML with permissions for the current user to view or edit. |
| <a href="#">Form Management buttons</a>                               | The route map buttons and buttons to save the form or close without saving.                      |

## Approved or Closed Requisitions

The recruiting user view of the approved or closed requisition record contains the following sections:

| Section                                                               | Description                                                                                                                               |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Requisition title</a>                                     | Displays the internal title of the requisition. The form template name can't be shown on approved requisitions except in the audit trail. |
| <a href="#">Mini Forms toolbar</a>                                    | Displays the Print Preview and Audit buttons. Full form template button options aren't available in approved requisitions.                |
| <a href="#">Requisition Navigation Options</a>                        | Displays links to navigate between the job requisition detail, candidate list, job postings, and a requisition-related candidate search.  |
| <a href="#">Internal Posting Preview and External Posting Preview</a> | Links to preview the job details as a candidate would see them.                                                                           |
| <a href="#">Language toggle</a>                                       | If a requisition is posted in multiple languages, a dropdown appears that allows user to set up the requisition in multiple languages.    |
| <a href="#">Requisition Details</a>                                   | The fields defined on the Requisition XML with permissions for the current user to view or edit.                                          |
| <a href="#">Form Management buttons</a>                               | The buttons to save the form or close/re-open the requisition.                                                                            |

## 18.2 Configuring the Job Requisition Template

Configure the Job Requisition XML template to set up job requisitions for your recruiting process.

### Prerequisites

- Recruiting is enabled in Provisioning.
- All recruiting languages are selected.
- At least one applicant status set is created.

- Necessary picklists for job requisitions have been created.
- All necessary countries/regions and states or provinces are selected in ► [Admin Center](#) ► [Set Up Job Board Options](#) ► [Country/Region and State/Province Values Set up](#) ►. Refer to *Setting Up Job Board Options* from the **Related Information** on this page.
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

- You can't delete requisition templates after they've been created, but they can be disabled.
- Changes made to the Job Requisition template apply retroactively to existing job requisitions.
- When you update HTML content in field labels, you must set the content to be rendered as HTML in the job requisition. However, you can't update `mime-type="text-html"` on the [Manage Templates](#) page.
- Make sure that the job requisition template is available in OData Dictionary as well as JobRequisition Entity.

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Update/Export Job Requisition Template](#) ►.
2. Copy and paste the entire code from the Job Requisition Template form to an XML editor.
3. Make two copies of the XML code and save them. Mark one copy as the original and archive it. Then work with the second copy.

**Always create two copies of the XML file.** This way, you can revert to the original code at any point if something goes wrong in your working copy.

4. Configure the following sections of the template
  - Template name
  - Supported languages
  - Field definitions
  - Button permissions
  - Section Name and Signature
  - Listing fields
  - Mobile fields
  - Assessment Scale
  - Application Status Set
  - Application Template Name
  - Candidate E-mail Permission



5. If you use the Offer Approval feature (*Enable Offer Approval* is enabled in Provisioning), remove the `<offer-letter-fields>` element from the Job Requisition template to avoid a validation error on import. Only use this element if you do **not** use Offer Approval.
6. Save the template.
7. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Update/Export Job Requisition Template](#) ►.
8. Copy the modified code from your configured template and paste it into the Job Requisition Template form.
9. Choose [Save Form](#).

## Related Information

[Setting Up Job Board Options](#)

[Job Requisition Element: Template Name \[page 153\]](#)

[Job Requisition Element: Supported Languages \[page 155\]](#)

[Job Requisition Element: Button Permission \[page 173\]](#)

[Job Requisition Element: Section Name and Signature \[page 174\]](#)

[Job Requisition Element: Listing Fields \[page 175\]](#)

[Job Requisition Element: Mobile Fields \[page 175\]](#)

[Job Requisition Element: Assessment Scale \[page 177\]](#)

[Job Requisition Element: Offer Letter Fields \[page 178\]](#)

[Job Requisition Element: Application Status Set \[page 178\]](#)

[Job Requisition Element: Application Template Name \[page 185\]](#)

[Job Requisition Element: Candidate Email Permission \[page 185\]](#)

## 18.2.1 Job Requisition Element: Template Name

In the job requisition XML, the **template-name** tag defines the template name. Use a descriptive name to define the template.

Include these elements right after the DOCTYPE element. You can change the CDATA content if desired. The CDATA content displays prominently in the instance. Admins and recruiting users who use the default locale of the instance can interact with it.

- **job-req-template:** The declaration of the template type and attributes. Without providing a template name, you can't upload the job requisition template.
- **template-name:** The unique ID of the XML template and name that appears for the requisition in the user interface that is set in the default language of the instance.

If the template name changes, uploading the template in Provisioning creates a requisition form. There's no way to change a template name once the requisition form has been created. If you have to change the template name, you have to disable the old requisition form and a new requisition form must go through the whole process of setup again.

If the instance has multiple-language packs enabled, then template names can be localized.

The base template name does not support special characters such as Ü, é, à. Using special characters in the base template name results in system issues. Unlike the base template name, the template name supports special characters for translation.

- **template-desc:** A template description element is used to provide descriptive text.
- **template-lastmodified:** The last modification date of the template. Primarily, consultants working with the XML uses this tag to track their pattern of changes. It must be manually updated to ensure accuracy.
- **CDATA:** The template-name CDATA can contain any English or non-English characters in any UTF-8 character set. Spaces are allowed. Avoid special characters like Windows apostrophes (curly like ' instead of a straight ') since they can cause errors.  
The CDATA value of template-desc isn't useful. It only shows up in some browsers and only on the [Form Templates](#) page in [Admin Center](#).

#### Sample Code

```
<job-req-template type="jobReq" spell-check="true" min-posting-days="0" min-internal-lead-days="0">
  <template-name>
    <![CDATA[New - Net Addition to Headcount]]>
  </template-name>
  <template-desc><![CDATA[]]></template-desc>
  <template-lastmodified>3/5/06 12:00 AM</template-lastmodified>
```

#### Note

SAP recommends that you configure the template name of a job requisition with same text for default locale and default template name. In the following example, en\_US is the default locale and has the same text as of default template name:

#### Sample Code

```
<template-name><![CDATA[Permanent Employees]]></template-name>
<template-name lang="de_DE"><![CDATA[Festeinstellungen & Zeitarbeitskräfte]]></template-name>
<template-name lang="en_US"><![CDATA[Permanent Employees]]></template-name>
```

Following are the **job-req-template** elements:

| Element          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| type             | Set the type to jobReq.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| spell-check      | Spellcheck on a form level doesn't function in the Recruiting product.                                                                                                                                                                                                                                                                                                                                                                                                            |
| min-posting-days | <p>You can set this attribute to 0 or a positive number. If set, the application doesn't accept postings of length less than x number of days and doesn't allow users to remove the posting manually until x number of days have passed.</p> <p>If the customer uses this attribute, it's recommended to include an instructional field on the job requisition details explaining what the posting settings are, so recruiting users know what restrictions have been set up.</p> |

| Element                | Description                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| min-internal-lead-days | <p>You can set this attribute to 0 or a positive number. If set, the requisition must be posted for x number days internally before external posting is allowed.</p> <p>If the customer uses this attribute, it's recommended to include an instructional field on the job requisition details explaining what the posting settings are, so recruiting users know what restrictions have been set up.</p> |

## 18.2.2 Job Requisition Element: Supported Languages

Requisitions can be configured to post in multiple languages. The Requisition XML must contain a declaration of allowable language packs.

Only language packs that are enabled both in [Provisioning > Company Settings](#) and [Admin Center > Recruiting Languages](#) should be set up as supported languages in the Requisition XML.

The supported languages populate the [Post Job in Languages](#) field on the Job Requisition details page.

### Sample Code

```
<supported-languages>
  <lang><![CDATA[en_US]]></lang>
  <lang><![CDATA[fr_FR]]></lang>
</supported-languages>
```

Each lang element declared identifies a language pack supported in the requisition posting languages. You can declare multiple lang elements, but you should declare at least one lang element. The CDATA value in the lang element must exactly match a language pack that was enabled for the instance.

## 18.2.3 Job Requisition Element: Field Definition

The field-definition elements in the Job Requisition XML define the field list and the behavior of each field. It depends on the customer as to what field they want to include in a Job Requisition.

### Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Sample Code

```
<field-definition id="title" type="text" required="true" custom="false">
  <field-label mime-type="text-plain"><![CDATA[Internal Business Title]]></field-label>
```

```
</field-definition>
```

### 18.2.3.1 ID Attribute in Field Definition for Job Requisition

The ID must be unique within the Job Requisition XML template. Certain field-definition IDs are predefined in the product as standard.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field-definition id="title" type="text" required="true" custom="false">
```

#### 📘 Note

When implementing Recruiting operator roles for the first time, besides adding the field definition, ensure you enable the Operator Team role for a job requisition in Manage Recruiting Team Settings.

#### → Tip

- You can't define a default value for any fields except `defaultLanguage` and on the currency Job Requisition.

#### 📘 Note

On a job requisition, the "Parent and child are multiselect fields" and "Parent and child are single select fields" combination of cascading picklist are supported.

- The system views the configured **id** as a custom field if it doesn't follow the standard field list. If you change the field-id, it will be considered as a new system field even if you keep the same label. Using the same label for the field-id doesn't transfer historical data to the new field, but creates a new field with no value.

#### 📘 Note

When you use derived fields on a requisition that have only read permissions, they display a highlighted box around the fields. These fields can't be edited.

## Special Requisition Standard Fields

| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| id                | text       | <ul style="list-style-type: none"> <li>• System-issued unique numeric identifier for the requisition record.</li> <li>• Customers can't import IDs. Specify either an alternate pattern to the ID or the starting number for new IDs.</li> <li>• IDs are roughly sequential, but other objects besides requisitions could contribute to the sequence, making a sequence of requisitions numbered 38, 39, 42 normal and expected.</li> <li>• Can be made searchable on candidate-facing career sites.</li> <li>• Appears in multiple places on the user interface. Examples include the Job Requisitions tab, Job Search results, and filter options.</li> <li>• Must be configured and have read permission to all users.</li> <li>• Don't apply write permissions to this field.</li> </ul>                                                                                                                                                                                                                                         |
| status            | picklist   | <ul style="list-style-type: none"> <li>• Appears in multiple places on the user interface, such as Job Requisitions tab and Reports.</li> <li>• Contains any picklist values the customer requires to use.</li> <li>• Could be defined in such a way as to interact with the Requisition Closed state.</li> <li>• Avoid labeling this field <i>Requisition Status</i>. Instead, use a label such as <i>Recruiting Status</i> to clearly differentiate it from the requisition state.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| country           | derived    | <ul style="list-style-type: none"> <li>• Always configure in all requisitions.</li> <li>• Always set as required and grant write permissions to an operator in the route map to ensure that the field receives a value before the approval.</li> <li>• Values are managed in <a href="#">Admin Center</a> <a href="#">Set Up Job Board Options</a>.</li> <li>• The value in this field interacts with the overrides in the Application XML to control those fields that are conditionally exposed to applicants.</li> <li>• As with the most nonfilter fields, candidates can't search this field, resulting in defining both this country field and a second searchable country field on the Requisition XML.</li> <li>• Limited to 256 characters.</li> <li>• You can't configure a default value for this field.</li> <li>• The dropdown values of the "country" field do not list "N/A" even though it is selected as an option in the <a href="#">Set Up Job Board Options</a> page in <a href="#">Admin Center</a>.</li> </ul> |
| title             | text       | <ul style="list-style-type: none"> <li>• Appears on the user interface as the clickable link to open the requisition record.</li> <li>• Searchable on candidate-facing career sites.</li> <li>• If records are created using <a href="#">Browse Families &amp; Roles</a>, the value autopopulates from the <i>Families and Roles</i> library.</li> <li>• Appears as an editable field on the short requisition create page regardless of the read/write permissions of users.</li> <li>• Appears on the internal job posting.</li> <li>• Limited to 100 characters.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| extTitle          | text       | <ul style="list-style-type: none"> <li>• If records are created using <a href="#">Browse Families &amp; Roles</a>, the value autopopulates from the <a href="#">Families and Roles</a> library.</li> <li>• Appears on the external job posting.</li> <li>• Displays <a href="#">Same as Internal</a> on the user interface for all users with edit privileges. The option pulls the value from the internal title field into the <b>extTitle</b> field. You can't disable this field.</li> <li>• Used in all job posting distribution integrations.</li> <li>• Limited to 100 characters.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       |
| listingLayout     | richText   | <ul style="list-style-type: none"> <li>• Stores the internal job description.</li> <li>• If records are created using <a href="#">Browse Families &amp; Roles</a>, the value autopopulates from the <a href="#">Families and Roles</a> library.</li> <li>• Appears on the internal job posting.</li> <li>• Appears with rich text editor capabilities. Rich text editor capabilities can't be configured to add to or remove capabilities.</li> <li>• Appears in the interviewer notification and some other e-mail.</li> <li>• Not reportable.</li> <li>• When Job Profile Builder integration is enabled, this field is audited.</li> <li>• When the Job Profile Builder integration is enabled, permissions from the <b>listingLayout</b> field override the permissions of the <b>extListingLayout</b> field.</li> <li>• Grants users with the appropriate permissions access to the <a href="#">Job Profile</a> tab.</li> <li>• Could be involved with other integrations.</li> </ul> |
| extListingLayout  | richText   | <ul style="list-style-type: none"> <li>• Used to store the external job description.</li> <li>• If records are created using <a href="#">Browse Families &amp; Roles</a>, the value autopopulates from the <a href="#">Families and Roles</a> library.</li> <li>• Appears on the internal job posting.</li> <li>• Appears with rich text editor capabilities. Rich text editor capabilities can't be configured to add or remove capabilities.</li> <li>• Display a <a href="#">Same as Internal</a> option on the user interface for all users who have edit privileges. The option pulls the value from the internal job description field into the <b>extListingLayout</b> field. You can't disable this field.</li> <li>• Used in all job posting distribution integrations.</li> <li>• Appears in job alert and other e-mail.</li> <li>• Not reportable.</li> <li>• Limited to 10,000 characters.</li> </ul>                                                                          |
| jobRole           | jobRole    | Gives users with the appropriate permissions the ability to update the requisition and select a different role using <a href="#">Browse Families and Roles</a> in the Job Profile Builder integration.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Standard Field ID | Field Type                    | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| jobCode           | text                          | <ul style="list-style-type: none"> <li>The value autopopulates from the <i>Families and Roles</i> library if records are created using <a href="#">Browse Families &amp; Roles and Provisioning &gt; Company Settings</a>, and <i>Enable Job Code</i> is selected in <a href="#">Provisioning &gt; Company Settings</a>.</li> <li>Serves as the unique ID that joins Families and Roles data to the Job Classification Foundation Object data when the Job Code Entity functionality is used.</li> </ul>                                                                                                            |
| defaultLanguage   | text                          | <ul style="list-style-type: none"> <li>Determines the default posting language of the requisition.</li> <li>In several functionalities, if the preferred language of the user can't be determined, it's part of the set of language selection rules used to determine data display to candidates and recruiting users.</li> <li>The value of the field can either be set in the Requisition XML or the XML-specified default value can be overridden in <a href="#">Admin Center &gt; Recruiting Settings &gt; Use originator's preferred language as the default language of a new job requisition</a>.</li> </ul> |
| jobPostLanguage   | text, textarea, or picklist   | <ul style="list-style-type: none"> <li>Enables the recruiting user to post requisitions in multiple languages.</li> <li>Values are populated from the supported-languages element in the Requisition XML.</li> <li>Selecting more than one value in this field produces a language toggle in the top-right corner of the requisition user interface. The toggle allows the user to switch between languages and to store translated values for other fields.</li> <li>Selecting values in this field makes the requisition searchable in those languages on the career sites.</li> </ul>                            |
| numberOpenings    | number                        | <ul style="list-style-type: none"> <li>Allows the user to specify the number of openings on a requisition.</li> <li>When an Applicant is moved into a hired-category status (Hired, On-board, Pre-Start, or Employee), the system automatically subtracts 1 from this field.</li> <li>Can't provide any true position management functionality that involves handling position numbers with unique IDs.</li> <li>The client can choose to have requisitions automatically close when <b>numberOpenings=0</b>. Otherwise, you must manually close the requisition when the final hire is made.</li> </ul>            |
| candidateHired    | number                        | <ul style="list-style-type: none"> <li>Configure without any user permissions to view or edit the field.</li> <li>If configured, produces a status bar next to the <b>numberOpenings</b> field showing the total number of openings and total number remaining.</li> </ul>                                                                                                                                                                                                                                                                                                                                          |
| interviewGuide    | attachment or multiattachment | If configured and populated with data, appears on the interview notification e-mail and in the Interview Central Print, and Go Pack.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| filter1-15        | picklist   | <ul style="list-style-type: none"> <li>Can be made searchable on candidate-facing career sites.</li> <li>If searchable, appears in other requisition search dialog, such as Forward Candidate to Requisition search.</li> <li>To make this field optional, configure it as <b>required</b> and use a picklist value of N/A or similar. Leaving this field as <b>unrequired</b> can cause Application Error popups in unexpected places.</li> <li>Configure labels and picklist associations in <a href="#">Provisioning</a> <a href="#">Internal and External Applicant Status Settings</a>.</li> <li>Define a picklist in the XML even though you set up the controlling picklist in Provisioning. When you do, you see a warning message upon XML upload, but you aren't prevented from uploading. You need the XML picklist definition for some token rendering, report rendering, and API interaction.</li> <li>Supports cascading (parent-child) picklists up to six levels.</li> </ul>                                                                                                                                                                                                              |
| mfield1-15        | picklist   | <ul style="list-style-type: none"> <li>Can store multiple values in a single field.</li> <li>Requires a primary value to be specified. Primary value is used in integrations as most other systems can't receive multiple values in a single field.</li> <li>Can be made searchable on candidate-facing career sites.</li> <li>Labels and picklist associations must be configured in <a href="#">Provisioning</a> <a href="#">Internal and External Applicant Status Settings</a>.</li> <li>Define a picklist in the XML even though you set up the controlling picklist in Provisioning. When you do, you see a warning message upon XML upload, but you aren't prevented from uploading. You need the XML picklist for some token rendering, report rendering, and API interaction.</li> <li>Supports cascading (parent-child) picklists up to five levels.</li> <li>Configuring nested multiselect picklists such as Country. State isn't recommended due to performance issues as this can create a large number of selections.</li> </ul> <div> <p>→ Tip</p> <p>Multiselect picklists (<b>mfields</b>) aren't supported in the <code>&lt;job-event-compact-view-fields&gt;</code> field.</p> </div> |
| intStartDate      | date       | <ul style="list-style-type: none"> <li>Internal posting works even if this field isn't configured in the Requisition XML.</li> <li>Include in XML configuration if the customer is importing legacy data from another system and decides to include an internal posting start date.</li> <li>Normal field permission doesn't affect this field.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |



| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| extStartDate      | date       | <ul style="list-style-type: none"> <li>External posting works even if this field isn't configured in the Requisition XML.</li> <li>Include in XML configuration if the customer is importing legacy data from another system and wishes to include an external posting start date.</li> <li>Normal field permission doesn't affect this field.</li> </ul>                                                                                                                                                                   |
| intEndDate        | date       | <ul style="list-style-type: none"> <li>Internal posting works even if this field isn't configured in the Requisition XML.</li> <li>Include in XML configuration if the customer is importing legacy data from another system and decides to include an internal posting end date.</li> <li>Normal field permission doesn't affect this field.</li> </ul>                                                                                                                                                                    |
| extEndDate        | date       | <ul style="list-style-type: none"> <li>External posting works even if this field isn't configured in the Requisition XML.</li> <li>Include in XML configuration if the customer is importing legacy data from another system and decides to include an external posting end date.</li> <li>Normal field permission doesn't affect this field.</li> </ul>                                                                                                                                                                    |
| costOfHire        | currency   | <ul style="list-style-type: none"> <li>No automated cost of hire tracking supported.</li> <li>Used in the legacy Source Quality report.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                          |
| currency          | enum       | <ul style="list-style-type: none"> <li>Values must be specified in the XM. An Admin can't control the values.</li> <li>Values must be valid ISO three-character currency codes. Refer to the Active Codes section of <i>ISO 4217</i> at Wikipedia for a current list of acceptable codes.</li> <li>The value selected in the currency field controls the symbol that appears on all fields defined as <b>type="currency"</b> elsewhere on the requisition.</li> <li>Must be configured to use Employee Referral.</li> </ul> |
| erpAmount         | currency   | <ul style="list-style-type: none"> <li>Amount of Employee Referral reward.</li> <li>Value must be specified in the XML.</li> <li>Required for Employee Referral.</li> <li>If the currency field is only declared, erpAmount is required.</li> </ul>                                                                                                                                                                                                                                                                         |

| Standard Field ID                  | Field Type   | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| department<br>division<br>location | enum         | <ul style="list-style-type: none"> <li>The system automatically assembles values for these fields. The system bases the values on the corresponding field values in the application user database for active and inactive users.</li> <li>Can be made searchable on candidate-facing career sites.</li> <li>As with all fields other than <b>mfields</b>, multiple values can't be selected.</li> <li>We strongly recommend configuring in the Requisition XML.</li> <li>These fields display in many places on the user interface (such as requisition Display Options and Filter Options, ad-hoc reports, Offer Letter and Recruiting e-mail token lists) regardless of whether they're configured. If unconfigured, they appear blank to users.</li> <li>There's no way to add or remove a value from these fields other than adjusting the data stored on application user profiles. Some customers create dummy user accounts so that they can specify new values, and make special arrangements to clear out the values for inactive application users to avoid inactive values appearing.</li> <li>The standard recruiting reports use these fields, but you can remap them to use other fields if necessary.</li> <li>Because of the dependencies and limitations on these fields, some users configure these fields and a duplicate set of fields. The duplicate set stores the same set of business data, but with more functional field types such as <b>mfields</b> or jobCode fields.</li> <li>If there are more than 100 values for these fields, the <b>[Custom Select]</b> option appears next to the field. The system displays this option automatically based on the number of values in the field. This applies only to the standard enum fields. You can't configure this field.</li> <li>Relabeling is managed on a suite-wide level in the Succession Data Model or <a href="#">Admin Center</a> &gt; <a href="#">Text Replacement</a>. Changes affect other modules besides Recruiting.</li> </ul> |
| questions                          | questions    | <ul style="list-style-type: none"> <li>Places the prescreen question section on the requisition that defines the prescreen questions displayed to a candidate during the apply process.</li> <li>Can only set the permission as a whole. For example, it isn't possible to hide the weight column or only allow users with edit access to select from the question library and block them from creating their own questions.</li> <li>Not reportable.</li> <li>Can't be relabeled.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| competencies                       | competencies | <ul style="list-style-type: none"> <li>Places the competencies section on the requisition that defines the competencies that are made available to interviewers on the Interview Assessment form.</li> <li>Can only set the permission as a whole. For example, it isn't possible to hide the weight column.</li> <li>Not reportable.</li> <li>You can't disable the expected rating and weight columns even though they have no function.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Standard Field ID   | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| assessment          | derived    | <ul style="list-style-type: none"> <li>Enables third-party Assessment Integration.</li> <li>Required for third-party assessment.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                              |
| originatorName      | operator   | <ul style="list-style-type: none"> <li>Automatically captures the value of the user who created the requisition.</li> <li>Don't configure to be editable by other users.</li> </ul>                                                                                                                                                                                                                                                                                                                                                      |
| hiringManagerName   | derived    | <div> <p><b>Note</b></p> <p>To enable users to look up other users, grant them the <a href="#">User Search</a> permission in <a href="#">General User Permission</a>. Also, if you enable the role assigned to the users with the option <a href="#">Exclude Granted User from having the permission access to him/herself</a>, the users can't search for themselves or assign themselves to any of the roles.</p> </div>                                                                                                               |
| recruiterName       |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| sourcerName         |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| coordinatorName     |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| secondRecruiterName |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| vpOfStaffingName    |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <operator>Email     | derived    | <ul style="list-style-type: none"> <li>Each operator field has a correlating derived e-mail field.</li> <li>Auto-populates with the content of the Employee Profile e-mail standard element for the user selected in the operator field.</li> <li>Used to populate the related tokens on the Offer Letter and Recruiting e-mail templates.</li> <li>Only e-mail, Phone, and Fax data can be autopopulated from the Employee Profile of an operator. No other Employee Profile data can be populated on the requisition.</li> </ul>       |
| <operator>Phone     | derived    | <ul style="list-style-type: none"> <li>Each operator field has a correlating derived phone field.</li> <li>Auto-populates with the content of the Employee Profile businessPhone standard element for the user selected in the operator field.</li> <li>Used to populate the related tokens on the Offer Letter and Recruiting e-mail templates.</li> <li>Only e-mail, Phone, and Fax data can be autopopulated from the Employee Profile of an operator. No other Employee Profile data can be populated on the requisition.</li> </ul> |
| <operator>Fax       | derived    | <ul style="list-style-type: none"> <li>Each operator field has a correlating derived fax field.</li> <li>Auto-populates with the content of the Employee Profile fax standard element for the user selected in the operator field.</li> <li>Used to populate the related tokens on the Offer Letter and Recruiting e-mail templates.</li> <li>Only e-mail, Phone, and Fax data can be autopopulated from the Employee Profile of an operator. No other Employee Profile data can be populated on the requisition.</li> </ul>             |

| Standard Field ID                                                                                                        | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| hiringManagerTeam<br>recruiterTeam<br>sourcerTeam<br>coordinatorTeam<br>secondRecruiterTeam<br>vpOfStaffingTeam<br>vTeam | derived    | <ul style="list-style-type: none"> <li>User lookup fields that provide a view into active application user directory.</li> <li>Provides users with field-level permissions on Requisition XML and Application XML.</li> <li>Can't be used in route maps.</li> <li>Only supports multiple user selections per field.</li> <li>Supports Admin use of Recruiting Groups to assign users to the field.</li> <li>Labels are managed in the Requisition XML.</li> </ul>                                                                                                                                                          |
| intranetPosting<br>corporatePosting<br>agencyPosting                                                                     | bool       | <ul style="list-style-type: none"> <li>Always configure in the Requisition XML.</li> <li>Can set posting status on legacy data migrated from other systems.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| intranetPrivatePosting<br>externalPrivatePosting                                                                         | bool       | <ul style="list-style-type: none"> <li>Always configure in the Requisition XML.</li> <li>Can set posting status on legacy data migrated from other systems.</li> <li>Requires extra setup.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| formDueDate                                                                                                              | date       | <ul style="list-style-type: none"> <li>Used to send reminder notifications for requisition approvals using the <i>Document Due Notification</i> template in ► <a href="#">Admin Center</a> ► <a href="#">E-Mail Notification Templates Settings</a> ►.</li> <li>Populated by the settings in ► <a href="#">Admin Center</a> ► <a href="#">Form Templates</a> ►.</li> <li>Can't be disabled. Field still shows on the short requisition create page even if this field isn't configured on the Requisition XML.</li> <li>If configured on the XML, the date in the field can be shown on the requisition record.</li> </ul> |
| classificationType                                                                                                       | enum       | <ul style="list-style-type: none"> <li>Used in some third-party integrations.</li> <li>Values must be specified in the XML. An Admin can't control the values.</li> <li>Allowable values are PERMANENT, CONTRACT, CONTRACTPERMANENT, and INTERN. These values can be removed or relabeled, but no additional values can be defined.</li> </ul>                                                                                                                                                                                                                                                                             |

**Note**

`classificationType` can be renamed only using [Tier3/Manage Languages](#).

| Standard Field ID  | Field Type       | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| classificationTime | enum             | <ul style="list-style-type: none"> <li>Used in some third-party integrations.</li> <li>Values must be specified in the XML. An Admin can't control the values.</li> <li>Allowable values are FULLTIME and PARTTIME. These values can be removed or relabeled, but no additional values can be defined.</li> </ul>                                                                                                |
| eeoJobCat          | Picklist         | Used in standard recruiting reports.                                                                                                                                                                                                                                                                                                                                                                             |
| industry           | enum             | <ul style="list-style-type: none"> <li>Used in some third-party integrations.</li> <li>Values are managed under <a href="#">Admin Center</a> &gt; <a href="#">Set Up Job Board Options</a>. You can't add values. Values can only be enabled or disabled.</li> </ul>                                                                                                                                             |
| function           | text             | <ul style="list-style-type: none"> <li>Used in some third-party integrations.</li> <li>User interface is a type-ahead prompt.</li> <li>Since this is non-standard from the other requisition fields, the best practice is to configure some instructional text telling the user to expect the type-ahead interface.</li> </ul>                                                                                   |
| city               | text or picklist | <ul style="list-style-type: none"> <li>Used in some third-party integrations.</li> <li>Used in standard recruiting reports.</li> <li>No standard city list available.</li> </ul>                                                                                                                                                                                                                                 |
| stateProvince      | derived          | <ul style="list-style-type: none"> <li>Used in some third-party integrations.</li> <li>Used in standard recruiting reports.</li> <li>Standard state list appears automatically when countries are configured in <a href="#">Admin Center</a> &gt; <a href="#">Set Up Job Board Options</a>. If only selected state values are required, set up individual states in addition to setting up countries.</li> </ul> |
| postalcode         | text or picklist | <ul style="list-style-type: none"> <li>Used in some third-party integrations.</li> <li>Used in standard recruiting reports.</li> <li>Used in radial search.</li> </ul>                                                                                                                                                                                                                                           |
| salRateType        | enum             | Values must be specified in the XML. An Admin can't control the values.                                                                                                                                                                                                                                                                                                                                          |
| customDate1-5      | jobCode          | <ul style="list-style-type: none"> <li>Values can be autopopulated using Job Code Entity functionality.</li> <li>Renders on the user interface as a date field.</li> <li>As with other non-filter/mfield fields, this field can't be made searchable.</li> </ul>                                                                                                                                                 |
| customLong1-5      | jobCode          | <ul style="list-style-type: none"> <li>Values can be autopopulated using Job Code Entity functionality.</li> <li>Renders on the user interface as a numeric field. It can only accept whole integers.</li> <li>As with other non-filter/mfield fields, this field can't be made searchable.</li> </ul>                                                                                                           |

| Standard Field ID                                                                                                                                             | Field Type       | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| customString1-15                                                                                                                                              | jobCode          | <ul style="list-style-type: none"> <li>Values can be autopopulated using Job Code Entity functionality.</li> <li>Renders on the user interface as a text or picklist field depending on the configuration of the Corporate Data Model.</li> <li>As with other non-filter/mfield fields, this field can't be made searchable.</li> </ul>                                                                                     |
| packageId                                                                                                                                                     | text or picklist | Used in some third-party integrations.                                                                                                                                                                                                                                                                                                                                                                                      |
| costCenterId                                                                                                                                                  | text or picklist | Used in some third-party integrations.                                                                                                                                                                                                                                                                                                                                                                                      |
| <div>  <b>Note</b><br/> This field supports maximum of 50 characters. </div> |                  |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| bgiAccountId                                                                                                                                                  | text or picklist | Used in some third-party integrations.                                                                                                                                                                                                                                                                                                                                                                                      |
| onboardingPackageId                                                                                                                                           | text or picklist | Used in some third-party integrations.                                                                                                                                                                                                                                                                                                                                                                                      |
| intJobDescHeader                                                                                                                                              | richText         | <ul style="list-style-type: none"> <li>Value can be selected from the Header and Footer Templates library.</li> <li>Appears on the internal and external job postings.</li> <li>Appears with rich text editor capabilities. Rich text editor capabilities can't be configured to add to or remove capabilities.</li> <li>Appears in the interviewer notification and some other emails.</li> <li>Not reportable.</li> </ul> |
| intJobDescFooter                                                                                                                                              |                  |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| extJobDescHeader                                                                                                                                              |                  |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| extJobDescFooter                                                                                                                                              |                  |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| positionNumber                                                                                                                                                | text             | When a requisition is created from the Succession org chart, Succession Management populates this field with the appropriate position number.                                                                                                                                                                                                                                                                               |

## Related Information

[Active codes section of ISO 4217 at Wikipedia.org](#) 

[Job Requisition Standard Field Guide \[page 186\]](#)

### 18.2.3.2 Type Attribute in Field Definition for Job Requisition

The type attribute defines the type of data that the system accepts in the field that carries the type attribute.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field-definition id="title" type="text" required="true" custom="false">
```

## ⓘ Note

For fields of the type `multiattachmentselection`, the value for the `<field-definition id>` cannot contain any special characters, such as hyphens, underscores, or spaces.

## → Recommendation

Do not change the field type of a field. This can cause application errors on existing records storing data that do not match the new field type.

The `type` attribute defines the data that the system accepts in the field. It consists of the following options:

### Type Attribute Field Definitions

| Option          | Description                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| text            | A single line of alphanumeric text with a 100-character limit (character limit and display are non-configurable). Each text field can store one value per locale, allowing the user to toggle between languages to enter data in various locales.                                                                                                                               |
| textarea        | Multiple lines of alphanumeric text with a 256-character limit, displayed as a 100-character-wide box (character limit and display are non-configurable). Each textarea field can store one value per locale, allowing the user to toggle between languages to enter data in various locales.                                                                                   |
| date            | You can manually enter a date or select from calendar dropdown. Displays <code>mmddyyyy</code> or <code>ddmmyyyy</code> according to selected language pack.                                                                                                                                                                                                                    |
| percent         | A percent value with one decimal.                                                                                                                                                                                                                                                                                                                                               |
| bool            | True or false (shown as a checkbox). Should not be made required because if necessary; always needs to be selected.                                                                                                                                                                                                                                                             |
| enum            | An enumerated type (shown as a dropdown list) where values are defined in the XML.                                                                                                                                                                                                                                                                                              |
| number          | A number value with two decimal places, formatted by locale.                                                                                                                                                                                                                                                                                                                    |
| currency        | A currency value, where the field ID <b>"currency"</b> determines the currency symbol.                                                                                                                                                                                                                                                                                          |
| picklist        | Field options come from a picklist defined in Admin Center (shown as a dropdown list).                                                                                                                                                                                                                                                                                          |
| derived         | A dropdown or <b>"find value"</b> field (depending on length of list) where values are automatically determined from another area of the system.                                                                                                                                                                                                                                |
| instruction     | A non-editable field that stretches left to right across the screen, used to display messages to users. Cannot be made reportable or writable; otherwise results in an error.                                                                                                                                                                                                   |
| multiattachment | A field that can have multiple documents uploaded and attached to it.                                                                                                                                                                                                                                                                                                           |
| richText        | Alphanumeric lines with about a 32,000-character limit, which includes hidden characters used to define HTML formatting (character limit and display are non-configurable.) Each <b>richText</b> field can store one value per locale. allowing the user to toggle between languages to enter data in various locales.                                                          |
| jobCode         | A field that can have data autopopulated from the Job Classification Foundation Object when a requisition is created using <a href="#">Browse Families and Roles</a> .                                                                                                                                                                                                          |
| questions       | A special field type that can only be defined once per requisition template and only on the <b>"questions"</b> field ID. Place the pre-screen questions section onto the requisition. The <b>question-Response</b> for cascading questions shows answers in all the locales configured in the Job Requisition. The symbol, ' ' separates the answers of the individual locales. |

| Option       | Description                                                                                                                                                                                       |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| competencies | A special field type that can only be defined once per requisition template and only on the <b>"competencies"</b> field ID. Place the competencies section onto the requisition.                  |
| operator     | A special field type that can only be defined on a particular predefined list of field ids.                                                                                                       |
| operatorTeam | A special field type that can be defined only on a particular predefined list of field ids. A field of this type on a job requisition enables the auto-populate feature for recruiting operators. |

### 18.2.3.3 Required Attribute in Field Definition for Job Requisition

The **required** attribute defines whether a field is required for completion of a requisition record. The field requirement is only enforced if users editing the requisition can write to the field during their edit.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field-definition id="title" type="text" required="true" custom="false">
```

If the field is hidden or read-only to the user during editing, the blank field doesn't prevent the user from saving the requisition.

Allowable values for the required field are **true** or **false**. You can't make fields conditionally required on the requisition record. You can't hide, display, or require fields based on the answer to an earlier field. You can't ask a question like, *Is this a replacement requisition?* and then display or require a **<Person Being Replaced>** field, if the recruiting user selects **Yes**. The suggested workarounds are:

- Make the **<Person Being Replaced>** field optional, and rename it to something like *If yes, specify the Person Being Replaced*.
- Make the **<Person Being Replaced>** field required and rename it something like *If yes, specify the person being replaced (enter N/A if not applicable)*.



## 18.2.3.4 Custom Attribute in Field Definition for Job Requisition

There are some field IDs that are reserved as standard fields. It is not required to include them in the XML configuration, but if used, they must have the appropriate corresponding field type and be marked as `custom="false"`. All other field IDs should be marked `custom="true"`.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field-definition id="title" type="text" required="true" custom="false">
```

If you incorrectly configure a custom field as `custom="false"`, you can upload the XML without causing an error, but this misconfigured field impacts other features. Specifically, misconfiguration of custom fields prevents these fields from displaying in the API data dictionary. Custom fields used in integrations and not available in the data dictionary create an error that the field does not exist.

## 18.2.3.5 Group Name Attribute in Field Definition for Job Requisition

The `group-name` attribute enables you to define recruiting groups for sets of users.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field-definition  
  id="recruiterName" type="operator" required="true" custom="false" group-  
  name="Recruiters">
```

On operator and operatorTeam field types, consider preventing Recruiting users to selecting from any active Recruiting user. By specifying a `group-name` attribute, you limit the available users in this field to only users defined in this Recruiting Group.

There are exceptions to this when an Admin is setting up operatorTeam defaults.

The `group-name` attribute is an optional attribute and is supported only on fields that are `type="operator"` or `type="operatorTeam"`.

### 📌 Note

To respect the Recruiting Group limitation, disable the Person-Employment-User setting at ► [Provisioning](#) ► [Company Settings](#) ► [Person-Employment-User V1 \[Not Ready for Sales/Production\]](#) ►.

## 18.2.3.6 Field Label Element in Field Definition for Job Requisition

The `field-label` element usually controls the appearance of the field name in the user interface. However, this label element does not control all field labels on the user interface. On certain fields, the Succession Data Model controls the field label or on other fields there are Provisioning settings that control the label used in the system.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field-label mime-type="text-plain"><![CDATA[Business Title]]></field-label>
```

The label element is not conditional. This means, it is not possible for one field to display one label to hiring managers and a different label to recruiters.

The field-definition element must contain at least one field-label element.

### → Recommendation

Ensure that the field-label used is unique.

## mime-type Attribute

```
<field-label mime-type="text-plain"><![CDATA[Business Title]]></field-label>
```

Mime-type determines whether or not the system renders html tags defined in the CDATA content. The two supported mime types are as follows:

- `text-plain`: Unformatted plain text.
- `text-html`: HTML-formatted text.

## CDATA Content

```
<field-label mime-type="text-plain"><![CDATA[Business Title]]></field-label>
```

The CDATA content is configurable to contain the preferred text of the customer.

### → Tip

Use the following HTML in the CDATA value to define a table with a background color to separate sections of the requisition. Replace the background color hex color code with the preferred brand color of the customer and replace the field label as appropriate to the field.

```
<table frame="border" width="100%"> <tr><td style="background-color:#6699FF">
```

```
valign="bottom"><b>FIELD LABEL</b></td></tr> </table>
```

## 18.2.4 Job Requisition Element: Field Permission

Field permissions determine which fields a recruiting user sees in a specific requisition state.

Field permissions are read and applied top to bottom in the order they appear in the XML template, meaning the later permissions override the former if there is conflict. For example, you can define all the read permissions for all operators first and the write permissions after all read permissions are set up. That way if there are any conflicts between permissions, the greater permissions rule.

The best practice is to set up a separate permission block for each operator, defining the appropriate permissions, even if two operators have the same permission set. Permission structures that group field permissions together for different operators are significantly more difficult to maintain.

### Note

Three permission blocks for the **J** recruiting operator are automatically added to all Requisition XML templates upon upload into Provisioning. The **J** recruiting operator is used to ensure that the report schemas have the appropriate permissions to the fields.

### Sample Code

```
<field-permission type="write">
  <description><![CDATA[Hiring Manager and Upline Edit Permissions]]></
description>
  <role-name><![CDATA[G]]></role-name>
  <role-name><![CDATA[GM+]]></role-name>
  <status><![CDATA[pre-approved]]></status>
  <field refid="jobPostLanguage"/>
  <field refid="title"/>
  <field refid="replacementFor"/>
</field-permission>
```

### 18.2.4.1 Job Requisition Field Permissions

The field-permission element defines what fields can recruiting users can access. The field-permission element contains various attributes such as **type**, **description**, **role-name**, **status**, **field** element, and **refid**.

#### type Attribute

### Sample Code

```
<field-permission type="read">
```

The type attribute of the field permission element determines what kind of permissions are applied in the permissions block.

The type attribute must be set to one of the following types:

| Type  | Description                                                                                                                    |
|-------|--------------------------------------------------------------------------------------------------------------------------------|
| read  | Internal and external users in the specified roles can read this field. This is applicable only for the open Job Requisitions. |
| write | The user can read and write the fields after the Job Requisition is open                                                       |

There is no "none" or "hide" type. To remove a field from view, omit it from any permission blocks.

## description Element

This is an optional element. The description element is most useful as a brief description of what the field permission block is intended to do. Only one description element can be contained within the `field-permission` element.

### Sample Code

```
<description><![CDATA[Hiring Manager and Upline Edit Permissions]]></description>
```

## role-name Element

The role-name element defines which operators are impacted by the permission block. Multiple role elements are supported within each permission block. The role-name CDATA content must contain only valid roles and relational roles such as O, R, RM, GH, and so on.

### Sample Code

```
<role-name><![CDATA[G]]></role-name>
```

## status Element

The only conditional control available over field permission is through the requisition state, where field permissions can be adjusted based on whether the requisition is pending approval, has already been closed, and so on. Currently, there is no way to change field permission based on route map step or other variables.

Allowable status CDATA values are:

- pre-approved

- approved
- closed

## field Element and refid Attribute

Specify all field IDs that the permission block should impact.

### Sample Code

```
<field refid="title"/>
```

## 18.2.5 Job Requisition Element: Button Permission

The button-permission element defines who can access and use these buttons in the user interface. It is only possible to permission the Close and Reopen requisition buttons.

Permission the [Close Job Requisition](#) button in the Job Requisition template so that the [Cancel Job Requisition](#) button appears in the Pre-approved job requisitions and [Close Job Requisition](#) button appears in the Approved job requisitions.

The Close button natively only appears in the requisition state of **approved** and the Reopen button only appears in the requisition state of **closed**, so there is no status element supported in button-permissions.

### Sample Code

```
<button-permission>
<description><![CDATA[]]></description>
<role-name><![CDATA[R]]></role-name>
<role-name><![CDATA[T]]></role-name>
<role-name><![CDATA[W]]></role-name>
<button-id><![CDATA[closeReq]]></button-id>
<button-id><![CDATA[reopenReq]]></button-id>
</button-permission>
```

## 18.2.5.1 Job Requisition Button Permissions

The `button-permission` element defines who can use buttons on the UI. The `button-permission` element contains various attributes such as **description**, **role-name**, **status**, and **button-id**.

### description Element

This is an optional element. The description element is most useful as a brief description of what the button permission block is intended to do. Only one description element can be contained within the `button-permission` element.

#### Sample Code

```
<description><![CDATA[Allow recruiters to close reqs]]></description>
```

### role-name Element

The `role-name` element defines which operators are impacted by the button permission block. Each permission block supports multiple role elements. The `role-name` CDATA content must contain only valid roles and relational roles such as O, R, RM, GH, and so on.

### button-id Element

Specify all button IDs that the permission block should impact.

#### Sample Code

```
<button-id><![CDATA[reopenReq]]></button-id>
```

## 18.2.6 Job Requisition Element: Section Name and Signature

The `job-req-section-name` element defines the string for the Job Requisition section header and the `signature-section-name` element defines the string for the signature section.

#### Sample Code

```
<job-req-section-name><![CDATA[New - Net Addition to Headcount]]>
</job-req-section-name>
<signature-section-name><![CDATA[this is the signature-section-name element]>
```

```
</signature-section-name>
```

#### 📌 Note

You cannot add or modify a section name after creating a template. To modify an existing section name or create a section, upload the Requisition XML and change the template name in the `template-name` and `template-name-lang` elements.

## 18.2.7 Job Requisition Element: Listing Fields

Listing fields are fields in a job requisition that you want to reference with tokens (variables) in job descriptions, headers, and footers. Add field IDs to the listing-fields element in the Job Requisition template so that you can reference them elsewhere with tokens.

Only one listing-fields section is supported in the Requisition XML.

#### 📄 Sample Code

```
<listing-fields>
<field refid="title"/>
<field refid="jobCode"/>
<field refid="customString1"/>
<field refid="customString2"/>
<field refid="customString3"/>
<field refid="customString4"/>
<field refid="customString5"/>
<field refid="customString6"/>
<field refid="classificationTime"/>
</listing-fields>
```

### field Element and refid Attribute

Specify all field IDs that the listing fields block impacts. The listing-field block supports multiple field elements.

#### 📄 Sample Code

```
<field refid="title"/>
```

## 18.2.8 Job Requisition Element: Mobile Fields

For an approver to review and approve a requisition through the Mobile application, you must define the fields available in the mobile view in the Job Requisition XML.

The mobile-fields element defines the fields that show on the mobile screen during Job Requisition approval. Job Requisition viewing on a mobile device does not support Job Code Entity fields.

#### Sample Code

```
<mobile-fields>
  <field refid="id"/>
  <field refid="hiringManagerName"/>
  <field refid="title"/>
  <field refid="customString2"/>
  <field refid="location"/>
  <field refid="costCenterId"/>
  <field refid="addReplace"/>
  <field refid="replacementFor"/>
  <field refid="budgetSal"/>
  <field refid="targetedSal"/>
  <field refid="targetBonusPercent"/>
</mobile-fields>
```

## mobile-fields Element

The Job Requisition XML supports only one mobile-fields section.

#### Sample Code

```
<mobile-fields>
```

## field Element and refid Attribute

Specify all field IDs that mobile fields block impacts. Mobile-fields support multiple field elements. If more than 50 fields are configured in this section, you might experience errors with the mobile application, but the functional limit is much lower than 50 as a large number of fields creates a lot of scrolling and becomes unmanageable.

#### Sample Code

```
<field refid="title"/>
```

## 18.2.9 Job Requisition Element: Offer Approval Permission

To access Offer Detail records and features, add an Offer Approval feature permission in the Requisition XML in all the stages where users require access to offer information.

#### Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.



#### Sample Code

```
<feature-permission type="offerApproval">
  <description><![CDATA[R can launch offer letters during statuses
    with an Offer category.]]></description>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <status><![CDATA[Offer Negotiation]]></status>
</feature-permission>
```

#### Recommendation

Configure the offer letter or approval feature in all steps where users need access to the offer information. For example, if you allow users to create an offer approval at the Offer Approval stage, give them access to related subsequent steps, such as Offer Extended, Background Check, and Hired. If the feature isn't enabled for the additional steps, users can't access the Offer Detail on the UI.

## 18.2.10 Job Requisition Element: Assessment Scale

The assessment scale element defines the rating scale that is used to assess all applicants interviewed on this Job Requisition using Interview Central.

Recruiters can rate applicants on competencies as part of the Interview Central process.

### reverse-scale Attribute

Some customers have their instances set up such that the rating scales are reversed. For example, 1 is the highest possible rating instead of the lowest. For such a customer, the reverse-scale attribute ensures that Interview Central follows that same logic.

#### Sample Code

```
<assessment-scale reverse-scale="false">
```

### scale-id Element

Associates a rating scale to the Job Requisition to determine what rating numbers and labels are used in Interview Central. As a prerequisite, you must configure rating scale in the instance. The exact name of the rating scale, including correct capitalization, spacing, and punctuation must be used. Avoid special characters.

#### Sample Code

```
<scale-id><![CDATA[Interview Scale]]></scale-id>
```

## 18.2.11 Job Requisition Element: Offer Letter Fields

The offer letter field section defines the fields that appear on the left side of the offer letter generation screen for input and use as tokens in the offer letter.

The offer letter section comes into the picture when *Enable Offer Approval* isn't selected in ► *Provisioning* ► *Company Settings* .

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### { } Sample Code

```
<offer-letter-fields>
<field refid="title"/>
</offer-letter-fields>
```

## field Element and refid Attribute

Specify all field IDs that the `offer-letter-fields` block should impact.

### { } Sample Code

```
<field refid="title"/>
```

## 18.2.12 Job Requisition Element: Application Status Set

The application-status-config element defines the applicant status set for Job Requisitions created from this XML template. The applicant status set manages the steps through which applicants are routed during the hiring process and manages the interaction between statuses and feature permissions.

In multistage application environments, the applicant status set manages the interaction between statuses and application field-permissions.

When configuring multistage application, all statuses in the status set has to be defined in the candidate permissions model, or else the candidate can't view all fields.

### ⓘ Note

If you change the application status set within the XML of a Job Requisition, this change affects only new requisitions. Existing jobs continue using the original status set.

SAP SuccessFactors recommends not to change the application status set in the Job Requisition template after a job requisition is created. Doing this can break the association between the job requisition and

application status set, which associates and controls permissions with respect to field visibility, feature enablement, and also candidate association with various statuses of job requisition.

#### Sample Code

```
<application-status-config>
  <application-status-set name="Candidate Workflow"/>
  <field-permission type="write">
    <description><![CDATA[Write Permissions]]></description>
    <role-name><![CDATA[R]]></role-name>
    <role-name><![CDATA[G]]></role-name>
    <status><![CDATA[Default]]></status>
    <status><![CDATA[Interview]]></status>
    <status><![CDATA[Hired]]></status>
    <field application-field-id="recruiterPhoneScreenDate"/>
    <field application-field-id="screeningNotes"/>
  </field-permission>
  <feature-permission type="interviewAssessment">
    <description><![CDATA[Users can launch interview assessment]]></description>
    <role-name><![CDATA[R]]></role-name>
    <role-name><![CDATA[G]]></role-name>
    <status><![CDATA[Interview]]></status>
  </feature-permission>
</application-status-config>
```

### 18.2.12.1 Job Requisition Application Status: Name

Specify the applicant status set name to use on Job Requisitions created with this Job Requisition XML template.

#### Sample Code

```
<application-status-set name="Candidate Workflow"/>
```

### 18.2.12.2 Job Requisition Application Status: Field Permission

Field permission elements are declared within the `application-status-set` element if the instance is set up with the multistage application feature.

Select [Enable Multi Stage Application](#) in [Provisioning](#) > [Company Settings](#) > [Recruiting](#).

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- If this option is not selected, the permissions are read out of the Application XML.
- If this option is selected, all field permissions in the Application XML should be commented out or removed except for the write permissions to the `statusId`, `resume`, `coverLetter`, and `application comments` permissions fields.

- If contradicting field permissions are specified in both the Application XML and Requisition XML, the permissions might not be rendered correctly for Recruiting users.

An unlimited number of field permission elements can be included in the Job Requisition XML.

When configuring multistage applications, all statuses in the status set should be defined in the candidate permissions model, or else the candidate can view all fields.

#### Sample Code

```
<field-permission type="write">
  <description><![CDATA[Write Permissions]]></description>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <status><![CDATA[Default]]></status>
  <status><![CDATA[Interview]]></status>
  <status><![CDATA[Hired]]></status>
  <field application-field-id="recruiterPhoneScreenDate"/>
  <field application-field-id="screeningNotes"/>
</field-permission>
```

## type Attribute

The **type** attribute of the field permission element determines what kind of permissions are applied in the permissions block.

Set the **type** attribute to one of the following:

| Type  | Description                                                                                                               |
|-------|---------------------------------------------------------------------------------------------------------------------------|
| Read  | Internal and external users in the specified roles can read this field. This is only applicable to open Job Requisitions. |
| Write | The user may both read and write the fields after the requisition is open.                                                |

There is no "none" or "hide" type. To remove a field from view, omit it from any permission blocks.

#### Sample Code

```
<field-permission type="read">
```

## description Element

This is an optional element. The description element is most useful as a brief description of what the permission type is intended to do.

#### Sample Code

```
<description><![CDATA[Write Permissions]]></description>
```

## role-name Element

The role-name element defines which operators are impacted by the permission block. Each permission block supports multiple role elements. The role-name CDATA content must contain only valid roles and relational roles such as O, R, RM, GH, and so on.

You can use the `<field application-field-id="*">` to configure a field permission block for all fields.

## status Element

In a multi-stage application environment, field permissions can be adjusted based on whether the applicant is in Interview, Offer, or some other state. There is no way to change field permission or hide/display fields based on application or requisition data.

Each permission block supports multiple status elements.

### Note

All statuses defined in the Applicant Status Workflow must be declared in the XML.

The status CDATA must be set to the Name of Status value set up in ► [Admin Center](#) ► [Edit Applicant Status](#) ►. Attempting to use the Internal Label or Candidate label from that same screen does not work.

### Sample Code

```
<status><![CDATA[Default]]></status>
<status><![CDATA[Interview]]></status>
<status><![CDATA[Hired]]></status>
```

## field Element and application-field-id Attribute

Specify all field IDs that the permission block should impact. The asterisk is also supported to indicate all fields.

### Sample Code

```
<field application-field-id="recruiterPhoneScreenDate"/>
<field application-field-id="screeningNotes"/>
```

## required Element

Certain fields might not be required and some might be made as available in most statuses, but then become required at a certain point in the status workflow. The required attribute can be added to the field application-field-id element to specify that the ordinarily non-required field should be required in that status.

#### Sample Code

```
<field application-field-id="baseSalary" required="true"/>
```

### 18.2.12.3 Job Requisition Application Status: Feature Permission

Feature permissions define operator access to certain special functionalities. An unlimited number of feature-permission elements can be included in the Requisition XML.

#### Sample Code

```
<feature-permission type="interviewAssessment">
  <description><![CDATA[Users can launch interview assessment]]></description>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <status><![CDATA[Interview]]></status>
</feature-permission>
```

### type Attribute

The type attribute of the feature permission element determines what kind of functionalities can be accessed.

#### Sample Code

```
<feature-permission type="interviewAssessment">
```

| Type                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| assessmentIntegration | Provides access to the assessment integration portlet on the application page.                                                                                                                                                                                                                                                                                                                                                 |
| candQuestions         | In multi-stage application environments, this type must be permitted to the C operator in the Default status to allow the applicant to be able to answer the pre-screening questions during the initial application process. You can configure the feature-permission element for multiple statuses for prescreening questions. After submission, this permission allows the applicant to "read" their answers but not "edit". |

#### Note

You don't need to configure candQuestions in single-stage environments.

| Type                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| historicalAssessmentResults      | Provides access to the Assessment integration historical results portlet on the application page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| historicalBackgroundCheckResults | Provides access to the Background Check historical results portlet on the application page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| historicalQuestionAnswers        | Provides access to the Questions and Answer historical results portlet on the application page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| interviewAssessment              | Provides access to the Interviewers portlet on the application page, including the ability to set up interviewers and view all ratings after interview assessments are completed.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| lateStageApp                     | In late stage application environments, this type causes an <i>Invite to Apply</i> option to appear on the application page, and an <i>Invite to Late-Stage Application</i> option to appear in the <i>Actions</i> menu for applicants who have been forwarded and then added to the requisition, but have not yet completed an application.                                                                                                                                                                                                                                                      |
| offerApproval                    | Provides access to the <i>Offer Approval</i> action in the <i>Offer</i> menu on the application page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| offerLetter                      | <p>Provides access to the <i>Offer Letter</i> action in the <i>Offer</i> menu on the application page.</p> <p>When offerLetter isn't assigned to an operator on the template, then all operators on the requisition have access to the <i>Offer Letter</i> portlet. In order to restrict to usage of the <i>Offer Letter</i> portlet, at least one operator role will have to be configured in order for the feature permission to take effect. Once the permissions are defined for one operator, then operators who don't have permission will not be able to see the offer letter portlet.</p> |
| offerLetterPortlet               | <p>Provides access to the <i>Offer Letter</i> portlet but doesn't allow the creation of an offer letter.</p> <p>If <b>offerLetterPortlet</b> isn't configured, then everyone can view the portlet regardless of status.</p> <p>The feature permission <b>offerLetter</b> gives the user the ability to create an offer letter; that is, the action.</p> <p>This means that if an operator role has <b>offerLetter</b> permission, they then automatically get a view of the portlet as well.</p>                                                                                                  |

| Type       | Description                                                        |
|------------|--------------------------------------------------------------------|
| onboarding | Provides access to the Onboarding portlet on the application page. |

**Note**

You can allow Recruiting users to be able to see the Onboarding portlet without the ability to initiate onboarding by controlling their [Onboarding Initiate Permission](#) role-based permission. Refer to *Permission Settings for Onboarding Portlet and Initiate Onboarding* for details.

## description Element

This is an optional element. The description element is most useful as a brief description of what the feature permission block is intended to do. Only one description element can be contained within the feature-permission element.

### Sample Code

```
<description><![CDATA[Interview Permissions]]></description>
```

## role-name Element

The role-name element defines which operators are impacted by the permission block. Each permission block supports multiple role elements. You can use the `<field application-field-id="*">` to configure a field permission block for all fields.

The role-name CDATA content must contain only valid roles and relational roles such as O, R, RM, GH, and so on.

### Sample Code

```
<role-name><![CDATA[R]]></role-name>
<role-name><![CDATA[G]]></role-name>
```

## status Element

The only conditional control available over feature-permission is through the applicant status, where field permissions can be adjusted based on whether the applicant is in Interview, Offer, or any other state. There is no way to change field permissioning based on other application or requisition data.

Each permission block supports multiple status elements.



The status CDATA must be set to the Name of Status value set up in ► [Admin Center](#) ► [Edit Applicant Status](#) ►. Attempting to use the Internal Label or Candidate label from that same screen does not work.

#### Sample Code

```
<status><![CDATA[Default]]></status>  
<status><![CDATA[Interview]]></status>  
<status><![CDATA[Hired]]></status>
```

## Related Information

[Offer Letter Permissions for Recruiting Operators \[page 1220\]](#)

[Permission Settings for Onboarding Portlet and Initiate Onboarding \[page 1361\]](#)

## 18.2.13 Job Requisition Element: Application Template Name

The application template name element defines which Application XML template is displayed to candidates and recruiting users when managing applications on Job Requisitions created from this Job Requisition XML template.

After the Job Requisition XML is created, the application template name should not be changed or it may cause errors on existing and new records.

#### Sample Code

```
<application-template-name name="Candidate Detail Info Template"/>
```

## 18.2.14 Job Requisition Element: Candidate Email Permission

All operators can access the Email option on the application record. If you have to restrict certain operators from accessing the email option, `candidate-email-permission` element can be added to the Requisition XML and only permission the users with access to the Email option.

This can only be declared once in the Requisition XML template and cannot be permissioned by status.

#### Sample Code

```
<candidate-email-permission type="candidateEmail">  
  <description><![CDATA[Recruiters can email candidate.]]></description>  
  <role-name><![CDATA[R]]></role-name>  
</candidate-email-permission>
```

## description Element

This is an optional element. The `description` element is most useful as a brief description of what the field permission block is intended to do. Only one description element can be contained within the field-permission element.

### Sample Code

```
<description><![CDATA[Interview Permissions]]></description>
```

## role-name Element

The `role-name` element defines which operators are impacted by the permission block. Each permission block supports multiple role elements. The role-name CDATA content must contain only valid roles and relational roles such as O, R, RM, GH, and so on.

### Sample Code

```
<role-name><![CDATA[R]]></role-name>  
<role-name><![CDATA[G]]></role-name>
```

## 18.2.15 Job Requisition Standard Field Guide

List of field IDs and their corresponding field types in Job Requisition.

You need access to Provisioning to configure the Job Requisition XML.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

| Field          | Standard Field ID | Field Type                  |
|----------------|-------------------|-----------------------------|
| Standard Field | actualStartDate   | date                        |
| Standard Field | agencyPosting     | bool                        |
| Standard Field | agentInfo         | textarea, text, or picklist |
| Standard Field | assessment        | derived                     |
| Standard Field | bgiAccountId      | text or picklist            |
| Standard Field | bonusPayoutFreq   | enum                        |
| Standard Field | brand             | text or picklist            |

| Field          | Standard Field ID      | Field Type                  |
|----------------|------------------------|-----------------------------|
| Standard Field | businessUnit_obj       | object                      |
| Standard Field | candidateHired         | number                      |
| Standard Field | city                   | textarea, text, or picklist |
| Standard Field | classificationTime     | enum                        |
| Standard Field | classificationType     | enum                        |
| Standard Field | commission             | currency                    |
| Standard Field | commissionPack         | textarea, text, or picklist |
| Standard Field | companyVisibility      | text or picklist            |
| Standard Field | competencies           | competencies                |
| Standard Field | coordinatorEmail       | derived                     |
| Standard Field | coordinatorFax         | derived                     |
| Standard Field | coordinatorPhone       | derived                     |
| Standard Field | corporatePosting       | bool                        |
| Standard Field | costCenterId           | text or picklist            |
| Standard Field | costCenter_obj         | object                      |
| Standard Field | costOfHire             | currency                    |
| Standard Field | country                | derived                     |
| Standard Field | currency               | enum                        |
| Standard Field | dailyOppCost           | currency                    |
| Standard Field | defaultLanguage        | textarea, text, or picklist |
| Standard Field | department             | enum                        |
| Standard Field | department_obj         | object                      |
| Standard Field | division               | enum                        |
| Standard Field | division_obj           | object                      |
| Standard Field | eeoEstablishment       | textarea, text, or picklist |
| Standard Field | eeoGroup               | textarea, text, or picklist |
| Standard Field | eeoJobCat              | textarea, text, or picklist |
| Standard Field | end                    | date                        |
| Standard Field | erpAmount              | currency                    |
| Standard Field | evergreen              | bool                        |
| Standard Field | extEndDate             | date                        |
| Standard Field | externalPrivatePosting | bool                        |
| Standard Field | extJobDescFooter       | richText                    |
| Standard Field | extJobDescHeader       | richText                    |
| Standard Field | extListingLayout       | richText                    |

| Field          | Standard Field ID      | Field Type                  |
|----------------|------------------------|-----------------------------|
| Standard Field | extStartDate           | date                        |
| Standard Field | extTitle               | text                        |
| Standard Field | facility               | text or picklist            |
| Standard Field | fadvAccountPackage     | derived                     |
| Standard Field | formDueDate            | date                        |
| Standard Field | function               | text                        |
| Standard Field | hardstopStatus         | picklist                    |
| Standard Field | hiringManagerEmail     | derived                     |
| Standard Field | hiringManagerFax       | derived                     |
| Standard Field | hiringManagerPhone     | derived                     |
| Standard Field | id                     | text                        |
| Standard Field | industry               | enum                        |
| Standard Field | intEndDate             | date                        |
| Standard Field | interviewGuide         | multiattachment             |
| Standard Field | intJobDescFooter       | richText                    |
| Standard Field | intJobDescHeader       | richText                    |
| Standard Field | intranetPosting        | bool                        |
| Standard Field | intranetPrivatePosting | bool                        |
| Standard Field | intStartDate           | date                        |
| Standard Field | jobCode                | textarea, text, or picklist |
| Standard Field | jobGrade               | textarea, text, or picklist |
| Standard Field | jobLevel               | text or textarea            |
| Standard Field | jobPostLanguage        | textarea, text, or picklist |
| Standard Field | jobRole                | jobRole                     |
| Standard Field | jobStartDate           | date                        |
| Standard Field | jobType                | textarea, text, or picklist |
| Standard Field | legalEntity_obj        | object                      |
| Standard Field | length                 | textarea, text or picklist  |
| Standard Field | listingLayout          | richText                    |
| Standard Field | location               | enum                        |
| Standard Field | location_obj           | object                      |
| Standard Field | nonRecoverableDraw     | currency                    |
| Standard Field | numberOpenings         | number                      |
| Standard Field | offerExpirationDate    | date                        |
| Standard Field | offerExtensionDate     | date                        |

| Field          | Standard Field ID    | Field Type                  |
|----------------|----------------------|-----------------------------|
| Standard Field | onboardingPackageld  | text or picklist            |
| Standard Field | options              | number                      |
| Standard Field | optionsPack          | textarea, text, or picklist |
| Standard Field | otherBonus           | textarea, text, or picklist |
| Standard Field | otherCompensation    | textarea, text, or picklist |
| Standard Field | overtimeRate         | currency                    |
| Standard Field | packageld            | text or picklist            |
| Standard Field | positionNumber       | text                        |
| Standard Field | postalcode           | text or picklist            |
| Standard Field | questions            | questions                   |
| Standard Field | quickApply           | bool                        |
| Standard Field | recoverableDraw      | currency                    |
| Standard Field | recruiterEmail       | derived                     |
| Standard Field | recruiterFax         | derived                     |
| Standard Field | recruiterPhone       | derived                     |
| Standard Field | relocationCost       | currency                    |
| Standard Field | relocationPack       | textarea, text, or picklist |
| Standard Field | requiredTravel       | text or picklist            |
| Standard Field | salAccepted          | currency                    |
| Standard Field | salaryBase           | currency                    |
| Standard Field | salaryMax            | currency                    |
| Standard Field | salaryMid            | currency                    |
| Standard Field | salaryMin            | currency                    |
| Standard Field | salRateType          | enum                        |
| Standard Field | secondRecruiterEmail | derived                     |
| Standard Field | secondRecruiterFax   | derived                     |
| Standard Field | secondRecruiterPhone | derived                     |
| Standard Field | sfstd_jobReqType     | dervied                     |
| Standard Field | std_position_obj     | object                      |
| Standard Field | signonBonus          | currency                    |
| Standard Field | sourcerEmail         | derived                     |
| Standard Field | sourcerFax           | derived                     |
| Standard Field | sourcerPhone         | derived                     |
| Standard Field | start                | date                        |
| Standard Field | stateProvince        | derived                     |

| Field                      | Standard Field ID  | Field Type                  |
|----------------------------|--------------------|-----------------------------|
| Standard Field             | status             | picklist                    |
| Standard Field             | stock              | number                      |
| Standard Field             | stockPackage       | textarea, text, or picklist |
| Standard Field             | targetBonusAmount  | currency                    |
| Standard Field             | targetBonusPercent | percent                     |
| Standard Field             | title              | text                        |
| Standard Field             | vpOfStaffingEmail  | derived                     |
| Standard Field             | vpOfStaffingFax    | derived                     |
| Standard Field             | vpOfStaffingPhone  | derived                     |
| Standard Filter Field      | filter1            | picklist                    |
| Standard Filter Field      | filter2            | picklist                    |
| Standard Filter Field      | filter3            | picklist                    |
| Standard Filter Field      | filter4            | picklist                    |
| Standard Filter Field      | filter5            | picklist                    |
| Standard Filter Field      | filter6            | picklist                    |
| Standard Filter Field      | filter7            | picklist                    |
| Standard Filter Field      | filter8            | picklist                    |
| Standard Filter Field      | filter9            | picklist                    |
| Standard Filter Field      | filter10           | picklist                    |
| Standard Filter Field      | filter11           | picklist                    |
| Standard Filter Field      | filter12           | picklist                    |
| Standard Filter Field      | filter13           | picklist                    |
| Standard Filter Field      | filter14           | picklist                    |
| Standard Filter Field      | filter15           | picklist                    |
| Standard MultiSelect Field | adCode             | picklist                    |
| Standard MultiSelect Field | mfield1            | picklist                    |
| Standard MultiSelect Field | mfield2            | picklist                    |
| Standard MultiSelect Field | mfield3            | picklist                    |
| Standard MultiSelect Field | mfield4            | picklist                    |
| Standard MultiSelect Field | mfield5            | picklist                    |
| Standard MultiSelect Field | mfield6            | picklist                    |
| Standard MultiSelect Field | mfield7            | picklist                    |
| Standard MultiSelect Field | mfield8            | picklist                    |
| Standard MultiSelect Field | mfield9            | picklist                    |
| Standard MultiSelect Field | mfield10           | picklist                    |

| Field                      | Standard Field ID             | Field Type |
|----------------------------|-------------------------------|------------|
| Standard MultiSelect Field | mfield11                      | picklist   |
| Standard MultiSelect Field | mfield12                      | picklist   |
| Standard MultiSelect Field | mfield13                      | picklist   |
| Standard MultiSelect Field | mfield14                      | picklist   |
| Standard MultiSelect Field | mfield15                      | picklist   |
| Standard JobCode Field     | customDate1                   | jobCode    |
| Standard JobCode Field     | customDate2                   | jobCode    |
| Standard JobCode Field     | customDate3                   | jobCode    |
| Standard JobCode Field     | customDate4                   | jobCode    |
| Standard JobCode Field     | customDate5                   | jobCode    |
| Standard JobCode Field     | customLong1                   | jobCode    |
| Standard JobCode Field     | customLong2                   | jobCode    |
| Standard JobCode Field     | customLong3                   | jobCode    |
| Standard JobCode Field     | customLong4                   | jobCode    |
| Standard JobCode Field     | customLong5                   | jobCode    |
| Standard JobCode Field     | customString1                 | jobCode    |
| Standard JobCode Field     | customString2                 | jobCode    |
| Standard JobCode Field     | customString3                 | jobCode    |
| Standard JobCode Field     | customString4                 | jobCode    |
| Standard JobCode Field     | customString5                 | jobCode    |
| Standard JobCode Field     | customString6                 | jobCode    |
| Standard JobCode Field     | customString7                 | jobCode    |
| Standard JobCode Field     | customString8                 | jobCode    |
| Standard JobCode Field     | customString9                 | jobCode    |
| Standard JobCode Field     | customString10                | jobCode    |
| Standard JobCode Field     | customString11                | jobCode    |
| Standard JobCode Field     | customString12                | jobCode    |
|                            | customString13                | jobCode    |
| Standard JobCode Field     | customString14                | jobCode    |
| Standard JobCode Field     | customString15                | jobCode    |
| Standard JobCode Field     | description                   | jobCode    |
| Standard Operator Field    | coordinatorName               | operator   |
| Standard Operator Field    | hiringManagerName             | operator   |
| Standard Operator Field    | hiringManagerUplineAccessName | operator   |
| Standard Operator Field    | originatorName                | operator   |

| Field                        | Standard Field ID   | Field Type   |
|------------------------------|---------------------|--------------|
| Standard Operator Field      | recruiterName       | operator     |
| Standard Operator Field      | secondRecruiterName | operator     |
| Standard Operator Field      | sourcerName         | operator     |
| Standard Operator Field      | vpOfStaffingName    | operator     |
| Standard Operator Team Field | coordinatorTeam     | operatorTeam |
| Standard Operator Team Field | hiringManagerTeam   | operatorTeam |
| Standard Operator Team Field | recruiterTeam       | operatorTeam |
| Standard Operator Team Field | secondRecruiterTeam | operatorTeam |
| Standard Operator Team Field | sourcerTeam         | operatorTeam |
| Standard Operator Team Field | vpOfStaffingTeam    | operatorTeam |
| Standard Operator Team Field | vTeam               | operatorTeam |

## 18.2.16 Job Requisition Standard Field Types Guide

Review the descriptions of the standard field types for job requisitions.

| Field Type | Description of Field Type                                                                                                                                                                                                                                                                       |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| text       | A single line of alphanumeric text with a 100-character limit (character limit and display are non-configurable). Each text field can store one value per locale, allowing the user to toggle between languages to enter data in various locales.                                               |
| textarea   | Multiple lines of alphanumeric text with a 4000 character limit, displayed as a 100-character-wide box (character limit and display are non-configurable). Each text area field can store one value per locale, allowing the user to toggle between languages to enter data in various locales. |
| date       | A date manually entered by the user, or selected from the calendar pull-down. Displays mmddyyyy or ddmmyyyy according to user's chosen language pack.                                                                                                                                           |
| percent    | A percent value with one decimal.                                                                                                                                                                                                                                                               |
| bool       | True or false (shown as a checkbox). Should not be made required, because if required it always needs to be checked.                                                                                                                                                                            |
| enum       | An enumerated type (shown as a pull-down list) where values are defined in the XML.                                                                                                                                                                                                             |
| number     | A number value with two decimal places, formatted by locale.                                                                                                                                                                                                                                    |
| currency   | A currency value, where currency symbol is determined by the field id "currency".                                                                                                                                                                                                               |
| picklist   | Field options come from a picklist defined in admin (shown as a pull-down list).                                                                                                                                                                                                                |



| Field Type      | Description of Field Type                                                                                                                                                                                                                                                                                        |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| derived         | A pull-down or "find value" field (depending on length of list) where values are automatically determined from another area of the system.                                                                                                                                                                       |
| instruction     | A non-editable field that stretches left-to-right across the screen that is used to display messages to users. Cannot be made reportable or writable or an error will result.                                                                                                                                    |
| multiattachment | A field that can have multiple documents uploaded and attached to it.                                                                                                                                                                                                                                            |
| richText        | Alphanumeric lines with about a 32,000 character limit, which includes hidden characters used to define HTML formatting (character limit and display are non-configurable). Each rich-Text field can store one value per locale, allowing the user to toggle between languages to enter data in various locales. |
| jobcode         | Field that can have autopopulated data on a new requisition from the Job Classification Foundation Object via Browse Families and Roles.                                                                                                                                                                         |
| questions       | Requisition prescreen questions. Special field type that can only be defined once per requisition template and only on the <a href="#">Questions</a> field ID. Places the prescreen questions section onto the requisition.                                                                                      |
| competencies    | Used by Interview Central. Special field type that can only be defined once per requisition template and only on the <a href="#">Competencies</a> field ID. Places the competencies section onto the requisition.                                                                                                |
| operator        | Recruiting operators. Special field type that can only be defined on a particular predefined list of field ids.                                                                                                                                                                                                  |
| operatorTeam    | Recruiting teams. Special field type that can only be defined on a particular predefined list of field ids.                                                                                                                                                                                                      |
| assessment      | Assessment Integration packages.                                                                                                                                                                                                                                                                                 |

## 18.2.17 Enabling Quick Apply in Job Requisition Template

Quick Apply allows candidates to complete an application without needing to fill out a full profile thus saving time and effort.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

Quick apply is a standard field that you have to define in the Job Requisition template along with all the necessary read or write permissions. All existing properties of standard fields are applicable to Quick Apply fields as well. Once this field is defined, it appears as an option in the Job Requisition template that you can enable or disable as per the usage. By default, this option is displayed as disabled.

With Quick Apply, recruiting users can create a quick apply requisition and generate a potential list of candidates. It's possible for them to enable or disable Quick Apply at any point of time in the Job Requisitions.

When Quick Apply is enabled from job requisition, the workflow to apply for a job on the job portal for the candidates changes. If the candidate applies to the Quick Apply enabled jobs, the candidates see account creation fields and application fields arranged in a logical order that helps them to fill out the details. This feature allows candidates to complete a job application in the fewest clicks possible, without having to fill out a complete profile, by displaying one-page view of for the account creation and application fields.

Account creation fields are only displayed to the new or nonsigned in candidates. Candidates only see the application fields if they're a returning user or a logged-on candidate.

### → Tip

While enabling Quick Apply, SAP SuccessFactors recommends you to create a new application template with minimal set of fields, enough to screen the candidate. Enabling quick apply for an existing application template would let the candidate fill out the complete profile, defeating the purpose of quick apply.

### ⓘ Note

The ordering of the account creation fields can't be changed. For application fields, the order is as defined in the application template.

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Update/Export Job Requisition Template](#) ►.
2. Copy and paste the entire code from the job requisition template form to an XML editor.
3. Make two copies of the XML code and save them. Mark one copy as the original and archive it. Then work with the second copy.

### ⓘ Note

Always create two copies of the XML file. This action allows you to revert to the original code at any point if something goes wrong in your working copy.

4. Add the standard field **quickApply** in the job requisition template. For example,

### 🔗 Sample Code

```
<field-definition id="quickApply" type="bool" required="false" custom="false">
<field-label><![CDATA[Quick Apply]]></field-label>
<field-description><![CDATA[Quick Apply]]></field-description>
</field-definition>
```

5. Configure **quickApply** in the job requisition template with relevant read/write permissions for operators in [Manage Templates](#) or [Provisioning](#).
6. Save the template.
7. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Update/Export Job Requisition Template](#) ►.
8. Copy the modified code from your configured template and paste it into the job requisition template form.
9. Choose [Save Form](#).

## Results

You can see the [Quick Apply](#) field as an option in the job requisition.

## Related Information

[Important Notes Related to Quick Apply \[page 195\]](#)

### 18.2.17.1 Important Notes Related to Quick Apply

Learn more details on the features that are related to Quick Apply.

#### 📘 Note

- Quick Apply isn't supported for Internal Career Sites. Internal candidates are directed to the normal application flow instead of the Quick Apply page, allowing them to apply successfully.
  - Resume Parsing is currently not supported for Quick Apply job application.
  - Ensure that country/region field uses the standard country picklist, if the field is mandatory and defined on the application template. If you don't configure the standard country/region picklist in either job application or Data Privacy Consent Statement (DPCS), the country/region field appears twice. The Country and Region of Residence both appears in the Quick Apply screen.
- When you use [Apply with LinkedIn](#) feature, certain application fields such as [First Name](#), [Last Name](#), and [Email](#) that are supported with Quick Apply are auto-populated. These are the regular fields that always appear on the Quick Apply screen.
  - Business Rules are supported in the Job Requisition pages irrespective of Quick Apply. However, the application templates that are used for the Quick Apply job requisitions and the candidate facing pages for Quick Apply do not support business rules.
  - [Quick Apply](#) supports OTP-based email verification when external candidates apply for Quick Apply enabled job requisitions. If OTP-based email verification is enabled, candidates can submit their applications only after they verify a one-time password.

#### 📘 Note

OTP-based email verification isn't applicable for logged on candidates.

- Multidocument attachment is only applicable for signed-in candidates.
- Assessment initiation is applicable for signed-in candidates only.
- If you use the standard country/region picklist configuration in the application template and DPCS, only the country/region field from Application template is considered in Quick Apply screen. The DPCS defers to the country/region selection in the application template. The standard country/region picklist must be an exact match to the system country/region picklist, both in the number of values and the English US labels.
- Ensure that the values in the country/region picklist match with the values shown in the [Country/Region of Residence](#) dropdown. If they're different, the country/region field shows up twice on the page.
- The contact email address field doesn't show up on the user interface. It's defaulted to the email provided for account creation. The candidate can edit contact email address from the profile page.
- If you've disabled the OTP-based email verification in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► and enabled the [Career Site E-Mail Notification](#) email trigger in ► [Admin Center](#) ► [Recruiting Email Triggers](#) ►, system doesn't follow the Quick Apply flow for job application; the normal apply process takes effect.
- If there is a change or update to the DPCS statements, an existing candidate can accept or reject the statement as a part of the application flow in the Quick Apply UI itself.
- If the [Welcome Email](#) and [Thanks for Apply](#) triggers are enabled when the candidate creates an account and applies for Quick Apply enabled job, they receive both the Welcome and Thanks for Apply emails. An existing or signed-in candidate applying for Quick Apply jobs when the triggers are enabled receives only the Thanks for Apply email.

## Related Information

[Enabling Quick Apply in Job Requisition Template \[page 193\]](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

[Configuring an External Candidate Account \[page 690\]](#)

## 18.2.18 Configuring Form Templates for Recruiting

Configuring the form templates lets you associate the route map that helps in approving the Job Requisition created from the template.

### Prerequisites

- Recruiting is enabled.
- You have [Form Templates](#) permission.
- The route map that you intend to use with the form has been configured.

## Context

Form templates are the basis for all forms in SAP SuccessFactors, and define the behavior of forms that span across multiple modules. Form templates contain the layout, sections, and workflow for each form based on that template.

The form templates that your company is using were uploaded for you when SAP SuccessFactors was implemented. Many modules use the form template area, so along with Job Requisition templates, you also see form templates that aren't relevant to Recruiting.

## Procedure

1. Go to ► [Admin Center](#) ► [Form Template Settings](#) ►.

The [Managing Form Templates](#) page appears, and you see all the templates that are enabled and disabled, as well as the route map associated with the template.

2. Select the form that you want to edit.

The form page appears.

3. Select the route map to use for requisition approvals.

The template name gets populated automatically from the XML.

4. Configure these recommended form template settings for Recruiting, ignoring any option that's not listed and which doesn't apply to Recruiting:

| Option                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Default Due Date</b>                         | Must be set to Relative and defaulted to X days from the Form Create Date. It's based on your preference as to for how long to wait before the Document Due email notification reminders begin going out.                                                                                                                                                                                                    |
| <b>Default Late Notification Date (in days)</b> | <p>Specifies the timeframe in which an email notification is sent to users informing them that the form is late.</p> <p>The timeframe is determined with the form's due date. For example, you can specify that a notice is sent 7 days after the form was due.</p> <p>Enter a number in this field. For example, enter <b>7</b>, if you want the email notice to be sent 7 days after the form was due.</p> |
| <b>Default Due Notification Date (in days)</b>  | Set the interval in days between document due notification emails.                                                                                                                                                                                                                                                                                                                                           |
| <b>Template Status</b>                          | Set to Enable unless the requisition form is being retired.                                                                                                                                                                                                                                                                                                                                                  |
| <b>Disable Spell Check on Route</b>             | Always select this option. Spellcheck on the route is designed to check Performance Form content and while it does pop up the spell checker, it doesn't properly check the content of Requisition fields.                                                                                                                                                                                                    |
| <b>Disable Legal Scan on Route</b>              | Always select this option. Legal Scan on the route is designed to check Performance Form content and while it does pop up the Legal Scan, it doesn't properly check the content of job requisition fields.                                                                                                                                                                                                   |
| <b>Disable Ask for Comment Routing</b>          | Always select this option to avoid errors while sending a job requisition for approval.                                                                                                                                                                                                                                                                                                                      |

| Option                                                                                                                                                                                                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Disable Ask for Edit Routing</b>                                                                                                                                                                                                                                                                                          | <p>Always select this option.</p> <div> <p><b>Note</b></p> <p>Disabling this option enables the <a href="#">Get Feedback</a> link in the route map. The <a href="#">Get Feedback</a> feature is partially supported in Recruiting and has a few limitations. For example, the <a href="#">currently with user</a> feature displays a blank value on the job requisition summary page.</p> </div> |
| <b>Allow Add Modifier</b>                                                                                                                                                                                                                                                                                                    | Select this option if the client prefers to allow an approver to add more users into the route map. After a new route map step is added, it can't be removed. All approvers can add other approvers. The permission can't be restricted to only certain operators.                                                                                                                               |
| <b>Hide Add Signer buttons</b>                                                                                                                                                                                                                                                                                               | Always select this option. Signature steps aren't supported in Recruiting route maps.                                                                                                                                                                                                                                                                                                            |
| <b>Disable All Toolbar Buttons</b>                                                                                                                                                                                                                                                                                           | Select this option if the client prefers to limit user access to toolbar options. Most of the buttons aren't supported in recruiting.                                                                                                                                                                                                                                                            |
| <b>Disable Print Button</b>                                                                                                                                                                                                                                                                                                  | Set this option as per your preference.                                                                                                                                                                                                                                                                                                                                                          |
| <b>Disable Delete button</b>                                                                                                                                                                                                                                                                                                 | If this option isn't selected, the originators for preapproved state requisitions can delete requisitions. Set the field as per the customer's preference.                                                                                                                                                                                                                                       |
| <b>Disable Note button</b>                                                                                                                                                                                                                                                                                                   | Select this option.                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Disable Info button</b>                                                                                                                                                                                                                                                                                                   | Clear this option.                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Disable Due Notification</b>                                                                                                                                                                                                                                                                                              | Clear this option unless the client prefers to avoid Document Due Notifications.                                                                                                                                                                                                                                                                                                                 |
| <b>Enable form routing to previous step</b>                                                                                                                                                                                                                                                                                  | Recommended. Improves workflow options allowing a person to send the Job Requisition back to the previous step when data is missing or extra information is desired.                                                                                                                                                                                                                             |
| <div> <p><b>Note</b></p> <p>The following options under the <a href="#">Template Flag</a> heading don't apply to Recruiting forms:</p> <ul style="list-style-type: none"> <li>• <a href="#">Do Not Transfer Documents</a>.</li> <li>• <a href="#">Automatic Manager Transfer</a> and its child checkboxes.</li> </ul> </div> |                                                                                                                                                                                                                                                                                                                                                                                                  |

## Next Steps

Configure route maps to determine the approval path of a new requisition.

## Related Information

[Using Role-Based Permissions](#)

## 18.2.19 Configuring a Route Map for Recruiting

A route map specifies the order in which a form moves from one user to another and what users can do during each step. Recruiting uses route maps to determine the approval path of a new requisition.

### Prerequisites

- The Job Requisition XML is configured with the appropriate operator fields.
- Ensure that you've enabled the [Routing Maps](#) role-based permission.
- Ensure that you've enabled [Workflow](#) in [Provisioning](#).
- Ensure that you've set [Enable Relative Dates For Form Routing](#) option in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

The user who creates the requisition completes the initial data and then sends the requisition to the user who owns the next step. That user reviews the requisition, may add or adjust requisition data based on permissions and then sends the requisition to the user who owns the next step.

#### 📘 Note

Route maps are a Platform feature, so not all route map functionality applies to Recruiting.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Route Maps](#) ►.

The [Route Map List](#) page is displayed.

2. Click [Add New Route Map](#) to build your own route map.
3. If you're building your own route map, select [Build Your Own](#) from [Add New Route Map](#) option.

The new routing map has three stages - Modify, Signature, and Completion. Specify the users who receive the form and set other options for this step. You can also add more steps for each of the stages.

4. Select the following options accordingly:

| Option                                                                        | Description                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I want to personalize the evaluation stage in a 360 review route map          | Select if you want to use this workflow for 360 reviews. This allows you to edit what your users see in the evaluation stage of a 360 review. The evaluation stage is where others enter their feedback about the individual being evaluated.                                                                                                            |
| Only create iterative and collaborative steps when all roles exist for a user | Select if you want SAP SuccessFactors to determine which user in the system should receive a copy of the form in their inbox based on the roles you've selected. For any iterative or collaborative step you define, SAP SuccessFactors eliminates the step in the form creation process, if the team member doesn't have any one of the roles assigned. |
| Use relative dates for form routing                                           | Select if you want to specify start, exit, or due dates based on the number of days before or after another activity in your process, such as the form creation date or form due date, instead of having to enter exact calendar dates.                                                                                                                  |

 **Note**  
By selecting this option, all your route map dates will become relative.

- To add step to a [Modify Stage](#), click [Add Step](#).

In the [Create A New Modification Step](#) dialog, enter a new step name and click [OK](#).

- Enter the following information for each step you created.

The table lists all fields. Some of the fields don't apply to all steps and don't appear in the list for those steps.

| In this field... | Enter or select...                                                                                                                             |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Step Name        | The Step Name that is displayed in the route map within the form.                                                                              |
| Step Description | The description that gives more context on the action that you're about to take. This description appears in the To Do List on your home page. |



In this field...

Enter or select...

Step Type

- **Single Role** when you want the form to be sent to a single approver.  
Example: You want the requisition to be sent only to the Hiring Manager (G Role).
- **Iterative step**: This allows several users to work on a step. In this type of step, the form is sent to one user at a time, and that user sends the form to the other users specified in the step. This step type is the most commonly used when several users work on the step. If you use this type of step, you must also specify the roles to participate in the step. For example, G and GM, this is the Hiring Manager and the Hiring Manager's Manager. These two roles will be able to make edits and send the form back and forth to each other before routing to the next step.  
If you use the Iterative step, we recommend that you also specify the Entry User and Exit User.
- **Collaborative**: This allows several users to work on a step. In this type of step, the form is sent to all users at the same time. The form appears in all user's Inboxes, but only one user can work on it at a time. If you use this type of step, you must also specify the roles to participate in the step. For example, G and GM, this specifies a collaborative step between the Hiring Manager and the Hiring Manager's Manager. Both of them can access the form for an executive review.  
If you use the Collaborative step, we recommend that you also specify the Entry User and Exit User.

| In this field... | Enter or select...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Roles            | <p>The roles assigned to the user from the dropdown menu. The route map you're defining uses the roles assigned to these users to figure out who to send the processed form to. There are standard system roles in the dropdown menu, but there's a custom option if your needs are more advanced.</p> <p>All Recruiting roles (O, G, R, S, T, W, and Q) are supported in route maps, along with relational roles (GM, RH, and so on.). Employee-centric roles (E) aren't supported.</p> <p>If you want to specify a specific user instead of a role, enter U in this field then enter the username in the Username field.</p> <p>Examples of custom codes include:</p> <ul style="list-style-type: none"> <li>• R - Recruiter in Recruiting</li> <li>• W - Second recruiter in Recruiting</li> <li>• Q - VP of staffing in Recruiting</li> <li>• T - Primary coordinator in Recruiting</li> <li>• G - Hiring manager in Recruiting</li> <li>• S - Sourcer in Recruiting</li> </ul> |
| Entry User       | <p>This field is used only for iterative and collaborative step types and is optional for those step types. In the Entry User field, you can specify which of the roles specified in the Step Type field receives the form first. Specify a role already specified in the Step Type.</p> <p>You might specify an Entry User and Exit User in a situation when three users are specified in a step, but only two are required. For example, in the following step:</p> <p>Step Type = I R G GM</p> <p>Entry User = R</p> <p>Exit User = GM</p> <p>The recruiter (R) and hiring manager's manager (GM) must work on the step, but the hiring manager (G) is optional.</p>                                                                                                                                                                                                                                                                                                             |

| In this field...                   | Enter or select...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exit User                          | <p>This field is used only for iterative and collaborative step types and is optional for those step types. In the Exit User field, you can specify which of the roles specified in the Step Type field receives the form first. Specify a role already specified in the Step Type.</p> <p>You might specify an Entry User and Exit User in a situation when three users are specified in a step, but only two are required. For example, in the following step:</p> <p>Step Type = I R G GM</p> <p>Entry User = R</p> <p>Exit User = GM</p> <p>The recruiter (R) and hiring manager's manager (GM) must work on the step, but the hiring manager (G) is optional.</p> |
| Start Date                         | Don't use in Recruiting route maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Exit Date                          | Don't use in Recruiting route maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Due Date                           | Don't use in Recruiting route maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Advanced Options</b>            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Step Introduction & Mouseover text | <p>The text users see when they click the information (i) icon. This text appears only before the step is completed.</p> <div> <p>→ Tip</p> <p>Use this field to provide a brief description of what users are expected to do during this step.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                                             |
| Step Name After Completion         | <p>Name of the step the user sees after the step is completed. If you leave this field blank, the step name remains the name specified in <i>Step Name</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| In this field...               | Enter or select...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Iterative Button Text          | <p>This option is available when you select the <a href="#">Step Type</a> as <a href="#">Iterative</a> to send the form to a particular role in an iterative manner.</p> <p>You can customize the button text to display the name of the next role to send the form in an iterative step. Use the [username] token to create a dynamic text that represents the username of the role.</p> <div> <p><b>Note</b></p> <p>When the username token is used on a mobile app, the username token is not resolved to represent the role name. Instead, it will show <a href="#">Send to..</a> option with the user name.</p> </div> |
| Step Mode                      | Should always be set to Full Edit for Recruiting route maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Exit Button Text               | The text for sending the form to the next step. This text appears on the Routing options button or dropdown menu for the step. This text also appears on the button on the confirmation page.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Step Exit Text                 | <p>This field is optional.</p> <p>When the user sends the form to the next step, a confirmation page opens before the form is sent. The text you specify in this field appears on that confirmation page.</p> <div> <p><b>→ Tip</b></p> <p>Use this field to let users know what they're required to do and what their action means.</p> </div>                                                                                                                                                                                                                                                                             |
| Previous Step Exit Button Text | <p>The text for sending the form to the previous step. This text appears on the Routing options button or dropdown menu for the step.</p> <p>This text also appears on the button on the confirmation page.</p>                                                                                                                                                                                                                                                                                                                                                                                                             |

| In this field...                                                                                                                                                                                      | Enter or select...                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Previous Step Exit Text                                                                                                                                                                               | <p>This field is optional.</p> <p>When the user sends the form to the previous step, a confirmation page opens before the form is sent. The text you specify in this field appears on that confirmation page.</p> <div> <p>→ Tip</p> <p>Use this field to let users know what they're required to do and what their action means.</p> </div> |
| Step Id                                                                                                                                                                                               | <p>The ID that the system uses to identify the step internally. It isn't the order of the step in the routing map.</p> <div> <p>ⓘ Note</p> <p>Step Id shouldn't contain spaces or accented characters.</p> </div>                                                                                                                            |
| Start of Review                                                                                                                                                                                       | Don't use in Recruiting route maps.                                                                                                                                                                                                                                                                                                          |
| Out of Turn Access                                                                                                                                                                                    | Don't use in Recruiting route maps.                                                                                                                                                                                                                                                                                                          |
| 1:1 Meeting                                                                                                                                                                                           | Don't use in Recruiting route maps.                                                                                                                                                                                                                                                                                                          |
| <div> <p>ⓘ Note</p> <p>It's possible to translate the step names, exit text, and so on. However, translations are only shown for newly created requisitions and not for the existing ones.</p> </div> |                                                                                                                                                                                                                                                                                                                                              |

- Click [Save](#) at the top of the page to save the route map.

## Results

Your new route map is saved and you see a confirmation message.

## Next Steps

To use the new route map, you must associate it with a form template.

## 18.2.19.1 Stages in Route Maps for Recruiting

The stages in the route map specify the type of action employees can perform. You can specify which employees receive the form at each stage and what the employee is expected to accomplish when they receive the form.

The Route Map can designate a specific job role involved in the review process and the order in which the employees receive the form. For example, you can specify that the employee first gets, followed by the employee's manager, and finally, the employee's HR manager. You can also specify that the form must move back and forth between the employee and manager for planning purposes, before the form can move to the employee's HR manager.

Forms go through three main stages.

## Route Map Stage

## What Employees Can Do

### Modify Stage

Employees typically provide a Self-Assessment on the Performance Management form, Managers review, assess, and evaluate the content of the form.

The [Start of Review](#) option under [Show advanced option](#) indicates that the performance review process starts from this step. All following steps, including this step, are shown on the [Team Overview](#) page.

#### Note

In a route map, only one step can be marked as [Start of Review](#).

You can also configure [Out of Turn Access](#) feature in this stage to allow reviewers to access a copy of the form through [Team Overview](#) page to provide their ratings before the form officially reaches them.

#### Note

The [Start of Review](#) option has to be enabled before enabling the [Out of Turn Access](#). Enabling the [Start of Review](#) option on a particular step allows users to see the form from that step within the [Team Overview](#) page.

Finally, you can enable [1:1 Meeting](#) option in the Modify stage of the Route Map. After you've enabled this option, a [Confirm 1:1 Meeting](#) option is displayed on the [Team Overview](#) page. You can click this option to route the form directly to the signature stage or the completion stage, without having to open the form.

#### Note

- EM is the recommended role for 1:1 Meeting.
- Only the last step in the Modify stage can be set as 1:1 Meeting step.
- The 1:1 Meeting has to be selected for a [Single Role](#) step between a manager and an employee. It doesn't support iterative and collaborative steps.

### Signature Stage

In this stage, employees typically sign or approve the form or acknowledge that the form has been completed. The Signature Stage typically comes after the Modify Stage.

## Route Map Stage

## What Employees Can Do

### Completion Stage

In this stage, the form is moved to the employees' Completed folder. This is the final stage of the form.

#### Note

The `[[DOC_ACCESS_URL]]` token isn't supported for the Completion stage.

## 18.2.19.2 Short Requisition with Route Map

The short requisition create page displays the title and due date.

There's no way to have other fields appear on this page and reorder those fields other than reordering the route map steps.

## 18.2.19.3 Currently With User Manages the Requisition

The Currently With user can send the requisition back one step in the route map. This applies for all route map step types and users. If a Currently With user sends back a requisition, the action will be captured in the audit trail, including any comments.

The requisition originator completes the [Requisition Create](#) page and then the [Requisition Details](#) page loads. The route map is shown at the top of the [Requisition Details](#) page as long as the requisition is in the pre-approved state. The form toolbar also appears while the requisition is in the pre-approved state.

If the form has an iterative step, and the entry user is defined in the route map, the user can choose the entry user to have the form returned to them. If the entry user is not defined in the route map, the system will allow the user to choose any user within 1 step to send the form back to them.

After the button is clicked, the system sends a notification to the step user(s) of the prior step letting them know of the availability of the form (document routing notification). If a collaborative step is being used as the step the form is being sent back, then all users in that step will receive the document routing notification.

Only one user holds the requisition form at a time. This user is referred to as the Currently With user.

The user's field visibility and permissions are defined in the Requisition XML. Even if other users can open the requisition and have field level permissions, they cannot make changes to the [Requisition Details](#) page unless they are the Currently With user.

By default, a pre-approved requisition record is only available to users to whom it has been sent in the route map. It can be made available to any user associated with the requisition record via ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Settings](#) ►. Scroll down to the Job Requisition section, and check the box [Allow users to view pre-approved requisitions without regard to route map status](#). Once this box is enabled, users can view the job requisition in the pre-approved state.



## 18.2.19.4 Route Requisition to Next Step

When users are satisfied with the field content, they select the option to route the requisition to the next step.

A confirmation page displays where the user can enter comments. The user is required to confirm the requisition step change. Requisitions can also be approved or rejected/declined using the SAP SuccessFactors mobile application if the setup is available in the Job Requisition XML template and the feature enabled in Provisioning. **Rejected/declined** in the roadmap actually means sending a requisition to the previous step. *Reject* and *Approve* are only labels for **send to previous step** as the route map action.

When a requisition is moved between routing steps, the system sends the receiving user an email notification using the template in ► *Admin Center* ► *Company Settings* ► *E-Mail Notification Templates Settings* ► *Document Routing Notification* ►. If this e-mail template includes a [ [DOC\_COMMENT] ] token the user will be able to enter comments during the step change that are included in the email notification sent to the next step owner, and will be included in the requisition audit trail.

The *Document Routing Notification* can be adjusted so that each form template uses a different set of e-mail language. The email notification can also be adjusted through *Customize Settings* for *Form Templates* so that document routing notifications for some form templates are disabled, consolidated and/or have Additional Recipients. Only Recruiting-related operators must be selected as additional recipients on Recruiting-related document routing notifications.

If you select *Consolidate emails* in *Document routing email notification* of *Admin Center*, these e-mails are sent by a Provisioning job called *Process Batched Emails* that must be scheduled and running.

## 18.2.19.5 Requisition Approval Reminders

The Due Date field on the short requisition create page interacts with the settings in ► *Admin Center* ► *Company Settings* ► *Form Templates Settings* ►.

This triggers e-mail reminders about pending requisition approvals using ► *Admin Center* ► *Company Settings* ► *E-Mail Notification Templates Settings* ► *Document Due Notification* ►.

## 18.2.19.6 Requisition Completed Notification

When a requisition has passed through all route map steps, the requisition state changes from pre-approved to approved.

When this happens, it is possible to configure an e-mail notification using the ► *Admin Center* ► *Company Settings* ► *E-Mail Notification Templates Settings* ► *Document Completed Notification* ►. There is no way at present to de-select the roles in the Recipients box; in this case *Employee = G*, *Manager = GM*.

## 18.3 Job Location Generic Objects on Job Requisition

The Job Location generic object provides granularity in configuring the job locations to post on career sites.

The Job Location generic object provides structured location data on the job requisition to facilitate a card view of search results, faceted search using the Google Map component, and posting a job to multiple locations for candidates to find on the career site.

### Note

The Google Maps component doesn't work in China, so the job location coordinates are not populated for Chinese customers when a job location is created or updated.

Update the following attribute values for a specified job location in ► [Admin Center](#) ► [Manage Data](#) ► [Job Locations](#) ⌵:

- Location Code
- Location Name
- FO Location
- Job Location Long Format  
An address format for the location information of a country/region displayed for the job requisition when a candidate searches for or opens the job requisition. Note that only one Job Location long Format is allowed for a country/region. If no address format is created, a default format is displayed as the location information of a posted job. Thus, a [Job Location Long Format](#) is address representation per country/region format standards. The [Job Location Long Format](#) address is displayed in multiple lines as part of the job requisition details.
- Address 1
- Address 2
- Address 3
- Address 4
- Subdivision/Neighborhood
- City
- Metropolitan Area/ Market
- Country/Region
- State/Province  
The State/Province field is associated with the State/Province Generic Object to have a parent-child relationship between county and state.
- Flexible/Sales Region
- ZIP/Postal Code
- Location Search Synonyms  
Similar names of the locations to search for jobs.
- Latitude
- Longitude  
Career Site Builder uses [Latitude](#) and [Longitude](#) coordinates from the Google Map component to display pinned locations of the jobs on a map.

## Note

The Google Maps component doesn't work in China, so the job location coordinates are not populated for Chinese customers when a job location is created or updated.

- **Override Coordinates**  
Set the value to Yes to manually provide coordinates to show a specific and accurate location of the posted job on the map.
  - Override Latitude
  - Override Longitude
- **Effective Start Date**

Configure the `sfstd_jobLocation_obj` as the standard Field-ID, and configure the Field Label and Object Type as `JobLocation` in a job requisition XML template in ► [Admin Center](#) ► [Manage Templates](#) ► [Job Requisition Template](#) .

Here's a sample field definition:

### Sample Code

```
<field-definition id="sfstd_jobLocation_obj " type="object" required="false"
custom="false" object-type="JobLocation">
  <field-label><![CDATA[Job Location]]></field-label>
  <field-label lang="en_US"><![CDATA[Job Location]]></field-label>
  <field-description><![CDATA[]]></field-description>
  <field-description lang="en_US"><![CDATA[Location data used for Career Site
Builder]]></field-description>
</field-definition>
```

If you want to be able to select multiple job locations for a requisition, you can set the multiselect attribute to "true":

### Sample Code

```
<field-definition id="sfstd_jobLocation_obj " type="object" required="false"
custom="false" object-type="JobLocation" multiselect="true">
```

You can configure the OnSave and OnChange business rules on the job requisition XML template for the Job Location Generic Object. Note that a job requisition that supports posting jobs on multiple locations doesn't support business rules.

The template-level and role-based permissions for the Job Location Generic Object are similar to any generic object field. For a job requisition, the template role permissions, object-level permissions, and target population permissions are carried out in a specific sequence. At any point in time, if one of the three permissions fails, the next set of permissions isn't completed.

Associating the Job Location Generic Object with job requisitions using a job requisition XML template displays [Job Location](#) field on the [Job Requisition Details](#) page.

## 18.3.1 Job Location Long Format Generic Object

Job Location Long format represents a multiline address format suitable for placement within the description. It represents the full street address of a job location displayed when a candidate searches for job requisitions on the career site.

The Job Location Long Format Generic Object is available on the [Configure Object Definitions](#) page in [Admin Center](#). Update the following attribute values for a specified job location in [Admin Center](#) > [Manage Data](#) > [Job Location Long Format](#) :

- externalCode
- name
- country

Note that only one job location long format is allowed for a country/region. A default job location format is displayed if no address format is created. The default format for Job Location Long Format object is as follows:

### Sample Code

```
[address1]<br/>
[address2]<br/>
[city], [state_name] [postal_code]<br/>
[country_name]<br/>
```

You can select any of the following attributes to create a job location long format:

Use separators (commas, spaces, hyphens, new lines, semicolons, pipes, underscores, slashes, and colons) to distinguish among the field attributes.

- Address 1
- Address 2
- Address 3
- Address 4
- City
- County/Region Abbreviation
- County/Region Name
- Flexible/Sales Region
- Location Search Synonyms  
Similar names of the locations to search for jobs.
- Metropolitan Area/Market
- State Abbreviation
- State Name
- Subdivision/Neighbourhood
- Zip/Postal Code

While populating a Job Location Generic Object in [Admin Center](#), [Manage Data](#), selecting a Location FO populates the city, state/province, country/region, and ZIP/postal code values. Saving the Job Location Generic Object populates the Job Location Long format based on the country.

## 18.3.2 Job Location Short Format Generic Object

Job Location Short format represents a short address format suitable for placement in search result sets beneath the job title on the posting detail pages on the career site.

On the *Job Requisition Details* page, set the *Job Location Short Format*, a flexible naming of a location for marketing the jobs. Thus, the *Job Location Short Format* gives textual hints and clues of the locations that candidates can interpret quickly in a card or list view of a job. The *Job Location Short Format* address is displayed in a single line as part of the job requisition details. Note that the job location short format isn't associated with a country, and you can create many *Job Location Short Format* addresses to visualize them on the job cards.

Define the Job Location Short Format Object on the *Configure Object Definitions* page in *Admin Center* with `externalCode` and `name`. Update the following attribute values for a specified Job Location Short Format Object in

► *Admin Center* ► *Manage Data* ► *Job Location Short Format* ✎:

- Address 1
- Address 2
- Address 3
- Address 4
- City
- County/Region Abbreviation
- County/Region Name
- Flexible/Sales Region
- Location Search Synonyms  
Similar names of the locations to search for jobs.
- Metropolitan Area/Market
- State Abbreviation
- State Name
- Subdivision/Neighbourhood
- Zip/Postal Code

Use separators (commas, spaces, hyphens, new lines, semicolons, pipes, underscores, slashes, and colons) to distinguish among the field attributes. A default job location format is displayed if no address format is created. The default format for the Job Location Short Format object is as follows:

```
[city], [state_abbreviation], [country_abbreviation], [postal_code]
```

Configure the `sfstd_jobLocationShortFormat_obj` as the standard Field-ID, and configure the Field Label and Object Type as `JobLocationShortFormat` and Multiselect field set to `False` in a job requisition XML template in

► *Admin Center* ► *Manage Templates* ► *Job Requisition Template* ✎. You can configure the `OnSave` and `OnChange` business rules on the job requisition XML template for the Job Location Short Format Generic Object.

The sample field definition is as follows:

### Sample Code

```
<field-definition id="sfstd_jobLocationShortFormat_obj " type="object"
required="false" custom="false" object-type="JobLocationShortFormat">
  <field-label><![CDATA[Location Formatting]]></field-label>
  <field-label lang="en_US"><![CDATA[Location Formatting]]></field-label>
  <field-description><![CDATA[]]></field-description>
```

```
<field-description lang="en_US"><![CDATA[]]></field-description>
</field-definition>
```

For *Job Location Short Format*, you can use separators (commas, spaces, hyphens, new lines, semicolons, pipes, underscores, slashes, and colons) to distinguish the field attributes. You can select any of the following attributes to display them as part of the *Job Location Short Format*:

- State/Province  
The State/Province field is associated with the State/Province Generic Object to have a parent-child relationship between county and state.
- Flexible/Sales Region
- ZIP/Postal Code
- Location Search Synonyms  
Similar names of the locations to search for jobs.
- Latitude
- Longitude
- Override Coordinates
- Override Latitude
- Override Longitude

Associating the Job Location Short Format Generic Object with job requisitions using a job requisition XML template displays the *Job Location Short Format* field on the *Job Requisition Details* page. If OnSave and OnChange business rules are set for the Job Location Short Format Object, then selecting job locations on the *Job Requisition Details* page populate the associated *Job Location Short Format*.

### 18.3.3 State/Province Generic Objects on Job Requisition

Support for State/Province Location generic object on job requisition to specify state and province information.

The State/Province object stores the ISO country codes and state codes associated with them are configured in the `Recruiting_Country_States.text` file. The existing state/province data is migrated to the State/Province generic object, or "GO", using the *State Province GO Migration Job*.

Administrators can select state associated with the countries so that corresponding states are utilised in the Job Location Long Format or Job Location Short Format.

### 18.3.4 OData Support for Job Location Generic Object

Using a JobRequisition OData v2 entity, you can query, insert, and upsert job location object, job location short format object to a job requisition.

The payload format for Job Location is as follows:

#### Sample Code

```
"sfstd_postingLocation_objlist": [
  {
```

```

        "__metadata": {
          "uri": "JobReqGOJobLocation",
          "type": "SFODData.JobReqGOJobLocation"
        },
        "isPrimary": true,
        "value": {
          "__metadata": {
            "uri":
"PostingLocation(code='85207776',effectiveStartDate=datetime'2021-10-15T00:00:00Z
')",
            "type": "SFODData.PostingLocation"
          }
        }
      }
    ]

```

Similarly, the payload for the Job Location Short Format:

#### Sample Code

```

"sfstd_postingLocationShortFormat_obj": {
  "sfstd_postingLocationShortFormat_obj": {
    "externalCode"="ARG"
  },
  {
    "__metadata": {
      "uri": "JobRequisition(737L)",
      "type": "SFODData.JobRequisition"
    },
    "sfstd_postingLocationShortFormat_obj": {"externalCode": "INDShortFormat"}
  }
}

```

## 18.4 Marketing Brand Generic Objects on Job Requisition

Support for Marketing Brand Generic Object on Job Requisitions.

Brand configured on the Career Site Builder provides flexibility to a parent company to have different designs and layouts for its subsidiaries. Brands are created and managed in Career Site Builder, and currently, there is no standard way to configure brands on the job requisitions. Today users maintain the data in a picklist or on a plain text field on the job requisition and later map this field to the brand. Recruiting Marketing then reads the data from this field to post jobs to a specific brand.

A Marketing Brand Generic Object is introduced to help Recruiters create job requisitions with a marketing brand and save the brand information on the job requisitions. The Recruiting Marketing users can post brand-specific jobs on the career site without having to map the requisition brand to Recruiting Marketing.

The requisitions with a marketing brand that matches the brand label created in Career Site Builder ensure that the jobs are posted and are searchable for a specific brand on the external career site.

#### Note

The Marketing Brand Object is unsupported in the email and offer letter template tokens.

#### Permissions for Marketing Brand

The template-level and Role-Based Permissions for the Marketing Brand Generic Object work like any other Generic Object field. For a job requisition, the template role permissions, object-level permissions, and target population permissions are executed in a specific sequence. At any point in time, if one of the three permissions fails, the next set of permissions isn't applied.

### Labels Derivation for Marketing Brand Object on Job Requisition

You can configure the labels for Marketing Object on the [Job Requisition System Labels](#) page, and the labels on the [Job Requisition Details](#) page, [Job Requisition Summary](#) page [Set Up Recruiting Marketing Job Field Mapping Configuration](#) page, Story reports, and Table reports are fetched like any other standard fields.

### Unsupported Features of the Marketing Brand Generic Object

This section lists the unsupported features for the Marketing Brand object:

- The field criteria are unsupported for the Marketing Brand object on the job requisition. Thus, you can't define field criteria on the Marketing Brand object.
- The Marketing Brand generic object is unsupported in SAP SuccessFactors API.
- In the [Table Reports](#), the detailed reporting filter feature isn't enabled for the Marketing Brand generic object.

### OData API for the Marketing Brand Object

The Marketing Brand Generic Object fields that are defined in the Job Requisition template are available for OData API operations. For OData operations on Marketing Object, see the "generic object fields" information in the OData Operations for Job Requisitions topic listed in the Related Information section.

### Support for Table Reports

While generating Table reports in the SAP SuccessFactors HCM suite, you can now include the Marketing Brand Generic Object fields defined in the job requisition template. For information, see about the Foundation Object and Generic Object Fields in Table Reports for Job Requisitions section.

#### Note

The detailed reporting filter feature isn't enabled for the Marketing Brand generic object.

### Career Site Builder Integration

The Marketing Brand Generic Object is supported for Career Site Builder integration and the [Set Up Recruiting Marketing Job Field Mapping](#) page in [Admin Center](#) page supports the mapping of fields of type Marketing Brand Generic Object. The administrator who has permission to the [Set Up Recruiting Marketing Job Field Mapping](#) page can map the Marketing Brand Generic Object to any Recruiting Marketing field for a job requisition.

The recommended JRDM for Recruiting Management is described in Data Recommendations for Recruiting Management topic listed in the Related Information section. In addition to this, you can also map the Marketing Brand object field to any field on Recruiting Marketing. Whenever the field is mapped to any field in Recruiting Marketing, the mapping is resolved to brandURL and is passed to Recruiting Marketing.

### Business Rules

You can configure the business rules on the job requisition template with the Marketing Brand Generic Object.

### Support for Story Reports

The marketing Brand generic object is reportable in Story reports. Data in the report is fetched in the brandName (marketingBrandId) format for Marketing Brand generic object data stored on the job requisition. The filter and sort options are supported on the Marketing Brand field. Data is fetched based on template-level field permissions, and generic object permissions. You can generate report for the [brandURL](#) along with external code, default, and



name of the Marketing Brand object. Note that you cannot report on the micrositeID from the Marketing Brand Object in the Embedded Analytics reports. The label for the Embedded Analytics report is fetched from the [Job Requisition System Labels](#) page.

## Related Information

[Permissions for Requisition \[page 232\]](#)

[OData Operations for Job Requisitions \[page 240\]](#)

[Managing Job Requisition System Field Labels \[page 1632\]](#)

[Configuring Real Time Job Sync \[page 370\]](#)

[Data Recommendations for Recruiting Management \[page 381\]](#)

[Rule Triggers for Job Requisitions \[page 1526\]](#)

### 18.4.1 Usage of Legacy Brand Field on the Set Up Recruiting Marketing Job Field Mapping Page

During the migration of the Marketing Brand object, the administrator is intimated about the usage of the legacy brand field on the [Set Up Recruiting Marketing Job Field Mapping](#) page, in the business rules of the job requisitions, and offer templates, offer approval templates, Integration Centers. The administrator can then map the sfstd\_marketingBrand\_obj field to the brand field.

#### Note

You can map the “sfstd\_marketingBrand\_obj” field to the brand field only for the active job requisition templates.

Additionally, if the field for the brand is configured in the following places, consider replacing it with the sfstd\_marketingBrand\_obj field:

- Adhoc reports
- Embedded Analytics reports
- OData queries
- Job requisition external and internal posting description
- Job requisition external and internal posting header and footer content

### 18.4.2 Configure the Standard Marketing Brand Field on Job Requisition Templates

You can configure the standard Marketing Brand field on job requisition templates so that job requisitions include brand information.

Typically, brand information is only useful to include on job requisitions if there are multiple brands within your organization and you want to associate different jobs with different brands. If this is your scenario and you're

planning to adopt the Unified Data Model, you can use the scheduled job [Migrate Brand to Marketing Brand on Job Requisition](#) to add the field, instead of adding it manually.

#### Note

**Don't** run the [Migrate Brand to Marketing Brand on Job Requisition](#) job in the following scenarios:

- If you're only using the default brand and no additional brands in Career Site Builder.
- If you've already configured and started using the standard Marketing Brand object.

If you're only using the default brand, but still want to include brand information in job requisition templates, you can add it manually. You can maintain the job requisition template for the Generic Object field types using [Manage Templates](#).

The following sample code shows the definition for the standard field Marketing Brand (sfstd\_marketingBrand), of the type "object", in a job requisition template. The XML attribute `object - type` defines the generic object that's associated with the field, the Marketing Brand object..

#### Sample Code

```
<field-definition id="sfstd_marketingBrand_obj" type="object" required="false"
custom="false" object-type="MarketingBrand">
  <field-label><![CDATA[Marketing Brand]]></field-label>
  <field-label lang="de_DE"><![CDATA[Marketing Brand]]></field-label>
  <field-description><![CDATA[Marketing Brand]]></field-description>
</field-definition>
```

## 18.4.3 Marketing Brand Object on Job Requisition Summary Page

The Marketing Brand Generic Object Fields on the [Job Requisition Summary](#) page is supported on the [Filter Options](#) and [Display Options](#).

### Prerequisites

To view [Marketing Brand Object](#) on the job requisition, ensure to enable the following options:

- The [Enable Career Site Builder](#) option in [Provisioning > Company Settings](#) to view the [Enable Marketing Brand Object](#) option.
- The [Enable Marketing Brand Object](#) option in [Admin Center > Manage Recruiting Settings > Generic Object / Foundation Object \(GO/FO\) field types](#) to view the [Marketing Brand](#) object in the [Filter Options](#) and [Display Options](#).

#### Note

Disabling the [Career Site Builder](#) option removes the [Marketing Brand Object](#) option from the [Job Requisition Summary](#) page, [Filter Options](#) and [Display Options](#).

- The [Recruiting V2](#) option in [Provisioning > Company Settings](#).

#### 📌 Note

You cannot sort job requisitions based on the *Marketing Brand Object* column on the *Job Requisition Summary* page.

#### 📌 Note

The Marketing brand object is a non-effective dated object. The option *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* in *Admin Center, Manage Recruiting* does not apply to the Marketing Brand Object.

## 18.4.4 OData Support for Marketing Brand on Job Requisition

Using a JobRequisition OData v2 entity, you can query, insert, and upsert Marketing Brand Object to a job requisition.

You can use the Marketing Brand entity only when the Marketing Brand object field is defined on the Job Requisition XML template. The payload format is as follows:

#### 🔗 Sample Code

```
https://<api-server>//odata/v2/  
JobRequisition(10591L)?  
$format=json&$select=sfstd_marketingBrand_obj&$expand=  
sfstd_marketingBrand_obj
```

## 18.5 Setting Up the Basic Job Data Model

The Job Data Model (Families and Roles) is required to establish a job hierarchy based on the idea of job families (for example, Accounting), roles within families (for example, Senior Accountant), and optional job codes associated with that role.

### Context

The **Families and Roles** in Recruiting allows you to browse the library of roles, select one or more roles or job codes, and prepopulate some data when creating a Job Requisition.

## Procedure

1. Go to ► [Admin Center](#) ► [Families and Roles](#) ► or ► [Admin Center](#) ► [Manage Job Roles](#) ►.

The list of families and roles page is displayed.

2. Click [Add New Family](#) and select [Add New Family](#).
3. Enter the [Family Name](#) and [Job Family Expert](#). The Job Family Expert is optional.
4. Click [Save Edits](#).

The list of families and roles page is displayed.

5. Click the family you created to create or edit a role for it.

The manage families and roles page is displayed.

6. You can either create a role or edit the existing role.
  - To create a role, click [Create New Role](#) and enter the appropriate details, such as, Role Name, Talent Pool, Job Code, and Description in the [Create New Role](#) page. Click [Save and Close](#).

### Note

If you select a job code, you should select [Default](#) for [Usage](#).

- To edit the existing role, click the role and then click [Edit Properties](#). Make the necessary changes to the role, such as editing the role name, adding or removing job codes, or changing the description. Click [Save and Close](#) after the modification.

## 18.5.1 Creating Job Families and Roles Using File Import

If you already have a long list of families and roles in place, you should use import to make changes to the existing families and roles or to create families and roles.

## Context

This alternate approach uses file import to import families and roles.

## Procedure

1. Go to ► [Admin Center](#) ► [Import Job Roles](#) ►.

The [Job Family/Roles/Competency Mapping Import](#) page displays.

2. Select mapping data type as [jobCode](#).
3. Import the file by selecting [Choose File](#), and select your CSV file containing families and roles.

### Note

Family and Role import files have no header row.

| Column   | Description of Content                                                                                                                                                            | Allowable Values         | Sample Content                                                                                          |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------|
| Column A | Declare the type of item you are importing.                                                                                                                                       | FAMILY<br>ROLE           | FAMILY                                                                                                  |
| Column B | Family name                                                                                                                                                                       | Text                     | Accounting                                                                                              |
| Column C | If the row type is FAMILY, leave blank.<br><br>If the row type is ROLE, populate with the role name.                                                                              | Text                     | Senior Director, Accounting                                                                             |
| Column D | If the row type is FAMILY, leave blank.<br><br>If the row type is ROLE, populate with the job description (optional; if no job description is required, leave this column blank). | 4,000 characters of text | This job involves...<br><br>Skills and qualifications are...<br><br>You should apply with us, if you... |
| Column E | If the row type is FAMILY, leave blank.<br><br>If the row type is ROLE and the client has a one to one role to job code ratio, populate with the job code.                        | Short Text               | ACTDIR001                                                                                               |

- If you want to associate multiple job codes with a single role, a second file load is required. Upload the file with the additional job codes to [Import Job Roles](#) after the initial Families and Roles file is successfully imported.

| Header  | Description of Content                                                                                                                                                                                    | Allowable Values | Sample Content |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------|
| JOBCODE | Populate with a job code. This job code may appear multiple times in the file if it is associated with different families and roles, but can only appear once within a given family and role combination. | Short Text       | ACTDIR001      |
| FAMILY  | Populate with the Family associated with this job code. The same family can appear multiple times in this file.                                                                                           | Text             | Accounting     |

| Header | Description of Content                                                                                           | Allowable Values | Sample Content              |
|--------|------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------|
| ROLE   | Populate with the role name associated with this job code. The same role can appear multiple times in this file. | Text             | Senior Director, Accounting |
| MODULE | For the purposes of Recruiting, always declare this as Default                                                   |                  | Default                     |

5. Select the appropriate data management options.

If you want to keep the families and roles existing in the system and add the new ones from the file, select the *do not delete them* and *merge the new content mappings with existing content mappings* options. These choices add new families and roles, but don't delete those that already exist.

#### ⚠ Caution

Be careful when deleting families and roles. These are used by other modules, such as Compensation and Performance Management. No module can use families and roles after they are deleted.

6. Select *Import*.

If you have access to Provisioning, you can schedule a job to import family and roles by selecting the *Job Type* as *Family And Role Mapping Import*.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

For more information on how to schedule a job, see the **Related Information** section.

## Results

The Families and Roles page displays the list of families and roles that you have imported.

## Related Information

[Setting Up the Basic Job Data Model \[page 219\]](#)

## 18.5.2 Deleting Families and Roles

You delete families and roles only when they are obsolete or no longer needed.

### Context

#### ⚠ Caution

Before you delete job families and roles, ensure that other modules are not using them. Deletion is done centrally, so consider the impacts to other modules when deleting families and roles.

### Procedure

1. Go to ► [Admin Center](#) ► [Families and Roles](#) ► or go to ► [Admin Center](#) ► [Manage Job Roles](#) ►.

The list of families and roles page is displayed.

2. Click the family.

The manage families and roles page is displayed.

3. Select the check the box next to the role.
4. Click [Delete](#).
5. Go back to the to list of families and roles page.
6. Open the family you want to delete.
7. Select the check the box next to the family.
8. Click [Delete](#).

## 18.6 Rating Scale

Recruiting uses rating scales to rate competencies on the Interview Assessment, or select or create prescreen questions on a Job Requisition.

You can either create or edit a rating scale. In order to edit an existing rating scale, click the rating scale name and modify the values.

#### 📘 Note

If languages are used within Recruiting, SAP SuccessFactors recommends that translations are provided for all the necessary rating scales. System can have issues in case you fail to provide translations.

## Related Information

[Implementing and Managing Performance Management](#)

[Go to the Performance Management guide to learn more about creating a Rating Scale.](#)

## 18.7 Job Requisition with HR Master Data

Job Requisition in Recruiting provides the capability to reuse HR Master data (data defined in other modules) using Foundation Object and Generic Object. If you are not looking for implementing Job Requisition with HR Master data, you can skip this section.

### 18.7.1 Job Requisition Template Configuration

The XML attribute **object-type** defines Foundation Object and Generic Object field types in the Job Requisition template.

To enable Foundation Object and Generic Object field types in the Job Requisition template, contact SAP Cloud Support.

#### Note

It's possible to maintain Job Requisition Template for Foundation Object and Generic Object field types using [Manage Templates](#).

Here,

- **object-type** is the type of Foundation Object or Generic Object.
- The attribute type is always set to **object**.

For example, this snippet shows the definition for an object of type **Department**.

```
<field-definition id="department_obj" type="object" required="false" custom="false"
object-type="Department">
  <field-label><![CDATA[Department Object]]></field-label>
  <field-label lang="de_DE"><![CDATA[Department Object]]></field-label>
  <field-description><![CDATA[Department Object]]></field-description>
</field-definition>
```

There are seven standard Foundation Object and Generic Object type fields available for Requisition. These fields are derived from the standard org-structure delivered with Employee Central.

Value of the object-type Field and Object with the Corresponding Field ID

| Value of object-type Field | Object | Field ID        |
|----------------------------|--------|-----------------|
| Legal Entity               | GO     | legalEntity_obj |



| Value of object-type Field | Object | Field ID         |
|----------------------------|--------|------------------|
| Business Unit              | GO     | businessUnit_obj |
| Department                 | GO     | department_obj   |
| Division                   | GO     | division_obj     |
| Cost Center                | GO     | costCenter_obj   |
| Location                   | FO     | location_obj     |
| Position                   | GO     | std_position_obj |

The new standard fields of type Foundation Object and Generic Object for **Division**, **Department**, and **Location** aren't a replacement of the existing **Division**, **Department**, and **Location** non-Foundation Object and non-Generic Object type standard fields in Job Requisition and Offer. The older non-Foundation Object and Generic Object fields continue to coexist, until one of them is explicitly disabled. For example, if you're using the new **Division** Generic Object field (**division\_obj**) for Recruiting Management, it's recommended to disable the old **Division** field (**division**) which is defined as type **enum** or **derived** in the Requisition template. This is also true for **Department** and **Location** fields, as they're new standard field.

The non-Foundation Object and non-Generic Object **Division**, **Department**, and **Location** fields can be disabled on the UI with the existing Admin Center option. To do this, select ► [Manage Recruiting Settings](#) ► [Job Requisition](#) ► [Disable Department, Division, and Location filter options on Job Requisition Tab](#) ►.

It's also possible to define custom fields of type Foundation Object and Generic Object. Here, the objects can be both standard and custom Generic Objects or standard Foundation Objects.

#### 📘 Note

- For configuring the standard Position object field in Job Requisition, one of the following options must be enabled from Provisioning:
  - Enable Position Management
  - Succession Management
  - JDM v2.0/Skills Management
- Position Generic Object isn't supported for Recruiting Events.
- You can't anonymize a Position Generic Object, meaning you can't set `anonymize=true` for [std\\_position\\_obj](#) field.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## 18.7.2 Multiselection Enablement for the Location and Position Fields

The [Location](#) and [Position](#) fields can be configured to be multiselectable. This means you can select more than one value for the [Location](#) and [Position](#) field.

This can be done by adding the attribute `multiselect="true"` to the field definition in the Job Requisition template.

The following XML explains how this can be done:

```
<field-definition id="location_obj" type="object" required="true" custom="false"
object-type="location" multiselect="true">
  <field-label><![CDATA[Location ]]></field-label>
  <field-description><![CDATA[Location]]></field-description>
</field-definition>
```

### 📌 Note

- Currently, it's only possible to make the **Location** and **Position** fields multiselectable. Also, it's possible to enable multiselection of the Location and Position fields through [Manage Templates](#).
- The [Select All](#) function in the multiselect component only selects the first 200 values out of the available list of objects. Users need to scroll to select the remaining values.
- When the **Location** or **Position** field is marked as `multiselect="true"` in the Job Requisition template, it's **not** possible to define Business Rules on these fields. In Manage Rules in recruiting, when such a template is chosen, the field isn't displayed in the dropdown in the [onChange](#) rules section.
- Use `externalCode` as a new property in the Job Position Object list (`std_position_obj` list) to update the position data using the Integration Center. This capability is available only when the `std_position_obj` field is configured as a `multiselect= false` in a job requisition XML template. The external code will also be available as a property in the `JobReqGoPosition` OData metadata. For non Integration Center-related usages, use either the `Value` or the `externalCode` fields to update the position data.
- You cannot update multiple values for the Job Location and Location Foundation data objects using Integration Center. Only one value can be updated using Integration Center, and that's the primary value.
- The quickcard is **not** displayed on the Job Requisition Details page in the following cases and hence it isn't possible to view the details of the object.
  - When Location is configured as either `singleselect` or `multiselect` in the Job Requisition template.
  - When Position is configured as `multiselect="true"` in the Job Requisition template.

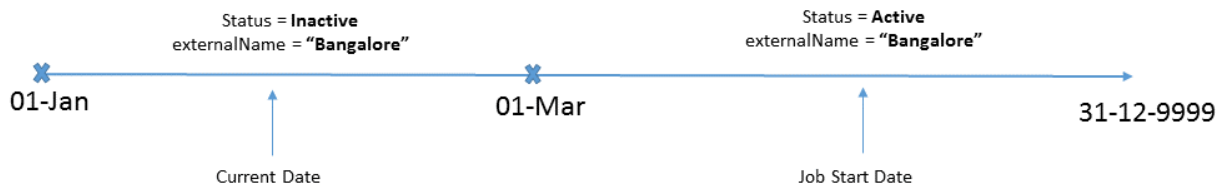
## 18.7.3 Effective-Dated Foundation Objects and Generic Objects for Job Requisition

It's possible to create a Job Requisition with fields of type Foundation Objects and Generic Objects whose values are currently inactive, but will become active in future.

For example, a Hiring Manager can start the hiring process for a new Location **Bangalore**, which will become active on a future date (which is currently inactive). A Job Requisition can be created for the Location **Bangalore** provided it's active as of the Job Requisition field [jobStartDate](#).

The *jobStartDate* field is used to identify the date on which to validate, if the value is active or not. It ensures that the validation isn't restricted to the current system date.

Location = "Bangalore"



In the preceding example, to create a Job Requisition for the Location **Bangalore**, the *jobStartDate* field should have a value greater than or equal to 1st of March.

At the time of saving the Job Requisition, the system validates to see if the entered values for Foundation Objects and Generic Objects fields are active as of the *jobStartDate*. If the fields are inactive on the *jobStartDate*, it returns an error and it won't be possible to save the Job Requisition.

To validate the Foundation Objects and Generic Objects fields on the jobStartDate, go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) ► [Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages](#) ►.

#### ⓘ Note

You can create a Job Requisition for a future dated Position based on the jobStartDate. The [Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages](#) option lets the recruiting users fetch only the active and valid positions as of the *jobStartDate* and get displayed on the job requisition based on the job start date.

## 18.7.3.1 Behavior of Effective Dating When Location or Position Field is Single and Multiselectable

When the option [Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages](#) is enabled in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) ►, and for you to be able to change the jobStartDate, you need edit permission on both the jobStartDate field and the [Location](#) or [Position](#) field.

When you try to change the jobStartDate field, one of the following two scenarios can occur:

- If you have Edit permission on the [Location](#) or [Position](#) field, a dialog displays a warning message indicating that the Location or Position values are deleted accordingly.
  - If you confirm the action, the value will be deleted and you have to save the Job Requisition for the changes to persist.
  - If you cancel the action, the jobStartDate will be reset to the previous value (meaning it can't be changed), and the Location or Position value won't be affected.

- If you have read-only permission on the [Location](#) or [Position](#) field, a dialog displays a warning message indicating that the jobStartDate field can't be changed due to a configuration issue and you have to contact the system administrator.  
The configuration issue here is that it's required for you to have edit permission on both jobStartDate and the Location or Position fields.

## Related Information

[Multiselection Enablement for the Location and Position Fields \[page 226\]](#)

### 18.7.4 Field Criteria Definition in Job Requisition

Just like cascading picklists are used to filter or restrict values on a field based on the value selected for another related field, Field Criteria is used to filter on objects (Foundation Object and Generic Object).

To apply field criteria, the objects need to be associated in the object definition in MDF. This is done using the [Configure Object Definitions](#) page.

A sample definition is as shown. Here, the child object has an association defined to the parent object. You'll only see the **Business Units** that are under the **Legal Entity** that you've selected earlier, that is, **BusinessUnit** is a child of **Legal Entity**.

## Object Definition: Business Unit (BusinessUnit)

|                     |                                                                                                   |
|---------------------|---------------------------------------------------------------------------------------------------|
| * Code              | BusinessUnit                                                                                      |
| * Effective Dating  | Basic                                                                                             |
| API Visibility      | Editable                                                                                          |
| * Status            | Active                                                                                            |
| MDF Version History | Delete History                                                                                    |
| Default Screen      |                                                                                                   |
| Label               | Business Unit  |
| Description         |                                                                                                   |
| API Sub Version     | No Selection                                                                                      |
| Subject User Field  |                                                                                                   |
| Workflow Routing    |                                                                                                   |
| Pending Data        | No                                                                                                |
| Todo Category       | Generic Object Change Requests                                                                    |

### Associations

| Name               | Multiplicity | Destination Object | Type       | (12) More |
|--------------------|--------------|--------------------|------------|-----------|
| cust_toLegalEntity | One To Many  | Legal Entity       | Valid When | Details   |
| cust_paygradeW     | One To One   | Pay Grade Wrapper  | Composite  | Details   |

Employee Central maintains field criteria in the Succession Data Model (SDM). To use associations in Recruiting Management, field criteria has to be defined in the Job Requisition template. Associations defined in the Succession Data Model aren't automatically copied to the Job Requisition template.

Field criteria can only be defined for fields of **type="object"**.

Field criteria is applicable in all the scenarios. For example,

- UI
- OData
- SFAPI
- Job Requisition Imports

#### Note

- If the *Location* and *Position* fields support multiselect (`multiselect="true"`), it can be defined as a child field or as a parent field.
- We don't recommend the following configuration for any operator:
  - Parent field - Editable
  - Child field - Read Only or Hidden

If such a configuration is used, you are prevented from changing the child field value. The system displays an error message informing that such an action isn't possible due to configuration issues. This is applicable when the *Location* or *Position* field is both single select and multiselect.

An XML attribute **field-criteria** in Job Requisition template is defined from the child field to the parent as a child to parent relationship. For example, if **Location** is the parent field and **Legal Entity** is the child field, the field criteria should be included in the Legal Entity definition.

```
<field-definition id="legalEntity_obj" type="object" required="false"
custom="false" object-type="LegalEntity">
  <field-label><![CDATA[Legal Entity Object]]></field-label>
  <field-label lang="de_DE"><![CDATA[Legal Entity Object]]></field-label>
  <field-description><![CDATA[Legal Entity Object]]></field-description>
  <field-criteria sourceFieldName="cust_location.externalCode"
destinationFieldValue="location_obj"/>
</field-definition>
```

There are two tags available in **field-criteria**. They are:

- **sourceFieldName**

| Parent field type                                                    | Child field type                                                     | sourceFieldName value<br>(format)                             | Example                                                                                                                                                                                |
|----------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Generic Object                                              | Standard Generic Object                                              | <name of the association in<br>MDF>.internalId                | Parent field type: Division<br><br>Child field type: Department<br><br>Name of Association in MDF:<br>cust_to_Division<br><br>sourceFieldName= <b>cust_to_<br/>Division.internalId</b> |
| Standard Generic Object<br>(Effective dating= <b>Basic</b> )         | Custom Generic Object<br>(Effective dating= <b>Basic</b> )           | <name of the association in<br>MDF>.internalId                | Parent field type: Division<br><br>Child field type: Cust_Unit<br><br>Name of Association in MDF:<br>cust_to_Division<br><br>sourceFieldName= <b>cust_to_<br/>Division.internalId</b>  |
| Standard Generic Object<br>(Effective dating= <b>Basic</b> )         | Custom Generic Object<br>(Effective dating= <b>From<br/>Parent</b> ) | parent.internalId                                             | sourceFieldName= <b>parent.in<br/>ternalId</b>                                                                                                                                         |
| Custom Generic Object<br>(Effective dating= <b>Basic/<br/>None</b> ) | Custom Generic Object<br>(Effective dating= <b>From<br/>Parent</b> ) | parent.mdfSystemInternalC<br>ode                              | sourceFieldName= <b>parent.m<br/>dfSystemInternalCode</b>                                                                                                                              |
| Custom Generic Object<br>(Effective Dating= <b>Basic</b> )           | Custom Generic Object<br>(Effective Dating= <b>Basic</b> )           | <name of the<br>association in MDF>.<br>mdfSystemInternalCode | Parent field type:<br>cust_GO_Parent                                                                                                                                                   |

| Parent field type                                                                                                                                                                                                                                                                                                                                                                        | Child field type                                | sourceFieldName value<br>(format)               | Example                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                          |                                                 |                                                 | Child field type:<br>cust_GO_Child<br><br>Name of Association in MDF:<br>cust_Child to_Parent<br><br>sourceFieldName= <b>cust_Child to_Parent.mdfSystemInternalCode</b>                                 |
| Standard Foundation Object<br>Example, LocationGroup                                                                                                                                                                                                                                                                                                                                     | Standard Foundation Object<br>Example, Location | <Name of the parent field<br>Foundation Object> | Parent field type:<br>LocationGroup<br><br>Parent field ID:<br>locationGroup_obj<br><br>Child field type: Location<br><br>Child field ID: location_obj<br><br>sourceFieldName= <b>locationGroup_obj</b> |
| Standard Foundation Object                                                                                                                                                                                                                                                                                                                                                               | Standard or Custom Generic<br>Object            | <WrapperGOFForParentFO>.externalCode            | Parent field type: Location<br><br>Child field type:<br>cust_State_GO<br><br>Name of Association in MDF:<br>cust_State_to_Location<br><br>sourceFieldName= <b>cust_State_to_Location.externalCode</b>   |
| <div>  <b>Note</b> <ol style="list-style-type: none"> <li>1. First a wrapper Generic Object is created for the parent Foundation type.</li> <li>2. An association is then defined from the child Generic Object to the Parent type Wrapper Generic Object of the Foundation Object.</li> </ol> </div> |                                                 |                                                 |                                                                                                                                                                                                         |
| Standard Generic Object                                                                                                                                                                                                                                                                                                                                                                  | Standard Foundation Object                      | <Name of the Parent field<br>Generic Object>    | Parent field type:<br>Department<br><br>Parent field ID:<br>department_obj<br><br>Child field type: Location<br><br>Child field ID: location_obj                                                        |

| Parent field type | Child field type | sourceFieldName value (format) | Example                        |
|-------------------|------------------|--------------------------------|--------------------------------|
|                   |                  |                                | sourceFieldName:<br>Department |

- **destinationFieldValue**  
This is the field ID of the parent field as defined in the Job Requisition template.

#### Note

If the option, *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* is enabled in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) , the field criteria validation happens as of the *jobStartDate*.

Consider a use-case where field criteria is defined such that **Division** is the parent and **Department** is the child.



In this example, if the *jobStartDate* has a value before 1<sup>st</sup> March, the correct parent for Dept1 will be Div1. However, for a jobStartDate on or after 1<sup>st</sup> March the correct parent value for Dept1 would be Div2.

## 18.7.5 Permissions for Requisition

In Job Requisition, there are three types of permissions. They are, Template role permissions, Object level permissions, and Target Population. These permissions are executed in a specific sequence. At any point in time, if one of these permissions fail, the next set of permissions are not executed.

## 18.7.6 Labels Derivation for Foundation Object and Generic Object Field Types

For Foundation Object and Generic Object fields in Job Requisition, the labels are derived in a particular sequence. Learn how these labels are used based on where they're defined.

The labels for the 4 standard Job Requisition fields *businessUnit\_obj*, *costCenter\_obj*, *legalEntity\_obj*, and *std\_position\_obj* must be configured in the [Manage Job Requisition System Field Labels](#) page in Admin Center.

#### Note

If you update the labels in Recruiting, maintain the labels manually in the following pages to ensure consistency of these labels across the SAP SuccessFactors system:



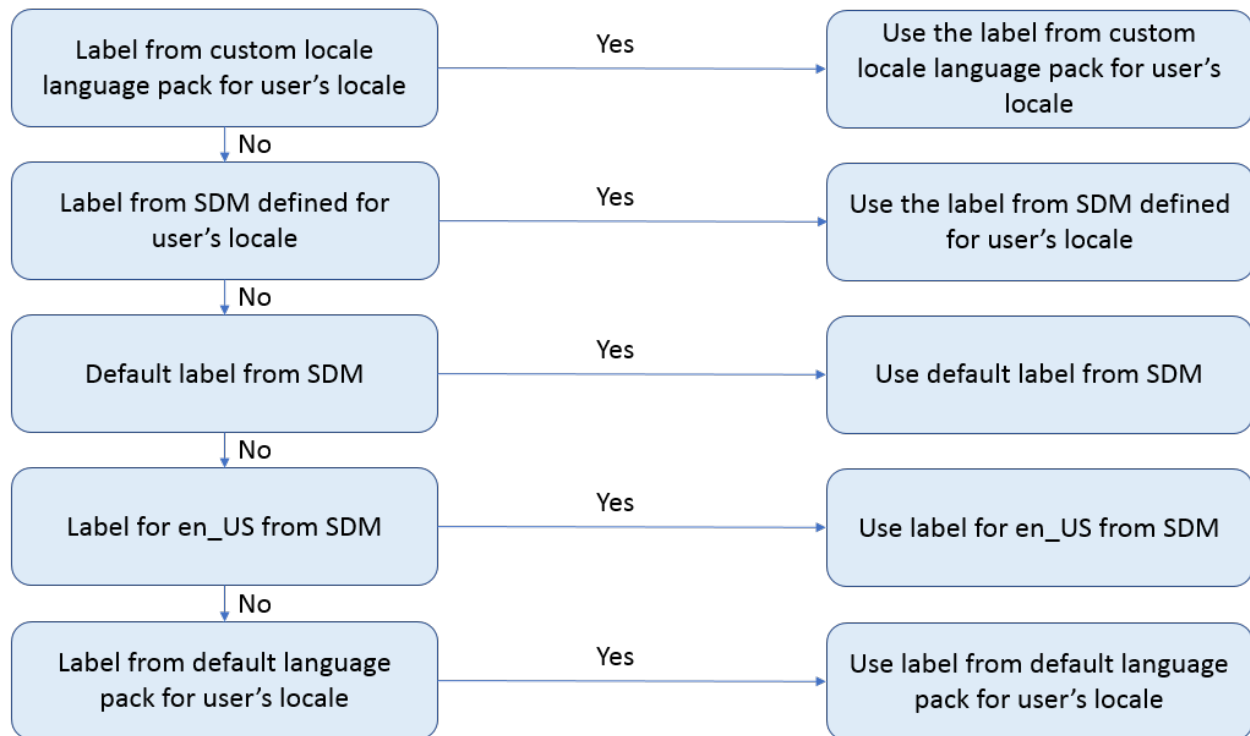
- [Manage Job Requisition System Field Labels](#) and on Succession Data Model for users who have enabled Employee Central.
- [Manage Job Requisition System Field Labels](#) and in [Custom language pack](#) for users who haven't enabled Employee Central.

This applies to labels that are displayed on Job Requisition Details page and Job Requisition Summary page.

#### Note

Labels for tokens on e-mail templates and offer letter templates are picked from the language pack and tokens for job description (listing layout) are picked similar to Job Requisition Details page.

The labels for the fields [department\\_obj](#), [division\\_obj](#), and [location\\_obj](#) are derived in the following method. This applies to labels that are displayed on Job Requisition Details page and Job Requisition Summary page and tokens for these objects.



\*SDM: Succession Data Model

## 18.7.7 Tokens for Foundation Object and Generic Object Fields

You can use the fields of type Foundation Object and Generic Object defined on the Job Requisition template and Offer Detail template as tokens.

The following standard Foundation Object and Generic Object fields are readily available to be used as tokens:

- Legal Entity

- Business Unit
- Division
- Department
- Cost Center
- Location
- Position

To use the custom fields of type Foundation Object and Generic Object as tokens, configure them in ► [Provisioning](#) ► [Managing Recruiting](#) ► [Configure Custom Tokens](#) ►.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

When tokens get resolved, the system checks the option *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* to identify the correct **externalName**.



In this example, if,

- Option = ON, externalName = "HR Regional"
- Option = OFF, externalName = "HR"

### 📌 Note

- Permissions aren't considered for token resolution. For example, if you want to send out an E-mail, permissions aren't required for the tokens to be resolved.
- When the *Location* or *Position* field is multiselectable and is used as a token, the values are shown as a comma-separated value.

## 18.7.8 UI Changes to Requisition

Changes in the Recruiting Management UI with the introduction of Foundation Object and Generic Object field types in **Requisition**.

[Visibility Setting of Foundation Object and Generic Object Fields in Job Requisition Summary \[page 235\]](#)

Now you can use the options available in Admin Center to enable or disable the seven standard Foundation Object and Generic Object fields in the *Job Requisition Summary* page.

[Job Requisition Summary Page and Details Page \[page 236\]](#)

Changes to Job Requisition Summary page and Job Requisition Details page with the introduction of Foundation Object and Generic Object field types in requisition.

[Internal and External Career Search Settings \[page 239\]](#)

The standard Foundation Object and Generic Object fields are also exposed in the career search settings to appear as search fields.

[OData Operations for Job Requisitions \[page 240\]](#)

The Foundation Object/Generic Object fields that are defined in the Job Requisition template are available for OData API operations. Learn under what conditions these fields are available for OData API operations.

## 18.7.8.1 Visibility Setting of Foundation Object and Generic Object Fields in Job Requisition Summary

Now you can use the options available in Admin Center to enable or disable the seven standard Foundation Object and Generic Object fields in the [Job Requisition Summary](#) page.

The *Generic Object / Foundation Object (GO/FO) field types* section lists the options:

- Enable Generic Object / Foundation Object (GO/FO) field types
  - [Enable Business Unit Object](#)
  - [Enable Legal Entity Object](#)
  - [Enable Department Object](#)
  - [Enable Division Object](#)
  - [Enable Cost Center Object](#)
  - [Enable Location Object](#)
  - [Enable Position Object](#)

The options control the visibility of the fields in the following scenarios:

- Display options
- Filter options
- Manage recruiting e-mail template
- Manage offer letter template tokens

### Note

You can disable the existing non-Foundation Object and non-Generic Object fields such as [Department](#), [Division](#), and [Location](#) in Admin Center for the following:

- [Filter Info](#) in [Job Requisition Summary](#) page
- [Search fields](#) in the [Copy Existing Job Requisition](#) page

**Parent topic:** [UI Changes to Requisition \[page 234\]](#)

## Related Information

[Job Requisition Summary Page and Details Page \[page 236\]](#)

[Internal and External Career Search Settings \[page 239\]](#)

[OData Operations for Job Requisitions \[page 240\]](#)

## 18.7.8.2 Job Requisition Summary Page and Details Page

Changes to Job Requisition Summary page and Job Requisition Details page with the introduction of Foundation Object and Generic Object filed types in requisition.

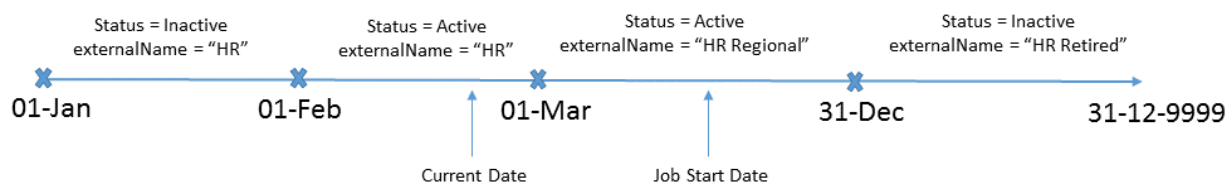
### Summary Page

After the Admin settings are done in [Manage Recruiting Settings](#), the [Summary](#) page displays **Filter** and **Display** options accordingly (provided you have the required Object level permissions). Display options decide what columns appear on the page and Filter options allows you to filter the data on the UI.

The values for [Filter](#) options and [Display](#) options in [Summary](#) page depend on the settings that you've done in Admin Center.

Display format shows exactly how the data is shown on the UI. The data for a Foundation Object and Generic Object field is shown in the format, **<externalName(externalCode)>**. If any job requisition on the instance has more than one position, it's displayed as a **<number(number of positions selected)>**. On clicking the number, a popup displays the positions itself.

The **externalName** displayed depends on the option *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* available in [Admin Center](#) [Manage Recruiting Settings](#) [Generic Object / Foundation Object \(GO/FO\) field types](#).



In this example, the externalName displayed is as follows:

For Job Requisition Summary Page Including Filter Option

| Option Status | externalName | Description                               |
|---------------|--------------|-------------------------------------------|
| OFF           | HR           | The name is as of the current system date |

| Option Status | externalName | Description                                                                                                     |
|---------------|--------------|-----------------------------------------------------------------------------------------------------------------|
| ON            | HR Retired   | The value displayed will always be from the most future version (active or inactive), that is, as of 31-12-9999 |

For Job Requisition Details Page Including Quickcard

| Option Status | externalName | Description                                 |
|---------------|--------------|---------------------------------------------|
| OFF           | HR           | The name is as of the current system date   |
| ON            | HR Regional  | The value shown is as of the Job Start Date |

### Note

- Currently, it isn't possible to sort on the standard *Location FO* and *Position GO* columns.
- If for the logged in user, there is at least one Job Requisition (that the user is an operator on) with more than one location or position values, the Location, and Position columns show the number rather than the name of the location or position.

## Details Page

The screenshot displays the SAP SuccessFactors Job Requisition Details page. On the left, a sidebar contains several filter sections: 'Division GO' (with a search bar containing 'ASIA1 Divi1 (ASIA1-DIV1)'), 'location group wrapper' (with a 'No Selection' button), 'location wrapper' (with a 'No Selection' button), 'Legal entity GO' (with a 'No Selection' button), and 'Business Unit GO' (highlighted with a red box and labeled 'No Permission'). Red arrows indicate the flow from the 'Division GO' and 'Business Unit GO' filters to the main content area. The main content area is divided into two sections: 'Division: ASIA1 Divi1 (ASIA1-DIV1)' and 'Legal Entity:'. The 'Division' section shows fields for Start Date (01/01/2012), Code (ASIA1-DIV1), Name (ASIA1 Divi1), Description, Status (Active), Head of Division, and Parent Division. The 'Legal Entity' section shows fields for Start Date (03/30/2017), Legal Entity ID, Legal Entity Name, Description, Status (Active), Default Pay Group (No Selection), and Default Location (No Selection). A red arrow points from the 'Business Unit GO' filter to the 'Legal Entity' section.

- View Current permission allows you to view the quickcard.

- Create permission allows you to create new instances.
- Edit permission allows you to edit the Business Card.
- When you don't have these permissions, only the field label is displayed without the input field.

Field Criteria Behavior for Parent and Child Field Permission

| Parent Field Permission | Child Field Permission | Field Criteria Behavior                                                                                                                                                           |
|-------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| READ                    | WRITE                  | Field criteria is applied as specified.                                                                                                                                           |
| READ                    | READ                   | Since parent and child have Read only permissions, changes aren't allowed and the field criteria is ignored.                                                                      |
| No READ and WRITE       | READ                   | As the child value can't be changed, the field criteria isn't applied.                                                                                                            |
| No READ and WRITE       | WRITE                  | Even though the child field has Write permission, you don't see any values in the child field dropdown as the parent doesn't have Read and Write permissions.                     |
| WRITE                   | READ                   | It's possible to save the requisition on changing the parent value, even if the child value is incorrect. It's recommended that you don't configure the Job Requisition this way. |
| WRITE                   | WRITE                  | As both parent and child fields have Write permissions, the field criteria is applied as defined in the Job Requisition template.                                                 |

**Parent topic:** [UI Changes to Requisition \[page 234\]](#)

## Related Information

[Visibility Setting of Foundation Object and Generic Object Fields in Job Requisition Summary \[page 235\]](#)

[Internal and External Career Search Settings \[page 239\]](#)

[OData Operations for Job Requisitions \[page 240\]](#)

## 18.7.8.3 Internal and External Career Search Settings

The standard Foundation Object and Generic Object fields are also exposed in the career search settings to appear as search fields.

As of the Q2 2017 release, the search settings for Internal and External Career Site are done through Admin Center. These settings can be configured through ► [Admin Center](#) ► [Internal and External Career Search Settings](#) ►.

### Note

- It's not possible to configure custom fields of type Foundation Object and Generic Object in the search settings.
- You can't define field criteria for the Foundation Object and Generic Object field types on the career site in the search settings.
- Permissions are ignored on both the Internal and External Career Sites.
- The Position object isn't supported on Internal and External Career Search Settings.

If configured, the six standard Foundation Object and Generic Object fields are visible on the internal or external career site.

The sample display format on [Career Opportunities](#) page, which is the **externalName** is as shown. In this example, it's **ASIA1 Divi1**.

### Career Opportunities

The screenshot shows the 'Career Opportunities' page. On the left, there are search filters including 'Keywords', 'Exact Match', 'in job title', 'in job title or description', 'Job Language' (English US), 'Legal entity GO' (Any), 'Division GO' (Any), and a 'Select all' dropdown menu. The dropdown menu is open, showing options like 'ASIA1 Divi1' (highlighted with a red box), 'aus\_Div', 'Congineering10', 'Congineering100', 'Congineering1000', 'Congineering1001', and 'Congineering1002'. On the right, there is a list of 587 jobs matching the search. The list includes job titles like 'GO-GO for offer approval 1', 'FO FO offer approval (PayGroup-Location) 1', 'GO FO fields without external name second', 'GO FO fields without external name', 'odata offer all custom fields', and 'odata offer GO-GO'. Each job entry shows the 'Req ID', 'Posted date', 'Carla Grant', 'SAP United States', 'CCentre1', and 'externalName'. The 'externalName' for the third job is 'ASIA1 Divi1', which is highlighted with a red box. Each job entry also has a 'Select Action' button.

The **externalName** displayed depends on the option *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* available in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) ►.



In this example, the externalName displayed is as follows:

For Search Dropdown, Search Results, and Alerts

| Option Status | externalName | Description                                                                                                                                         |
|---------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| OFF           | HR           | Only those instances that are active as of the current system date are displayed in the dropdown.<br><br>The name is as of the current system date. |
| ON            | HR Retired   | The value displayed will always be from the most future version (active or inactive), that is, as of 31-12-9999.                                    |

#### Note

- It isn't possible to sort the search results (using the [Sort by](#) option) on Foundation Object and Generic Object field types.
- On the Internal or External career site, you can only view the **externalName** of Foundation Object and Generic Object field. The **externalCode** isn't visible.
- If a Job Requisition has more than one location value, it's possible to search for the job based on any of the Location values. In the results page, the location is shown as a number. When you click the number, all the locations associated with that Job Requisition are displayed in a pop-up.

Parent topic: [UI Changes to Requisition \[page 234\]](#)

## Related Information

[Visibility Setting of Foundation Object and Generic Object Fields in Job Requisition Summary \[page 235\]](#)

[Job Requisition Summary Page and Details Page \[page 236\]](#)

[OData Operations for Job Requisitions \[page 240\]](#)

[Configuring Internal and External Applicant Search Settings \[page 41\]](#)

## 18.7.8.4 OData Operations for Job Requisitions

The Foundation Object/Generic Object fields that are defined in the Job Requisition template are available for OData API operations. Learn under what conditions these fields are available for OData API operations.

### Generic Object Fields

- The Object definition (MDF Entity) should have the API Visibility set appropriately (Editable or Read-only).



## Object Definition: Department (Department)

\* Code

\* Effective Dating

API Visibility

\* Status

MDF Version History

Default Screen

Label

- Under Object definition, if the Generic Object field isn't marked as Secured, no permissions are considered while accessing data for the Generic Object. If *Secured* is set to *Yes*, you have to enable *View Current* option for *Visibility*.

**Security**

\* Secured

Permission Category

RBP Subject User Field

CREATE Respects Target Criteria

### Note

Permission validation is performed on data retrieval and modification.

### Foundation Object Fields

- If the API user has *Employee Central API* permissions, no RBP permissions are considered. The user can access all Foundation Object data on the Requisition.
- If the API user doesn't have the permission, RBP Permissions (Under *Manage Foundation object types*) on the entity is considered.

### Note

#### API validations for Foundation Object fields

Permission validation is performed on data retrieval and modification.

Data validation such as externalCode and field criteria validations are performed only on data modification (INSERT/UPSERT/UPDATE).

When *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* option is ON, the ODATA API works similar to that of *Job Requisition Detail* page.

| Option Status | Description                                       |
|---------------|---------------------------------------------------|
| OFF           | The name is as of the current system date.        |
| ON            | The value displayed is always as of jobStartDate. |

#### Note

- Position Generic object is not supported in SFAPI.
- Multiple values for the Location field is not supported in SFAPI.

Parent topic: [UI Changes to Requisition \[page 234\]](#)

## Related Information

[Visibility Setting of Foundation Object and Generic Object Fields in Job Requisition Summary \[page 235\]](#)

[Job Requisition Summary Page and Details Page \[page 236\]](#)

[Internal and External Career Search Settings \[page 239\]](#)

[JobReqFOLocation \(SAP SuccessFactors HCM Suite OData API: Reference Guide\)](#)

[JobReqGOPosition \(SAP SuccessFactors HCM Suite OData API: Reference Guide\)](#)

## 18.7.9 Foundation Object and Generic Object Fields in Ad Hoc Reports for Job Requisitions

While generating Ad Hoc reports, it's now possible to include Foundation Object and Generic Object fields defined in the Job Requisition template.

For custom Foundation Object and Generic Object fields types on the Job Requisition to be available in Ad Hoc Reports, it should be configured in [Provisioning > Managing Recruiting > Configure Reportable Custom Fields](#). These fields would then also be available for filtering and can be used to filter records in a report.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Note

For the Foundation Object and Generic Object fields, the Role-Based Permissions and Target Population permissions are not considered while viewing, generating, sharing, or downloading a report.

In Ad Hoc reports, the *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* option controls the display of the externalName Foundation Object and Generic Object version value as follows:

- Enabling the *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* option displays the value of the externalName Foundation Object and Generic Object from the latest future version (active or inactive), that is, as of 31-12-9999. You can enable the *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* option in ► **Admin Center** ► -> **Manage Recruiting Settings** ► **Enable Generic Object / Foundation Object (GO/FO) field types** ►.
- Disabling the *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* option displays the value of the externalName Foundation Object and Generic Object as the current system date.

### Note

If a Job Requisition has more than one Primary Location or more than one Position value, the Job Requisition is displayed in Ad Hoc Reports as multiple lines, with one line per Location or Position respectively. Similar to Location, there's a new column called *Primary Position*, that indicates which among the various Position values are the Primary one.

### → Remember

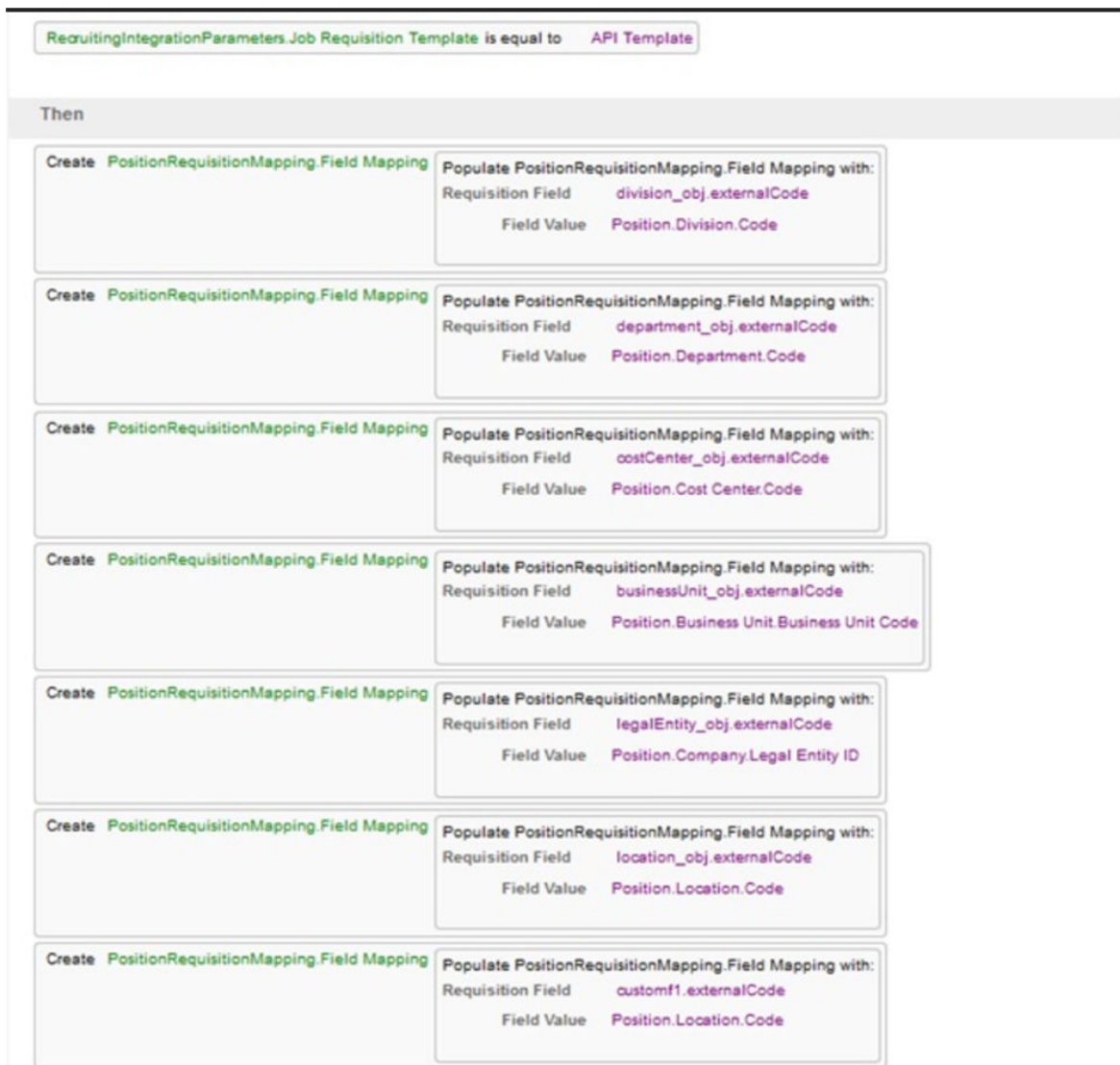
If you have an existing Ad Hoc Report with the Location or Position field configured and if you toggle the multiselect option for location or position field, you have to reconfigure the Ad Hoc reports. If this isn't done, the existing reports break.

## 18.7.10 Integrations with Job Requisition for HR Master Data

Learn how various modules such as Recruiting Marketing, Employee Central, and Position Management integrate with Job Requisition (HR Master Data).

- **Career Site Builder Integration**
  - The field mapping page, *Set Up Recruiting Marketing Job Field Mapping* supports the mapping of fields of type Foundation Object and Generic Object. The Foundation Object and Generic Object field types can only be mapped to **STRING** type fields from Career Site Builder.
  - Only the resolved externalName of the Foundation Object and Generic Object instance would be sent to Career Site Builder in the required locale. The external code **won't** be sent to Career Site Builder.
  - The fields such as **City**, **State**, **Country/Region**, and **Zip code** don't reside directly on the standard Location object (FO). The fields reside in another object called **CorporateAddress**, which is associated to standard Location object.

- If you've enabled the standard Location Foundation Object, all the Career Site Builder fields **City**, **State**, **Country/Region**, and **Zip code** have to be mapped to the standard Recruiting Management Location FO field. The application takes care of extracting the corresponding values and sending them to Career Site Builder during the Job Sync.
- Position Generic Object isn't supported for Career Site Builder integration.
- **Employee Central Integration**
  - The Employee Central Integration supports the mapping for fields of type Foundation Object and Generic Object.  
On the [Manage Pending Hires](#) page, if a Foundation Object or Generic Object instance is inactive, it is displayed as blank.
- **Position Management Integration**
  - While creating a Requisition from the Position Org Chart, it's now possible to map fields of type Foundation Object and Generic Object on the Position Object to the fields in Requisition.



Sample Mapping for Position Object

It's possible to create a Requisition from the [Position Org Chart](#) even if the **Position** is currently inactive. However, it isn't possible to create a Requisition from the [Position Org Chart](#), if one of the attributes of the

**Position** is currently inactive. For example, if **Location** is one of the attributes of the **Position** and it has a value that is currently inactive, it isn't possible to create a Requisition for the **Position** from the [Position Org Chart](#).

Select [Employee Central API](#) under [Administrator Permissions](#) and select [Employee Central Foundation OData API \(read-only\)](#) option for the integration to work.

#### Note

For Onboarding integration, it's required to use Business Rules. To do this, proceed as follows:

1. Create a custom text field for the Generic Object field that you want to be available in Onboarding.
2. Define a Rule, which would populate the text field with the externalCode of the Generic Object field.
3. Modify the Recruiting Management-Onboarding mapping to pass-over the new text field.

If

This rule is always true  
To add an expression please uncheck the Always True checkbox.

Then

|     |                                       |                |                                       |  |
|-----|---------------------------------------|----------------|---------------------------------------|--|
| Set | Job Requisition (All).Company Code    | to be equal to | Job Requisition (All).Company.Code    |  |
| Set | Job Requisition (All).Division Code   | to be equal to | Job Requisition (All).Division.Code   |  |
| Set | Job Requisition (All).Department Code | to be equal to | Job Requisition (All).Department.Code |  |
| Set | Job Requisition (All).Location Code   | to be equal to | Job Requisition (All).Location.Code   |  |

Sample Rule - Onboarding

## 18.7.11 Requisition Import with Foundation Object and Generic Object Fields

Requisitions with Foundation Object and Generic Object fields can be imported in bulk through the Job Requisition import job in Provisioning.

This job doesn't consider any user permissions while importing. The import, however validates if the **externalCode** entered for the fields is valid and if the values entered for the fields are conforming to the field criteria set up in the template.

#### Note

Job Imports for Job Requisition templates can be used, if the standard location Foundation Object or standard Position Generic Object field on the Job Requisition is configured to have multiple values (attribute **mutliselect="true"**) in the Job Requisition template. However, only one location value can be imported for the location field and only one position value can be imported for the position field.

## 18.7.12 Duplicate Position Check for Job Requisition

It's possible to save a Position (values of the field **std\_position\_obj**) on a job requisition, only if it isn't already saved on another open job requisition in the system. To ensure that same position isn't saved on more than one open job requisition, a check is in place and the operator is notified of the same through an error message. Duplicate position check is also applicable for Job Requisition OData Insert and Update operations and Job Requisition imports.

- When you copy a job requisition with a position, the Position Generic Object value doesn't get copied over to the new job requisition.
- When Position Generic Object is configured on the source job requisition and you try to duplicate the job requisition, the Position values aren't copied from the original job requisition. The position field on the duplicated job requisition is displayed as empty.
- When you try to restore a deleted job requisition that has one or more Position Generic Objects saved and if these positions are saved on another open requisition, restoration of the job requisition fails.

## 18.7.13 Warning for Number of Openings Field When Multiple Positions Are Chosen on the Requisition

Learn how *Number of Openings* option behaves with multiple positions (values of the field **std\_position\_obj**) when you perform certain actions on requisitions.

Usually, in a multi position scenario, number of openings on the job requisition is more than one. If the number of openings isn't updated accordingly, it's possible that the requisition could be closed even before candidates are hired for all positions, if the option *When number of remaining openings becomes less than one Automatically close requisitions with status* is enabled.

When trying to save multiple positions on a requisition, a warning is thrown on the UI to validate *Number of Openings* field. The warning isn't shown, if a single position is selected, or when the user doesn't have access to the field on the requisition.

### 📌 Note

Warning for *Number of Openings* field isn't available for OData, Imports, and SFAPL.

Following is the list of buttons where the warning is displayed:

- *Send to Next Step*
- *Save Changes*
- *Save and Close*
- *Save*

## 18.8 The *Job Requisitions* List Page

The *Job Requisitions* list page displays all the job requisitions to which the recruiting user has access, and navigational elements to interact with the requisitions.

- When a recruiting user navigates to *Recruiting*, the *Job Requisitions* tab is the default landing page. This may vary if the recruiting user does not have permissions for this tab, but the tab is not configurable.
- Expanding the *Requisition Statistics* menu displays various requisition details, such as number of candidates forwarded and new candidates.
- You can see the current number of active applications on the *Job Requisitions* list page under the Active Candidates column.
- The *Open and Pending Job Requisitions* option on the *Requisition State* dropdown allows the user to view the full list of open requisitions and those requisitions pending approval.
- The *Job Postings* tab page displays the external and internal job postings along with their statuses.

## 18.9 Adding Instructional Text on Job Requisition List Page

You may wish to provide instructional text on the job requisition list page to help orient users or provide links to training and other helpful tips.

### Procedure

1. Go to ► *Admin Center* ► *Manage Recruiting Settings* ► and scroll down to *Instructions* section.
2. Enter the instructional text.
3. Save your changes.

The instructional text shows up when you click the "?" mark next to the *Job Requisitions* label on the job requisitions list page.

## 18.10 Filter by Requisition State

Recruiting users can filter their requisition list based on the current state of the requisitions.

The options in the requisition state drop down are not configurable.

| <i>Option</i>        | <i>Displays</i>                                                   |
|----------------------|-------------------------------------------------------------------|
| All job requisitions | All requisitions the recruiting user has access to for any reason |

|                                   |                                                                    |
|-----------------------------------|--------------------------------------------------------------------|
| Job requisitions pending approval | Pre-approved requisitions the recruiting user can access           |
| Open Job Requisitions             | Approved requisitions the recruiting user can access               |
| Closed Job Requisitions           | Closed requisitions the recruiting user can access.                |
| Open and Pending Requisitions     | Both open and pending requisitions the recruiting user can access. |

It is not possible to multi-select requisition states in the filter drop down.

There are clear user interface differences between requisitions in different states.

1. Approved requisitions do not have a checkbox next to them.
2. Closed requisitions are highlighted in pink.
3. Pre-approved requisitions have a checkbox displayed at the left.

## 18.11 Requisition Filter Options and Display Options

The requisition list can be adjusted by recruiting users to change which requisitions appear in the list and what columns of data appear in the table.

The fields available in both *Filter Options* and *Display Options* are nonconfigurable. However, **Department**, **Division**, and **Location** fields for *Filter Options* can be disabled. There's no way to add or remove fields from these screens. If the recruiting user selects a display option that isn't configured as a field in the Requisition XML, the resulting column in the requisitions table appears blank.

### Note

Job Requisition filter keyword doesn't return any requisitions when you filter with letter such as A, I, and D as these letters are in the stoplist for Oracle Text. Any other letter that isn't on the stoplist for Oracle Text works fine. For more information on the stoplist, see **Oracle Text Supplied Stoplists**, which describes the default stoplists for all the different languages supported and lists the stopwords in each.

## Age Column

The Age column displays the age of the requisition in number of days. For open requisitions, it's calculated by subtracting the Date Approved from the current date. For closed requisitions, it's calculated by subtracting the Date Closed from the current date.

## Related Information

[Oracle Text Supplied Stoplists \(Oracle.com\)](#) ➞



## 18.12 Creating and Accessing a Requisition

Recruiting users with appropriate permissions can create new job requisitions so that they are available for the candidates to apply.

### Prerequisites

You have the ► [User Permissions](#) ► [General User Permission](#) ► [Permission to Create Forms](#) ► permission.

### Procedure

1. In ► [Admin Center](#) ► [Recruiting](#) ►, click [Create New](#) on the requisition Summary Page.
2. If the recruiting user has permissions to more than one requisition template, a template selection page appears. If the recruiting user has permissions to only one requisition template, that template is automatically selected and the page is bypassed.
3. The recruiting user is then prompted to pick a requisition creation method.
  1. There are three requisition creation methods. At present all these options always appear to all users; they cannot be disabled or permissioned
    - Copy Existing Job Requisition
    - Browse "Families & Roles"

#### Note

The job role description does not support the HTML code.

- Create New Job Requisition From Blank Template
4. Enter the **Internal Job Title** and select the **Due Date**. Click [Next](#)
  5. Enter the requested details and click [Send to Next Step](#)
  6. Confirm your choice by again clicking [Send to Next Step](#)

### Results

The new Job Requisition appears in the [Job Requisition Summary Page](#)

## 18.13 Evergreen Requisitions

An Evergreen Requisition is created to build a pool of candidates for critical positions within the organization. Typically these are posted for a longer period and not linked to a specific position within the organization.

Evergreen requisition lets you pool potential candidates for positions that are critical and are hard to fill, or when many positions are available and require a permanent list of potential candidates. The requirements are more generic and not linked to a specific office location as an example. As a Recruiter or a Hiring Manager, you can forward the candidate from Evergreen requisition to standard job requisitions when it's available for a regular hiring process.

Multiple hiring managers have access to view candidate profiles. When a specific position becomes available, they can forward the candidates to the open vacancy and start the normal recruitment process. Recruiters or Hiring Managers can create the new evergreen requisition and associate child requisitions to it. The evergreen requisitions are reportable on adhoc reports and Embedded Analytics reports. Evergreen and Child requisitions are created and approved in the normal way.

Evergreen requisitions are helpful in industries like call centers, retail management, hospitals, and health care management. For example, consider the positions for qualified nurses. Multiple hospitals in a city constantly need qualified nurses. While applying for a job, the candidate isn't selecting a specific hospital but applying to a pool of candidates for consideration.

Another example where an organization is hiring a hundred software engineers. The organization can create an evergreen requisition with a generic job description and a job title. The job location isn't mentioned in the evergreen requisition. Then add child requisitions such as software engineers - Java developer, location: Houston, Software engineers as DevOps Intern, location: USA, Software Engineers for .Net platform, location: Mexico.

### 18.13.1 Configure the Evergreen Job Requisition Template

Configure the job requisition XML template to make job requisition as an evergreen job requisition.

- Configure the field `evergreen` of type Boolean in a job requisition template and upload the job requisition. You can configure the evergreen field in an existing or a new job requisition XML template.

#### Sample Code

```
<field-definition id="evergreen" type="bool" required="false" custom="false">
  <field-label><![CDATA[Evergreen]]></field-label>
  <field-description><![CDATA[Evergreen Field]]></field-description>
</field-definition>
```

- Grant read and write permission to the operators (Recruiters or Hiring Managers) to view and edit the evergreen field on the [Job Requisition Details](#) page.
- The [Parent Job Requisition ID](#) is system field. You can't configure the [Parent Job Requisition ID](#) system field in the job requisition template. The [Parent job requisition ID](#) has dependency on [Job Requisition Type](#) for placement and permission. If the [Job Requisition Type](#) field is configured and the operator has permission, then the [Parent Job Requisition ID](#) is displayed on a job requisition. The [Parent Job Requisition ID](#) is shown on a requisition only if it's a child of an evergreen requisition.
- The [Job Requisition Type](#) is a template field. You can configure the [Job Requisition Type](#) field as read-only in the job requisition template, and configure the label from [Manage Job Requisition System Field Labels](#) in [Admin](#)

*Center*. The *Job Requisition Type* field is displayed on a job requisition only if the field is configured in a job requisition template. In the field definition, the *Job Requisition Type* ID is `sfstd_jobReqType`. Since it's a template field, you can configure an appropriate permission for the *Job Requisition Type* to view it on a job requisition. You can configure the *Job Requisition Type* field anywhere on the template. The display order in the UI follows the order of definition in the template, regardless of whether the evergreen field is configured in the template or not.

### Sample Code

Make sure to set the **required**, **custom**, and **multiselect** attribute values to **false**.

```
<field-definition id="sfstd_jobReqType" type="derived" required="false"
custom="false">
  <field-label><![CDATA[Job Requisition Type]]></field-label>
  <field-description><![CDATA[Job Requisition Type Field]]></field-
description>
</field-definition>
```

- Configure the button "LinkChildRequisitions" on the job requisition template to allow the operators to create child requisitions of an evergreen requisition. The LinkChildRequisitions button is based on the evergreen field configured on the template, and the operator has the required permission to view and add a child of an evergreen requisition. A button permission for the LinkChildRequisition allows the operators to link the child requisitions. The permission that is configured for the "LinkChildRequisitions" are considered for *Add Child*, *Link*, and *Unlink* buttons on the *Job Requisition Details* page and the *Add Child Requisitions* button on the *Job Requisition Summary* page.

### Sample Code

```
<button-permission>
  <description><![CDATA[Button Permission]]></description>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[W]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[GM+]]></role-name>
  <button-id><![CDATA[LinkChildRequisitions]]></button-id>
</button-permission>
```

### Note

You can also configure the evergreen and *Job Requisition Type* field, LinkChildRequisitions, from [Admin Center](#) > [Manage Templates](#).

## 18.13.2 Creating Evergreen Job Requisitions

Create a new evergreen requisition or use an existing requisition where the evergreen field id is configured.

### Prerequisites

- Enable the evergreen field as a standard field of type Boolean in the Job Requisition template.
- Grant read and write permission to the operators (Recruiters or hiring managers) to view or edit the evergreen field on the job requisition Details page.
- Configure the Evergreen label in the Job Requisition System Field Labels.

### Context

The evergreen field appears on all the job requisitions that are created from the template that is configured with the evergreen field. Recruiting Users can create a new evergreen requisition or use an existing requisition where the evergreen field id is configured.

When an evergreen requisition is copied, if the source template chosen doesn't have the evergreen field defined, the resulting requisition is Standard requisition. Similarly, copying a child requisition copies it as a standard requisition without its *Parent Requisition ID*.

While duplicating an evergreen requisition, its child requisitions aren't copied. Similarly, while duplicating a child requisition, it's copied as a Standard requisition without the Parent Job Requisition ID.

### Procedure

1. Go to *Recruiting, Job Requisition*, select a job requisition to open the *Job Requisition Details* page.
2. Turn on the toggle and save it to make the requisition as an *Evergreen Job Requisition* toggle button to make it an evergreen requisition and click *Save Changes*.

A new column *Requisition Type* in the *Job Summary* page displays the job requisition as Evergreen. If the job requisition isn't configured as evergreen, then the *Requisition Type* displays a job requisition as *Standard*. The *Requisition Type* field is displayed on the *Job Requisition Summary* page for any job requisition, irrespective of whether the evergreen option is turned on or not. The *Requisition Type* field audits the change when a standard requisition is made an evergreen requisition or vice versa. The *Requisition Type* and *Parent Job Requisition ID* fields are available in filter and display options irrespective of whether they're defined or permissioned in a template or not. The *Requisition Type* and the *Parent Job Requisition ID* are reportable as columns in Adhoc reports and Embedded Analytics reports. You can filter the reports based on the *Requisition Type* and *Parent Job Requisition ID* fields.

#### Note

You can't create an evergreen requisition using an SAP SuccessFactors API, and job requisition import.

*Evergreen* and *Requisition Type* fields aren't available in the business rules. Evergreen field that was available in business rules in the previous release, is now removed completely from Business rules. If you have configured and saved business rules involving the evergreen field, those rules may not work. We request to revisit the rules to modify them.

## 18.13.3 Adding Child Requisitions from User Interface

Add child requisitions to an Evergreen Requisition from User Interface.

### Prerequisites

On the *Job Requisition Details* page, turn on the toggle and save the requisition to make it an Evergreen requisition.

The *Add Child Requisition* button is displayed on the *Job Requisition Details* page only when the permission to LinkChildRequisitions button and the evergreen toggle button is set as Evergreen. If the evergreen field is configured on a job requisition template, and you don't have permission to the LinkChildRequisitions button, then you don't see the *Add Child Requisition* button on the *Job Requisition Details* page.

The *Link* and *Unlink* buttons are displayed on the *Job Requisition Details* page based on the permission on the "LinkChildrequisition" button.

### Context

Operators can associate single or multiple requisitions as a child of an evergreen requisition. A child requisition can be associated with only one evergreen requisition. In turn, an evergreen requisition can have multiple child requisitions.

#### Note

It isn't recommended to remove the Evergreen field from the template, without converting the Evergreen requisitions into a standard requisition. To set a job requisition as standard, unlink all the child requisitions if any, on the evergreen requisition, toggle the switch and save the requisition and then remove the field safely.

### Procedure

1. Add child requisitions to an evergreen requisition using one of the following ways:
  - Add child requisitions from the *Job Requisition Summary* page.  
Go to ► *Recruiting* ► *Job Requisition Summary* ► page and select a requisition of type evergreen, click *Action* menu. Select *Add Child Requisition*.
  - Add child requisitions from the *Job Requisition Details* page.

Go to ► [Recruiting](#) ► [Job Requisitions](#) ►, click to open a requisition of type evergreen, [Job Requisition Details](#) page opens. Click the [Add Child Requisition](#) button.

[Search to Add Child Requisitions](#) pop up window opens.

2. Provide search criteria and click [Search](#).
3. [Search Result](#) pop window opens. Select the requisitions to add as child requisitions and click [Add Child](#) button. Click [Refine Search](#) to provide different search criteria. You can't add a pre-approved, deleted, closed, an evergreen, or a requisition that is a child to another evergreen requisition as child requisitions. After adding the child requisitions, ensure to save the evergreen requisitions. If you're adding a child requisition from the [Job Requisition Summary](#) page, save action isn't required.

The [Job Requisition Details](#) page shows the child requisitions. Once you are on the [Job Requisition Details](#) page, you can add more child requisitions by clicking the [Add Child Requisition](#) button to search for more requisitions and add them to an evergreen requisition. The [Child Requisitions](#) section shows the child of an evergreen requisition. Only four child requisitions are displayed on the [Job Requisition Details](#).

4. Click the [View All](#) link to view all the child requisitions. The [Child Requisitions](#) pop up window displays all the child requisitions associated with the evergreen requisitions.

The [Child Requisition](#) window displays the [Requisition ID](#), [Job Title](#), [Status](#), and [Action](#).

#### ⓘ Note

The Requisition ID is a hyperlink. The Operators must have permission to view details of the job requisition.

The [Action](#) column on the [Job Requisition Details](#) page displays [Unlink](#) link to remove the association between the child requisitions and evergreen requisition.

5. Click the [Unlink](#) button on the [Job Requisition Details](#) page to disassociate the displayed child requisitions from the parent requisition. The unlink action is also available on the "View all child requisitions" popup window. To unlink multiple child requisitions, click [View All Child Requisitions](#), [Child Requisitions](#) pop-up window, and click the [Unlink](#) link in the action column. The [Link](#) and [Unlink](#) links are toggled based on the linking and unlinking of a requisition.
6. Click [Save Changes](#) after you finalized the child requisitions of an evergreen. After adding child requisitions to an evergreen requisition, you can't change it to a standard requisition until you unlink all the child requisitions associated with the evergreen requisition. Turn off the toggle button to make it as a [Standard](#) requisition.

Child requisitions are added to an evergreen requisition. After a requisition is made a child of an evergreen requisition, the [Job Requisition Details](#) page of the child requisition displays [Parent Job Requisition ID](#) and the [Job Requisition Type](#) is set to as a child of evergreen. The [Job Requisition Type](#) field audits the change when a child requisition is added to an evergreen requisition. Note that the auditing isn't done for pre-approved requisitions.

#### ⓘ Note

A job requisition, created from a template that has Evergreen configured on it, is added as a child of an Evergreen Requisition. Then the Evergreen field is disabled on the [Job Requisition Details](#) page of the child requisition

## 18.13.4 Deleting Evergreen Requisitions and Child Requisitions

Delete evergreen requisitions and child requisitions linked to an evergreen requisition.

To delete an Evergreen requisition linked to child requisitions, first unlink the child requisitions and then proceed with the deletion. Similarly, to delete the child requisitions, unlink the child requisitions from the evergreen requisitions.

## 18.13.5 Viewing Parent-Child Relationships in Job Requisitions

View parent-child relationships in job requisitions on the [Job Requisition Summary Page](#) and [Job Requisition Details](#) pages.

The [Job Requisition Summary Page](#) and the [Job Requisition Details](#) pages display the parent child relationship. The following table lists what is updated on the [Job Requisition Summary](#) and the [Job Requisition Details](#) pages:

| UI Pages                                     | Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Job Requisition Summary Page</a> | <ul style="list-style-type: none"><li>The <a href="#">Requisition Type</a> column now displays the requisition types as evergreen, and, child of evergreen, and standard.</li><li>A new field <a href="#">Parent Job Requisition ID</a> is introduced on the <a href="#">Job Requisition Summary</a> page to view the parent job requisition Id associated with a child requisition. To view the <a href="#">Parent Job Requisition ID</a> column on the <a href="#">Job Summary</a> page, click the <a href="#">Display Options</a> and select the <a href="#">Parent Job Requisition ID</a>, click <a href="#">Update Screen</a>. The <a href="#">Parent Job Requisition ID</a> link opens the <a href="#">Job Requisition Details</a> page of the parent job requisition only if you have the required permissions.</li><li>By default, the <a href="#">Job Requisition Summary</a> page displays all the requisitions types. You can filter the job requisitions on the <a href="#">Job Requisition Summary</a> page based on the selected filter in the <a href="#">Filter Options</a>.</li></ul> |
| <a href="#">Job Requisition Details</a>      | <ul style="list-style-type: none"><li>The <a href="#">Job Requisition Details</a> page of an evergreen requisition now displays <a href="#">Requisition Type</a> as evergreen and displays its child requisitions.</li><li>The <a href="#">Job Requisition Details</a> page of the child requisition displays <a href="#">Parent Job Requisition ID</a> and the <a href="#">Type</a> is set to as child of evergreen.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## 18.13.6 OData API Support for Evergreen Requisitions

Use the JobRequisition OData API to create evergreen requisitions, link child requisition to an evergreen requisition, or unlink a child requisition from an evergreen requisition.

Consider the following before you perform the OData operations on an evergreen field using the JobRequisition OData API:

- Configure the evergreen field in the job requisition template.
- Enable the permissions on the JobRequisition OData API.

- Grant read and write permission to the Operator on the Evergreen field.

Use the JobRequisition OData API to support the following operations:

- Get operation to fetch an evergreen requisition.
- Upsert operation to update the *Evergreen* field on an existing requisition using single or batch operations. You can set evergreen=yes on standard and evergreen requisition. Note that only standard and evergreen requisitions are eligible for upsert operation. The upsert operation can't be performed on the job requisition that is a child or a deleted requisition. The update operation audits the *Job Requisition Type* and *Evergreen* fields for a job requisition in OData API.
- Upsert operation to add a child requisition to an evergreen requisition. You can't link a preapproved, evergreen, child, closed, or deleted job requisition to an evergreen requisition.
- Upsert operation to unlink the child requisition from Evergreen.

## Related Information

[SAP SuccessFactors API Reference Guide \(OData V2\)](#)

### 18.13.6.1 Get Operation on Evergreen Requisitions

Expose evergreen field in JobRequisition OData API GET.

The evergreen field is exposed in the JobRequisition OData API and the *Job Requisition type* field follows template level permissions. The *Parent Job Requisition ID* doesn't follow template level permissions.

The *Job Requisition Type* and *Parent Job Requisition ID* fields are exposed in OData API, and *Job Requisition Type* field follows template level permissions. *Parent Job Requisition ID* doesn't follow template level permissions. The *Job Requisition Type* values resolve to evergreen, standard, or child of evergreen strings and are sortable and filterable.

The *Parent Job Requisition ID* field is always fetched in the GET query for an *Evergreen*, *Standard*, or *Child of Evergreen* requisition. The *Parent Job Requisition ID* is fetched as Null for Evergreen and Standard job requisitions. The *Parent Job Requisition ID* is filterable and sortable. Note that the *Parent Job Requisition ID* isn't a navigation entity.

A sample GET query is as follows:

#### Sample Code

```
https://<hostname>/odata/v2/JobRequisition(8689L)?$select=evergreen&$format=json
```

A sample payload is as follows:

#### Sample Code

```
{
  "d": {
    "__metadata": {
      "uri": "https://https://<hostname>/odata/v2/JobRequisition(8689L)",

```



```

        "type": "SF0Data.JobRequisition"
      },
      "evergreen": true
    }
  }
}

```

## 18.13.6.2 Upsert Operation on Evergreen Requisitions

Supports upsert on Evergreen field on job requisitions.

You can perform single or batch upsert on job requisitions to set evergreen field as yes or no. Upsert operation sets the *Job Requisition Type* field value as evergreen.

To upsert an evergreen field value to "yes", ensure that the evergreen field is configured in template with appropriate permissions. Also ensure that the job requisition is a standard or an evergreen requisition. The upsert operation fails if the job requisition is a child requisition.

To upsert an evergreen field value to "no", ensure that the evergreen field is configured in template. Also ensure that the job requisition is a standard or an evergreen that isn't link to child requisitions. If the evergreen requisition is linked to child requisitions, ensure to unlink the child requisitions and then perform the upsert operation.

### Sample Code

A sample Upsert payload is as follows:

```

{
  "__metadata": {
    "uri": "JobRequisition",
    "type": "SF0Data.JobRequisition"
  },
  "templateId": "4362",
  "internalStatus": "1",
  "appTemplateId": "6502",
  "division": "Div123",
  "evergreen": true,
  "jobReqLocale": {
    "__metadata": {
      "uri": "JobRequisitionLocale",
      "type": "SF0Data.JobRequisitionLocale"
    },
    "jobTitle": "Senior Software Engineer",
    "externalTitle": "Senior Soft ware Engineer"
  }
}

```

The update operation audits the *Job Requisition Type* and *Evergreen* fields for job requisitions.

### Note

You can't upsert on *Job Requisition Type* fields.

### 18.13.6.3 Link Child Requisitions to an Evergreen Requisition

Upsert operation on a job requisition to link it to an Evergreen requisition.

Perform single or batch upserts to link a child requisition to a [Parent Job Requisition ID](#). Upsert a valid value of [Parent Job Requisition ID](#) on a child requisition to link it to the parent requisition.

Consider the following:

- The parent requisition must be an evergreen requisition and not a child or standard requisition. The parent job requisition must not be a deleted from the system.
- The child requisitions can't be preapproved, evergreen, child, closed or deleted requisition.
- Link or unlink operation doesn't consider permissions on the 'LinkChildRequisitions' button.
- On successful linking of the child requisition to the parent, the [Job Requisition Type](#) of the child is updated to Child of Evergreen.

#### Sample Code

A sample payload to link a standard job requisition (5678) to an evergreen requisition 123 is as follows:

```
{
  "__metadata": {
    "uri": "JobRequisition(5678)",
    "type": "SFODData.JobRequisition"
  },
  "parentJobReqId": "1234"
}
```

The [Job RequisitionType](#) field is audited for both Evergreen and Child requisitions. During a batch upsert of linking child to parent, if the same child requisition is linked to different Evergreen requisitions, the value of the [Parent Job Requisition ID](#) from the last payload is saved. Note that the intermediate changes while linking from evergreen requisitions aren't audited on the parent or the child.

### 18.13.6.4 Unlink Child Requisition from Evergreen Requisitions

OData API support to unlink child requisition from evergreen requisition.

Provide '-1' as value in API query to unlink the child from parent. If [Parent Job Requisition ID](#) is null, or not passed in the payload, the child isn't unlinked and the [Parent Job Requisition ID](#) isn't updated for the child. The [Parent Job Requisition ID](#) doesn't follow any permissions in OData API.

#### Sample Code

A sample payload to unlink the child job requisition (5678):

```
{
  "__metadata": {
    "uri": "JobRequisition(5678)",
    "type": "SFODData.JobRequisition"
  },
  "parentJobReqId": "-1"
}
```

#### Note

Deleting an evergreen requisition linked to child requisitions through ODATA API unlinks the child requisitions from the evergreen requisition. Similarly, deleting a child requisition through ODATA API unlinks the child requisition from the evergreen requisition and converts the child requisition to a standard requisition.

### 18.13.6.5 Deleting Evergreen Requisitions and Child Requisitions Using OData API

Using OData API delete evergreen requisitions and child requisitions.

Deleting an evergreen requisition linked to child requisitions through ODATA API unlinks the child requisitions from the evergreen requisition. Similarly, deleting a child requisition through ODATA API unlinks the child requisition from the evergreen requisition and converts the child requisition to a standard requisition.

### 18.13.7 Reporting on Evergreen Requisitions

Support for evergreen fields in reports.

The *Evergreen*, *Job Requisition Type*, and *Parent Job Requisition ID* fields are reportable in Ad hoc and People Analytics Embedded Reports. To fetch the values of the *Parent Job Requisition ID* and *Job Requisition Type* fields in reports, configure the *Job Requisition Type* field in the Job Requisition template.

### 18.13.8 Forwarding a Candidate from Evergreen to Child Requisition

Forwarding a candidate from an evergreen requisition to child requisitions from Agency or via Employee referral then the child requisition carries forward the ownership and Candidate source values in Forward and Forward As applicant scenarios.

When a candidate is forwarded to an evergreen requisition from an Agency or via Employee referral, and then the candidate is forwarded to one of the child requisitions, the child requisition carries forward the ownership and Candidate source values in Forward and Forward As applicant scenarios. As a result, the candidates will appear as forwarded to Child requisitions as well, on the Agency and employee referral page, even though the Agency or Employee Referral did not refer the candidate to the Child job requisition.

## 18.14 Copy Existing Job Requisition

Recruiting users are prompted with a requisition filter page to search for requisitions that they want to copy.

The fields on this page are nonconfigurable. There's no way to add or remove fields from this screen.

Options

1. [Copy Existing Job Requisition](#)

Find an existing job requisition to copy for your new job requisition.

|                                       |                                                      |             |                   |
|---------------------------------------|------------------------------------------------------|-------------|-------------------|
| Req Id:                               | <input type="text"/>                                 | Division:   | All Divisions ▼   |
| Job Title:                            | <input type="text"/>                                 | Department: | All Departments ▼ |
| Hiring Manager:                       | <input type="text"/><br><a href="#">Find User...</a> | Location:   | All Locations ▼   |
| Recruiter:                            | <input type="text"/><br><a href="#">Find User...</a> |             |                   |
| Employee Resource Team:               | <input type="text"/><br><a href="#">Find User...</a> |             |                   |
| Finance Manager:                      | <input type="text"/><br><a href="#">Find User...</a> |             |                   |
| Talent Coordinator:                   | <input type="text"/><br><a href="#">Find User...</a> |             |                   |
| Sourcer:                              | <input type="text"/><br><a href="#">Find User...</a> |             |                   |
| <input type="button" value="Search"/> |                                                      |             |                   |

## Create New Job Requisition

Search Results

[Job Requisitions](#) - [Create New Job Requisition](#) - [Reports](#) - [Offer Approvals](#)

Items per page: 100 ▼ Showing 1–100 of 102 | <<First <Prev 1 2 Next> Last>>|

|                       | Job Title                              | Req Id ↓ | Candidates | Status | Number of Openings | Actions  |
|-----------------------|----------------------------------------|----------|------------|--------|--------------------|----------|
| <input type="radio"/> | <a href="#">New Jobreg</a> <b>NEW!</b> | 1342     | 0          |        | 1                  | Select ▼ |
| <input type="radio"/> | <a href="#">New Jobreg</a>             | 1341     | 0          |        | 1                  | Select ▼ |

Items per page: 100 ▼ Showing 1–100 of 102 | <<First <Prev 1 2 Next> Last>>|

The recruiting user can select a radio button and choose [Copy Selected](#) or select the menu under the [Actions](#) column and select [Copy](#).

### Note

When creating more than one copy of a requisition, the requisition number increases by multiple values instead of a value of 1. When there's a time lapse in duplicating a requisition, the system creates its requisition ID numbers with incremental of 1 and cache of 20.

## 18.15 Duplicating an Existing Job Requisition

Duplicate an existing job requisition.

### Prerequisites

The *Enable Mass Copy Job Requisitions* feature setting is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ►.  
By default, Job Requisition page is displayed.
2. Hover on the requisition you want to copy and select [Duplicate Job Requisition](#).
3. Specify the number of copies you want to make and enter the due date for the new job requisitions.

### Results

New requisitions are created and routed for approval.

### 18.15.1 Copied Requisition Behavior

Result of copying a requisition.

When a requisition is copied, data from all the fields get copied.

There's no way to configure or select which fields copy. The copied data includes the requisition operator field data. The operator user on the source requisition can access the copied requisition. If the originator changes the operators before sending the requisition to the next step, the operator users on the source requisition can't access to the copied requisition.

The applicant list on the requisition won't copy.

The audit trail on the requisition won't copy.

It's possible to copy a requisition even if it was created using a different template. This can result in a copied requisition having some blank fields, if those fields didn't exist on the source requisition.

## Browse "Families & Roles"

The recruiting user creating a new requisition may choose to create using Families and Roles option. This allows the user to browse through the Families and Roles library configured by the administrator in [Admin Center](#), select a role, and have data from that role auto-populate to the requisition. For example, Account Management, Application Management, Business Development, and so on.

All families and roles from the library are displayed. There's no way to permission families or roles that the user can see (that is, there's no way to only allow a hiring manager to see roles in their organization, or to prevent them from seeing executive or HR families and roles.)

The recruiting user expands the desired families and can select from and/or expand the desired roles. For example, Application Management family expands to Application Engineer role.

When the role is selected the system populates the data from the Role Name, Job Description and Competencies areas of the Families and Roles library onto the title, extTitle, listingLayout, extListingLayout, and competencies field IDs on the requisition.

## 18.16 Configuring Job Code in Browse Families and Roles

In case you want the recruiting users to select the job code instead of the role, it can be configured.

### Prerequisites

Ensure that you have enabled job code in Provisioning.

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to ► [Admin Center](#) ► [Families and Roles](#) ►.
2. Select [Configure job codes on the roles](#).

When the job code is selected, the system populates the data from the Job Code in Families and Roles into the jobCode field ID on the requisition. This is in addition to the normal data auto-population that occurs from Browse Families and Roles on the role level.

It's possible to view and auto-populate the requisition with additional data about the job code.

## Related Information

[Auto-Populating Data on a New Requisition \(Job Code Entity\) \[page 266\]](#)

## 18.17 Creating and Selecting Job Role Tags in Browse Families and Roles

You may find that viewing the entire list of families and roles is too much for your users. In this case, you can use the Job Role Tags functionality to filter the Families and Roles list.

### Prerequisites

Ensure that you have enabled job role tags.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Job Role Tags allows the admin to “tag” each role with a picklist value, and then present that picklist to the recruiting user. The recruiting user picks a value and only sees Families that contain Roles tagged with the matching value. It is possible to set up one layer of tagging or two layers of tagging with a parent-child relationship between the two picklists.

You can upload CSV files for importing Job Role Tags with file size up to 5 MB or less. If the CSV file size limits are exceeded, then appropriate error messages are displayed to guide you in resolving the errors. Validations make sure that the files to be uploaded have the right format (CSV) and are within the limit of the permitted file size. If not, then you are shown appropriate messages that will help you rectify any errors.

## Procedure

1. Go to ► [Admin Center](#) ► [Picklists](#) ► and create the picklist(s) for the job role tags.
2. Click ► [Admin Center](#) ► [Picklists Mappings Set Up](#) ►.
  - a. Select the tags picklist in the Picklist 1 field using the drop down and provide a Picklist Label to display on the Browse Families and Roles page.
  - b. If needed, select the child tags picklist in the Picklist 2 field using the drop down and provide a Picklist Label to display on the Browse Families and Roles page.

**Picklists Mappings Set Up**

Use this page to set up picklist mappings to other entities.

Select Language: [English US \(English US\)](#), [English UK \(English UK\)](#), [Español \(Spanish\)](#), [Français \(French\)](#), [English Debug](#), [ภาษาไทย \(SF Thai\)](#)

Job Role Mappings: Picklist 1: jobFamily, jobFunction, jobReqStatus, **jobRoleTags**, language, languageSkillLevel, legalEntity

Picklist 2: None

Picklist Label:

If used, Picklist 2 must have a child picklist relationship to Picklist 1.

[Save Changes](#)

3. Create a job role tags mapping file to associate the families and roles to tags.

|   | A                  | B                         | C                  | D                     | E           | F          |
|---|--------------------|---------------------------|--------------------|-----------------------|-------------|------------|
| 1 | JOBFAMILY          | JOBROLE                   | PARENT_PICKLIST_ID | PARENT_PICKLIST_LABEL | PICKLIST_ID | LABEL      |
| 2 | Marketing General  | Marketing Intern          |                    |                       | jobRoleTags | Marketing  |
| 3 | Distribution       | Material Handler I        |                    |                       | jobRoleTags | Operations |
| 4 | Distribution       | Distribution Intern       |                    |                       | jobRoleTags | Operations |
| 5 | Sales General      | Sales Intern              |                    |                       | jobRoleTags | Sales      |
| 6 | Company Store      | Company Store Associate I |                    |                       | jobRoleTags | Facilities |
| 7 | Facilities General | Facilities Coordinator I  |                    |                       | jobRoleTags | Facilities |

The mapping file consists of the following:

| Column                | Expected Content                                                                                                                                                                                                   |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JOBFAMILY             | Valid job family already configured in the Families and Roles library. Family name value must match exactly.                                                                                                       |
| JOBROLE               | Valid job role already configured in the Families and Roles library. Role name value must match exactly and must be associated with a valid role to which it is also associated in the Families and Roles library. |
| PARENT_PICKLIST_ID    | Valid picklist ID. Populate if both parent and child picklists are used in tagging.                                                                                                                                |
| PARENT_PICKLIST_LABEL | Valid picklist value in the default language of the instance. Populate if both parent and child picklists are used in tagging.                                                                                     |



|             |                                                                                                                                                                                                                                                                                                                      |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PICKLIST_ID | <p>Valid picklist ID.</p> <p>If parent-child picklists are not used in tagging, use this as the primary picklist.</p> <p>If parent-child picklists are used in tagging, this picklist ID must be a valid child of the specified parent picklist id.</p>                                                              |
| LABEL       | <p>Valid picklist value in the default language of the instance.</p> <p>If parent-child picklists are not being used in tagging, use this as the primary picklist.</p> <p>If parent-child picklists are being used in tagging, this picklist value must be a valid child of the specified parent picklist value.</p> |

#### 4. [Admin Tools](#) [Import Job Role Tags](#) [Select the tags mapping file and upload](#)

You can leave some roles untagged — this will effectively hide the role (and family, if all the roles in that family are untagged) from the recruiting user creating a requisition via Browse Families and Roles.

There is no way to delete a role tag mapping after it has been uploaded, but it can be replaced. If you need to remove a role tag mapping, it is recommended to create a “Retired” picklist value, upload a role tagging map to the picklist value, and then change the picklist value status to OBSOLETE. This will hide the picklist value from the tags picklist on the Browse Families and Roles page and prevent the role (and family, if all the roles in that family are tagged to an OBSOLETE value) from the recruiting user creating a requisition via Browse Families and Roles.

## 18.18 Complete the Short Requisition Create Page

Before the requisition is created, the recruiting user is presented with a short requisition create page to collect some essential details.

These details are collected upfront because they must be fed directly into the requisition because the record can't exist without them. The [Job Title](#) is used as a navigational element, the [Due Date](#) is calculated into scheduled reminders, and some operators are involved in the route map.

This page is automatically assembled — it isn't possible to add or remove fields from the page, or to reorder the content. Only operators who are part of the route map are displayed on this page. All fields on this page are displayed as editable, regardless of the field permissions in the Job Requisition template. Field permissions only take effect once the requisition record is created and saved to the database.

After the recruiting user clicks [Next](#), the Requisition Details page appears. This is when a requisition number is issued. At this point, the requisition is in the preapproved state. Depending on the method used to create the requisition, some data might prepopulate onto the requisition.

The recruiting user will be required to complete all required fields before taking the next steps to route the requisition along the recruiting route map for approval.

## 18.19 Auto-Populating Data on a New Requisition (Job Code Entity)

The main method to auto-populate data on a requisition (other than the few fields that auto-populate from Families and Roles) is through a feature commonly called Job Code Entity.

Configuration of the Job Code Entity feature enables some additional job attributes to pre-populate on the requisition when the recruiter selects a given job code.

The Families and Roles library stores the role information and associates it to a job code. A separate Job Classification foundation objects library stores the job codes and associated data. The Families and Roles library is a Platform feature and the Job Classification foundation object is an Employee Central feature, but they can be set up and used for non-EC clients.

Only selected fields can be pre-populated from the Job Classification foundation object library, so the Job Code Entity feature is useable but limited.

You cannot view Job Code Entity fields on job requisition approvals from a mobile device.

### 18.19.1 Configuring Auto-Populating Data

Set up families and roles, set Employee Central Foundation Objects, and configure corporate data model XML to set up auto-populating data.

#### Prerequisites

You have enabled the following:

- [Provisioning](#) > [Company Settings](#) > [Enable Job Code](#) >

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- [Admin Tools](#) > [Families and Roles set up](#) >
- [Admin Tools](#) > [Picklists set up](#) >

#### Procedure

1. Set up Families and Roles. The families and roles configuration should be one of the first things you complete. The foundation objects library relies on the corporate data model XML to be configured before it functions.

2. Go to [Provisioning](#) [Company Settings](#) [Employee Central Foundation Objects](#).
3. Configure the XML: [Provisioning](#) [Succession Management](#) [Import/Export Corporate Data Model XML](#).

## Related Information

[Setting Up the Basic Job Data Model \[page 219\]](#)

### 18.19.1.1 The Corporate Data Model for Requisitions

Additional information about configuring the requisition data model.

- Ensure that the following declaration is available at the top of every Corporate Data Model document:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE corporate-data-model PUBLIC "-//SuccessFactors, Inc.//DTD
Corporate Data Model//EN" "http://svn/viewvc/svn/V4/trunk/src/com/sf/dtd/
corporate-datamodel.dtd">
<corporate-data-model>
  <description>Success Factors HRIS Data Model</description>
```

- Add `hris-element` element and `id` attribute. The Job Classification foundation object is the only foundation object used in Recruiting, but other HRIS objects are supported for EC in addition to Job Classification. The HRIS element with `id="jobCode"` must exist and contain the recruiting-related fields, as shown. The presence of the `jobCode` `hris-element` produces the Job Code option on the Import Foundation Data page.

```
<hris-element id="jobCode">
```

- The `hris-element` can contain multiple `hris-field` elements. The field elements define the fields in the foundation object import file:

```
<hris-field id="custom-string1" visibility="both">
  <label>Compensation Title</label>
</hris-field>
<hris-field id="custom-string2" visibility="both">
  <label>Grade Level</label>
  <picklist id="gradeLevel"/>
</hris-field>
```

You may configure the following `hris-field` `id` values. These field names must be used exactly as listed below:

| <i>hris-field id</i> | <i>Acts as Field Type</i>              |
|----------------------|----------------------------------------|
| description          | Text (100 character limit)             |
| custom-string1-15    | Text or Picklist (100 character limit) |
| custom-long1-5       | Integer (no decimals)                  |
| custom-date1-5       | Date                                   |

## hris-field Element and id Attribute

Other hris-field id values may be supported for use in Employee Central but there's a mapping process that links the hris-field ids from the Job Classification foundation object to the jobCode fields in the Requisition form, and only these hris-field ids are supported in this mapping process. Additional fields can't be used for Recruiting.

### → Tip

The Job Code Entity file can also be set up via a scheduled recurring process in Provisioning. Clients should either extract the data from the current system of record or they can manually create the file if some of the data is to come from the system of record and some comes from other systems. If the JCE process is via a scheduled job from your HRIS, it is possible to do a Full Purge which replaces all existing records, or an Incremental load, which inserts new records where a match is found, updates records where it does find a match and leaves existing records alone if they aren't mentioned in the import file.

The visibility attribute doesn't affect Recruiting; unless it has been adjusted for EC reasons, set it to "both".

## label Element

```
<label>Grade Level</label>
```

The label element controls the appearance of the field name in the user interface for both importing the foundation data and for the field as it appears in the requisition page, regardless of the field-definition label in the Requisition data model.

The hris-field element must contain at least one field-label element.

## picklist Element and id Attribute

```
<picklist id="gradeLevel"/>
```

The custom string hris-field ids can be configured to validate against a picklist upon foundation data import, and render as picklists on the requisition page. The picklist must be defined in the hris-field in the Corporate Data Model.

## Example

This example is for reference purposes, and is not a recommended configuration:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE corporate-data-model PUBLIC "-//SuccessFactors, Inc.//DTD Corporate Data
Model//EN" "http://svn/viewvc/svn/V4/trunk/src/com/sf/dtd/corporate-datamodel.dtd">
<corporate-data-model>
  <description>Success Factors HRIS Data Model</description>
```

```

<hris-element id="jobCode">
  <hris-field id="name" visibility="both" required="true">
    <label>Name</label>
  </hris-field>
  <hris-field max-length="100" id="description" visibility="both">
    <label>Job Description</label>
  </hris-field>
</hris-element>
</corporate-data-model>

```

## Configure jobCode Fields in Requisition Template

For each Recruiting-related hris-field configured in the Corporate Data Model, configure a corresponding field-definition in the Requisition data model.

### Note

The field IDs change between the Corporate Data Model and the Requisition data model. Where the Corporate Data Model states custom-string1, the requisition states customString1 — if you reference these fields in the Offer Details data model, the field IDs change yet again. To reference this field in the Offer Details data model, you would configure jce\_customString1.

Be sure to configure the standard jobCode field-definition id in the Requisition data model.

```

<field-definition id="jobCode" type="text" required="true" custom="false">
  <field-label mime-type="text-plain"><![CDATA[Job Code]]></field-label>
</field-definition>
<field-definition id="customString1" type="jobCode" required="true"
custom="false">
  <field-label mime-type="text-plain"><![CDATA[Compensation Title]]></field-label>
</field-definition>
<field-definition id="customString2" type="jobCode" required="true"
custom="false">
  <field-label mime-type="text-plain"><![CDATA[Grade Level]]></field-label>
</field-definition>

```

| <i>field-definition ID</i> | <i>Acts as Field Type</i>              |
|----------------------------|----------------------------------------|
| description                | Text (100 character limit)             |
| customString1-15           | Text or Picklist (100 character limit) |
| customLong1-5              | Integer (no decimals)                  |
| customDate1-5              | Date                                   |

This data is auto-populated from the foundation data library at the point of requisition creation. There's no dynamic link that causes this data to be automatically updated on the requisition if the data in the foundation data library is changed at a later date.

It's possible to set the permission of the jobCode fields as editable to users if desired. Ensure that the client gives careful consideration to whether these fields should be made editable or not.

## Import Job Code Foundation Data

You manage the data that populates into these requisition fields by uploading it via the job code CSV template in

► [Admin Tools](#) ► [Import Foundation Data](#) ►.

To upload foundation data:

- Download the Excel template by selecting Type: Job Code and clicking the “Download a blank CSV template”
- Populate the Excel file with data
- Select an import type. Full Purge replaces all existing records, and Incremental Load inserts new records where a match is not found, updates records where it does find a match and leaves existing records alone if they aren’t mentioned in the import file
- Choose file by browsing your computer
- Click Validate Import File Data to check the file for any possible data errors without importing it, if desired.
- Click Import to import the data

## Set Up Job Code Field Preview in Browse Families and Roles

Clients may wish to provide the user more job code related information while they’re selecting from families and roles during the requisition creation process. Up to five fields can be displayed on the Browse Families and Roles page under the Job Code.

## Related Information

[Data Retention Management in Recruiting \[page 1509\]](#)

## 18.19.2 Process for Manually Migrating Job Classification Objects to MDF Generic Objects

If you do not have Employee Central enabled and you have turned on Role-Based Permissions, then migrate Job Classification manually. Migrate Job Code entities from the Job Classification Foundation Object to the Metadata Framework (MDF) Job Classification in five major parts, in the order given below.

## Prerequisites

- Ensure that the three following feature settings are enabled in Provisioning:
  - Role Based Permission
  - Enable Generic Objects

- Employee Central Foundation Objects

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- All new customers should be implemented with Role-Based Permissions and the MDF Job Classification Object.
- All existing customers upgrading to Role-Based Permissions after Q4 2015 must manually upgrade Job Classification to MDF.

## Context

### 📘 Note

- During manual migration of Job Classification to MDF, only jobcode custom fields that are present in the HRIS corporate data model are migrated.
- During manual migration of Job Classification to MDF, only jobcode fields that have visibility = **both** in the corporate-data-model are migrated.
- During the manual migration, all the picklists tied to Job Classification fields are also migrated to MDF automatically. Only the picklists related to the Job Classification fields are migrated. All other picklists remain on the regular picklist framework.

The Job Classification object was developed as a Foundation Object configured in the Corporate Data Model XML. The Job Classification object has been upgraded to an MDF Generic Object. In Q3 2015 all Role-Based-Permission-enabled customers were upgraded to the new Generic Object Job Classification. If you do not have Employee Central enabled and you have turned on Role-Based Permissions, then migrate Job Classification manually.

When the manual migration of Job Classification is done, a Job Classification object exists. Jobcode fields in the Corporate Data Model that meet the configuration requirements are added the new Generic Object. The data in the Job Classification Foundation Object library exists in the Job Classification Generic Object library, and the Corporate Data Model no longer contains the Job Code hrisc element.

The migration of Job Code entities is performed in five major parts, and must be performed in the following order:

1. Migrate Picklists.
2. Migrate Data Models.
3. Set Up Mapping.
4. Migrate Data.
5. Clean the Corporate Data Model.

## 18.19.3 Migrating Job Code-Related Picklists to MDF

Migrate Job Code-related picklists to MDF, as part of the process to set up the auto-populating of data in a new requisition.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

This migration copies picklists that the Corporate Data Model references in the Job Code entity to MDF picklists.

### Procedure

1. Log into Provisioning.
2. Create a backup of the Corporate Data Model XML.
3. Go to ► [Managing Recruiting](#) ► [Migrate Job Code related Picklist](#) ►.

The [Migrate Job Code related Picklist in Corporate Data Model to MDF Picklist](#) page opens.

4. Click [Migrate Job Code related Picklist](#).

#### 📘 Note

This migration only migrates picklists that are configured against the respective Job Code fields and their parent picklists.



## 18.19.4 Migrating Data Models

Migrate a data model by setting up the Job Classification Generic Object so that the fields in the Corporate Data Model are added to that object definition.

### Prerequisites

Before you perform Model Migration, ensure that Picklist Migration is completed. Contact SAP support to perform Picklist Migration

### Procedure

1. In the Admin Center's [<Tools Search>](#) field, search for and open the [Configure Object Definitions](#) page.
  2. In the first picklist, select **Object Definition**. In the second picklist, select **Job Classification**.
  3. Make the newly opened "Object Definition: Job Classification (JobClassification)" page editable by clicking the [Take Action](#) picklist on the top-right corner of the new page and selecting [Make Correction](#).
  4. Add the custom fields that are present in the Corporate Data Model to match the Corporate Data Model job code setup, using the following specifications:
    - Set the maximum field length to what is specified in the Corporate Data Model. If the length is not specified, set it to 255.
    - If the data type of the field in the Corporate Data Model is:
      - Picklist – set "Picklist" as the data type in the Object Definition. Click [Details](#) and specify the Picklist ID of your source picklist by entering the Picklist ID of the desired picklist in the "Valid Values Source" field, then click [Done](#).
- Note**
- Make sure this picklist ID matches the picklist ID used in the job code HRIS element field in the Corporate Data Model.
- String – set the Object Definition data type to "Translatable."
  - Long – set the Object Definition data type to "Number."
5. Save the object definition once all the fields from the Corporate Data Model have been defined in the Job Classification object.

## 18.19.5 Setting Up Mapping Between Job Classification and Job Code

Set up mapping between the Job Classification GO fields and the Job Code XML fields, as part of the process to set up the auto-populating of data in a new requisition.

### Prerequisites

You have the following permissions:

- You have the ► [Administrator Permissions](#) ► [Metadata Framework](#) ► [Manage Data](#) ► permission.
- You have view/edit/import/export permissions for ► [User Permissions](#) ► [Miscellaneous Permissions](#) ► [Element Type Map for EC Migration](#) ►.

### Context

Once the picklists and the object models are all migrated and configured, the Job Classification GO fields must be mapped to the Job Code XML fields.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ►.
2. Configure the map object:
  - a. In the [Create New](#) picklist, select the "EC2MDFElementType Map for EC Migration" object.
  - b. To the EC2MDFElementType Map for EC Migration record, add [HrisElementId](#) as the JobCode and [GO Object type](#) as the JobClassification.
  - c. Add all the custom fields in the Corporate Data Model as the GO Field name into the map.
  - d. Save.
3. Go to ► [Admin Center](#) ► [Set Up Job Requisition Job Code Mapping](#) ►.
4. Add mapping between the custom-fields of GO type and Job Req Job Code type fields.
5. Save.

## 18.19.6 Migrating Data in the Job Classification Library to MDF

Migrate data in the Job Classification library, as part of the process to set up the auto-populating of data in a new requisition. .

### Context

Once the picklists and the object models are migrated and configured, and the mappings are set up, then the Job Classification library data must be migrated and synchronized.

### Procedure

1. Export the Job Code Data from Recruiting Management and import it using the Import Export Data option. To do so, navigate to [Admin Center](#).
2. In the Tools Search field, search for and open the [Job code Export](#) page.
3. Click [Export JobCode Foundation Object Data](#). This generates a .zip file that contains the exported data in the form of a CSV file.
4. Now import the generated CSV file. To do so, navigate to [Admin Center](#).
5. In the Tools Search field, search for and open the [Import and Export Data](#) page.
6. In the [Select action to perform](#) picklist, select [Import Data](#).
7. In the [Import Data](#) region, perform the following actions:
  1. Select the CSV File radio button to specify the file type.
  2. In the [Select Generic Object](#) picklist, select Job Classification.
  3. In the [File](#) field, click [Browse](#), navigate to the location of the generated CSV file and select it.
  4. In the [Purge Type](#) picklist, select [Incremental Load](#).
  5. Then click [Import](#).
8. You can check the status of this import activity. To do so:
  1. Navigate to [Admin Center](#).
  2. Search for and open the [Monitor Job](#) page.
  3. The job type [MDF Data Import](#) can be used to identify the import job and the status of this job will be displayed in the same row.

## 18.19.7 Purging the HRIS Element Job Code from the Corporate Data Model

Once your data has been migrated, purge the HRIS element job code from the Corporate Data Model.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Generate a Corporate Data Model XML file by navigating to ► [Provisioning](#) ► [Succession Management](#) ► [Import/Export Corporate Data Model XML](#) ► and clicking [Export](#), then [Submit](#).
2. Save this generated XML file.
3. Edit your Corporate Data Model XML file by removing all the contents within the HRIS element tag, including the element tags themselves:

```
<hris-element id="jobCode">
...
</hris-element>
```

4. Save the updated Corporate Data Model XML file.
5. Navigate to ► [Provisioning](#) ► [Import/Export Corporate Data Model](#) ► and click [Import](#), then [Browse](#).
6. In the Search field, find and select your updated Corporate Data Model XML file, then click [Submit](#).

## 18.20 Job Descriptions

The internal job description shows the public all the information about the job opening.

Type what you want job seekers to know about the open job position in the [Internal Job Description](#) field. Everything in the box will be visible to job seekers. When Real Time Job Sync is published, everything in SAP SuccessFactors Recruiting displays automatically on the Career Site Builder career site.

You must keep the job description up to date and fix any formatting issues. The SAP SuccessFactors Recruiting system can't update anything in the [Internal Job Description](#) field.

### Note

Don't copy images or CSS into the *Internal Job Description* field. The program automatically converts the content to CSS with the appropriate tags. Copying and pasting material from Word without using the appropriate icons will result in errors on the Career Site Builder website.

By choosing *Internal Posting Preview* or *External Posting Preview* Recruiting users can preview the header, footer and job description content as the candidate will see it.

## 18.20.1 Adding a Job Description

Enter the job description on a job requisition.

### Context

Choose a method to enter the content for the job description. If you copy content from a spreadsheet, then formatting on the internal career site appears differently than on the external career site.

### Note

Inline images, CSS, and HTML code aren't supported the *Internal Job Description* field. The program automatically converts the content to CSS with the appropriate tags. Copying and pasting material from Word without using the appropriate icons will result in errors on the Career Site Builder website.

### Procedure

- Type job descriptions directly in Recruiting.
  - a. Use the inline rich-text editor in the blank box next to *Internal Job Description* to type the job description.
  - b. Click *Save*.
- Copy the job description from a plain-text editor.

Use this option if content was taken from another web page. Plain-text editors, like Notepad, strip formatting and HTML tags from content. Unwanted formatting and HTML tags may exist if content was copied from another web page.

- a. Copy the job description content from your plain-text editor.
- b. Use the *Paste as Plain Text* icon to paste content into Recruiting.
- c. Click *Save*.

## 18.20.1.1 Errors While Copying Description from Microsoft Word

If you copy and paste directly from Microsoft Word without using the [Paste from Word](#) option, you encounter an error. There's a risk of including browser-unsupported formatting from Word, and the program prompts you to clean the content.

Choose [OK](#) for the prompt to copy from Word using a browser-supported format. Choosing [Cancel](#) will still copy from Word, but it will use the unsupported format, which causes visible errors in the job description post and hampers future editing changes.

## 18.20.1.2 Errors While Creating Tables in Description

Don't use the RCM text editor [Table Creation](#) option when building job descriptions.

HTML tables aren't supported when transferring job descriptions from Recruiting Management to Recruiting Marketing. The Recruiting Marketing job description field can't be used to format data in rows and columns.

After job data is imported into Recruiting Marketing, it can be sent using structured XML to third-party job boards around the world. It's a standard practice for job boards to not support data formatted in a table.

## 18.20.2 Viewing a Job Description

After saving changes to job descriptions on a job requisition, check that it appears correctly on the career site.

### Context

It may take up to 20 minutes for the newly published material to appear.

### Procedure

1. Navigate to the Career Site Builder career site.
2. Read over the job description to check for errors.
3. If the job format needs adjusting, then go back to the SAP SuccessFactors Recruiting text editor to update it.

### Related Information

[Posting a Requisition \[page 302\]](#)

## 18.20.3 Enhancing Job Description with AI

Recruiters (hiring managers) can enhance and generate job descriptions using generative AI capabilities.

### Prerequisites

- You've purchased the **AI units** license. For more information about **AI units** license, please contact your Account Executive.
- As an Administrator, to enable configuration of job requisition fields required for generating job descriptions, ensure these permissions are enabled:
  - Under ► *Administration Permissions* ► *Manage MDF Recruiting Objects* ► *Recruiting AI Enhanced Job Description* ►, you've selected *View*, *Edit* and *Import/Export* options.
  - Under ► *Administration Permissions* ► *Manage MDF Recruiting Objects* ► *Recruiting AI Enhanced Job Description.fields (Recruiting Fields for AI Enhanced Job Description)* ►, you've selected *View*, *Correct*, *Create*, *Adjust Order*, *Delete* and *Import/Export* options.
- Ensure that you've configured the specific job requisition fields that are used as reference source for AI to generate an enhanced job description in *Recruiting Fields for AI Enhanced Job Description* Metadata Framework object in the *Manage Data* page.
- You've enabled the *Assisted Job Descriptions* setting under ► *Admin Center* ► *AI Services Administration* ► *Feature Settings* ► *Recruiting* ►.
- You've enabled the *Assisted Job Descriptions* permission under ► *Admin Center* ► *Manage Permission Roles* ► *User Permissions* ► *AI Access* ►.
- Ensure that you've saved the *Job Requisition Details* page before you enhance the job description. Save the *Job Requisition Details* page after each update for the changes to be reflected in the AI-generated version.

### Context

You can enhance and generate job descriptions based on the job requisition fields configured in the Metadata Framework object. The field types textArea, rte, text, date, percent, bool, number, currency, picklist, competencies, object, and the skill attribute are supported for the fields configured in the Metadata Framework object. However, the field types enum, derived, attachment, instruction, jobcode, questions, operator, and operator team aren't supported.

#### Note

- Tokens in the job description aren't supported when you enhance the job description using AI.
- The internal job description and job title are always considered as a source for enhancing the job description. They are configured by default in the *Recruiting Fields for AI Enhanced Job Description* Metadata Framework object and will always be mandatory.
- The interview question, header, and footer sections on the job description template aren't considered for enhancing the job description irrespective of their selection status.

## Procedure

1. Go to [Recruiting](#) > [Job Requisitions](#) page.
  - If *Job Profile Builder* isn't enabled, the *Enhance Job Description* option is available in the *Job Requisition Details* page.
  - If *Job Profile Builder* is enabled, the *Enhance Job Description* option is available in the *Job Profile* tab under *Job Requisitions*.
2. Choose *Enhance Job Description*.  
The *AI Usage Acknowledgment* dialog is displayed
3. Choose *Continue* to enhance your job description using generative AI capabilities.
  - **Continue:** Confirms that you're aware of the possible limitations of the AI-generated content. After choosing this option, you can use AI-assisted capabilities in the SAP SuccessFactors application.
  - *Decline:* Confirms that you don't prefer to use AI-assisted capabilities The acknowledgment message appears every time you sign in to any SAP SuccessFactors application and choose an option that triggers an AI-assisted workflow.

If you choose

The *Enhance Job Description* screen opens, displaying current and generated descriptions alongside each other.

4. You can select either the *Current* or *Generated* job description in the *Enhance Job Description* screen.

### Note

When *Job Profile Builder* is enabled, you can choose whether to retain the *Current* or *Generated* content in each section of the job description.

5. You can choose to *Accept* or *Discard* the refined job description and try again after editing the job description fields manually.

## Related Information

[Data Protection and Privacy](#)

[SAP SuccessFactors Generative AI Multilingual Creation- Recruiting Management](#)



## 18.20.4 Extracting Skills from Job Descriptions with AI

Use AI to extract skills from job descriptions, so that we can better match candidates to job postings on your career site.

### Prerequisites

- You've purchased the **AI units** license. For more information about **AI units** license, please contact your Account Executive.
- You have the ► [Administrator](#) ► [Manage AI Capabilities](#) ► [AI Services Administration](#) ► permission.
- You have the following permissions:
  - ► [Administrator](#) ► [Admin Center Permissions](#) ► [Monitor Scheduled Jobs](#) ►
  - ► [Administrator](#) ► [Admin Center Permissions](#) ► [Manage Scheduled Jobs](#) ►

### Context

By itself, this procedure doesn't enable any visible functionality. It's a prerequisite task that enables you to use **other** AI-assisted features in Career Site Builder. First, set up the system so that it uses AI to analyze job descriptions and identify the skills required for your posted jobs. Then you can enable other features in Career Site Builder that match job skills to candidate skills.

We only extract job skills when a job is posted to your career site. To be analyzed, the job requisition must be **active** and the posting must be one of the following types: Internal Posting, External Posting, Internal Private Posting, External Private Posting.

### Procedure

1. Go to ► [Admin Center](#) ► [AI Services Administration](#) ►.
2. Turn on [Assisted Job Skills for Career Site Builder](#).

Going forward, **new** job postings are analyzed with AI to identify job skills. Recruiters can validate the identified skills in the job requisition.

3. Go to ► [Admin Center](#) ► [Scheduled Job Manager](#) ► [Job Scheduler](#) ►.
4. Create and run a scheduled job of type [Extract Skills from Job Description Using AI](#).

The scheduled job analyzes and extracts skills from **existing** job postings.

#### → Tip

If you have a large number of active job postings, we recommend scheduling the job to run outside of business hours, to minimize potential performance impacts.

5. Go to ► [Admin Center](#) ► [Scheduled Job Manager](#) ► [Job Monitor](#) ►.
6. Confirm that the job has completed successfully. If not, run it again.

Running the job can take some time. If you don't see results quickly, you don't have to wait. You receive an email notification when the job is completed (or in case of errors).

## Results

Now that all active job requisitions have been analyzed and we've identified the job skills, you can start using other AI-assisted features based on job skills.

Recruiters can also view and validate the identified skills in the job requisition.

## Next Steps

Consider:

- Enabling [AI-Assisted Skills Matching for Resumes](#) in the layout of the search results page.
- Adding the [Skills Cloud](#) component to the layout of the job details page.
- Validating the identified skills in the job requisition.

## Related Information

[Configuring Layout of Search Results for the Unified Data Model \[page 514\]](#)

[Creating a Custom Job Layout for the Unified Data Model \[page 510\]](#)

[Validating Skills in a Job Description \[page 339\]](#)

## 18.21 Requisition Pre-Screen Questions

Recruiting users can define pre-screen questions presented to applicants at the point of application. These pre-screen questions can be used to gather information, score the applicants and automatically disqualify applicants who meet certain criteria.

Pre-screening questions can't be auto-populated on a requisition; they must be set up individually on each requisition. If a requisition is copied, the pre-screening questions will be part of the data copied onto the resulting record. Note neither pre-screening questions nor pre-screening question responses are reportable in ad-hoc reporting. However, the data can be extracted using the Integration Center to export the questions and responses into a file.

It is a best practice to configure the questions field ID on the requisition as read only once the requisition reaches approval. If this field is left with write permissions it would be possible for question wording or answer options to

be changed after applicants have already applied, causing a mismatch between the question and answer. This also opens the client up for possible accusation of unfair hiring practices. For instance, if they require a question, get several applicants that respond to that question, and then the question is made unrequired, the client could be accused of treating subsequent applicants with more leniency than the initial applicants.

If this best practice is not followed and a recruiting user changes the scoring/disqualifier settings on the pre-screen questions after some applicants have already applied, they will be prompted upon save to allow the existing applicants to be re-evaluated and possibly un-disqualified based on the new scoring criteria. This helps to protect clients from accusations of unfair hiring practices.

In order to receive the prompt, the recruiting user saving the changes must have appropriate permissions to status the applicants. (If the recruiting user who changes the scoring criteria doesn't have permissions to status the applicants, the next recruiting user who has permissions to status the applicants and performs a requisition save will receive the prompt instead.)

## 18.22 Adding Questions to Requisitions

Recruiting users can define pre-screen questions presented to applicants at the point of application. These pre-screen questions can be used to gather information, score the applicants and automatically disqualify applicants who meet certain criteria.

### Procedure

1. Go to [Add more questions](#) section on the job requisition.
2. Search or Browse the Questions library.

Any user with write permissions to the questions field ID can access all three tabs. There's no way to restrict a user to only using questions from the library and bar them from creating their own questions.

Recruiting users can access all questions libraries set up in the instance. You cannot restrict access to only certain libraries for certain users. Users can save questions to their own personal libraries accessible only to them.

3. Check the boxes next to questions and select [Add](#).

### Results

Questions appear in the library in alphabetical order. They'll appear on the requisition (and in the application when viewed by a candidate) in the order in which the checkboxes were clicked while adding questions to the requisition.

## 18.23 Creating New Questions on Requisitions

You can create your own pre-req questions and add them to the requisitions.

### Procedure

1. Go to [Add more questions](#) section on the job requisition and navigate to the [Create](#) tab.
2. Add the question name in the text box.
3. To specify question details, select [Edit Answer](#).
4. Choose an answer format from the following:

| Answer Format   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Multiple Choice | <p>Define multiple answers from which the user can pick. The answers appear as radio buttons; applicants can select one answer. The recruiting user can define a single correct answer. There's no way to select multiple correct answers.</p> <p>When creating the question in the Library, you can only have a maximum of 10 answers. You can add more than 10 answers, however, in the user interface.</p> <div><b>Note</b><ul style="list-style-type: none"><li>• We don't support more than one correct answers for multiple choice questions.</li><li>• The score can be put on question only. Individual answers can't be scored.</li></ul></div>                                                                                                        |
| Rating Scales   | <p>Select from a rating scale defined in <a href="#">Admin Center</a> <a href="#">Rating Scales</a>. Correct answers can be specified as anything higher or lower than the selected value. This doesn't provide true multi-select functionality but does allow multiple correct answers to be specified.</p> <div><b>Note</b><p>You can also create rating scales from the <a href="#">Preferences</a>, <a href="#">My Saved Rating Scales</a> tab to use them on job requisition pre-screening questions as answer options. A rating scale created from the <a href="#">My Saved Rating Scales</a> tab is available only to the user who created it. Other users or operators on the requisition can't view or edit this rating scale answer option.</p></div> |

| Answer Format | Description                                                                                                                                                                                                                                                                                                  |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numeric       | Specify any number five digits or fewer, decimals included. Correct answers can be specified as anything higher or lower than the specified value. No formatting constraints can be applied to this answer range (for example, there's no way to restrict the applicant to only entering a four-digit year). |
| Free Text     | Allow applicants to write any answer they wish. No correct answer can be specified.                                                                                                                                                                                                                          |

→ Tip  
The free text response is a plain text field. It can't be changed to support HTML, which would honor line-breaks and other formatting.

5. Select [Create](#).

## Results

The pre-req question is created. You can edit and adjust the questions selected on the requisition if needed.

## 18.24 Configuring Questions on Requisitions

You can manage the prescreening question on the requisitions by defining them as [Required](#) or [Disqualifier](#) questions. You can also apply score and weight needed for an applicant to pass the overall questions.

### Procedure

1. Go to [Questions](#) section on the job requisition.
2. Select from the following:

| Option       | Description                                                                                                                                                                                                                                                                                            |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Required     | Select which questions are required when candidates apply to the requisition.                                                                                                                                                                                                                          |
| Disqualifier | Select which questions are disqualifiers. If a question is selected as a disqualifier, applicants who don't provide a correct answer are automatically disqualified. Free text questions can't be selected as disqualifier questions since there's no way for the system to identify a correct answer. |

3. Determine the Required Score needed for an applicant to pass the overall questions.

The threshold for the required score is a percentage value.

Rating Calculation per question = [Points per question/Total points] \* 100

Example: There are five prescreening questions and the required score threshold for an applicant is 40%. The points per question are set to 10 and the rating for each question is calculated as 20%. If the applicant answers three questions correctly, then the score is 60% as per the calculation. The applicant isn't automatically disqualified, as the acquired score is higher than the threshold value.

If the applicant's total score falls below the Required Score threshold, the applicant is automatically disqualified.

#### → Recommendation

Avoid deleting questions from the library, as it can cause issues on existing requisitions, especially the ones with cascading questions.

## 18.25 Adding Competencies to Requisitions

As a Recruiting user, you can define or add competencies to job requisitions presented to interviewers. These interview competencies are used to gather information and rate the applicants to help arrive at a hiring decision.

### Context

Competencies can be auto-populated on a requisition from Families and Roles. They can then be added to or removed individually on each requisition. If a requisition is copied, the competency will be part of the data copied onto the resulting record.

The Expected Rating and Weight % columns do not presently have any affect in Interview Central; these columns can be left blank. No change will occur based on data entered in these columns.

#### 📘 Note

- For a scenario where the *Job Profile* switch has been disabled:
  - If you add a new competency to the list in the job requisition, this competency will be added to the end of the list.
  - If you do not save after deleting a competency, and then re-add the competency to the list, the order of competencies will not change. The competency will be displayed in its original order. If you want to maintain the new order for a re-added competency, please save changes after deleting and before re-adding the competency to the job requisition.
- Neither competencies nor Interview Central results are reportable

## Procedure

1. Go to [Add more Competencies](#) section on the job requisition.
2. Search or Browse the Competencies library.

Any user with write permissions to the competencies field ID can access both. There is no way to allow a Recruiting user to create their own competencies; they must select from a library.

Recruiting users can access all competency libraries set up in the instance. It is not presently possible to restrict access to only certain libraries for certain users.

3. Check the boxes next to competencies and select [Add](#).

## Results

The competencies appear on the requisition in alphabetical order.

## 18.26 Performing Tasks Associated with Operators

You can perform a number of tasks that are associated with operators.

### Procedure

Perform an operator-related task:

| Option                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Select operators on the short requisition create page</b> | On the short requisition create page, you can use <a href="#">Type-Ahead User Lookup</a> to select an operator. It is not possible to configure this type-ahead lookup on the Requisition Details page.                                                                                                                                                                                                                                                                                                                                                          |
| <b>Auto-populate operators from Admin Tools settings</b>     | It's possible to prepopulate users in the short operator fields on the short requisition create page. Refer to <a href="#">Adding Default Primary User</a> .                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Auto-populate OperatMors from Personal Preferences</b>    | <p>A recruiting user can set up Personal Preferences to auto-populate users into the operator fields by navigating to ► <a href="#">Recruiting</a> ► <a href="#">Preferences</a> ► <a href="#">My Recruiting Team Preferences</a> ► and selecting a requisition template:</p> <ol style="list-style-type: none"><li>1. In <a href="#">Selecting a Requisition to Adjust Personal Preferences</a>, select "Hiring Manager" (or whatever label has been given to the hiringManagerName field in the instance) from the "When I am the..." dropdown menu.</li></ol> |

| Option                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                          | <div> <div>  <b>Note</b> </div> <div> <p>To prevent conflicts where multiple users on a requisition might specify different default operators, you can only specify default operators for requisitions on which you are the hiring manager. Personal preference lookups occur automatically only at the point where the requisition details page is saved. This means personal preferences will not auto-populate onto a new requisition, and additions/removals from personal preferences resulting from changes to the primary operators will not take effect until the recruiting user saves the requisition details page.</p> </div> </div> <div> <p>2. Specify the desired user as a Default Operator for each field.</p> <p>Your name appears as the Default Operator value for the hiring manager field, since you are setting this up for conditions where you are the hiring manager.</p> </div> <div> <div>  <b>Tip</b> </div> <div> <p>Personal preference lookups occur automatically only at the point where the requisition details page is saved. This If there is a conflict between the operators already manually selected on a requisition and the personal preferences for that operator field, the operators already selected on the requisition will be retained and the personal preferences will not be honored.</p> <p>If there is a conflict between the default operator user set up in Personal Preferences and the default operator user set up in <a href="#">Admin Tools &gt; Manage Recruiting Team Settings</a>, the value in Personal Preferences takes precedence.</p> </div> </div> |
| <b>Managing operators on the Requisition Detail page</b> | <p>On both the short requisition create page and the Requisition Details page there is a Find User link that opens a user search pop-up. The recruiting user can enter search criteria and select the user they wish to place in the operator field.</p> <p>Both in the type-ahead and in the Find User lookups, results will be constrained if the field has a recruiting-group attribute specified on it in the XML.</p> <p>Unrequired operator fields also have a Clear link available so that the selected user can be removed, if desired. Required operator fields will not have this link — to remove a user from the field you have to select a replacement user.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

## Related Information

[Adding Default Primary User \[page 328\]](#)



## 18.27 Team Recruiting

Fields defining teams of users are supported on the requisition in addition to the recruiting operators that contain a single user. A team can be made up of users who are selected individually or set up as a Recruiting Group.

- It is not possible to route for approval to a team role
- You can include both an individual role and the same team role on a single requisition template. For instance, it is possible to enable a Recruiter and a Recruiter Team role on a single requisition. This has a number of advantages. For example:
  - Flexibility to assign to a single role (as opposed to team)
  - Sorting by single name
  - Allowing a single role to be included in a route map
- Team Recruiting is not available via SFAPI – the only way to get Team Recruiting preferences is if the user clicks [Restore Admin Defaults](#) once the req has been created. If the requisition is created via API; personal settings will not populate.

### 📌 Note

Team Recruiting settings are essential for the auto-populate feature to work. When you create a job requisition, the auto-populate feature facilitates defining the recruiting operators for that requisition.

You cannot add additional groups to the [Team](#) fields of the job requisition through OData and UI.

## Related Information

[Recruiting Team Settings \[page 326\]](#)

### 18.27.1 Configuring Team Recruiting

Configure team recruiting.

## Prerequisites

You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. To enable the Recruiting Team functionality, navigate to ► [Provisioning](#) ► [Company Setting](#) ► [Recruiting](#) ► [Enable Recruiting Team Functionality](#) ►
2. Configure the Job Requisition XML
  - a. Template level default team recruiting settings can be set by first adding the corresponding job requisition templates with team recruiting fields and then configuring for these fields. Note that only team recruiting fields present in the template can be configured. If a job requisition template does not have any team recruiting fields then no configuration is possible. The following are the job requisition template fields for team recruiting:
    - hiringManagerTeam
    - coordinatorTeam
    - recruiterTeam
    - sourcerTeam
    - secondRecruiterTeam
    - vpOfStaffingTeam
    - vTeam
3. To enable team recruiting fields, fields need to be configured in the XML. Not all fields are required. The admin can select one team field per existing operator, but the recommended configuration is for all fields. Each field should be assigned the appropriate permissions to define who has read or write access to that field. These fields can be labeled however the client wants. Permissions granted to users in these fields are the same as the primary operators.

### ❖ Example

```
<field-definition id="hiringManagerTeam" type="operatorTeam" required="true"
custom="false">
  <field-label><![CDATA[Hiring Manager Operator Team]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="recruiterTeam" type="operatorTeam" required="false"
custom="false">
  <field-label><![CDATA[Recruiter Operator Team]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="sourcerTeam" type="operatorTeam" required="true"
custom="false">
  <field-label><![CDATA[Sourcer Operator Team]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="coordinatorTeam" type="operatorTeam" required="false"
custom="false" group-name="ACE Head Quarters">
  <field-label><![CDATA[Coordinator Operator Team]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="vpOfStaffingTeam" type="operatorTeam"
required="false" custom="false">
  <field-label><![CDATA[VP of Staffing Operator Team]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="secondRecruiterTeam" type="operatorTeam"
required="false" custom="false">
  <field-label><![CDATA[Second Recruiter Operator Team]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
```

```
<field-definition id="vTeam" type="operatorTeam" required="false"
custom="false">
  <field-label><![CDATA[Approver Team]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
```

## 18.27.2 Adding and Removing Users from Recruiting Teams on the Requisition Detail Page

You can add and remove users from recruiting teams on the requisition detail page.

### Procedure

- To add a user in a recruiting team field, type the user's first or last name, or username and select from the type-ahead lookup prompt.  
Results are constrained if the field has a recruiting-group attribute specified in the XML.
- To select an additional user, begin typing another name after selecting your first user. Recruiting team fields may contain multiple users, separated by commas — the comma is added automatically.
- To update the operatorTeam field, you have to first add the recruiter name in the operator field and change the recruiter. Then, add the new user directly to operatorTeam field and save the page again.
- To remove a user from an operatorTeam field, hover your mouse over the user — a strikethrough line appears. Selecting the strikethrough user removes that user.

### Related Information

[Recruiting Team Settings \[page 326\]](#)

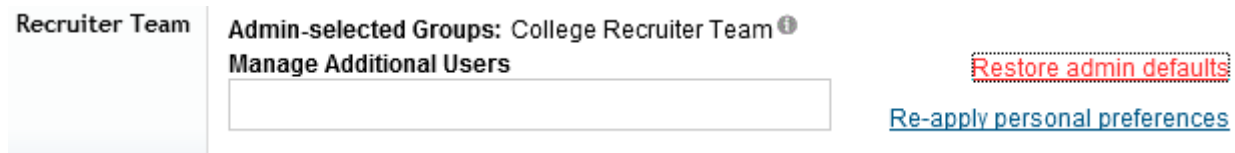
[Group Name Attribute in Field Definition for Job Requisition \[page 169\]](#)

## 18.27.3 Managing Admin-Defaulted Users and Groups on a Requisition

Recruiting users with write access to the operatorTeam field can remove the users and groups the admin settings defaulted onto the requisition.

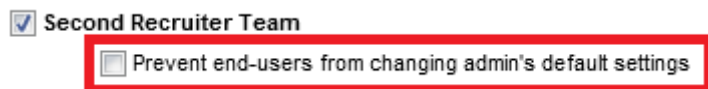
|                       |                                                                                                                                                                                     |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Recruiter Team</b> | <b>Admin-selected Groups:</b> <span>College Recruiter Team</span> ⓘ<br><b>Manage Additional Users</b><br><div style="border: 1px solid #ccc; height: 20px; margin-top: 5px;"></div> |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

If the recruiting user removes admin settings and then changes their mind, they can choose to Restore Admin Defaults, which pulls the current set of admin settings back onto their requisition. This will also work to look up and apply admin settings on requisitions that pre-date the admin settings.



Alternatively, the admin can choose to prevent a recruiting user from altering the admin-defaulted settings, even if that recruiting user has write access to the operatorTeam field.

- [Admin Tools](#) > [Manage Recruiting Team Settings](#) >
  - Select a requisition template
  - Prevent end-users from changing an admin's default settings



#### Note

Any admin settings or personal preferences changes that would require a new user or group name to appear on a requisition are not retroactively applied to existing requisitions. Any changes that alter the content of a group name already appearing on a requisition are retroactively applied to existing requisitions.

## 18.27.4 Auto-Populating operatorTeams from Personal Preferences

It's possible for a recruiting user to set up Personal Preferences that will auto-populate personal groups of users into the operatorTeam fields.

### Procedure

1. Go to [Recruiting](#) > [Preferences](#) > [My Recruiting Team Preferences](#) >.
2. Select a Requisition template.
3. Select a value from the [When I am the...](#) menu. It's possible to set up different sets of personal preferences that will apply depending on one or more roles you're playing on a given requisition. For instance, when you're the recruiter on a requisition you may want a particular team of sourcers to appear, but when you're the hiring manager on a requisition and someone else is the approver then you may not want that team to appear.

## Note

If a user has multiple employments, you can set up Personal Preferences individually for each employment associated to the user. The following table shows the behavior of a user with multiple employments on the job requisition, if the personal preferences are configured:

Example

| User   | Employment | Personal preferences configured                                                                                          | Behavior on the Job Requisition                                                                                                                                                                                                                                                                                               |
|--------|------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User A | Emp1       | <i>When I am the "Hiring Manager"</i> , then the additional users configured for Sourcer team are Sourcer1 and Sourcer2. | <p>If you select <b>User A-Emp1</b> as the Hiring Manager for a job requisition, then corresponding personal preferences are applied for the requisition.</p> <p>In this case, Sourcer Team field of the job requisition is populated with personal preferences of <b>User A-Emp1</b> having users Sourcer1 and Sourcer2.</p> |
| User A | Emp2       | <i>When I am the "Hiring Manager"</i> , then the additional users configured for Sourcer team are Sourcer3 and Sourcer4. | <p>If you select <b>User A-Emp2</b> as the Hiring Manager for a job requisition, then corresponding personal preferences are applied for the requisition.</p> <p>In this case, Sourcer Team field of the job requisition is populated with personal preferences of <b>User A-Emp2</b> having users Sourcer3 and Sourcer4.</p> |

#### 4. Specify the desired additional users, for each team.

Note that personal preference lookups occur automatically only upon the point that the requisition details page is saved. This means personal preferences won't auto-populate onto a new requisition, and additions/removals from personal preferences resulting from changes to the primary operators will not take effect, until the recruiting user saves the requisition details page.

The personal preferences saved by a user create a personal Recruiting Group behind the scenes. This Recruiting Group is used on requisitions. This ensures that if a user later changes their personal preferences the group is dynamically updated and those changes are automatically reflected on a requisition that references that group.

If the recruiting users remove personal preferences and then changes their mind, they can choose to reapply personal preferences, which pulls the current set of all users' personal preferences back onto their requisition. This will also look up and apply personal preferences on requisitions that predated the personal preferences setup.

## → Tip

If a recruiting user's personal preferences are already applied to a requisition as a personal group, and the user alters the personal preferences, those alterations apply to the requisition that contains their group. However, if a user creates new personal preferences, that new personal preferences group won't be retroactively applied to existing requisitions.

Any admin settings or personal preferences changes that require a new user or group name to appear on a requisition aren't retroactively applied to existing requisitions. Any changes that alter the content of a group name already appearing on a requisition are retroactively applied to existing requisitions.

## 18.28 Requisition Detail Button Toolbar

Pre-approved requisitions display a toolbar related to the Performance Management form toolbar.

Some of the icons on the toolbar can be enabled or disabled in ► [Admin Center](#) ► [Form Templates](#) ►. Not all buttons that can be enabled can function on the Requisition form.

If it's incorrectly configured in ► [Provisioning](#) ► [Company Settings](#) ►, this toolbar might appear multiple times in the user interface. If this occurs, review your baseline company settings, particularly making sure that all the UI version settings are correctly enabled.

## 18.29 Enabling and Updating Header and Footer Fields

Header and footer fields store rich text content appended to the top and bottom of a job description when the job is posted.

### Prerequisites

Enabling these fields and configuring the Requisition XML requires that you have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Header and footer templates cannot automatically populate onto a requisition; they must be selected by a recruiting user. The recruiting user must have write permissions to select a template. There is no way to give the user permission to select a template while restricting them from updating the text afterwards.

#### 📘 Note

If duplicate options appear when selecting a configured header or footer, you have configured the header or footer in both all languages and a specified language. To fix this, save the header or footer on a language-by-language basis, rather than using all languages.

The header and footer templates contain filter field values. These filter field values are compared to the values stored in the filter fields on the requisition. The best possible match will appear at the top of the list flagged as **[Recommended]**.

A [Recommended] value always appears; if several templates equally match the requisition filter field values, the first item in the matching list will appear as [Recommended]. You cannot disable this feature.

The external header and footer display “Same as Internal Header” and “Same as Internal Footer” buttons so a recruiting user can easily copy content from the internal values to the external fields if desired.

## Procedure

1. Go to ► [Provisioning](#) ► [Company Settings](#) ► and select [Enable Job Description Header and Footer](#).
2. Configure the Requisition XML with intJobDescHeader, extJobDescHeader, intJobDescFooter and extJobDescFooter field IDs.
3. Recruiting users can choose Update and write their own header and footer, or choose Add Header and Footer Content and select from a list of predefined header and footer templates.
4. After selecting a header and footer template, recruiting users can select update and make further changes to the header and footer text, if desired.

## Related Information

[ID Attribute in Field Definition for Job Requisition \[page 156\]](#)

## 18.30 Routing a Requisition for Approval

When Recruiting users are done filling out requisition data, they can send the requisition to the next step in the approval process.

## Prerequisites

- Some steps require access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Requisition XML is configured with mobile fields (using the mobile-fields element).

- Role-based permissions for Mobile have been granted by enabling ► [User Permissions](#) ► [General User Permissions](#) ► [Mobile Access](#) ►.
- Select [Enable SAP Jam Integration for Job Requisition \(requires Candidate Workbench, SAP Jam Integration\)](#) under ► [Provisioning](#) ► [Company Settings](#) ►.
- Select [Recruiting](#) under ► [Admin Center](#) ► [Enable Mobile Features](#) ► [Modules](#) ►.

## Context

The system sends a Document Routing Notification email. This asks the next user in the approval process to approve the requisition. The requisition approval also appears on the user To-Do list, under the route-map step name.

Only the user listed as [Currently With](#) can send the requisition back one step in the route map. This applies to all route map step types and users. If a [Currently With](#) user sends back a requisition, the action is captured in the audit trail, including any comments. There's no other way to reject or send a requisition back to a previous route map step. You can, however, configure an iterative or collaborative step to allow recruiting users to pass a requisition form back and forth to other users within a step.

Recruiting users can't see the requisition record on the requisition list page until it reaches them in the approval route map. If a Recruiting user is not part of the route map, that user can't see the requisition record until it's approved. You can change this behavior in ► [Admin Tools](#) ► [Recruiting Settings](#) ►. You can allow users to view pre-approved requisitions without regard to route map status.

### Note

If you've created a requisition through [Position Org Chart](#), then disable [Document Routing Step Exit Notification](#) before sending it to the next approver.

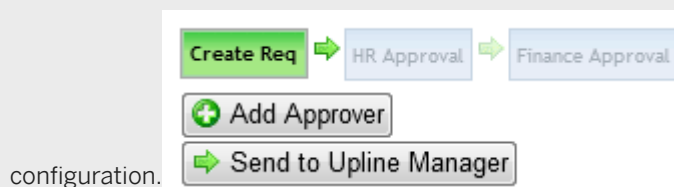
## Procedure

The user can approve a requisition in one of three ways:

- Open the requisition and click the [Approval/Send](#) button.

### Note

The button name varies depending on the route map



configuration.

- Open the requisition list page, check the boxes next to the requisitions, and approve several requisitions at once.



- Approve through the SAP SuccessFactors mobile app.

## Related Information

[Enabling Mobile Features](#)

[List of Role-Based Permissions](#)

## 18.31 Requisition State and Status

Know more about requisition state and status, how to indicate pre-approved requisition as inactive, and calculate Recruiting metrics.

Configure a picklist item in the status field to indicate that a pre-approved requisition is no longer active because you can't close or put a pre-approved requisition on hold.

A status of **99999** indicates a closed requisition, while a status of **88888** indicates a requisition that is on hold. Users who can access that pre-approved requisition continues to access the record. It isn't possible to remove a pre-approved requisition from a recruiting user's view. An originator can delete the pre-approved requisition if deletion capabilities are enabled.

Dates Used to Calculate Time to Hire, Time to Fill, and Age of Requisition

| Date                        | Definition                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date Create                 | Date the job requisition was created.                                                                                                                                                                                                                                                                                                                                                                                              |
| Approved Date               | Date the job requisition was approved.                                                                                                                                                                                                                                                                                                                                                                                             |
| Closed Date                 | Date the job requisition was closed.                                                                                                                                                                                                                                                                                                                                                                                               |
| External Posting Start Date | The job requisition's posting date.                                                                                                                                                                                                                                                                                                                                                                                                |
| External Posting End Date   | The job requisition's posting date.                                                                                                                                                                                                                                                                                                                                                                                                |
| Internal Posting Date       | The job requisition's posting date.                                                                                                                                                                                                                                                                                                                                                                                                |
| Internal Posting End Date   | The job requisition's posting date.                                                                                                                                                                                                                                                                                                                                                                                                |
| Latest Hold Removal Date    | <p>The job was placed in an "on hold" status. This field looks for the date that the job requisition was moved to a status that wasn't "on hold".</p> <p>When a posted job requisition is put on "on hold" status, the posting doesn't get removed automatically. It just prevents the aging of the job requisition, given that this status is properly configured. If you want to remove the job posting, remove it manually.</p> |
| Job Start Date              | Editable field on the job requisition.                                                                                                                                                                                                                                                                                                                                                                                             |
| Due Date                    | Editable field on the job requisition.                                                                                                                                                                                                                                                                                                                                                                                             |
| Actual Start Date           | Editable field on the job requisition.                                                                                                                                                                                                                                                                                                                                                                                             |

| Date                  | Definition                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application Date      | Date the job application was submitted.                                                                                                                                                                                                                                                                                                                                                                                             |
| Candidate Review Date | Date the application was first opened by a recruiting operator.                                                                                                                                                                                                                                                                                                                                                                     |
| Date of Availability  | Editable field on the job application.                                                                                                                                                                                                                                                                                                                                                                                              |
| Start Date            | Editable field on the job application.                                                                                                                                                                                                                                                                                                                                                                                              |
| Hired on Date         | Generated when a candidate is moved into a step with a Hired status. If they're moved into a Hired status more than once, it's the most recent move. The most recent Hired on Date is maintained even if the candidate is moved out of the Hired status and into another in progress status, such as Onboard. The only time that the Hired on Date are removed if the candidate is moved to a Withdrawn or Disqualification status. |

#### Note

Recruiting Operators can't reopen the closed job requisition by changing the status to Open from the legacy Candidate Workbench.

You can enable three Recruiting settings to automatically calculate Recruiting metrics in ► [Admin Center](#) ► [Recruiting Settings](#) ► [Time to Hire](#), [Time to Fill](#), and [Age of Requisition](#).

## Time to Hire and Time to Fill

The [Time to Hire](#) and [Time to Fill](#) are automatically calculated based on the [Start Date](#) and [End Date](#) selected in ► [Admin Center](#) ► [Recruiting Settings](#) ► [Time to Hire](#), [Time to Fill](#). The [Job Start Date](#) and [Actual Start Date](#) are standard fields on the requisition. To use them, configure them in the job requisition XML template and must populate them with data from the calendar widget. Selecting the [exclude time spent in hold statuses](#) option excludes hold status time from the calculation.

#### Note

The hold status time that is in between the start and end date is considered for the Time to Fill calculation. The hold status time outside the start and end date timeline isn't considered for Time to Hire and Time to Fill calculation.

## Age of Requisition

The Age of Requisition populates a nondefault value for the [Age of Requisition](#) field in reportable requisition fields. [Age of Requisition](#) is based on the [Start Date](#) selected in [Recruiting Settings](#). Once the requisition is closed, the [Age of Requisition](#) becomes [Time to Fill](#). The [Age of Requisition](#) is calculated in whole days only. If an admin user doesn't configure the [Age of Requisition](#), the default age calculation of the current date minus approved date (closed dated minus approved date if the requisition is closed) persists.

#### Note

If a requisition is placed in an **88888** status before approval, each day spent on hold counts as -1 for the age of the requisition. Use a different preapproval hold status to support this process, or the calculated age of the requisition could be a large negative number, which wouldn't produce the desired behavior.

## Pre-approved Requisition

Pre-approved requisitions can be closed and then reopened while still in the preapproved state. This behavior honors the existing button permissions. When the requisition reopens in the preapproved state, it is in the same route map step it was in before being closed.

### → Tip

You can't grant permission to requisition open and requisition closed buttons based on the requisition state. For example, you can't grant permission to a hiring manager to close a requisition when it's preapproved, but not when the requisition is in the approved state.

When a requisition completes all steps in the route map, it automatically switches from the Preapproved state to the Approved state.

This switch triggers the Document Completed Notification from ► [Admin Center](#) ► [E-mail Notification Templates Settings](#) ►.

### ⓘ Note

The carbon copy feature on the route map that Performance Management uses to copy users on the Document Completed Notification doesn't apply to Recruiting.

Once a requisition is in the Approved state, there's no way to again send it back into the Preapproved state for further route map approvals. The only supported requisition state change is to close the requisition.

There's no way to automatically close requisitions upon the final hire. Requisitions must be manually closed once the position is filled.

Requisitions can be closed by choosing the [Close Job Requisition](#) button as long as the Recruiting user has permission to view the button. You can specify a custom label for this button.

### ⚠ Caution

A Recruiting user could close a requisition regardless of the status field value, resulting in a [Closed](#) status requisition that has a mismatched status, such as [Open](#). To avoid this mismatch, configure the optional requisition status field to be validated against the requisition Approved or Closed state so that the requisition state and status match.

## Related Information

[Job Requisition Element: Button Permission \[page 173\]](#)

## 18.31.1 Configuring Requisition Hold Status and Closed Status Using MDF Picklists

When migrating to MDF picklist, by default, the [Picklist Center](#) displays only the most commonly used fields. To make the hidden MDF picklist fields visible, you have to edit the Picklist Value MDF Object. With this, you can configure the closed requisition or hold requisition status picklist.

### Procedure

1. Go to ► [Admin Center](#) ► [Configure Object Definition](#) ► and select [Object Definition](#) in the first search menu.
2. Type the picklist value in the second search menu and select this object.
3. Choose [Make Correction](#) from the [Take Action](#) menu.
4. Locate the [OptValue](#) field from the [Fields](#) section.
5. Choose [Details](#) to see all properties of this field.
6. Set the [Visibility](#) property to [Editable](#).
7. Choose [Done](#) to close the [Details](#) dialog and save your changes.
8. Go to ► [Admin Center](#) ► [OData Metadata Refresh and Export](#) ► and choose [Refresh](#) to refresh the metadata.

### Results

You can now view and edit [OptValue](#) field in Picklist Center to set the picklist value of **99999** to a closed requisition status or **88888** to a hold requisition status.

If the status isn't 99999 status, an attempt to close the requisition fails and the recruiting user gets an error message on the Job Requisition Details page.

Once the requisition is closed, recruiting users with appropriate button permissions can click the Reopen button and change the requisition state back to Approved.

If the status is a 99999 status, an attempt to reopen the requisition fails and the recruiting user gets an error message on the Job Requisition Details page. The Recruiting user can change the status to an appropriate non-99999 status and click the Reopen button.

## 18.32 The Creation and Updating of Job Requisitions with Requisition Triggers

When a vacancy is created at the position level in SAP org management, the requisition is not automatically created, but is queried. The requisitions template ID retained in the query is attached to the position and all attributes of the positions are extracted and extend to the requisition template using the field mapping.

The INFOTYPE 1107 (vacancy) is created and the requisition is created in SAP SuccessFactors via WebService API in the pre-approved Route Map state. When position attributes change in SAP HCM suite the INFOTYPE 1107

(vacancy) is marked for an update. A report runs and all positions with an INFOTYPE 1107 are selected and the corresponding requisition is updated.

Not all fields updated will be changed in SAP SuccessFactors with every update. See field update exceptions below.

- The title and extTitle will not be updated after the creation so the recruiter can advertise the jobs in with an externally facing title
  - sapPositionName will contain the HRIS job title and will be created and updated
- The listingLayout and extListingLayout will not be created or updated
  - sapJobDesc can be created and updated. Recruiters can use this information, if it's available, to update the advertised job description
- The originator is transferred during the initial transfer for job requisition data, but not updated. The SF USERID of the manager of the position can be defined as the originator, which means the customer can begin the approval process with the manager of the role. If this cannot be specified via OM, the API user may be defined as the originator, but all requisitions will be sent to a dummy user first in this case.
  - If a dummy user is required the customer can choose to have recruiting users login and assign the job requisition to the next person(s) in the workflow.
- The jobReqStatus is not defined explicitly on the job requisition XML, but is applied in SAP SuccessFactors Recruiting Management (Pre-Approved=0, Approved=1, Closed=2). This status cannot be customized. State is a required field when closing or reopening the job requisition. E.g `<urn:jobReqStatus>1</urn:jobReqStatus>`
- The status will only be considered when closing and reopening the job requisition. The statuses defined in the SAP Integration Scenario must be configured in the job requisition status picklist (SAPClosed, SAPReopened, SAPDeleted). For more information on updating job requisition status refer to below
- The dateCreated is only sent for the initial transfer. Contains the system date on which the requisition is created
- The dateClosed is only send when the job requisition is closed. Contains the system date on which the requisition is closed
- All other standard fields mentioned in the XML will be updated and created

#### → Tip

It is not possible to make an update in SAP that changes the Job Requisition Template. If you need to use a different requisition template, you need to close the vacancy in SAP first, and create a new one.

## Related Information

[Mapping of SFSF Fields for Job Requisition Data to SAP ERP Fields](#)

## 18.33 The Opening and Closing of Job Requisitions with Requisition Triggers

Information on opening and closing job requisitions.

If the Infotype 1107 Status changes (the SAP Target Status is different from the Current Status), the SAP SuccessFactors jobRequisitionStatus will also be changed. It is always necessary for the API query to define the

status to change a requisition to. Reopening a job requisition does not automatically open the job requisition in the state it was closed in.

#### ⚠ Caution

Closing and reopening requisitions the integration **requires** the latest update available on the SAP Portal. Do not attempt to reopen job requisitions if the update has not been installed.

If there is an attempt to reopen a job requisition which has not previously been approved, SAP SuccessFactors will send an error "Can't update the internal status to 1. Please change it to 0 to reopen the req." The integration cannot respond to this error. The update will fail. If clients report this error they should be prompted to install the update from the SAP portal to continue using the SAP Requisition Triggers.

## When Job Requisitions are Closed

- In SAP, if the Infotype 1107 State changes from Open to Closed, the API should send `<urn:jobReqStatus>2</urn:jobReqStatus>`.
- The job requisition becomes changed to a state of closed in SAP SuccessFactors.
- The following message is passed back to SAP: `Internal status changed from <old status> to <new status>`. For example:  
`Internal status changed from 0 to 2.`
- SAP stores the state the requisition was before it was closed.
- *Job Requisition Status*, a configurable field on the job requisition XML, becomes updated to a value of `SAPClosed`.

## When Job Requisitions are Reopened

- If the Infotype 1107 State changes back to Open, SAP will update `jobRequisitionStatus` with the value that was stored when the requisition was closed.
- *Job Requisition Status* becomes updated to a value of `SAPReopened`.
- The position will be reopened again in the pre-approved or approved state, as determined by the stored former state. In the case of a pre-approved requisition, this will be the route map step the requisition was closed in.

## 18.34 Posting a Requisition

You can post job requisitions to several locations.

With SAP SuccessFactors Recruiting, you can post requisitions to the following locations:

- Internal career site
- External career sites

- Private Postings
- Job boards
- Agencies

### 📘 Note

While posting a job, if any job requisition fields are empty or not appropriately mapped to [Recruiting Marketing](#) fields on the [Set Up Recruiting Marketing Job Field Mapping](#) page, validation messages suggest providing the required data to prevent job posting failures on the external or internal career sites.

To be posted successfully, the requisition can be a maximum of 500 KB. If a requisition exceeds this limit, it's usually due to media content like photos or videos. Try removing some of the content to make the requisition smaller in total size.

Recruiting Management doesn't support passing job tracking codes to third-party job boards, including Monster and eQuest.

### → Recommendation

Don't add additional required questions to existing requisitions. Any updates to the requisition also update the posting. Adding other questions to a job requisition prompts you with a message that they're modifying an existing posting. In addition, making a field added to an existing requisition required can cause conflicts when using multistage applications.

### 📘 Note

Whenever a candidate view or applies for jobs of different companies using the same instance of integrated SAP SuccessFactors Recruiting with Recruiting Marketing by opening multiple tabs within the same browser, the candidate has to sign in to the newly opened instance. As a result, all the other sessions get signed out, and only one company's instance remains open and signed in. This stops the candidate from incorrectly applying for other companies.

Hovering over the job requisition shows the [Job Postings](#) option that opens the [Job Postings](#) page and displays the number of posted jobs.

## Job Requisition: Administration Manager 2

Job Requisition Detail - [Candidates \(3\)](#) [Job Postings \(0\)](#) [Candidate Search](#)

Job Postings Link for a Job Requisition

## Job Postings: Administration Manager 2

[Job Requisition Detail](#) - [Candidates \(3\)](#) - [Job Postings \(0\)](#) - [Candidate Search](#)

| Job postings             |                |                    |                  |                    |                  |                          |
|--------------------------|----------------|--------------------|------------------|--------------------|------------------|--------------------------|
| Posting Type             | Posting Status | Posting Start Date | Posting End Date | Last Modified Date | Last Modified By | Action                   |
| Intranet Posting         | Not Posted     | MM/DD/YYYY         | MM/DD/YYYY       | --                 | --               | <a href="#">Post Job</a> |
| External Career Site     | Not Posted     | MM/DD/YYYY         | MM/DD/YYYY       | --                 | --               | <a href="#">Post Job</a> |
| Internal Private Posting | Not Posted     | MM/DD/YYYY         | MM/DD/YYYY       | --                 | --               | <a href="#">Post Job</a> |
| External Private Posting | Not Posted     | MM/DD/YYYY         | MM/DD/YYYY       | --                 | --               | <a href="#">Post Job</a> |

Note: Postings expire at 12 am at the beginning of the selected expiration date. Please note, new postings can take several minutes before they are returned in search results on the career sites.

| Job board postings                              |  |  |  |  |  |  |
|-------------------------------------------------|--|--|--|--|--|--|
| This job is not being posted on any job boards. |  |  |  |  |  |  |

Note: Updates for some boards might possibly fail on eQuest at a later time. Please check the external boards to see if the update has failed.

| Agency Listings              |                |                    |                  |                    |                  |        |
|------------------------------|----------------|--------------------|------------------|--------------------|------------------|--------|
| Name                         | Posting Status | Posting Start Date | Posting End Date | Last Modified Date | Last Modified By | Action |
| <a href="#">Add Agencies</a> |                |                    |                  |                    |                  |        |

### Job Postings

| <a href="#">Job Requisition Details</a> - <a href="#">Candidates</a> - <a href="#">Job Postings</a> |                |                                         |                                          |                    |                  |                             |
|-----------------------------------------------------------------------------------------------------|----------------|-----------------------------------------|------------------------------------------|--------------------|------------------|-----------------------------|
| Job Postings                                                                                        |                |                                         |                                          |                    |                  |                             |
| Posting Type                                                                                        | Posting Status | Posting Start Date                      | Posting End Date                         | Last modified Date | Last modified By | Action                      |
| Internal Career Site Posting <a href="#">🔗</a>                                                      | Posted         | Apr 9, 2020                             | <input type="text" value="Jun 9, 2020"/> | Apr 9, 2020        |                  | <a href="#">Remove post</a> |
| External Career Site Posting                                                                        | Not posted     | <input type="text" value="MM/DD/YYYY"/> | <input type="text" value="MM/DD/YYYY"/>  |                    |                  | <a href="#">Post job</a>    |
| Job Board Postings - Recruiting Posting                                                             |                |                                         |                                          |                    |                  |                             |
| Job Board                                                                                           | Status         | Clicks                                  | Start Date                               | End Date           | Days Left        | Action                      |
| Indeed                                                                                              | Processing     | 0                                       | Apr 9, 2020                              | Jun 9, 2020        | 31               | <a href="#">Remove post</a> |
| LinkedIn                                                                                            | Sent           | 0                                       | Apr 9, 2020                              | Jun 9, 2020        | 31               | <a href="#">Remove post</a> |
| MONSTER                                                                                             | Offline        | 0                                       | Apr 9, 2019                              | May 9, 2019        | 31               | <a href="#">Post job</a>    |

### View Job Posting Details

## Posting Type

The Internal and External postings types appear in all instances. In addition, the internal and external private posting types may be present depending on the instance configuration.

### Note

- On the Internal career site, the *Posted on* date on the *Jobtop Listing* page, and the *Posted* date fields on the job listing detail page are shown in the logged in user's timezone.
- On the External career site, the *Posted on* date on the *Job Listing* page, and the *Posted* date fields on the job listing detail page are shown in the browser timezone.

The *Posting Type* column shows the following job posting types:

- Intranet Posting
- External Career Site
- Internal Private Posting



- External Private Posting

The internal, external, and agency posting types labels are configurable in ► [Provisioning](#) ► [Managing Recruiting](#) ► [Job Requisition System Field Labels](#) ►. Configure the field labels for private postings in the Requisition XML.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

When a job is currently posted, there's a hyperlink icon. When clicked, this icon displays the direct link to the posting that the recruiting user can copy and distribute in e-mail or by other means.

There may also be a Copy URL link that automatically copies the direct link to the clipboard. This isn't supported in all browsers — for example, Firefox default browser security settings don't allow a Web application to access the clipboard, and so in that browser the Copy URL link isn't available.

| Job postings                                                                                           |                |                                                                                            |
|--------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------------|
| Posting Type                                                                                           | Posting Status | Posti                                                                                      |
| Intranet Posting                                                                                       | Expired        | 06/10/2013                                                                                 |
| External Career Site  | Not Posted     | <a href="https://careersd4.success">https://careersd4.success</a> <a href="#">Copy URL</a> |
| Internal Private Posting                                                                               | Not Posted     | MM/DD/Y                                                                                    |
| External Private Posting                                                                               | Not Posted     | MM/DD/Y                                                                                    |

Hyperlink Icon for Posted Job

## Posting Status

The posting status displays the present state of the job posting. The values are maintained automatically and display Expired, Posted, or Not Posted.

## Posting Start Date

The recruiting user can select a start date when the posting appears in the [Posting Start Date](#) field on any posting type.

Only requisitions in the approved state can be posted. It isn't possible to set up posting information on a preapproved requisition even for future-dated posting. It isn't possible to have a requisition immediately post automatically upon approval.

Posted requisitions must be indexed before they become searchable or available on the career site. The indexer runs three times an hour, so it can take anywhere from 1 to 30 minutes for the posting to appear. This isn't configurable.

If a candidate attempts to access the job posting before the posting being indexed (which could occur if the recruiting user sent them a direct link, for example), a warning message appears, stating: **This job cannot**

be viewed at this time. It has either been deleted or is no longer available for application. For more job opportunities, please click [here](#).

Recruiting users should post the job at least an hour before distributing it to candidates or third-party job boards. Posting the requisition to a third-party job board immediately after posting the job externally could mean that the link won't work during the highest-traffic period of exposure for that fresh posting.

## Posting End Date

On any posting type, recruiting users can select an end date when the posting ceases to appear in the [Posting End Date](#) field.

The posting dates don't display a timestamp but time is factored in. Postings begin at 12 a.m. on the posting start date, and end at 12 a.m., at the beginning of the selected expiration date. There's no way to configure a time to be visible or editable.

### Note

The corporate posting end date always takes precedence over the private posting end date.

## Posting Start and End Date

Posting start and end dates are displayed based on the user's time zone, as designated in ► [Admin Tools](#) ► [Manage Users](#) ►. You can't hide these columns from the job postings page.

## Last Modified Date and Last Modified By

The Last Modified information displays the details of the last change to the posting information. The values are maintained automatically.

You can track and report all posting activity in the JobReq Posting Audit History folder in Ad hoc Reports. The posting history isn't available in the job postings page user interface.

## Action

Once you specify the posting dates, select [Post Job](#) in the Action column. Once the posting dates have been saved, the button changes to [Remove Post](#). The [Remove Post](#) button is present even if the posting start date hasn't yet occurred or the posting end date has already passed.

There's no option to extend, repost, or renew the posting. The recruiting user must select [Remove Posting](#), adjust the dates, and select [Post Job](#) again to change posting dates.

### ⓘ Note

While reposting the jobs, if there's an error because incorrect values for country/region or state/province fields, refer to *Actions to Consider When ISO Code Changes for Country/Region or State/Province* for more details.

For more information on posting jobs using the agency portal, refer to *Recruiting Agencies*.

## Related Information

[Recruiting Agencies \[page 759\]](#)

[Actions to Consider When ISO Code or Label Changes for Country/Region or State/Province \[page 1628\]](#)

## 18.34.1 Internal Posting

A recruiting user can post the requisition to the internal career site. There is a single internal career site, accessible to candidates via the Careers tab.

The internal career site posting option is available in all instances. No special XML configuration, or Admin Tools or Provisioning setup is needed other than proper baseline and Requisition XML configuration.

Jobs posted to the internal career site are only accessible to active SAP SuccessFactors users. If you have employees who you've chosen **not** to give SAP SuccessFactors user accounts, they can't access the internal career site.

For clients using SSO, where employees can only access the SuccessFactors system from within the client's network, it is not possible for employees to go home and access internally posted jobs from their home computer unless they have VPN.

Recruiting Marketing functionality such as site branding is not supported on internally posted jobs.

## 18.34.2 External Posting

A recruiting user can post the requisition to the external career sites.

The external career site posting option is available in all instances. No special XML configuration, or Admin Tools or Provisioning setup is needed other than proper baseline and Requisition XML configuration.

There can be multiple external career sites. When the requisition is posted externally, it posts to the Default site and to all microsites where the microsite filter criteria matches the requisition data. There is no way to pick and choose the microsites to which the requisition posts, or to post a job to a microsite while excluding it from the Default site or other microsites with filter criteria that match the requisition data.

## 18.34.3 Creating External Job Postings with SAP SuccessFactors Recruiting Posting

Post jobs to external jobs boards using Recruiting Posting.

### Prerequisites

- The [Enable Recruiting Posting](#) feature setting is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- The [Recruiting Posting Permission](#) permission enable you to see the [Job Board Posting – Recruiting Posting](#) section in the Job Postings area of a Job Requisition.
- [OData API Job Requisition Export](#) permission

### Context

The job requisition has to be posted externally on the career site before being posted to job boards. As a permissioned recruiting user, identify a Job Requisition that is ready for posting. Access SAP SuccessFactors Recruiting Posting functionality from within Recruiting Management as follows:

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Job Requisition](#) ►.
2. Open [Job Postings](#).
  - Open the [Actions](#) menu for a job and select [Job Postings](#).
  - Open the Job Requisition detail view and select [Job Postings](#).
3. Click [Post Job](#) from within the [Job Board Posting – Recruiting Posting](#) section.
4. Select the [View Posting Details](#) option in the [Actions](#) drop-down to view the complete posting details associated with the corresponding job requisition. The [Language](#) drop-down lets you select your preferred languages.
5. After you click the [Post Job](#), you can either post the new job or manage the existing postings.
  - If the particular requisition hasn't already been posted to job boards with Recruiting Posting, you're redirected to a page where you can post the requisition using SAP SuccessFactors Recruiting Posting. This doesn't ask for you to switch context and sign in. Most of the information about the Job Requisition is prepopulated for you.

- If you used [Recruiting Posting](#) to post the particular job requisition to job boards, you're taken to a page for managing existing postings. This doesn't ask you to switch context and sign in. The job board details page shows the [Job Board Posting- Recruiting Posting](#) section that lists all the job boards the job is posted to.
6. Once you're done with the work within SAP SuccessFactors Recruiting Posting, you can navigate back to the Job Postings section of the particular Job Requisition within SAP SuccessFactors Recruiting Management without losing the context and without the need to sign in again.

## 18.34.4 Enabling Private Postings of Jobs

Enable private postings functionality to distribute a job to selected candidates in situations where the posting doesn't display in job search results. This functionality allows the requisition to have a candidate-accessible job posting page, but be omitted from search results.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Configure the following fields in the Job Requisition template for internal and external private job postings:

```
<field-definition id="intranetPrivatePosting" type="bool" required="false"
custom="false">
  <field-label mime-type="text-plain"><![CDATA[Private Internal Posting]]></
field-label>
</field-definition>
<field-definition id="externalPrivatePosting" type="bool" required="false"
custom="false">
  <field-label mime-type="text-plain"><![CDATA[Private External Posting]]></
field-label>
</field-definition>
```

2. Configure read and write permissions for required user roles:

```
<field-permission type="read">
  <description><![CDATA[read access to 0 Role]]></description>
  <role-name><![CDATA[0]]></role-name>
  <status><![CDATA[pre-approved]]></status>
  <field refid="intranetPrivatePosting"/>
  <field refid="externalPrivatePosting"/>
  ...
  ...
```

```
</field-permission>
```

```
<field-permission type="write">
  <description><![CDATA[Write access to Recruiter]]></description>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[0]]></role-name>
  ...
  ...
  <status><![CDATA[approved]]></status>
  <field refid="agencyPosting"/>
  <field refid="intranetPrivatePosting"/>
  <field refid="externalPrivatePosting"/>
  <field refid="status"/>
  ...
  ...
</field-permission>
```

3. Go to [Admin Tools](#) [Manage Recruiting Settings](#) and select *Enable private postings of jobs*.

## 18.34.5 Post Externally Posted Private Jobs to the Job Boards

Recruiters can now post externally posted private jobs to job boards even though the job is not public to external corporate sites.

To post the externally posted private jobs to job boards, enable the *Allow recruiters to post the externally posted private jobs to the job boards* option in [Admin Center](#) [Manage Recruiting Posting](#) [Settings](#).

As a Recruiter, you can post jobs to job boards in one of the following ways:

- After posting the jobs to the external career sites, post the jobs to job boards.
- After enabling the *Allow recruiters to post the externally posted private jobs to the job boards* option, post the jobs directly on the job boards without posting them publicly on external career sites.

## Related Information

[Posting a Requisition \[page 302\]](#)

## 18.34.6 Configuring Job Requisition Template to Post Multilocation Job

The Multilocation Job Posting feature allows you to post a Job Requisition with multiple location values.

### Prerequisites

To use multilocation job posting feature, ensure that the following prerequisites are met:

- Access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Multilocation posting only works with the standard Location Foundation Object field.

### Context

Following are the steps to configure multilocation values on the Job Requisition in Recruiting Management.

### Procedure

1. Go to [Provisioning](#) > [Edit Company Settings](#) > [Company Settings](#).
2. Select [Employee Central Foundation Objects](#).  
Foundation Objects are now ready to be used.
3. Verify that different Foundation Objects have been configured correctly by downloading the [Corporate Data Model](#). To do this, select [Succession Management Import/Export Corporate Data Model XML](#).
4. In the Job Requisition template, define the standard Location Foundation Object field with the attribute `multiselect="true"` as shown in the example snippet.

#### Sample Code

```
<field-definition id="location_obj" type="object" required="true"
custom="false" object-type="location" multiselect="true">
  <field-label><![CDATA[Location ]]></field-label>
  <field-description><![CDATA[Location]]></field-description>
</field-definition>
```

#### Note

Currently only the *Location* and *Position* fields support the attribute `multiselect="true"`.

You can now define a Job Requisition in Recruiting Management with multiple location values with this procedure.

## Related Information

[Job Requisition with HR Master Data \[page 224\]](#)

[Employee Central Master](#)

### 18.34.6.1 Impacted Areas and Their Expected Behavior

The multi-location job posting has impacted several areas. This section allows you to understand the details on the expected behavior of these impacted areas.

| Feature                                                | Expected Behavior                                                                                                                                                                                                  |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Requisition Detail page                            | A Job Requisition can be defined with multiple location values.<br><br>One of the location values must be selected as a Primary Value.<br>By default, the first selected value is marked as the Primary Value.     |
| Job Requisition Summary Page - Location column         | If the logged in user is an operator in at least one Job Requisition with more than one Location value, the <i>Location</i> column shows the number of Locations rather than the name of the Location in all rows. |
| Job Requisition Summary Page - Filter options          | While filtering on Locations, currently, it is only possible to filter for Job Requisitions on the Primary Location value.                                                                                         |
| Recruiting Management-Recruiting Marketing Integration | Sends multiple location values across to the Recruiting Marketing.                                                                                                                                                 |
| Internal or External Site                              | These Recruiting Management pages currently support only the Primary Location value of the Job Requisition.                                                                                                        |
| OData                                                  | Supports multiple location values.                                                                                                                                                                                 |
| SFAPI                                                  | Does not support multiple location values.                                                                                                                                                                         |



| Feature                         | Expected Behavior                                                                                                                    |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Offer Detail                    | If the Offer Approval Location field has the source defined as Job Requisition, the Primary Value gets copied in the Offer Approval. |
| Position Management Integration | No change. It continues to work as-is for a single location field.                                                                   |

## 18.34.7 Automated Posting of Jobs on Job Boards (MVP)

Jobs posted to the external career site no longer need to be manually published to the job boards.

In Recruiting, you can automate posting of jobs across job boards through Recruiting Posting. Once posted on the external career site, the jobs are automatically posted to job boards based on the job board preselection, posting profile preselection, and field completion rules already set up in [Job Posting Rules](#).

Recruiting leverages the [Intelligent Services Center](#) (ISC) framework to trigger the automated posting of jobs. Using ISC, you can publish events from any SAP SuccessFactors application, and subscribe to these events. An event is a change that occurs in the SAP SuccessFactors HCM suite, such as posting the jobs on an external career site. Subscriber is aware of the change that happens within another application and automatically responds with a configured activity.

### Here's How the Automated Posting Works

When a job requisition is posted to an external career site, an event is published in SAP SuccessFactors. A subscriber available in Recruiting receives the event email notifications and acts on it based on the activity that you've configured for the event in Intelligent Services Center. The activities are referred to as flows in Intelligent Services Center. Configure a flow to set your business rules and time when to automatically post jobs on job boards. Note that if the start date is set to future-dated posting in Recruiting, then trigger automatically posts the job based on the delay set in days or weeks from the future date.

#### Note

The Automated Posting of jobs is released as a Minimum Viable Product (MVP). That is, it presents a certain number of limitations.

Consider the following MVP limitations:

- Automated posting works only on the first external posting of the job requisition. If the job is removed from the career site and posted again on the career site, then the job isn't automatically posted.
- Automated job posting isn't automatically reposted on job boards even though the job requisition is still open. For example, if a job requisition is open for 60 days and the duration of the posting on a job board is 30 days, then Recruiter have to manually repost the job on the job board. Use the Repost option in the [Job Posting Status](#) table of the job requisition to repost the jobs to job boards.

#### Note

If the start date of the job posting on the external career site is changed, automated posting considers this change. Other modifications on the job requisition, such as a change in the description isn't considered.

## 18.34.8 Automated Job Posting Removal from Job Boards

Job postings are automatically removed from the job boards when the job postings are withdrawn from the external career site, or when job requisition is closed or deleted.

Regardless of the recruiter's permission to Recruiting Posting, the job postings are removed from job boards when a Recruiter removes the job posting or closes the job requisition.

In Recruiting the status related to Recruiting Posting is updated in the Job Posting table when:

- Job Posting is removed from the external career site.
- Job Requisition is deleted or closed.
- Job Requisition is closed due to automatic disposition.
- Job Requisition is closed based on the configured business rules.
- Job Requisition is closed through the OData API.
- Job Posting is removed from the external career site through the OData API.
- Job Postings are removed in bulk from the external career site for different job requisitions.
- Multiple job requisitions are deleted or closed.

## 18.35 Schedule an Automatic Closure of Requisition

Conditions to trigger automatic closure of job requisition on final hire

### Procedure

1. Trigger the check to calculate remaining number of openings for job requisition whenever an applicant is moved to a status of prestart, hired, onboard, or employee.
2. If the remaining number of openings is found to be 0, trigger the automatic job requisition closure.
3. On job requisition closure, move all candidates from *New Application* and *In-Progress* statuses to *Requisition Closed* status. Do not move any application which belongs to the previously mentioned 4 status categories.

## 18.36 Deleting Requisitions

You can delete job requisitions.

### Prerequisites

- [Hide Delete Icon Inside Form](#) has been disabled in ► [Provisioning](#) ► [Company Settings](#) ►.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- [Disable delete button](#) is **not** selected in ► [Admin Center](#) ► [Form Template Administration](#) ► [Form Templates](#) ►.
- You have the ► [User Permissions](#) ► [Recruiting Permissions](#) ► [Delete Job Requisitions](#) ► permission.

#### ⓘ Note

If no permissions are granted for [Delete Job Requisition](#), the Originator can still delete pre-approved requisitions. However, any requisitions deleted after 1402 can be restored.

### Context

Administrators with mass delete job requisition permission can search for and delete Pre-Approved and Approved Job Requisitions in batches of 10, 25, 100, 500, and 1000.

### Procedure

1. Go to [Job Requisitions](#) page and select the requisition you want to delete.
2. In the [Job Requisition Detail](#) tab, click the  ([Delete Job Requisition](#)) icon.

The [Delete Job Requisition](#) confirmation dialog appears.

3. Choose your desired action in the [Delete Job Requisition](#) dialog, which displays different options depending on whether the requisition has candidates associated with it:

| Option                                | Description                                                                                                                                                                                                                                              |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>The requisition has candidates</b> | Choose one of these options, then click <a href="#">OK</a> : <ul style="list-style-type: none"><li>• Delete the job requisition and email applicants.</li><li>• Delete the job requisition without sending a system email alert to applicants.</li></ul> |

| Option                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| associated with it.                                   | <p>Alternatively, click <a href="#">Cancel</a> to cancel the delete request and return to the requisition's detail page.</p> <div> <p><b>Note</b></p> <p>If you choose to email applicants, the email will only go to actual applicants, and not to forwarded candidates.</p> <p>You can choose to configure a generic e-mail and send it to all candidates, including those who have been dispositioned from the job requisition, or you can choose not to email candidates automatically and use the multi-select status set feature to select the candidates you'd like to notify.</p> </div> |
| The requisition has no candidates associated with it. | Click <a href="#">OK</a> to confirm the deletion, or <a href="#">Cancel</a> to cancel the delete request and return to the requisition's detail page.                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## Next Steps

You can restore deleted job requisitions in ► [Admin Center](#) ► [Restore Deleted Job Requisitions](#) ►. Refer to *Restoring Deleted Requisitions*.

## 18.37 Restoring Deleted Requisitions

Restore deleted requisitions and set up triggers to send email alerts when a deleted requisition is restored.

### Prerequisites

- You have the ► [Administrator Permissions](#) ► [Manage Recruiting](#) ► [Restore Deleted Job Requisitions](#) ► permission.
- If you want the option to send an email notification when a deleted job requisition is restored, first go to ► [Admin Center](#) ► [Recruiting Email Triggers](#) ► and configure the [Approved job requisition restored](#) trigger.

### Context

Restoring deleted job requisitions reinstates all active To Dos, including form routing approvals, offer approvals, and overdue interview assessments. The email from ► [Admin Tools](#) ► [System Email Notifications or Recruiting Email Notifications](#) ► that has already been sent for these tasks will be triggered again to alert the user.

If the interview is in the past, the Outstanding Interview Assessment email is triggered at a particular time depending on where the server is located. This gives you the chance to go and update the interview date to the present and send the current notification if you'd like.

There is no restore email alert for candidates. To alert candidates of a restored requisition, send an email manually.

## Procedure

1. Go to ► [Admin Center](#) ► [Restore Deleted Job Requisitions](#) ►.

The [Restore Deleted Job Requisitions](#) page appears.

2. Use the search fields to find the deleted job requisition.

You can search by user (by hiring manager or recruiter), or by requisition details, including requisition ID, job title, the person who deleted the requisition, or by deletion date range.

3. Select the deleted job requisitions you want to restore from the results, then select [Restore](#) in the upper-left of the search results.

The [Restore Jobs](#) dialog appears.

4. **Optional:** Choose [Send email notifications](#) in the [Restore Jobs](#) dialog to send a restoration alert email.
5. Select [Restore](#) to restore the deleted requisition, or [Cancel](#).

## 18.38 Use Job Profile Builder with Job Requisitions

While creating a requisition using [Browse Families & Roles](#), when the Recruiting user selects the appropriate family from the dropdown, the available job roles for that family are listed down. By selecting each role, user can preview the complete job profile information. This helps the Recruiting user to go through the job profile of each role before selecting the appropriate role and job code.

The job description will no longer appear under [Requisition Details](#) but under a new [Job Profile](#) subtab. This tab is available for Approved, Pre-Approved, and Closed requisitions. This subtab also includes the internal description, external description, competencies, and skills. If [Talent Intelligence Hub](#) is enabled, these four fields will be displayed on the [Job Requisition Details](#) page instead of the subtab.

The screenshot displays two views of the 'Job Requisition: Network Specialist' page. The left view shows a sidebar with 'Job Requisition' and 'Signature' tabs, and a main area with 'Job Requisition Detail' and 'Job Profile' tabs. The 'Job Profile' tab is highlighted with a red box. The right view shows the 'Job Profile' subtab selected, displaying fields for 'Internal Job Title' and 'External Job Title', both set to 'Network Specialist'. A 'Same as Internal' button is visible below these fields. The 'Job Profile' tab is also highlighted with a red box in the top navigation bar.

Users with **write** permissions to the `listingLayout` field can edit the sections of the job profile. For more details on permissions for `listingLayout` field, refer to *Configuring Job Requisition Template to Use Job Profile Builder* from **Related Information** section on this page.

You can edit the title and format of the overall section by clicking on the section heading. For library sections, you can also edit the library by clicking the section header. For text sections, edit the content by clicking directly on the section's text. Each individual section can be limited to the internal posting, the external posting, or both. It's possible to display sections to Recruiting users and not candidates.

#### Note

- For the job requisitions that use job profiles and are created after the 2H 2021 release, the H2 to H6 heading levels come from the job profile template. For existing job requisitions created before the 2H 2021 release and were using a job profile, the section titles have H2 heading levels by default. However, you can override the options based on your requirements, and the heading levels will be applicable for job postings.
- Changing the heading level won't change the content's appearance on the job requisition details or job posting but will only be beneficial for users who use screen readers to access the content.

The Recruiting user can also edit the library-based sections individually, such as Competencies or skills. When editing these sections, the corresponding library is displayed and the user can add additional items from the library. The user can also add additional sections, but the ability to edit or add sections isn't configurable by user permission. It isn't possible to allow only recruiters to add sections, but not hiring managers, for example.

#### Note

Enable the *Use Job Profiles in Requisitions* setting if you have permission to access all the competencies. Else, the competencies that you do not have access are not migrated.

#### Note

Changes made to library sections of the job profile don't affect the job profile library in Admin.

## Edit Roles on Job Requisitions

If the `jobRole` field is configured and permissioned in the job requisition template, users can select the *Update* option that is available to the right of the job role displayed at the top of the requisition. This action redirects them back to *Browse Families and Roles*, where they can select a new Family & Role. The new Family and Role values overwrite any existing job profile customization on the requisition. User sees a warning, asking them to confirm their selection of the Family/Role for the requisition.

For more details on permission for `jobRole` field, refer to *Configuring Job Requisition Templates to Use Job Profile Builder* from **Related Information** section on this page.

## Handle Existing Requisitions

For existing requisitions with a job description defined, the job description will move to the *Job Profile* tab and remain as is, once the Job Profile Builder Integration is enabled. Existing competencies will also move to the *Job Profile* tab.

In order to select roles for existing requisitions, the `layoutListing` and `jobRole` fields must be enabled and permissioned. When these fields are turned on, the user can select a job role for requisitions that don't have a role,

or select a new role for jobs with existing roles. These role selections will overwrite the existing job descriptions and competencies.

For more details on permissions for `layoutListing` and `jobRole` fields, refer to *Configuring Job Requisition Template for JPB* from **Related Information** section on this page.

## Manage Job Profile Templates

You can add new job profile templates or edit existing templates from ► [Admin Center](#) ► [Manage Job Profile Templates](#) ▾. You can also configure individual templates to show/hide sections on job requisitions.

To know more details about managing job profile templates, refer to *Job Profile Templates* from the **Related Information** section on this page.

## Data Migration and the Job Profile Builder Integration

- Importing requisitions through legacy data migration with a completed Role field and blank Job Description field causes the system to look up the job profile associated with that role and populate the Job Profile data onto the imported requisition.
- To import the jobRole during data migration, use the format “Family|Role” in the field (without quotation marks, without spaces next to the pipe).
- Importing requisitions with a single block of job description text in listingLayout is supported, even if the Job Profile Builder integration is enabled. The job description will appear in a single field on the Job Profile tab on the imported requisition.
- Requisitions created via the Succession Org Chart will populate the appropriate job role and associated job profile for the To-Be-Hired position used to initiate the requisition.

## Related Information

[Job Profile Templates](#)

[Creating and Selecting Job Role Tags in Browse Families and Roles \[page 263\]](#)

[Configuring Job Requisition Templates to Use Job Profile Builder \[page 1340\]](#)

## 18.38.1 Additional Information on Using Job Profile Builder

Consider and understand the following information while using Job Profile Builder for your job requisitions.

### Additional Information

- The following functionality is not supported
  - SFAPI access to individual job profile sections (education, skills, competencies, etc.) on a requisition
  - Importing content into each Job Profile section separately on a requisition during requisition data migration
  - Creating a job requisition via the SFAPI or importing job requisitions through legacy data migration with a completed Role field and blank Job Description field is not supported.
  - Separate permissions for job profile template editing (layout/formatting) and job profile content
  - Ability to define how many levels of library information the recruiting users and candidates will see in the library sections of the job profile. Only one level (the name of the library item) of information is supported on the candidate facing posting.
  - Search functionality in Browse Families and Roles
- We recommended using the integration center to import job requisition data with a job role to create job requisitions with a relevant job profile.
- To use Competencies for job profiles, ensure to include the [Competencies](#) section in the job profile template, and include the [Competencies](#) field in the job requisition template. We recommend not having the competencies field on the job requisition as a required field. The [Competencies](#) field does not display on the job requisition details page but is only displayed on the job profile section.
- Job Role Tags can be used in combination with the Job Profile Builder
- Job Code Entity functionality can be used with the Job Profile Builder integration. The user browses Families and Roles and selects the desired job code. The Job Code Entity fields and job profile content populate onto the Requisition.

## 18.39 Configuring Recruiting YouCalc Widget

Configure the Recruiting YouCalc widget.

### Prerequisites

In Provisioning:

- [Enable YouCalc for Analytics](#) is enabled.
- [Enable YouCalc Model for Job Requisition](#) is enabled.
- Requisition XML is configured, loaded, and tested.



## → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

In system configuration:

- Users have *Manage Reports and Dashboards* permission.
- You've gone to ► *Admin Center* ► *Manage Dashboards* ► *Manage Standard Dashboards and YouCalc Files* ► *Add From SuccessStore* ► and added *Recruiting Model*.

## Context

The top of the requisition list page displays a graphical representation of requisition data.

## Procedure

1. ► *Admin Center* ► *Manage YouCalc Dashboards* ► *Upload New Dashboard* ►
2. Populate the following information:

| <i>Field</i>   | <i>Content</i>                                         |
|----------------|--------------------------------------------------------|
| Dashboard Name | Recruiting Metrics Bar                                 |
| Description    | Optional – enter anything                              |
| Dashboard Type | Recruiting                                             |
| Choose File    | Upload the latest version of the YouCalc Library file. |

## 18.39.1 Working with the Recruiting YouCalc Widget

The YouCalc widget is interactive, acting as a method to filter the requisition list to view only requisitions that meet certain criteria.

| <i>Metric</i>        | <i>Functionality</i>                                                                                                                                                                 |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidates Forwarded | Displays the number of candidates in the Forwarded or Invited to Apply statuses. Clicking filters the requisition list to only requisitions containing applicable candidates         |
| New Candidates       | Displays the number of applicants the viewing recruiting user has never clicked on. Clicking this filters the requisition list to only requisitions containing applicable candidates |

|                               |                                                                                                                                                                 |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Current External Requisitions | Displays the number of requisitions presently posted to the external career site. Clicking filters the requisition list to only applicable requisitions.        |
| Current Internal Requisitions | Displays the number of requisitions presently posted to the internal career site. Clicking filters the requisition list to only applicable requisitions.        |
| Average Days Open             | Averages the age of all Approved requisitions and shows the average on a scale of 0 – oldest. Users do not interact with this metric as a navigational element. |

Use the [Clear all filters](#) link to return to a non-filtered view of the requisition list.

The contents of the YouCalc widget are not configurable; the same metrics display for all clients. The widget is not permissionable. If enabled, it appears for all users with access to the requisitions tab.

## 18.40 Viewing the Change History of Job Requisitions

View changes made to job requisitions in audit trails.

### Context

#### ⓘ Note

This page describes functionality for the legacy Candidate Workbench.

### Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ►.
2. Select the job requisition.
3. From the top-right corner of the page, choose ⓘ [Info about this form](#).

A separate, smaller window opens, with the change history information about the job requisition.

Change history displays the old and new value for the field labels, user information, and timestamp. The Source column lets you view whether the Job Requisition is updated using the user interface or OData API. The Source column also identifies and records the data created or updated through a business rule.

Source Column Description

| Source Value                                    | Description                                                                                      |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Job Requisition Details                         | Updates in standard or custom fields on the <a href="#">Job Requisition Details</a> page.        |
| OData                                           | Updates through OData API                                                                        |
| Job Requisition update from Job Profile Builder | Updates on the <a href="#">Job Profile</a> page.                                                 |
| Job Requisition Reassignment                    | Any Operator updates in the Reassign Job Requisition.                                            |
| Job Requisition update from Candidate Workbench | Status updates from candidate workbench                                                          |
| Auto close Job Requisition                      | Auto closure of a Job Requisition                                                                |
| OData Rule                                      | Updates through OData Rule.                                                                      |
| Delete Restored Job Requisition                 | When a job requisition is deleted and restored from <a href="#">Restore Job Requisition</a> page |
| SAP SuccessFactors Application                  | Updates to attachment                                                                            |

4. Close the separate window when you're done.

## 18.41 Tips for Troubleshooting the Default Language of a Job Requisition Template

defaultLanguage determines the default posting language of the job requisition template.

To know the default locale in the job requisition template, here's the hierarchy of steps to follow:

1. First, check the Job Requisition XML default locale definition.

```
<field-definition id="defaultLanguage" type="text" required="true" custom="false">
  <field-label><![CDATA[Default Language]]></field-label>
  <field-description><![CDATA[Default Language]]></field-description>
  <default-value>en_US</default-value> </field-definition>
```

2. If the expected default locale does not appear, then check the default language in ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Languages](#) .
3. If the expected default locale still does not appear, then check the default company language in ► [Provisioning](#) ► [Company Settings](#) ► [Default Language](#) .

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### 📌 Note

The supported data Types for the default language are [Text](#) and [Text Area](#). Note that [Picklist](#) is not a supported data type for the default language.

## 18.42 Enabling Detailed Requisition Reporting Privileges

Enable the [Detailed Requisition Reporting Privileges](#) option, after which you can select fields for special filters and grant permissions on them.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Use this feature in combination with Recruiting V2 Secured reports. V2 Secured reports usually allow people to report on data they have a specific relationship to, based on their recruiting role, such as recruiter or hiring manager. You can use [Detailed Requisition Reporting Privileges](#) to enable them to report on more data. For example, you can allow an HR Generalist supporting the Finance division to report on recruiting data for jobs they aren't directly involved in but only for the Finance division.

#### ⓘ Note

You can only display a maximum of 50 users at a time.

### Procedure

1. Go to ► [Provisioning](#) ► [Company Settings](#) ► and select [Recruiting V2 Secured](#).
2. Go to ► [Provisioning](#) ► [Recruiting Security Field Setup](#) ► and select the fields you want to be available as special filters.
3. Grant [Manage Detailed Requisition Reporting Privileges](#) permission to the appropriate permission roles.

## 18.42.1 Choosing Special Filters for Detailed Requisition Reporting Privileges

Define the values that selected users have access to in each special filter when running Recruiting V2 Secured reports.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Detailed Requisition Reporting Privileges](#) ►.
2. Look up a user or group of users.
3. Select the values in the [Permission](#) section to which the users should have access in each special filter when running Recruiting V2 Secured reports.

#### ⓘ Note

The RBP permission and Target Population permissions are not considered for the Generic Objects and Foundation Objects in the special filters section.

## 18.43 Reassigning a Job Requisition

Reassign job requisitions to other Recruiting users, if there's a change in assignment or a user becomes inactive. Requisitions pending approval are routed to the new [Currently With](#) approver upon reassignment.

### Prerequisites

You have ► [Manage Recruiting](#) ► [Reassign Job Requisitions](#) ► permission.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Reassign Job Requisitions](#) ►.
2. Select a requisition template or search for a job requisition by entering the requisition ID number.
3. Select the checkboxes for the requisitions you'd like to reassign, then choose [Continue](#).
4. Select the operator (or operators) to whom you want to reassign the requisitions, then choose [Reassign](#).

The operators and admin then receive an email notification of the reassignment.

If the Hiring Manager is changed in cases where Recruiting Teams are configured, and that Hiring Manager has preferences set for a Recruiting Team, those preferences populate into the operate fields on the reassignment

screen. You can keep or edit the Hiring Manager's team preferences after they've been applied. Team preferences for any operator applies by default. You can reassign multiple operators (for example, the Hiring Manager, Recruiter, and Sourcer) in one action.

## Next Steps

### ⓘ Note

Before you purge an originator of a pre-approved, approved, or closed job requisition as a part of the Master data purge, you should reassign the job requisitions to another originator. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Reassign Job Requisitions](#) ► to reassign the job requisitions to an active originator.

When the requisition is assigned to a new user and is sent back to previous steps in a route map, you see the name of the old operator instead of the new one.

## 18.44 Recruiting Team Settings

In the Job Requisition XML, define **operatorTeam** fields that contain recruiting groups and multiple users to allow users to access a requisition record and the applicants on that record.

### Prerequisites

- Ensure that you have selected [Enable Recruiting Team Functionality](#) and [Configure and permission the operatorTeam fields](#) options in Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Ensure that you have [Manage Recruiting Team Settings permission](#).

Admin uses the Recruiting Team Settings to default values and settings on operator and operatorTeam fields.

### → Tip

The enhanced people search feature enables you to assign users along with their associated employments to default primary user and additional users fields of operatorTeams. The search prepopulates the Job Requisition (operator and operatorTeams fields) with the configured users along with their employment details.

The Team Recruiting functionality requires a thorough understanding of many different aspects of the Recruiting Management configuration. Be sure that you also understand Recruiting operators, Recruiting groups, field definitions in Job Requisition templates, and permissions in both Job Requisition and Job Application templates.

### ⚠ Caution

Candidate saved searches and job alerts that rely on that field configuration might cease to function, if the configuration is changed. Be cautious when removing or changing the picklists associated with a filter or field.

## Related Information

[Using Role-Based Permissions](#)

### 18.44.1 Job Requisition Element: Required

Some fields you configure as not required and available in most statuses can become required at a certain point in the status workflow. For such fields, add the `required` attribute to the `field application-field-id` element to specify that the ordinarily nonrequired field is required in that status.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field application-field-id="baseSalary" required="true"/>
```

## Related Information

[Job Requisition Element: Field Permission \[page 171\]](#)

### 18.44.2 Allow Upline Managers to Access Job Requisitions

Allow managers to access job requisitions that are associated with hiring managers downstream from them in the reporting hierarchy so that they can review them.

## Context

Generally, people only have access to requisitions they're directly associated with.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Team Settings](#) ► and select *Allow managers above Hiring Manager to have access*.

All users upline in the reporting hierarchy from the user listed in the **hiringManagerName (G)** field can access the requisition.

2. Add **GM+** to field permissions in the Job Requisition template and Application template.

If this permission isn't specified, the upline manager receives baseline permissions only (V operator).

### ❖ Example

```
<field-permission type="read">
  <description>
    <![CDATA[Hiring Manager and Upline Manager Access]]>
  </description>
  <role-name><![CDATA[G]]></role-name>
  <role-name><![CDATA[GM+]]></role-name>
  <status><![CDATA[pre-approved]]></status>
  <field refid="instrReqDetails"/>
  <field refid="id"/>
  <field refid="status"/>
</field-permission>
```

## 18.44.3 Adding Default Primary User

It's possible to prepopulate users in the short operator fields on the short requisition create page.

## Context

It's currently not possible to conditionally select the user that populates into the operator field, so this functionality is limited in usefulness. This functionality is useful in circumstances where all requisitions created from a particular template involve the same user. For example, you might have a **New Headcount** requisition template and you wish to have the CFO receive every requisition for approval. Otherwise, the hiring manager might not know who their recruiter is, so you could set the recruiter field up to populate to a recruiting coordinator, who then assigns the correct recruiter, removing the burden on the hiring manager.

## Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Team Settings](#) ► and select a requisition template from the dropdown.
2. Select the operatorTeam field. For example, VP of Staffing.



3. Provide a value in the [Add Default Primary User](#) field.
4. Click [Save](#).

## 18.44.4 Adding Users to Recruiting Team

You can prepopulate users in the `operatorTeam` fields from the Admin Center.

### Context

The group-name constraint configured on the `operatorTeam` field doesn't apply during this setup. The admin can select any groups containing any active users, regardless of whether or not those users are included in the group-name constraint on the Requisition XML `operatorTeam` field.

Admin setup changes only apply to new requisitions created after the changes are saved. The existing requisitions aren't affected.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Team Settings](#) ► and select a requisition template.
2. Select the `operatorTeam` field.
3. Provide a value in the [Add Users to Team](#) field.
4. Select [Save](#).

### Related Information

[Group Name Attribute in Field Definition for Job Requisition \[page 169\]](#)

## 18.44.5 Adding Groups to Recruiting Team

You can prepopulate groups in the `operatorTeam` fields from the Admin Center.

### Context

The group-name constraint configured on the `operatorTeam` field doesn't apply during this setup. The admin can select any groups containing any active users, regardless of whether or not those users are included in the group-name constraint on the Requisition XML `operatorTeam` field.

Admin setup changes only apply to new requisitions created after the changes are saved. The existing requisitions aren't affected. Changes to the Recruiting Group definition, however, take effect on any requisitions that list that group as part of the `operatorTeam` field.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Team Settings](#) ► and select a requisition template.
2. Select the `operatorTeam` field.
3. Provide a value in the [Add Groups to Team](#) field.
4. Select [Save](#).

### Related Information

[Group Name Attribute in Field Definition for Job Requisition \[page 169\]](#)

## 18.44.6 Preventing End-Users from Changing the Default Recruiting Team Settings

Preventing the end-users from changing the default Recruiting Team settings. Permission the `operatorTeam` fields so that some recruiting users can edit the contents of the field to add or remove additional users. At the same time, it's possible to protect the admin-specified users and groups so that they remain unchanged.

### Context

Use the following configuration to lock down the admin-specified contents of `operatorTeam` fields.

## Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Team Settings](#) ► and select a requisition template.
2. Select [Prevent end-users from changing admin's default settings](#) option.
3. Click [Save](#).

## 18.45 Editing and Importing a Question Library

Import a question library so that recruiting users can use it to select pre-screen questions on a job requisition.

### Prerequisites

[Question Object Management](#) is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Prepare a Question Library import file in CSV format as shown in the table.

#### 📘 Note

Don't include a header row. Row 1 should be an actual question you wish to import.

Information to Include in a Question Library Import

| <i>Column</i> | <i>Content Type</i> | <i>Details</i>                                                                                                                                                                                         |
|---------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A             | Question Type       | Only four question types are presently supported: <ul style="list-style-type: none"><li>• QUESTION_MULTI_CHOICE</li><li>• QUESTION_NUMERIC</li><li>• QUESTION_TEXT</li><li>• QUESTION_RATING</li></ul> |

|   |                         |                                                                                                                                                                                                                                                                              |
|---|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B | Category                | All questions must be placed in a category. Either a new or existing category can be used. The category value can be any alphanumeric string, preferably short.                                                                                                              |
| C | Parent Question         | <p>This is optional; only use when you intend to set up this row as a child question in a set of cascading questions.</p> <p>If used, specify the exact name of a question that already exists in the instance or is defined as a new question earlier in the file.</p>      |
| D | Name of Question        | Any alphanumeric string.                                                                                                                                                                                                                                                     |
| E | Description of Question | <p>Any alphanumeric string.</p> <p>Descriptions added for a question are visible to candidates only when RMK is not in use. This means the description text is visible for most of the <b>internal candidates</b> unless the internal Career Site Builder is configured.</p> |
| F | Valid Rating Scale ID   | <p>The exact name of a rating scale set up in the instance.</p> <p>Example:</p> <ul style="list-style-type: none"> <li>• Pre-Screen Rating Options</li> </ul>                                                                                                                |
| G | Answer Options          | <p>Use only for multiple choice questions. Specify a comma-separated list of values from which the applicant can pick.</p> <p>Example:</p> <ul style="list-style-type: none"> <li>• Yes,No,Maybe So,Probably</li> </ul>                                                      |

|   |                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H | Expected Right Answer             | <p>Use for questions that have a right answer. Questions can only have a single right answer specified.</p> <p>Specify the right answer's place in the answer option list. The answer option list counts up from zero.</p> <p>If you have the question as a Multiple Choice type, define the expected answer in a numeric format. For example, if the answer options are Yes, No, and Maybe, then if the expected answer is No, the value added to the column should be 1. (0 for Yes, 1 for No, and 3 for Maybe).</p> <p>Multiple Choice Example - If the answer "Maybe" in the prior list is the right answer, then the expected right answer would be:</p> <ul style="list-style-type: none"> <li>• 2</li> </ul> <p>Numeric Example:</p> <ul style="list-style-type: none"> <li>• 150</li> </ul> <p>Rating Scale Example: - specify the rating scale number that is the right answer:</p> <ul style="list-style-type: none"> <li>• 4</li> </ul> |
| I | Expected Correct Answer Direction | <p>For numeric and rating scale questions, it's possible to specify that the right answer is "x or higher" or "x or lower". Allowable values, therefore, are:</p> <ul style="list-style-type: none"> <li>• higher</li> <li>• lower</li> </ul> <p>These should be lower-case when included in the import file.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| J | GUID for the Question             | Any alphanumeric value. Spaces and special characters should be avoided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

K

Locale in which this copy of the question is translated

Any locale enabled in the instance in ► [Provisioning](#) ► [Company Settings and Admin Center](#) ► [Recruiting Languages](#) ►.

Example: en\_US

If translated questions are desired, define the question multiple times in the import file, using the same GUID each time but specifying a different locale value on each import row.

---

L

Parent Response

This is optional; only use when you intend to set up this row as a child question in a set of cascading questions.

If used, specify the answer the applicant needs to give to the parent question in order to reveal this row as a child question.

A child question can only be tied to a single right parent answer. This means if multiple parent answers need to reveal the child question, the child question actually needs to be set up multiple times in the library, once per right parent answer.

The Parent Response value must match exactly the Answer Option value (Column G).

Example: If Yes, No, Maybe, So, and Probably are the parent options, and if the expected correct response is Yes, then the value imported to the Parent Response (Column L) is Yes and not 0 as it would be for the Expected Right Answer (Column H).

You cannot modify the parent response, question description, and the name of the child question after importing the question library.

To modify the parent response, question description, and the name of the child question, delete the parent question from the [Admin Center, Question Libraries](#), and reimport it with modified data.

If the parent question is linked to a job requisition, first unlink it from the job requisition and then remove it from the [Admin Center, Question Libraries](#) to avoid data corruption.

---

Here's an example of a question library sample file.

|                       |                 |                                                                                                        |  |  |                                                                    |          |       |
|-----------------------|-----------------|--------------------------------------------------------------------------------------------------------|--|--|--------------------------------------------------------------------|----------|-------|
| QUESTION_NUMERIC      | Basic Screening | On a scale of 1-10, with 10 being the highest, how comfortable is your understanding of this position? |  |  |                                                                    | 8 higher | en_US |
| QUESTION_MULTI_CHOICE | Basic Screening | What percentage are you willing to travel?                                                             |  |  | Less than 25%,25-50%,50-75%,75%+                                   | 0        | en_US |
| QUESTION_NUMERIC      | Basic Screening | On a scale of 1-5, with 5 being the highest, rate your technical skills?                               |  |  |                                                                    | 0        | en_US |
| QUESTION_NUMERIC      | Basic Screening | On a scale of 1-10, with 10 being the highest, how competitive are you?                                |  |  |                                                                    | 0        | en_US |
| QUESTION_MULTI_CHOICE | Basic Screening | What is the highest level of education you have completed?                                             |  |  | High School,Some College,Associate's,Bachelor's,Master's,Doctorate | 0        | en_US |
| QUESTION_NUMERIC      | Basic Screening | On a scale of 1-5, with 5 being the highest, rate your presentation skills?                            |  |  |                                                                    | 0        | en_US |
| QUESTION_MULTI_CHOICE | Basic Screening | Are you able to perform the essential duties of the position for which you are applying?               |  |  | Yes,No                                                             | 0        | en_US |

2. Go to [Admin Center](#) [Import Question Library](#).
3. Select and import the CSV file you prepared, containing the questions you want to import.
4. To edit questions, go to [Admin Center](#) [Question Libraries](#).
5. Select [library](#) [optionally filter by Category](#) [select Question Name](#)
  - a. Edit Description to access the Rename feature.
  - b. Update Answer Format and answer details.

### Note

It isn't possible to manage cascading question parent-child relationships directly in the user interface. Parent-child setup may only be managed via question library imports.

When creating a multilanguage question library you have to assign a value (this value can be whatever you chose) for the GUID, then load all desired languages into the same import into a new library.

## Results

### ❖ Example

If you don't follow this configuration, you'll see an error similar to the following:

QUESTION:

System error encountered:

Line: [2], Import type: [QUESTION], Info: [LBI NL Library | Basic Screening | Heeft u een eigen bedrijf? | QUESTION\_MULTI\_CHOICE]

Line: [1], Import type: [QUESTION], Info: [LBI NL Library | Basic Screening | Heeft u op dit moment een concurrentiebeding? | QUESTION\_MULTI\_CHOICE]

Line: [3], Import type: [QUESTION], Info: [LBI NL Library | Basic Screening | Is er nog andere informatie over u waardoor u wellicht niet bij ons zou kunnen komen werken? | QUESTION\_MULTI\_CHOICE]



## 18.46 Creating and Editing Job Posting Header and Footer Templates

Create and edit Job Posting Header and Footer templates so they can be used to populate data onto a requisition that is visible to candidates viewing the job posting.

### Prerequisites

- You have selected recruiting languages in Admin Center.
- The [Enable Job Description Header and Footer](#) feature setting is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have [Manage Job Posting Header and Footer](#) permission.
- Additional configuration is required to allow end users to use the header and footer templates.

### Context

Generally, these templates are standardized and recruiting users want to pick from a pre-defined list rather than create a new set of header and footer text from scratch. The Job Posting Header and Footer section of Admin Tools allows the admin to set up templates with various sets of standardized text.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Job Posting Header and Footer](#) ►.
2. Select ► [Take Action](#) ► [Edit or Create New Content](#) ► to open a template for editing.
3. In each template, the admin can specify the following:

| Option         | Description                                                                                                                                                                  |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name</b>    | Name appears in several places in the user interface. This value may include spaces. Special characters should be avoided.<br><br>Once this is created it cannot be changed. |
| <b>Locale</b>  | Used to switch between languages so the admin can provide translated contents for text.                                                                                      |
| <b>Filters</b> | These fields populate from ► <a href="#">Provisioning</a> ► <a href="#">Internal and External Applicant Search Settings</a> ►.                                               |

| Option                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  | <p>Values set in these filters on the template are compared to the values set in the filter fields on the requisition when a recruiting user selects a template. The template that has the most matching values appears as the [Recommended] template.</p> <p>If some templates are equal in the number of matching values, or if all templates are equally mismatched, the top alphabetized template appears as the [Recommended] template. There is no way to disable the [Recommended] functionality.</p> |
| <b>Internal Header</b>           | This is the text the internal candidates will see at the top of posted jobs.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>External Header</b>           | This is the text the internal candidates will see at the bottom of posted jobs.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>(Header) Same as Internal</b> | Check this box to cause the text from the internal field to populate into the external field. This functions the same way as the "Same as Internal" button on the requisition.                                                                                                                                                                                                                                                                                                                               |
| <b>Internal Footer</b>           | This is the text the external candidates will see at the top of posted jobs.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>External Footer</b>           | This is the text the internal candidates will see at the bottom of posted jobs.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>(Footer) Same as Internal</b> | Check this box to cause the text from the internal field to populate into the external field. This functions the same way as the "Same as Internal" button on the requisition.                                                                                                                                                                                                                                                                                                                               |

## Related Information

[Enabling and Updating Header and Footer Fields \[page 294\]](#)

## 18.47 Using Set Up Job Board Options

The allowable values for the industry, country/region and state/province fields on the requisition are set up using [Set Up Job Board Options](#).

### Prerequisites

You have the [Set Up Job Board Options](#) role-based permission.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Set Up Job Board Options](#) ►.  
You have options to configure [Industry Values Set up](#) or [Country/Region and State/Province Values Set up](#).
2. Choose [Industry Value Set up](#).

The options configured here map to the `industry` field in the Requisition XML. As an admin user, you can configure the industries applicable to the customer's business. The selected fields appear in the dropdown list when the `industry` field is shown or edited on the Job Requisition XML.

3. Choose [Country/Region and State/Province Values Set up](#) to configure the list of countries/regions and states/provinces.

The option [All](#) displays the complete list of countries/regions and states/provinces on the Job Requisition Details page. Choose [Custom Select](#) if you want to restrict the list. Search for countries/regions by name or two-digit code and add them to the list.

When a country/region is selected, all states/provinces in that country/region are available by default. If you don't need all states, take the additional step of selecting only the desired states/provinces within a selected country/region.

4. Select [Finish](#) and save your changes.

## 18.48 AI-Assisted Skills Validation for Job Requisition

Validate skills that the AI-assisted skills validation feature extracted from a job description and include them as a job requirement. Recruiters can categorize a job's critical skills and hire applicants who are the best fit for the job based on their skills match.

Recruiters can modify and adjust the skills in a job description to increase the accuracy and overall quality of the skills and help recruiters or hiring managers find candidates with the required skills. Recruiters can:

- Identify primary and secondary skills in a job description to find candidates who are the best fit for the job according to their skills matching the required skills for the job.
- Add, remove and save skills in job to control the visibility of the skills listed in the job posting on the career site. In the [Application Management](#), the skills validated in the job requisition are listed as [Primary](#) and [Secondary](#) skills in the [Skills Compatibility](#) section to show how many applicants' skills match those identified in the job requisition.

### 18.48.1 Validating Skills in a Job Description

Recruiters can categorize a job's critical skills and hire candidates who best fit the job based on skill match.

#### Prerequisites

- Enable either or both of the following settings in [Admin Center](#):
  - [Assisted Applicant Screening](#) in [AI Services Administration](#) > [Feature Settings](#) > [Recruiting](#)
  - [Assisted Job Skills for Career Site Builder](#) in [AI Services Administration](#) > [Feature Settings](#) > [Recruiting](#)
- Ensure you have the following permissions:
  - If you are using Job Profile Builder, set the read and write permission to true for the `listingLayout` field permission.

- If you're using Job Description Manager, set the read or write permission to true for the `listingLayout` or `extListingLayout` field permission or both.

### Note

Job Profile Skills and Competencies are not required to use this functionality. Skills in [Manage Skills](#) are not pulled from custom libraries (Job Profile Builder skills and competencies) but are AI-extracted using a universal taxonomy. For instance, "Self Motivation" might appear in extracted skills even if not in the Job Profile Role or your custom skills library. The AI analyzes all the externally or internally posted fields and sections of the job profile using Natural Language Processing to identify skills. If the "Skills" section is configured, the system will attempt to extract skills from its content. For example, even if your custom library lists "Initiative & commitment," the AI might extract "Self Motivation" instead.

## Context

Recruiter can:

- Review the AI-extracted skills from the job description and include them as required job skills.
- Search for skills based on the relatedness of the skills from the job description.
- Add up to 100 skills that are relevant to a job.

After you validate the skills, you can view the number of skills from the job requisition that matched an applicant's skills in the [Skills Compatibility](#) tab on the [Applicant Management](#) workbench.

## Procedure

1. Choose the [Manage Skills](#) option on the [Job Profile](#) to view AI-extracted skills listed as [Primary](#) and [Secondary](#) skills on the [Manage Skills](#) page. When Job Profile Builder is not enabled, you can access the [Manage Skills](#) option from the [Job Requisition Details](#) page.

### Note

You can manage skills if you have edit permissions for the job description. If you have read permissions for the job description, you can only view skills using the [View Skills](#) option.

2. Accept the acknowledgment message before viewing the AI-extracted skills.
3. Review the listed skills and, if necessary, make changes to the already marked primary and secondary skills using the [Mark as Primary](#) option.
  - Primary skills - Skills required for a job.
  - Secondary skills - Complementary skills that enhance job performance but are not required for a job.
4. Add more skills in addition to the AI-extracted skills to the job description using the following options:

### Note

Until you save the skill set, any change to the job description content updates the AI-extracted skills listed on the [Manage Skills](#) page.

- Search Skills - Lets you search skills from the universal skills taxonomy to make it a skill required for a job.
- Suggest Skills - Lists the skills extracted from the job description using the Natural Language Processing technique or based on the relatedness of the skills added on the [Manage Skills](#) page as per the universal skills ontology.

### Note

By default, the skill is added as a primary skill when you add a skill either from [Search Skills](#) or the [Suggest Skills](#) option. You can change skills to secondary based on the job requirement.

Hovering over a resume icon in the [Source](#) column for a skill displays the phrase and where the skill is extracted from. The source can be either suggested by the universal taxonomy or extracted from a job description. If a skill is extracted from a job description, the source is displayed as [Extracted from job description](#).

If the job description is updated, the skills extracted from the new job description are displayed in addition to the suggested skills. Note that the AI-extracted skills you removed on the [Manage Skills](#) page while validating the skills are also listed.

### Note

Until you save the skill set, any change to the job description content updates the AI-extracted skills listed on the [Manage Skills](#) page.

## Next Steps

The validated skills can now be used to recommend jobs to candidates on your career site. To enable that in Career Site Builder, go to ► [Layouts](#) ► [Search Results](#) and select the [Enable AI-Assisted Skills Matching for Resumes](#) option.

## Related Information

[Viewing Skills Compatibility for an Applicant in Applicant Management \[page 1010\]](#)

[Configuring Layout of Search Results for the Unified Data Model \[page 514\]](#)

# 19 Advertising Jobs with SAP SuccessFactors

There are many ways to advertise a job requisition, once it's been approved. With SAP SuccessFactors Recruiting you can build a career site, distribute job postings to external job boards, leverage an employee referral program, and work with recruiting agencies.

## Know Before You Start

- Most organizations use Career Site Builder to create and manage career sites. Some use the Careers Portal tab instead, especially for private postings that aren't possible in Career Site Builder.
- To make a career site (powered by Career Site Builder) available to internal candidates, first set up your SAP SuccessFactors system to use the SAP Cloud Platform Identity Authentication Service. Otherwise, it's only available to external candidates.
- Many customers use Recruiting Posting to distribute job postings to external job boards.
- When you set up integration with a new Recruiting Posting instance, be sure to disable any existing Web Service integration configured for the Job Marketing feature.
- To use the Employee Referral feature, jobs must be posted on the internal career site or career portal, as well as externally.
- You can create a separate portal for recruiting agencies so external recruiters can view and manage candidates for job requisitions open for agency access.

## Leading Practices

- Use XML feeds to distribute jobs in mass to job boards or compliance networks so that recruiters don't need to remember to do it during the recruiting process.
- You can test and validate most of the recruiting processes in your staging instance, including career sites and job posting. There are only a few things you can't test until after going live in production, such as pushing a job to external job boards.
- You can use a mixture of advertising channels to distribute jobs, like Recruiting Posting, XML feeds, social media feeds, and direct postings.
- Use Campaign URL Builder when possible, to track your sources and/or campaigns when posting outside of normal channels.

## Related Information

[Career Sites for SAP SuccessFactors Recruiting \[page 343\]](#)

[Distribution to Job Boards \[page 705\]](#)

[Using Career Portals \[page 693\]](#)

[Recruiting Sites \[page 697\]](#)

[Enabling and Configuring Employee Referral \[page 783\]](#)

## 19.1 Career Sites for SAP SuccessFactors Recruiting

Information about setting up and maintaining career sites with SAP SuccessFactors Recruiting.

A **career site** is a website where organizations post open jobs. External and internal candidates can use the career site to find and apply for jobs, create a profile, and subscribe to job alert notifications.

With SAP SuccessFactors Recruiting there are two ways to create a career site:

- Career Site Builder (recommended)
- Career Portal

### Related Information

[Career Site Builder \[page 343\]](#)

[Career Portals \[page 688\]](#)

## 19.2 Career Site Builder

Career Site Builder is the recommended method for managing career sites with SAP SuccessFactors Recruiting.

With Career Site Builder, you can build a career site that matches your brand, with a responsive display that's optimized for different devices. You can adjust the colors, images, headers, footers, content, and layout.

Use Career Site Builder to:

- Manage sourcing and candidate engagement in one platform.
- Make multichannel job postings.
- Integrate with social networks.
- Set up a career site that's adapted specifically for mobile devices.
- Set up an internal career site for your employees.
- Capture dynamic source data for performance analytics.
- Search for jobs using keyword search, map-based search, and featured job search.

## 19.3 Implementing Career Site Builder

Here's an overview of the implementation process for Career Site Builder.

| Task                                                                                                                                                                                                                                                                                                                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Setting Up a Career Site Builder Project [page 346]</a>                                                                                                                                                                                                                                                                                                                                                                             | As an implementation consultant, set up your Career Site Builder implementation project.                                                                                                                                                                                                                                                |
| <a href="#">Accessing the Command Center [page 349]</a>                                                                                                                                                                                                                                                                                                                                                                                         | Ensure that you have access to Command Center.                                                                                                                                                                                                                                                                                          |
| <a href="#">Integrating Career Site Builder with SAP SuccessFactors Recruiting [page 360]</a>                                                                                                                                                                                                                                                                                                                                                   | Set up the integration between Career Site Builder and the rest of SAP SuccessFactors Recruiting.                                                                                                                                                                                                                                       |
| Configure standard objects required for the Unified Data Model: <ul style="list-style-type: none"><li>• <a href="#">Job Location Generic Objects on Job Requisition [page 210]</a></li><li>• <a href="#">Job Location Long Format Generic Object [page 212]</a></li><li>• <a href="#">Job Location Short Format Generic Object [page 213]</a></li><li>• <a href="#">Marketing Brand Generic Objects on Job Requisition [page 215]</a></li></ul> | The Unified Data Model provides a standard, common data structure so that information can be more easily shared between different parts of the HCM suite.                                                                                                                                                                               |
| <a href="#">Enabling the Unified Data Model in Career Site Builder [page 424]</a>                                                                                                                                                                                                                                                                                                                                                               | <div>If it's not already enabled, enable the Unified Data Model.<div><b>Note</b><p>This task is only necessary in Career Site Builder systems that were created before the 2H 2025 release. After that, the Unified Data Model is enabled automatically in all new systems where it's available and cannot be disabled.</p></div></div> |
| <a href="#">Configuring Social Apply [page 396]</a>                                                                                                                                                                                                                                                                                                                                                                                             | <div>If needed, set up Social Apply. The Social Apply functionality enables the displaying of links so that candidates can apply for jobs through their social networking profiles.<div><b>Note</b><p>For new implementations, only the only supported social network is LinkedIn.</p></div></div>                                      |
| <a href="#">Configuring Multiple Applicant Tracking Systems [page 401]</a>                                                                                                                                                                                                                                                                                                                                                                      | <div>If needed, configure additional Applicant Tracking Systems.<p>If your organization uses multiple Applicant Tracking Systems (ATS) other than SAP SuccessFactors Recruiting, you can pull jobs from your other systems and display them on your career site.</p></div>                                                              |
| <a href="#">Creating a Career Site with Career Site Builder [page 434]</a>                                                                                                                                                                                                                                                                                                                                                                      | Design and configure your new career site using Career Site Builder.                                                                                                                                                                                                                                                                    |



| Task                                                                                                                                                                                                                                                              | Description                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Launch your career site.</p> <ul style="list-style-type: none"> <li>• <a href="#">Adding Initial SSL Certificate for New Public Career Site [page 403]</a></li> <li>• <a href="#">Site Configuration in Career Site Builder Settings [page 640]</a></li> </ul> | <p>Configure and launch the new career site.</p> <p>You can choose a standard, generic site URL that's managed by SAP but most organizations choose to manage their own custom site URL, with a custom domain.</p> |
| <a href="#">Removing Partner and Consultant Access from Provisioning and Command Center [page 406]</a>                                                                                                                                                            | Remove Provisioning and Command Center access for implementation consultants when the project is completed.                                                                                                        |

#### [Setting Up a Career Site Builder Project \[page 346\]](#)

Implementation partners typically perform this initial setup after the handoff from Sales, and request access to the SAP SuccessFactors Recruiting system and tools related to Career Site Builder.

#### [Using the Recruiting Command Center \[page 347\]](#)

Use the back-end Command Center system to control customer instances and to configure site-wide settings for career sites.

#### [Integrating Career Site Builder with SAP SuccessFactors Recruiting \[page 360\]](#)

Career Site Builder is a standalone application must be integrated with the rest of SAP SuccessFactors Recruiting.

#### [Configuring Social Apply \[page 396\]](#)

The Social Apply functionality in Career Site Builder enables the displaying of links so that candidates can apply for jobs through their social networking profiles.

#### [Configuring Multiple Applicant Tracking Systems \[page 401\]](#)

The Multiple Applicant Tracking System capability allows customers to use other Applicant Tracking System (ATS) tools in addition to SAP SuccessFactors Recruiting with Career Site Builder. This capability allows the organization to combine their jobs from other ATS on the same Career Site Builder career site.

#### [Adding Initial SSL Certificate for New Public Career Site \[page 403\]](#)

Implementation partners should use *SSL Certificates* in Career Site Builder to get and install the initial SSL certificate as part of setting up a career site for a new organization.

#### [Candidate Workflow from SAP SuccessFactors Recruiting to Career Site \[page 405\]](#)

There are several areas to redirect from SAP SuccessFactors Recruiting pages to the Career Site Builder home page.

#### [Removing Partner and Consultant Access from Provisioning and Command Center \[page 406\]](#)

You can choose to remove access by an implementation partner or consultant to both Provisioning and Command Center at any time.

## 19.3.1 Setting Up a Career Site Builder Project

Implementation partners typically perform this initial setup after the handoff from Sales, and request access to the SAP SuccessFactors Recruiting system and tools related to Career Site Builder.

### Prerequisites

You have access to the following:

- SAP SuccessFactors HCM BTP Operations Portal
- SAP Partner Edge

### Procedure

#### 1. Perform in the HCM BTP Operations Portal:

- a. Log in to the SAP SuccessFactors HCM BTP Operations Portal.

The Welcome to the SAP SuccessFactors HCM BTP Operations Portal page appears.

- b. Go to ► [OPERATIONS REQUESTS](#) ► [REQUEST FORMS](#) ► from the portal's Welcome page, and select [RMK Site Manager Assignment](#).

The RMK Site Manager Assignment Request form appears. If you don't have both C\_THR83 and C\_THR84 Recruiting certifications, the Certification Required dialog appears, with information on certifications.

- c. Complete and submit the RMK Site Manager Assignment Request form for the Stage/Preview instance.
- d. Complete and submit the RMK Site Manager Assignment Request form a second time, for the Production instance.

#### 2. Perform in SAP Partner Edge:

- a. Log in to Partner Edge.
- b. From the top menu, select ► [Products](#) ► [HR and People Engagement](#) ► [SAP SuccessFactors Recruiting](#) ►.

The Explore SAP SuccessFactors Recruiting page appears.

- c. Select [Implementation Assets for Recruiting Marketing/Career Site Builder](#).
- d. Send the job delivery intake documents listed in the *Job Distribution for SAP SuccessFactors Recruiting Marketing – Send to Customer* section of the page to your customers.

Make sure that your customer completes the Job Distribution Sources tab in the *SAP SuccessFactors Recruiting Candidate Experience Career Site Builder Configuration Workbook*. The workbook maps out all of the current sources that they're using as part of their job distribution and online sourcing strategy.

### Related Information

[SAP SuccessFactors HCM Cloud Operations Portal](#) 

## 19.3.2 Using the Recruiting Command Center

Use the back-end Command Center system to control customer instances and to configure site-wide settings for career sites.

### Prerequisites

You have the following information for the organization:

- Credentials for the Stage Command Center
- Credentials for the Production Command Center

#### Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Command Center allows you to see all the sites you have permission to view.

This topic outlines things you can do in Command Center. For detailed information on how to log into Command Center and use its functionality, refer to *The Backend Recruiting Command Center*.

### Procedure

- Use the Site Management section to view and configure site information:

| Option                   | Description                                                                                                                                                                                                                                                                                                                            |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Site List page</b>    | The Site List page lets you filter on a number of fields to locate your customer's site. It includes direct links to Career Site Builder, the career site, as well as Advanced Analytics.                                                                                                                                              |
| <b>Site Details page</b> | The Site Details page, which appears when you select a site, lets you enable the career site, Career Site Builder, and Multiple ATS options. You can view logs related to jobs and processes, and deactivate all jobs to perform a "hard reset" after you add or change job field mapping, or a field on the job requisition template. |

- Use the Feed Management section to view and configure all the settings for a job feed:

| Option                   | Description                                                                                                                                                                         |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Feed List page</b>    | The Feed List page displays all feeds for all the sites you have permission to view. This view allows you to create a new feed, run a feed test (preview), delete a feed, and edit. |
| <b>Feed Details page</b> | The Feed Details page allows you to view and configure all the settings for a feed. This page displays when you create or edit a feed.                                              |

## Related Information

[The Backend Recruiting Command Center \[page 348\]](#)

[Recruiting Advanced Analytics \[page 1474\]](#)

[Accessing the Command Center \[page 349\]](#)

### 19.3.2.1 The Backend Recruiting Command Center

Recruiting Command Center is a back-end system, similar to Provisioning, that implementation partners and Technical Support can use to control customer instances and configure site-wide settings for career sites.

#### Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

Functions of the Recruiting Command Center include:

- A link to Career Site Builder – if a legacy career site doesn't have Career Site Builder enabled, you access an admin-only subset of pages to perform some functional configurations.
- A link to Recruiting Advanced Analytics.
- A link to Recruiting Advanced Analytics Admin.
- A link to the public career site.
- Manage sites.
- The ability to activate and deactivate a Career Site Builder site.
- The ability to enable or disable Career Site Builder for a site.
- The ability to enable or disable Multiple ATS.
- View and update folder names.
- Export automated process logs – the functionality of the site maintenance viewer in the legacy Command Center.
- Export all jobs in a CSV-format file.

Recruiting Command Center has two environments: Stage/Preview and Production. Stage/Preview is used for building a career site before it goes live in the Production environment. The URLs to access these environments vary depending on which data center houses the site, but all use the following format:

- **Stage/Preview** – `https://bizx<Data Center>.stage.jobs2web.com/commandcenter`

For example, the Stage/Preview URL for Data Center 12 would be `https://bizx12.stage.jobs2web.com/commandcenter`.

- **Production** – `https://bizx<Data Center>.jobs2web.com/commandcenter`

For example, the Production URL for Data Center 12 would be `https://bizx12.jobs2web.com/commandcenter`.

## 19.3.2.2 Accessing the Command Center

Sign into the Command Center.

### Prerequisites

- Know your Command Center URL.

#### 📘 Note

The Command Center URL is composed of the Recruiting Marketing data center URL plus the path `/commandcenter`.

For example:

- Stage: `https://bizx23.stage.jobs2web.com/commandcenter`
- Production: `https://bizx23.jobs2web.com/commandcenter`

[Recruiting Marketing Data Center URLs \[page 363\]](#)

- **SAP employees** – if you're an SAP employee with an I or D number, you're prompted to perform two-factor authentication when you try to log in to Command Center. For this reason, install the SAP Authenticator mobile application from the Apple App Store or Google Play before you try to log in.
- **Implementation partners** – if you're an implementation partner with an S number, you need to obtain permission through the SAP SuccessFactors HCM BTP Operations Portal to be able to access Command Center. In the portal, go to ► [OPERATIONS REQUEST](#) ► [REQUEST FORMS](#) ►. Under *RMK Requests*, select *RMK Site Manager Assignment* to fill out and submit the form.

### Context

Logins are restricted to persons with an I, D, or S SAP number, and who have permission to access Command Center.

#### 📘 Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

- **Command Center:**

Go to the appropriate Command Center URL and enter your login credentials when you see the Recruiting Command Center Log On page:

| Option                                                                                                                                                                                                                                                                                                                                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation partners with an S number (external access)                                                                                                                                                                                                                                                                                                                                               | Use your S number login and password.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                                                                                                                                                                                                                                                                                                                                                                                          | The system verifies your login credentials and access permission.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <div><div> <b>Note</b></div><div>If you have an SAP Universal ID to manage multiple P or S numbers, log in using your SAP Universal ID-associated email address. You're then directed to the <a href="#">Select an account</a> dialog, where you choose which of your accounts to log in to Command Center.</div></div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| SAP employees with an I or D number (internal access)                                                                                                                                                                                                                                                                                                                                                    | Use your SAP login and password.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                                                                                                                                                                                                                                                                                                                                                          | <p>The system verifies your login credentials, then directs you to its Two-Factor Authentication page.</p> <p>If you use an SAP-templated machine, the system identifies you as an internal user, and automatically redirects you to the Two-Factor Authentication page without needing to first identify your login.</p> <p>If you're logging to Command Center for the first time using SAP Two-Factor Authentication, follow the instructions on the screen and enter your time-based, temporary passcode that you generate from your SAP Authenticator mobile app.</p> |
| <div><div> <b>Note</b></div><div>In subsequent sessions, Command Center automatically displays the two-factor authentication page when you try to log in.</div></div>                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

You've successfully logged into Command Center, and you see its main Site List page.

- **To log out of Command Center:**

Select the  (power) icon on the top-right corner of the page.

You've successfully logged out of Command Center.

## Related Information

[SAP SuccessFactors HCM Cloud Operations Portal](#)  
[SAP Universal ID](#)

## 19.3.2.3 Command Center Navigation

The SAP SuccessFactors Recruiting Command Center provides a standardized interface to monitor and manage career sites, job feeds, and sources.

The Command Center includes the following major sections, which you navigate to from the dropdown list at the top of the page:

- Site Management
- Feed Management

The top right identifies the name of the person logged in to Command Center in the following format: *Welcome, <First Name> <Last Name>*.

Choose the  (log) icon on the top-right corner of the page to log out of Command Center.

## 19.3.2.4 Command Center Site Management

The Site Management section of Command Center lets you see and configure sites.

To navigate to the Site Management section of Command Center from other areas, select *Site Management* from the dropdown list at the top of the page.

### 19.3.2.4.1 Command Center Site List Page

Logging in to the Recruiting Command Center takes you its main Site List page, which displays all the sites you have permission to manage.

Use the Site List page to navigate through the Command Center for site-related actions. The top portion displays several fields you can specify to filter the list of sites you see on the page.

Site List Columns

| Column                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Site ID</i>             | The ID number assigned to the site.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <i>Site Name</i>           | The name of the site. Selecting the name takes you to its Site Details page.                                                                                                                                                                                                                                                                                                                                                                                    |
| <i>Site Status</i>         | Indicates whether the career site is active or not. This setting is set in the Site Details page's <i>Active</i> field.                                                                                                                                                                                                                                                                                                                                         |
| <i>Career Site Builder</i> | Selecting the  icon opens the site's Career Site Builder, regardless of whether Career Site Builder is enabled for the site.<br><br>If Career Site Builder isn't enabled for a site, you're given access to a subset of Career Site Builder pages that are designed to allow you to configure site settings. Refer to <i>Career Site Builder Admin-Only</i> for information. |

| Column                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Recruiting Management Company ID</a>   | The company ID for organizations that use Career Site Builder, with SAP SuccessFactors Recruiting as the ATS (Applicant Tracking System).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">Career Site Builder Status</a>         | Indicates whether Career Site Builder has been enabled for the site. This field is set in the Site Details page's <a href="#">Enable Career Site Builder</a> field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Recruitment Management Data Center</a> | The name of the Recruitment Management data center that the site uses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Career Site</a>                        | Selecting the  (link) icon opens the site's external career site.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Recruiting Advanced Analytics</a>      | Two icons in this column provide links to the following: <ul style="list-style-type: none"> <li>Advanced Analytics – selecting the  (bar chart) icon opens the Recruiting Advanced Analytics page for the site, where you can view site and candidate statistics, and generate reports.</li> <li>Advanced Analytics Admin – selecting the  (cog) icon opens the Recruiting Advanced Analytics Admin page, where you can configure and set up Recruiting Advanced Analytics.</li> </ul> |

## Related Information

[Career Site Admin Settings in Career Site Builder \[page 683\]](#)

### 19.3.2.4.2 Command Center Site Details Page

When you select a site from the Command Center's main Site list page, Command Center takes you to the Site Details page, where you can configure some settings.

#### Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

Use the Site Details page to set some configurations as well as export files for a site.

Any changes you make to the settings on this page require you to choose [Save](#) at the bottom right of the page.

You can log out of Command Center from this page by choosing  [log](#) on the top right of the page.



The Site Details page includes the following links:

#### Site Details Links

| Link                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <a href="#">Career Site</a>              | The link takes you to the site's external career site.                                                                                                                                                                                                                                                                                                      |
|  <a href="#">Career Site Builder</a>      | <p>The link you to the site's Career Site Builder, regardless of whether Career Site Builder is enabled for the site.</p> <p>If Career Site Builder not enabled for a site, you can access Career Site Builder admin-only pages that allow you to configure site settings. Refer to <i>Career Site Builder Admin-Only</i> for information.</p>              |
|  <a href="#">Advanced Analytics</a>       | The link takes you to the Recruiting Advanced Analytics page for the site, where you can view site and candidate statistics, and generate reports.                                                                                                                                                                                                          |
|  <a href="#">Advanced Analytics Admin</a> | The link takes you to the Recruiting Advanced Analytics Admin page, where you can configure and set up Advanced Analytics.                                                                                                                                                                                                                                  |
| <a href="#">Export Jobs to CSV</a>                                                                                         | The link opens the Export Jobs to CSV dialog, which lets you export all jobs in a CSV-format file. Use the parameters in the dialog to specify what types of jobs to export, such as internal or external jobs, active or inactive, and so on.                                                                                                              |
| <a href="#">Export Automated Process Logs</a>                                                                              | The link opens the Export Automated Process Logs dialog. Automated process logs let you verify the success of various syncs (Real Time Job Sync, recruiter sync for Recruiter SSO, and the resync of all jobs from ATS), as well as view the details of any errors. This functionality was called the Site Maintenance Viewer in the legacy Command Center. |
| <a href="#">Inactivate All Jobs</a>                                                                                        | The link inactivates all jobs in order to perform a "hard reset" after you add or change job field mapping, or a field on the job requisition template.                                                                                                                                                                                                     |

The Site Details page includes the following fields:

#### Site Details Fields

| Field                                      | Description                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Active</a>                     | Moving the slider to <b>YES</b> activates the external career site. Don't disable this setting on a live career site.                                                                                                                                                                                                                                                         |
| <a href="#">Enable Career Site Builder</a> | Moving the slider to <b>YES</b> activates the full Career Site Builder for a new customer. Don't change this setting on a live career site.                                                                                                                                                                                                                                   |
| <a href="#">Use Multiple ATS</a>           | <p>Moving the slider to <b>YES</b> enables Multiple Applicant Tracking System capability, which allows customers to use other Applicant Tracking System (ATS) tools in addition to SAP SuccessFactors Recruiting with Career Site Builder.</p> <p>This setting allows organizations to combine their jobs from other systems on the same Career Site Builder career site.</p> |
| <a href="#">Folder Name</a>                | Customer-configured sites require a folder name. Don't change this field on a live career site.                                                                                                                                                                                                                                                                               |

## Related Information

[Career Site Admin Settings in Career Site Builder \[page 683\]](#)

[Restoring All Jobs After a Hard Reset \[page 354\]](#)

### 19.3.2.4.3 Restoring All Jobs After a Hard Reset

When you run the [Inactivate All Jobs](#) option to perform a "hard reset" after you add or change job field mapping, or a field on the job requisition template, restore all the jobs so that they appear on the career site.

## Context

You perform these steps in both Provisioning, as well as in Command Center.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Log in to Provisioning and go to [Manage Scheduled Jobs](#).
2. Find and submit [RMK Job Sync](#).
3. Select ► [Actions](#) ► [Run It Now](#) ►.
4. Return to Command Center.
5. Go to the site's [Site Details](#) page and select [Export Automated Process Logs](#).

The log lets you verify that the jobs have been reactivated.

6. Select Export Jobs to CSV from the same Site Details page to verify that the field changes appear in the jobs.

Additionally, you can check the career site to see whether the reactivated jobs are available.

### 19.3.2.5 Command Center Feed Management

The Feed Management section of Command Center lets you view, manage, and run job feeds for different sites, as well as maintain the sources you feed your jobs to. Feed Management creates and publishes the XML document lists of jobs that are syndicated to various job aggregators and job boards. Feeds are generated on demand and reflect job content at the time of generation.

Users can schedule the delivery of XML feeds, rather than manually sending them out through Command Center. Feeds are constructed from source templates. A source template defines the XML format that a specific aggregator requires to syndicate jobs. The source template contains tokens, which are variables replaced when the feed is generated.

To navigate to the Feed Management section of Command Center from other areas, select [Feed Management](#) from the dropdown list at the top left of the page.

## 19.3.2.5.1 Command Center Feed List Page

The Feed List page displays all feeds belonging to all the sites that a user has permission to view.

For example, if you can access five sites, the Feed List page displays the feeds belonging to all five sites in one view. This view allows you to create a new feed, run a feed test (preview), delete a feed, and edit.

### Command Center Navigation Path to Feed List

► [Recruiting Command Center](#) ► [Feed Management](#) ► [Feeds](#) ► [Feed List](#) ►

### Feed List Details

The row of search filters at the top of the page allow you to narrow the list of feeds you see on the page using the following fields: [ID](#), [Feed Name](#), [Feed Status](#) (dropdown menu), [Site Name](#), and [Source](#) (dropdown menu).

Selecting [+ Add Feed](#) on the far right of the search filters opens a blank Feed Details page for you to add a new feed.

Feed List Columns

| Column                                                                              | Description                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">ID</a>                                                                  | The ID number assigned to the feed.                                                                                                                                                                                                                                                                  |
| <a href="#">Feed Name</a>                                                           | The name of the feed. Selecting the feed name takes you to its <a href="#">Feed Details</a> page. When longer feed names are truncated in this column, you can see its full name by hovering over it.                                                                                                |
| <a href="#">Feed Status</a>                                                         | Indicates whether the feed is active or inactive. Turn on this setting in the <a href="#">Activate Feed</a> field in the feed's <a href="#">Feed Details</a> page.                                                                                                                                   |
| <a href="#">Site Name</a>                                                           | The name of the site that you want the feed to be associated with.                                                                                                                                                                                                                                   |
| <a href="#">Source</a>                                                              | The source used for the feed.                                                                                                                                                                                                                                                                        |
| ►► <a href="#">Run Feed</a>                                                         | Prompts the Run Feed dialog, where you can specify an option for running a feed. The options are: <ul style="list-style-type: none"><li>• <a href="#">Debug Feed</a></li><li>• <a href="#">Debug Rules</a></li><li>• <a href="#">Run Full Feed</a></li><li>• <a href="#">FTP Full Feed</a></li></ul> |
|  | Prompts a delete confirmation dialog.                                                                                                                                                                                                                                                                |

## 19.3.2.5.2 Command Center Feed Details Page

The Feed Details page allows you to view and configure all the settings for a feed.

### Command Center Navigation Path to Feed Details

In the Command Center, go to ► [Feed Management](#) ► [Feeds](#) ► [Feed List](#) ►, then select a feed, or select + [Add Feed](#) from the top of the page.

### Feed Details Settings

The top section of the Feed Details page shows the basic settings for the feed.

| Field         | Description                                                                                                                                                                                                                                                                                           |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name          | The name of the feed. When you save a new feed page, the feed's title changes from <a href="#">Feed Title</a> to the name you enter here.                                                                                                                                                             |
| Source        | The dropdown list you use to select a source to associate with the feed. After you select a source, the <a href="#">TOKENS</a> section on the page becomes populated with the tokens associated with the source.                                                                                      |
| Feed ID       | A read-only system-generated ID, assigned after you save a new feed. While you're initially creating a feed, this field shows a value of 0.                                                                                                                                                           |
| Site          | The dropdown list of all the sites that the user has permission to access.                                                                                                                                                                                                                            |
| Activate Feed | A slider that activates or disables the field. This field is set to <a href="#">NO</a> by default when you first create the feed. Set it to <a href="#">YES</a> to activate the feed.                                                                                                                 |
| Internal Feed | This field is only visible if a site is configured as an internal career site powered by Career Site Builder. A slider lets you specify whether you want the feed to only be populated with internal job postings. This field is set to <a href="#">NO</a> by default when you first create the feed. |

### Tokens

The [TOKENS](#) section is empty until you select a feed source in the [Source](#) field, where the source has been configured to include header or feed tokens as part of its feed. The section continues to remain empty if there are no header or feed tokens associated with the source you choose.

Tokens are the base data unit of a feed. A source defines the format of the feed, but the tokens define the content of the feed. There are four types of tokens that can be associated with a source:

| Token Type | Description                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job        | Data is taken directly from the job model; job tokens aren't user-definable, and aren't visible in the Feed Details page. An example is <code>{job.location}</code> ; at feed-generation time, this token would be replaced with the value in the jobs table of the location column. Job tokens can't be used in the header of a source template.                                                   |
| Site       | Data is taken directly from the site model, site tokens aren't user-definable, and aren't visible in the Feed Details page. An example is <code>{site.portalurl}</code> ; at feed-generation time, this token would be replaced with the value in the sites table of the <code>portalurl</code> column. Site tokens can be used in both the header of a source template and the repeated job nodes. |
| Header     | The replacement value for head tokens is defined in the feed detail screen. Head tokens can only be used in the header of a source template.                                                                                                                                                                                                                                                        |
| Feed       | The replacement value for feed tokens is defined in the feed detail screen. Feed tokens can't be used in the header of a source template.                                                                                                                                                                                                                                                           |

## Rules List

The Rules List section allows you to set up multiple rules for the feed; individual rules can be inactive or inactive. You need to activate at least one rule for the feed. Select **+ Add Rule** to add additional rules.

Rules use the same search syntax used for category rules, and are limited to 4,000 characters. Note, however, that some languages and special characters can take up more than a single character's worth of space. The rule field expands to show a longer rule.

### → Recommendation

A longer rule is better than multiple rules.

| Rules Settings | Description                                   |
|----------------|-----------------------------------------------|
| Rule           | Use this field to write your query.           |
| Activate Rule  | A slider that activates or disables the rule. |
| Tokens         | Specify tokens for the rule.                  |

### 📘 Note

**Exclusion rules** can use the following format:

```
NOT {field_name}:{"string to exclude"}
```

Consider the following:

- The uppercase **NOT** is applied only to the field immediately following it:

```
NOT title:"RN" AND NOT title:"LPN" AND title:"Nurse"
```

- Applying **NOT** to grouped clauses causes it to fail. For example:

```
title:"Nurse" AND NOT (title:"RN" AND title:"LPN")
```

Use the following format instead:

```
title:"Nurse" AND (NOT title:"RN" AND NOT title:"LPN")
```

Use the [Debug Rules](#) option in the [Run Feed](#) command to test your rules.

In addition to setting the configurations for rules, you can perform the following in the Rules List section:

- [Validate Rule](#) – allows you to inspect the query to make sure that its syntax is valid.
- ^ (up) and v (down) arrows – allow you to change the order of the rules. The arrows indicate the order the rules run.
-  (delete) – allows you to delete a rule.

## FTP Settings

General Settings

| Fields       | Description                                                                                                                                                                                                                                                                                                |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Activate FTP | Activates/Deactivate all FTP scheduled items for the feed. A feed can have any number of scheduled distributions. For example you could create two scheduled items, to distribute a feed daily at 8AM and again at 8PM.                                                                                    |
| Host         | The URL of the FTP site, without the protocol prepended. For example: <b>alpha.jobs2web.com</b> .                                                                                                                                                                                                          |
| Port         | The FTP port. The default values are 21 for FTP, and 22 for SFTP.                                                                                                                                                                                                                                          |
| Directory    | A feed can have any number of scheduled distributions. For example, the directory path on the remote FTP server where you save the generated feed file, such as <b>jobs2web/feeds/&lt;client_career_site&gt;/</b> . The directory is optional; the root of the FTP account is used if this field is blank. |

| Fields       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| File Name    | <p>The name of the generated feed XML file that's saved on the remote FTP server. The file name can contain these tokens:</p> <ul style="list-style-type: none"> <li>yy – two-digit year</li> <li>yyyy – four-digit year</li> <li>mm – two-digit month</li> <li>dd – two-digit date</li> <li>hh – two-digit hour (24-hour clock)</li> <li>nn – two-digit minute</li> </ul> <p>For example:</p> <ul style="list-style-type: none"> <li>SampleAggregatorJobs-<b>&lt;yyyy&gt;</b> <b>&lt;mm&gt;&lt;dd&gt;</b>.txt:<br/>SampleAggregatorJobs-20111112.txt</li> <li>Jobs <b>&lt;hh&gt;</b>:<b>&lt;mm&gt;</b>.xml: Jobs 15:45.xml</li> </ul> |
| Protocol     | The FTP protocol, generally FTP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Passive Mode | Use passive FTP transfer. This setting usually isn't enabled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Anonymous    | Select the checkbox to use anonymous account validation without any credentials.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| User Name    | User Name for FTP account. Unavailable if you select <a href="#">Anonymous</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Password     | Password for FTP account. Unavailable if you select <a href="#">Anonymous</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

#### FTP Schedules

| Fields    |                                                                  |
|-----------|------------------------------------------------------------------|
| Frequency | Use the dropdown list to specify the frequency of the FTP.       |
| Time      | Specify the hour and minutes when the FTP is scheduled to occur. |

The FTP Schedules section also allows you to perform the following:

- + [Add Schedule](#) to add additional FTP schedules.
-  (delete) – allows you to delete an FTP schedule.

## Related Information

[Adding a New Feed \[page 754\]](#)

[Search Syntax and Field Information for Rule Writing \[page 450\]](#)

[Resources at Apache Solr \(solr.apache.org\)](#) 

## 19.3.3 Integrating Career Site Builder with SAP SuccessFactors Recruiting

Career Site Builder is a standalone application must be integrated with the rest of SAP SuccessFactors Recruiting.

### Before You Start

This section describes integration tasks that are typically performed by an implementation consultant, using tools that aren't available to customers.

To configure the integration, you need access to Command Center, Provisioning, and Admin Center.

#### Note

As a customer, you don't have access to Command Center or Provisioning. To complete tasks in Command Center or Provisioning, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

### Overview

Here's an overview of the process:

1. Configure the integration in Provisioning.
2. Configure Recruiter Sync to sync user information.
3. Configure Real Time Job Sync so that jobs posted externally in SAP SuccessFactors Recruiting are sent to the career site.
4. Enable Candidate Account Simplification so that candidates can use their SAP SuccessFactors user account and single sign-on to navigate between all parts of SAP SuccessFactors Recruiting.
5. Configure Mobile Apply to optimize the career site experience on different devices.

#### [Enabling Career Site Builder in Provisioning \[page 361\]](#)

Enable settings in Provisioning for a new Career Site Builder implementation.

#### [Configuring the Data Center URLs for Career Site Builder \[page 362\]](#)

Enter data center URLs in Provisioning to connect Recruiting Marketing with the SAP SuccessFactors platform. Recruiting Marketing is the platform on which Career Site Builder is built.

#### [Configuring Recruiter Sync \[page 368\]](#)

Configuring Recruiter Sync is a multistep process that gives Recruiting users the ability to use both Career Site Builder and Recruiting Advanced Analytics, as well as synchronizing recruiter information.

#### [Configuring Real Time Job Sync \[page 370\]](#)

Configure Real Time Job Sync (sometimes referred to as Job ATS Integration or JATS) so that jobs posted externally in SAP SuccessFactors Recruiting are sent to the career site in near-real time.

#### [Enabling Candidate Account Simplification \[page 386\]](#)

Candidate Account Simplification (CAS) allows candidates to use their SAP SuccessFactors user account and single sign-on to navigate between all parts of SAP SuccessFactors Recruiting, including career sites.



[Integration Troubleshooting Tips \[page 387\]](#)

Suggestions for how to troubleshoot issues when creating a Recruiting integration for Career Site Builder.

[Configuring Mobile Apply \[page 390\]](#)

Configure Mobile Apply so that you can search for jobs, create and manage a profile, and navigate and complete the job application using mobile devices such as a smartphone or a tablet computer. Mobile Apply must be enabled for Career Site Builder career sites to work.

## 19.3.3.1 Enabling Career Site Builder in Provisioning

Enable settings in Provisioning for a new Career Site Builder implementation.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. In Provisioning, go to *Company Settings*.
2. Select the following settings:
  - *Recruiting Marketing*
  - *Enable Job Marketing*
  - *Enable Career Site Builder*
  - *Enable Candidate Account Simplification*
3. Save.

### Results

Career Site Builder is enabled.

### Next Steps

You can now use Career Site Builder to set up your career site.

## 19.3.3.2 Configuring the Data Center URLs for Career Site Builder

Enter data center URLs in Provisioning to connect Recruiting Marketing with the SAP SuccessFactors platform. Recruiting Marketing is the platform on which Career Site Builder is built.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Use the [Configure Recruiting Marketing Datacenter URL](#) screen to specify the URLs for your Recruiting Marketing instance.

The following fields tell the SAP SuccessFactors platform which Recruiting Marketing environment to connect to:

- [Recruiting Marketing Base SSO URL](#) – the base address of the Recruiting Marketing services like Career Site Builder, job marketing and other various tools that are part of the Recruiting Marketing landscape but integrated with the SAP SuccessFactors platform for Session Management.
- [Recruiting Marketing job post sync production URL](#) – the base address for Job Synchronization. This field is also used for a variety of other back-end calls that synchronize data between Recruiting Management and Recruiting Marketing.
- [Recruiting Marketing REST production URL](#) – used to synchronize candidate data between Recruiting Management and Recruiting Marketing.

The following two fields are specific to your organization's career site URL and control features related to the candidate experience:

- [RMK Portal URL](#) – the base URL for the Recruiting Marketing site that matches the Recruiting Marketing Site URL as defined in the Recruiting Marketing Command Center, prefaced with `https://`. Depending on configuration options, this URL is used in a number of candidate redirects.
- [RMK Job Search URL](#) – where Recruiting users are redirected when they attempt to search for jobs. The redirect could be back to the Recruiting Marketing site's home page or to a default brand or content page, based on the needs of the customer.

## Procedure

1. Sign into Provisioning and go to ► [Manage Recruiting](#) ► [Configure Recruiting Marketing Datacenter URL](#) ►.
2. Enter the appropriate URLs for for the Recruiting Marketing Base SSO URL, job post sync URL, and REST URL fields, as listed in *Recruiting Marketing Data Center URLs*.
3. Enter the RMK Portal URL, beginning with `https://`.

You can find the URL in Career Site Builder at ► [Settings](#) ► [Site Configuration](#) ► [Site URL](#) ►. If both standard and custom URLs are defined, use the one selected as "primary".

4. Enter the RMK Job Search URL, beginning with `https://`.

The RMK Job Search URL is identical to the RMK Portal URL, with the addition of `/search` at the end.

## Related Information

[Recruiting Marketing Data Center URLs \[page 363\]](#)

### 19.3.3.2.1 Recruiting Marketing Data Center URLs

Recruiting Marketing URLs for preview and production environments in each data center.

All Recruiting Marketing URLs follow a consistent pattern and reflect the base URL for the service in Recruiting Marketing.

All URLs:

- Begin with `https://`
- Don't include a final character. For example, there's no closing slash (/).
- Include `.stage` for Preview environments, but are otherwise are the same in Preview and Production. For example, for DC22, the production URL is `https://bizx22.jobs2web.com` and the preview URL is `https://bizx22.stage.jobs2web.com`.

The following table lists DC 22 URLs:

DC 22 URLs

| Environment | Recruiting Marketing Base SSO URL              | Recruiting Marketing job post sync URL              | Recruiting Marketing REST URL                 |
|-------------|------------------------------------------------|-----------------------------------------------------|-----------------------------------------------|
| Preview     | <code>https://bizx22.stage.jobs2web.com</code> | <code>https://javamaint22.stage.jobs2web.com</code> | <code>https://api22.stage.jobs2web.com</code> |
| Production  | <code>https://bizx22.jobs2web.com</code>       | <code>https://javamaint22.jobs2web.com</code>       | <code>https://api22.jobs2web.com</code>       |

The following table lists DC 30 URLs:

DC 30 URLs

| Environment | Recruiting Marketing Base SSO URL                                                           | Recruiting Marketing job post sync URL                                                                  | Recruiting Marketing REST URL                                                               |
|-------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Preview     | <a href="https://bizx30.stage.jobs2web.sapsf.cn">https://bizx30.stage.jobs2web.sapsf.cn</a> | <a href="https://javamaint30.stage.jobs2web.sapsf.cn/">https://javamaint30.stage.jobs2web.sapsf.cn/</a> | <a href="https://api30.stage.jobs2web.sapsf.cn/">https://api30.stage.jobs2web.sapsf.cn/</a> |
| Production  | <a href="https://bizx30.jobs2web.sapsf.cn">https://bizx30.jobs2web.sapsf.cn</a>             | <a href="https://javamaint30.jobs2web.sapsf.cn/">https://javamaint30.jobs2web.sapsf.cn/</a>             | <a href="https://api30.jobs2web.sapsf.cn/">https://api30.jobs2web.sapsf.cn/</a>             |

The following table lists DC 33 URLs:

DC 33 URLs

| Environment | Recruiting Marketing Base SSO URL                                                 | Recruiting Marketing job post sync URL                                                      | Recruiting Marketing REST URL                                                   |
|-------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Preview     | <a href="https://bizx12.stage.jobs2web.com">https://bizx12.stage.jobs2web.com</a> | <a href="https://javamaint12.stage.jobs2web.com">https://javamaint12.stage.jobs2web.com</a> | <a href="https://api12.stage.jobs2web.com">https://api12.stage.jobs2web.com</a> |
| Production  | <a href="https://bizx12.jobs2web.com">https://bizx12.jobs2web.com</a>             | <a href="https://javamaint12.jobs2web.com">https://javamaint12.jobs2web.com</a>             | <a href="https://api12.jobs2web.com">https://api12.jobs2web.com</a>             |

The following table lists DC 47 URLs:

DC 47 URLs

| Environment | Recruiting Marketing Base SSO URL                                                 | Recruiting Marketing job post sync URL                                                      | Recruiting Marketing REST URL                                                   |
|-------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Preview     | <a href="https://bizx47.stage.jobs2web.com">https://bizx47.stage.jobs2web.com</a> | <a href="https://javamaint47.stage.jobs2web.com">https://javamaint47.stage.jobs2web.com</a> | <a href="https://api47.stage.jobs2web.com">https://api47.stage.jobs2web.com</a> |
| Production  | <a href="https://bizx47.jobs2web.com">https://bizx47.jobs2web.com</a>             | <a href="https://javamaint47.jobs2web.com">https://javamaint47.jobs2web.com</a>             | <a href="https://api47.jobs2web.com">https://api47.jobs2web.com</a>             |

The following table lists DC 50 URLs:

DC 50 URLs

| Environment | Recruiting Marketing Base SSO URL                                                 | Recruiting Marketing job post sync URL                                                      | Recruiting Marketing REST URL                                                   |
|-------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Preview     | <a href="https://bizx50.stage.jobs2web.com">https://bizx50.stage.jobs2web.com</a> | <a href="https://javamaint50.stage.jobs2web.com">https://javamaint50.stage.jobs2web.com</a> | <a href="https://api50.stage.jobs2web.com">https://api50.stage.jobs2web.com</a> |
| Production  | <a href="https://bizx50.jobs2web.com">https://bizx50.jobs2web.com</a>             | <a href="https://javamaint50.jobs2web.com">https://javamaint50.jobs2web.com</a>             | <a href="https://api50.jobs2web.com">https://api50.jobs2web.com</a>             |

The following table lists DC 52 URLs:

DC 52 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx44.stage.jobs2web.com | https://javamaint44.stage.jobs2web.com | https://api44.stage.jobs2web.com |
| Production  | https://bizx44.jobs2web.com       | https://javamaint44.jobs2web.com       | https://api44.jobs2web.com       |

The following table lists DC 55 URLs:

DC 55 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx55.stage.jobs2web.com | https://javamaint55.stage.jobs2web.com | https://api55.stage.jobs2web.com |
| Production  | https://bizx55.jobs2web.com       | https://javamaint55.jobs2web.com       | https://api55.jobs2web.com       |

The following table lists DC 57 URLs:

DC 57 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL   |
|-------------|-----------------------------------|----------------------------------------|---------------------------------|
| Preview     | https://bizx2.stage.jobs2web.com  | https://javamaint2.stage.jobs2web.com  | https://api2.stage.jobs2web.com |
| Production  | https://bizx2.jobs2web.com        | https://javamaint2.jobs2web.com        | https://api2.jobs2web.com       |

The following table lists DC 60 URLs:

DC 60 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx17.stage.jobs2web.com | https://javamaint17.stage.jobs2web.com | https://api17.stage.jobs2web.com |
| Production  | https://bizx17.jobs2web.com       | https://javamaint17.jobs2web.com       | https://api17.jobs2web.com       |

The following table lists DC 62 URLs:

DC 62 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx19.stage.jobs2web.com | https://javamaint19.stage.jobs2web.com | https://api19.stage.jobs2web.com |
| Production  | https://bizx19.jobs2web.com       | https://javamaint19.jobs2web.com       | https://api19.jobs2web.com       |

The following table lists DC 66 URLs:

DC 66 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx10.stage.jobs2web.com | https://javamaint10.stage.jobs2web.com | https://api10.stage.jobs2web.com |
| Production  | https://bizx10.jobs2web.com       | https://javamaint10.jobs2web.com       | https://api10.jobs2web.com       |

The following table lists DC 68 URLs:

DC 68 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL  |
|-------------|-----------------------------------|----------------------------------------|--------------------------------|
| Preview     | https://bizx.stage.jobs2web.com   | https://javamaint.stage.jobs2web.com   | https://api.stage.jobs2web.com |
| Production  | https://bizx.jobs2web.com         | https://javamaint.jobs2web.com         | https://api.jobs2web.com       |

The following table lists DC 74 URLs:

DC 74 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx74.stage.jobs2web.com | https://javamaint74.stage.jobs2web.com | https://api74.stage.jobs2web.com |
| Production  | https://bizx74.jobs2web.com       | https://javamaint74.jobs2web.com       | https://api74.jobs2web.com       |

The following table lists DC 80 URLs:

DC 80 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx80.stage.jobs2web.com | https://javamaint80.stage.jobs2web.com | https://api80.stage.jobs2web.com |
| Production  | https://bizx80.jobs2web.com       | https://javamaint80.jobs2web.com       | https://api80.jobs2web.com       |

The following table lists DC 82 URLs:

DC 82 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx82.stage.jobs2web.com | https://javamaint82.stage.jobs2web.com | https://api82.stage.jobs2web.com |
| Production  | https://bizx82.jobs2web.com       | https://javamaint82.jobs2web.com       | https://api82.jobs2web.com       |

The following table lists DC 84 URLs:

DC 84 URLs

| Environment | Recruiting Marketing Base SSO URL | Recruiting Marketing job post sync URL | Recruiting Marketing REST URL    |
|-------------|-----------------------------------|----------------------------------------|----------------------------------|
| Preview     | https://bizx23.stage.jobs2web.com | https://javamaint23.stage.jobs2web.com | https://api23.stage.jobs2web.com |
| Production  | https://bizx23.jobs2web.com       | https://javamaint23.jobs2web.com       | https://api23.jobs2web.com       |

## 19.3.3.3 Configuring Recruiter Sync

Configuring Recruiter Sync is a multistep process that gives Recruiting users the ability to use both Career Site Builder and Recruiting Advanced Analytics, as well as synchronizing recruiter information.

### Prerequisites

- Recruiter SSO is required for any user who needs to access Advanced Analytics.
- Two additional permissions are required to access Advanced Analytics:
  - [Manage Recruiting](#) > [Recruiting Marketing Advanced Analytics Permission](#) >
  - [Manage Recruiting](#) > [Access Advanced Analytics with Details](#) >
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Recruiter Sync synchronizes admin user information between Career Site Builder and SAP SuccessFactors Recruiting:

You can configure the Recruiter Sync in both stage and production environments.

### Procedure

1. Verify these settings in Provisioning, in [Company Settings](#) > [Recruiting](#) >:
  - [Use email as external applicant user ID](#)
  - [Enable Separate Password Policy for External Candidates](#)
2. Complete these fields in Career Site Builder, at [Career Site Builder](#) > [Settings](#) > [Site Configuration](#) > [Site Integrations](#) >:

| Option                      | Description                                                           |
|-----------------------------|-----------------------------------------------------------------------|
| Company ID                  | Copy this information from Provisioning.                              |
| Deployment Data Center      | Select the data center that hosts SAP SuccessFactors HCM Core.        |
| Single Sign-On Security Key | Use the secure password generator. This field requires the following: |



| Option | Description                                                                                                                                                                                                                                 |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <ul style="list-style-type: none"> <li>• 20–28 characters.</li> <li>• At least one uppercase and one lowercase letter.</li> <li>• At least one numeric character.</li> <li>• At least one special character or punctuation mark.</li> </ul> |
|        | <p><b>Note</b></p> <p>The security key must be unique across all Career Site Builder sites.</p>                                                                                                                                             |

### Note

Refer to *SAP Knowledge Base Article 3008375 – How to Display Site Integrations tab in Career Site Builder – Recruiting Marketing* if the Site Integration tab is missing, and contact Technical Support for assistance.

3. Enable Recruiter Sync in Career Site Builder at [Settings > Site Configuration > Site Integrations](#).

- a. Go to the Site Integrations page.
- b. Move the slider for the *Recruiter Sync* field to *YES*.
- c. Enter a time for the sync to perform each day.

Choose a time that's outside of the organization's normal business hours. The default is 12:00 midnight.

- d. Select *Save* to save the Recruiter Sync settings.
- e. Test the sync by selecting *Execute Now*.
- f. Verify that the sync worked by viewing the process log.

You generate the process log using *Export Automated Process Logs* from the Recruiting Command Center, selecting a date range up to 2 days.

The bulk of the log data generates during nightly maintenance runs, but could also be from manual maintenance requests performed from someone using Command Center.

The log includes details for both Recruiter Sync and Real Time Job Sync. Check for errors related to the Recruiter Sync job.

You can also check that the correct administrators have synced from Career Site Builder, in [Users > Roles > Admin Users](#).

## Related Information

[List of Role-Based Permissions](#)

## 19.3.3.4 Configuring Real Time Job Sync

Configure Real Time Job Sync (sometimes referred to as Job ATS Integration or JATS) so that jobs posted externally in SAP SuccessFactors Recruiting are sent to the career site in near-real time.

### Prerequisites

You have access to both Command Center and Provisioning.

#### Note

As a customer, you don't have access to Command Center or Provisioning. To complete tasks in Command Center or Provisioning, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

Career Site Builder is enabled in Provisioning.

Understand how SAP SuccessFactors Recruiting fields maps to Career Site Builder. Refer to *SAP Note 2557601 – RCM-RMK Fields for Job Data Mapping – Recruiting* for a detailed explanation.

### Context

A job is available in a career site once it has posted in SAP SuccessFactors Recruiting and usually happens quickly. It can, however, take a while because of delays inherent in transferring the job into the career site. SAP SuccessFactors Recruiting also sends job detail updates and jobs deletes to career sites.

When setting up job data mapping between SAP SuccessFactors Recruiting and a career site, consider downstream impacts like how the data appears in Recruiting Advanced Analytics.

If you're using SAP SuccessFactors Recruiting multilocation fields, ensure that you map these multilocation fields to Real Time Job Sync. Set up mapping in SAP SuccessFactors Recruiting, through ► [Admin Center](#) ► [Manage Recruiting](#) ► [Set Up Recruiting Marketing Job Field Mapping](#) ►.

#### Note

You can't disable the *YES* setting for *Use Real Time Job Sync*, located in Career Site Builder at ► [Settings](#) ► [Site Configuration](#) ► [Site Information](#) ►.

### Procedure

1. Go to ► [Tools](#) ► [Manage API Credentials](#) ► in Career Site Builder.
2. Select + [Add New Provider](#).

The Add New Provider dialog appears.

- Complete the following fields in the Add New Provider dialog:

| Option                                                     | Description                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Provider ID</a>                                | A read-only, system-generated ID number for the provider. Choosing <a href="#">Regenerate</a> replaces the ID with another system-generated ID.                                                                                                                                                                                               |
| <a href="#">Provider Name</a>                              | The name of the provider that you're providing API credentials for. Enter the folder name from the Command Center Site Details page, then a dash, then the site ID using this format: <b>Folder Name-Site ID</b> . The site ID is located in Career Site Builder, at <a href="#">Settings &gt; Site Configuration &gt; Site Information</a> . |
| <a href="#">Username</a>                                   | Use the Provider Name ( <b>Folder Name-Site ID</b> ) as the username used to gain access to the Career Site Builder system.                                                                                                                                                                                                                   |
| <a href="#">Password</a>                                   | A password for the user. Choosing <a href="#">Regenerate</a> replaces the password with a system-generated password. Select the  (hide) icon to mask the password.                                                                                           |
| <a href="#">Recruiting Management (Real Time Job Sync)</a> | Selecting this field allows you to specify that the API credential is being used for Career Site Builder to use Real Time Job Sync with SAP SuccessFactors Recruiting.                                                                                                                                                                        |

In most cases, you only need a single credential on this page. Some organizations that manage many systems using multiple Applicant Tracking System (ATS) tools could have additional entries on this page.

#### Note

If you later need to connect an existing Career Site Builder instance to a different SAP SuccessFactors HCM suite instance, you may need to replace the API credentials.

To prevent the overwriting of API credentials, they aren't imported when you perform an [Import](#) command in the Career Site Builder Import & Export page.

- In **Provisioning**, go to [Service Provider Settings > Recruiting Marketing Settings](#) and complete the following fields by using information from Career Site Builder.

| Option                               | Description                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Security Key</a>         | <p>Enter the value from <a href="#">Single Sign-On Security Key</a> in <a href="#">Career Site Builder &gt; Settings &gt; Site Configuration &gt; Site Integrations</a>.</p> <p>If you don't see the <a href="#">Site Integrations</a> tab, refer to <a href="#">SAP Note 3008375 - How to Display Site Integrations tab in Career Site Builder - Recruiting Marketing</a> for more information.</p> |
| <a href="#">Expires in (seconds)</a> | Set this value at 360, the field's default.                                                                                                                                                                                                                                                                                                                                                          |

#### Note

After you save these settings, the system stores this key, but it disappears from the UI. Re-enter the security key if you need to revise additional fields here later.

- Save your settings.
- In **Admin Center**, log in as admin and go to [Set Up Recruiting Marketing Job Field Mapping > Job Requisition Template >](#) to map the fields for every Job Requisition XML template, and save when complete.

The following is an example; you can specify your own mapping based on the details described in [SAP Knowledge Base Article 2557601 – RCM-RMK Fields for Job Data Mapping – Recruiting](#).

| Recruiting Marketing Field                          | Recruiting Management Field/Menu                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>External Job Title (required)</i>                | <i>External Job Title</i>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <i>External Job Description (required)</i>          | <i>Full External Job Description (Header, Description, and Footer)</i>                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Internal Job Title (required)</i>                | <i>Internal Job Title</i>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <i>City (required)</i>                              | <p><i>Location</i>, as long as you enable Location Foundation Object in the organization's environment, which is the leading practice. Once this mapping is complete, the four fields (City, State, Country/Region, Postal/Zip Code) are concatenated as the <b>location</b> field in Career Site Builder.</p> <p>Otherwise, map to <i>City</i>.</p>                                                                                          |
| <i>State (required for U.S.-based jobs)</i>         | <p><i>Location</i>, as long as you enable Location Foundation Object in the organization's environment, which is the leading practice. Once this mapping is complete, the four fields (City, State, Country/Region, Postal/Zip Code) are concatenated as the <b>location</b> field in Career Site Builder.</p> <p>Otherwise, map to <i>State</i>.</p>                                                                                         |
| <i>Country/Region (required)</i>                    | <p><i>Location</i>, as long as you enable Location Foundation Object in the organization's environment, which is the leading practice. Once this mapping is complete, the four fields (City, State, Country/Region, Postal/Zip Code) are concatenated as the <b>location</b> field in Career Site Builder.</p> <p>Otherwise, map to <i>Country/Region</i>.</p>                                                                                |
| <i>Postal/Zip Code (required for radius search)</i> | <p><i>Location</i>, as long as you enable Location Foundation Object in the organization's environment, which is the leading practice). Otherwise, map to <i>Postal/Zip Code</i>.</p> <p>Once this mapping is complete, the four fields (City, State, Country/Region, Postal/Zip Code) are concatenated as the <b>location</b> field in Career Site Builder.</p> <p>Also useful for creating a Google Job Map or determining job markets.</p> |
| <i>Department</i>                                   | <i>Function</i>                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <i>Category</i>                                     | <i>Department</i>                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                     | <div>  <b>Note</b> <p>This field is an outlier; the <i>Department</i> field on job requisitions is always mapped to the <i>Category</i> field in Career Site Builder.</p> </div>                                                                                                                                                                           |
| <i>Shift</i>                                        | If the organization has <i>Shift</i> on the job requisition, map it here.                                                                                                                                                                                                                                                                                                                                                                     |
| <i>Job Type</i>                                     | If the organization has <i>Job Type</i> on the job requisition, map it here.                                                                                                                                                                                                                                                                                                                                                                  |
| <i>Facility</i>                                     | <i>Facility</i>                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <i>Product Service</i>                              |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <i>Business Unit/Division</i>                       | The leading practice is to map the <i>Division</i> field from the job requisition to <i>Business Unit/Division</i> .                                                                                                                                                                                                                                                                                                                          |
| <i>Compensation/Salary</i>                          | <i>Base Salary</i>                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <i>Required Travel</i>                              | <i>Travel Required</i>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Adcode</i>                                       | No longer used.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <i>Recruiter Name</i>                               | <i>Recruiter</i>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <i>Brand</i>                                        | <i>Marketing Brand</i>                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Recruiting Marketing Field      | Recruiting Management Field/Menu                                                                                                                                |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Employee Referral Amount</i> |                                                                                                                                                                 |
| <i>Custom Field 1</i>           | <i>Legal Entity</i> , if used on the job requisition.                                                                                                           |
| <i>Custom Field 2</i>           | <i>Business Unit</i> , if used on the job requisition.                                                                                                          |
| <i>Custom Field 3</i>           | Map other fields from the job requisition to the custom fields for various uses in Career Site Builder, Advanced Analytics reporting, or to generate XML feeds. |
| <i>Custom Field 4</i>           |                                                                                                                                                                 |
| <i>Custom Field 5</i>           |                                                                                                                                                                 |

7. In **Provisioning**, go to **Managing Job Scheduler** > **Manage Scheduled Jobs** and select *Create New Job* to set up the job scheduler to sync your existing posted jobs to the career site.

| Field                    | Setting                                                                                                        |
|--------------------------|----------------------------------------------------------------------------------------------------------------|
| <i>Job Name</i>          | Sync job postings                                                                                              |
| <i>Job Owner</i>         | Select <i>Find User</i> and search for and select the admin user (such as <b>HR Coordinator</b> ).             |
| <i>Job Type</i>          | Sync all external job postings                                                                                 |
| <i>Occurrence</i>        | Recurring.                                                                                                     |
| <i>Recurring Pattern</i> | Select <b>Daily</b> and <b>0 - (12AM)</b> .                                                                    |
| <i>Start Date</i>        | Enter today's date (using this format: MM/DD/YYYY), and 10 minutes after the current server time that's shown. |
| <i>End Date</i>          | Leave blank.                                                                                                   |

- a. Select *Create Job*.
  - b. From the *Select* dropdown list, select *Submit*.
  - c. From the same dropdown list, select *Run It Now*.
8. In **Command Center**, check that the jobs were synced by selecting **Site Details** > **Export Jobs to CSV**:
  - a. With *Job Type* set to **External** and *Job Status* set to **Active**, select the *Export*.
  - b. Open the CSV file, and confirm that the fields that you mapped display correctly, for example, the location fields plus Department.

#### Note

There can be a delay in the appearance of your results.

9. In **Command Center**, you can troubleshoot site setup by selecting *Export Automated Process Logs* for the site to verify the success of real time job sync and recruiter sync.
10. Troubleshoot further by selecting *Export Jobs to CSV* to export all jobs in a CSV-format file, specifying what types of jobs to export, such as internal or external jobs, active or inactive, and so on.

## Related Information

[SAP Note 3008375](#)

[SAP Note 2557601](#)

### 19.3.3.4.1 Real Time Job Sync Considerations

Consideration when setting up Real Time Job Sync.

- You can't connect more than one career site instance to the SAP SuccessFactors platform.
- Map the standard Country/Region field to the career site location field in Admin Center in order for location parsing to function.
- You can't scale Career Site Builder to manage find-and-replace functions to adjust location formatting.
- Jobs can't be larger than 100,000 bytes (100 KB), or the import generates an error such as the following:

#### Sample Code

```
<id>Job Location : 1 : clientJobId : 184-en_GB Exception:  
size of job data (703970) exceeds configured maximum 100000</id>
```

The typical job size is 5,000 bytes to 15,000 bytes, and only exceeds the 100,000-byte limit if you embed a graphic in the job description.

To avoid exceeding this limit, don't embed images directly in the job description; use a Content Delivery Network (CDN) instead.

To verify whether jobs are processed correctly for the site, you can export automated process logs from the Command Center.

- To ensure that description content only contains formatting that appears correctly to candidates viewing the posting, recruiters should only use the **Ctrl** + **V** in the Job Description Editor, rather than job scraping services such as Kapow that strip job postings of formatting. If job information isn't displaying properly or recruiters need to make changes, they can update their job descriptions in real time. For more information about the Job Description Editor, refer to [SAP Note 2807628](#).
- Full feed job sync scheduled jobs can't run more frequently than once every 24 hours. For sync containing a large amount of data, schedule the job to run at an off-peak time, like overnight.

## Mapping Considerations

- Mapping must be completed for every job requisition template.
- If you configure the Location Foundation Object for the organization, map Location to all Career Site Builder location fields (city, state, country/region, postal code).
- If you enable internal career site, be sure to map the Internal Job Title and Description, as well as the External Job Title and Description.
- A field that's been mapped can be used in Advanced Analytics, as long as that field maps all the way to Advanced Analytics.
- Custom fields on the job requisition can be mapped, as long as they have a data type of text or picklist on the job requisition. After the data is in Career Site Builder, its data type doesn't matter.
- It's possible for data to originally be coming from the HRIS, such as Employee Central.
- If a job doesn't contain a job description, it doesn't sync.

- When mapping Job Description, always choose “Full External Job Description” (Header, Description, and Footer), so that the complete contents of the headers and footers are transmitted to Career Site Builder. Doing so is especially important for organizations using Job Profile Builder, since the job description becomes the header file in the Applicant Tracking System.
- Is the organization using Job Profile Builder (JPB)? All JPB fields are mapped into the Job Description field. When you map the External Job Description field to Career Site Builder, all of the information from JPB is transferred to the customer’s Career Site Builder career site. Note that you can’t parse out fields from JPB anywhere in the instances, so those fields aren’t available for other purposes within Career Site Builder, such as customizing the job page layout or search results.

For more information on field specifications, refer to *Data Recommendations for Recruiting Management*.

For more information on technical specifications for Recruiting Marketing fields, refer to *Career Site Builder Job Data Fields*.

## Related Information

[SAP Note 2807628](#)

[Data Recommendations for Recruiting Management \[page 381\]](#)

[Career Site Builder Job Data Fields \[page 375\]](#)

### 19.3.3.4.2 Career Site Builder Job Data Fields

Look up the UI and internal field names, functions, and field specifications for Career Site Builder fields.

Technical Specifications for Career Site Builder Fields

| UI Field Name                              | Internal Field Name | Function                                                                                                                                                                                                                                                                                  | Field Specifications                             |
|--------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <a href="#">[External] Job Title</a>       | title               | When possible, single out this field on its own line, pulled from the page of search results, or tagged with a unique ID.                                                                                                                                                                 | Required. Alphanumeric, limited to 95 characters |
| <a href="#">[External] Job Description</a> | description         | Don't use special characters, nonstandard HTML formatting, or other unusual formatting so you can avoid undesired display results, poor formatting, or exclusion from external vendors/sources. Limit formatting to bold tags and line breaks. Any other HTML formatting is stripped out. | Required. Alphanumeric, no length limitation.    |
| <a href="#">Internal Job Title</a>         | title               | Visible only when you select <a href="#">Enable Internal Career Site powered by Career Site Builder</a> in Admin Center.                                                                                                                                                                  | Required. Alphanumeric, limited to 95 characters |
| <a href="#">Internal Job Description</a>   | description         | Visible only when you select <a href="#">Enable Internal Career Site powered by Career Site Builder</a> in Admin Center.                                                                                                                                                                  | Required. Alphanumeric, no length limitation.    |

| UI Field Name                 | Internal Field Name | Function                                                                                                                                                                                                                                                                                                    | Field Specifications                     |
|-------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| <i>City</i>                   | city                | Don't use Virtual, Multiple, and so on. <i>City</i> isn't a specific enough location to provide location details; the job doesn't display properly for mapping and SEO markets.                                                                                                                             | Alphanumeric, limited to 30 characters.  |
| <i>State</i>                  | state               | Don't use Virtual, Multiple, and so on. <i>State</i> isn't a specific enough location to provide location details; the job doesn't display properly for mapping and SEO markets. If available, use the two-letter abbreviation to help ensure accurate capture of data.                                     | Limited to four characters.              |
| <i>Country/Region</i>         | country             | Use the standard two-character ISO country/region code.                                                                                                                                                                                                                                                     | Two characters.                          |
| <i>Zip/Postal Code</i>        | postal code         | Zip or postal code of the position.                                                                                                                                                                                                                                                                         | Alphanumeric, limited to 10 characters.  |
| <i>Department</i>             | department          | Department or work area that describes the job. <i>Department</i> is a division of the <i>Category</i> ; for example, <b>Clinical Staff</b> or <b>Web Development</b> .                                                                                                                                     | Alphanumeric, limited to 50 characters.  |
| <i>Category</i>               | category            | Category or industry of the job posting. For example, <b>Information Technology</b> , or <b>Healthcare</b> . Use <i>Category</i> to categorize and target the jobs to the appropriate business sectors. Improper use or a blank category field can result in display errors or inaccurate job distribution. | Alphanumeric, limited to 50 characters.  |
| <i>Shift</i>                  | shift               | Designates the job hours.                                                                                                                                                                                                                                                                                   | Alphanumeric, limited to 50 characters.  |
| <i>Job Type</i>               | shifttype           | Designates the type of position, for example <b>Full-Time</b> or <b>Part Time</b> .                                                                                                                                                                                                                         | Alphanumeric, limited to 100 characters. |
| <i>Facility</i>               | facility            | Physical location of the position that you can use to distinguish between different branches or office locations.                                                                                                                                                                                           | Alphanumeric, limited to 75 characters.  |
| <i>Product Service</i>        | productservice      | A more detailed description of the job's focus or work area.                                                                                                                                                                                                                                                | Alphanumeric, limited to 50 characters.  |
| <i>Business Unit/Division</i> | businessunit        | Describes the target area of the posting, for example <b>Educational Software</b> or <b>Mobile Devices</b> . Using this field provides improved analytics results.                                                                                                                                          | Alphanumeric, limited to 40 characters.  |
| <i>Compensation/Salary</i>    | compensation        | Compensation for the job. This field can be either a text value, but including a numerical value improves analytics tracking. You can include an hourly rate, or a salary range.                                                                                                                            | Alphanumeric, limited to 50 characters.  |
| <i>Required Travel</i>        | travel              | The amount of travel required for the position, as a percentage.                                                                                                                                                                                                                                            | Alphanumeric, limited to 50 characters.  |
| <i>Adcode</i>                 | adcode              | A code that directs the routing of the job, or provides additional tracking.                                                                                                                                                                                                                                | Alphanumeric, limited to 50 characters.  |



| UI Field Name         | Internal Field Name | Function      | Field Specifications                    |
|-----------------------|---------------------|---------------|-----------------------------------------|
| <i>Brand</i>          | brand               | The brand ID. | Alphanumeric, limited to 25 characters. |
| <i>Custom Field 1</i> | customfield1        |               | Alphanumeric, limited to 50 characters. |
| <i>Custom Field 2</i> | customfield2        |               | Alphanumeric, limited to 50 characters. |
| <i>Custom Field 3</i> | customfield3        |               | Alphanumeric, limited to 50 characters. |
| <i>Custom Field 4</i> | customfield4        |               | Alphanumeric, limited to 50 characters. |
| <i>Custom Field 5</i> | customfield5        |               | Alphanumeric, limited to 50 characters. |

Refer to *SAP Note 2557601 - RCM-RMK Fields for Job Data Mapping - Recruiting Marketing* for more mapping information.

## Related Information

[SAP Note 2557601](#) 

### 19.3.3.4.3 Setting Up Mapping of Recruiting Management Job Fields to Career Site Builder Job Postings

Map the job fields between Recruiting Management and Career Site Builder so that you can sync job postings between the two.

## Prerequisites

The initial configuration steps are performed by implementation partners and are identified with "(Requires Provisioning)."

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. (Requires Provisioning) Navigate to [Provisioning](#) > [<Company>](#) > [Service Provider Settings](#) > [Recruiting Marketing Settings](#) , and add the following to the Job Post Sync:

- API Key
- Username
- Password

These credentials come from Professional Services or a consultant with access to Provisioning and Command Center, who configure API credentials in the RMK system, Command Center. An implementation partner can do this while setting up the integration.

2. After you've updated the API key, username, and password in Provisioning, grant admin user permissions for the RMK Mapping page.
3. Once permission has been granted, the admin user maps their RCM custom and/or standard Job Requisition fields to the RMK hard-coded fields. Mapping must be completed for every Job Requisition XML template.

### Note

You can't send multiple values from RCM to RMK. If you map `mfield` picklists, RMK receives only the primary value. Don't use `mfields` on location fields when using Real Time Job Sync with RMK. If an `mfield` is mapped to an RMK field, the values in the `mfield` are concatenated when the field is sent to RMK. Because RMK requires a single value for the location to work with the map functionality, this doesn't work when integrating with RMK.

The Adcode multiselect picklist field was previously used to send multiple values to Recruiting Marketing. In the Q2 2017 Release, a change was made whereby for `mfields` only the primary value of the `mfield` was sent from Recruiting Management to Recruiting Marketing. For this reason, the integration between Recruiting Management to Recruiting Marketing was breaking for some customers sending multiple Adcode values. The work-around to resolve this issue is as follows:

1. Define a new Adcode field as a text field (custom field).
2. Enter the multiple Adcode values into the text field using the following format:  
`<value>, <SPACE><value>, <SPACE><value> . . .` For example, `ADCODE1, ADCODE2, ADCODE3 . . .`
3. An instructional or help text can be added next to the text field, which helps the user to enter the values in a format.
4. Update the Recruiting Management to Recruiting Marketing mapping to include the new text field.
5. You can run the RTJS once the change is done just to ensure that the latest information is available in Recruiting Marketing.
6. If the data entered in the text box needs to be validated, a Business Rule could be defined using the **onChange** event.

Mapping RMK Fields to RCM Fields for Real Time Job Sync

| RMK Field       | Required? | Supported RCM Field Types/Field |
|-----------------|-----------|---------------------------------|
| Job Title       | Yes*      | text, picklist                  |
| Job Description | Yes*      | richtext, textarea, text        |

| RMK Field                                                                                                                                                                                                            | Required? | Supported RCM Field Types/Field                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------------------------------------|
| City                                                                                                                                                                                                                 | Yes*      | derived, text, picklist, location_obj, sfstd_jobLocation_obj |
| State                                                                                                                                                                                                                | Yes*      | derived, text, picklist, location_obj, sfstd_jobLocation_obj |
| Country/Region                                                                                                                                                                                                       | Yes*      | derived, text, picklist, location_obj, sfstd_jobLocation_obj |
| Zip/Postal Code                                                                                                                                                                                                      | Yes*      | text, picklist, location_obj, sfstd_jobLocation_obj          |
| <div>  <b>Note</b><br/>           If a client is using radial search, Postal Code can't be set to type="picklist".         </div> |           |                                                              |
| Department                                                                                                                                                                                                           | No        | enum, text, picklist                                         |
| Category                                                                                                                                                                                                             | No        | enum, text, picklist                                         |
| Shift                                                                                                                                                                                                                | No        | enum, text, picklist                                         |
| Job Type                                                                                                                                                                                                             | No        | enum, text, picklist                                         |
| Facility                                                                                                                                                                                                             | No        | enum, text, picklist                                         |
| Product Service                                                                                                                                                                                                      | No        | enum, text, picklist                                         |
| Business Unit/Division                                                                                                                                                                                               | No        | enum, text, picklist                                         |
| Compensation/Salary                                                                                                                                                                                                  | No        | currency                                                     |
| Required Travel                                                                                                                                                                                                      | No        | text, picklist                                               |
| Adcode                                                                                                                                                                                                               | No        | text, picklist, multiselect picklist                         |
| Recruiter Name                                                                                                                                                                                                       | No        | operator                                                     |
| Brand                                                                                                                                                                                                                | No        | text, picklist                                               |
| Employee Referral Amount                                                                                                                                                                                             | No        | currency                                                     |
| Custom Field 1                                                                                                                                                                                                       | No        | text, picklist                                               |
| Custom Field 2                                                                                                                                                                                                       | No        | text, picklist                                               |
| Custom Field 3                                                                                                                                                                                                       | No        | text, picklist                                               |
| Custom Field 4                                                                                                                                                                                                       | No        | text, picklist                                               |
| Custom Field 5                                                                                                                                                                                                       | No        | text, picklist                                               |

### → Recommendation

For external career sites, map the following the Recruiting Management fields to post a job:

- *Job Title*
- *Description*
- All the *Location* fields: *City*, *State*, *Country/Region*, and *Postal/Zip Code*

For the internal career site, map the following Recruiting Management fields:

- [Internal Title](#)
- All the [Location](#) fields: [City](#), [State](#), [Country/Region](#), and [Postal/Zip Code](#)

#### Note

Partial mapping isn't allowed, and validations are shown if you don't meet the specified conditions.

Not mapping all the location fields or not providing the field values for the mapped location fields might affect job publishing to job boards and features such as the Google Job Map component and radius search in Career Site Builder.

For more details on job data mapping, refer to *SAP Note 2557601 – RCM-RMK Fields for Job Data Mapping – Recruiting*.

## Related Information

[SAP Note 2557601](#)

### 19.3.3.4.3.1 Validations to Prevent Job Posting Failures

We've introduced validations to help you identify and fill in the missing field values in job requisitions before you publish jobs on the external and internal career sites.

On the Career Site Builder enabled instances, the validations occur in the following scenarios:

- An error is displayed while posting a job from the [Job Posting](#) page or using OData API when the job requisition XML template used in the job requisitions has no mapping for any fields on the [Set Up Recruiting Marketing Job Field Mapping](#) page in *Admin Center*.

#### Note

This error message is not displayed while posting a job using a business rule. We recommend you maintain the required mapping if you are using business rules to post jobs.

- A warning occurs on the [Set Up Recruiting Marketing Job Field Mapping](#) page if all the location (City, Country/Region, State, and Pincode/Zip Code) fields aren't mapped to the Recruiting Marketing fields.
- A warning occurs on the [Job Posting](#) page when all the mapped location (City, Country/Region, State, and Pincode/Zip Code) fields don't have values.

#### Note

Not mapping all the location fields or not providing the field values for the mapped location fields might affect job publishing to job boards and features such as the Google Job Map component and radius search in Career Site Builder.

- Validations also occur while posting a job if the job requisition fields that are mapped to the following Recruiting Marketing fields on the [Set Up Recruiting Marketing Job Field Mapping](#) page have missing field values:

- [Internal Job Title](#), [City](#), [State](#), [Country/Region](#), and [Postal/Zip Code](#) fields for the internal career site.
- [Job Title](#), [Job Description](#), [City](#), [State](#), [Country/Region](#), and [Postal/Zip Code](#) fields on the external career site. When the Full External Job Description (Header, Description, and Footer) or Full Internal Job Description (Header, Description, and Footer) option is mapped to a job description field, but if the description isn't provided in the job requisition, then the posting fails. Provide the value for the description to proceed with a job posting.

#### Note

The validations occur only for the newly posted or reposted jobs and don't affect the already posted jobs.

The validations aren't triggered in the following scenarios:

- Scheduling a background job to run a business rule to post jobs.
- When a new job posting language is added to a job requisition after the job requisition is posted on external or internal career sites.

## Related Information

[Community Blog: Validation to ensure all job requisition templates have mappings when posting](#)

## 19.3.3.4.4 Data Recommendations for Recruiting Management

The recommended JRDM and Recruitment Management field types for Recruiting Marketing career site fields.

#### Note

The Real Time Job Sync integration supports the mapping of `mfield` data types. If an `mfield` is mapped from Recruiting Management to Recruiting Marketing, and multiple values are selected in the field, only the value specified as the primary value is sent to Recruiting Marketing.

Field Specifications

| Career Site<br>Builder UI Field<br>Name | Recommended<br>JRDM Field ID | Recommended Re-<br>cruiting Field Type | Notes                                                                  |
|-----------------------------------------|------------------------------|----------------------------------------|------------------------------------------------------------------------|
| Job Title                               | <code>extTitle</code>        | Text                                   | Always use the External Title label on the requisition for this field. |

| Career Site Builder UI Field Name | Recommended JRDM Field ID                | Recommended Recruiting Field Type | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------|------------------------------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Description                   | extListingLayout                         | Rich Text                         | <p>When choosing a label on the requisition, choose the one including Header and Footer descriptions, so the content of the headers and footers are transmitted to the career site.</p> <p>When the Full External Job Description (Header, Description and Footer) or Full Internal Job Description (Header, Description, and Footer) option is mapped to a job description field, but if the description isn't provided in the job requisition, then the posting fails. Provide the value for the description to proceed with a job posting.</p> <p>This is especially important for customers using Job Profile Builder, since the job description becomes the header file in the Recruiting system. Don't use HTML, embedded images, or in-line styling, as these elements aren't supported in the career site.</p> |
| City                              | city                                     | Picklist                          | <p>This field supports either a picklist or text field type, but if you choose text, spellings can vary which renders the job useless. Using the picklist field type is recommended.</p> <p>Mapping with the <a href="#">Location</a> object is also supported.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| State                             | state/province                           | Derived                           | <p>This field must be a derived picklist, which provides the ISO formatted abbreviation. Enable the <a href="#">Set Up Job Board Options</a> switch in <a href="#">Admin Center</a> to make the derived picklist available.</p> <p>Mapping with the <a href="#">Location</a> object is also supported.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Country/Region                    | country                                  | Derived                           | <p>This field must be a derived picklist, which provides the ISO formatted abbreviation. Enable the <a href="#">Set Up Job Board Options</a> switch in <a href="#">Admin Center</a> to make the derived picklist available.</p> <p>Mapping with the <a href="#">Location</a> object is also supported.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Zip/Postal Code                   | postalcode                               | Picklist                          | <p>This field isn't required for Career Site Builder, but can be helpful for media and other Career Site Builder features. If you have this feature in your JRDM, map it to Career Site Builder. This field supports either picklist or text field types, but picklist is recommended to ensure data integrity.</p> <p>Mapping with <a href="#">Location</a> object is also supported.</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Department                        | Varies based on Recruiting configuration | Picklist                          | Department is typically a subdivision of the category field. For example, one category could have five departments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Category                          | Varies based on Recruiting configuration | Picklist                          | This field is crucial for Career Site Builder, so make sure to map a field from Recruiting containing basic job category data. This field is especially important for media setup and job distribution to job boards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Shift                             | Varies based on Recruiting configuration | Picklist                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Job Type                          | jobtype                                  | Picklist                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Career Site<br>Builder UI Field<br>Name | Recommended<br>JRDM Field ID             | Recommended Re-<br>cruiting Field Type | Notes                                                                                                                                                                                                                                  |
|-----------------------------------------|------------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Facility                                | <b>facility</b>                          | Picklist                               | This field is used to provide additional information about the job's location, typically used for designations like Corporate Headquarters or West Office. This isn't a replacement for geographical location data.                    |
| Product Services                        | Varies based on Recruiting configuration | Picklist                               | This field is most valuable for customers with multiple products or services lines, where indicating the type of product or service is important.                                                                                      |
| Business Unit/Division                  | Varies based on Recruiting configuration | Picklist                               | This field is similar to Category and Department, and often used to further break down the Department information, or as a way to track other ways a customer categorizes their job data.                                              |
| Compensation/Salary                     | <b>salaryBase</b>                        | Currency                               | You can also map the Recruiting fields salaryMin, salaryMid, or salaryMax to this field. Some job boards require salary information for posting jobs. The value for this field should be a single value in numerical format.           |
| Required Travel                         | <b>requiredTravel</b>                    | Picklist                               |                                                                                                                                                                                                                                        |
| Adcode                                  | <b>adCode</b>                            | Multi-Select Picklist                  | You can use this field to direct jobs to specific job boards based on media XML feeds. Work with the media team to find out if this solution makes sense for your customer.                                                            |
| Recruiter Name                          | <b>recruiterName</b>                     | Operator                               |                                                                                                                                                                                                                                        |
| Brand                                   | <b>brand</b>                             | Picklist                               | Use this field only if your customer has a multibranded career site. This field determines which brand attributes are displayed on a job page. This field only supports alphanumeric characters, and not spaces or special characters. |
| Employee Referral Amount                | Varies based on Recruiting configuration | Currency                               | Don't use this field. It was originally created for Employee Referral and isn't currently in use.                                                                                                                                      |
| Custom Field 1                          | Varies based on Recruiting configuration | Picklist                               | You can map over fields from Recruiting Management as needed for additional data or rules. If possible, leave custom fields blank for Advanced Analytics to use.                                                                       |
| Custom Field 2                          | Varies based on Recruiting configuration | Picklist                               |                                                                                                                                                                                                                                        |
| Custom Field 3                          | Varies based on Recruiting configuration | Picklist                               |                                                                                                                                                                                                                                        |
| Custom Field 4                          | Varies based on Recruiting configuration | Picklist                               |                                                                                                                                                                                                                                        |
| Custom Field 5                          | Varies based on Recruiting configuration | Picklist                               |                                                                                                                                                                                                                                        |

An error occurs while posting a job from the [Job Posting](#) page or using OData API when the job requisition XML template used in the job requisitions has no mapping for any fields on the [Set Up Recruiting Marketing Job Field Mapping](#) page in [Admin Center](#).

#### ⓘ Note

This error message isn't displayed while posting a job using a business rule. We recommend you maintain the required mapping if you're using business rules to post jobs.

Ensure the mapping of the job requisition fields to the following Recruiting Marketing fields on the [Set Up Recruiting Marketing Job Field Mapping](#) page before posting a job to avoid inconsistencies:

- [Internal Job Title](#), [City](#), [State](#), [Country/Region](#), and [Postal/Zip Code](#) fields for the internal career site.
- [Job Title](#), [Job Description](#), [City](#), [State](#), [Country/Region](#), and [Postal/Zip Code](#) fields on the external career site.
- A warning occurs on the [Set Up Recruiting Marketing Job Field Mapping](#) page if all the location((City, Country/Region, State, and Pincode/Zip Code) fields aren't mapped to the Recruiting Marketing fields.
- A warning occurs on the [Job Posting](#) page when all the mapped location (City, Country/Region, State, and Pincode/Zip Code) fields don't have values.

#### ⓘ Note

Not mapping all the location fields or not providing the field values for the mapped location fields might affect job publishing to job boards and features such as the Google Job Map component and radius search in Career Site Builder.

#### ⓘ Note

The validations occur only for the newly posted or reposted jobs and don't affect the already posted jobs.

## 19.3.3.4.5 Locations in Recruiting Integrations

Location formatting affects how jobs and other features behave in Recruiting integrations.

When jobs pass from Recruiting Management to career sites, the Recruiting Marketing system runs a job maintenance process that includes location scrubbing.

The location scrubbing process optimizes job location data, associates with known cities, and maps them for use on the career site. It also maps fields from Recruiting Management to the city, state, country/region, and ZIP code field in Recruiting Marketing. Recruiting concatenates these individual location files and stores the concatenated values in the career site `Location` field.

Locations scrubbing compares the location data of a job to an existing database of global city locations. It only uses state data for U.S.-based locations. When a match is found in the database, the job gets a geocode, which updates fields on the job for the map location's latitude and longitude. This data places jobs on the job map and provides the location for location-based searches. Missing fields on the job are also populated with data from the matched cities. The process doesn't overwrite populated fields.



## 19.3.3.4.6 Location Formatting for Career Site Builder and Recruiting

Learn about the location elements to configure the job requisition.

### Required Career Site Builder Formatting for Location Field Data

Career Site Builder locations use the following format: **City, State, Country/Region, Postal Code**. For example, **San Francisco, CA, US, 94103** for U.S.-based jobs. For non-U.S. jobs, omit the fields that aren't relevant, for example, **Berlin, DE**. Postal code data can be U.S.-based Zip codes or other country/region-specific postal codes. The data consists of these elements:

#### Location Field Data Elements

| Region            | Function                                     |
|-------------------|----------------------------------------------|
| City              | Required for all jobs.                       |
| State             | Required for U.S. jobs; otherwise optional.  |
| State or Province | 2-character ISO abbreviation.                |
| Country/Region    | Required for all jobs; 2-character ISO code. |

#### Career Site Builder Database Location Fields

| Region         | Function                                                                                                                                                                                                                                                                                                                                   |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Location       | Displayed on Job page.                                                                                                                                                                                                                                                                                                                     |
| Alt Location   | Not displayed on Job page and not used for existing functionality.                                                                                                                                                                                                                                                                         |
| City           | Not displayed on Job page. You can use it for filters and fields in XML feeds.                                                                                                                                                                                                                                                             |
| State          | Not displayed on Job page. You can use it for filters and fields in XML feeds. U.S. locations only.                                                                                                                                                                                                                                        |
| Country/Region | Not displayed on Job page. You can use it for filters and fields in XML feeds.                                                                                                                                                                                                                                                             |
| Zip            | Not displayed on Job page. You can use this Zip/postal code field for filters and fields in XML feeds. This field is used for and required by the Career Site Builder <a href="#">Search by Radius</a> field. Refer to <i>Search Tab in Career Site Builder Global Settings</i> for details on the <a href="#">Search by Radius</a> field. |
| Map Location   | Not displayed on Job page. Used to plot jobs on the interactive job map.                                                                                                                                                                                                                                                                   |

### Career Site Builder Location Fields

Location fields stored in the index are used for Keyword Search, Location Search, Zip Code Search, and the Job Map. These features make calls to the search index, and not the Career Site Builder job location database.

## Recruiting Management Best Practices for Location

- The Recruiting Management system concatenates the Job Requisition Template field mappings for City, State, Country/Region, and Zip Code (when used) to populate the Career Site Builder Location Field.
- All job requisitions use the standard field for country/region (field name=country). This field is used for other Recruiting features and is critical to the correct operation of those related features.
- When you use the location field in a job requisition, make sure you maintain an external name for the location object in all the relevant locales to avoid issues on the career pages, or else the location may not show any label.
- Regional job locations aren't supported. Regional jobs aren't located in a specific city, like **Europe** or **Minnesota, US**. You can't include descriptions such as **remote** or **multiple** in the location fields. These values display in the location field, but the jobs don't appear on the job map and causes problems with job distribution.
- Consult with Technical Support or SAP SuccessFactors Professional Services to determine the best strategy for developing and using Job Requisition templates. Defining different templates for different geographies can facilitate location-handling.

## Related Information

[Search Settings in Career Site Builder Global Appearance Without the Unified Data Model \[page 594\]](#)

[Countries/Regions Not Supported in Search by Radius Field \[page 596\]](#)

### 19.3.3.5 Enabling Candidate Account Simplification

Candidate Account Simplification (CAS) allows candidates to use their SAP SuccessFactors user account and single sign-on to navigate between all parts of SAP SuccessFactors Recruiting, including career sites.

## Prerequisites

You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

When a candidate registers in the Sign In page then proceeds to the Create an Account page, Candidate Account Simplification creates an account in Recruiting, with the candidate's information automatically sent to

the Recruiting Marketing (career site) database. This means that candidates need only interact with their SAP SuccessFactors user account or profile even when in the career site.

Considerations:

- You can't connect more than one Recruiting Marketing instance to the SAP SuccessFactors platform.
- You can't connect more one SAP SuccessFactors platform instance to a Recruiting Marketing instance.
- You can't connect an SAP SuccessFactors instance and multiple ATS instances to a single Recruiting Marketing instance.
- Don't change the Company ID or System Name after configuring a site for Candidate Account Simplification. However, if the customer instance moves to a new data center, change the settings to reflect the new data center at the time of the move.

## Procedure

In Provisioning, enable Candidate Account Simplification in Recruiting Management by selecting ► [Company Name](#) ► [Company Settings](#) ► [Recruiting Marketing](#) ► [Enable Candidate Account Simplification](#) ►.

### 19.3.3.6 Integration Troubleshooting Tips

Suggestions for how to troubleshoot issues when creating a Recruiting integration for Career Site Builder.

For general troubleshooting, check the following settings:

| Where to Configure | Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Command Center     | If you get an HTTP Status 500 error, confirm that you have enabled ► <a href="#">Recruiting Command Center</a> ► <a href="#">Site Details</a> ► <a href="#">Enable Career Site Builder</a> ►, and that the user is set up for Recruiter SSO.                                                                                                                                                                                                                                            |
| Provisioning       | <p>Make sure you've enabled both <a href="#">Enable Job Marketing</a> and <a href="#">Enable Career Site Builder</a> in ► <a href="#">Company Settings</a> ► <a href="#">Recruiting Marketing</a> ►.</p> <p>For Recruiting Marketing Datacenter URLs, make sure you enter <code>https://</code> for each row.</p> <p>Make sure you've configured ► <a href="#">Service Provider Settings</a> ► <a href="#">Recruiting Marketing Settings</a> ► as part of setting up Recruiter SSO.</p> |
| Admin Center       | Make sure you've set role-based permissions.                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Where to Configure         | Issue                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Manage Career Site Builder | When you select Manage Career Site Builder, are you sent back to the SAP SuccessFactors home page? This action can happen during the "blackout period," between the Preview and Production releases. The career site instance is on a stage environment, therefore on the latest version, while the SAP SuccessFactors instance is on a productive environment, thus still on the previous version. |

## Security Keys

### Note

For security reasons, the security key is cleared after saving each time.

|                                                                                                |                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| If the Security Key isn't set correctly, several types of errors can occur:                    | <ul style="list-style-type: none"> <li>• Recruiter SSO</li> <li>• Real-time Job Sync</li> <li>• When attempting to open Career Site Builder, you're redirected back to the instance home page.</li> </ul>                                                                                                    |
| Ensure that the Security Key is unique (not used in another instance) and follows these rules: | <ul style="list-style-type: none"> <li>• Is 20–28 characters long</li> <li>• Includes at least one uppercase and one lowercase letter</li> <li>• Includes at least one numeric character</li> <li>• Includes at least one special character or punctuation mark</li> </ul>                                   |
| Ensure that the Security Key is the same in both locations:                                    | <ul style="list-style-type: none"> <li>• In Career Site Builder: <a href="#">Settings</a> &gt; <a href="#">Site Configuration</a> &gt; <a href="#">Site Integrations</a></li> <li>• In Provisioning: <a href="#">Service Provider Settings</a> &gt; <a href="#">Recruiting Marketing Settings</a></li> </ul> |

## Recruiter Sync

- There may be a delay for your results to appear.
- Ensure that your staffing group is populated in Admin Center.
- To find out the status of your job, choose [Command Center](#) > [Site Details](#) > [Export Automated Process Logs](#), select the job, and read the log at the bottom. If the log shows a 403 Error, check the **System Name** field on the SSO page and make sure that you've selected the datacenter where your instance is installed.
- Check the settings in Career Site Builder, from [Settings](#) > [Site Configuration](#) > [Site Integrations](#) and re-run Recruiter Sync by choosing [Execute Now](#).
- If when you select [Manage Career Site Builder](#) and you get the error "The requested operation is not available," check that your admin user (HR Admin) is included in the Recruiter Sync.

## Real Time Job Sync

- There may be a delay for your results to appear. Even if a scheduled job in Provisioning is displayed as Complete, the job may not be finished running on the career site side. The request is sent to a queue called Maintenance and the time to execute maintenance jobs varies greatly based on the time of day and number of jobs in the queue.

- To find out if the job ran, choose [Command Center](#) > [Site Details](#) > [Export Automated Process Logs](#) , and review the downloaded CSV file.
- Make sure that every job contains a job description.
- Confirm that the jobs are posted to the external career site created for Recruiting.
- Unpost and repost the job in Recruiting. Also, change a field on the requisition and save the change.
- Ensure that you haven't included a large image in the job requisition that exceeds the size limit.
- Check your field mapping.
- Rerun the career site "Sync all external job postings" job in Provisioning.
- Check your settings in Provisioning for the career site Service Provider Settings (including the Security Key) and the RMK data center URLs.
- If used, ensure that a Job Profile exists for that particular requisition. One customer's job wouldn't sync because of invisible characters in empty lines in the job profile, External job description.

### Site Settings Export XML File

There are some configuration settings that aren't available in the current Command Center tool, which are also unavailable in Career Site Builder. The only way to integrate these settings for a career site is to manually add them to a career site's export file directly. Refer to *SAP Note 3062549 – XML Overview for Site Settings in Career Site Builder – Recruiting Marketing* for details.

#### Caution

Manually editing the exported XML file can unintentionally introduce code that can cause the career site to break.

### Related Information

[The Backend Recruiting Command Center \[page 348\]](#)

[Using Import and Export in Career Site Builder \[page 504\]](#)

[Configuring Recruiter Sync \[page 368\]](#)

[Configuring Real Time Job Sync \[page 370\]](#)

[SAP Note 3062549](#) 

## 19.3.3.7 Configuring Mobile Apply

Configure Mobile Apply so that you can search for jobs, create and manage a profile, and navigate and complete the job application using mobile devices such as a smartphone or a tablet computer. Mobile Apply must be enabled for Career Site Builder career sites to work.

### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have a Career Site Builder implementation.
- You have a working, integrated Recruiting Management-Recruiting Marketing system. Customers can also use the supported API job collection process.
- The candidate workflow between Career Site Builder and SAP SuccessFactors Recruiting is configured and functional.
- A responsive site is enabled. You enable this through a Web Development site rebuild or a Career Site Builder implementation.
- If using the Candidate Account Simplification method for candidate integration, the Recruiting Marketing profile allows candidates access to both their profiles from the user interface of the career site without going through the apply process. Ensure to enable the Recruiting Marketing Profile for all screen sizes for the best candidate experience and workflows.
- If using a Candidate Account Simplification site, ensure that the [View Profile](#) link is visible on the career site. This is how candidates directly navigate to Recruiting Management to access their profile.
- An SSL certificate is installed for the career site.

#### 📘 Note

Use Career Site Builder if you need to get and install an SSL certificate.

- Configured [RMK Portal URL](#) redirect.

### Context

There are three main parts to Mobile Apply:

- **Responsive Apply Process and Profile** – the Recruiting Management Apply Process, as well as the Candidate Profile, are built on a responsive framework. The display of these pages can be used on mobile devices.
- **Consolidated Profile and Application** – when Mobile Apply is enabled, the profile creation and application process are consolidated into a single page. Fields that are common between the Candidate Profile and

job-specific information (application) only display once if they're properly mapped. This way, the candidate doesn't have to enter the same data more than once.

- **Career Site Wrapper** – when Mobile Apply is enabled, the career site wrapper, which is a page generated from the Recruiting Marketing career site, wraps (contains) the Recruiting Management Application and Profile screens. This wrapper lets you experience a consistent look, feel, and branding across multiple pages.

#### 📘 Note

For security purposes, all SAP SuccessFactors Recruiting career sites require an SSL certificate to be registered and installed on their domain. If the site isn't currently SSL, you must complete this process before the career site wrapper gets generated. For stage/preview instances, an SSL certificate has been provided. If the stage/preview site isn't SSL, this can be done by updating the site URL in both Command Center and Provisioning.

Mobile Apply consolidates the candidate profile and application on the same page. As a result, there will be some differences. Remember that Mobile Apply as a feature isn't designed to be the same for the instance without Mobile Apply. For example, the *Candidate ID* field isn't displayed on the page when Mobile Apply is enabled, but is displayed on the page when Mobile Apply is disabled.

#### 📘 Note

- Candidates using the Mobile Apply process can opt-in to text message notifications for instances where the feature is configured.
- When Mobile Apply is used with Resume Parsing, there is a logic that resume parsing populates the data into a field only if it does not have a data already and does not override the existing values. However, for all the other screens, resume parsing overrides the data.

## Procedure

1. In Provisioning, go to ► [Company Settings](#) ► and select [Enable External Career Site Home Page](#).
2. From Admin Center, go to ► [Recruiting](#) ► [Manage Recruiting Sites](#) ► and select [Enable Mobile Apply](#).
3. Choose the location candidates can upload files from:
  - [Enable Upload of documents from Dropbox](#)
  - [Enable Upload of documents from Google Drive](#)
4. **Optional:** Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Sites](#) ► [Enable Mobile Apply](#) ► and select [Show Only Required Fields In Mobile Application](#).

#### 📘 Note

Enabling [Show Only Required Fields in the Mobile Application](#) allows only those fields listed as required to display for users who apply on a handheld phone. All optional fields are hidden from their experience. This only applies to the handheld devices.

## Related Information

[Integrating Career Site Builder with SAP SuccessFactors Recruiting \[page 360\]](#)

[Locations in Recruiting Integrations \[page 384\]](#)

[Real Time Job Sync Considerations \[page 374\]](#)

### 19.3.3.7.1 Configuring Career Site Themes for Mobile Apply

Follow the steps to configure the external career site theme manager career portal.

## Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Enable Recruiting Management External Career Site themes.

## Context

When using Mobile Apply, the Application and Candidate Profile pages are a hybrid with branding elements from both Recruiting Management and Recruiting Marketing. The header, footer and page background are powered by the Recruiting Marketing Responsive Wrapper. The content area is powered by Recruiting Management. The header and footer in the Responsive Wrapper receive its styling and branding from the Career Site. The colors of the individual application sections and the buttons are controlled by the Recruiting Management Career Site theme manager. These two styling elements are designed to work together when Recruiting Management microsites and Recruiting Marketing brands are properly configured together.

## Procedure

- Navigate to [Admin Center](#) > [Manage Recruiting Sites](#) > [Manage Recruiting Site Themes](#).
- Select the desired theme for the text color, background color of the accordion boxes, and hover color by navigating to [Fine Tune](#) > [Career Navigation](#).



| Career Navigation Checkbox Option | What Option Controls                                    |
|-----------------------------------|---------------------------------------------------------|
| <i>Navigation menu Text color</i> | Controls the text color                                 |
| <i>Navigation selected color</i>  | Controls the background colors of the accordion headers |
| <i>Navigation hover color</i>     | Controls the color of the hover text                    |

#### Note

None of the other values apply for Mobile Apply.

3. Select the desired theme for the *Options* dropdown on the right side of the header by navigating to ► *Fine Tune* ► *Language Drop-Down* ►.

| Language Drop-Down Checkbox Option          | What Option Controls                                  |
|---------------------------------------------|-------------------------------------------------------|
| <i>Text color – default</i>                 | Controls the text within the <i>Options</i> box       |
| <i>Text color – hover</i>                   | Controls the hover text color in the header box       |
| <i>Menu item background color – default</i> | Changes the background color of the header box        |
| <i>Menu item background color – hover</i>   | Changes the color of the header box when hovered over |

#### Note

None of the other values apply for Mobile Apply.

4. Select *Save*.

## 19.3.3.7.2 Mobile Apply Field Behavior

When you enable Mobile Apply, data from both the Profile and Application are consolidated into a single page to the candidate, and fields are split into Personal Information and Job Specific Information sections.

### Field Behavior

- The 13 predetermined standard fields always display under *Profile Configuration*, even if they're configured on Profile and Application.
- Fields configured on the profile XML display under *Profile Information*, along with the 13 system standard fields.
- Fields configured on the application XML display under the Job Specific Information.
- In order to have the parent-child relationship working for picklists, define both parent and child picklists in both the application XML template and candidate profile XML template. When you do, the child picklist appears in *Profile Information*.
- Fields configured on both the application XML template and the candidate profile XML template appear in *Personal Information*, along with the 13 predetermined standard fields.
- The Mobile Apply text area field has a character limit of 1024.

## Sample Scenarios

| Scenario                                                                                                                                          | Behavior                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The 13 fields that are common to both the Application and Candidate Profile templates.                                                            | All 13 fields are visible in <a href="#">Profile Information</a> .                                                                                                                                                                                                                                             |
| When a standard field that's present in both application template and candidate profile template, is removed from the candidate profile template. | <a href="#">Profile Information</a> no longer shows the field.<br><br>For example, the standard field <b>ethnic</b> is in both the application and candidate profile templates. When you remove it from the candidate profile template, <a href="#">Profile Information</a> no longer displays <b>ethnic</b> . |
| When a custom field is present in both Application and Candidate Profile templates.                                                               | The custom field is displayed in <a href="#">Profile Information</a> .                                                                                                                                                                                                                                         |
| When a standard field is available only in the application template.                                                                              | The field is displayed in the respective Job-related information section.                                                                                                                                                                                                                                      |

## Predetermined Standard Fields for Personal Information

The personal information section contains 13 predetermined fields. These fields don't change, and always appear in the same order.

| Number | Field Definition ID | Type             |
|--------|---------------------|------------------|
| 1      | firstName           | text             |
| 2      | middleName          | text             |
| 3      | lastName            | text             |
| 4      | address             | text             |
| 5      | city                | text or picklist |
| 6      | state               | text or picklist |
| 7      | country/region      | picklist         |
| 8      | zip                 | text or picklist |
| 9      | cellPhone           | text             |
| 10     | homePhone           | text             |
| 11     | contactEmail        | text             |
| 12     | currentTitlee       | text             |
| 13     | currentCompany      | text             |

## Job Specific Information

Fields that are configured in the application XML but aren't listed in the Personal Information section appear under Job Specific Information. The fields appear in the order they were configured.

Fields that are configured on both the application and candidate profile XML are considered common standard fields.

Common Standard Fields: Required Status

| Is Candidate Profile Required? | Is Job Application Required? | Result       |
|--------------------------------|------------------------------|--------------|
| True                           | True                         | Required     |
| False                          | True                         | Required     |
| True                           | False                        | Required     |
| False                          | False                        | Not required |

Common Standard Fields: Miscellaneous Conditions

|                                                                                                     | How it Appears in Candidate Profile | How it Appears on Combined Candidate Profile and Job Application |
|-----------------------------------------------------------------------------------------------------|-------------------------------------|------------------------------------------------------------------|
| Label                                                                                               | Candidate Profile Label             | Candidate Profile Label                                          |
| Permissions-Single Stage                                                                            | Candidate Profile Permissions       | Candidate Profile Permissions                                    |
| Permissions-Multi Stage                                                                             | Candidate Profile Permissions       | Candidate Profile permissions                                    |
| <div><div> ⓘ Note</div><div>These permissions are configured in the job requisition XML</div></div> |                                     |                                                                  |
| Save as draft/Apply                                                                                 | Candidate Profile Values            | Both Candidate Profile and Application values are updated        |

### ⓘ Note

When you apply for a job, resume and cover letter attached to an application takes precedence over the attachments in the candidate profile. If resume and cover letter aren't available at the time of applying, then they're taken from the profile. However, once you apply for the job without these attachments, any changes to resume or cover letter in the candidate profile don't impact the application.

## 19.3.3.7.3 The Responsive Wrapper

A responsive wrapper represents a modified version of the head, header, and footer from a job detail page of a career site within which other content can be displayed.

The responsive wrapper is an XML document that presents the format and styling (color, tab names, and so on) of a client site in the header and footer of a page that is not hosted on the career site, making it appear to be part of the client site. This provides the user a seamless experience by retaining the branding elements as a user moves from a client site into the apply process pages within Recruiting. The application and other information from Recruiting is displayed within the responsive wrapper.

## 19.3.4 Configuring Social Apply

The Social Apply functionality in Career Site Builder enables the displaying of links so that candidates can apply for jobs through their social networking profiles.

### Prerequisites

- [LinkedIn](#) – even if you enable LinkedIn here, it won't show up on your public career site until you establish a contract with LinkedIn, and provide LinkedIn credentials in your SAP SuccessFactors system.

#### Note

For this functionality to be visible to visitors in your career site, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) ►. If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this functionality is removed and unavailable to your site's visitors completely.

- [Seek](#) – Career Site Builder doesn't support adding the Apply with Seek option for new career site implementations, so this option is visible only if you have an existing Seek configuration for your system.
- [Xing](#) – available only if you already have an existing Xing configuration in your system. If you don't, you won't see this option.

### Context

When configured for social apply, a site displays on job detail pages; in place of the standard [Apply Now](#), a button instead opens social network-based application options. After you configure **social apply**, [Apply Now](#) with a dropdown list indicator on it displays instead of the standard [Apply Now](#) text. When candidates choose [Social Apply](#), the configured options appear underneath the button, floating over other content on the page.

When candidates select a social network [Start Apply](#) link, a button appears that candidates can select to get into a new form. When the candidates choose [Start](#), a new window appears and displays the login form for the social network selected.

#### Note

You can change how these labels appear in the career site by editing them in the translation editor in Career Site Builder, at ► [Tools](#) ► [Translations](#) ►. Enter **social** in the Group field filter to view all the button labels you can edit.

### Procedure

1. In Career Site Builder, go to ► [Tools](#) ► [Social Apply](#) ►.

A list of locales display on the left column, and you see the list of options on the page.

2. Enable or disable the various social networking options.

[Apply Now](#) is enabled by default, and can't be disabled. You can, however, change where it appears on the list.

3. Configure a locale for each social-media profile.

You can configure a locale for each social-media profile, and the options shown in Social Apply are specific to the social-media profile configured for that site. For example, options configured in the en\_US social-media profile are shown on en\_US locale jobs, and those configured in the ru\_RU social-media profile are shown on ru\_RU locale jobs.

4. Select [Save](#) to save your settings.

## Related Information

[Social Apply Settings in Career Site Builder Tools \[page 632\]](#)

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

### 19.3.4.1 Configuring Apply with LinkedIn

The Apply with LinkedIn feature allows candidates to start the application process using their LinkedIn credentials. Applying with LinkedIn credentials allows Career Site Builder to populate the business card with candidate LinkedIn profile information.

## Prerequisites

SAP SuccessFactors system requirements:

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You've set up SAP SuccessFactors Recruiting.
- You have a career site using Career Site Builder with the following:
  - The career site is configured to use Candidate Account Simplification.
  - The career site has at least one social profile configured to use Apply with LinkedIn for applications.
  - You've configured the cookie consent manager and enabled the Advertising Cookies section in [Appearance](#) > [Global](#) > [Cookie Manager](#), and included the LinkedIn option there.
- Third-party cookies are allowed in the browser (for LinkedIn cookie).
- Pop-ups are allowed in the browser (for authorizing LinkedIn with username and password).

- The administrator has the following role-based permissions:
  - ► [Manage Recruiting](#) ► [Configure Standardization Mapping](#) ►
  - ► [Metadata Framework](#) ► [Access to non-secured objects](#) ►
  - ► [Manage Integration Tools](#) ► [Manage LinkedIn Account Setup](#) ►
  - ► [MDF Recruiting Permissions](#) ► [LinkedInIntegrationConfiguration](#) ►
  - ► [MDF Recruiting Permissions](#) ► [LinkedInDeveloperApplication](#) ►
- Generic objects
- Role-based permissions

LinkedIn requirements:

- Your organization has an established contract with LinkedIn. Refer to LinkedIn documentation for more information.
- You've reviewed and accepted the LinkedIn cookie policy.
- The administrator user who sets up the LinkedIn account has an account with recruiter permissions or a recruiter license for at least one of these LinkedIn products:
  - LinkedIn Recruiter
  - LinkedIn Job Slots

## Context

When candidates apply with LinkedIn, they're directed to a standard LinkedIn authentication dialog to log in. Once the candidates authenticate with LinkedIn, they're logged into the application and exit it separately. Candidates don't have to log in again on subsequent visits, unless they log out or delete their login cookie.

### ⚠ Restriction

Apply with LinkedIn 2.0 isn't available in the internal career site.

The typical configuration workflow for [Apply with LinkedIn](#) follows these steps:

1. Configure SAP SuccessFactors Recruiting for [Apply with LinkedIn](#).
2. Configure Career Site Builder for [Apply with LinkedIn](#).
3. Select [Save](#) from [Site Settings](#) in Career Site Builder to trigger a site reload.

## Procedure

1. As an **Administrator**, ensure that the organization has a LinkedIn account and has set up the LinkedIn account by obtaining credentials and the API key for [Apply with LinkedIn](#):
  - a. Go to ► [Admin Center](#) ► [Security Center](#) ► [LinkedIn Account Setup](#) ►.
  - b. Select [Enable Client LinkedIn Account](#) option.

[Create Customer LI Account](#) appears.

  - c. Select [Create Customer LI Account](#).

If the [Sign in or join LinkedIn to configure ATS integrations](#) dialog opens, select [Sign in](#), and sign into LinkedIn.

- d. Choose [Request](#) for the type of integration requested, and select [Apply with LinkedIn](#).

A message confirming the integration displays.

- e. To verify the integration, choose [Go back](#).

[Enabled](#) appears next to [Apply with LinkedIn](#). If it doesn't display immediately, check later. Occasionally the setting of this status is delayed.

#### ⚠ Caution

When [Apply with LinkedIn](#) is enabled, MDF objects are created in the background. In most cases, you should never change or delete these objects manually. However, if you have multiple brands and you've configured brand-specific site URLs in [Brand Settings](#), you need to manually add brand-specific URLs to a configuration object. For details, refer to [Enabling the Apply with LinkedIn Feature on a Brand-Specific Career Site \[page 503\]](#).

- f. To map standard fields from candidate profile XML of the customer to LinkedIn fields, select ► [Admin Center](#) ► [Recruiting](#) ► [Configure Standardization Mapping](#) ►.
2. In Career Site Builder, go to ► [Tools](#) ► [Social Apply](#) ► and enable the [LinkedIn](#) option.

## Related Information

[Cookies Used in Career Site Builder Career Sites \[page 682\]](#)

[Recruiting Settings in Admin Center \[page 48\]](#)

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

## 19.3.4.2 Restoring an Apply with LinkedIn Error

There are a few reasons why you experience an error with the [Apply with LinkedIn](#) button.

## Prerequisites

You have access to Provisioning and Command Center.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

The following are some reasons why the [Apply with LinkedIn](#) button doesn't display correctly:

- If the career site's portal and search URLs have a trailing slash.
- The SAP SuccessFactors API isn't in LinkedIn's allowlist because a related URL is updated in Provisioning and the LinkedIn object in [Manage Data](#) isn't updated, but this information is transferred to LinkedIn.
- You haven't configured the cookie consent manager and enabled the Advertising Cookies section in [Appearance > Global > Cookie Manager](#), and included the LinkedIn option there.

Perform both steps to troubleshoot the issue.

## Procedure

1. In Provisioning, remove any trailing slash in the career site portal URL and search URL.
2. Update the LinkedIn integration:
  - a. Make sure that you aren't logged in to any LinkedIn account on your current browser.
  - b. Go to [Admin Center > Manage Data](#) and search for **LinkedInDeveloperApplication**.  
  
You see a single entry for **LinkedInDeveloperApplication**.
  - c. Go to [Admin Center > Security Center > LinkedIn Account Setup](#).
  - d. Select [Enable Customer LinkedIn Account](#) and sign in with the account that has the required rights on the LinkedIn side.  
  
Signing in adds your career site domain as a permitted site in LinkedIn.
  - e. Select [Save](#) from [Site Settings](#) in Career Site Builder to trigger a site reload.

The [Apply with LinkedIn](#) button should now display and allow candidates to log in to LinkedIn.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)



## 19.3.5 Configuring Multiple Applicant Tracking Systems

The Multiple Applicant Tracking System capability allows customers to use other Applicant Tracking System (ATS) tools in addition to SAP SuccessFactors Recruiting with Career Site Builder. This capability allows the organization to combine their jobs from other ATS on the same Career Site Builder career site.

### Prerequisites

- Candidate Account Simplification (CAS) is properly configured and enabled; the *Use Multiple ATS* setting is dependent on this setting.
- Job Applicant Tracking System (JATS) process for importing jobs from external Applicant Tracking Systems is properly configured. This process could require the use of middleware to ensure that data adheres to JATS standards.
- Each external ATS has a unique set of provider user credentials generated from Command Center. Share the credentials with the external ATS or middleware provider.

### Context

Organizations using multiple Applicant Tracking Systems can pull jobs from Applicant Tracking Systems other than SAP SuccessFactors Recruiting and display them on the Career Site Builder career site.

To use the multiple ATS feature, organizations need a working SAP SuccessFactors Recruiting and career site integration with CAS enabled. Multiple ATS relies on Candidate Account Simplification ; you can't configure the multiple ATS capability without it. Also, Career Site Builder can only connect to one SAP SuccessFactors Recruiting instance.

#### ⓘ Note

Candidate and other data from external Applicant Tracking Systems aren't available in Recruiting Advanced Analytics or other Recruiting Management and Career Site Builder integrated systems. Only data from the SAP SuccessFactors Recruiting system is available for tracking in Career Site Builder.

This configuration is a two-part process that involves enabling multiple ATS in Command Center and providing user credentials in Career Site Builder. Consider the following when generating credentials:

- Within Recruiting, the Requisition ID is used as the unique identifier for jobs.
- A third-party ATS could assign a Requisition ID that's the same as the RequisitionReq ID from SAP SuccessFactors Recruiting or another ATS, so we append the Requisition Id with an integration code.
- For each external ATS, you must create a unique set of provider user credentials in Command Center.
- Present the credentials to gain access to the Career Site Builder system for JATS integration, and Talent Community Member API.
- The API credentials define the username and password associated with a provider, as well as the site ID and the allowed integration requests.

## Procedure

1. Log in to Command Center, and select the site's [Site Name](#) link from [Site List](#).

The site's [Site Details](#) page appears.

2. Set the [Use Multiple ATS](#) slider to [YES](#), then choose [Save](#).

You're done with your work in Command Center.

3. Log in to Career Site Builder, and go to [Tools > Manage API Credentials](#).

You see the Manage API Credentials list page.

4. Select [+ Add New Provider](#).

The Add New Provider dialog appears.

5. Complete the following fields in the Add New Provider dialog:

| Option                                                     | Description                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Provider ID</a>                                | A read-only, system-generated ID number for the provider. Choosing <a href="#">Regenerate</a> replaces the ID with another system-generated ID.                                                                                                                                                                                                 |
| <a href="#">Provider Name</a>                              | The name of the provider that you're providing API credentials for. Enter the folder name from the Command Center Site Details page, then a dash, then the site ID using this format: <b>Folder Name - Site ID</b> . The site ID is located in Career Site Builder, at <a href="#">Settings &gt; Site Configuration &gt; Site Information</a> . |
| <a href="#">Username</a>                                   | Use the Provider Name ( <b>Folder Name - Site ID</b> ) as the username used to gain access to the Career Site Builder system.                                                                                                                                                                                                                   |
| <a href="#">Password</a>                                   | A password for the user. Choosing <a href="#">Regenerate</a> replaces the password with a system-generated password. Select the  (hide) icon to mask the password.                                                                                           |
| <a href="#">Recruiting Management (Real Time Job Sync)</a> | Selecting this field allows you to specify that the API credential is being used for Career Site Builder to use Real Time Job Sync with SAP SuccessFactors Recruiting.                                                                                                                                                                          |

6. Select [Save](#) to save the provider settings, or choose [Close](#) to cancel and close the dialog.

If you saved a new provider, you see its ID and provider name listed in the Manage API Credentials list page, as well as [Yes](#) in the [Recruiting Management](#) column, to indicate that Real Time Job Sync is enabled.

7. **Optional:** Add any additional providers in Career Site Builder.

## Results

After you enable the support for multiple ATS, the new workflow takes effect. In this workflow, jobs from SAP SuccessFactors Recruiting come into the Career Site Builder system through the real-time job sync process. Jobs from external Applicant Tracking Systems come into Recruiting Marketing through JATS. These jobs are then displayed on the Career Site Builder career site.

Once candidates apply to a job, they're taken through the Candidate Account Simplification workflow, where they either log in as an existing user, or a new user account is created. Candidates are then directed to either SAP SuccessFactors Recruiting or the external ATS, based on the original source of the job.

## Related Information

[Configuring Real Time Job Sync \[page 370\]](#)

[Enabling Candidate Account Simplification \[page 386\]](#)

[Recruiting Marketing JATS Technical Brief \(PDF\)](#)

## 19.3.6 Adding Initial SSL Certificate for New Public Career Site

Implementation partners should use [SSL Certificates](#) in Career Site Builder to get and install the initial SSL certificate as part of setting up a career site for a new organization.

### Context

[SSL Certificates](#) is a self-service tool that automates much of the process, and allows administrators to get and install a certificate in as little as a day.

Perform the following steps once, as part of setting up a new public career site for a new customer. Once organizations have their initial SSL certificates for their new career site, they can then use the [SSL Certificates](#) tool to install additional certificates on their own.

#### 📘 Note

SSL certificates are only applied to production environments, not stage environments.

The [SSL Certificates](#) tool doesn't allow you to upload more than one intermediate certificate. If you've more than one to upload, contact Technical Support. Refer to *SAP Note 3111993 - How to Upload Two Intermediate Certificates in CSB - Recruiting Marketing* for details.

### Procedure

1. Implement Career Site Builder for the organization first (but before you've done the hand-off of the career site), so that you can access ► [Tools](#) ► [SSL Certificates](#) ►.
2. Follow all the steps described in *Creating a Certificate Signing Request and Adding a New SSL Certificate*, starting with getting a certificate signing request (CSR), all the way to installing the SSL certificate in ► [Tools](#) ► [SSL Certificates](#) ►.

When a CSR is created in the [SSL Certificates](#) tab in Career Site Builder for an **initial** installation, this triggers an internal request for SAP SuccessFactors to add a DNS entry for the new career site that using the `<Site_ID>.jobs2web.com` format.

`<Site_ID>` refers to Site ID value at ►► [Settings](#) ► [Site Configuration](#) ► [Site Information](#) ►.

This DNS entry process takes an additional business day.

3. Contact SAP SuccessFactors Cloud Operations and provide them with domain name to map the career site URL to.

The domain name you provide is added as a CNAME record in the system.

#### Note

Don't submit a specific IP address for the public career site to map to. Refer to *CNAME Record for New Public Career Site* for more information.

## Related Information

[Choosing Your SSL Certificate Renewal Process \[page 493\]](#)

[Creating a Certificate Signing Request and Adding a New SSL Certificate \[page 494\]](#)

[Uploading an SSL Certificate and Creating a New Record \[page 497\]](#)

[Reviewing the New SSL Certificate for the Public Career Site \[page 499\]](#)

[CNAME Record for New Public Career Site \[page 404\]](#)

[SAP SuccessFactors HCM Cloud Operations Portal](#)

[SAP PartnerEdge](#)

[SSL Certificates Settings in Career Site Builder Tools \[page 633\]](#)

[SAP Note 3111993](#)

### 19.3.6.1 CNAME Record for New Public Career Site

The final step in setting up the URL for a new public career site is to map to it in a CNAME record.

Part of the process of implementing Career Site Builder includes creating a public Web site where the Career Site Builder-enabled career site appears.

The Domain Name System (DNS) entry that's added for the new career site uses the `<Site_ID>.jobs2web.com` format, where `jobs2web` is the SAP domain.

#### Note

The DNS entry creation by SAP is automatically triggered when a certificate signing request (CSR) is generated or when an SSL certificate is installed using Option 2 in Career Site Builder ([Tools](#) > [SSL Certificates](#) > [Option 2: To obtain and install an SSL without generating a CSR](#)). The entry should be created within 24 hours of either action.

The location information that implementation partners provide should be in the form of a canonical name (CNAME) instead of an "A" record. The CNAME record is used in the DNS to create an alias from one domain name to another domain name, while the "A" record points to an IP address.

Associating a CNAME to the career site allows SAP SuccessFactors to handle any IP changes in the data center without customer involvement or impact.

When SAP SuccessFactors finishes setting up the record for the career site, the public career site shows up as a subdomain of the corporate URL, such as in the following example:

- Corporate site: `www.example.com`
- Career site: `https://jobs.example.com`

#### ⚠ Restriction

We don't support IP addresses in URLs as part of our reference architecture. Use domain names instead. If you think you have a special case that requires IP addresses instead of domain names, contact Technical Support.

## Related Information

[Adding Initial SSL Certificate for New Public Career Site \[page 403\]](#)

## 19.3.7 Candidate Workflow from SAP SuccessFactors Recruiting to Career Site

There are several areas to redirect from SAP SuccessFactors Recruiting pages to the Career Site Builder home page.

The [RMK Portal URL](#) powers the following behaviors, including the Job Level Redirect, which occurs when the user arrives on the SAP SuccessFactors Recruiting job page.

RMK Portal URL Field

| Functionality Type | User Action                                                                                                                                      |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Level Redirect | Select the URL of the job from the Invite to Apply email.                                                                                        |
| Job Level Redirect | Select the URL of the job from the Job Alert email.                                                                                              |
| Job Level Redirect | Select the URL of the job from the Agency email.                                                                                                 |
| Job Level Redirect | Select the URL of the job from the Employee Referral email.                                                                                      |
| Job Level Redirect | Select the URL of the job from the Tell a Friend email. The user goes to the corresponding Career Site Builder URL.                              |
| Job Level Redirect | Users land on an SAP SuccessFactors Recruiting job URL. They're redirected to the corresponding RMK job page.                                    |
| Redirect           | Select <a href="#">Sign Out</a> .                                                                                                                |
| Redirect           | Users decline the Data Privacy Consent Statement on the SAP SuccessFactors Recruiting site.                                                      |
| Redirect           | Users delete their profile on the SAP SuccessFactors Recruiting site.                                                                            |
| Redirect           | Select <a href="#">Options</a> , then <a href="#">Contact Preferences</a> . This option is only applicable in Mobile Apply/Responsive Framework. |
| Mobile Apply       | Generates and powers the Career Site Builder career site wrapper.                                                                                |

| Functionality Type                     | User Action                                                                  |
|----------------------------------------|------------------------------------------------------------------------------|
| Candidate Account Simplification (CAS) | ▶ <a href="#">Manage Job Alerts</a> ▶ <a href="#">Preview Job Alerts</a> ↗   |
| Candidate Account Simplification (CAS) | ▶ <a href="#">Manage Job Alerts</a> ▶ <a href="#">Create New Job Alert</a> ↗ |

The [RMK Job Search URL](#) powers the following redirect behaviors.

#### → Recommendation

Unless otherwise requested, configure this URL to match the [RMK Portal URL](#).

RMK Job Search URL Field

| Functionality Type                     | User Actions                                                                                                         |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Redirect                               | Select the <a href="#">Job Search</a> tab on the SAP SuccessFactors Recruiting external career site.                 |
| Redirect                               | Select <a href="#">Job Search</a> from the SAP SuccessFactors Recruiting external career site home page.             |
| Redirect                               | Select <a href="#">Start your Search Now!</a> from the SAP SuccessFactors Recruiting external career site home page. |
| Redirect                               | Select <a href="#">Return to Job Search</a> from the Application Thank You Page.                                     |
| Redirect                               | Select <a href="#">Find More Jobs</a> from the withdrawal application on the success page.                           |
| Redirect                               | Select <a href="#">Find More Jobs</a> from the SAP SuccessFactors Recruiting event portal.                           |
| Candidate Account Simplification (CAS) | ▶ <a href="#">Subscribe/Job Alert Create Thank You page</a> ▶ <a href="#">Return to Job Search Button</a> ↗          |

## 19.3.8 Removing Partner and Consultant Access from Provisioning and Command Center

You can choose to remove access by an implementation partner or consultant to both Provisioning and Command Center at any time.

### Context

At the end of a project, terminating access to Provisioning and Command Center by an implementation partner allows you to maintain control over your own configuration and settings.

## Procedure

- **Provisioning** – as an administrator, you can view and control who has Provisioning access to your instance by using the [Manage Provisioning Access](#) tool in the Admin Center. As an administrator, you can remove this access from anyone on the list.
- **Command Center** – there are two types of requests you can make with Technical Support:

| Option                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Requesting information on who has access to Command Center</b> | <p>You can request Technical Support to provide a list of individuals who have access to your account in Command Center. When you submit your Support ticket, provide the following information:</p> <ul style="list-style-type: none"><li>• Your organization's site name or site ID</li><li>• Your data center location and environments.</li></ul> <p>Your request will typically be processed within 5 business days.</p>                                                                                                                                                                                                                                                                                                                                                                |
| <b>Requesting access termination to Command Center</b>            | <p>You can request Technical Support to terminate access by an implementation partner or consultant to your account in Command Center. When you submit your Support ticket, provide the following information:</p> <ul style="list-style-type: none"><li>• Consultant organization (the partner's name or SAP)</li><li>• The consultant's first name</li><li>• The consultant's last name</li><li>• The consultant's email address</li><li>• The Career Site Manager username (if known)</li><li>• The date you wish to terminate access on. If you don't specify a date, the request is processed within five business days.</li><li>• Your (or your organization's) name</li><li>• Your organization's site name or site ID</li><li>• Your data center location and environments</li></ul> |

**Note**

Contact your SAP account manager if you have any questions or concerns about terminating the access of your implementation partner or consultant.

## 19.4 Embedding SmartRecruiters Winston on a Career Site in Career Site Builder

Embed SmartRecruiters Winston Chat on a career site that's managed in Career Site Builder.

### Prerequisites

- You have a license for SmartRecruiters Winston for SAP SuccessFactors.
- You've completed the initial setup steps for SmartRecruiters Winston for SAP SuccessFactors to connect the 2 systems.

- You've completed the field mapping and have successfully run the data sync.
- You've copied the Winston embed code snippet from SmartRecruiters so that you can paste it into Career Site Builder.

More information: [SmartRecruiters Winston for SAP SuccessFactors](#)

## Context

SmartRecruiters Winston for SAP SuccessFactors delivers conversational and AI-assisted experiences for SAP SuccessFactors Recruiting. You can embed Winston Chat on your career site.

### Note

- Winston Chat isn't available on internal career sites accessed within SAP SuccessFactors HCM. It's only available on the external career site.
- If your organization has multiple brands, Winston Chat may give responses that refer to any job on your career site, for any brand. It can't restrict its responses to a specific brand.
- Winston Chat configuration isn't included in the [Import & Export](#) tool in Career Site Builder. You have to configure in each of your systems (such as staging and production).

## Procedure

1. In Career Site Builder, go to ► [Settings](#) ► [Data Privacy & Security Settings](#) ► [Custom Allowed Domains](#) ► and check if the [Content Security Policy](#) setting is turned on. If so, add the following domains to the allowlist.
  - `embed.jochat.ai`
  - `*.winstonchat.smartrecruiters.com` (starting with an asterisk and dot)

For more information, see [Enabling the Content Security Policy for a Career Site \[page 540\]](#)

2. Go to ► [Settings](#) ► [Site Configuration](#) ► [SmartRecruiters](#) ►.
3. Set the [Enable SmartRecruiters Winston Chat](#) setting to [Yes](#).
4. Paste the Winston embed code snippet that you copied from SmartRecruiters into the text box.
5. Save.

## Results

Winston Chat is now embedded on all your external career sites, across all brands.



## 19.5 Adopting the Unified Data Model for Career Site Builder

If your Career Site Builder system was implemented **without** the Unified Data Model, adopting it in your system involves several steps. Here's an overview of the process.

For existing customers, with existing job postings on a live career site, adopting the Unified Data Model requires several steps. First, you need to prepare certain data in the system by migrating it to a common data structure (generic objects). Next, after you've migrated your data successfully, you can enable the Unified Data Model in Career Site Builder. Finally, after you've enabled it, you may need to make some changes to other settings in Career Site Builder to better leverage the new functionality.

### → Recommendation

All new implementations of Career Site Builder should be based on the Unified Data Model, if possible. We strongly encourage all customers who already use Career Site Builder to consider adopting it as well.

However, the Unified Data Model may not be available for all customers. To ensure optimal performance, it requires that your Recruiting and Career Site Builder servers are located geographically close together. If they aren't, the [Use Unified Data Model](#) switch is disabled and you can't turn it on. Discuss availability options with your account team.

To adopt the Unified Data Model, as an existing customer, complete the following tasks.

| Task                                                                                      | Description                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Implementing Career Site Builder [page 344]</a>                               | <p>You only need to follow this adoption process if your Career Site Builder system was already implemented <b>without</b> the Unified Data Model.</p> <p>As of 2H 2025, all new implementations include the Unified Data Model by default, so this process isn't necessary.</p>          |
| <a href="#">Preparing Recruiting Data for the Unified Data Model [page 411]</a>           | <p>Before you enable the Unified Data Model, prepare some types of Recruiting data by migrating it to the standard data structure.</p> <p>Including:</p> <ul style="list-style-type: none"><li>• State/Province data</li><li>• Job Location data</li><li>• Marketing Brand data</li></ul> |
| <a href="#">Enabling the Unified Data Model in Career Site Builder [page 424]</a>         | <p>Enable the Unified Data Model in Career Site Builder.</p>                                                                                                                                                                                                                              |
| <a href="#">Enabling Search Filtered by Locale Setting for Google Job Maps [page 426]</a> | <p>After you enable the Unified Data Model, update settings of the Google Job Map component, if it's used on any page of your career site.</p>                                                                                                                                            |
| <a href="#">Creating a Custom Job Layout for the Unified Data Model [page 510]</a>        | <p>Existing job layouts aren't ported over when you enable the Unified Data Model.</p>                                                                                                                                                                                                    |

| Task                                                                                              | Description                                                                                                              |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Review Existing Category Pages After You Enable the Unified Data Model [page 426]</a> | After you enable the Unified Data Model, review the <i>Job List</i> filters on category pages and update them as needed. |
| <a href="#">Understanding Changes After the Unified Data Model Is Enabled [page 427]</a>          | Review the changes and consider using features that are only available with the Unified Data Model                       |

## 19.5.1 Unified Data Model for Career Site Builder

To provide a better experience for candidates and leverage the full capabilities of Career Site Builder, use the Unified Data Model.

The Unified Data Model creates a tighter integration between Career Site Builder and the rest of SAP SuccessFactors Recruiting. It provides a standard, common data structure so that information can be more easily shared between different parts of the application, like job location and marketing brand. Using this common data structure, it's able to provide more features on your career site, like a more robust search experience and AI-based skill matching.

### → Recommendation

All new implementations of Career Site Builder should be based on the Unified Data Model. We strongly encourage all customers who already use Career Site Builder to consider adopting it as well.

However, the Unified Data Model may not be available for all customers. To ensure optimal performance, it requires that your Recruiting and Career Site Builder servers are located geographically close together. If they aren't, the *Use Unified Data Model* switch is disabled and you can't turn it on. Discuss availability options with your account team.

The Unified Data Model provides the following functionality:

- Improved support for non-English languages.
- All job requisition properties become directly configurable within Career Site Builder.
- A new GUI-based, intuitive filter method replaces the rule editor in category pages, custom job layouts, and data capture forms in landing pages. This new method lets you refine what to display based on the values you select from fields in the job requisition.
- The search tiles and search grids are replaced with a list that displays job results in the form of cards, which you can customize.
- Job searches on career sites are not limited to just the job title field. A new search experience has the ability to search for jobs within a specific category, in addition to the overall career site.
- Use of the Job Location generic object to standardize location information between Recruiting and Career Site Builder
- An integrated map view of search results.

Functionality provided by the Unified Data Model applies to both external and internal career sites. There are no special configurations or additional settings specific to internal career sites.

## 19.5.2 Preparing Recruiting Data for the Unified Data Model

Before you enable the Unified Data Model, you need to complete a few tasks to prepare Recruiting data, such as job location and marketing brand, so that it can be shared between Career Site Builder and the rest of SAP SuccessFactors Recruiting.

All Recruiting systems are preconfigured with a set of **object definitions** that support the Unified Data Model. They include:

- State/Province
- Job Location
- Job Location Long Format
- Job Location Short Format
- Marketing Brand

Before introduction of the Unified Data Model, there was no standardized way to include information about job location or marketing brand in a job requisition. It could be done several different ways, using standard Recruiting fields, custom Recruiting fields, or Foundation Objects.

The Unified Data Model requires a standardized way of capturing this information. The preconfigured standard objects provide a common data structure that can be shared between different parts of the application.

To prepare Recruiting data in your system for the Unified Data Model, complete the following tasks.

| Task                                                                                | Description                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Verifying Migration to the State/Province Generic Object [page 412]</a> | Verify that the scheduled job <i>State Province GO Migration Job</i> has completed successfully. It's run automatically in all systems, but we recommend verifying that it was successful.                                                       |
| <a href="#">Migrating Job Location Data for the Unified Data Model [page 413]</a>   | Migrate job location information in your existing job requisitions to the standard Job Location object. This is a multistep process, involving a mapping tool, a migration job, and business rules.                                              |
| <a href="#">Migrating Brand Data for the Unified Data Model [page 421]</a>          | If you're using multiple brands or any brand other than the default brand in Career Site Builder, migrate your brand information to the Marketing Brand generic object.<br><br>(If you're only using the default brand, you can skip this step.) |
| <a href="#">Rebuilding the Search Index with Migrated Data [page 424]</a>           | Run a scheduled job to rebuild the search index for posted jobs with migrated data.                                                                                                                                                              |

## 19.5.2.1 Verifying Migration to the State/Province Generic Object

Verify that the scheduled job *State Province GO Migration Job* has run successfully.

### Prerequisites

- To verify if the job ran successfully, you need ► *Manage MDF Recruiting Objects* ► *State/Province* ► permission.
- To troubleshoot errors, you need *Monitor Scheduled Jobs* and *Manage Scheduled Jobs* permissions.

### Context

#### → Tip

This task is optional. As of 1H 2025, this job is run automatically in all systems, so you don't need to set it up. But, to avoid data issues, we recommend verifying that it completed successfully.

The scheduled job *State Province GO Migration Job* migrates state/province information (ISO codes) from a location in our database to the standard State/Province object. The State/Province object is used to include state/province information in the Job Location object.

After state/province information has been migrated successfully, you can proceed to the migration of Job Location data, as required for the Unified Data Model.

### Procedure

1. To verify that the automatic job was successful, go to ► *Admin Center* ► *Manage Data* ► and search for the *State/Province* object (in the first dropdown). Then check if there's any existing state/province data (in the second dropdown). If there isn't, the migration hasn't been completed successfully.
2. If the migration hasn't been completed successfully:
  - a. Within 180 days of the 1H 2025 release, you can check the job status. Go to ► *Admin Center* ► *Scheduled Job Manager* ► *Job Monitor* ►, search for job type *State Province GO Migration Job*, and check the status.
  - b. To run the job again, go to ► *Admin Center* ► *Scheduled Job Manager* ► *Job Scheduler* ► and set up a *State Province GO Migration Job* job.

## Next Steps

[Migrating Job Location Data for the Unified Data Model \[page 413\]](#)

### 19.5.2.2 Migrating Job Location Data for the Unified Data Model

Before you enable the Unified Data Model, you need to migrate job location data in your existing job requisitions to the standard Job Location object and then add the standard Job Location field to your job requisition templates.

#### Context

Before the introduction of the Unified Data Model, there was no standardized way to represent job location information on a job requisition. It could be done several different ways, using standard job requisition fields, including location\_obj, or custom job requisition fields..

To support the Unified Data Model, we introduced a standard way to capture job location information. All systems provisioned with a Career Site Builder instance are preconfigured with an object definition for the standard Job Location object. You can add data for each job location in your organization to the object. Then you can use the standard Job Location field to display the job location data on job requisitions.

If you have any existing job requisitions on your career site that contain job location information, you need to migrate data to the Job Location object, before you enable the Unified Data Model.

The data migration process includes several steps:

1. Adding the Job Location field (sfstd\_jobLocation\_obj) to each job requisition template.
2. Adding each job location in your organization to the Job Location object.
3. Setting a value in the Job Location field on each job requisition, using data in the Job Location object.

You can complete these steps in several different ways, using different tools. Choose one of the following methods.

#### Migrating Data with a Scheduled Job

You can migrate job location data for all job requisitions at the same time using a **scheduled job**, using the [Initiate Migration](#) option on the [Set Up Job Location Mapping and Initiate Migration](#) page.

Complete the following tasks:

| Task                                                                               | Description                                                                                                       |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <a href="#">Mapping Job Location Data for Job Requisition Templates [page 415]</a> | Set up a mapping between fields in the Job Location object and fields in your existing job requisition templates. |

| Task                                                                                               | Description                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Initiating Job Location Data Migration [page 416]</a>                                  | <p>Migrate data from existing fields to the Job Location object, using a scheduled job.</p> <p>The scheduled job <i>Migrate Job Location Data for Job Requisitions</i> sets the Job Location value on each job requisition, based on the field mapping and on existing data in other location-related fields.</p> |
| <a href="#">Setting the Job Location Field on Job Requisitions with a Business Rule [page 419]</a> | <p>Create business rules that <b>update</b> the value of the Job Location field whenever a specified trigger event occurs.</p> <p>For example, you might create a rule that updates the Job Location field any time a requisition is saved.</p>                                                                   |
| <a href="#">Rebuilding the Search Index with Migrated Data [page 424]</a>                          | Run a scheduled job to rebuild the search index for posted jobs with migrated data.                                                                                                                                                                                                                               |

## Migrating Data Manually

If your organization requires more fine-grained control of the process, you can also migrate job location data manually and then update each job requisition individually, using **business rules**.

Complete the following tasks:

| Task                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Job Location Generic Objects on Job Requisition [page 210]</a>                         | <p>Use <i>Manage Data</i> to add each job location in your organization to the Job Location object.</p> <p>Use <i>Manage Templates</i> to add the standard Job Location field to each job requisition template.</p>                                                                                                                                                                                                                                |
| <a href="#">Mapping Job Location Data for Job Requisition Templates [page 415]</a>                 | Set up a mapping between fields in the Job Location object and fields in your existing job requisition templates.                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Setting the Job Location Field on Job Requisitions with a Business Rule [page 419]</a> | <p>Create business rules that <b>set</b> the value of the Job Location field in each job requisition, based on the field mapping and on existing data in other location-related fields, whenever a specified trigger event occurs.</p> <p>For example, you might create a rule that sets the Job Location field any time a requisition is saved. Then you can execute the rule by updating each requisition, in the UI or using the OData API.</p> |
| <a href="#">Rebuilding the Search Index with Migrated Data [page 424]</a>                          | Run a scheduled job to rebuild the search index for posted jobs with migrated data.                                                                                                                                                                                                                                                                                                                                                                |

## 19.5.2.3 Mapping Job Location Data for Job Requisition Templates

Save a mapping between fields in the Job Location object and fields in your existing job requisition templates, so that job location data in existing requisitions can be migrated to the Job Location object.

### Prerequisites

- There are existing job postings on your career site. For new implementations, this task isn't necessary.
- You've identified which job requisition templates require mapping. Save a mapping for each template that includes job location data and has a requisition posted on your career site.
- The *State Province GO Migration Job* job has completed successfully. [Verifying Migration to the State/Province Generic Object \[page 412\]](#)
- You have the *Set Up Job Location Mapping and Initiate Migration* permission.

### Context

Before you enable the Unified Data Model, you need to migrate job location data to the Job Location object. And before you can do that, you first need to map fields in the object to the corresponding fields in each job requisition template.

Save a field mapping for each job requisition template that requires it, so that job location data can be migrated correctly.

### Procedure

1. Go to ► [Admin Center](#) ► [Set Up Job Location Mapping and Initiate Migration](#) ►.
2. Select a template from the *Job Requisition Template* menu.

You're shown the default mapping between "Job Location" fields in the standard object and "Recruiting Management" fields in the requisition template.

If a field mapping has already been configured on the [Set Up Recruiting Marketing Job Field Mapping](#) page, the existing mapping is shown by default. Otherwise, the Recruiting Management fields are blank by default.

3. For each Job Location field, select a corresponding Recruiting Management field to map it to.

#### → Tip

- Although a mapping is only **required** for the Country/Region field, it's **recommended** for all location-related fields.

4. Save the mapping.

5. Repeat these steps for each job requisition template that you want to migrate.

#### → Tip

Save a mapping for all Job Requisition templates that include job location information and have requisitions posted on your career site. Data from unmapped templates isn't migrated.

## Results

Now that you've created a field mapping, you can proceed to migrate job location data to the Job Location object. The mapping can be used to add job location data to the Job Location object and set a value in the Job Location field, based on existing data in each requisition.

## Next Steps

You can use the [Initiate Migration](#) option on the [Set Up Job Location Mapping and Initiate Migration](#) page to migrate data with a scheduled job.

Alternatively, you can also manually add job locations to the Job Location object and add the Job Location field (sfstd\_jobLocation\_obj) to requisition templates, then set a Job Location value on each requisition with a business rule.

## 19.5.2.4 Initiating Job Location Data Migration

Initiate the migration of job location data in each job requisition to the Job Location object.

## Prerequisites

- There are existing job postings on your career site. For new implementations, this task isn't necessary.
- You have the [Set Up Job Location Mapping and Initiate Migration](#) permission.
- You've saved a field mapping for each job requisition template that includes job location information and has a requisition posted on your career site. [Mapping Job Location Data for Job Requisition Templates \[page 415\]](#)
- No fields in the Job Location object, except Country, are configured as a "required" field.



## Context

Before you enable the Unified Data Model, you need to migrate job location data to the Job Location object. To do that, you first need to save a field mapping. After you've confirmed the mapping for each template, you can use the [Initiate Migration](#) option to initiate data migration with a scheduled job.

When you initiate migration, a scheduled job runs and makes the following changes for each mapped template:

- Adds the standard Job Location field and field permissions to each mapped template, if not present already.
- Adds a job location to the Job Location object for each requisition, if not present already, based on existing data in each requisition that was created from a mapped template.
- Sets a Job Location value on each requisition that was created from a mapped template, using the corresponding job location in the Job Location object.

By default, the migration includes all **preapproved** and **approved** requisitions, as well as all **closed** requisitions that have been created in the past 2 years. You can change the cutoff date for closed requisitions or choose to exclude them.

### → Tip

We recommend that you save a mapping for **all** templates first, then initiate migration **once** for all templates at the same time.

However, if you accidentally miss a template or need to update the field mapping, you can run the migration job again. Each time you initiate migration, the scheduled job only makes changes to templates and requisitions with field mappings that have changed since the previous run.

## Procedure

1. Go to ► [Admin Center](#) ► [Configure Object Definition](#) ► and verify that no fields in the Job Location object definition, except Country, are configured as a "required" field.

### → Tip

If your organization needs to make any field other than Country required, you can temporarily change the object definition for the purposes of migration. Before you initiate migration, go to [Configure Object Definition](#), edit the Job Location object, and verify that the [Required](#) attribute is set to [No](#) for every field except Country. After the migration job completes, you can make them required again.

This step prevents some potential errors. If the migration job encounters an error while saving data in the Job Location object, the job fails and the process stops. If these fields are configured as "required" and the migration job encounters a requisition that doesn't contain the required information and the corresponding job location isn't present in the Job Location yet, we attempt to add a new job location to the Job Location object. Since the required information isn't available in the requisition, it causes an error on save that causes the migration process to stop.

2. Go to ► [Admin Center](#) ► [Set Up Job Location Mapping and Initiate Migration](#) ►.
3. **Optional:** Go to [Migrate closed requisitions that were created on/after](#) and choose whether to include closed requisitions in the migration and the date from which to include them.

By default, the date is set to 2 years before the current date, so the migration includes all closed requisitions created in the past 2 years. If you want to exclude all closed requisitions, remove the date.

#### → Tip

For best results, include all requisitions that contain valid job location data that you want to use in the future, whether they're open or closed.

For example, you have an office in New York, but you haven't had any job requisitions in that location during the past 2 years. Your last job opening in New York was almost 3 years ago, but it's still a valid location and you want the New York location to be available for use on future requisitions. To ensure that the New York location is added to the Job Location object, you choose to include all closed requisitions created in the past **3 years** in the migration.

4. Select *Initiate Migration*.

#### ⚠ Caution

If any of the templates include location-related fields (City, State/Province, or Postal Code) that haven't been mapped, you're shown a warning. For best results, we recommend mapping **all** location-related fields before you initiate migration. Once a Job Location value has been set by the scheduled job, it can't be set again using the migration tool. You have to update it manually.

## Results

The migration job runs in the background. When it completes, job location data has been migrated to the Job Location object.

For each mapped template, the Job Location field (`sfstd_jobLocation_obj`) is added, if it wasn't present already. For each requisition created from a mapped template, a corresponding job location is added to the Job Location object, if it wasn't present already. Then, a Job Location value is set in each requisition.

## Next Steps

Consider creating business rules that update the Job Location value automatically whenever a specified trigger event occurs. If you have multiple fields in a job requisition template that contain location information (such as Job Location and Location), you can use business rules to ensure that all the location-related fields stay in sync and don't contain conflicting information.

## 19.5.2.5 Setting the Job Location Field on Job Requisitions with a Business Rule

Create a business rule that sets the value of the Job Location field in job requisitions. Then assign the rule to a specified job requisition template.

### Prerequisites

- You've configured a field mapping for each job requisition template on the [Set Up Job Location Mapping and Initiate Migration](#) page.
- Job location data is added to the Job Location object for each location in your organization and the Job Location field (sfstd\_jobLocation\_obj) is added to each template that you want to create a rule for.

#### → Tip

If you initiated data migration on the [Set Up Job Location Mapping and Initiate Migration](#) page, these steps are done automatically. Otherwise, you need to do them manually.

### Context

Use the [Job Location \(\)](#) rule function to create business rules that set the value of the Job Location field whenever a specified trigger event occurs. The function looks up the appropriate job location in the Job Location object, based on the field mapping and on existing data in the job requisition. You can use it to set the value of the Job Location field.

After you adopt the Job Location object, you may eventually want to remove other location-related fields from your templates and only use the Job Location field, which would make these business rules unnecessary. But it may take some time for you to manage this change in your organization and update all your templates, processes, and integrations accordingly. During this transition, you can use business rules to ensure that location-related fields stay in sync and don't contain conflicting information.

### Procedure

1. Go to  [Admin Center](#)  [Configure Business Rules](#) .
2. Create a rule for the [Configure Business Rules on Job Requisition](#) scenario.

Choose a template for which you've completed the field mapping. Don't select "Job Requisition (All)". You need to choose a specific template.

Choose [Field Change](#) or [Save](#) as the "purpose" or trigger event that executes the rule. An "initialize" rule doesn't work for this purpose.

3. If needed, configure an [If](#) statement. If you don't, the rule always executes when a trigger event occurs.

4. Configure the *Then* statement to set the value of the *Job Location* field using the *Get Job Location ()* function.

In the left expression, be sure to select the standard field Job Location (sfstd\_jobLocation\_obj) and not another location-related field (such as Location).

#### Note

A business rule can only set **one** value in the Job Location field, even if the field is configured as multiselect. If needed, you can add additional job location values manually.

If the Job Location field is configured as multiselect, it's displayed in the rule definition with the prefix "Primary" to indicate that it only sets a value for the "primary" job location.

In the right expression, select the function *Get Job Location ()* as the Value. Then select *Job Requisition Template* as the argument of the function. (No other selection is allowed.)

#### Example

In this example, the Job Location field has the label "Job Location Unified" and it's configured as multiselect, so it appears in the rule definition with the prefix "Primary".

The exact labels in your system may vary.

##### Then

Set *Job Requisition Template.Primary Job Location Unified* to be equal to *Get Job Location()*  
*Job Requisition: Job Requisition Template*

5. Repeat these steps for each job requisition template.
6. To activate the rules, go to ► *Admin Center* ► *Manage Rules in Recruiting* ► and assign each rule you created to its corresponding template.  
For Field Change rules, you can choose which fields trigger the rule.

## Results

Whenever the trigger event occurs, the rule executes. The Job Location field in each job requisition is populated with an appropriate value, based on existing data in each requisition.

## 19.5.2.6 Migrating Brand Data for the Unified Data Model

If you use multiple brands in Career Site Builder, migrate brand information to the Marketing Brand generic object before you enable the Unified Data Model.

### Prerequisites

- Career Site Builder is enabled.
- The Marketing Brand generic object is defined in the system.

### Context

If you use multiple brands, you may have included brand information, such as names and descriptions, in existing job requisitions. Before you enable the Unified Data Model, you can use a scheduled job to migrate brand information to the standard Marketing Brand generic object.

#### ⓘ Note

To avoid errors, don't run the *Migrate Brand to Marketing Brand on Job Requisition* job if:

- You only use the default brand, with no additional brands.
- You've already configured and started using the standard Marketing Brand generic object.

### Procedure

1. Go to ► [Admin Center](#) ► [Scheduled Job Manager](#) ►.
2. Create, schedule, and run the scheduled job *Migrate Brand to Marketing Brand on Job Requisition*.

### Results

The scheduled job migrates brand information to the Marketing Brand generic object by performing the following actions:

- Considers all job requisition templates that have a mapping set up at ► [Admin Center](#) ► [Set Up Recruiting Marketing Job Field Mapping](#) ►.
- Adds the standard field Marketing Brand (sfstd\_marketingBrand\_obj) and copies field attributes and permissions from the old brand field, as well as localized labels and descriptions.
- Copies the brand field data to the standard field Marketing Brand (sfstd\_marketingbrand\_obj).

- Sends the external name of the Marketing Brand Object to Recruiting Marketing for a job requisition template when the Marketing Brand Object (sfstd\_marketingbrand\_obj) field is mapped to any other field and not to the brand field on the [Set Up Recruiting Marketing Job Field Mapping](#) page. By default, the translation available for the external name of the Marketing Brand Object in the job posting language is sent to Recruiting Marketing. If the translation for the external name of the Marketing Brand Object isn't available, then the translation for the external Name in English US (EN\_US) of the brand object is sent to Recruiting Marketing. Otherwise, the default external name of the Marketing Brand Object is sent to Recruiting Marketing.

## Next Steps

You can monitor the status of the migration job in [Scheduled Job Manager](#). If the job doesn't complete successfully, here are some possible reasons:

- The default Marketing Brand Object is set as the value of the field to the job requisition template:
  - A matching Marketing Brand Object isn't found. The field value is set to the default "marketingBrandObject" object because no marketing Brand Object's brand URL matches the Brand value.
  - The Brand field has no value on the job requisition. The field value is set to the default "marketingBrandObject" object because the brand value isn't found on the job requisition.
  - The Brand field isn't present on the job requisition XML template. The field value is set to the default "marketingBrandObject" object because no brand field is found on the job requisition.
  - The standard Marketing Brand Object has no value on the job requisition, and then the internal ID of the object found is copied for migration.
- The value migration is skipped, and no changes are made to the job requisition:
  - The standard Marketing Brand Object on the job requisition has a value, the migration is skipped, and no changes are made to the job requisition.
  - The mapping is unavailable on the job requisition XML template against the brand field on the [Set Up Recruiting Marketing Job Field Mapping](#) page, then the migration is skipped, and no changes are made to the job requisition.
  - The standard Marketing Brand Object field definition isn't found on the job requisition XML template, and then the migration is skipped.
- The migration fails:
  - Data on the job requisition XML template is corrupt.
  - Data migration for the "sfstd\_marketingBrand\_obj" field has failed.
- Migration is interrupted when the Provisioning Administrator terminates the job or the number of the scheduled jobs has more records to process and it has crossed the two-hour limit in provisioning. Rerun the job to complete the data migration.

### 19.5.2.6.1 Supported Data Types for Brand Migration

The supported and unsupported data types for the migration of Brand Information to the Marketing Brand generic object.

#### Supported Data Types for the Migration of Brand information

## Note

During the migration of the job requisition templates with data types of Custom GO and the External Title used for the Brand field aren't migrated.

| Data Type                                          | If Single Translation is Available                                                                                                                                                                                                                      | If Multiple Translations are Available                                                                                                                                                         |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Picklist (standard/custom)                         | <ul style="list-style-type: none"><li>For a standard picklist, a unique label is matched to the brandURL for migration.</li><li>For a custom picklist, the value stored in the default locale of requisition is considered for the migration.</li></ul> | If no unique label is available, the value migration is skipped, and the Marketing Brand Object value remains null. To start the migration, correct the configuration and rerun the migration. |
| Mfields                                            | The unique label is matched to the brandURL for the migration.                                                                                                                                                                                          | If no unique label is available, the value migration is skipped, and the Marketing Brand Object value remains null. To start the migration, correct the configuration and rerun the migration. |
| Filter fields                                      | The unique label is matched to the brandURL for the migration.                                                                                                                                                                                          | If no unique label is available, the value migration is skipped, and the Marketing Brand Object value remains null. To start the migration, correct the configuration and rerun the migration. |
| Standard brand field/custom text field             | The standard brand field and custom text field value is matched to the brandURL for migration.                                                                                                                                                          | N/A                                                                                                                                                                                            |
| Custom text                                        | The value stored in defaultLocale of the job requisition is considered for migration.                                                                                                                                                                   | Use the value stored in defaultLocale of the job requisition.                                                                                                                                  |
| Legal Object/Department Object                     | The defaultExternalName for brandURL is considered for migration.                                                                                                                                                                                       | If no unique label is available, the value migration is skipped, and the Marketing Brand Object value remains null. For migration to start, correct the configuration and rerun the migration. |
| Custom field object of type Marketing Brand Object | The defaultExternalName for brandURL is considered for migration.                                                                                                                                                                                       | The defaultExternalName for brandURL is considered for the migration. Note that if multiple translations are present for external names, then the migration is skipped.                        |

## Related Information

[Managing Scheduled Jobs in Admin Center](#)

## 19.5.2.7 Rebuilding the Search Index with Migrated Data

Just before you enable the Unified Data Model for Career Site Builder, run a scheduled job to rebuild the search index for posted jobs on your career site.

### Prerequisites

- You've prepared all your Recruiting data, such as job location and brand information, and are ready to adopt the Unified Data Model.
- You've configured all of the default and translated values for field labels and picklist values, for each generic object and for all the locales in the system. With the Unified Data Model, if values aren't populated for each locale, it affects field and data availability.

### Procedure

1. Go to ► [Admin Center](#) ► [Scheduled Job Manager](#) ► [Job Scheduler](#) ►.
2. Set up and run the scheduled job [ReBuild Posted Job Requisition Search Index](#) to update the search index.

#### Note

If you've enabled Unified Data Model in the 2H 2023 release and are enabling Google Map in the 1H 2024 release, ensure you run the [ReBuild Posted Job Requisition Search Index](#) job with the "Rebuild the Complete Posted Job Requisition Search Index" parameter enabled to have all list and Google Map functionalities.

## 19.5.3 Enabling the Unified Data Model in Career Site Builder

Turn on the Unified Data Model in Career Site Builder

### Prerequisites

#### Caution

Before you enable the Unified Data Model, make sure you've prepared your Recruiting data first. [Preparing Recruiting Data for the Unified Data Model \[page 411\]](#)



## Context

This task is only necessary in Career Site Builder systems that were created before the 2H 2025 release. After that, the Unified Data Model is enabled automatically in all new systems where it's available and cannot be disabled.

### Note

The Unified Data Model requires that your Recruiting and Career Site Builder systems are hosted in data centers that are geographically close together, to ensure better performance and user experience. If your Recruiting and Career Site Builder systems **aren't** geographically close, the Unified Data Model isn't available to you yet and the [Use Unified Data Model](#) switch is grayed out. Discuss available options with your account team.

## Procedure

1. Go to ► [Settings](#) ► [Site Configuration](#) ► in Career Site Builder, then scroll down to [Unified Data Model](#).
2. In the [Use Unified Data Model](#) field, move the slider to [Yes](#).
3. Save your settings.

## Results

You have now enabled the Unified Data Model for your career site.

## Next Steps

You can now create custom job layouts, create search result cards, set up search filters, update category pages and email templates for job alerts.

Also consider:

- [Enabling Search Filtered by Locale Setting for Google Job Maps \[page 426\]](#)
- [Review Existing Category Pages After You Enable the Unified Data Model \[page 426\]](#)
- New features are available in Career Site Builder after the Unified Data Model is enabled. For example, you can now use AI-assisted features. [Premium AI Features for Recruiting \[page 93\]](#)

## 19.5.4 Enabling Search Filtered by Locale Setting for Google Job Maps

After you enable the Unified Data Model, you need to update configuration of the [Google Job Map](#) component.

### Context

When the Unified Data Model is enabled, the [Search Filtered by Locale](#) option for the [Google Job Map](#) component must be turned on for the component to render correctly.

This is a one-time task that's only required if you had career site pages with the [Google Job Map](#) component **before** the Unified Data Model was enabled. **After** the Unified Data Model is enabled, this option is always set to [Yes](#).

### Procedure

1. In Career Site Builder, go to the page that uses the [Google Job Map](#) component.
2. Select the component to open the [Details](#) tab.
3. Set the [Search Filtered by Locale](#) option to [Yes](#).
4. Repeat these steps for each page with the [Google Job Map](#) component.
5. Choose [Publish](#) to update your site.

## 19.5.5 Review Existing Category Pages After You Enable the Unified Data Model

Review your existing category pages to make sure the new Unified Data Model filters accurately reflect their legacy rules.

### Note

Due to the significant changes in underlying data services and data models, full deterministic migration of categories is not feasible.

Preparing Career Site Builder for the Unified Data Model involves a process that provides significant assistance in category migration, but categories still need to be reviewed for accuracy. A transition to the Unified Data Model is an opportunity to review category pages and clean house.

The original function of category pages was to provide search engine optimization (SEO) value and improve career site ranking in the major search engines. Category pages no longer serve this function, as SEO ranking algorithms and indexing processes have changed significantly since the introduction of the original category design in Career Site Builder.

As you review your existing category pages, focus on providing value to visitors and job seekers, highlighting the types of positions and aspects of organizations that are relevant to candidates. Category pages can also play a role in campaigns and other marketing efforts, as well.

Category pages continue to be listed at [Pages > Category](#) after you enable the Unified Data Model, with no special notations to indicate that they existed before the Unified Data Model was enabled.

When you enable the Unified Data Model, Career Site Builder automatically scans and processes all existing category pages. It then converts the rules into keyword-based filters and adds them in the *Job List* tab in [Pages > Category > <Category Page>](#).

At the same time, Career Site Builder moves the legacy category rules into a new tab called *Rule Archive*. This read-only tab allows you to see what the rule details were, including whether you used the simple rule editor, or the advanced version for complex rules created using Solr syntax.

#### → Tip

The existence of the *Rule Archive* tab is the easiest way to identify category pages that existed before the Unified Data Model was enabled.

As part of your career site's transition process when you enable the Unified Data Model, you should review the new *Job List* filters and see if they match the original rules to your satisfaction. Not all filters match legacy rules exactly, but the flexibility of the Unified Data Model allows you to combine many standard and custom fields (such as picklist, enum, and object types) to filter out jobs so that you're unlikely to need the complexity of the legacy advanced rules.

If a *Job List* filter doesn't match a legacy rule to your satisfaction, update the filter or consider deactivating the page.

For more information on re-creating rules, refer to *Creating New Category Pages in the Unified Data Model*. For more information on legacy category rules and the NOT operator, refer to *SAP Knowledge Base Article 3409791 Unified Data Model - Legacy Category Rules and the NOT Operator - Recruiting*.

#### ⓘ Note

The Unified Data Model does not support Solr syntax in category rules. Career Site Builder ignores any Solr syntax that was included before the rules were migrated to the Unified Data Model.

## 19.5.6 Understanding Changes After the Unified Data Model Is Enabled

Learn about the changes to career sites and Career Site Builder that take effect when the Unified Data Model is enabled.

### [Fields and Filters in the Unified Data Model \[page 428\]](#)

The Unified Data Model allows Career Site Builder to access all objects and fields defined in job requisition templates, and use them as fields ("facets") when refining a list through filters; site field mapping and job field mapping are not used.

### [Search Experience Settings for the Unified Data Model \[page 429\]](#)

When the Unified Data Model is enabled, more settings are available to configure the search experience on your career site.

#### [Job Alerts in the Unified Data Model \[page 430\]](#)

If the Unified Data Model is enabled, candidates can sign up for job alerts on the job details page, in addition to search results and category pages.

#### [Legacy Category Rules and the NOT Operator \[page 431\]](#)

When Career Site Builder creates new filters, it **ignores** the NOT Boolean operator in advanced category rules.

#### [Changes to Tokens in the Job Alerts Email Template with the Unified Data Model \[page 432\]](#)

Learn about changes to token behavior in the job alerts email template when the Unified Data Model is enabled.

#### [Enhanced Experience for Private Postings with the Unified Data Model \[page 433\]](#)

When the Unified Data Model is enabled, links to private postings navigate to your career site (powered by Career Site Builder).

#### [Keyword Stemming Support on Career Site Search \[page 434\]](#)

Support for different word forms in a search query on career site.

## 19.5.6.1 Fields and Filters in the Unified Data Model

The Unified Data Model allows Career Site Builder to access all objects and fields defined in job requisition templates, and use them as fields ("facets") when refining a list through filters; site field mapping and job field mapping are not used.

When fields are shown in a dropdown list in Career Site Builder, the field name is followed by the field ID, in parentheses. For example, the field named *Department* is shown as *Department (department\_obj)*.

The following Career Site Builder features take advantage of Unified Data Model functionality.

### Search Results

The *Search Results* page is located under *Layouts*, and includes the following tabs:

- *General* allows you to specify brand and enable location searches
- *Results Cards* lets you choose up to 10 fields from the job requisition template to show in the third line of text in individual search results cards. The first line always displays the job title, and the second line displays the short location (defined in ► *Manage Data* ► *Job Location Short Format* ►).
- *Search Filters* lets you display fields (picklists, enum objects, and generic objects) in the job requisition template that candidates can use to refine their search.

### Category Pages

The category page editor includes a new tab, *Job List*, which lets you define the scope for what displays on a category page by keyword and location. A GUI filter also lets you refine the list using all objects from the job requisition template.

Existing category pages have a new tab *Rule Archive*, which provides you with read-only access to the rules you had for the category page before.

When the Unified Data Model is not enabled, category pages require setting up category rules. These are done in the Rule Editor tab, where you specify simple rules for keyword, location, and a small set of fields available for the

site. Administrators who are familiar with SOLR syntax could also create more complex rules in the Advanced Rules Editor tab. Neither option, however, provides access to all objects in the job requisition.

## Custom Job Layouts

The Custom Layouts Editor includes a new tab, called [Layout Rules](#), where you can add multiple filters to limit the scope of what appears in that particular job layout. Because this filter uses all objects from the job requisition template, you are not limited to just a job category for the job layout.

In addition, the ability to add multiple filters means you can add a filter that specifies the brand, and another that specifies locale. This means that you don't need to organize your job layout by brand and locale, and this is no longer an option when you create a new job layout.

## Job Alerts in Data Capture Forms

The [Job Alerts](#) tab gives you the ability to add additional filters using all objects from the job requisitions template. Landing pages with existing job alerts in the data capture form display a new [Rule Archive](#) tab.

The [Job Alerts](#) tab allows you to create a filter rule based on keyword and location, and add additional filters based on the site field mapping you configured.

## 19.5.6.2 Search Experience Settings for the Unified Data Model

When the Unified Data Model is enabled, more settings are available to configure the search experience on your career site.

| Location                                                                                         | Description                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Configuring Style of the Search Form for the Unified Data Model [page 466]</a>       | To configure the overall look of the search form page itself, such as background color or background image, go to <a href="#">Appearance &gt; Styles &gt; Global Styles &gt; Search Form</a> .<br><br>(If you see a <a href="#">Search</a> tab instead of <a href="#">Search Form</a> , the Unified Data Model isn't enabled.) |
| <a href="#">Configuring Style of the Search Experience for the Unified Data Model [page 468]</a> | To configure the style of results cards on the job search page, go to <a href="#">Appearance &gt; Styles &gt; Global Styles &gt; Search Experience</a> .<br><br>(If you don't see a <a href="#">Search Experience</a> tab, the Unified Data Model isn't enabled.)                                                              |

| Location                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Configuring Layout of Search Results for the Unified Data Model [page 514]</a> | <p>To configure the layout of the search experience, such as what information to show on each result card and which fields are available as search filters, go to ► <a href="#">Layouts</a> ► <a href="#">Search Results</a> ►.</p> <p>You can also enable the <a href="#">AI-Assisted Skills Matching for Resumes</a> feature, to help candidates can find jobs that match their skills.</p> <div> <p>📘 Note</p> <p>(If <a href="#">Search Results</a> isn't available under <a href="#">Layouts</a> and is located under <a href="#">Appearance</a> instead, the Unified Data Model isn't enabled.)</p> </div> |

### 19.5.6.3 Job Alerts in the Unified Data Model

If the Unified Data Model is enabled, candidates can sign up for job alerts on the job details page, in addition to search results and category pages.

You can add a job alert link in job details pages as a component, giving you the ability to choose where on the page you want the link text to appear.

The [Job Alerts Link](#) component is available only if the Unified Data Model setting is enabled in Career Site Builder. The job alert link appears in job detail pages without the ability to change its settings. The links appear in category pages and search results pages regardless of whether you have enabled the Unified Data Model or not.

If you don't already have job alerts turned on, enable [Use Job Alerts](#) at ► [Site Configuration](#) ► [Email Settings](#) ►, and include an email address for [Job Alert Sender Address](#) (using whatever username you want before the @ sign), then save your settings. Job alerts are automatically emailed to subscribers every seven days.

#### 📘 Note

If you don't already have job alerts turned on, learn more about them here: [Enabling Job Alerts \[page 533\]](#)

What happens in your job layout when you turn on the [Use Job Alerts](#) switch depends on whether the Unified Data Model setting is enabled:

- If Unified Data Model is already enabled, you can **add** the [Job Alerts Link](#) component to your layout. The job alert link **doesn't** automatically show up on the job detail page. The component becomes available at ► [Layouts](#) ► [Job](#) ► [Custom Layouts Editor](#) ► and you add it manually.
- If Unified Data Model isn't enabled, this component isn't available. When you do enable Unified Data Model, Career Site Builder then adds a job alert link to your default job layout. You can then change its positioning and alignment at ► [Layouts](#) ► [Job](#) ► [Custom Layouts](#) ►.

You can add the [Job Alerts Link](#) component in the layout wherever you're allowed to add a component.

The default link label is [Job Alerts Link](#). To change it, use the `<tcJobResultsCreateJobAlertsDetailsText>` key in the translation editor at ► [Tools](#) ► [Translations](#) ►.

You can change the way the text looks at [Appearance](#) > [Styles](#) > [Global Styles](#) > [<Brand>](#) > [Search Experience](#) > [Job Alerts](#):

- [Job Alert Link Style](#) sets the text settings for the text, including the font stack, font size, and font color.
- [Job Alert Link Hover Color](#) the default font color when you mouse over the text.

You can control the alignment of the link text in the component (left, center, and right).

## 19.5.6.4 Legacy Category Rules and the NOT Operator

When Career Site Builder creates new filters, it **ignores** the NOT Boolean operator in advanced category rules.

For example, if you have a legacy advanced rule for manager jobs but **not** in Chicago, the new filter ignores the NOT Chicago portion of the query syntax.

This means that you need to review **all** category rules that use the NOT operator, and decide what to do with them. Options include adjusting the [Job List](#) filter to make sure the category page lists the correct jobs, or deactivating them.

If you choose to revise those category pages that use the NOT operator, consider using division or department or various location properties to narrow down the jobs.

The flexibility of the Unified Data Model means you can combine many standard and custom fields (picklist, enum, object types) to filter out jobs.

### NOT Behavior Examples

How Career Site Builder interprets the use of NOT in category rules in Unified Data Model filters depends on where it appears in the SOLR syntax. These examples illustrate some differences.

#### Query: "Manager NOT Chicago"

When the Unified Data Model is enabled, Career Site Builder shows **Manager** in the keywords and ignores Chicago.

| Unified Data Model Status | Search Results                                                                                    |
|---------------------------|---------------------------------------------------------------------------------------------------|
| Enabled                   | The query changes to list <b>all</b> Manager jobs (including jobs with Chicago).                  |
| Not enabled               | This query lists <b>all</b> Manager jobs <b>excluding</b> those that have Chicago in job content. |

#### Query: "NOT Manager"

When the Unified Data Model is enabled, Career Site Builder displays nothing (blank) in keyword and location fields.

| Unified Data Model Status | Search Results                                                                   |
|---------------------------|----------------------------------------------------------------------------------|
| Enabled                   | The query simply changes to list ALL jobs.                                       |
| Not enabled               | This query will list ALL jobs EXCLUDING those that has "Manager" in job content. |

### Query: "NOT ("IT Security" AND "Industrial Security") AND (custom1:"Rocket Center" AND marketmajor:(Pittsburgh OR Cumberland))"

When the Unified Data Model is enabled, Career Site Builder displays "Rocket Center" in keyword field and "Pittsburgh Cumberland" in the location field.

| Unified Data Model Status | Search Results                                                                                                                                             |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enabled                   | The query will fetch all jobs that match "Rocket Center" in "Pittsburgh or Cumberland", EXCLUDING nothing.                                                 |
| Not enabled               | This query will list all jobs that match "Rocket Center" in "Pittsburgh or Cumberland" and EXCLUDING jobs that has "IT Security" or "Industrial Security". |

## 19.5.6.5 Changes to Tokens in the Job Alerts Email Template with the Unified Data Model

Learn about changes to token behavior in the job alerts email template when the Unified Data Model is enabled.

The `[[jobs]]` token no longer accepts token variables.

With the Unified Data Model, the `[[jobs]]` token stops accepting any token variables.

If an email template uses the `[[jobs]]` token with an additional variable, like `::location::`, the variable is ignored. The template behaves as if it just used the `[[jobs]]` token by itself.

#### → Recommendation

Although the ignored variables don't cause any errors, consider removing them from the email template, so that it's clear that the information isn't included in the email.

The `[[agent]]` token is no longer supported.

With the Unified Data Model, the `[[agent]]` token is **not supported**.

#### → Recommendation

Remove the `[[agent]]` token from your email templates. Consider using the `[[alertname]]` token instead.



The `[[alertname]]` token is available to replace the `[[agent]]` token.

The `[[alertname]]` token is supported **only** when the Unified Data Model is enabled. It doesn't accept any token variables.

It represents the name of the user-created alert. It will be one of the following: Category Name, Job Title, or search terms entered by the user.

#### → Recommendation

After you enable the Unified Data Model, you can use it to replace the unsupported `[[agent]]` token.

---

Job alert emails have a standard frequency of 7 days.

When the Unified Data Model is enabled, job alert emails always have a frequency of 7 days. You don't need to use tokens to include frequency information in the email template.

---

## Related Information

[Editing the Job Alerts Email Template in Career Site Builder \[page 522\]](#)

[Tokens Used in the Job Alerts Email Template \[page 524\]](#)

## 19.5.6.6 Enhanced Experience for Private Postings with the Unified Data Model

When the Unified Data Model is enabled, links to private postings navigate to your career site (powered by Career Site Builder).

If private postings are enabled in the system, recruiters can copy a link to a private posting on the [Job Postings](#) page, to share with applicants. Using the link, applicants can access the private posting with a branded career site application experience.

Recruiters can also generate a language-specific URL. There's a new [Languages](#) column on the [Job Postings](#) page for a given job requisition, showing the number of postings in different locales. You can choose the number in the [Languages](#) column to open a dialog where you can copy a URL for each language the job is posted in.

## Related Information

[Enabling Private Postings of Jobs \[page 309\]](#)

## 19.5.6.7 Keyword Stemming Support on Career Site Search

Support for different word forms in a search query on career site.

On the career site, the Search Results page lets candidates search for jobs with different combinations of the same keyword and apply for jobs accordingly. The Title, Description, Header, and Footer fields defined in a job requisition support the keyword-stemming capability.

All the Recruiting languages support keyword stemming except for the following languages:

- Montenegrin
- Hebrew
- Croatian
- Macedonian
- Slovak
- Slovene
- Serbian Cyrillic
- Serbian
- Tagalog
- Ukrainian
- Vietnamese

## 19.6 Creating a Career Site with Career Site Builder

Career Site Builder allows you to build a responsive corporate career site by adjusting colors, images, headers, footers, and site layout components so that you can have a custom look without engaging SAP SuccessFactors Professional Services.

Career Site Builder lets you configure the site as a whole using the [Global Styles](#), [Global Settings](#), and [Search Grid](#) menus. These settings control site-wide components like headers, footers, button color, and so on.

You can also change the layout and content of the site home page, content pages, and category pages using components. Components are prestyled blocks of content that you can add to pages. You can then edit the content of the components, update some settings of the component, and modify the colors and appearance of component-specific elements.

You can also configure brand and location-specific elements for the site. If your organization has multiple brands, you can set up a different career site for each brand in Career Site Builder, each with its own look and feel, including logos, colors, images, and fonts. You can also configure different headers and footers for any of the site brands, as well as creating localized headers and footers for any configured locales. For example, if you'd like to display different links in the footer depending on whether users are in the U.S. or Germany, you can configure those options in [Global Styles](#).

When adding components to the home page, content pages, or category pages, you can also configure different pages by brand and locale. Doing so lets you configure different home pages, for example, for both U.S. and Canadian versions of a site. You can also configure different pages for different brands.

## 19.6.1 Accessing Career Site Builder from the Admin Center

Access the Career Site Builder from the Admin Center so that you can use it to customize and configure your career site.

### Prerequisites

- An implementation consultant has enabled Career Site Builder in Provisioning.
- An implementation consultant has set up the integration between Career Site Builder and the rest of SAP SuccessFactors Recruiting.
- You have the following permissions:
  - ► [Administrator Permissions](#) ► [Manage Recruiting](#) ► [Manage Career Site Builder](#) ►
  - ► [User Permissions](#) ► [Recruiting Permissions](#) ► [Recruiter RMK SSO Permission](#) ►

### Procedure

Go to ► [Admin Center](#) ► [Manage Career Site Builder](#) ►.

### Results

Career Site Builder opens, within the Admin Center. You can start using it to set up your career site.

## 19.6.2 Search-Related Settings in Career Site Builder Without the Unified Data Model

The locations in Career Site Builder where you configure your settings for search depend on what you need to customize.

#### ❗ Note

This information only applies when the Unified Data Model is **not** enabled. When it's enabled, the settings described here change.

For information about search settings after the Unified Data Model is enabled, refer to [Search Experience Settings for the Unified Data Model \[page 429\]](#).

| What You Want To Do                                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Specify the global settings for the type of search experience you want to offer, such as limiting a search by locale. | Configure the global settings that affect all your career site pages in the <a href="#">Search</a> tab in <a href="#">Appearance &gt; Global</a> . Refer to <a href="#">Search Settings in Career Site Builder Global Appearance Without the Unified Data Model</a> [page 594].                                                                                                                                                                                                                                                                                                                                                                                                             |
| Specify fonts and colors in the search bar, as well as a background image and how you want the image to appear.       | Configure the visual style settings at the brand level, in the <a href="#">Search</a> tab under <a href="#">Appearance &gt; Styles &gt; Global Styles &gt; &lt;Brand&gt;</a> . You can configure different settings for each of your brands. Refer to <a href="#">Search Settings in Career Site Builder Global Styles Without the Unified Data Model</a> [page 607].                                                                                                                                                                                                                                                                                                                       |
| Display your job listings on a search results page in a table grid format.                                            | Customize the settings in <a href="#">Appearance &gt; Search Results</a> , making sure to disable the <a href="#">Use Search Result Tiles</a> setting there. Refer to <a href="#">Search Results in Career Site Builder Appearance Menu Without the Unified Data Model</a> [page 617].                                                                                                                                                                                                                                                                                                                                                                                                      |
| Display your job listings on a search results page in individual tiles.                                               | <p>Enable the <a href="#">Use Search Result Tiles</a> field in <a href="#">Appearance &gt; Search Results</a>. Doing so reveals the <a href="#">Search Tiles</a> tab in <a href="#">Appearance &gt; Styles &gt; &lt;Brand&gt;</a>, where you configure the rest of your search tiles settings. Refer to <a href="#">Configuring Search Tiles Settings Without the Unified Data Model</a> [page 488].</p> <div> <p>→ Recommendation</p> <p>Use this tile search results style instead of the grid style to make your career site more accessible to a wider audience — including persons who use assistive technologies or who use the <b>Tab</b> key to navigate through a page.</p> </div> |

## Related Information

[Editing Global Search Settings for a Career Site](#) [page 481]  
[Choosing the Color Settings for Search](#) [page 483]  
[Configuring Search Tiles Settings Without the Unified Data Model](#) [page 488]  
[Configuring Search Grid Settings Without the Unified Data Model](#) [page 489]  
[Enabling Picklists for Career Site Search Fields](#) [page 491]  
[Search Results in Career Site Builder Appearance Menu Without the Unified Data Model](#) [page 617]  
[Search Settings in Career Site Builder Global Appearance Without the Unified Data Model](#) [page 594]  
[Search Settings in Career Site Builder Global Styles Without the Unified Data Model](#) [page 607]  
[Search Tiles Settings in Career Site Builder Global Styles Without the Unified Data Model](#) [page 608]  
[Special Characters in Career Site Searches](#) [page 437]

## 19.6.3 Special Characters in Career Site Searches

Keyword and location searches performed in Career Site Builder-enabled career sites return results regardless of whether candidates use special characters in their queries.

SAP SuccessFactors Recruiting users can choose to include special characters in their job postings or not; the result displays both regardless of whether candidates included special characters in their searches or not.

The following special characters are recognized for both keyword and location searches, and are treated as if they were unaccented so that search results are the same whether special characters are used or not:

- é – accent acute
- è – accent grave
- ë – umlaut
- ê – circumflex
- ç – cedilla
- ñ – tilde
- ø – streg
- ð – eth (capital form Ð)
- å – bolle
- æ – ligature
- œ – ligature
- ě – macron
- č – háček
- ů – crescent

### ❖ Example

The following example describes how search handles "Québec" with and without the é special character:

| Term the Recruiter Uses in a Job Posting | The Search Term a Candidate Enters | Search Result                                          |
|------------------------------------------|------------------------------------|--------------------------------------------------------|
| Québec                                   | Quebec                             | Returns job postings that list both Québec and Quebec. |
| Quebec                                   | Québec                             | Returns job postings that list both Québec and Quebec. |

## 19.6.4 Adding Images in Career Site Builder Using Image Selector

Use the Image Selector whenever you need to upload and specify an image to use in a Career Site Builder component.

### Prerequisites

You have the image you want to use in a career site page or component.

### Context

The Image Selector appears in the following locations:

- The *Meta Image* and *Content Background Image* fields in [Appearance](#) > [Styles](#) > [Global Styles](#) > [<Brand>](#) > [Main](#) .
- The *Search Form Background Image* field in [Appearance](#) > [Styles](#) > [Global Styles](#) > [<Brand>](#) > [Search](#) .
- The *Image* field in the *Logo* tab in the Header Editor in [Appearance](#) > [Styles](#) > [Headers](#) > [<Locale>](#) > [<Brand>](#) .
- The *Image* field in the *Logo* tab in the Footer Editor in [Appearance](#) > [Styles](#) > [Footers](#) > [<Locale>](#) > [<Brand>](#) .
- The *Slide <Number>* field in the Image and Text Carousel component.
- The *Image* field in the *Images* tab in the Image Carousel component.
- The *Image* field in the *Column <Number>* tab and *Background Image* field in the *Styles* tab in the Three Column Images with Caption component.
- The *Image* field in the *Details* tab in the Info and Subscribe component.
- The *Background Image* field in the Large Image component.
- The *Background Image* field in the *Styles* tab in the following page components:
  - Two Column
  - Text
  - Featured Jobs
  - Subscribe Form
  - Data Capture Form

The Image Selector isn't available in the Custom Plugin component. To upload an image to your Career Site Builder image library and link to it in your customized content, refer to *Uploading Images to Link to in Career Site Builder Custom Plugin Components*.

Career Site Builder supports the following media types:

- GIF
- ICO

- JPG, PJPEG
- PNG
- SVG – this format is specifically for logos

## Procedure

1. Select the shaded image box in the component to go to the Styles settings for the image.
2. Select  [Select Image](#).

The Image Selector dialog appears.

3. If you haven't uploaded an image you plan to use for your meta image, select  [Upload Image](#).
4. Select the [Select Image](#)  icon.

The Open dialog appears.

5. Select the image you want to upload, and confirm.

The Open dialog closes, and the image name appears in the Image Selector.

6. Select the green  [Add](#) icon to add the image, and accept the confirmation dialog.
7. Select  (left arrow) to return to the first page in the Image Selector.

Your uploaded image now appears in the list of available images with the following columns:

- [Preview](#) – a thumbnail of your image.
  - [Name](#) – your image's file name, including the file type extension.
  - [Size, Dimensions](#) – the file size of your image, as well as height and width dimensions.
  - [Created](#) – a timestamp of when your image was uploaded.
  - [Alt Text](#) – alternative text that is announced in a screen reader.
  - [Action](#) – allows you to select the image to use in your image field.
  - [Archived](#) – allows you to archive the image. When you select it, you need to accept the confirmation dialog.
8. Enter descriptive text in the [Edit Alt Text](#) field for your newly uploaded image.

Alt text is used by assistive technology such as screen readers, and is a requirement for accessibility.

9. Select the  [Select](#) field for your image.

The Image Selector closes as soon as you select your image, and your image now appears in the [Image](#) field.

10. **Optional:** To change the image, select  [Change Image](#).
11. **Optional:** To remove the image, select  [Remove Image](#).
12. Select [Save](#) on your page to save the changes.

## Related Information

[Guidelines for Images \[page 675\]](#)

[Image Recommendations for Career Site Builder \[page 676\]](#)

[Uploading Images to Link to in Customized Content to a Career Site Page \[page 460\]](#)

## 19.6.5 Pages and Page Components

### 19.6.5.1 Types of Pages You Can Create in Career Site Builder

Career Site Builder allows you to select specific types of pages depending on your needs.

Career Site Builder allows you to create the following types of pages.

| Page Type      | Description                                                                                                                                                                                                                                                                                                                                     |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Home pages     | The home page editor allows you configure home pages for each active locale and brand.                                                                                                                                                                                                                                                          |
| Content pages  | The content page editor allows you to create web pages in your career site that contains different types of content based on the components you add.                                                                                                                                                                                            |
| Category pages | <p>The category page editor allows you to create career site pages based on different categories, which you specify using category rules.</p> <p>Category pages display jobs grouped together based on keyword, location, or other job data. Rules are written for some types of category pages in order to create specific types of pages.</p> |
| Landing pages  | <p>The landing page editor allows you to create a campaign-specific pages that you can use for a targeted audience.</p> <p>On systems enabled for Candidate Relationship Management features, you can brand the landing pages appropriately for specific types of candidates, and include data capture forms.</p>                               |

### 19.6.5.2 Configuring Home Pages in Career Site Builder

Add various components to the home page and adjust their style, appearance, and content.

#### Context

If you have a branded career site, selecting the [Home](#) link at the top of the page takes you to that specific brand's jobs home page, rather than the job's home page for the default brand.

#### Procedure

1. Log in to Career Site Builder and select [Home](#) at [Pages](#) > [Home](#) > [<Locale>](#) > [<Brand>](#) [X](#).

Every brand shows a [Home](#) listing, but they're empty by default, and don't include any components when you first select them.

2. Select [Add Component](#), then choose a component from the dropdown list to add a new component to a page.



If a page has existing components, you can also select the **+ plus** (*Add Component Below*) icon of a configured component to add a new component below it.

→ Tip

The *Add Component* dropdown list stays open. To close it, navigate off of the list and click anywhere within the home page editor.

Once you've added the desired type of component, you can control the component's location on the page by choosing **△ up arrow** or **▽ down arrow** for the section. Components display on the page in the same order they appear on the site's live content page.

3. Choose the devices you want the component to display in by selecting *Desktop*, *Tablet*, or *Mobile*. You can select any combination, or all of them for the component.

Choose individual components to adjust the style, appearance, or content of the component. You can't control the size of components, or the distance between them on the page. These are controlled by content and functionality of the components.

4. If you've set up an internal career site powered by Career Site Builder and you want the home page to be visible in it, choose *Internal*. Choose *External* for a home page for an external career site. You can also select both.
5. Select the gray box for the component to configure the settings for the component.
6. **Optional:** Add additional components to the home page:

| Option                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Add Component</i>       | Select <i>Add Component</i> to add a new component below the components you added, or the <b>+ plus</b> ( <i>Add Component Below</i> ) icon of a configured component to add a new component below it.                                                                                                                                                                                                                                                                                                                   |
| <i>Duplicate Component</i> | Choose  <i>Duplicate Component</i> to insert a copy of the component, with the same settings you used in the component you're duplicating.<br><br><i>Duplicate Component</i> is helpful if you want to create a variation of the page for different display types. For example, you can configure a component for Desktop display, duplicate the component for Mobile, then change just a few of the settings for the Mobile version. |

7. Add metadata about the page by choosing the  *gear icon* in the upper left corner, then choosing  *Tags*.

In the Tags dialog, complete the *Page & Meta Title*, *Meta Keywords*, and *Meta Description* fields. Select *Confirm* to save your changes.

8. Choose *Save Draft* to save the home page.

You see a confirmation dialog that your page was saved successfully.

9. Choose *Publish* to publish the page to the live career site.
10. **Optional:** To work with different versions of the home page, choose the  *gear icon*, then select one of the following:

| Option                                                                                                    | Description                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <i>Edit Draft</i>     | When you're viewing the published version of the page, you can select <i>Edit Draft</i> to switch to the most recent draft version of the page (if available). |
|  <i>Edit Published</i> | When you're viewing the most recent draft version of the page, you can select <i>Edit Published</i> to switch to the published version of the page.            |

11. **Optional:** To duplicate this home page for another locale and brand, choose the  *gear icon*, then choose  *Duplicate Page*.

The Duplicate Page dialog appears, where you can specify the *Locale* and *Brand* fields using the dropdown lists.

12. **Optional:** To view previous versions of the page, choose the  *gear icon*, then choose  *View Published Revisions*.

The Published Revisions dialog appears.

The dialog shows the previously published versions of the page, when they were published, and the user who published them. Choose *Edit* to revise a previous version of the page, or *Preview* to view how the page would appear on the customer site.

This option allows you to revert to earlier versions. If you'd like to go back to a previously published version, you can select it to edit, make any adjustments, then publish the page.

## Related Information

[Pages Types in Career Site Builder \[page 562\]](#)

[Page Components \[page 563\]](#)

### 19.6.5.3 Creating and Configuring Content Pages in Career Site Builder

You can add components to a content page, add pages, duplicate pages, as well as control the appearance of pages for different devices.

#### Procedure

1. Log in to Career Site Builder and select *<Brand>* at  *Pages*  *Content Pages*  *<Locale>*.
2. Choose  *Add*.

A dialog opens with an empty field with the ghost text *Enter Page Name*.

3. Enter a unique name in the field, then choose *Add*.

This name also serves as the page title and is displayed on the career site.

A new screen appears with the words *No Components* for the content page you created, and the name of the page and its path appears in the top of the page in the format *<Locale> / <Brand> / <Content Page Name>*. The content page also appears in the left pane in the list of locales, brands, and content pages. You're now ready to add components to the page.

4. Choose *Add Component*, then choose a component from the dropdown list to add a new component to a page. If a page has existing components, you can also select the plus sign icon of a configured component to add a new component below the existing ones.

→ Tip

The [Add Component](#) dropdown list stays open. To close it, navigate off of the list and click anywhere within the content page editor.

Once you've added the desired type of component, you can control the component's location on the page by choosing [△ up arrow](#) or [▽ down arrow](#) for the section. Components display on the page in the same order they appear on the site's live content page.

5. Choose the devices you want the component to display in by selecting [Desktop](#), [Tablet](#), or [Mobile](#). You can select any combination, or all of them for the component.

Choose individual components to adjust the style, appearance, or content of the component. You can't control the size of components, or the distance between them on the page. These are controlled by content and functionality of the components.

6. Select the gray box for the component to configure the settings for the component.
7. **Optional:** Add additional components to the home page:

| Option                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Add Component</a>       | Select <a href="#">Add Component</a> to add a new component.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Duplicate Component</a> | Choose  <a href="#">Duplicate Component</a> to insert a copy of the component, with the same settings you used in the component you're duplicating.<br><br><a href="#">Duplicate Component</a> is helpful if you want to create a variation of the page for different display types. For example, you can configure a component for Desktop display, duplicate the component for Mobile, then change just a few of the settings for the Mobile version. |

8. Add metadata about the page by choosing  [gear](#) in the upper left corner, then choose  [Tags](#).

In the Tags dialog, complete the [Page & Meta Title](#), [Meta Keywords](#), and [Meta Description](#) fields. Select [Confirm](#) to save your changes.

9. Choose [Save Draft](#) to save the content page.

You see a confirmation dialog that your page was saved successfully.

10. Choose [Publish](#) to publish the page to the live career site.

11. **Optional:** To duplicate a content page, choose  [gear](#), then choose  [Duplicate Page](#).

The Duplicate Page dialog appears, where you can specify the new page's title, locale, and brand.

12. **Optional:** To delete a content page, choose  [gear](#), then choose  [Delete Page](#).

13. **Optional:** To view previous versions of an existing content page, choose  [gear](#), then choose  [View Published Revisions](#).

The Published Revisions dialog appears.

The dialog shows the previously published versions of the page, when they were published, and the user who published them. Choose [Edit](#) to revise a previous version of the page, or [Preview](#) to view how the page would appear on the customer site.

This option allows you to revert to earlier versions. If you'd like to go back to a previously published version, you can select it to edit, make any adjustments, then publish the page.

## Related Information

[Page Components \[page 563\]](#)

### 19.6.5.4 Creating New Category Pages in the Unified Data Model

Category pages allow you to create special pages in your career site that only display jobs grouped together based on keyword, location, or other information that help refine the list of jobs.

## Prerequisites

- Your job requisitions are configured with all the fields you want to use as filters for your category page.
- The Unified Data Model is enabled.

## Context

You can display job listings on a category page based on many filters, allowing you to offer a highly customized and relevant result set. For example, instead of displaying all available senior technician automotive jobs on a category page, you can restrict the listings to just those automotive jobs that are located in California or New York.

### → Tip

Plan how you want to filter the jobs for a category page. For example, avoid using so many filters that your page only displays a single job, excluding other relevant jobs.

If you have a category page that was created **before** the Unified Data Model was enabled, you should review them to make sure they're behaving correctly. [Review Existing Category Pages After You Enable the Unified Data Model \[page 426\]](#)

## Procedure

1. Go to  [Pages](#)  [Category](#) .
2. Select  [Add](#).

The [Create New Category](#) dialog appears.

3. Enter a unique name for the page, then select a locale and brand from the dropdown lists and save this setting.

### → Tip

For page titles, use whole words, without acronyms, and words that make sense to candidates outside the organization.

Career Site Builder creates a new category page, and takes you to its [Component Layout](#) tab, where the [Search Results](#) component is automatically added.

4. Select [Add Component](#) to add any of the following additional components you want to display on the page:

| Option                                  | Description                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Custom Plugin</b>                    | The <a href="#">Custom Plugin</a> component inserts custom code for a new component, such as JavaScript and third-party widgets.                                                                                                                                                                             |
| <b>Featured Jobs</b>                    | The <a href="#">Featured Jobs</a> component displays links to featured jobs. You can configure the style and destination of links.                                                                                                                                                                           |
| <b>Google Job Map</b>                   | The <a href="#">Google Job Map</a> component displays jobs on a map. You can control some aspects of the map's appearance.                                                                                                                                                                                   |
| <b>Image Carousel and Text</b>          | The <a href="#">Image Carousel and Text</a> component displays a rotating series of images and/or text, as a slide show. You can configure the content of each slide, as well as the appearance of the component as a whole.                                                                                 |
| <b>Image Carousel</b>                   | The <a href="#">Image Carousel</a> component displays a rotating series of images, as a slide show. You can configure the content of each slide, as well as the style and colors of the component as a whole.                                                                                                |
| <b>Info and Subscribe Form</b>          | The <a href="#">Info and Subscribe Form</a> component displays information about the company, side by side with the Talent Community Subscribe form.                                                                                                                                                         |
| <b>Large Image</b>                      | The <a href="#">Large Image</a> component displays a "hero" image that spans the width of the page. The component includes a large image with a customized dropdown navigation (height 250 px for mobile; 390 px for tablet; 590 px for desktop) (absolute minimum 200 px; maximum 9999 px; default 590 px). |
| <b>Search Bar</b>                       | The <a href="#">Search Bar</a> component displays the search bar that people can use to search for jobs. Settings are located in Global Styles.                                                                                                                                                              |
| <b>Subscribe Form</b>                   | The <a href="#">Subscribe Form</a> component displays an email sign-up form for the Talent Community.                                                                                                                                                                                                        |
| <b>Text</b>                             | The <a href="#">Text</a> component displays a single column of text. You can't change the size or orientation of the component.                                                                                                                                                                              |
| <b>Three Column Images with Caption</b> | The <a href="#">Three Column Images with Caption</a> component displays three columns of content in a set layout. The content can be images or text.                                                                                                                                                         |
| <b>Two Columns</b>                      | The <a href="#">Two Columns</a> component displays a banner that spans the width of the page. It can include an image, a background color, and text. The text is always on the right side. The image doesn't display on mobile devices.                                                                      |
| <b>Video</b>                            | The <a href="#">Video</a> component enables you to add (embed) videos on a career site page. It supports videos from YouTube, Vimeo, and Wistia.                                                                                                                                                             |

### Note

For this functionality to be visible to visitors in your career site, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) . If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this functionality is removed and unavailable to your site's visitors completely.

5. Select the newly inserted component's gray box to access its configuration settings.

6. Continue adding components and configuring them in the [Component Layout](#) to complete the layout for your category page.

#### → Tip

To save time, select the  ([Duplicate Component Below](#)) icon to create an identical copy of the component, including all of the settings you made for the original

When you change the image on a duplicated component, that new image can sometimes appear on the original component in the category page editor (or conversely, when you change an image on the original component and this changes the image you see on your duplicated component). If this happens, just refresh the cache by either refreshing the page or restarting Career Site Builder.

7. Go to the [Job List](#) tab and provide values to the following fields so that the category page only displays the jobs with these values:

| Option          | Description                             |
|-----------------|-----------------------------------------|
| <b>Keyword</b>  | Enter a keyword, such as <b>cashier</b> |
| <b>Location</b> | Enter a location.                       |

#### ⓘ Note

The Unified Data Model does not support Solr syntax in category rules. Career Site Builder ignores any Solr syntax included in rules.

8. Choose [Add Filter](#) on the page.

The [Add Filter](#) dialog appears.

9. Specify values in the [Add Filter](#) dialog to create a filter to refine the category page:

| Option            | Description                                                                                                                                  |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Field Name</b> | Choose a field from the list. The list shows all the objects you have in your job requisition template.                                      |
| <b>Values</b>     | The options that appear in this field change dynamically based on which field you choose. You can choose multiple values for the same field. |

The dialog closes, and you see your new filter and its associated field and values listed on the page.

You can have multiple filters on the same page.

Select the  [pencil](#) icon to edit the filter, and  [delete](#) icon to remove it.

10. Select [Save](#) to save the page.

## 19.6.5.5 Creating Category Pages Using Career Site Builder Without the Unified Data Model

As a Career Site Builder administrator, you can create category pages and customize all the settings, including adding components, specifying colors and text, as well as creating rules.

### Context

#### Note

This information only applies when the Unified Data Model is **not** enabled. When it's enabled, the settings described here change.

For information about creating category pages after the Unified Data Model is enabled, refer to [Creating New Category Pages in the Unified Data Model \[page 444\]](#).

### Procedure

1. Log in to Career Site Builder and go to ► [Pages](#) ► [Category](#) ►.
2. Select + [Add](#).

The Create New Category dialog appears.

3. Enter a name for the page, then select a locale and brand from the available dropdown lists.

Career Site Builder creates a new category page, and takes you to its [Component Layout](#) tab.

4. Select [Add Component](#) and choose any available component from the dropdown list.
5. Select the newly inserted component's gray box to access its configuration settings.
6. Continue adding components and configuring them in the [Component Layout](#) to complete the layout for your category page.

#### → Tip

To save time, select the  ([Duplicate Component Below](#)) icon to create an identical copy of the component, including all of the settings you made for the original

When you change the image on a duplicated component, that new image can sometimes appear on the original component in the category page editor (or conversely, when you change an image on the original component and this changes the image you see on your duplicated component). If this happens, just refresh the cache by either refreshing the page or restarting Career Site Builder.

7. Select the [Rule Editor](#) tab and create a rule that pulls jobs to the page.

The most basic rules are based on [Keyword](#) and [Location](#), but other parameters are available. To access these parameters, choose the + [Select a Picklist Term](#) icon in the Rule Editor.

The category page editor includes the [Advanced Rules Editor](#) tab, which allows you to both create and edit advanced category rules using search syntax.

If you have an advanced rule that you want to verify as valid, choose [Test Rule](#) in the Edit Advanced Rule dialog. The results appear in a table in the dialog.

Refer to *Creating Advanced Rules Using Search Syntax in Category Pages* and *Search Syntax and Field Information for Rule Writing* for instructions on how to create advanced rules.

#### Caution

Use the Advanced Rules Editor only if you have a thorough understanding of search schema and syntax. Incorrect syntax can cause your rules to break.

8. Test your rule by selecting [Search](#).

#### Recommendation

Fine-tune your search terms to get the results you're looking for.

9. Add metadata about the page by choosing  [gear](#) in the upper left corner, then choose  [Meta Tags](#).

In the Meta Tags dialog, you can change the page's title, relevant SEO keywords, and description.

| Option                                       | Description                                                        |
|----------------------------------------------|--------------------------------------------------------------------|
| Category page and meta title character limit | 1,024 English characters; at least 256 characters in all languages |
| Category meta keyword limit                  | 1,024 English characters; at least 256 characters in all languages |
| Meta description limit                       | 250                                                                |

10. Choose [Confirm](#) to save your changes.
11. After you've created your rule for the page, navigate to the [Details](#) tab, and set the [Active](#) slider to [Yes](#).
12. Choose [Publish](#) to make the page available on the career site.

To save the page without publishing, select [Save Draft](#).

In addition to saving or publishing, you can create a backup of your category pages by performing an [Export](#) in Career Site Builder, at  [Tools](#)  [Import & Export](#) .

## Related Information

[Creating Advanced Rules Using Search Syntax in Category Pages \[page 449\]](#)

[Using Import and Export in Career Site Builder \[page 504\]](#)

[Import & Export Settings in Career Site Builder Tools \[page 624\]](#)

[Search Syntax and Field Information for Rule Writing \[page 450\]](#)

[Page Components \[page 563\]](#)



## 19.6.5.5.1 Creating Advanced Rules Using Search Syntax in Category Pages

The category page editor in Career Site Builder includes the [Advanced Rules Editor](#) tab, which lets you create and edit complex rules.

### Context

#### ⚠ Caution

Incorrect syntax can cause your advanced rule to break; use [Advanced Rules Editor](#) only if you have a thorough understanding of schema and syntax. Otherwise, use the regular rule editor instead. Refer to *Search Syntax and Field Information for Rule Writing* for information.

### Procedure

1. In Career Site Builder, go to ► [Pages](#) ► [Category](#) ► and select the category page in which you want to create an advanced rule.
2. Select the [Advanced Rules Editor](#) tab.
3. Choose + [Add](#).

You see [New Advanced Rule](#) in the Rule Name list on the page.

4. Choose [Edit Rule](#).

The Edit Advanced Rule dialog appears.

5. Rename [New Advanced Rule](#) to a rule name that describes the rule.
6. Enter the rule in the [Search Term](#) field for the category page.

For example, **Title:"Marketing" AND Location:"Pittsburgh"** to create a rule that would pull in jobs with **Marketing** in the title field and **Pittsburgh** in the location field.

7. Verify that the syntax is valid by choosing [validate](#) on the end of the [Search Term](#) field.

If the syntax is valid, you see a confirmation message similar to Rule is Valid.

8. Test your newly created rule by selecting [Test Rule](#).

The test returns the jobs that use the rule. Refine the rule as needed.

9. Choose [Confirm](#) to save the rule.

### Related Information

[Search Syntax and Field Information for Rule Writing \[page 450\]](#)

## 19.6.5.5.2 Search Syntax and Field Information for Rule Writing

Field information, including their field names in the Admin Center, rule field name, whether the fields are an exact or partial match, as well as example rules and notes.

A rule consists of queries and any query is broken up into terms and operators. There are two types of terms: Single Terms and Phrases. A single term is a single word, like "sales" or "manager". A phrase is a group of words, like "sales manager." Surround both single terms and phrases with quote marks.

Multiple terms can be combined together with Boolean operators to form a more complex query. The rule editor supports AND, +, OR, NOT, and - as Boolean operators. Boolean operators must be in uppercase. If search terms are on two lines, the OR operator is the default conjunction operator. For example, "**finance accounting**" assumes "**finance** OR **accounting**".

The rule editor supports fielded data. When performing a search, you can either specify a field or use the default field. The default field searches all available job data/fields. You can search any field by typing the field name followed by a colon and then enter in the term or data element.

Rule Editor Search Syntax

| Search Character | Meaning                                                                                                                                                                  |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OR               | Using OR operator searches on any of the listed criteria. If multiple search terms are provided but no Boolean operator is provided, searches have an "OR" relationship. |
| NOT              | Excludes the listed search criteria.                                                                                                                                     |
| AND              | Requires both the listed search criteria.                                                                                                                                |
| ( )              | Parentheses are used to group search expressions.                                                                                                                        |
| Fieldname        | Used to search within a specific indexed field for a term.                                                                                                               |
| " "              | Surrounding a term with double quotes searches for an exact match.                                                                                                       |

The rule field names are in parentheses.

Field Information

| Field          | Rule Field Name | Exact or Partial Match | Example Rule and Notes                 |
|----------------|-----------------|------------------------|----------------------------------------|
| Job Title      | title           | Partial                | title:("ecommerce"<br>OR "E-commerce") |
| Location       | location        | Partial                | location:"SG"                          |
| City           | city            | Partial                | city:("Paranaque" OR<br>"Tung Chung")  |
| State          | state           | Partial                | state:"CA"                             |
| Country/Region | country         |                        | country:"UK"                           |

| Field                  | Rule Field Name | Exact or Partial Match | Example Rule and Notes                                                                                                                                                                                                            |
|------------------------|-----------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Description        | description     | Partial                | <p>body: ("Engineering"<br/>NOT ("Sales" OR<br/>"Mechanic"))</p> <p>When writing rules against the body, check the results thoroughly. Results may not reflect relevant jobs depending on the uniqueness of the search terms.</p> |
| Job Locale             | joblocale       |                        | <p>joblocale:"en_GB"</p> <p>joblocale often indicates the language of the job description and is frequently used in page rules for language packs.</p>                                                                            |
| Zip/Postal Code        | postal code     |                        | zip:"94101"                                                                                                                                                                                                                       |
| Department             | dept            | Exact                  | <p>dept:"IMT =<br/>Information<br/>Technology"</p> <p>Don't search on partial terms using this field. For example, dept:"Information Technology" returns different results.</p>                                                   |
| Category               | department      | Partial                | department:"Cargo"                                                                                                                                                                                                                |
| Shift                  | shift           | Partial                | shift:"SFO"                                                                                                                                                                                                                       |
| Job Type               | shifttype       | Partial                | shifttype:"Orchidair"                                                                                                                                                                                                             |
| Facility               | facility        | Partial                | facility:"Mumbai"                                                                                                                                                                                                                 |
| Product Service        | productservice  | Partial                | productservice:<br>("SFO" OR "LAX")                                                                                                                                                                                               |
| Business Unit/Division | businessunit    | Exact                  | businessunit:"SOA -<br>Singapore Orchid<br>Airlines Ltd"                                                                                                                                                                          |
| Compensation/Salary    | compensation    |                        |                                                                                                                                                                                                                                   |
| Required Travel        | travel          |                        |                                                                                                                                                                                                                                   |
| Adcode                 | adcode          |                        |                                                                                                                                                                                                                                   |

| Field          | Rule Field Name | Exact or Partial Match | Example Rule and Notes                              |
|----------------|-----------------|------------------------|-----------------------------------------------------|
| Recruiter Name | recruiterid     |                        | recruiterid:"1236701"                               |
| Brand          | brand           |                        | The brand field is used for site branding purposes. |
| Custom Field 1 | customfield1    | Partial                | Customfield1:"LAXCGO FD"                            |
| Custom Field 2 | customfield2    | Partial                | customfield2:"SAR"                                  |
| Custom Field 3 | customfield3    | Partial                | customfield3:("A" OR "B")                           |
| Custom Field 4 | customfield4    | Partial                | customfield4:"Contract"                             |
| Custom Field 5 | customfield5    | Partial                | customfield5:"CGO"                                  |

## Related Information

[Creating Advanced Rules Using Search Syntax in Category Pages \[page 449\]](#)  
[Resources at the Apache Solr \(solr.apache.org\)](#) ➡

## 19.6.5.6 Editing Existing Category Pages in Career Site Builder

Use the category page editor to update category page titles, add components to category pages, or edit their rules.

### Context

You can sort the category pages by using the filters at the top of each column, or by expanding the locale and brand list to the left. The *Modified/Unmodified* filter refers to pages that have been customized using Career Site Builder. As with other pages in Career Site Builder, you can configure different versions of the same page content by locale and brand.

Selecting the link icon allows you to view the page on the live client site.

You can also edit category pages that you saved in an import file, by exporting them back into Career Site Builder. Be aware, however, that the process of importing category pages overwrites your existing category pages.

## Procedure

1. In Career Site Builder, go to **Pages > Category > <Locale> > <Brand> >**.
2. Select the green  (pencil) icon to the right of the category page name.

The *Component Layout* tab of the page appears.

3. Add, edit, duplicate, or delete page components in the *Component Layout* menu.

| Option                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To add a component</b>       | Select <i>Add Component</i> and choose any available component from the dropdown list.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>To edit a component</b>      | Select the gray box representing the component to access the component's settings.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>To duplicate a component</b> | <p>Select the  (<i>Duplicate Component Below</i>) icon. A copy of the component, including all of the settings you made for the original, appears below it.</p> <p>This option is helpful if you want to create a variation of the page for different display types. For example, you can configure a component for Desktop display and duplicate it for Mobile, then change just a few of the settings for the Mobile version.</p> |
| <b>To delete a component</b>    | Select the  (delete) icon.                                                                                                                                                                                                                                                                                                                                                                                                        |

### Note

When you change the image on a duplicated component, that new image can sometimes appear on the original component in the category page editor (or conversely, when you change an image on the original component and it changes the image you see on your duplicated component). If this issue happens, just refresh the cache by either refreshing the page or restarting Career Site Builder.

### Note

You can't edit the text in *Category Header Text*, but you can change its order of appearance on the page, or remove it from the page entirely.

4. **Optional:** Reorder the components on the page by using the arrows in each component block.
5. Modify category page rules by selecting the *Rule Editor* tab to view any rules associated with the page, and choose the pencil icon to the right of the category name.

This tab displays any rules created for the page. You can't add rules on this tab, but only modify existing ones unless you select the gear icon to open the Advanced Rule Editor.

If you have an advanced rule that you want to verify is valid, choose *Test Rule* in the Edit Advanced Rule dialog. The results appear in a table in the dialog.

### Caution

You need a thorough understanding of search schema and syntax to use Advanced Rules Editor. Incorrect syntax can cause your rules to break.

Refer to *Creating Advanced Rules Using Search Syntax in Category Pages* and *Search Syntax and Field Information for Rule Writing* for instructions on how to create advanced rules.

6. **Optional:** To deactivate the category, set the [Active](#) slider to **No** in the [Details](#) menu.  
This setting doesn't delete the category page, but keeps it from appearing on the career site.
7. **Optional:** You can change the name of the category in the [Name](#) field in the [Details](#) menu.
8. **Optional:** You can select the  (gear) icon to perform the following actions on category pages:

| Option                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Description                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Duplicate Page</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Takes all the configuration settings from one existing category page — including all its components, rules, branding, and styling — and uses them to overwrite the settings of another existing category page. In other words, <a href="#">Duplicate Page</a> copies category X to category Y, overwriting category Y with everything from X. |
| <div>  <b>Note</b> </div> <p>When you change the image on a duplicated page, that new image can sometimes appear on the original page in the category page editor (or conversely, when you change an image on the original page and it changes the image you see on your duplicated page). If this issue happens, just refresh the cache by either refreshing the page or restarting Career Site Builder.</p> |                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Meta Tags</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Updates meta information. Use it to change the title of the category page by updating the <a href="#">Title</a> field, or add additional metadata for SEO in the <a href="#">Keywords</a> or <a href="#">Description</a> fields.                                                                                                              |
| <a href="#">Category Title Style</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Changes the display of the category title. Use it if you can select a font, size, color, and alignment for the category page title.                                                                                                                                                                                                           |
| <a href="#">View Published Revisions</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Shows the changes made to the page, and who did it.                                                                                                                                                                                                                                                                                           |

9. Select [Save](#) to finalize your changes to the category page.

In addition to saving or publishing, you can create a backup of your category pages by performing an [Export](#) in Career Site Builder, at  [Tools](#)  [Import & Export](#) .

## Related Information

[Creating Advanced Rules Using Search Syntax in Category Pages \[page 449\]](#)

[Using Import and Export in Career Site Builder \[page 504\]](#)

[Copying Page Layout Settings Using the Duplicate Page Option \[page 455\]](#)

[Import & Export Settings in Career Site Builder Tools \[page 624\]](#)

[Search Syntax and Field Information for Rule Writing \[page 450\]](#)

[Page Components \[page 563\]](#)

## 19.6.5.7 Copying Page Layout Settings Using the Duplicate Page Option

The [Duplicate Page](#) option lets you duplicate the look and feel of an existing home, content, or category page to a new one, by copying layout settings from one page to another. This option saves you time, because you don't have to configure the individual settings manually.

### Prerequisites

If you want to duplicate a category page, create and save a category page and configure all of its rules first.

### Procedure

1. In Career Site Builder, go to the page you want to duplicate:

| Page Type     | Navigation Path                                                                                                                                                                                                                                                         |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Home page     | ► <a href="#">Pages</a> ► <a href="#">Home</a> ► <a href="#">&lt;Locale&gt;</a> ► <a href="#">&lt;Brand&gt;</a> ► <a href="#">Home</a> ►                                                                                                                                |
| Content page  | ► <a href="#">Pages</a> ► <a href="#">Content</a> ► <a href="#">&lt;Locale&gt;</a> ► <a href="#">&lt;Brand&gt;</a> ► <a href="#">&lt;Content Page&gt;</a> ►                                                                                                             |
| Category page | ► <a href="#">Pages</a> ► <a href="#">Category</a> ► <a href="#">&lt;Locale&gt;</a> ► <a href="#">&lt;Brand&gt;</a> ►, then select the green  (pencil) icon for the category page. |
| Landing page  | ► <a href="#">Pages</a> ► <a href="#">Landing</a> ► <a href="#">&lt;Locale&gt;</a> ► <a href="#">&lt;Brand&gt;</a> ►, then select the green  (pencil) icon for the landing page.   |

The page appears.

2. From the blue  ([Page Options](#)) icon on the top of the page, select  [Duplicate Page](#).

The Duplicate Page dialog appears.

3. In the Duplicate Page dialog, provide the following information:

| Option        | Description                                                                                                                                                                                                                                          |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Home page     | Specify the locale and brand. If that combination already has a home page, a confirmation dialog appears for you to verify that you want to overwrite the home page.                                                                                 |
| Content page  | Specify a unique title that contains no spaces or special characters, then choose the locale and brand. If that combination already has a content page, a confirmation dialog appears for you to verify that you want to overwrite the content page. |
| Category page | Specify the locale and brand, then choose an <b>existing</b> category page from the <a href="#">Category</a> dropdown list.                                                                                                                          |

| Option              | Description                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | <p><b>Note</b></p> <p>Duplicating a category page takes all the configuration settings from an existing category page — including all its components, rules, branding, and styling — and applies them to overwrite the settings of <b>another existing</b> category page.</p> <p>In other words, Duplicate Page copies category X to category Y, overwriting category Y with everything from X.</p>                     |
| <b>Landing page</b> | <p>Specify a name for the landing page, then choose the locale and brand.</p> <p><b>Note</b></p> <p>The <i>Name</i> field is required, but doesn't need to be unique because Career Site Builder automatically assigns a unique ID number to each landing page. This ID number displays as the last part of the landing page's URL, in the following format: <code>.../landingPages/&lt;landing_page_ID&gt;</code>.</p> |

You don't need to activate or publish the page before you can duplicate it.

The new page appears, and you can start modifying its settings.

#### → Tip

When you change the image on a duplicated page, that new image might appear on the original page in that page's editor. Conversely, changing an image on the original page could change the image that appears on your duplicated page. If this happens, just refresh the cache by either refreshing the page or restarting Career Site Builder.

- If your newly duplicated page replaced an existing page (such as for a home page for a specific locale and brand), save and publish the new page to make sure your updates are reflected in the career site.

## 19.6.5.8 Creating and Configuring Landing Pages in Career Site Builder

Create and edit landing pages for your career site using Career Site Builder.

### Context

The landing page editor allows you to create a campaign-specific page that you can use for a targeted audience.

In general, a landing page isn't part of the navigation on your career site. Instead, you create them for a specific audience or event, such as a university career fair or a strategic email campaign.

Use Career Site Builder to set up the following:

- Create and manage a library of landing pages for external career sites.



- Define multiple-column landing pages.
- Include all supported Career Site Builder components.

Landing pages support all configured brands and locales in the Career Site Builder.

Landing pages aren't indexed by search engines, and aren't available in the Career Site Builder link editor.

On systems enabled for Candidate Relationship Management features, you can do the following:

- Brand the landing pages appropriately for specific types of candidates.
- Connect to SAP SuccessFactors Candidate Relationship Management connect to features and data capture forms.

## Procedure

1. Log in to Career Site Builder and go to **Pages > Landing Pages**.
2. Select **+ Add** and enter these values, then select **Save**:

| Option        | Description                                                                                 |
|---------------|---------------------------------------------------------------------------------------------|
| <b>Name</b>   | The name for the page. For example, <b>Business Students</b> .                              |
| <b>Locale</b> | Choose your locale from the dropdown list, such as <b>(en_US) English (United States)</b> . |
| <b>Brand</b>  | Choose from brand from the dropdown list, such as <b>Default Brand</b> .                    |

### Note

This field is required, but doesn't need to be unique because Career Site Builder automatically assigns a unique ID number to each landing page. This ID number displays as the last part of the landing page's URL, in the following format: `.../landingPages/<landing_page_ID>`.

All locales and brands configured for the site are available in this menu.

3. Select the **Component Layout** tab to add and configure components as you would for other Career Site Builder pages.
4. Go to the **Details** menu and choose Yes for **Is Active**.
5. Choose **Publish** to publish the page to the live career site.
6. Select the new landing page, and choose the **Edit Landing Page** icon.
7. Select the **Details** tab and choose the desired options for making the landing page active and displaying two columns.
8. Move the **Column width** slider to adjust the column width.
9. Change the order of a section by selecting the **Δ** (up-arrow) icon or **▽** (down-arrow) icon for the section.
10. Add a component to a column by selecting the **Column 1** or the **Column 2** tab, and choosing a component from the list.

Career Site Builder displays the selected component in the gray design area.

11. Select **Add Component** and choose a component from the dropdown list to add a new component to a column. If a page has existing components, you can also select the plus sign icon of a configured component to add a new one following it. tab, selecting

### → Tip

The [Add Component](#) dropdown list stays open. To close it, navigate off of the list and click anywhere within the landing page editor.

Control the newly added component's location by selecting  [up arrow](#) or  [down arrow](#) for the section. Components display on the page in the same order they appear on the site's live landing page.

12. Choose the devices you want the component to display in by selecting [Desktop](#), [Tablet](#), or [Mobile](#). You can select any combination, or all of them for the component.

Choose individual components to adjust the style, appearance, or content of the component. You can't control the size of components or the distance between them on the page, since they're controlled by the content and functionality of the components.

13. **Optional:** Add additional components to the landing page by using the following options:

| Option                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Add Component</a>       | Select this option to add a new component.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">Duplicate Component</a> | <p>Choose  <a href="#">Duplicate Component</a> to insert a copy of the component, with the same settings you used in the component you're duplicating</p> <p>This option is helpful if you want to create a variation of the page for different display types. For example:</p> <ol style="list-style-type: none"><li>1. Configure a component for Desktop display.</li><li>2. Duplicate the component for Mobile.</li><li>3. Change just a few of the settings for the Mobile version.</li></ol> |

14. Choose [Save Draft](#) to save the landing page.

You see a confirmation dialog that your page was saved successfully.

15. Publish the landing page by selecting [Publish](#).

16. **Optional:** To duplicate a landing page, select the blue  [gear](#) icon, then choose  [Duplicate Page](#).

The Duplicate Page dialog appears, where you can specify the new page's title, locale, and brand.

17. **Optional:** To view previous versions of an existing landing page, select the blue  [gear](#) icon, then choose  [View Published Revisions](#).

The Published Revisions dialog appears.

The dialog shows the previously published versions of the page, when they were published, and the user who published them. Choose [Edit](#) to revise a previous version of the page, or [Preview](#) to view how the page would appear on the career site.

To revert to a previously published version, select a version to edit, make any adjustments, then publish the page.

## Related Information

[Page Components \[page 563\]](#)

## 19.6.5.9 Adding Customized Content to a Career Site Page

Use the Career Site Builder Custom Plugin component to add customized content to your career site, such as a customer photo gallery, custom forms, or page components with different layouts than the standard Career Site Builder components.

### Prerequisites

Make sure you're assigned to a role that has appropriate permission to access the Custom Plugin component:

- The permission is specified in ► [Career Site Builder](#) ► [Users](#) ► [Roles](#) ► [Edit Role](#) ► [Permissions](#) ► [Appearance Settings](#) ►.
- With the appropriate permission, you can view, add, edit, and delete the component.
- If you don't have permission for this component, the [Add Components](#) dropdown list is unavailable to you. If it's already been added to a page or layout, a gray component box displays, but you can't delete or edit it. You can, however, change its position on the page or layout without permission.

#### Note

If the element or component uses cookies, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) ►. If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this element or component is removed and unavailable to your site's visitors completely.

### Context

#### Caution

Any custom JavaScript code that's added to your career site for purposes other than tracking, can cause pages to not display the configured content across the application process, and also affect the site theme and styling. The following could result in the breakdown of some or all career site functionality, possibly rendering the site unusable:

- Introducing other versions than the one provided for JQuery or Bootstrap.
- Introducing any third-party libraries.
- Changing the layout (such as CSS or JavaScript) of any components other than the Custom Plugin component.
- Manipulating of external resources that SAP doesn't support, and which SAP won't fix if they're found to be the cause of any issues.

Such customizations, if they're the cause of problems, are removed or deactivated.

Each Custom Plugin component is limited to 2 MB, regardless of what content you add. This limit is the equivalent of approximately 2,000,000 characters. If your custom content is too large, consider the following possible solutions:

- Minify the code for your custom plugin to reduce all unnecessary characters from your code.
- Split your custom plugin in half, or in smaller increments. You can have multiple Custom Plugin components on a single page, as long as each is no larger than 2 MB.
- Host the code externally and link to that script.

#### ⓘ Note

The Custom Plugin component doesn't support Base64 images. Link to them instead.

The Image Selector is not available for the Custom Plugin component. To upload an image to your Career Site Builder image library so that you can link to it in your customized content, refer to *Uploading Images to Link to in Career Site Builder Custom Plugin Components*.

## Procedure

1. Select ► [Pages](#) ► [Content](#) ► in Career Site Builder, then select a page for your locale and brand.
2. Select [Custom Plugin](#) by choosing [Add Component](#) on any Career Site Builder page.
3. Create the new component by inserting the custom code in the available text box.

### 19.6.5.10 Uploading Images to Link to in Customized Content to a Career Site Page

Use the Image Selector to upload images to your Career Site Builder image library, so that you can insert its URL to customized content in your career site.

## Context

The Custom Plugin component doesn't let you go over 2 MB or use Base64 raw binary images. It also doesn't let you use the Image Selector to insert an image directly. This means that the only way to display images in your customized content is to add a URL link to the image in the component.

Follow these steps to upload your image to your Career Site Builder image library, and use its link in your customized content. This method also means that you don't need to maintain the image in an online server.

#### ⓘ Note

Instructions are similar to *Adding Images in Career Site Builder Using Image Selector*. Instead of inserting the image from the Image Selector directly, you use the URL that it generates.

## Procedure

1. Go to an existing page in Career Site Builder, or to any other location that lets you access the Image Selector.

For a list of locations where you can access the Image Selector, refer to *Adding Images in Career Site Builder Using Image Selector*.

2. Add a component on the page that uses an image, such as the Image and Text Carousel component.
3. Select the shaded image box in the component.

You see the Styles settings for the image.

4. Select  [Select Image](#).

The Image Selector dialog appears.

5. Select  [Upload Image](#).
6. Select the [Select Image](#)  button.

The Open dialog appears.

7. Select the image you want to upload, and confirm.

The Open dialog closes, and the image name appears in the Image Selector.

8. Select the green  [Add](#) icon to add the image, and accept the confirmation dialog.
9. Select  (left arrow) to return to the main page in the Image Selector.

Your uploaded image now appears in the list of stored images in your Career Site Builder image library.

10. Enter descriptive text in the [Edit Alt Text](#) field for your newly uploaded image.

Assistive technology such as screen readers use alt text, and is a requirement for accessibility.

11. Choose the thumbnail of your uploaded image.

A new window displays your selected image.

12. Right-click on the image and choose [Copy Image Link](#) from the dropdown list.

The link you copy is the URL to the location of the image in your Career Site Builder image library.

13. Save this URL for reference purposes.
14. Close the image display, then close the Image Selector.
15. Delete the component from the page if you added it specifically to access the Image Selector.

## Results

You've completed the upload of the image to your image library. You can now add the URL of the image in the Custom Plugin component.

## Related Information

[Adding Images in Career Site Builder Using Image Selector \[page 438\]](#)

## 19.6.5.11 Adding Spacing Around Career Site Components

You can customize spacing for your component margins when you turn on the [Enable Spacing](#) toggle in Career Site Builder.

### Context

Spacing controls are available for these career site components:

- Featured Jobs
- Image and Text Carousel
- Image Carousel
- Google Job Map
- Info and Subscribe Form
- Job Tokens
- Large Image
- Subscribe Form
- Text
- Three Column Images with Caption
- Two Columns
- Video

#### ⚠ Caution

Enabling spacing controls removes your existing predefined component spacing completely. Once you've enabled this option, you must reconfigure spacing using this feature.

### Procedure

1. Go to [Pages](#) > [Home](#) > [\(Locale\)](#) > [\(Brand\)](#) > [Home](#).
2. Select the component that you want.
3. Go to the [Styles](#) tab.
4. Turn on the [Enable Spacing](#) toggle switch to enable margin spacing controls for your component.  
The [Spacing](#) area appears, and displays the following: [Top](#), [Bottom](#), [Right](#), and [Left](#).
5. Choose a spacing value that you want to use:
  - [Small](#) – approximately 8 pixels
  - [Medium](#) – approximately 16 pixels
  - [Large](#) – approximately 24 pixels
  - [Custom](#) – an empty box appears for you to enter a custom pixel size for your margin
6. Select [Save Draft](#) to save.

7. Select the preview icon when you want to preview your changes, otherwise, select [Publish](#) to finish.

## 19.6.5.12 Creating a Duplicate Component in a Career Site Page

You can duplicate a page component in a Career Site Builder with all the same settings so that you don't have to configure everything manually for the second component.

### Context

The ability to duplicate an existing component on a career site page means that you don't have to configure everything manually a second time. This option is helpful if you want to create a slightly different user experience between views, such as between desktop and mobile. For example, if you already have a Text component for a page that applies to both desktop and mobile views, you can easily duplicate it to add another Text component on the page, then configure it specifically for mobile.

### Procedure

1. Go to the page in Career Site Builder that includes the component you want to duplicate.

#### → Tip

Your component doesn't already have to be in a career site page. You can add a new component, customize its settings, then duplicate it during the same session.

2. On the row with the component label, select the  [Duplicate Component Below](#) icon.

A new, identical component appears below the component you duplicated.

3. Customize the settings in the new, duplicate component.

For example, if you plan to use your new, duplicate component for mobile view but with simpler color settings, you select [Mobile](#) view, and alter the color settings in the [Styles](#) tab.

4. **Optional:** Make whatever changes you want to your original component if you want to differentiate it from your duplicate component.

For example, if the original component was set to [Desktop](#) and [Mobile](#) and you now only want to apply this component to desktop view, unselect [Mobile](#).

5. Save your page layout by selecting [Publish](#).

## 19.6.6 Appearance

### 19.6.6.1 Configuring the Main Style Settings for the Unified Data Model

Configure the main style settings career site, for a brand in Career Site Builder with the Unified Data Model enabled.

#### Prerequisites

- You've prepared your Recruiting system and enabled the Unified Data Model, at [Settings > Site Configuration > Enable Unified Data Model](#).

#### Procedure

- Go to [Appearance > Styles > Global Styles > <Brand> > Main](#).
- In the [Site](#) section, configure site settings.

| Option                  | Description                                                                                                                            |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Default Font            | Sets the default font and font size for the site.                                                                                      |
| Vertical Spacing        | Sets the vertical space between components on a site.                                                                                  |
| Min. Horizontal Spacing | Sets the minimum horizontal space between parts of a component. For example, in the Three Column component, the space between columns. |

- In the [Styles](#) section, configure general style settings for the career site.

| Option                   | Description                                                                                                                                                                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| System Link              | The font color of the links generated by the career site. For example, <a href="#">Sign In</a> and <a href="#">Search by Location</a> .                                                                                                                           |
| System Link Hover        | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility.                                                                    |
| Content Background       | The background color of the content of the site that is between the header and footer. Any page with a main content area displays this color behind the content.                                                                                                  |
| Content Header           | The font color of headings.                                                                                                                                                                                                                                       |
| Content Text             | The font color of nonheader, nonlink text. This is the color of the main text on category pages. This color also populates text in the job grid (except for the jobs title), and any text on a page that's not a search grid header, search text, or system link. |
| Content Style            | Options are <a href="#">Centered</a> and <a href="#">Full</a> .                                                                                                                                                                                                   |
| Content Background Image | The background image of the content of the site between the header and footer. Choose <a href="#">Select Image</a> to select an image from the Image Selector. Then configure the <a href="#">Image Type</a> and <a href="#">Image Position</a> .                 |



| Option                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Site Background</b>       | The background color of the site as a whole. This element doesn't include the background of headers or footers.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Site Background Image</b> | The background image for the site. Choose <a href="#">Select Image</a> to select an image from the Image Selector. Then configure the <a href="#">Image Type</a> and <a href="#">Image Position</a> .                                                                                                                                                                                                                                                                                                                           |
| <b>Meta Image</b>            | <p>A graphic that appears as an OG (Open Graph protocol) image when a career site page is displayed in a social media post on sites like LinkedIn and Facebook. Choose <a href="#">Select Image</a> to select an image from the Image Selector. Size considerations are:</p> <ul style="list-style-type: none"> <li>• Minimum image dimensions – 200 by 200 pixels</li> <li>• Maximum file size – 8 MB</li> <li>• Optimal minimum dimensions – 1200 pixels wide by 630 pixels high</li> <li>• Optimal ratio – 1.91:1</li> </ul> |
| <b>Favicon</b>               | A favicon is a small image that usually appears at the top of a web browser that serves as an icon that represents your brand. Use a square image to prevent the favicon from looking stretched out of proportion.                                                                                                                                                                                                                                                                                                              |

4. In the [Primary Button](#) section, configure the colors and styles of primary buttons.

In places where multiple buttons are present, the primary button is the one that represents the most important or most common action. You may want to make them more prominent.

| Option                         | Description                                                                                                                       |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Button Background Color</b> | The color of the background of buttons in the site, for example <a href="#">Filter</a> .                                          |
| <b>Button Text Color</b>       | The color of text within buttons.                                                                                                 |
| <b>Button Link Hover Color</b> | The color of the focus indicator, the outline that appears around a button when the user focuses on it using keyboard navigation. |
| <b>Button Highlight Color</b>  | The color of buttons when the cursor moves over it.                                                                               |
| <b>Button Border</b>           | Choose whether to show or hide a border around the button.                                                                        |
| <b>Button Border Color</b>     | The color of the border of buttons.                                                                                               |

5. In the [Secondary Button](#) section, configure the colors and styles of secondary buttons in the same way as primary buttons.

In places where multiple buttons are present, the secondary buttons are ones that represent secondary actions. You may want to make them less prominent.

#### ⓘ Note

[Secondary Button](#) settings are also applied to List View/Map View button on the search results page.

6. Choose [Save](#) to save your settings.

## 19.6.6.2 Configuring Style of the Search Form for the Unified Data Model

Configure style settings for the search form on your career site, for each brand in Career Site Builder.

### Prerequisites

These settings are only available if the Unified Data Model is enabled.

### Context

This page shows you how to configure style settings for the search form on your career site when the Unified Data Model is enabled.

### Procedure

1. Go to ► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [<Brand>](#) ► [Search Form](#) ►.
2. Configure colors and styles for search forms.

| Option                                 | Description                                                                                                                                                                                 |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Search Form Background</b>          | The background color of the search bar.                                                                                                                                                     |
| <b>Job Grid Alternating Background</b> | The background color of alternating rows in the job grid.                                                                                                                                   |
| <b>Search Pagination Cell</b>          | The border color of the border cell around each pagination link.                                                                                                                            |
| <b>Search Form Background Image</b>    | The background image on the search. Choose <a href="#">Select Image</a> to select an image from the Image Selector.                                                                         |
| <b>Use Search Pagination Cell</b>      | A slider that shows or hides a border cell around each pagination link.                                                                                                                     |
| <b>Image Type</b>                      | The way the background image appears. Choices are: Unmodified; Tiled; Stretched; Horizontally Scaled; Vertically Scaled; and Vertically & Horizontally Scaled.                              |
| <b>Image Position</b>                  | Specifies where on the page the background image appears. Choices are: Top Left; Top Middle; Top Right; Middle Left; Middle Middle; Middle Right; Bottom left; Bottom Middle; Bottom Right. |

3. Choose [Save](#) to save your settings.

## 19.6.6.3 Configuring Style of Dialog Windows for the Unified Data Model

Configure style settings for dialog windows on your career site, for a brand in Career Site Builder with the Unified Data Model enabled.

### Prerequisites

- You've prepared your Recruiting system and enabled the Unified Data Model, at ► [Settings](#) ► [Site Configuration](#) ► [Enable Unified Data Model](#) ►.

### Procedure

- Go to ► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [<Brand>](#) ► [Dialog](#) ►.
- Configure colors and styles for dialog windows.

| Option                       | Description                                                                                                                                                           |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Header Style</b>          | Sets the font settings for the header text in dialog windows.                                                                                                         |
| <b>Background Color</b>      | Sets the background color in dialog windows.                                                                                                                          |
| <b>Body Text Style</b>       | Sets the font settings for the body text in dialog windows.                                                                                                           |
| <b>Loading Message Style</b> | Sets the font settings for the loading message in dialog windows, if some content in the body takes extra time to load (such as skills).                              |
| <b>Corner Style</b>          | Sets the corner style of dialog windows. You can choose from these options: <a href="#">Square</a> , <a href="#">Slightly Rounded</a> , and <a href="#">Rounded</a> . |
| <b>Border Color</b>          | Sets the border color of dialog windows.                                                                                                                              |
| <b>Line Separator</b>        | Sets the color of lines in dialog windows, separating the header, body, and footer.                                                                                   |

- Choose [Save](#) to save your settings.

## 19.6.6.4 Configuring Style of the Search Experience for the Unified Data Model

Configure style settings for the search page and search results page on your career site, for each brand in Career Site Builder.

### Prerequisites

These settings are only available if the Unified Data Model is enabled.

### Procedure

1. Go to **Appearance > Styles > Global Styles > <Brand> > Search Experience**.
2. In the **Panel Elements** section, configure the corner style for job results cards. You can choose from these options: *Square*, *Slightly Rounded*, and *Rounded*.
3. In the **Job Results Card** section, configure colors and styles for the job results cards.

| Option                                | Description                                                                                                    |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Card Background Color</b>          | Sets the color of the background behind the job result card.                                                   |
| <b>Card Background Color on Hover</b> | Sets the color of the background behind the search tiles when the card is selected.                            |
| <b>Vertical Space Between Cards</b>   | Controls the amount of space between cards with these options: <i>None</i> , <i>Narrow</i> , and <i>Wide</i> . |
| <b>Card Border</b>                    | Controls how the border appears on a card with these options: <i>Hide</i> , <i>Show</i> .                      |
| <b>Card Border Color</b>              | Sets the color of the card border.                                                                             |
| <b>Card Line Separator Color</b>      | Sets the color of the line that separates job result cards.                                                    |
| <b>Card Title Style</b>               | Sets the font settings for the title.                                                                          |
| <b>Card Title Hover Color</b>         | Sets the color of the title when the cursor moves over it.                                                     |
| <b>Card Location Style</b>            | Sets the font settings for the location text.                                                                  |
| <b>Card Footer Field Style</b>        | Sets the font settings for the footer text.                                                                    |

4. In the **Job Map** section, configure colors and styles for the Google Job Map component, on the search results page.

| Option                                 | Description                                                                                                        |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Location Marker Color</b>           | Sets the fill color inside the location marker. The default color is blue (#0070F2).                               |
| <b>Selection Location Marker Color</b> | Sets the fill color inside the location marker when the marker is selected. The default color is orange (#FF8000). |
| <b>Location Marker Border</b>          | Sets whether to show or hide the border of the location marker. The default is <i>Show</i> .                       |

| Option                              | Description                                                                                                                                                                                                         |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Location Marker Border Color</b> | Sets the border (stroke) color of the location marker. You can enter a color value here even if you choose to hide the border, in which case the border simply isn't visible. The default color is white (#FFFFFF). |
| <b>Location Marker Style</b>        | Sets how the number looks inside the location marker. The default font color is white (hex code #FFFFFF). The default font stack is Arial, Helvetica, sans-serif, and the default font size is 12.                  |

### → Remember

The integrated Google Job Map only appears in the search results page if you turn on the [Enable Google Job Map](#) setting, located at ► [Layouts](#) ► [Search Results](#) ► [General](#) ►.

5. In the [Pagination](#) section, configure colors and styles for pagination links:

| Option                                | Description                                                                  |
|---------------------------------------|------------------------------------------------------------------------------|
| <b>Pagination Style</b>               | Sets the font settings for the text that indicates pagination (page number). |
| <b>Pagination Hover Color</b>         | Sets the color of the pagination text when the cursor moves over it.         |
| <b>Current Page Number Font Color</b> | Sets the color of the number denoting the current page.                      |

6. In the [Filter Appearance](#) section, configure colors and styles for search filters:

| Option                             | Description                                                     |
|------------------------------------|-----------------------------------------------------------------|
| <b>Filter Background Color</b>     | Sets the background color for the filter.                       |
| <b>Filter Card Border</b>          | Choose whether to show or hide a border around the filter card. |
| <b>Filter Card Border Color</b>    | Sets the border color of the filter card.                       |
| <b>Filter Line Separator Color</b> | Sets the color of the line separating each filter.              |
| <b>Filter Header Style</b>         | Sets the font settings for the job search filter header text.   |
| <b>Filter Field Label Style</b>    | Sets the font settings for the job search filter field text.    |
| <b>Filter Item Style</b>           | Sets the font settings for the filter label text.               |

7. In the [Search Header](#) section, configure colors and styles for the search page:

| Option                                | Description                                                                                                                                                   |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Search Header Title Style</b>      | Sets the font settings for the header title.                                                                                                                  |
| <b>Search Header Style</b>            | Sets the font settings for the header.                                                                                                                        |
| <b>Search Header Background Color</b> | Sets the background color of the header.                                                                                                                      |
| <b>Search Header Outline Color</b>    | Sets the outline color of the header.                                                                                                                         |
| <b>"Sort by" Label Style</b>          | Sets the font settings for the <a href="#">Sort By</a> label.<br>Use the translation editor if you want to change the wording that displays for this label.   |
| <b>"Clear All" Label Style</b>        | Sets the font settings for the <a href="#">Clear All</a> label.<br>Use the translation editor if you want to change the wording that displays for this label. |
| <b>Label Text</b>                     | Sets the font settings for the label.                                                                                                                         |
| <b>Label Text Hover Color</b>         | Sets the color of the label when the cursor moves over it.                                                                                                    |

8. In the [Job Alerts](#) section, configure colors and styles for the job alerts link:

| Option                            | Description                                                          |
|-----------------------------------|----------------------------------------------------------------------|
| <b>Job Alert Link Style</b>       | Sets the font settings for the job alerts link.                      |
| <b>Job Alert Link Hover Color</b> | Sets the color of the job alerts link when the cursor moves over it. |

9. In the [Skills Matching](#) section, configure colors and styles for the [Skills Matching](#) feature on the search results page:

| Option                                   | Description                                                                                                                           |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <b>Skills Matching Title Style</b>       | Sets the font settings for the title of the <a href="#">Skills Matching</a> panel.                                                    |
| <b>Skills Matching Description Style</b> | Sets the font settings for the descriptive message on the <a href="#">Skills Matching</a> panel.                                      |
| <b>Match Indicator Background Color</b>  | Sets the background color of the "tag" next to recommended jobs in search results, indicating that it <a href="#">Skill Matched</a> . |
| <b>Match Indicator Text Style</b>        | Sets the font settings for "tag" next to recommended jobs in search results, indicating that it <a href="#">Skill Matched</a> .       |
| <b>Match Indicator Border Color</b>      | Sets the border color of the "tag" next to recommended jobs in search results, indicating that it <a href="#">Skill Matched</a> .     |
| <b>Skill Label Style</b>                 | Sets the font settings for candidate skills displayed in a "word cloud" in the <a href="#">Skills Matching</a> dialog.                |
| <b>Skill Pill Background Color</b>       | Sets the background color of candidate skills displayed in a "word cloud" in the <a href="#">Skills Matching</a> dialog.              |
| <b>Skill Pill Border Color</b>           | Sets the border color of candidate skills displayed in a "word cloud" in the <a href="#">Skills Matching</a> dialog.                  |

10. In the [Skills Cloud](#) section, configure colors and styles for the [Skills Cloud](#) component, which displays job skills in a panel on the job details page, in the form of a word cloud:

| Option                                | Description                                                                                                                                                                                 |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Panel Border Color</b>             | Sets the border color of the <a href="#">Job Skills</a> panel.                                                                                                                              |
| <b>Panel Corner Style</b>             | Sets the corner style of the <a href="#">Job Skills</a> panel. You can choose from these options: <a href="#">Square</a> , <a href="#">Slightly Rounded</a> , and <a href="#">Rounded</a> . |
| <b>Panel Background Color</b>         | Sets the background color of the <a href="#">Job Skills</a> panel.                                                                                                                          |
| <b>Panel Header Style</b>             | Sets the font settings for the header on the <a href="#">Job Skills</a> panel.                                                                                                              |
| <b>Panel Subheader Style</b>          | Sets the font settings for the subheaders on the <a href="#">Job Skills</a> panel.                                                                                                          |
| <b>Panel Help Text Style</b>          | Sets the font settings for help text on the <a href="#">Job Skills</a> panel.                                                                                                               |
| <b>Pill Background Color</b>          | Sets the <b>default</b> background color of job skills in the "word cloud" on the <a href="#">Job Skills</a> panel.                                                                         |
| <b>Pill Border Color</b>              | Sets the <b>default</b> border color of job skills in the "word cloud" on the <a href="#">Job Skills</a> panel.                                                                             |
| <b>Pill Text Style</b>                | Sets the font settings for job skills in the "word cloud" on the <a href="#">Job Skills</a> panel.                                                                                          |
| <b>Selected Pill Text Color</b>       | Sets the text color for <b>highlighted</b> job skills in the "word cloud" on the <a href="#">Job Skills</a> panel, indicating that they match the candidate's skills.                       |
| <b>Selected Pill Background Color</b> | Sets the background color of <b>highlighted</b> job skills in the "word cloud" on the <a href="#">Job Skills</a> panel, indicating that they match the candidate's skills.                  |
| <b>Selected Pill Border Color</b>     | Sets the border color of <b>highlighted</b> job skills in the "word cloud" on the <a href="#">Job Skills</a> panel, indicating that they match the candidate's skills.                      |

| Option                   | Description                                                                                       |
|--------------------------|---------------------------------------------------------------------------------------------------|
| Expand Skills Text Color | Sets the text color of the link that expands the <i>Job Skills</i> section and shows more skills. |

11. Choose [Save](#) to save your settings.

## Related Information

<https://mapstyle.withgoogle.com> 

### 19.6.6.5 Configuring the Career Site Cookie Banner and Cookie Consent Manager

Customize the cookie banner and cookie consent manager settings for the public career site by using the Cookie Manager page in the Career Site Builder's Global menu.

## Prerequisites

Gather your list of elements and components to include, or plan to include in the public career site, so that you know which cookie providers to display in the cookie consent manager.

### → Remember

If you include any element or component to the career site that uses cookies, make sure you add its listing in the cookie consent manager so that the component works correctly. For example, if you include a YouTube video in your career site, enable *Functional Cookies Section* and add *YouTube* in that section. Otherwise, the YouTube video doesn't display on your career site at all because there's no way for the visitor to enable the cookies.

## Context

Use the Cookie Manager to do the following things:

- Configure the cookie banner, which displays automatically when a visitor arrives at any page on your career site. The cookie banner describes how the site uses cookies. This cookie banner replaces the site banner, which you enabled in what is now the *Legacy Site Banner* tab.
- Configure the cookie consent manager, which appears as a dialog when the visitor chooses to view it from the link in the cookie banner. The cookie consent manager displays a list of cookie providers used in the career site. For each cookie provider, visitors can turn on or off all of its associated cookies.

- Select from a list of preset, commonly used cookies for providers such as YouTube and LinkedIn. When selected, the cookie consent manager automatically displays descriptions and links to these corporate sites, without having to maintain the links manually.

#### Note

You can't change the sections that these preset providers are listed in, but you can change the label for the sections. For example, you can't move the [LinkedIn](#) listing out of the [Advertising Cookies](#) section, but you can rename the section by editing the [Section Label](#) field.

- Add a listing of custom cookie providers in the cookie consent manager that allows visitors to enable or disable custom plugins or cookies you use in your career site. You can fully configure your cookie consent manager by just using the standard providers available in the cookie manager.

#### Caution

Adding custom cookie providers is an advanced, technical process that requires knowledge and use of JavaScript code. Only add custom JavaScript if you can troubleshoot it yourself; Technical Support doesn't provide assistance with custom JavaScript.

- Write customized text for the cookie banner and cookie consent manager for different locales by selecting [Edit Translation](#) or the  (double box) icon in the individual fields to open the override text dialog. The dialog lets you change the default text as well as add text for other locales. This may be helpful if your organization has specific compliance requirements for different countries/regions.

#### Note

If your organization has its own corporate cookie policy, you need to decide whether to use it or the Career Site Builder Cookie Manager for your cookie banner and cookie consent manager. If you choose to use your own existing corporate cookie policy, note the following:

- Disable the [Enable Banner and Cookie Consent Manager](#) Career Site Builder setting. You can't use both the Career Site Builder Cookie Manager and your own corporate cookie banner/cookie consent manager at the same time. Choose one.
- You're responsible for meeting compliance requirements. SAP can't guarantee legal compliance on a cookie policy you implement on own.
- Since none of the configuration settings in the [Cookie Manager](#) tab will affect your career site, you need to configure your own settings in your corporate cookie policy for cookie providers (such as LinkedIn).

Both the cookie banner and the cookie consent manager dialog use the career site's global font, text, and color settings.

## Procedure

1. In Career Site Builder, go to [Appearance](#) [Global](#) and select the [Cookie Manager](#) tab.

The Cookie Manager page appears, and you see a popup message that informs you that you need to complete the setup of both the cookie banner and cookie consent manager, as well as adding a link to the cookie consent manager in your site's header or footer.

2. Enable the cookie banner by moving the [Enable Banner and Cookie Consent Manager](#) slider to [YES](#) in the [Cookie Banner Settings](#) section.



If you set this field to **NO**, neither the cookie banner nor the cookie consent manager appear on your public career site. Enabling this setting means a banner automatically appears at the bottom of the page for new visitors to your career site, and they have to accept or reject the terms of the cookie statement, or choose to view the cookie consent manager. The option to reject the terms is an optional setting that is disabled by default.

### Caution

Just turning **Enable Banner and Cookie Consent Manager** on isn't enough. The cookie settings won't work correctly unless you set up the cookie banner and cookie consent manager on this page, and add a link in the site's header or footer.

- Set the rest of the **Cookie Banner Settings** fields:

| Option                           | Description                                                                                                                                                                                                                                                  |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Banner Body Text</b>          | Banner Body Text includes a description of your career site's cookie policy. You can override the default text by selecting <b>Edit Translation</b> . Since this dialog is also the translation editor, use this to create customized text for your locales. |
| <b>Accept Button Label</b>       | The text that appears on the button that lets users accept all cookies. The default text is <b>Accept All Cookies</b> .                                                                                                                                      |
| <b>View Details Button Label</b> | The text that appears on the button that, when selected, takes users to the Cookie Consent Manager dialog. The default text is <b>Modify Cookie Preferences</b> .                                                                                            |
| <b>Banner Location</b>           | The only value in this field is <b>Bottom</b> , which indicates that the banner appears on the bottom of the career site page.                                                                                                                               |
| <b>Enable Reject All Cookies</b> | A slider that controls whether to allow users to reject all cookies. The default setting is <b>NO</b> .                                                                                                                                                      |
| <b>Reject All Button Label</b>   | The text that appears on the button that lets users reject all cookies. The default text is <b>Reject All Cookies</b> .                                                                                                                                      |

- Set the following fields in the **Cookie Policy Settings** section:

| Option                              | Description                                                                                                                       |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Cookie Consent Manager Title</b> | The title that appears at the top of the Cookie Consent Manager dialog. The default text is <b>Cookie Consent Manager</b> .       |
| <b>Intro Text</b>                   | Intro Text appears at the top of the Cookie Consent Manager dialog.                                                               |
| <b>Accept All Button Label</b>      | The text that appears on the button that lets users accept all cookies. The default text is <b>Accept All Cookies</b> .           |
| <b>Accept Selected Button Label</b> | The text that appears on the button that lets users allow their selected cookies. The default text is <b>Confirm My Choices</b> . |

- Configure the settings for each section, as needed:

| Option                                         | Description                                                                                                                                                                                                 |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enable &lt;Category&gt; Cookies Section</b> | A slider that controls whether to display this section in the Cookie Consent Manager dialog. Enable this slider only when you use providers in the section, and you enable the providers that you're using. |

### Note

**Required Cookies Section** – you can't disable this section or add any custom cookie providers. You can, however, edit the text fields in the section.

| Option                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     | <p><a href="#">Performance Cookies Section</a> – by default, Career Site Builder doesn't use any performance cookies. For this reason, you don't need to enable <a href="#">Performance Cookies</a> unless you plan to use a custom cookie provider.</p> <p>Make sure the Functional and Advertising sections include the providers you're using but excludes any that you aren't, or else you may encounter issues with the public career site. Change these settings anytime you change what providers you're using.</p> |
| <a href="#">Section Label</a>       | The label for the section. Default text is provided for each category, such as Advertising Cookies.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Section Description</a> | A text field that provides a short description for this section. Select <a href="#">Edit Translation</a> to change the default text, or to add text for additional locales.                                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Cookie Providers</a>    | <p><a href="#">Cookie Providers</a> is where cookie provider information is added.</p> <p>The next step describes how to add a cookie provider.</p> <p>In the <a href="#">Required Cookies Section</a>, <a href="#">SAP as service provider</a> is required and the only option in this category.</p>                                                                                                                                                                                                                      |

- Select **+** [Add Cookie Provider](#) below the [Cookie Providers](#) field in the Functional, Performance, and Advertising sections to add cookie providers, as needed:

| Option                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Third Party Integration</a> | <p>The type of third-party integration. Available values vary by category.</p> <ul style="list-style-type: none"> <li><a href="#">Functional Cookies Section</a> – choose from the following in the dropdown list: <ul style="list-style-type: none"> <li><a href="#">Vimeo</a> – add this option to use Vimeo videos in your career site.</li> <li><a href="#">YouTube</a> – add this option to use YouTube videos in your career site.</li> <li><a href="#">Custom</a> – add this option to include a custom functional cookie provider in the cookie consent dialog.</li> </ul> <p>Career Site Builder also supports Wistia videos, but because Wistia doesn't use cookies, it's not listed as a cookie provider.</p> </li> <li><a href="#">Performance Cookies Section</a> – there are no preconfigured cookie providers in this section. When you add a new cookie provider, your only option is <a href="#">Custom</a>.</li> <li><a href="#">Advertising Cookies Section</a> – choose from the following in the dropdown list: <ul style="list-style-type: none"> <li><a href="#">Google Tag Manager</a> – the standard Google Tag Manager configuration doesn't create cookies, but you <b>can</b> do so from within Google itself. If your external GTM configuration results in the setting of cookies, make sure you enable GTM under this Advertising cookies section.</li> <li><a href="#">Google Analytics</a> – add this option to use Google Analytics in your career site.</li> <li><a href="#">LinkedIn</a> – add this option to use Apply With LinkedIn in your career site.</li> <li><a href="#">Custom</a> – add this option to include a custom advertising cookie provider in the cookie consent dialog.</li> </ul> </li> </ul> |

#### Note

For details on adding custom cookie providers, refer to *Adding Custom Cookie Providers in the Cookie Manager*.

| Option                              | Description                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Provider</a>            | The name of the provider. This required field is empty when the third-party integration is set to <a href="#">Custom</a> .                                                                                                                                                                                                                                                                                             |
| <a href="#">Description</a>         | A text field that provides a short description about the company, or its cookies. Default text is provided unless the third-party integration is set to <a href="#">Custom</a> . Custom cookie providers require more details in this field.                                                                                                                                                                           |
| <a href="#">Provider JavaScript</a> | This field only appears when you add a custom cookie provider, and only accepts pure JavaScript (everything between <code>&lt;script&gt;</code> and <code>&lt;/script&gt;</code> ), and not HTML or CSS. Use this field to add all the JavaScript required for the custom cookie provider to run on the career site.<br><br>This is not the same as the JavaScript code you add when you add a custom cookie provider. |

7. **Optional:** To delete a cookie, select  ([Delete Cookie](#)) on the top-right of the cookie provider's section.

You can't delete [Required Cookies Section](#).

8. Select the  ([Preview](#)) icon to verify that both the cookie banner and cookie consent manager are configured correctly.

The preview first displays the cookie banner. Select [Modify Cookie Preferences](#) (or the value you used in the [View Details Button Label](#) field) in the cookie banner to see the cookie consent manager, which appears as a separate dialog on the screen. The following are objects visitors to your public career site can interact with in the cookie consent manager:

| Option                            | Description                                                                                                                                                                         |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Show More Details</a> | Visitors select this to view the list of cookies in the section. Preconfigured cookie providers such as YouTube and LinkedIn include links to their cookie policies at their sites. |
| <a href="#">Enabled</a>           | Visitors enable or disable cookies using the sliders. When they enable a category, all the cookies in that category become enabled.                                                 |

9. When you've completed all your settings, select [Save](#) (or choose [Cancel](#) to cancel).

You've completed configuring the cookie banner and cookie consent manager for the career site.

The cookie banner now displays on your site, but you now also need to add a link to the cookie consent manager in your site's header or footer so that visitors to your career site have a way to view the cookie consent manager at any time.

10. Add a global link in the career site to the cookie consent manager by going to the Global Styles page at  [Appearance](#) , then expanding either the [Headers](#) or [Footers](#) menu and navigate to the locale and brand of your choice.

| Option                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Headers</a> | Configuring the header results in a link to the cookie consent manager being displayed at the top of the page. <ol style="list-style-type: none"> <li>Choose the layout, such as <a href="#">Desktop Layout</a> or <a href="#">Mobile Layout</a>.</li> <li>Select <a href="#">Add Component</a>, then choose <a href="#">Menu</a> from the dropdown list.</li> <li>Select the gray box to go to the <a href="#">Menu</a> component's Details page.</li> <li>Select <a href="#">+ Add</a>.</li> <li>In the <a href="#">Link Setup</a> dialog, choose <a href="#">Cookie Consent Manager</a> from the <a href="#">Type</a> dropdown list.</li> </ol> |
| <a href="#">Footers</a> | Choose one of these options: <ul style="list-style-type: none"> <li><b>To add a link in the row menu:</b><br/>Go to <a href="#">Row Menu</a>, then select <a href="#">+ Add</a>. In the <a href="#">Link Setup</a> dialog, choose <a href="#">Cookie Consent Manager</a> from the <a href="#">Type</a> dropdown list.</li> </ul>                                                                                                                                                                                                                                                                                                                   |

| Option | Description                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <ul style="list-style-type: none"> <li>• <b>To add a link as a column item:</b> <ol style="list-style-type: none"> <li>1. Go to <a href="#">Column Menu</a>, then select <a href="#">+ Add</a>. The Link Setup dialog displays.</li> <li>2. Select <a href="#">+ Add</a> in the Link List section.</li> <li>3. Select <a href="#">Cookie Consent Manager</a> in the <a href="#">Type</a> dropdown list.</li> </ol> </li> </ul> |

## Results

You've now configured both the cookie banner and cookie consent manager, as well as added a link in either the header or footer of the career site so that visitors can look at the cookie consent manager at any time.

## Related Information

[Adding Customized Content to a Career Site Page \[page 459\]](#)

[Adding Custom Cookie Providers in the Cookie Manager \[page 476\]](#)

[Cookie Manager Settings in Career Site Builder Global Appearance \[page 598\]](#)

[Header Editor Settings in Career Site Builder Styles \[page 611\]](#)

[Footer Editor Settings in Career Site Builder Styles \[page 616\]](#)

### 19.6.6.6 Adding Custom Cookie Providers in the Cookie Manager

Provide details for custom cookie providers when you configure the Cookie Manager page in the Career Site Builder's Global menu.

## Prerequisites

- You know which custom cookie providers you want to add in the cookie manager.
- You've configured the fields in both the [Cookie Banner Settings](#) and [Cookie Policy Settings](#) sections of the Cookie Manager page according to the steps described in *Configuring the Career Site Cookie Banner and Cookie Consent Manager*.

## Context

### Note

You can fully configure your cookie consent manager by just using the standard providers available in the cookie manager. Adding custom cookie providers is an advanced, technical process that requires the knowledge and use of JavaScript code.

You can add a custom cookie provider for various uses. For example, if your career site's home page has a custom plugin component, you can require visitors to accept it in the cookie consent manager before the component can display.

You can add up to 30 cookie providers in the cookie consent manager.

Unlike the preconfigured cookie providers you can select from the dropdown list that includes default text, custom cookie providers require additional details.

## Procedure

1. Enable the [Enable <Category> Cookies Section](#) slider to **YES** for the section where you want to add the custom cookie provider.
2. Select [+ Add Cookie Provider](#) below the [Cookie Providers](#) field in the Functional, Performance, and Advertising sections to add cookie providers, as needed.
3. In the [Third Party Integration](#) field, select **Custom**.
4. In the [Provider](#) field, enter the name of the provider. For example, **Qualtrics**.
5. In the [Description](#) field, provide all the details that visitors need to know about the cookies used by the custom cookie provider, including:
  - A list of all the cookies the provider uses in the career site.
  - The security domains for all the cookies.
  - The purpose of each cookie.
  - The expiration (or lifespan) of each cookie.

You can present this information in formats such as a list or table. You can also provide this information elsewhere (such as in a Career Site Builder content page), and provide a link to it to reduce the amount of text in the cookie consent manager. You can also add links to the cookie provider's own Web site that describes cookies.

### Note

If you want to use more than a single cookie for a cookie provider, you need to group them all into a single cookie provider entry because you can't enable one but not the other. If you do, even the ones a visitor enables, don't work.

6. In the [Provider JavaScript](#) field, add all the JavaScript required for this cookie provider to run on the career site.

## Results

You've now added custom cookie providers in the Cookie Manager, and can complete the rest of your Cookie Manager configuration.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

### 19.6.6.7 Configuring Styles for a Brand

The  [Appearance](#)  [Styles](#)  menu in Career Site Builder allows you to customize colors and background images across the career site.

## Prerequisites

You have configured brands and locales.

## Context

The configured brands for the site can have their own colors for the main areas. They can also have a custom header or footer, with custom colors and images.

Each configured style is associated with a specific brand. Configure each active brand for a site separately. For example, Default Brand A and Sub Brand B can each have its own look, with individual branded colors and images. You can also configure brands to display at the full width of the page by using the [Content Style](#) menu.

In addition to configuring site-wide settings, you can also customize header or footer content by locale and brand. Select [Header](#) or [Footer](#) in the [Styles](#) menu, then select a locale, and brand.

#### Note

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

## Procedure

- **Configure Global Styles.**

Go to ► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [<Brand>](#) ► to configure the look of the brand's pages, search form, search tiles, header, row footer, and column footer.

You can configure colors for a number of site-wide elements using the [Main Styles](#) page. Select the color bar to change the color for an element. Select from a list of configured colors, or select [Add](#) to create a new color by using the color picker grid, or entering an RGB or hex code value. To create a color gradient, check the [Is Gradient Color](#) box, and select the two colors you would like to create the gradient.

You can also upload images for the site and content pages using the [Main Styles](#) page. Images uploaded as the [Site Background Image](#) serve as the background for the entire site. Once you've uploaded an image, it's saved in the site's image library. You can also select an alignment for image using the [Image Type](#) and [Image Position](#) dropdowns.

Images uploaded as the [Content Background Image](#) serve as the background on any content pages. You can also select an alignment for the image using the [Image Type](#) and [Image Position](#) dropdowns.

- **Configure headers.**

Go to ► [Appearance](#) ► [Styles](#) ► [Headers](#) ► [<Locale>](#) ► [<Brand>](#) ► to configure the header of the brand's pages, including a logo and menu options.

The [Details](#) tab allows you to specify the look of the site header, including its width and where the logo appears within the header. In addition, [Use Sign In Widget](#) adds a way for candidates to create and access a login, and [Use Locale Selector](#) adds a [Language](#) dropdown list if you enable more than one locale for your career site.

The [Logo](#) tab lets you upload a logo image to display in the header, and add a title, alternate text, and URL for the image.

The [Menu](#) tab by default lets you display menu options, such as [About Us](#).

- **Configure footers.**

The [Footers](#) menu allows you to customize the colors of some elements of the site header.

Go to ► [Appearance](#) ► [Styles](#) ► [Footers](#) ► [<Locale>](#) ► [<Brand>](#) ►. You can configure the text that appears in the footer, menu options for a single row or column, as well as social links.

You can configure links in the footer either as a single row, or as columns of related links. You can also configure both footer menu types, and apply styles for the separately. If you configure both a row and column menu for the footer, the row menu displays above the columns.

To add links to the footer, navigate to ► [Global Styles](#) ► [Footers](#) ► and select the combination of brand and locale you want to configure the footer for. Add links to the footer by choosing either [Row Menu](#) or [Column Menu](#). In the [Row Menu](#) configuration, links appear from left to right in the order they're displayed in the [Global Styles](#) configuration panel.

To configure links in the [Column Menu](#), select [Add](#) to add a new list of links that appear in a column. The text you enter in the [Text](#) field of the link list is the column header for the links. Leaving this field blank means that the link list doesn't display a label in the [Global Styles](#) pane.

Define styles for the column and row menus by going to [Global Styles](#). Choose your brand and locale, then select either [Row Footer](#) or [Column Footer](#).

## Related Information

[Configuring Locale Settings for a Career Site \[page 544\]](#)

[Creating a Brand in Career Site Builder \[page 501\]](#)

[Styles in Career Site Builder Appearance Menu \[page 603\]](#)

### 19.6.6.8 Using a Custom Font on the Career Site

Upload a font in Career Site Builder to customize the look of your career site.

#### Context

The size limit for custom fonts is 50 MB.

##### Note

If you're using Apple iOS, use OTF-format fonts instead of TTF fonts (or convert the TTF font to OTF format). TTF fonts don't display correctly on iOS devices.

#### Procedure

1. In Career Site Builder, go to **Appearance > Global > Site**.
2. In the *Edit Custom Fonts* field, select *Open Custom Font Editor*.  
The Custom Font List dialog appears.
3. Select the **+ Upload Fonts** icon on the top-right corner of the dialog.  
The file selector dialog appears.
4. Select the font you want to upload, and choose *Open*.  
If the file uploads correctly, you see a confirmation message, and the font appears in the list.
5. Close the dialog, then verify that the font is now available for your career site by selecting the dropdown list in the *Font* field.  
Your custom font now appears in the field in the following format: **Custom: <font name>**, and you can use it to configure the career site.
6. **Optional:** To edit the name of the font by selecting it in the Custom Font List dialog.  
The Font Edit page in the dialog appears, where you can change and save the name of the font.
7. **Optional:** You can archive and unarchive a custom font:



| Option                               | Description                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To archive a custom font</b>      | <p>Select the  <i>Archive Font</i> icon.</p> <p>The custom font disappears from the custom font list, and doesn't appear in the list of fonts for the career site.</p>                                                                                                                           |
| <b>To view archived custom fonts</b> | <p>Select the checkbox for the <i>Archived</i> field on the bottom of the Custom Font List dialog.</p> <p>The archived custom font appears in the custom font list.</p>                                                                                                                                                                                                           |
| <b>To unarchive a custom font</b>    | <p>Select the  <i>Unarchive Font</i> icon.</p> <p>The custom font disappears from the list if you have the <i>Archived</i> field selected. Because it's no longer archived, you can verify that the font is now available by checking the list of available fonts in the font dropdown list.</p> |

 **Note**  
 You can't delete custom fonts. If you don't need a font anymore, just archive it.

## 19.6.6.9 Editing Global Search Settings for a Career Site

Set up the basic search settings for a career site.

### Context

These are global settings, so the settings propagate throughout the system, across all your brands.

### Procedure

1. In Career Site Builder, go to the *Search* tab in .
2. Configure the following settings:

| Option                        | Description                                                                                                                                                                                                                                                            |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Show Search Labels</i>     | When enabled, search labels appear above search fields and ghost text disappears. When disabled, search boxes on the site are populated with ghost text.                                                                                                               |
| <i>Show Clear Button</i>      | Enable this setting to show a button that clears the search field of any text that was entered there.                                                                                                                                                                  |
| <i>Branded Search Form</i>    | The search form has the visual appearance of the branded career site. Enabled for organizations with multiple brands.                                                                                                                                                  |
| <i>Branded Search Results</i> | This setting, available only when you enable <i>Branded Search Form</i> , changes the behavior of search by limiting the results to just the jobs for the branded career site. When disabled, searches return all jobs that meet the search query regardless of brand. |

| Option                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Limit Search by Locale</a>                   | Limit the results of the search page by locale.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Search by Keyword</a>                        | Enable this field so that candidates can perform job searches on the career site. Don't disable this field; doing so means candidates can't find jobs on your career site.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">Search by Location</a>                       | Available only when you turn on <a href="#">Search by Keyword</a> . When enabled, looks for matches in city, state, Zip, and country/region fields.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Search by Radius</a>                         | <p>Available only when you turn on <a href="#">Search by Keyword</a>. Performs a search based on postal codes.</p> <p>The U.S. is the only officially supported country/region for the <a href="#">Search by Radius</a> field, and search results are based on the Zip/postal codes you provide for job locations. Results from the <a href="#">Search by Radius</a> can display inaccuracies for non-U.S. countries/regions. In addition, not all countries/regions support this field.</p> <p>Refer to <i>Countries/Regions Not Supported in Search By Radius Field</i> for details.</p> |
| <a href="#">Imperial (Miles) and Metric (Kilometers)</a> | Enter a set of numeric values for search distances, separating each value with a comma, without using spaces between values (for example, <b>2, 5, 10, 30, 50</b> ). Each value you enter appears in the dropdown list for the postal code search in the public career site.                                                                                                                                                                                                                                                                                                               |
| <a href="#">Default (distance)</a>                       | The default search distance. The value must be one of the list of search distances you provide in the <a href="#">Imperial (Miles)</a> and <a href="#">Metric (Kilometers)</a> fields. If you provide a different value, the system automatically chooses the first distance in your set of search distances.                                                                                                                                                                                                                                                                              |
| <a href="#">Default (search type)</a>                    | This field is visible only when both <a href="#">Search by Keyword</a> and <a href="#">Search by Location</a> are enabled. Allows you to choose the default search method. Candidates can toggle the search method.                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Show Picklist Values for all Locales</a>     | Visible only when you select <a href="#">Picklist Search Enabled</a> , this setting lets you show picklist values for all locales you've configured for your career site.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Picklist Search Enabled</a>                  | Adds a picklist search in addition to the search fields already present (such as keyword or location). Acts as a filter on the main search.                                                                                                                                                                                                                                                                                                                                                                                                                                                |

- If you turned on , select **+** [Add](#) to select the field for the picklist.

#### → Tip

Although you can choose multiple fields, specifying multiple fields could make the search too narrow.

- Select [Save](#) to save the settings.

## Related Information

[Search Settings in Career Site Builder Global Appearance Without the Unified Data Model \[page 594\]](#)

[Search Settings in Career Site Builder Global Appearance Without the Unified Data Model \[page 594\]](#)

[Countries/Regions Not Supported in Search by Radius Field \[page 596\]](#)

## 19.6.6.10 Choosing the Color Settings for Search

Use the options in the Search tab to customize color settings in the search form.

### Prerequisites

You've configured the basic settings for the career site's search functionality in [Global Settings](#).

### Context

#### 📘 Note

Unlike the basic search functionality settings you configured in [Global Settings](#), you can set the color settings here at the brand level. In addition to configuring the basic color settings in your default brand, you can specify a different set of color settings for any specific brand career sites you have.

### Procedure

1. In Career Site Builder, go to the [Search](#) tab in [Appearance](#) > [Styles](#) > [Global Styles](#) > [<Brand>](#).
2. Configure the following settings:
  - [Search Form Labels](#)
  - [Search Form Background](#)
  - [Search Form Link](#)
  - [Search Form Link Hover](#)
  - [Search Form Background Image](#)
  - [Image Type](#)
  - [Image Position](#)
3. Select [Save](#).

### Related Information

[Search Settings in Career Site Builder Global Styles Without the Unified Data Model \[page 607\]](#)

## 19.6.6.11 Adding Career Site Meta Images for Social Media Posts

You can add meta images in Career Site Builder to associate them with your career site in social media posts.

### Prerequisites

Decide what image you want to use before uploading it to Career Site Builder, using the following OG (Open Graph protocol) sizing considerations:

- Minimum image dimensions – 200 by 200 pixels
- Maximum file size – 8 MB
- Recommended minimum dimensions – 1200 pixels wide by 630 pixels high
- Optimal ratio – 1.91:1

Use a supported media type, as listed here: [Adding Images in Career Site Builder Using Image Selector \[page 438\]](#)

### Context

Some third-party sites, like Facebook, LinkedIn, Twitter, and Microsoft Teams, allow you to associate an image when you post a link and information for your career site. Whether you use a logo, photo, or other graphic, using this setting allows you to add an OG image as part of your post. In LinkedIn, for example, the meta image would display when you add your site as a link to web content from your profile.

You can specify one image per brand with this setting. You can associate a separate meta image for each of your individual brands; otherwise Career Site Builder uses the meta image you specify for your default brand.

You can choose to specify a different meta image for each of your branded career sites.

#### Note

The meta image is associated to the brand, and not to specific pages within the career site (such as landing pages or category pages).

### Procedure

1. In Career Site Builder, go to **Appearance > Styles > Global Styles > <Brand>** and select the *Main* tab.
2. In the *Meta Image* field, select  *Select Image*.  
The Image Selector dialog appears.
3. If you haven't uploaded an image you plan to use for your meta image, select  *Upload Image*.
4. Select the *Select Image*  icon.

The Open dialog appears.

5. Select the image you want to use, and confirm.

The Open dialog closes, and the image name appears in the Image Selector.

6. Select the green ✓ [Add](#) icon to add the image, and accept the confirmation dialog.
7. Select ◀ (left arrow) to return to the first page in the Image Selector.

Your uploaded image now appears in the list of available images.

8. Enter descriptive text in the [Edit Alt Text](#) field.

Alt text is used by assistive technology such as screen readers, and is a requirement for accessibility.

9. Select the ☐ [Select](#) field for your image.

[Meta Image](#) field appears.

10. **Optional:** To change the image, select  [Change Image](#).

11. **Optional:** To remove the image, select  [Remove Image](#).

Removing the image doesn't delete it from the Image Selector.

12. Select [Save](#) on your Global Styles page to save the changes.

## 19.6.6.12 Adding a Logo to the Header of a Career Site

Use the Header Editor to add a logo to your career site.

### Context

There are two ways within the Header Editor in Career Site Builder to add a logo to your career site:

- Upload your logo in the [Logo](#) tab in the Header Editor.
- Create a custom header and add a [Logo](#) component in your desktop layout, mobile layout, or both.

Which method you choose depends on what you want to do, as well as what kind of image format your logo is in:

- If your logo is in SVG format, you can use the [Logo](#) tab without creating a custom header. Because SVG scales to size, your logo renders correctly whether your career site is viewed on a desktop or mobile device.
- If your logo isn't in SVG format, creating a custom header allows you to upload two different versions of your logo; one to the [Desktop Layout](#), and another to the [Mobile Layout](#).

Even if your logo is in SVG format, you can use a custom header if you want the desktop and mobile layouts to show different components.

#### Note

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

## Procedure

1. In Career Site Builder, go to ► *Appearance* ► *Styles* ► *Headers* ► *<Locale>* ► *<Brand>* ►.
2. If you want to use the regular header, select the *Logo* tab in the Header Editor and complete the following fields:
  - *Title*
  - *Alt Text*
  - *Image*
  - *Click URL (href)*
3. If you want to create a custom header, select *Custom* in the *Details* tab's *Header Style* field:
  - a. In the *Desktop Layout* tab that appears, choose + *Add Component*, and select *Logo* from the popup menu.

The *Logo* component appears.

### Note

You can move the placement of the *Logo* component by using the arrows around it.
  - b. Select the gray box for the *Logo* component, and complete the following information:

In the *Details* tab:

    - *Title*
    - *Alt Text*
    - *Image*
    - *Click URL (href)*

In the *Styles* tab, specify the color behind the logo in the *Background Image* field.
  - c. Repeat this process in the *Mobile Layout* tab.
4. Select *Save* to save the header.

### 19.6.6.13 Configuring a Custom Header

As a Career Site Builder administrator, you can configure custom headers for career sites, including headers specific to an organization's brands and locations.

## Context

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

## Procedure

1. Go to ► [Appearance](#) ► [Styles](#) ► [Headers](#) ► [<Locale>](#) ► [<Brand>](#) ►.

The Header Editor appears.

2. Choose [Custom](#) from the [Header Style](#) dropdown list in the [Details](#) tab.
3. Choose the [Desktop Layout](#) tab and select + [Add Component](#) to configure the custom layout for desktop sites using these components:

| Option                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Image</a>                | Select the shaded area to open the image editor and configure the following: <ul style="list-style-type: none"><li>• The <a href="#">Details</a> tab – upload the image. Configure image title, URL link, minimum height, image type (tiled, stretched, and so on), and image position.</li><li>• The <a href="#">Styles</a> tab – configure colors for the background and link hover elements of the component.</li></ul>                                                            |
| <a href="#">Line</a>                 | Add the <a href="#">Line</a> component to add space above or below other components. You can configure the color and height of the line.                                                                                                                                                                                                                                                                                                                                              |
| <a href="#">Logo</a>                 | Use the <a href="#">Details</a> tab to upload the logo, as well as configure image title, alt text, and URL link. Use the <a href="#">Styles</a> tab to configure colors for the background and link hover elements of the component.                                                                                                                                                                                                                                                 |
| <a href="#">Menu</a>                 | Add existing pages to the menu setup to configure a menu to display in the header. Menu options include Category Link, Content, Cookie Consent Manager, External, Home Page, List, TC Join, Top Jobs, and View All Jobs. You can customize the color, alignment, padding, and height of menu items in the <a href="#">Styles</a> tab.                                                                                                                                                 |
| <a href="#">Sign-In and Language</a> | Use the <a href="#">Details</a> tab to configure translations, alignment, padding, and height of the component. Enable <a href="#">Use Sign In Widget</a> for candidates to sign in to the career site. Enable <a href="#">Use Locale Selector</a> so candidates can select their language from a dropdown list of active locales configured for the site. Use the <a href="#">Styles</a> tab to configure colors for the background, link, and link hover elements of the component. |
| <a href="#">Text</a>                 | Add text to the header in the <a href="#">Details</a> tab, and format the text using the options in the formatting menu bar. You can customize alignment, padding, height, and text and background colors for this component.                                                                                                                                                                                                                                                         |

4. Choose [Add](#) to add components to the header.
5. Select [Mobile Layout](#) to configure the custom header for mobile sites.

Components for the mobile headers are the same as those for desktop headers.

6. Choose [Add](#) to add components to the mobile header.
7. Select added components to open each component's customization options.
8. **Optional:** Remove a component by selecting ✕ [Remove Component](#).
9. **Optional:** Expand or contract components by selecting the right and left direction arrows on each component box.

### ⓘ Note

You can't drag and drop components to reposition them.

10. Select [Save](#) when you finish adding and modifying components to the header.

## 19.6.6.14 Configuring Search Tiles Settings Without the Unified Data Model

You can configure the appearance of search tiles to customize them for your brands.

### Prerequisites

- This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.
- The configuration options in ► [Appearance](#) ► [Global Settings](#) ► [Search](#) ► in Career Site Builder are configured.

### Context

#### → Recommendation

Use **this** tile search results style instead of the grid style to make your career site more accessible to a wider audience — including those individuals who use assistive technologies or who use the Tab key to navigate through a page. This style displays each individual job in its own box (tile) that makes it easier to focus on and navigate.

### Procedure

1. Go to ► [Appearance](#) ► [Search Results](#) ► [Search Details](#) ►, and enable [Use Search Results Tiles](#).

A new tab called [Search Tiles](#) appears in ► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [<Brand>](#) ►, where you configure the font and color settings of the job tiles that appear in a search result page.

2. Configure these fields to customize the behavior of the search results:

| Option                             | Description                                                                                                                                                                                                    |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Records Per Page</a>   | Set how many jobs you want to show on a standard job search that returns values.                                                                                                                               |
| <a href="#">No Results Records</a> | Set the value to 0 (zero) to indicate that a search returned zero relevant jobs. The search results page displays unrelated jobs from Top Jobs if you use any value other than 0, which can lead to confusion. |

3. Add any additional fields you want to display in different layouts, in the [Desktop Tile Fields](#), [Tablet Tile Fields](#), and [Mobile Tile Fields](#) tabs.
4. Select [Save](#) to save these settings.
5. Go to ► [Appearance](#) ► [Styles](#) ► [<Brand>](#) ► [Search Tiles](#) ► in Career Site Builder.
6. Configure these settings:



| Option                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Background Color</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Search Result Tile Styling Fields</b>       | <ul style="list-style-type: none"> <li>• Tile Animation (when hovering over the Search Result Tile)</li> <li>• Tile Background Color</li> <li>• Tile Border Color</li> <li>• Shadow Enabled</li> <li>• Tile Shadow Color</li> <li>• Shadow Vertical Offset</li> <li>• Shadow Horizontal Offset</li> <li>• Border Thickness</li> <li>• Border Radius</li> <li>• Padding Inside Tiles</li> <li>• Padding Between Tiles</li> </ul> |
| <b>Title Styling Fields</b>                    | <ul style="list-style-type: none"> <li>• Title Font</li> <li>• Title Font Size</li> <li>• Tile Font Color</li> <li>• Tile Font Hover Color</li> <li>• Padding Between Titles and Subfields</li> </ul>                                                                                                                                                                                                                           |
| <b>Sub Field Label Styling Fields</b>          | <ul style="list-style-type: none"> <li>• Sub Fields Labels Visible</li> <li>• Sub Fields Label Font</li> <li>• Sub Fields Label Font Size</li> <li>• Sub Field Label Color</li> </ul>                                                                                                                                                                                                                                           |
| <b>Sub Field Styling Fields:</b>               | <ul style="list-style-type: none"> <li>• Sub Fields Visible</li> <li>• Sub Field Padding (Mobile)</li> <li>• Sub Fields Font</li> <li>• Sub Fields Font Size</li> <li>• Sub Field Color</li> </ul>                                                                                                                                                                                                                              |
| <b>Show More Results Button Styling Fields</b> | <ul style="list-style-type: none"> <li>• Show More Results Font</li> <li>• Show More Results Font Size</li> </ul>                                                                                                                                                                                                                                                                                                               |

7. Select [Save](#) to save your settings.

## 19.6.6.15 Configuring Search Grid Settings Without the Unified Data Model

Use the global Search Results page to configure how a career site's search results are displayed on the search page.

### Prerequisites

- This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.
- The configuration options in [Appearance](#) > [Global Settings](#) > [Search](#) in Career Site Builder are configured.

## Context

### ⚠ Caution

This grid format displays the list of jobs in a spreadsheet-like format that's difficult to navigate when using assistive technologies or when using the **Tab** key to navigate through a page. For that reason, use the tile search results style instead so that your career site is more accessible to a wider audience.

## Procedure

1. Go to the *Search Details* tab in ► *Appearance* ► *Search Results* ▾ in Career Site Builder.
2. Disable the *Use Search Result Tiles* setting.

The *Search Details* tab becomes populated with several fields to configure the grid format that the jobs are displayed in.

3. Configure these fields to customize the behavior of the search results:

| Option                    | Description                                                                                                                                                                                                    |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Records Per Page</i>   | Set how many jobs you want to show on a standard job search that returns values.                                                                                                                               |
| <i>No Results Records</i> | Set the value to 0 (zero) to indicate that a search returned zero relevant jobs. The search results page displays unrelated jobs from Top Jobs if you use any value other than 0, which may lead to confusion. |

4. Configure the *Grid Header* fields:
  - *Show Sub Filters*
  - *Show Column Headers*
  - *Show Sort Arrows*
5. Configure the *Pagination* fields:
  - *Pagination Location*
  - *Results Text Location*
  - *Show Top Bar*
  - *Show Bottom Bar*
  - *Link Count*
6. In the *Relevance Columns* tab, specify column names, order, and column width those columns that are used for non-distance searches.

The *Title* field for job titles is required; other column names refer to various job fields.
7. In the *Distance Columns* tab, specify column information for those fields that are distance-related.
8. In the *Mobile Configuration* tab, specify column information without width values.
9. Select *Save* to save your settings.

## 19.6.6.16 Enabling Picklists for Career Site Search Fields

You can enable a picklist search to add more controls to the career site search.

### Context

*Picklist Search* is a global setting you can enable, which gives you the ability to add 18 distinct searchable fields to the career site, which become dynamically populated with data from the site's jobs. For example, if you enabled a picklist search for the *Location* field, the picklist populates with all available locations from jobs on the site, and candidates can choose from among those locations. Depending on the site's configuration, picklist search fields can appear in addition to the standard Keyword and Location search.

### Procedure

1. Go to the *Global Settings* page in *Appearance* > *Global*.
2. In the *Search* tab, set the *Picklist Search Enabled* slider control to *Yes*.
3. Choose *Add* to add a new picklist item.

You can add as many picklist items as you'd like. Available fields are:

- Title
- Location – the Location picklist supports multilocation search. It renders all the location such as City, State, Country/Region, Zip, and location for the multilocation job postings.
- City
- State
- Country/Region
- Zip
- Facility
- Shift Type
- Department
- Dept
- Job Locale
- Language
- Custom Field 1
- Custom Field 2
- Custom Field 3
- Custom Field 4
- Custom Field 5
- Reference Date
- Brand

Once you've added the desired fields, you can move them up and down in the display order using the arrow icons.

4. **Optional:** You can change the wording for a field by selecting it in the [Picklist Search](#) section of the page.

You can use this option to enter custom translations for non-English locales, as well as different words from what's provided as the default. For example, you can change the label "Facility" with **Campus** to more closely match your needs.

- a. Select the field you added.

The [Override Resource Key](#) dialog appears, with the following fields:

- [Locale Selector](#) – by default, shows your primary locale. Change the value by choosing the ▼ (down arrow) and selecting a locale from the dropdown list.
- [Default Value](#) – is the name of the field you added.
- [Override Text](#) – enter the text you want to use to replace the default label for this field.

- b. Select [Save](#) to save your override text, then [Close](#) to close the dialog.

The new field label now displays, with the original default label in parentheses .

5. **Optional:** You can move the display order of your fields using the ▲ (up) and ▼ (down) arrow icons.
6. **Optional:** You can delete a field by selecting the  [Remove](#) icon.
7. **Optional:** Control the values that appear in the picklist fields by locale.

| Option                                                          | Description                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Set Show Picklist Values for all Locales to Yes</a> | Displays all picklist options, regardless of locale and language.<br><br>For example, if you select <b>English</b> from the <a href="#">Language</a> selector, the picklist displays all picklist options, even the ones that aren't in English. |
| <a href="#">Set Show Picklist Values for all Locales to No</a>  | Displays only the picklist options that match the locale and language you selected.<br><br>For example, if you select <b>English</b> from the <a href="#">Language</a> selector, the picklist displays only English picklist options.            |

Ensure that any picklist mapped from RCM to RMK for search has translations for each local you've enabled as a recruiting language. If a translation isn't available for a local user on your career site, it causes issues with posting and searching for jobs.

## Results

You've now enabled and chosen all the fields you want to have picklists available for in your career site searches.

## 19.6.7 Tools

### 19.6.7.1 SSL Certificates

#### 19.6.7.1.1 Choosing Your SSL Certificate Renewal Process

Access [SSL Certificates](#) from the [Tools](#) menu in Career Site Builder to manage the SSL certificates for your public career site in a production environment, including obtaining certificate signing requests, as well as renewing, installing, and uninstalling them.

#### Prerequisites

- To have IT or security teams manage SSL certificates instead of Career Site Builder admins, set the Career Site Builder role-based permission to allow certificate managers to have access only to ► [Tools](#) ► [SSL Certificates](#) ►.
- Enable [Manage Career Site Builder](#) from the Admin Center, especially for individuals for whom you're providing access to [SSL Certificates](#) who aren't Career Site Builder admins.

#### Context

For security purposes, SSL certificate-issuing authorities have set the duration of an SSL certificate to 398 days. When you let your certificate expire, visitors see a warning and can't go to your public career site. For this reason, you **never** want to let your SSL certificate expire.

Use [SSL Certificates](#) to manage SSL certificates for your public career site, from generating certificate signing request (CSR) files to installing and uninstalling SSL certificates. You can also upload certificates, without generating CSR files. The page also lets you see installed certificates that are in use, as well as those certificates that are expiring.

Implementation partners can get and install the initial SSL certificate as part of setting up a public career site using [SSL Certificates](#), as long as Career Site Builder is implemented for the organization. Most organizations already have their initial SSL certificate installed for them by their implementation partners. [SSL Certificates](#) does, however, have the ability for organizations to get a brand new certificate.

The [SSL Certificates](#) page provides solutions for the following scenarios. Follow the instructions for the scenario that best fits your situation.

#### 📘 Note

Administrators have the option to subscribe to reminder email about expiring SSL certificates. Refer to *Setting Up Email Reminders About Expiring SSL Certificates*.

## Procedure

Identify what you need to do, and choose option 1 or 2:

| Scenario                                                                                                  | Action                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Option 1 (Typical or Recommended) – start from scratch to get a new a certificate signing request.</b> | Follow the instructions in <i>Creating a Certificate Signing Request and Adding a New SSL Certificate</i> .                                                                                                                                          |
| <b>Option 2 – upload an SSL certificate that you got using your own CSR.</b>                              | <p>You got a new SSL certificate from a certificate authority using a CSR file that didn't come from the <a href="#">SSL Certificates</a> page.</p> <p>Follow the instructions in <i>Uploading an SSL Certificate and Creating a New Record</i>.</p> |

## Related Information

[Creating a Certificate Signing Request and Adding a New SSL Certificate \[page 494\]](#)

[Uploading an SSL Certificate and Creating a New Record \[page 497\]](#)

[Reviewing the New SSL Certificate for the Public Career Site \[page 499\]](#)

[Setting Up Email Reminders About Expiring SSL Certificates \[page 551\]](#)

[Canceling Subscriptions to SSL Expiration Reminder Notices \[page 552\]](#)

[SSL Certificates Settings in Career Site Builder Tools \[page 633\]](#)

### 19.6.7.1.2 Creating a Certificate Signing Request and Adding a New SSL Certificate

Use the [SSL Certificates](#) page in Career Site Builder to manage SSL certificates for public career sites in a production environment.

## Prerequisites

You have the appropriate Career Site Builder role-based permission to access [SSL Certificates](#).

You have all the information you need about your organization and domain information for the certificate signing request (CSR) form.

## Context

The [SSL Certificates](#) page in Career Site Builder lets you generate a certificate signing request (CSR) to get an SSL certificate, then upload and install it in Career Site Builder.

You can also use [SSL Certificates](#) to upload and install an SSL certificate you get without generating a CSR. Refer to *Uploading and Associating an SSL Certificate With an Existing Record* or *Uploading an SSL Certificate and Creating a New Record* for instructions.

## Procedure

### 1. Generate a certificate signing request (CSR) file in Career Site Builder.

- a. Go to **Tools** > [SSL Certificates](#).
- b. Choose **Option 1** > [Generate a CSR](#).

The Generate Certificate Signing Request dialog appears.

- c. Complete all the fields in the Generate Certificate Signing Request Dialog:
  - [Common Name \(CN\)](#) – The fully qualified domain name of the hostname. 64-character limit. Don't include port numbers, path names, or protocol as part of the name (such as [http://](#) or [https://](#)).
  - [Organization \(O\)](#) – The legal name of the organization.
  - [Organizational Unit \(OU\)](#) – The department or division name.
  - [Certificate Manager Email Address](#) – The email address of the person in the organization who is responsible for managing SSL certificates. This individual may or may not be the same as the contact person.
  - [City/Locality \(L\)](#) – The city or locality of the organization. Don't use abbreviations. For example, use **Saint Louis** instead of **St. Louis**.
  - [State/Province \(ST\)](#) – The state or province where the organization is located (state for U.S., province for Canada). Don't use abbreviations. For example, **California** and not **CA**. For U.S. organizations, specify the state they operate from, even if they're incorporated in another state.
  - [Country/Region \(C\)](#) – The country or region of your organization, selected from the dropdown list.
  - [Subject Alternative Name \(SAN\)](#) – The Subject Alternative Name includes any additional hostnames covered by the certificate. 64-character limit. Don't include port numbers, path names, or protocol as part of the name (such as [http://](#) or [https://](#)).
- d. Select [Generate](#).

You see a success message similar to the following:

Your CSR (Reference ID #####) has been successfully generated and is ready to download.  
A private key has also been created and is being stored in the system.  
You can now track your record on the page.

- e. Select [Download CSR](#), which generates and downloads the CSR file to your device's default download location.

You see a new row on the page for the record you created, with the [Status](#) field indicating the generated CSR.

### 2. Go to your certificate authority to request your new SSL certificate.

When you get the new SSL certificate, verify that the compressed file consists of the SSL certificate and the intermediate certificate.

#### Note

Career Site Builder created and saved a private key for your record when you generated the CSR.

### 3. Go back to Career Site Builder to upload and install your new certificate.

- a. Go to **Tools** > **SSL Certificates**.
- b. Choose **Submit SSL** from the **Actions** column in the row that lists the Common Name for your certificate.

The Submit SSL Certificate dialog appears.

- c. Select for upload the primary SSL and intermediate certificate files, then choose **Submit**.

#### Note

If you have multiple intermediate certificates, you need to merge them into a single file before you can upload it. Refer to *SAP Note 3111993 - How to Upload Two Intermediate Certificates in CSB - Recruiting Marketing* for instructions.

If the files are in a single compressed file, uncompress it into individual **.pem**, **.cer**, or **.crt** format files to upload them individually.

The Submit SSL Certificate dialog closes and the files upload.

The **Status** changes to **Ready to Install**, and the **Actions** column shows **Install**.

- d. Select **Install**.

Your request is submitted and the status changes to **Installation Requested**. After about 5 minutes, the process completes, and the status changes to **Installed**, and you also see the **In use** label.

The older certificate for the same hostname now displays the label **Not in Use**. This label differentiates the newer and older certificates for the same hostname.

Your new SSL certificate is now installed for your public career site.

### 4. Verify that the new SSL certificate is associated with your public career site.

Refer to *Reviewing the New SSL Certificate for the Public Career Site*.

## Results

Your site has a new SSL certificate.

## Next Steps

The following are additional tasks you can perform:

- Viewing certificate details – To view the details of the SSL certificate, select its reference ID to view the Certificate Information dialog, which shows you both the CSR fields, as well as an audit history for the certificate.



- Uninstalling the expiring certificate – After you verify that the new certificate is associated with the public career site, you can choose to uninstall the older certificate that's nearing its expiration date.
- Removing a record – To remove a record from the [SSL Certificates](#) page altogether, choose the  *delete* icon.

## Related Information

[Choosing Your SSL Certificate Renewal Process \[page 493\]](#)

[Uploading an SSL Certificate and Creating a New Record \[page 497\]](#)

[Reviewing the New SSL Certificate for the Public Career Site \[page 499\]](#)

[Setting Up Email Reminders About Expiring SSL Certificates \[page 551\]](#)

[SSL Certificates Settings in Career Site Builder Tools \[page 633\]](#)

[SAP Note 3111993](#) 

### 19.6.7.1.3 Uploading an SSL Certificate and Creating a New Record

Use the [SSL Certificates](#) page in Career Site Builder if you've already obtained an SSL certificate that you want to upload for a career site in a production environment.

## Prerequisites

- You have the appropriate Career Site Builder role-based permission to access the [SSL Certificates](#) page.
- You've already obtained a new SSL certificate from a certificate authority using your own certificate signing request (CSR). If you don't have an SSL certificate yet, refer to *Creating a Certificate Signing Request and Adding a New SSL Certificate*.  
If the files are in a single compressed file, you've uncompressed them and saved them as into individual `.pem`, `.cer`, or `.crt` format files to upload them individually.

## Context

The [SSL Certificates](#) page in Career Site Builder is a self-service tool that lets you obtain and install a new SSL certificate for your career site domains. The steps here describe how to upload and install a new SSL certificate with the following conditions:

- You got your SSL certificate from a certificate authority without using [SSL Certificates](#) to generate a certificate signing request.
- The SSL certificate has no association with an existing record in the system.

### Note

You can't upload a new SSL certificate for an existing record.

## Procedure

1. In Career Site Builder, go to ► [Tools](#) ► [SSL Certificates](#) ►.
2. In the [Option 2](#) section, select [Upload SSL Certificate](#).

The Upload SSL Certificate dialog appears.

3. In the Upload SSL Certificate dialog, choose *I want to upload an SSL certificate that I obtained using my own CSR*, then select [Next](#) to proceed to the upload form.
4. Select for upload the primary SSL certificate and the private key.

### Note

- The private key must be unencrypted. Private keys are typically exported as an encrypted file with passphrase. You need to convert it to an unencrypted file.
- RSA private keys are supported.

After you upload a valid SSL certificate, we try to retrieve the intermediate certificate automatically.

5. Upload the intermediate certificate only if required.

If the [Intermediate Certificate](#) field is marked with an asterisk (\*), then it's required. That means we were unable to retrieve the intermediate certificate for your SSL automatically, so you need to upload it manually

### Note

If you have multiple intermediate certificates, you need to merge them into a single file before you can upload it. Refer to [SAP Note 3111993 - How to Upload Two Intermediate Certificates in CSB - Recruiting Marketing](#) for instructions.

6. Choose [Submit](#).

The Upload SSL Certificate dialog closes, you see a success message that the files were uploaded, and a new row appears on the page for your record.

7. Choose [Install](#) from the [Actions](#) column.

Your request is submitted and the status changes to [Installation Requested](#). After about 5 minutes, the process completes, and the status changes to [Installed](#), and you also see the [In use](#) label.

The older certificate for the same hostname now displays the label [Not in Use](#). This label differentiates the newer and older certificates for the same hostname.

Your new SSL certificate is now installed for your public career site.

8. Verify that the new SSL certificate is associated with your public career site.

Refer to [Reviewing the New SSL Certificate for the Public Career Site](#).

## Results

Your site has a new SSL certificate.

## Next Steps

The following are additional tasks you can perform:

- Viewing certificate details – To view the details of the SSL certificate, select its reference ID to view the Certificate Information dialog, which shows you both the CSR fields, as well as an audit history for the certificate.
- Uninstalling the expiring certificate – After you verify that the new certificate is associated with the public career site, you can choose to uninstall the older certificate that's nearing its expiration date.
- Removing a record – To remove a record from the [SSL Certificates](#) page altogether, choose the  [delete](#) icon.

## Related Information

[Choosing Your SSL Certificate Renewal Process \[page 493\]](#)

[Creating a Certificate Signing Request and Adding a New SSL Certificate \[page 494\]](#)

[Reviewing the New SSL Certificate for the Public Career Site \[page 499\]](#)

[Setting Up Email Reminders About Expiring SSL Certificates \[page 551\]](#)

[SSL Certificates Settings in Career Site Builder Tools \[page 633\]](#)

[SAP Note 3111993](#) 

### 19.6.7.1.4 Reviewing the New SSL Certificate for the Public Career Site

Verify that the new SSL certificate is correctly associated with your public career site.

## Procedure

1. Open a browser and go to your public career site.
2. Select the  [padlock \(View site information\)](#) icon that appears to the left of the URL.

The site information dialog appears.

3. Select [Certificate](#) in the site information dialog.

The Certificate dialog appears.

4. Look for an end date in a "valid from" date range to verify that the certificate has a new expiration date.

## 19.6.7.2 Using the Functions Viewer

Use the Functions Viewer to see what implementation partners identified as misconfigurations that needed to be modified in job posting data.

### Context

The original purpose of functions was to optimize job posting content for publication. The current recommended practice is to refine your posting content in the system of record (SAP SuccessFactors Recruiting). In this way, consistent job posting content is available for all downstream publication processes, Career Site Builder, and Recruiting Posting.

If you have existing functions, they're available to view for reference purposes, and to delete, as you transition to refining the job posting data upstream in SAP SuccessFactors Recruiting. Examples of functions can be things like an original string of "California" that's replaced by "CA" or "DESCRIPTION" that's replaced by "Description".

#### Note

The creation of new functions is no longer supported.

When the page is blank, a Career Site Builder admin can disable this page so it doesn't appear anymore.

### Procedure

1. Go to **Tools > Functions Viewer** in Career Site Builder.

The Functions Viewer page appears.

If you don't see anything listed in the Functions Viewer, your implementation partner didn't identify any misconfigurations, and you can ignore this page. You can also disable permissions so the page doesn't appear for users anymore.

If you see any functions listed on the page, they appear in a table with the following fields:

- **Function Name** – The name of the function.
  - **Status** – The status of function: Active or inactive.
  - **Original String** – The text or code string identified as needing to be replaced.
  - **Replacement String** – The text or code string that replaces the original string.
  - **Date Created** – The date when a function was created.
  - **Affected Fields** – The list of fields in job postings that the original strings can appear in.
  - **Delete** – The  (**Delete**) icon permanently deletes the function from the list.
2. Choose **View Fields** in the **Affected Fields** column to see which fields can contain the original string in your job postings, and replace them with the replacement string.

3. After you finish replacing the strings in your job postings, select the  (*Delete*) icon to remove the function from the page.

#### Caution

Deleting a function not only removes it from the list, but also stops it from working. Any misconfigurations you miss in the clean-up process are no longer transformed before they appear on the career site.

## 19.6.7.3 Brands

### 19.6.7.3.1 Creating a Brand in Career Site Builder

You can create multiple brands for your career site and then configure a different career site experience for each your brands.

#### Prerequisites

You have already set up a recruiting site in SAP SuccessFactors Recruiting, and optionally, a microsite ID.

The microsite identifier is generated in SAP SuccessFactors Recruiting during microsite creation. If a brand has an associated microsite, a candidate applying for a job using Candidate Account Simplification has the microsite ID added to the Apply URL. For existing brands, the microsite ID affected some font settings for the candidate profile area, the login page, and other SAP SuccessFactors Recruiting Mobile Apply pages. This field is optional, but omitting it shows the default black and blue theme for the candidate profile area, the login page, and other SAP SuccessFactors Recruiting Mobile Apply pages.

#### Context

When you create brands in Career Site Builder, they're available for various uses, such as landing pages and email layouts.

#### → Recommendation

Although there's no limit to the number of brands you can have for your career site, try to limit the configuration for each to no more than 20 MB for optimal performance.

#### Procedure

1. Go to  **Tools**  **Brand Management**  in Career Site Builder.

2. **Required:** Choose [Save](#) the first time you use [Brand Management](#).

This step saves all existing brands to the MDF object.

3. Create a brand by choosing [+](#) [Add](#).
4. Enter a name for the brand in the [Name](#) field.

Use a standard naming format, and don't include a space or line-break, as these can cause problems with your career site. In addition, avoid the following words, which are reserved keywords in Career Site Builder: content, default, email, errorpage, feed, go, job, lp, map, s, search, services, talentcommunity, topjobs, viewalljobs, unsubscribe.

5. Add text to the [URL Brand Identifier](#) field.

#### → Remember

As you add text to this field, the dialog displays the whole URL that Career Site Builder creates, under the heading [URL Brand Identifier Preview](#).

6. **Optional:** For a more consistent candidate experience, select a theme in the [Theme Name](#) menu.  
The menu lists themes that are defined in [Admin Center](#) > [Theme Manager](#) for the rest of the HCM suite. You can use the [Theme Name](#) setting to map a "brand" in Career Site Builder with a "theme" in Theme Manager, so that consistent branding is applied throughout the candidate experience.
7. **Optional:** To associate a Recruiting site (also known as a microsite) to your brand, enter the microsite ID in the [Microsite Id](#) field.

Associating a microsite ID To find the microsite ID, select [Admin Center](#) > [Recruiting](#) > [Manage Recruiting Sites](#) and choose your desired Recruiting Management site. The characters in its URL that follow `site=` is the microsite ID.

8. Select [Create](#).
9. Choose [Save](#) to save any changes you made to the table of brands.

To cancel this process, select [Cancel](#). Choosing [Yes](#) in the confirmation dialog reloads the page without saving any of the changes you made before the last time you saved the settings.

## Results

The new brand is added to the table of brands.

## Next Steps

You can now configure many different career site settings specifically for each brand in the [Brand Settings](#) section. You can also configure a different look and feel for each brand in the [Appearance](#) section.

## Related Information

[Brand Management in Career Site Builder Tools \[page 620\]](#)

### 19.6.7.3.2 Enabling the Apply with LinkedIn Feature on a Brand-Specific Career Site

If you use the Apply with LinkedIn feature and you've configured a brand-specific site URL in [Brand Settings](#), you need to add the brand-specific site URL to the Apply with LinkedIn configuration.

#### Prerequisites

- You've configured the Apply with LinkedIn feature.
- You've configured at least 1 brand-specific site URL in Career Site Builder.
- You have view and edit permission for the following object: ► [User Permissions](#) ► [MDF Recruiting Permissions](#) ► [LinkedInDeveloperApplication](#) ►.

#### Context

The MDF object `LinkedInDeveloperApplication` stores information about the valid domains that can access the Apply with LinkedIn feature. The site URL for your default brand is recorded in this object when you enabled the Apply with LinkedIn feature for the first time.

However, the site URL for each of additional brand, configured in [Brand Settings](#), isn't recorded automatically and has to be added manually.

If you configure a brand-specific site URL, you need to add it to the `LinkedInDeveloperApplication` object so that visitors to the branded site can use the Apply with LinkedIn feature.

#### Procedure

1. In Career Site Builder, go to ► [Brand Settings](#) ► [<Brand>](#) ► [Site URL](#) ► and copy the full primary URL of the brand site you want to add.
  - a. Find the URL with the [Primary](#) setting set to [Yes](#).
  - b. Choose [Visit Site](#) to open the site in a new browser tab.
  - c. Copy the full site URL, including `https://`.
2. In SuccessFactors HCM, go to ► [Admin Center](#) ► [Manage Data](#) ►.

3. Use search to find the object `LinkedInDeveloperApplication`.
4. Choose  [Take Action](#)  to edit the object.
5. Add the brand-specific site URL to the list of URLs already configured in the [validJsSdkDomains](#) field.
  - Only **add** new URLs to the list. **Don't delete** any of the existing URLs.
  - Include the protocol, like `https://`, in the URL.
  - Each URL in the list is contained within quotation marks and separated by commas. For example:  
`["https://jobs.example", "https://brand.jobs.example"]`
6. Save .
7. Repeat these steps for each brand-specific site URL configured in [Brand Settings](#).

## Results

Visitors to the brand-specific career sites can now see and use the Apply with LinkedIn feature.

### 19.6.7.4 Using Import and Export in Career Site Builder

The [Import & Export](#) page in Career Site Builder enables you to export and import site settings, Career Site Builder contents, as well as category pages.

## Context

The Import & Export feature allows you to export setting information in an XML file. You can store this XML file locally and then import it into a new site, which can exist in the same or in a different environment.

### Note

In order to maintain site integrity, Career Site Builder excludes site integration information (including Company ID and Single Sign-On Security Key fields) and API credentials when you perform an import from its Import & Export page.

Using this method means that you don't have to create Career Site Builder settings from scratch each time a new site is built. This feature is helpful if one or more sites are being constructed by a single user with a specific set of core settings that can be used as-is, or as a base for further settings enhancements.

### Recommendation

To maintain site integrity, import and export Site Settings and Career Site Builder Settings together.



## Procedure

- Export XML files in Career Site Builder

### Note

You can't import site settings from a stage environment to a production environment if the stage environment is using a version with new features that aren't yet available in production. This ensures that any new functionality that you configure in stage won't break your production environment. Career Site Builder prevents you from doing this, and displays a message telling you this.

To perform an export, go to the [Export](#) tab in **Tools > Import & Export** and choose from the following options:

| Option                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site Settings</a>                | This option exports settings that configure your site, including settings that implement and integrate the career site with SAP SuccessFactors Recruiting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">Career Site Builder Settings</a> | <p>This option exports Career Site Builder settings that configure the look and feel of the career site.</p> <p>Choose a configuration option from the <a href="#">Source</a> column:</p> <ul style="list-style-type: none"><li><a href="#">As currently configured</a> – This option exports the currently saved Career Site Builder settings into an XML file.</li><li><a href="#">From a previous configuration</a> – This option exports the settings from a previously saved Career Site Builder configuration. Selecting this option allows you to choose from a list of available backups in the dropdown list.</li></ul> <p>Select options in the <a href="#">Contents</a> column.</p> <ul style="list-style-type: none"><li><a href="#">Core CSB Settings</a> – Select this option to export the main Career Site Builder settings. This option is required if you are exporting using the <a href="#">From a previous configuration</a> option.</li><li><a href="#">Fonts and Images</a> – This optional setting exports both fonts and images used for the career site, in addition to the core Career Site Builder settings.</li><li><a href="#">Email Layouts</a> – This optional setting exports all the email layouts for both brand and locale that are saved in the Email Layout page in Career Site Builder, into an XML file.</li></ul> |
| <a href="#">Category Pages</a>               | This option exports a single XML file that includes the information for all active category pages. When you import this XML file back in through Career Site Builder, it either adds new categories or overwrites the existing category pages with the same name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

If you choose [Career Site Builder Settings, Export](#) doesn't become active until you choose your selections from both the [Source](#) and [Contents](#) columns.

Choosing [Export](#) saves XML files to your system.

### Caution

Avoid manually editing the exported XML file to avoid unintentionally introducing code that can cause the career site to break.

- Import XML files in Career Site Builder

### Note

You can't import site settings from a stage environment to a production environment if the stage environment is using a version with new features that aren't yet available in production. This ensures that any new functionality that you configure in stage won't break your production environment. Career Site Builder prevents you from doing this, and displays a message telling you this.

To import XML files, go to the [Import](#) tab in **Tools > Import & Export** and choose from the following options:

| Option                                       | Description                                                                                                                                                                                                                                                               |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site Settings</a>                | This option imports the Site Settings XML file that you exported. The file consists of settings that implement and integrate the career site with SAP SuccessFactors Recruiting.                                                                                          |
| <a href="#">Career Site Builder Settings</a> | This option imports the Career Site Builder Settings XML file, which consists of settings that configure the look and feel of the career site.                                                                                                                            |
| <a href="#">Category Pages</a>               | This option imports the category pages XML file that includes all active category page information. When you import this XML export file back in through Career Site Builder, it either adds new categories or overwrites the existing category pages with the same name. |

- a. Select [Import](#).

An Open dialog appears.

- b. Select a previously exported XML file, then choose [Open](#).

Choosing [Import](#) allows you to select a previously exported XML file.

When you select an XML file, [Upload Import File](#) appears, and allows you to upload the file.

You see the information about the import in the [Import Details](#) section of the page.

## Related Information

[Import & Export Settings in Career Site Builder Tools \[page 624\]](#)

## 19.6.7.5 Using the Locations Editor to Improve the Location of a Job or Company

Use the Locations Editor in Career Site Builder to override the latitude and longitude in Google Maps searches for specific locations.

## Prerequisites

You have active jobs in the career site with recognizable geolocations that can appear in the location or country/region fields in the Locations Editor, or else the Locations Editor appears blank.

## Context

Adding locations in the Locations Editor can improve the radius search and Google Maps search in Career Site Builder, so that candidates can identify exactly where on the map a job is located, rather than what appears in Google Maps. For example, you have a job located on a large campus, and you want to specify the exact location of the office the job is at.

### → Tip

Open Google Maps on a separate screen so you can easily copy and paste the coordinates into the Locations Editor.

## Procedure

1. Go to ► [Tools](#) ► [Locations](#) ► in Career Site Builder.

When opened, the Locations editor shows a list of the locations configured for the site. The default sort order is by ascending location. You can sort and filter the listing by location or country/region by selecting the column headers.

To apply filter text, enter the text and select [Enter](#). To remove filter text, clear the field and select [Enter](#). You can filter on both location and country/region simultaneously.

2. Select the  (edit) icon on the right side of the location you want to edit.

Each location has both the Google Location and Override Location coordinates. The coordinates of the location are shown as a link to that location in Google Maps in a new window. If they're the same, then the Override Location is grayed out and unlinked to show that it hasn't been modified. The coordinates are shown rounded on this screen (the actual value saved for this location is unaffected), but each set of coordinates shows a tooltip containing the unrounded coordinate values if you hover over the coordinate pair. Negative values aren't shown on this page; the cardinal direction shown conveys that information.

3. Go to Google Maps and find the latitude and longitude numbers by placing a pin in the location, which makes the URL contain the exact coordinates of the pin.
4. Copy the coordinate numbers from the URL in Google Maps into the [Latitude](#) and [Longitude](#) fields in the Locations Editor.

Latitude values range from -90 to 90. Negative values indicate south, while positive values indicate north. Longitude values range from -180 to 180. Negative values indicate west, while positive values indicate east.

Two decimal places plot to a town or village, three decimal places plot to a neighborhood, and four decimal places plot to an individual street or land parcel. Customers can't zoom in closer than a neighborhood on the Google Job Map in Recruiting Marketing, so the location doesn't need to be exact.

5. **Optional:** Revert any override location you've customized by choosing  [Revert Override Location](#) in the Locations list page. This setting is disabled if you haven't customized the override location.

When you confirm the revert action, the Override Location value is replaced with the Google Location value.

6. Select [Save](#).

To return to the original coordinates, select the arrows in the center of the screen: [Copy Google Location Latitude to Override Location Latitude](#) or [Copy Google Location Longitude to Override Location Longitude](#).

When location information changes, the system adds the location to a maintenance queue to update the job index before changes are visible on the job map. This process can take a few minutes.

## Related Information

[Locations Editor Settings in Career Site Builder Tools \[page 626\]](#)

### 19.6.7.6 Activating Site Sources for the Source Tracker

Use the Site Source Editor in Career Site Builder to specify which sources are available to the Recruiting Campaign URL Builder.

## Context

The [Referrer Types](#) list in the left panel displays site source types, and include such categories as [Search Engine](#) and [Social Network](#).

The [Source Engines](#) list on the right displays all the specific sources when you select a referrer type from the left.

## Procedure

1. In Career Site Builder, go to **Tools** > [Site Source Editor](#).

The [Site Source Editor](#) page appears.

2. Choose either method to select a referrer type from the [Referrer Types](#) list on the left:
  - Choose a type from the list
  - Enter a term in the [Search Types](#) field.

Selecting the referrer type displays all of its available options in the [Source Engines](#) section on the right.

3. Enable all the referrer types you want to activate by setting their sliders to [YES](#).
4. Select a referrer type to see its source engines, then enable each source engine that you want to activate.
5. **Optional:** Select [All](#) or [None](#) in the [Activated: All / None](#) setting to enable or disable all entries:

The behavior of [Activated: All / None](#) is as follows:

| Option                | Description                                                                                                                                                                                                                                                                          |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Referrer Types</b> | When you select: <ul style="list-style-type: none"><li>• <a href="#">All</a> – activates all referrer type categories on the list, as well as the individual source engines within each referrer type. This setting activates everything in the entire site source editor.</li></ul> |

| Option         | Description                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                | <ul style="list-style-type: none"> <li>• <a href="#">None</a> – disables all referrer type categories on the list, as well as the individual source engines within each referrer type. This setting disables everything in the entire site source editor.</li> </ul>                                                                                                                                                                     |
| Source Engines | <p>When you select:</p> <ul style="list-style-type: none"> <li>• <a href="#">All</a> – activates all individual source engines within the referrer type you're in, as well as activate the referrer type itself if it wasn't activated already.</li> <li>• <a href="#">None</a> – disables all individual source engines within the referrer type you're in, as well as disable the referrer type itself if it was activated.</li> </ul> |

6. Select [Save](#) to save your settings, or [Cancel](#) to revert any changes made to the referrer type and source engine settings.

## Results

You've now configured the settings to enable and disable the referrer types and source engines in the Site Source Editor. The dropdown lists for types and sources in the Source Tracker now reflect these settings.

## Related Information

[Site Source Editor Settings in Career Site Builder Tools \[page 628\]](#)

[Creating Tracking URLs in Campaign URL Builder \[page 1472\]](#)

[Site Source Editor Settings in Career Site Builder Tools \[page 628\]](#)

## 19.6.7.7 Changing the Default Text Using the Translation Editor

The translation editor allows you to override default translations for site elements for any configured locale, including English.

## Context

Only locales configured in Command Center appear in the translation editor. You can import and export your custom translations from this page. These are performed separately from the site import and export.

## Procedure

1. In Career Site Builder, go to  [Tools](#)  [Translations](#) .

The Translations page appears, which shows the locale filter, as well as a table that lists all the site elements that are available for you to edit.

2. Enter the site element in the [Group](#) column or resource key in the [Resource Key](#) column, or scroll down to find the exact site element you want to edit.

#### Note

You can hover over the resource key names to view the text that appears for the key. This text is identical to the ghost text that appears in *Italics* in the Override Text field, until you enter your own text.

3. Select the Override Text field for your site element.

The Override Resource Key dialog appears.

4. Enter your new text in the Override Text box, then choose [Confirm](#).

The Italicized ghost text in the Override Text field is now replaced with your new text in the translation grid, in regular text.

5. Select [Save](#) to save any the changes you make in the translation editor.
6. Revert your changes to the system default by selecting the text, then select [Clear](#).

You've now replaced system default text with your own text.

To revert your changes to the system default, select your override text to go to the Override Resource Key dialog, and select [Clear](#). Don't forget to select [Save](#) when you're done.

## 19.6.8 Layouts

### 19.6.8.1 Creating a Custom Job Layout for the Unified Data Model

You can use Career Site Builder to create custom layouts of the job details page on your career site.

#### Prerequisites

- The Unified Data Model is enabled.

#### Context

You don't need to map fields when you create a custom job layout using the Unified Data Model. Instead, you define your selection criteria by choosing fields and values from your job requisition template.

#### Caution

Existing job layouts aren't ported over when you enable the Unified Data Model.

When you enable the Unified Data Model, a simple default layout is applied to all jobs until you create custom layouts that can then be applied to the jobs based on configured rules.

You can choose to update this simple default layout if all you need is one layout, or create additional custom layouts based on your requirements.

#### → Tip

The flexibility of the Unified Data Model enables you to add many fields as job tokens, but also as filters in your layout rules. The job requisition template fields are directly available for both locales and brands, which means you need far fewer layouts than before.

## Procedure

1. In Career Site Builder, go to **Layouts > Job**.

2. Select **+ Add** at the top of the page.

The *Create Custom Layout* dialog appears.

3. Enter a unique name for your layout in the *Layout Name* field, then save it.

You see the *Details* tab of the *Custom Layouts Editor* for your layout.

4. In the *Details* tab, change the *Two columns* default setting from *No* to *Yes* if you want to have a second column on the job layout.

#### → Tip

When using the Unified Data Model, you don't have to specify site field or job field mappings for your job layout here. Choose what information displays in your job layout by setting the filters in the next step, based on your job requisition template.

The *Active* setting isn't active until you create a rule in the *Layout Rules* tab so that the job layout knows what to display.

5. In the *Layout Rules* tab, select *Add Filter*.

The *Add Filter* dialog appears.

6. In the *Add Filter* dialog, use the dropdown lists for the following:

| Option            | Description                                                                                                                                  |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Field Name</b> | Choose a field from the list. The list shows all the fields that you have in your job requisition template.                                  |
| <b>Values</b>     | The options that appear in this field change dynamically based on which field you choose. You can choose multiple values for the same field. |

The dialog closes, and you see your new filter in the *Define Job Layout Selection Criteria* list.

You can choose to add more fields on this page.

#### ⓘ Note

After you create a filter, The *Active* field becomes available in the *Details* tab.

7. **Optional:** Select the [Job Header](#) tab to any additional components in addition to the search bar that's automatically added here.

To change the visual look of the search bar, go to **Appearance > Styles > Global Styles > Search Form**.

8. Select the [Column 1](#) tab to select [Add Component](#) to add components to the column:

| Option                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Apply Now</b>       | <p>The <a href="#">Apply Now</a> button allows candidates to apply for the job. This component is automatically added to your layout. The settings are:</p> <ul style="list-style-type: none"> <li>• <a href="#">Text Alignment</a>: Specify left, right, or center alignment.</li> <li>• <a href="#">Button Position</a>: Specify whether to position the button on the left, center, or right of the page.</li> <li>• <a href="#">Caret Direction</a>: Specify the direction to which the text appears when selecting the <a href="#">Apply Now</a> button.</li> <li>• <a href="#">Button Width</a>: Use the pulldown menu to specify the size of the button. Options are small, medium, large as well as a full column span.</li> <li>• <a href="#">Override Global Brand Style</a>: When enabled, overrides the settings for the career site's global brand style. You see the following settings to customize the normal and mouseover (hover) colors of the button: <ul style="list-style-type: none"> <li>• Background color</li> <li>• Font color</li> </ul> </li> <li>• <a href="#">Enable Spacing</a>: When enabled, allows you to customize the spacing around the top, bottom, right, and left of the <a href="#">Apply Now</a> button.</li> </ul> |
| <b>Custom Plugin</b>   | The <a href="#">Custom Plugin</a> component inserts custom code for a new component, such as JavaScript and third-party widgets.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Featured Jobs</b>   | The <a href="#">Featured Jobs</a> component displays links to featured jobs. You can configure the style and destination of links.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Google Job Map</b>  | The <a href="#">Google Job Map</a> component displays jobs on a map. You can control some aspects of the map's appearance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Job Alerts Link</b> | The <a href="#">Job Alerts Link</a> component displays a link on the job details page that enables candidates to sign up for a job alert. You can choose the horizontal position of the link (left, center, right).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Job Token</b>       | <p>Allows you to add fields from your job requisition template. By default, the <a href="#">Job Title</a> token component is added to your custom layout. Selecting the gray box opens the Job Token details page, where you can choose a specific job token. These job tokens represent the objects in your job requisition template.</p> <p>You can also choose to show the name of the token, as well as whether to add margin spacing around the token using the <a href="#">Enable Spacing</a> field.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Large Image</b>     | The <a href="#">Large Image</a> component displays a "hero" image that spans the width of the page. The component includes a large image with a customized dropdown navigation (height 250 px for mobile; 390 px for tablet; 590 px for desktop) (absolute minimum 200 px; maximum 9999 px; default 590 px).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Similar Jobs</b>    | <p>The <a href="#">Similar Jobs</a> component displays other jobs that we've identified as similar to the one that the candidate is viewing, based on criteria such as skills and location. Jobs are displayed as "results card", with the same information and appearance as on the search results page.</p> <p>You can choose to restrict the list to jobs that are within 30 miles of the job being viewed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

### ⚠ Caution

Before you enable this feature, you first have to enable [Assisted Job Skills for Career Site Builder](#) and then run a scheduled job to extract skills from existing job requisitions. [Extracting Skills from Job Descriptions with AI](#) [page 281]



| Option              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Skills Cloud</b> | <p>The <i>Skills Cloud</i> component displays skills required for the job, in the form of a word cloud. Job skills are identified using AI, based on the job requisition.</p> <div> <p><b>⚠ Caution</b></p> <p>Before you enable this feature, you first have to enable <i>Assisted Job Skills for Career Site Builder</i> and then run a scheduled job to extract skills from existing job requisitions. <a href="#">Extracting Skills from Job Descriptions with AI [page 281]</a></p> </div> <div> <p><b>ℹ Note</b></p> <p>This component has style settings that aren't used anywhere else. When you add this component, review these style settings to ensure they're consistent with your brand: <a href="#">▶ Appearance ▶ Styles ▶ &lt;Brand&gt; ▶ Search Experience ▶ Skills Cloud ▶</a></p> </div> |
| <b>Text</b>         | The <i>Text</i> component displays a single column of text. You can't change the size or orientation of the component.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Video</b>        | <p>The <i>Video</i> component enables you to add (embed) videos on a career site page. It supports videos from YouTube, Vimeo, and Wistia.</p> <div> <p><b>ℹ Note</b></p> <p>For this functionality to be visible to visitors in your career site, make sure to include its related cookie provider in the cookie consent manager at <a href="#">▶ Appearance ▶ Global ▶ Cookie Manager ▶</a>. If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this functionality is removed and unavailable to your site's visitors completely.</p> </div>                                                                                                                                                                                               |

The new component displays. By default, Desktop, Tablet, and Mobile views are all enabled for the component.

9. To modify a component, double-click its gray box.
10. **Optional:** Change the order of a component on the job layout by selecting the [△ up arrow](#) or [▽ down arrow](#) for the gray box that represents the component.
11. **Optional:** You can add a new component below a specific component by selecting the [+ plus icon](#) to the right of the component name to view the [Add Component Below](#) dropdown.
12. **Optional:** If you selected *Two columns*, you also see the *Column 2* tab. You can configure it as you did for *Column 1*.
13. You can choose to add a footer component in the *Job Footer* tab. By default, there are no components added here.
14. Select [Publish](#) to save and publish the layouts.

## 19.6.8.2 Configuring Layout of Search Results for the Unified Data Model

Configure the layout of the search results page on your career site. You can add features like AI-assisted skills matching, a job map, job card fields, and search filters.

### Prerequisites

These settings are only available if the Unified Data Model is enabled.

### Context

These steps describe search settings when the Unified Data Model is enabled.

If the Unified Data Model is **not** enabled: [Search-Related Settings in Career Site Builder Without the Unified Data Model \[page 435\]](#)

### Procedure

1. Go to  [Layouts](#)  [Search Results](#)  to specify what to show in your search results.
2. On the [Settings](#) tab, in the [General](#) section, choose whether you want to limit your search by brand, and whether you want to allow location-based searches.

| Option                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enable Google Job Map</b>      | <p>Move the slider to <a href="#">YES</a> to give candidates the option to view search results in a map view.</p> <div> <b>Note</b><ul style="list-style-type: none"><li>• When the Unified Data Model is enabled, you first need to configure the Job Location generic object, before you can use the Google Job Map component.</li><li>• The map view is only available on the site's main search results page (<code>jobs.example.com/search</code>). It isn't available on category pages.</li></ul></div> |
| <b>Enable Branded Search Form</b> | <p>Move the slider to <a href="#">YES</a> to give the search form the visual appearance of the branded career site. The default setting is <a href="#">NO</a>.</p> <p>This switch controls the behavior of the search form placed on a branded (non-default brand) page:</p> <ul style="list-style-type: none"><li>• When the switch is on, the search form on the branded page submits to the branded search results page.</li><li>• When the switch is off, the search form on the branded page submits to the default, main search results page.</li></ul>                                     |

| Option                               | Description                                                                                                                                                                                             |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enable Branded Search Results</b> | Move the slider to <b>YES</b> to limit search results to just the jobs for the branded career site. The default setting of <b>NO</b> displays a result that meets the search query regardless of brand. |
| <b>Enable Location Search</b>        | Move the slider to <b>YES</b> to enable location-based searches. The default setting is <b>NO</b> .                                                                                                     |

- On the **Settings** tab, in the **AI-Assisted Skills** section, enable AI features for your career site.

#### ⚠ Caution

Enabling AI-assisted skills matching on your career site involves multiple steps. Before you enable these settings, review all of the required steps here: [Enabling AI-Assisted Features on Career Sites \[page 126\]](#).

| Option                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enable AI-Assisted Skills Matching for Resumes</b> | <p>Move the slider to <b>YES</b> to display the Skills Matching feature on the search results page, giving candidates the option to upload a resume and find jobs that match their skills.</p> <div> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>We only use the resume temporarily to identify the candidate's skills and recommend jobs. The resume and identified skills are only stored for 30 minutes and they aren't connected to a job application in any way. When a candidate decides to apply, they need to upload their resume again.</li> <li>Resume analysis isn't available in all languages. If your career site is in an unsupported language, the Skills Matching panel is hidden.</li> <li>The Skills Matching feature is only available on the site's main search results page (<code>jobs.example.com/search</code>) and on the job details page. It isn't available on category pages.</li> </ul> </div> |
| <b>Enable Data Privacy Consent Statement (DPCS)</b>   | Move the slider to <b>YES</b> to display a consent agreement on the career site that candidates must accept before they can use the Skills Matching feature to upload a resume and see recommended jobs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

- In the **Results Cards** tab, choose **+ Add Field** to select fields from the dropdown list if you want to more information in each job result card.

By default, each card displays the job title and location. You can add up to 10 additional fields from the job requisition template.

#### ⓘ Note

Where space is limited, only the first 3 additional fields are shown. For example, only 3 fields are shown when you view search results on a mobile device or when you view information about the job on a job map.

- Optional:** Use the **▼ Down** and **▲ Up** arrows to change the order in which the fields appear.
  - Optional:** Select the checkbox in the **Show Label** column to display the name of the field.
  - Optional:** Choose **✕ Delete** to remove the field.
- In the **Search Filters** tab, add up to 10 fields that you want to display on the left column of your search page.

The fields, which can be picklist, generic object, or enum type, come from the job requisition template, and allow candidates to refine their search.

6. Save your settings.

## Related Information

[Configuring the Main Style Settings for the Unified Data Model \[page 464\]](#)

[Configuring Style of Dialog Windows for the Unified Data Model \[page 467\]](#)

[Configuring Style of the Search Experience for the Unified Data Model \[page 468\]](#)

### 19.6.8.3 Creating a Custom Job Layout in Career Site Builder Without the Unified Data Model

You can use Career Site Builder to create custom layouts of the job details page on your career site.

## Prerequisites

- You've configured the locales and brands you want to use for the career site.
- You've created test requisitions for each layout you configure. For example, if you plan to create layouts by country/region, you want to have a test requisition for each country/region.

## Context

### Note

This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.

For information about creating a job layout after the Unified Data Model is enabled, refer to [Creating a Custom Job Layout for the Unified Data Model \[page 510\]](#).

## Procedure

1. In Career Site Builder, go to **Layouts > Job > <Locale> > <Brand> > Job Layout > Custom Layouts List**.
2. Select **+ Add** in the top right corner of the page.

The *Create Custom Layout* dialog appears.

3. Complete the fields in the [Create Custom Layout](#) dialog, then choose [Save](#):

| Option                            | Description                                                       |
|-----------------------------------|-------------------------------------------------------------------|
| <a href="#">Name</a>              | Enter the name for the layout.                                    |
| <a href="#">Locale</a>            | Select a preconfigured locale for the layout from the dropdown.   |
| <a href="#">Brand</a>             | Select a preconfigured brand for the layout from the dropdown.    |
| <a href="#">Job Field Mapping</a> | Select the desired value for the layout filter from the dropdown. |

#### Note

You can only use the value you choose for one active job layout for this particular brand and locale.

The layout is created and opens in [Details](#) tab of the Custom Layouts Editor, and the layout appears under [\(Locale\) > \(Brand\) > Job Layout](#) on the Layouts column on the left.

4. In the [Details](#) tab, configure the following fields:

| Option                             | Description                                                                                                                                                                                                                                   |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site Field Mapping</a> | This read-only field is the site type on which this career site page is categorized. The value is set in the <a href="#">Job Layouts Site Field Mapping</a> field in <a href="#">Settings &gt; Site Configuration &gt; Site Information</a> . |
| <a href="#">Job Field Mapping</a>  | This field shows the value you specified from your job field mapping. You can change the value in this field at any time by selecting its dropdown list.                                                                                      |
| <a href="#">Active</a>             | To activate this job layout, move the slider to <a href="#">YES</a> . Once this layout is activated, it controls the appearance of the career site job page for all active jobs with the locale, brand, and field mapping you chose.          |
| <a href="#">Layout Name</a>        | The name of your job layout.                                                                                                                                                                                                                  |
| <a href="#">Two columns</a>        | To create a layout with two columns, move the slider to <a href="#">YES</a> .                                                                                                                                                                 |
| <a href="#">Column width</a>       | This field appears only when you enable <a href="#">Two columns</a> . Use this slider to adjust the width of the columns.                                                                                                                     |

5. In the [Column 1](#) tab, configure the settings for the default [Token Component: Description](#) component that's automatically added to your new layout.
6. Select the [Column 1](#) tab to select [Add Component](#) to add components to the column:

| Option                         | Description                                                                                                                                                                    |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Custom Plugin</a>  | Allows you to insert custom code for a new component on any career site page created in Career Site Builder, allowing you to differentiate your career site from other sites.  |
| <a href="#">Featured Jobs</a>  | Allows you to display high-profile or high-importance jobs on your career site.                                                                                                |
| <a href="#">Google Job Map</a> | Maps jobs in a map UI.                                                                                                                                                         |
| <a href="#">Job Token</a>      | Allows you to add a Recruiting job field such as Job Title and Description.                                                                                                    |
| <a href="#">Large Image</a>    | Allows you to add a large image. This component also allows you to use what's sometimes called a "hero" image to career site pages, with one image displaying across the page. |
| <a href="#">Text</a>           | The Text component is a single column of text. You can't change the size or orientation of the component.                                                                      |
| <a href="#">Video</a>          | Allows you to add videos to career site pages.                                                                                                                                 |

Unless otherwise noted, these components are the same as what's available when you create a career site page.

## Note

If the element or component uses cookies, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) . If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this element or component is removed and unavailable to your site's visitors completely.

The new component displays. By default, Desktop, Tablet, and Mobile views are all enabled for the component.

7. Modify a component by double-clicking its gray box as well as component title.
8. **Optional:** Change the order of a component on the job layout by selecting the  (up-arrow) icon or  (down-arrow) icon for the gray box that represents the component.
9. **Optional:** You can add a new component between two components by selecting the  (plus) icon to the right of the component name to view the [Add Component Below](#) dropdown.
10. **Optional:** You can duplicate a component by selecting the  ([Duplicate Component Below](#)) icon to the right of the component name to create an exact duplicate of an existing component, and have it appear directly below the original component.
11. **Optional:** You can look at a preview of the layout by selecting the [Preview](#) icon in the upper right of the Custom Layouts Editor page.
12. **Optional:** You can delete a component by selecting the  ([Delete Component](#)) icon to the right of the component name.

You can't delete [Token Component: Description](#) because it's a required component.

13. **Optional:** If you selected [Show two columns](#), the [Column 2](#) tab is also visible. You can configure this as you did for [Column 1](#).
14. **Optional:** You can view published revisions of a custom layout by selecting [View Published Revisions](#) from the blue  (gear) icon to the left of the layout's status indicator..
15. **Optional:** You can edit a draft of a custom layout by selecting [Edit Draft](#) from the blue  (gear) icon to the left of the layout's status indicator..
16. Select [Publish](#) to save and publish the layouts.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Configuring Style of the Search Experience for the Unified Data Model \[page 468\]](#)

[Custom Plugin Component Settings in Career Site Builder \[page 565\]](#)

[Featured Jobs Component Settings in Career Site Builder \[page 570\]](#)

[Google Job Map Component Settings in Career Site Builder \[page 572\]](#)

[Large Image Component Settings in Career Site Builder \[page 580\]](#)

[Text Component Settings in Career Site Builder \[page 583\]](#)

[Video Component Settings in Career Site Builder \[page 590\]](#)

[Site Field Mapping and Job Field Mapping in Job Layouts Without the Unified Data Model \[page 519\]](#)

[Career Site Builder Job Data Fields \[page 375\]](#)

## 19.6.8.3.1 Site Field Mapping and Job Field Mapping in Job Layouts Without the Unified Data Model

Understand how site field mapping and job field mapping work so that you can configure custom job layouts.

### Note

This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.

Creating a custom job layout in Career Site Builder allows you to have a job page that has attributes beyond just your brands and locales.

Each custom job page layout requires that you specify two fields:

- [Site Field Mapping](#) – is the field type on which you plan to categorize all your custom job page layouts by. For example, choosing Department lets you create different layout pages for your company's departments (such as engineering or administration). Choosing Country/Region lets you create layout pages for the different countries/regions your jobs are in, such as U.S. or Canada.
- [Job Field Mapping](#) – lets you specify a value for all active jobs available in the field that you specified in your site field mapping. For example, if you selected the [Country/Region](#) field, all configured countries/regions for active jobs display in this dropdown. If you select **Canada**, for example, this layout displays for all jobs with a country of Canada (or CA).

The **site field mapping** for your site, on which to base all of your job pages, is controlled in the Career Site Builder [Job Layouts Site Field Mapping](#) field, located in ► [Settings](#) ► [Site Configuration](#) ► [Site Information](#) ►.

### Caution

Carefully decide which site field mapping you choose to map your career site by and treat it like a permanent setting. Every layout relies on the mapping to that one site field to stay the same. If you change what field the site is mapped to, jobs will not appear with the correct layout, which may degrade the candidate experience.

You can choose a single field from any of the following, like Department or Country/Region:

- Job Title
- City
- State
- Country/Region
- Zip/Postal Code
- Department
- Category
- Shift
- Job Type
- Facility
- Product Service
- Business Unit/Division
- Required Travel
- Adcode

- Custom Field 1
- Custom Field 2
- Custom Field 3
- Custom Field 4
- Custom Field 5

Each combination of locale and brand has a default job layout, which you can access in Career Site Builder under [Layouts](#) [Job](#). You can identify these in the Custom Layouts List view by their Job Field Mapping setting of "Default Mapping." The job layout option allows you to create custom job pages using a third parameter, based on the field you map the site by in [Job Layouts Site Field Mapping](#) (this is your site field mapping).

Only those values that are actively being used in job requisitions appear in Job Field Mapping. If you create a custom layout to use with jobs in Canada and you no longer have any jobs in Canada, that custom layout becomes inactive (with the status "Invalid") until you have a Canadian job in your system again.

## 19.6.8.4 Creating Email Layouts in Career Site Builder

Create and edit customized email layouts in Career Site Builder for particular types of candidates, positions, or email campaigns to optimize communications as part of SAP SuccessFactors Recruiting as well as Candidate Relationship Management.

### Prerequisites

You've configured the locales and brands you want to use for the email layout.

### Context

You can customize the templates used for your email messages to candidates. You can use email layouts for creating email campaigns from SAP SuccessFactors Recruiting. After brands have been configured, email layouts allow you to configure brand-approved layouts. General system users can use brand-approved layouts to launch email campaigns.

#### → Tip

If your organization has multiple brands, configure the brands before you set up anything else on the site. You can add additional brands after you've started building the site.

Unlike other Career Site Builder pages, [Email Layout](#) has its own set of components. The set includes [Header](#) for header information, [Text](#) to add body text in the email, [HTML](#) to send HTML-formatted email, [Footer](#) for footer information, and a position-holder component called [Configurable Text Area](#).



## Note

Email that sends job alerts to subscribers is configured using the *Job Alerts Email Template* option in Career Site Builder.

## Procedure

1. In Career Site Builder, go to **Layouts > Email**.

The Email Layouts List page appears.

2. Select **+ Add** in the Email Layouts List page to create a new email layout.

The Create Email Layout dialog appears.

3. Complete the fields in the Create Email Layout dialog, then select **Save**:

| Option        | Description                                                          |
|---------------|----------------------------------------------------------------------|
| <i>Name</i>   | Enter the name for the layout.                                       |
| <i>Locale</i> | Select a preconfigured locale for the layout from the dropdown list. |
| <i>Brand</i>  | Select a preconfigured brand for the layout from the dropdown list.  |

The layout you just created now displays under the locale and brand you selected when you created it.

4. Specify additional configurations in your newly created layout by selecting the  (edit) icon to view its *Email Layout Editor* page.
5. Choose the *Details* tab to access the following fields:

| Option                 | Description                                                                                                |
|------------------------|------------------------------------------------------------------------------------------------------------|
| <i>Email Global Id</i> | This read-only field displays the unique ID for this layout that was assigned when you created the layout. |
| <i>Is Active</i>       | To activate this email layout, move the slider to <b>YES</b> .                                             |
| <i>Name</i>            | The name of your email layout.                                                                             |

6. Choose the *Styles* tab to check the background color specified for this email layout.
7. Choose the *Email Layout* tab and select **Add Component** to add components to the column:

| Option                        | Description                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Header</i>                 | Optional. Enter header information.                                                                                                                                                                                                                                                                                                           |
| <i>Text</i>                   | Text is the only component that can be added multiple times to the same email layout.                                                                                                                                                                                                                                                         |
| <i>HTML</i>                   | Fully supports HTML. HTML emails are displayed correctly designed and formatted. Choose this option to add an HTML area to the configurable text area of the email layout.                                                                                                                                                                    |
| <i>Configurable Text Area</i> | Required. The email layout must include a <i>Configurable Text Area</i> . It identifies the section where the email body text for email campaigns is displayed. Since the <i>Configurable Text Area</i> is a position holder for the text that's added for the campaign, you can't configure or style it from within the Email Layout Editor. |
| <i>Footer</i>                 | Optional. Enter footer information.                                                                                                                                                                                                                                                                                                           |

8. To modify a component indicated by a gray box, double-click the gray box. Modify the component on the *Details* and *Styles* tabs.

9. To change the order of a component on the email layout, use the  (up-arrow) icon or  (down-arrow) icon for the gray box that represents the component.
10. **Optional:** To add a new component between two components, select the  (plus) icon to the right of the component name to view the [Add Component Below](#) dropdown list.
11. **Optional:** Customize the header or footer by double-clicking the gray box that represents the header or the footer. Revise the fields on the [Details](#), [Logo](#), and [Styles](#) tabs as desired.
12. **Optional:** Customize the background color of the configurable text area by double-clicking the gray box that represents the configurable text area. On the [Styles](#) tab, select the desired color for the [Background](#) field.
13. Select [Save](#).

## Results

You've created an email layout.

## Related Information

[Editing the Job Alerts Email Template in Career Site Builder \[page 522\]](#)

[Email Layouts Settings in Career Site Builder Layouts \[page 636\]](#)

### 19.6.8.5 Editing the Job Alerts Email Template in Career Site Builder

Customize the job alerts email template in Career Site Builder so that you can specify the exact content and format you want to include in job alerts.

## Prerequisites

You've configured the locales you want to use for the job alerts email template.

You've enabled job alerts.

## Context

The Job Alerts Email Template includes default content in both the Subject and Body fields. You can edit the template using tokens so that you can add elements to the email that are then replaced with text. For a complete list of supported tokens and their descriptions, refer to *Tokens Used in the Job Alerts Email Template*.

The supported list of tokens that appear on the right column of the page are for reference purposes, and aren't interactive; you can't click or drag them into the [Body](#) field.

### Note

If you have multiple brands, keep in mind that the Job Alerts Email Template form configures one email template to use in **all** your brands. You do, however, set up individual templates for each locale you've enabled for your career site.

## Procedure

1. Go to ► [Layouts](#) ► [Job Alerts Email Template](#) ► in Career Site Builder.

You see the following:

- The template form in your default locale, prepopulated with a standard job alerts message.
- The list of locales set up for the career site on the left column. When you select them, you see template forms in the main area of the page for each locale.
- A reference list of tokens on the right column that you can use in the body of the email.

2. Edit the standard job alerts message with any customization you want to add:

| Option                      | Description                                                                                                                                                                                                                                                                                                                                |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Subject</a>     | <p>Enter text that appears as the subject of the email. The tokens you can use in this field are <code>[[jobtitle]]</code>, <code>[[companyname]]</code>, and <code>[[siteurl]]</code>.</p> <p>Any other token you add in <a href="#">Subject</a> could either appear as a blank, or as an unresolved token.</p>                           |
| <a href="#">Body Format</a> | <p>Use the default <a href="#">HTML</a> option. The dropdown list also lets you choose <a href="#">Text</a>.</p>                                                                                                                                                                                                                           |
| <a href="#">Body</a>        | <p>Write the body of the email, using the tokens listed in the <a href="#">Tokens</a> list on the right column to customize the content.</p> <p>You can have up to 8,000 characters in this field.</p> <p>Refer to <i>Tokens Used in the Job Alerts Email Template</i> for a complete list of supported tokens and their descriptions.</p> |

3. Select the [Preview](#) tab to see how the email appears.

Not all tokens are replaced by text in the template preview because of missing data.

4. **Optional:** Send a test email by entering an email address in the [Send To](#) field and choosing [Send](#).
5. Repeat this process for each locale you've enabled for your career site.
6. Select [Save](#).

## Results

You've configured the job alerts email template for each locale.

## Related Information

[Enabling Job Alerts \[page 533\]](#)

[Job Alerts Email Template Settings in Career Site Builder Layouts \[page 639\]](#)

[Tokens Used in the Job Alerts Email Template \[page 524\]](#)

### 19.6.8.5.1 Tokens Used in the Job Alerts Email Template

A list of tokens you use to customize the job alerts email template.

Refer to *Editing the Job Alerts Email Template in Career Site Builder* for instructions on how to edit the Job Alerts Email Template.

The `[[jobtitle]]`, `[[companyname]]`, and `[[siteurl]]` tokens don't appear in the [Tokens](#) reference list on the right column on the template page. These tokens are valid, and you can use them in the [Subject](#) field.

#### Note

The tokens that are listed in the right column of the [Job Alerts Email Template](#) page are for reference purposes only. Add the tokens into the template manually. Selecting or clicking on a token in the list doesn't move it into the template.

#### Supported Alert Tokens

| Token                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>[[unsubscribe]]</code>      | The <code>[[unsubscribe]]</code> token links to the recruiter alert edit page, so that email can be stopped.                                                                                                                                                                                                                                                                                                                                                                                   |
| <code>[[agentUnsubscribe]]</code> | The <code>[[agentUnsubscribe]]</code> token is the same as <code>[[unsubscribe]]</code> .                                                                                                                                                                                                                                                                                                                                                                                                      |
| <code>[[alertname]]</code>        | <p>The <code>[[alertname]]</code> token represents the name of the user-created alert. It will be one of the following: Category Name, Job Title, or search terms entered by the user.</p> <p>It doesn't accept any token variables.</p> <div><h4>Note</h4><p>The <code>[[alertname]]</code> token is supported <b>only</b> when the Unified Data Model is enabled. After you enable the Unified Data Model, you can use it to replace the unsupported <code>[[agent]]</code> token.</p></div> |

## Link Tokens

| Token        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [[agent]]    | <div><div> <b>Note</b></div><p>The [[agent]] token is <b>not supported</b> when the Unified Data Model is enabled. If the Unified Data Model is enabled, remove the [[agent]] token from the template and consider using the [[alertname]] token instead.</p></div> <p>The [[agent]] token links to a search on the site with the specified keyword or location.</p> <ul style="list-style-type: none"><li>• ::keyword::</li><li>• ::location::</li><li>• ::frequency::</li></ul> <p>If you just specify [[agent]] by itself, it uses [[agent ::keyword:: AND ::location::]].</p> <p>If the token is a radius agent, the location is replaced with postal code and distance.</p> <p>The AND operator is omitted if <b>keyword</b> or <b>location</b> is blank.</p> |
| [[modify]]   | <p>The [[modify]] token links to change subscription options. Available variables are:</p> <ul style="list-style-type: none"><li>• ::linktext=This is my clickable text::</li><li>• ::tab=(agents or profile):: – the default is agents.</li><li>• ::field=((k)eywords, (l)ocation, (f)requency):: – the default is k.</li><li>• ::mode=edit:: – sends them to the agent tab in edit mode for the agent.</li></ul> <p>If you just specify [[modify]] by itself, it uses [[modify ::linktext=::Click here:: ::tab=agents::]].</p> <p>For example: [[modify ::linktext=Change my subscription::]]</p> <div><div> <b>Note</b></div><p><b>modify</b> behaves the way that the deprecated <b>clickhere</b> token did.</p></div>                                       |
| [[sitelink]] | <p>The [[sitelink]] token displays the site URL as a link.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Token           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [[tracking]]    | <p>The [[tracking]] token appends tracking information to the URL.</p> <p>For example, <code>http://example.com?[[tracking]]</code> results in the following URL:</p> <div> <div>Sample Code</div> <pre>http://example.com?&amp;utm_source= &lt;sourcetype&gt;&amp;source=5&amp;eid=siteid- yyyymmdd</pre> </div> <div> <div>Note</div> <p>If there's a keyword defined for the template, then <b>utm_campaign</b> is used with that keyword in the tracking string. Make sure your URLs have at least a question mark appended when using a tracking link.</p> </div> |
| [[unsubscribe]] | <p>The [[unsubscribe]] token links to change-subscription options.</p> <p>The default [[unsubscribe]] token is the same as <code>[[unsubscribe ::linktext=::Click here::]]</code>.</p> <p>For example: <code>[[unsubscribe ::linktext=Change my subscription::]]</code></p>                                                                                                                                                                                                                                                                                            |

## Job Tokens

| Token        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [[jobs]]     | <p>The [[jobs]] token creates a string of links to jobs, returning up to 10 jobs ordered by relevance.</p> <div><p><b>Note</b></p><p>The behavior of the [[jobs]] token varies, depending on whether the Unified Data Model is enabled.</p></div> <p>If the Unified Data Model is <b>enabled</b>:</p> <ul style="list-style-type: none"><li>• The [[jobs]] token doesn't accept any token variables.</li><li>• If an email template uses the [[jobs]] token with an additional variable, like <code>::location::</code>, the variable is ignored. The template behaves as if it just used the [[jobs]] token by itself.</li></ul> <p>If the Unified Data Model is <b>not enabled</b>:</p> <ul style="list-style-type: none"><li>• The [[jobs]] token accepts the following additional token variables:<ul style="list-style-type: none"><li>• <code>::title::</code></li><li>• <code>::location::</code></li><li>• <code>::department::</code></li><li>• <code>::country::</code></li><li>• <code>::state::</code></li><li>• <code>::zip::</code></li><li>• <code>::bullet=[ENG:bullet text]::</code></li></ul>Make sure you add a space between <code>jobs</code> and any variables you add. For example: <code>[[jobs ::title:: - ::location:: (::country::)]]</code></li><li>• You can use HTML formatting in conjunction with the variables.</li><li>• If you use [[jobs]] by itself, without any variables, <code>::title::</code> is automatically included as the default.</li></ul> |
| [[jobtitle]] | <p>The [[jobtitle]] token displays the job title. You can also use this token in the <a href="#">Subject</a> field.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

## User Tokens

User tokens only work in the body of the email. The user refers to the candidate or subscriber for the job alert, not the recruiter.

| Token              | Description                                                                                                                                                    |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [[usercreatedate]] | The [[usercreatedate]] token displays the date (MM/DD/YYYY) of when the candidate (who's subscribing to the job alerts) created an account at the career site. |
| [[firstname]]      | The [[firstname]] token displays the subscriber's first name.                                                                                                  |
| [[lastname]]       | The [[lastname]] token displays the subscriber's last name.                                                                                                    |
| [[email]]          | The [[email]] token displays the subscriber's email address.                                                                                                   |

## Site Tokens

| Token           | Description                                                                                                                                                                                                                 |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [[companyname]] | The [[companyname]] token displays the company name, as defined in Career Site Builder at <a href="#">Settings &gt; Site Configuration &gt; Site Information</a> . You can also use this token in the <i>Subject</i> field. |
| [[fromaddress]] | The [[fromaddress]] token displays the email address from which recruiter alerts are sent.                                                                                                                                  |
| [[sitename]]    | The [[sitename]] token displays the site name, as defined in Career Site Builder at <a href="#">Settings &gt; Site Configuration &gt; Site Information</a> .                                                                |
| [[siteurl]]     | The [[siteurl]] token displays the site URL. You can also use this token in the <i>Subject</i> field.                                                                                                                       |

## Unsupported Tokens

The following tokens don't work in the job alerts email template:

- [[alertname]] (when Unified Data Model isn't enabled)
- [[alertNameLink]]
- [[categories]]
- [[clickhere]]
- [[criteria]]
- [[formaddress]]
- [[frequency]]
- [[ifnoagents]]
- [[numberOfMatches]]
- [[queryCreateDate]]



## Related Information

[Editing the Job Alerts Email Template in Career Site Builder \[page 522\]](#)

### 19.6.8.6 Adding Job Token Components to a Custom Job Layout

Adding a job token component in your custom job layout allows you to display the various fields from a job requisition, and lets you control the information you want to display to candidates.

#### Context

Even though it behaves like a page component, a job token is available only for use in job layouts, and it's what allows you to control what types of information you want to display on a job page. Each job token component you add represents a different part of the job requisition, such as job title or job description.

#### Procedure

1. From the Custom Layouts List page, select your custom layout.
2. Choose the column you want to add your token in (Column 1 or Column 2).
3. Select [Add Component](#).  
The Component menu displays.
4. Choose [Job Token](#).  
A job token component appears.
5. Choose the display type you want this token to appear in: Desktop, Tablet, and Mobile.  
You can select multiple display types.
6. Select the gray box that represents the component.  
The Job Token page appears.
7. Set the fields in the Job Token page:

| Option                               | Description                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Job Token</a>            | Select the field to display the dropdown list, and choose the field you want to assign the token to. To change the text format, select the  (text) icon to display the Job Token Text Styling dialog, where you can customize the font, font size, text alignment, and text color. |
| <a href="#">Show Job Token Label</a> | Enable if you want to display a label for the token.                                                                                                                                                                                                                                                                                                                  |

| Option                          | Description                                                                                                                                                                                                  |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Job Token Label</a> | Displays the default label for the token. Select the field to display the Override Resource Key dialog, where you can specify the label's locale and provide override text.                                  |
| <a href="#">Enable Spacing</a>  | To add space around the component, set the <a href="#">Enable Spacing</a> setting to YES, then choose the spacing setting for the top, bottom, right and left sides of the component from the dropdown list. |

8. Repeat this process to add all the components you want in the layout.
9. **Optional:** Use the arrows to move the order in which the components appear on the layout.
10. **Optional:** To delete a component, select the  (trash) icon for the component.  
Your layout must have at least one job token component, so you can only delete the additional job token components you add.
11. Select [Save Draft](#) to save your settings, or [Publish](#) to publish your layout.
12. **Optional:** Select the  (cog) icon to view published revisions of the layout, or edit the published version of your layout.

## Results

You've added all the parts of your job requisition you want to have appear on your custom job layout. Choose [< left arrow](#) at the top of the Custom Layouts Editor to return to the Custom Layouts List.

## 19.6.9 Settings

### 19.6.9.1 Site Configuration

#### 19.6.9.1.1 Configuring the Site URL for a Career Site

Configure the URL of your career site. You can choose a custom URL or a standard URL.

## Context

You can choose a custom URL or a standard URL for your Production career site.

- A custom URL is a URL that's hosted on your organization's domain (like `jobs.example.com`). It's more closely associated with your brand, but your organization needs to set up the DNS and maintain the SSL certificates.
- A standard URL is a URL that's hosted on an SAP domain (like `jobs.hr.cloud.sap.com` or `jobs.hr.sapcloud.cn`). Choose a standard URL if you want to minimize the cost and effort of setting up the DNS and maintaining the SSL certificates.

For Test or Preview sites, SSL certificates are already managed by SAP, so there's little benefit in defining your own standard URL. Use the appropriate stage URL for your data center. For details, refer to: [How to configure the site URL of Test or Sales Demo instance](#) .

#### → Tip

If you're implementing a new career site, you should only configure 1 site URL. Choose if you want it to be custom or standard.

If your organization is transitioning from 1 site URL to the other, you can have 2 site URLs configured and active at the same time, for up to 6 months. For details, refer to [Transitioning from a Custom Site URL to a Standard Site URL \[page 532\]](#).

## Procedure

1. In Career Site Builder, go to ► [Settings](#) ► [Site Configuration](#) ► [Site URL](#) ►.
2. Configure the URL for your career site.
  - [Custom Site URL](#) - Enter a custom URL that's set up and maintained by your organization.
  - [Standard Site URL](#) - Enter a unique subdomain name for your organization. Then choose [Check Availability](#) to ensure it's unique.
3. If you've configured both a custom URL and a standard URL, you have to choose which one is primary. For the primary URL, set the [Primary](#) setting to [Yes](#).

The primary URL is your site's true web address and the domain on which all other functionality is based, such as job alert emails, campaign emails, and integrations.

The secondary URL redirects automatically to the primary URL for a period of 6 months, while your organization transitions from one URL to the other.
4. Choose [Save](#).

## Results

On save, your career site is available at the primary URL. If you configured 2 site URLs, the secondary URL redirects automatically to the primary URL.

If you changed the primary URL, other configurations based on the site URL, such as sender addresses and integration settings, are updated automatically.

#### 📘 Note

If Career Site Builder integration isn't fully configured yet, the integration settings in Provisioning may not be updated automatically. For new implementations in progress, check Provisioning settings manually to ensure they're using the primary URL.

## Related Information

[Site Configuration in Career Site Builder Settings \[page 640\]](#)

### 19.6.9.1.2 Transitioning from a Custom Site URL to a Standard Site URL

Learn how to transition your career site from a custom URL to a standard URL.

You can choose to use a standard URL, hosted in an SAP domain, to minimize the cost and effort of setting up the DNS and maintaining SSL certificates.

If your career site previously used a custom URL and you want to move it to a standard URL instead, it may take some time to manage the change. For example, job alerts or email notifications may have already been sent out with links to the custom URL. During this transition period, you want both URLs to work, so we allow you to have 2 active URLs configured at the same time, for up to 6 months.

Here's an overview of the process of transitioning from a custom site URL to a standard site URL.

1. Configure the [Standard Site URL](#) and save.
2. If you use an internal career site powered by Career Site Builder, update the SAML 2.0 configuration in your identity provider (IdP) so that internal candidates can access the site at the new URL with single sign-on.

#### Note

Identity provider configurations are **not** updated automatically when you select a primary URL. To ensure a smooth transition for internal candidates, we recommend updating them beforehand.

3. Review email notification templates to make sure you are using the appropriate tokens to display links to your career site, instead of a hard-coded URL. If you use a hard coded URL, you need manually update it in the templates.
4. Select the standard URL as [Primary](#) and save.  
Your career site now uses the standard URL, hosted in an SAP domain, and the 6-month transition period begins.
5. Continue to maintain the custom URL during the transition period. The custom URL remains active as long as the SSL certificate is valid.

#### Note

The [SSL Certificates](#) tool in Career Site Builder only applies to the custom URL, whether it's primary or secondary.

6. Plan to complete the transition within a 6-month period.  
When the secondary, custom URL is no longer needed, you can let the SSL certificate expire and remove it from the [Custom Site URL](#) field at any time.
7. After 6 months, the secondary URL is removed automatically from Career Site Builder and stops redirecting automatically to the primary URL. To extend the transition period, you need to set up redirection yourself and continue to maintain the SSL certificates outside of Career Site Builder.

## 19.6.9.2 Email Settings

### 19.6.9.2.1 Enabling Job Alerts

Enable job alerts in Career Site Builder so that candidates can receive email notifications when jobs matching their search criteria become available in the career site.

#### Context

##### 📘 Note

There are additional job alert features you can use when you enable the Unified Data Model setting for your career site. Refer to *Job Alerts in the Unified Data Model* for more information.

In addition to enabling job alerts, you also need to design the text that goes into these job alerts by editing the job alert email template.

#### Procedure

1. In Career Site Builder, go to [Settings](#) > [Site Configuration](#) > [Site Information](#) .
2. Scroll down to the [Email Settings](#) section and complete the following fields:

| Option                                    | Description                                                                                                                                                                                                                                                    |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Use Job Alerts</a>            | Enabling this setting gives candidates the ability to subscribe to job alerts from the public career site. Disabling it prevents both the creation of new job alert subscriptions, as well as the sending of emails to candidates for existing subscriptions.  |
| <a href="#">Job Alert Sender Address</a>  | The email address that job alert emails are sent from. You can customize the part of the address before the @ symbol (the "username" or "local-part"). The part after the @ symbol is based on your site's primary URL, with the added subdomain <b>mail</b> . |
| <a href="#">Use Locale for Job Alerts</a> | Enabling this setting restricts the email that candidates receive to only for those jobs that match their chosen locale.                                                                                                                                       |

##### 📘 Note

This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.

|                                           |                                                                                                                                          |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Use Custom Sender Address</a> | When this setting is enabled, emails are sent from the custom sender address you've configured, based on your career site's primary URL. |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|

| Option | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <div>  <b>Note</b> </div> <p>If you use a custom site URL, don't enable this setting until you've verified that your DNS provider is configured correctly. Otherwise, emails will be sent from the default <code>jobs2web.com</code> domain instead.</p> <p>If you use multiple brands, you need to enable this setting for each brand, at <a href="#">Brand Settings</a></p> <p><a href="#">(Brand)</a> <a href="#">Email Settings</a></p> |

3. Scroll back up to the top of the page and select [Save](#) to save these settings.

## Results

You have now enabled job alerts for the career site.

## Next Steps

Configure the contents of the job alert email template.

## Related Information

[Job Alerts in the Unified Data Model \[page 430\]](#)

[Editing the Job Alerts Email Template in Career Site Builder \[page 522\]](#)

[Site Configuration in Career Site Builder Settings \[page 640\]](#)

[Job Alerts Email Template Settings in Career Site Builder Layouts \[page 639\]](#)

## 19.6.9.2.2 Custom Sender Addresses

You can customize the sender address for job alert emails and campaign emails, so that they're sent from your organization's domain.

By default, job alert emails and campaign emails are sent from the default `jobs2web.com` domain. Many organizations want these emails to be sent from the same domain as their career site. For example, if your site URL is `jobs.example.com`, you could configure a custom sender address like `no-reply@mail.jobs.example.com`.

In Career Site Builder, you can:

- Enable the use of custom sender addresses that are based on your career site's primary URL, whether it's custom or standard. We automatically add the subdomain `mail` to the site URL. For example, if your site's domain is `jobs.example.com`, the email domain is `mail.jobs.example.com`.

- Customize the part of the sender address before the at-symbol, called the "local-part". For example, `noreply@mail.jobs.example.com`.
- Choose to configure different sender addresses for job alerts and email campaigns. For example, `jobalerts@mail.jobs.example.com` and `campaigns@mail.jobs.example.com`.
- Choose to configure a brand-specific sender address for each of your brands. For example, `yourbrand@mail.jobs.example.com`.

### Custom Sender Addresses for a Custom Site URL

If your primary site URL is a custom URL (maintained by your organization), setting up customer sender addresses is a multi-step, technical process:

1. First, you need to request a public key for your domain from SAP. (For production systems only. Email notifications are only sent out by production systems.)
2. Next, you need to verify that your DNS provider is configured correctly.
3. Finally, when the email infrastructure is set up, you can enable the use of custom sender addresses.

#### Note

This is a technical process that's best performed by your organization's IT personnel, or someone with technical knowledge of your email infrastructure and access to your organization's DNS provider account.

### Custom Sender Addresses for a Standard Site URL

If your primary site URL is a standard URL (ending with `jobs.hr.cloud.sap.com` or `jobs.hr.sapcloud.cn`), no technical setup is required because SAP maintains the email infrastructure for you. Job alert emails and campaign emails are sent from a standard email domain (`mail.jobs.hr.cloud.sap.com` or `mail.jobs.hr.sapcloud.cn`). You can customize the local-part for each sender address, if you choose, then enable them.

## Related Information

[Requesting a Public Key for Your Domain from SAP \[page 535\]](#)

[Verifying DNS Configuration for a Custom Sender Address \[page 537\]](#)

[Enabling the Use of Custom Sender Addresses for Career Site Emails \[page 539\]](#)

## 19.6.9.2.2.1 Requesting a Public Key for Your Domain from SAP

Request a public key for your domain from SAP so that you can use a custom sender address for job alerts and email campaigns.

### Prerequisites

Before you request a public key, confirm that the primary site URL for your career site is a custom URL.

- For your default brand, go to ► [Settings](#) ► [Site Configuration](#) ► [Site URL](#) ►.
- For an additional brand, go to ► [Brand Settings](#) ► [\[Brand\]](#) ► [Site URL](#) ►.

If you the primary site URL for your career site is a standard URL, you don't need to request a public key. It's maintained by SAP.

## Context

If you use a custom site URL, your domain is used in the sender address for job alerts and email campaigns. For SAP email servers to safely use a custom sender address, based on your custom domain, certain records must be configured with your DNS provider.

The first step in this process is to submit a request to SAP for a public key for the domain of your career site. This is done by creating a ServiceNow ticket.

### Note

We only provide a public key for production systems, because email notifications are only sent out by production systems. You don't need to request a public key for your staging or preview systems.

## Procedure

1. Create a ticket for SAP in [SAP for Me](#).
2. Provide the following information.
  - **Business Unit:** SuccessFactors (SF)
  - **Service:** SAP SuccessFactors Recruiting Marketing
  - **Service Offering:** SAP SuccessFactors Recruiting Marketing
  - **Subject:** SFSF RMK DKIM Certificate
3. In the body of the ticket, provide the following information.
  - **Site ID:** Your Site ID, found at ► [Settings](#) ► [Site Configuration](#) ► [Site Information](#) ►.
  - **Email Domain:** The subdomain `mail.` followed by your Custom Site URL. For example, `mail.jobs.example.com`.
    - For your default brand, your Custom Site URL is found at ► [Settings](#) ► [Site Configuration](#) ► [Site URL](#) ►.
    - For an additional brand, it's found at ► [Brand Settings](#) ► [\[Brand\]](#) ► [Site URL](#) ►.

### Note

Always prepend the [Custom Site URL](#) with the subdomain `mail.` Custom sender domains are always a combination of the subdomain `mail` and the career site domain or branded domain. For example, if your site URL is `jobs.example.com`, then your email domain is `mail.jobs.example.com`.

The subdomain `mail` is a technical requirement. Because career site DNS requires the use of a CNAME which points to the SAP-owned ANAME record, emails must be sent from a subdomain of your career site domain.



- **Datacenter:** Your Deployment Data Center, found at ► [Settings](#) ► [Site Configuration](#) ► [Site Integrations](#) ►.
4. Submit the ticket.
  5. Repeat these steps for each domain and branded domain that you wish to use a customer sender address for. If you're using branded custom domains, create a ticket for each branded domain.

## Results

SAP processes the request and assigns a public key to your domain. When the process is complete, you can see information about your DNS configurations at ► [Email Settings](#) ► [Verify DNS Configuration for Custom Site Sender Address](#) ► in Career Site Builder.

You can use this information to confirm that your DNS configurations are set up correctly.

## Next Steps

[Verifying DNS Configuration for a Custom Sender Address \[page 537\]](#)

### 19.6.9.2.2 Verifying DNS Configuration for a Custom Sender Address

Verify the status of your DNS configurations, to confirm that they're set up correctly for you to use custom sender addresses.

## Prerequisites

- [Requesting a Public Key for Your Domain from SAP \[page 535\]](#)
- The primary site URL for your career site is a custom URL.
- SAP has processed your request and configured a public key for your domain.

## Context

### 📘 Note

This task is best performed by your organization's IT personnel, or someone with technical knowledge of your email infrastructure and access to your organization's DNS provider account.

After SAP has configured a public key for your domain, you can use the [Verify DNS Configuration for Custom Site Sender Address](#) section to verify your DNS configuration.

## Procedure

1. In Career Site Builder, go to [Email Settings](#).
  - For your default brand, go to [Settings](#) > [Site Configuration](#) > [Site Information](#) > [Email Settings](#).
  - For an additional brand, go to [Brand Settings](#) > [\[Brand\]](#) > [Email Settings](#).
2. Use information displayed in the [Verify DNS Configuration for Custom Site Sender Address](#) section to verify that DNS records are configured correctly.

For each record type, you can see the status, the subdomain, the currently configured value, and the expected value.

### Note

DNS configurations are only shown if your primary site URL is a custom URL and if SAP has finished processing your request for a public key. If you haven't requested a public key yet, do that first.

3. Configure the following records in your DNS provider as required.
  - SPF
  - MX
  - DKIM
  - DMARC

For each record, the [Currently Configured Value](#) and [Expected Value](#) should match. When the record is configured correctly in your DNS provider, it shows the status [Active](#) in the table.
4. Verify that all 4 records are configured correctly, with status [Active](#).

## Results

When all 4 records configured correctly, you can enable the use of custom sender addresses for job alert emails and campaign emails.

## Next Steps

[Enabling the Use of Custom Sender Addresses for Career Site Emails \[page 539\]](#)

## 19.6.9.2.2.3 Enabling the Use of Custom Sender Addresses for Career Site Emails

Enable the use of custom sender addresses, so that job alert emails and campaign emails are sent from your organization's domain.

### Prerequisites

- If the primary site URL for your career site is a custom URL, complete these tasks first:
  - [Requesting a Public Key for Your Domain from SAP \[page 535\]](#)
  - [Verifying DNS Configuration for a Custom Sender Address \[page 537\]](#)
- If the primary site URL for your career site is a standard URL, there aren't any prerequisite tasks. You don't need to request a public key or configure DNS because SAP maintains it for you.

### Context

By default, job alert emails and campaign emails are sent from the default `jobs2web.com` domain. Many organizations want these emails to be sent from the same domain as their career site. For example, if your site URL is `jobs.example.com`, you might want to use a custom sender address like `noreply@mail.jobs.example.com`.

Once your email infrastructure is set up correctly, with a public key and correct DNS configuration, you can enable the use of custom sender addresses.

### Procedure

1. In Career Site Builder, go to [Email Settings](#).
  - For your default brand, go to [Settings](#) > [Site Configuration](#) > [Site Information](#) > [Email Settings](#).
  - For an additional brand, go to [Brand Settings](#) > [\[Brand\]](#) > [Email Settings](#).
2. **Optional:** If you choose, you can customize the part of the sender address before the at-symbol, called the "local-part". For example, `noreply`.

You can use the same local-part for both types of email, like `noreply`, or you can choose to make them different, like `jobalerts` and `campaigns`.

If you have multiple brands, you can configure a brand-specific local-part, like `mybrand-noreply`.

3. Turn on the [Use Custom Sender Address](#) setting, by moving the slider to [Yes](#).

#### Note

If you're using a custom URL, the [Use Custom Sender Address](#) setting is disabled until email infrastructure is set up correctly yet. If you can't turn the setting on, use the [Verify DNS Configuration for Custom Site Sender Address](#) section to double check your DNS configurations.

4. Save.

## Results

Job alert emails and campaign emails are now sent from the custom sender address you've configured.

## 19.6.9.3 Security

### 19.6.9.3.1 Enabling the Content Security Policy for a Career Site

Prevent cross-site scripting attacks for your career site pages generated by Career Site Builder by enabling [Content Security Policy](#).

## Context

#### Caution

Until you thoroughly test your career site in the stage environment with all the domains you manually add to the Allowed Domains list, do **not** enable Content Security Policy in your production environment.

Enabling [Content Security Policy](#) defines the `Content-Security-Policy` HTTP header. Enabling the setting automatically disallows all external domains.

The content security policy is designed to guard against cross-site scripting (XSS) attacks through the use of a `Content-Security-Policy` HTTP response header. The header lets you control the resources allowed to load for a web page. They're used in an organization's career site pages (such as `jobs.example.com`, where `<example>` is your organization's name), but not in the Candidate Profile and other pages generated within SAP SuccessFactors Recruiting.

#### Note

Along with SAP domains, a number of domains are automatically included in the allowlist when you enable the Content Security Policy setting. You can view the list and manually disable individual domains from the allowlist.

## Procedure

1. Go to ► [Career Site Builder](#) ► [Settings](#) ► [Data Privacy & Security Settings](#) ►.
2. Scroll down to the [Content Security Policy](#) section and read onscreen guidance. If you choose to proceed and the content security policy, move the switch to [ON](#).

The following settings are shown:

- [Allow 'unsafe-eval' in Content Security Policy](#)
  - [Allowed Domains](#)
3. Under [Allow 'unsafe-eval' in Content Security Policy](#), read onscreen guidance. If you choose to proceed and disallow the unsafe-eval expression, move the switch to [OFF](#).

By default, the unsafe-eval expression is allowed in the content security policy, to prevent any disruption to custom JavaScript. If you don't use custom JavaScript or you don't require the use of unsafe-eval, you can disallow it.

4. **Optional:** Review the list of allowed domains. If you want to remove any of them from your allowlist, move the switch from [YES](#) to [NO](#).

By default, the following domains are automatically allowed:

- \*.sapsf.eu
- \*.sapsf.com
- \*.successfactors.com
- \*.successfactors.eu
- \*.sapsf.cn
- \*.qualtrics.com
- d3537c9nadz1.cloudfront.net
- \*.linkedin.com
- \*.googleapis.com
- \*.gstatic.com
- \*.googletagmanager.com
- \*.google-analytics.com
- \*.googlesyndication.com
- \*.tagmanager.google.com
- \*.youtube.com
- \*.youtu.be
- \*.youtube-nocookie.com
- \*.vimeo.com
- vimeo.com
- \*.vimeocdn.com
- \*.wistia.net
- \*.pinterest.com
- \*.xing-share.com
- \*.xing.com
- \*.facil-iti.com
- \*.moatads.com

- \*.yimg.com
- \*.twitter.com
- \*.facebook.com
- \*.facebook.net
- \*.doubleclick.net
- \*.adobedtm.com
- \*.adobe.com

### ⚠ Caution

Disable an automatically allowed domain only if you don't use its feature in your career site. For example, if you disable the [\\*.googleapis.com](#) setting but you use the Google job map, you see an error message where the map would otherwise appear.

5. Scroll past the list of automatically allowed domains, to the [Custom Allowed Domains](#) section to explicitly allow additional domains.

Make sure you add all necessary domains if you're using any custom JavaScript on your career site. To determine what domains you need to add for your career site, refer to *Finding and Manually Adding Domains to the Content Security Policy Allowlist* for details.

6. If you use embedded images, add "data:" to your Content Security Policy.

### ⚠ Caution

- Your Content Security Policy doesn't work if you use embedded images and you don't add "data:".
- Adding "data:" in [Allowed Domains](#) introduces potential security risks. Consult your organization's security team to determine if you're allowed to add this for your career site.
- The best practice is to avoid embedding images altogether, and to use a content delivery network to display your images instead.

### 📌 Note

The Custom Plugin component doesn't support Base64 images. Link to them instead.

7. Select [Save](#) to save your settings.

## Results

You've now enabled the Content-Security-Policy HTTP response header for pages in your career site.

## Related Information

[Finding and Manually Adding Domains to the Content Security Policy Allowlist \[page 543\]](#)

[Data Privacy & Security Settings in Career Site Builder Settings \[page 649\]](#)

## 19.6.9.3.2 Finding and Manually Adding Domains to the Content Security Policy Allowlist

Add domains to *Allowed Domains* in *Content Security Policy* to avoid blocking any third-party scripts your career site uses to function.

### Prerequisites

You've enabled the *Content Security Policy* setting in ► *Career Site Builder* ► *Settings* ► *Data Privacy & Security Settings* ► *Data Protection* , so that you can view its automatically allowed domains list.

### Context

If you don't add all the domains to the allowlist, any custom JavaScript you use on your career site fail to work. Find and add domains to your allowlist so that the content security policy doesn't cause any errors.

#### Note

Until you thoroughly test your career site in the stage environment with all the domains you manually add to the Allowed Domains list, do **not** enable Content Security Policy in your production environment.

### Procedure

1. Compare the domains you're using on your career site to the list of automatically allowed domains that appeared in ► *Content Security Policy* ► *Allowed Domains* when you enabled the policy setting.
2. Go to your career site, such as `jobs.example.com`, in a browser window.
3. Open the browser's developer console.

The command to open the console differs based on the browser, but you typically access it from the upper-right dropdown list by selecting ► *More Tools* ► *Developer Tools* .

The developer console appears as a side pane on your browser window.

4. Look for text blocks similar to the following that reference the content security policy, and identify the domain — in this case, `doubleclick.net`:

```
Refused to connect to 'https://stats.g.doubleclick.net/j/collect?
t=ab&cde=1&_f=3&g=1&_h=i92&klm=N0-12345678-1&pqr=12345678.1234567890&stu=123456789&
wxyz=1234567890&_abc=123456789.1234567890&_d=ABCDEFGhIJKLMN~&o=1234567890' because
it violates the following Content Security Policy directive...
```

5. Copy the domain and manually add it to a field in *Allowed Domains*, using the `*.example.com` format.

By including the asterisk, you're telling the content security policy that you trust everything in that domain.

6. Repeat this process for every domain you see in the developer console that violates the content security policy.

#### → Tip

You can include multiple domains in an *Allowed Domains* field. Use spaces to separate them instead of commas or semicolons. There's no character limit to each field, so you don't have a space constraint on the number of domains to add to your allowlist. The fields let you keep the list organized and make it easier for you to manage.

7. Test the career site in your stage environment thoroughly to make sure everything, such as links and JavaScript, work as intended.

## Related Information

[Enabling the Content Security Policy for a Career Site \[page 540\]](#)

[Data Privacy & Security Settings in Career Site Builder Settings \[page 649\]](#)

## 19.6.9.4 Configuring Locale Settings for a Career Site

Set locale settings for your career site, including choosing a default locale, enabling multiple locales, and overriding default system-supplied text for your locales.

## Context

Career Site Builder lets you configure these locale-related settings for your career site:

- Choose the site's default locale. The default locale is the first locale candidates see when they go to your career site, such as the home page.
- Enable your career site for multiple locales in addition to the default locale.
- Add a *Language* dropdown list in the career site header to allow candidates to choose to view the site in one of the nondefault locales you enable and set up for your career site.
- Choose to override system-supplied text for the enabled locales.  
When you change what locale to view the career site in, Career Site Builder automatically shifts many of the system-supplied texts on the screen to the changed locale. For example, the *Register now* button automatically changes to *Registrarse ahora* when you switch from U.S. English (en\_US) to Español (es\_ES). Change such system-supplied text in the Translations tool.

To turn job segments on and off by locale, contact an implementation partner.



## Procedure

- **Choose all the locales** you want to make available for your career site by going to [Settings > Site Configuration > Site Locales](#) and selecting the checkboxes to the left of all the locales you want to make available, then save your settings.

### Note

Although Career Site Builder displays system-supplied text (such as button labels) in the locales you enable, it doesn't automatically translate the career site content itself (for example, the text in your career site's home page). The content displays in the locale it's already in **unless** you provide locale-specific text for the Career Site Builder components and pages.

For this reason, plan your locale settings carefully. Enabling multiple locales involves additional work because you need to provide translated content for **all** your pages and components. Just because you have a license for five locales, doesn't mean you want to enable all five of them for the career site — unless you plan to provide translated content for all pages and components for all five locales.

- **Choose the default locale** by selecting a locale from the dropdown list in [Settings > Site Configuration > Site Locales > Default Locale](#), then save your settings.

The system uses the default locale when a locale isn't specified for a page or by the user. This feature isn't apparent and happens on occasion. For example, candidates who find a link to the Job Search page then navigate to that page directly from outside the career site, and the system presents that page to the candidates in the default system locale. Normally, the candidates arrive from another career site page with a predefined locale that passes the locale information to the destination page during their navigation.

### Note

Jobs imported into the system that don't contain a locale defaults to a locale of en\_US, so make sure that all jobs contain a locale when defining a job import.

- **Add the *Language* dropdown list** to the header of your career site pages by going to the [Details](#) tab in [Appearance > Styles > Headers > <Brand> > Default Brand](#), and setting *Use Locale Selector* to *YES*.

If you're using a custom header, the *Use Locale Selector* setting is in the *Sign in & Language* component in the *Desktop Layout* and *Mobile Layout* tabs.

Turn on this setting for all the locales you're enabling for the career site, then save your settings.

- **Optional:** Edit any default system-supplied text in [Tools > Translations](#), as described in *Changing the Default Text Using the Translation Editor*.

## Related Information

[Changing the Default Text Using the Translation Editor \[page 509\]](#)

[Configuring Styles for a Brand \[page 478\]](#)

[Configuring a Custom Header \[page 486\]](#)

[Site Configuration in Career Site Builder Settings \[page 640\]](#)

[Translation Editor in Career Site Builder Tools \[page 635\]](#)

## 19.6.9.5 Using Search Engine Optimization Settings

You can refine your search-engine optimization settings in Career Site Builder.

### Prerequisites

You have admin access to Career Site Builder.

### Context

By default, Career Site Builder generates a Top Jobs page that lists links to search results pages based on the most frequently searched terms. You can disable this setting to have better control over how you present jobs in your career site. In addition, you can demote specific terms to display at the end of the result set, or prevent search engines from indexing jobs with certain terms entirely.

In addition, SEO Settings also allow you to control whether search engines should index user-generated search page links.

### Procedure

1. In Career Site Builder, go to ► [Settings](#) ► [Site Configuration](#) ► and select the [SEO Settings](#) tab.

The SEO Settings page appears.

2. Configure the following fields on the page:

| Option                          | Description                                                                                                                                                                                                                                                                                                       |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Terms to Demote</a> | Terms you include in this field are automatically demoted to the end of the result set. Start each new term or phrase in a new line, and don't include the word "job" in your terms (for example, use "technical recruiter" instead of "technical recruiter jobs").                                               |
| <a href="#">Terms to Avoid</a>  | When you add terms in this field, Career Site Builder adds a <b>noindex</b> value to prevent search engines from indexing them, and also suppresses them from being part of the Top Jobs results. That means user-generated search pages aren't indexed when the URL string contains a term you add to the field. |

#### Note

If [Noindex Search Pages](#) is turned off, user-generated search pages that contain words listed in [Terms to Avoid](#) will have the **noindex** value.

|                                  |                                                                                                                                                                                                                                                                                                                        |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Noindex Top Jobs</a> | By default, Career Site Builder generates a Top Jobs page that lists links to search results pages based on the most frequently searched terms. When you select <b>YES</b> to disable Top Jobs, Career Site Builder adds a <b>noindex</b> value to these auto-generated pages, as well as to the Top Jobs page itself. |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Option                               | Description                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                      | <div>  <b>Note</b> <p>If you enable this setting, make sure to remove any links to the Top Jobs page from your career site's headers and footers. Doing so avoids having a blank Top Jobs page that only displays a header, search form, and footer.</p> </div> |
| <a href="#">Noindex Search Pages</a> | <p>When you select <b>YES</b>, Career Site Builder adds a <b>noindex</b> value to all search pages. This setting doesn't affect category pages.</p> <p>Enable this option to prevent search engines from indexing links to user-generated search pages, in which users may include inappropriate or undesired words.</p>                         |

3. Select [Save](#).

## 19.6.9.6 Removing the Ability to Manually Add Talent Community Members

Disable the manual addition of candidates to the talent pool so that you can have greater control over the selection of candidates.

### Procedure

1. In Career Site Builder, go to the [Global](#) section in [Settings](#) [Data Privacy & Security Settings](#) [Data Protection](#).
2. Set the slider to **OFF** for the [Allow Manual Public User Creation](#) setting.

You can no longer manually add candidates to the talent pool, including through the Talent Community member API.

## 19.6.10 Users

### 19.6.10.1 Creating a Permission Role for Career Site Builder

Create a new role and its associated permissions for Career Site Builder.

#### Context

You can create permissions for the [Global](#), [Layouts](#), [Pages](#), and [Tools](#), sections of Career Site Builder. You can also control the upload of images and fonts individually.

Roles and permissions allow you to limit Career Site Builder access based on your organization's needs.

#### Procedure

1. Go to [Users > Roles](#), and enable the [CSB Role Based Permission](#) slider.
2. In the [Roles](#) tab, choose [Create Role](#).

The [Create Role](#) dialog appears.

3. Enter a name and description for the role and choose [Save](#).

The [Edit Role](#) page appears.

4. In the Edit Role page, enable the desired permissions for the role.

| Option                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Locales</a>             | <p>Grants role permissions for any locale enabled for the site. For example, you may want to configure different roles for users who can edit pages in the <b>en_US</b> locale, and those who can edit pages in other locales.</p> <p>Select <a href="#">Select All</a>, or expand the <a href="#">Locales</a> menu to specify which locales you want to enable. To apply this setting to future locales, select <a href="#">Include all future locales with this role</a>.</p> |
| <a href="#">Brands</a>              | <p>Grants role permissions for any configured site brands. Use this where different groups of recruiters should only be able to access pages for certain brands.</p> <p>Select <a href="#">Select All</a>, or expand the <a href="#">Brands</a> menu to specify which brands you want to enable. To apply this setting to future brands, select <a href="#">Include all future brands with this role</a>.</p>                                                                   |
| <a href="#">Appearance Settings</a> | Grants role access to <a href="#">Appearance &gt; Global</a> . Options are <a href="#">JavaScript &amp; Cookie Manager</a> and <a href="#">Custom Plugin</a> .                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Appearance Styles</a>   | Grants role access to <a href="#">Appearance &gt; Styles</a> . You can set permission access to <a href="#">Color Editing</a> specifically.                                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Search</a>              | Grants role access to the <a href="#">Appearance &gt; Search Results</a> .                                                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Import Export</a>       | Grants role access to <a href="#">Tools &gt; Import &amp; Export</a> .                                                                                                                                                                                                                                                                                                                                                                                                          |

| Option                                               | Description                                                                                                                                                                                             |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Manage API Credentials</a>               | Grants role access to <a href="#">Tools &gt; Manage API Credentials</a> .                                                                                                                               |
| <a href="#">Job Alerts Email Template</a>            | Grants role access to <a href="#">Layouts &gt; Job Alerts Email Template</a> .                                                                                                                          |
| <a href="#">Social Apply</a>                         | Grants role access to <a href="#">Tools &gt; Social Apply</a> .                                                                                                                                         |
| <a href="#">Translation Editor</a>                   | Grants role access to the Translation Editor in <a href="#">Tools &gt; Translations</a> .                                                                                                               |
| <a href="#">Data Privacy &amp; Security Settings</a> | Grants role access to <a href="#">Settings &gt; Data Privacy &amp; Security Settings</a> . Options are <a href="#">Data Protection</a> and <a href="#">Data Subject Reports</a> .                       |
| <a href="#">Data Privacy Consent Statement</a>       | Grants role access to <a href="#">Settings &gt; Data Privacy Consent Statement</a> .                                                                                                                    |
| <a href="#">Brand Management</a>                     | Grants role access to <a href="#">Tools &gt; Brand Management</a> .                                                                                                                                     |
| <a href="#">Locations</a>                            | Grants role access to <a href="#">Tools &gt; Locations</a> .                                                                                                                                            |
| <a href="#">Email Layout</a>                         | Grants role access to <a href="#">Layouts &gt; Email</a> .                                                                                                                                              |
| <a href="#">Data Capture Form</a>                    | Grants role access to <a href="#">Tools &gt; Data Capture Forms</a> .                                                                                                                                   |
| <a href="#">Site Configuration</a>                   | Grants role access to <a href="#">Settings &gt; Site Configuration</a> .                                                                                                                                |
| <a href="#">IDP Configuration</a>                    | Grants role access to <a href="#">Settings &gt; IDP Configuration</a> .                                                                                                                                 |
| <a href="#">Upload</a>                               | Grants role access to uploading either images or fonts, or both. Options are <a href="#">Image Uploading</a> and <a href="#">Font Uploading</a> .                                                       |
| <a href="#">Pages</a>                                | Grants role access to pages. Options are <a href="#">Home Pages</a> , <a href="#">Category Pages</a> , <a href="#">Job Layout</a> , <a href="#">Content Pages</a> , and <a href="#">Landing Pages</a> . |

5. Select [Save](#) to finalize the role configuration.

Your role is configured. You can select [< \(Back\)](#) to return to the Roles page, which displays the list of roles.

6. **Optional:** Edit an existing role at any time by selecting the [✎ \(Edit Role\)](#) icon for your role.

The Edit Role page appears, and displays the role name, role description, last updated date, and the name of the person who last updated it.

7. **Optional:** To delete a role, select the [⊗ \(Delete Role\)](#) icon for the role.

A delete confirmation dialog appears.

## Results

You've created a role and configured Career Site Builder access for it.

## Next Steps

You're now ready to assign your role to users.

## Related Information

[Roles in Career Site Builder Users Menu \[page 654\]](#)

### 19.6.10.2 Assigning Roles to Users in Career Site Builder

Add admin users to configured Career Site Builder roles.

## Context

Once you've configured the roles for Career Site Builder, you can assign these roles to Career Site Builder administrative users. Users are designated as Admin Users during the Recruiter SSO import. Refer to *Roles in Career Site Builder Users Menu* for a list of all the Career Site Builder role settings.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Career Site Builder](#) ► [Users](#) ► [Roles](#) and select [Admin Users](#).
2. Select the user you'd like to assign a role to, and choose the  (pencil) icon.

You can sort the columns of users, or filter for specific values in the Roles page.

The Edit Admin User page appears.

3. Choose the desired role from the [Role](#) dropdown, which displays all the roles you created.

#### Note

You can only assign one role per user.

4. **Optional:** Slide the [Is CSB Admin](#) setting to [ON](#) to grant Career Site Builder admin permission to the user.
5. **Optional:** Slide the [Enable SSL Notifications](#) setting to [ON](#) to enable email reminders so that user is given advance notice when the career site's SSL certificate is expiring.
6. Choose [Save](#) to save the role settings, then select < (Back) to return to the Roles page.

## Related Information

[Roles in Career Site Builder Users Menu \[page 654\]](#)

## 19.6.10.3 Setting Up Email Reminders About Expiring SSL Certificates

Set up email reminders for specific individuals in your organization to receive, who are responsible for renewing SSL certificates.

### Context

If an SSL certificate for your career site expires, it prevents visitors from going to the site. When certificates are set to expire, a popup message appears when you sign into Career Site Builder, reminding you to renew them.

In addition to the popup message, you can also choose specific roles or specific individuals to receive email reminders about SSL certificate renewals. The email includes details about the certificate that's set to expire. The setting is turned off by default for new roles and users, so you need to configure your settings if you want specific individuals in your organization, such as members of your security IT team, to receive these reminders.

Organizations can manage SSL certificates in Career Site Builder, at ► [Tools](#) ► [SSL Certificates](#) ►.

#### Note

These instructions include what to do if you **just** want individuals to get email reminders, without being Career Site Builder administrators.

### Procedure

1. If the person who you want to receive reminders **isn't** already a Career Site Builder administrator, ensure that they're in a role that has the ► [User Permissions](#) ► [Recruiting Permissions](#) ► [Recruiter RMK SSO Permission](#) ► permission.
2. Log in to Career Site Builder as an administrator and select the [Admin Users](#) tab in ► [Users](#) ► [Roles](#) ►.

You see a list of individuals by name. If you see a list of role names, you're viewing the [Roles](#) tab instead of [Admin Users](#).

#### → Tip

If you just added individuals from the previous step and you don't see them in the Admin Users list, perform a recruiter sync.

3. Choose  [Edit User](#) for individual you want to enable email reminders for.  
The Edit Admin User page appears.
4. Verify that the slider for the [Enable SSL Notification](#) field is set to [ON](#), the default setting.

#### Note

If you don't want a Career Site Builder user to get an email reminder at all, change their [Enable SSL Notification](#) setting to [OFF](#).

The setting automatically sends an email reminder at regular intervals until the new SSL certificate is installed by SAP SuccessFactors. The email includes details that identify the specific career site associated with the expiring SSL certificate, for example RCM Company ID, Career Site Builder Site ID, Site Name, and Career Site URL. If the renewal process has already started, the email recipients can ignore these reminders.

5. **Optional:** If role-based permissions for Career Site Builder are enabled, slide the *Is CSB Admin* setting to *ON* to grant Career Site Builder admin permission to the user.
6. **Optional:** Disable the following settings if you only want the individual to receive email notifications without having access to Career Site Builder as an administrator or user:

| Option                                   | Description                                                                                                                  |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Disable Career Site Builder admin access | If role-based permissions for Career Site Builder are enabled, set <i>Is CSB Admin</i> to <i>OFF</i> .                       |
| Disable Career Site Builder user access  | Deselect the ► <i>Administrator Permissions</i> ► <i>Manage Recruiting</i> ► <i>Manage Career Site Builder</i> ► permission. |

7. Repeat this process for every individual you want email reminders sent to.
8. Save your settings.

## Related Information

[Choosing Your SSL Certificate Renewal Process \[page 493\]](#)

[Canceling Subscriptions to SSL Expiration Reminder Notices \[page 552\]](#)

[Roles in Career Site Builder Users Menu \[page 654\]](#)

[Using Role-Based Permissions](#)

## 19.6.10.4 Canceling Subscriptions to SSL Expiration Reminder Notices

Unsubscribe from email reminders about SSL certificates that are going to expire.

### Context

To augment the Career Site Builder popup notice about the pending expiration of SSL certificates, **existing** Career Site Builder administrators have automatically been subscribed by default to email reminders about SSL certificate renewals. **New** Career Site Builder administrators, however, are not automatically subscribed. Existing administrators can also choose to unsubscribe themselves, and organizations can choose to unsubscribe all administrators.

#### ❗ Note

Unsubscribing all administrators is done in the back-end Command Center.



As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

- Choose any of the following methods:

| Option                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unsubscribe all Career Site Builder administrative users at once from Command Center</b> | In Command Center, select the site, then go to ► <a href="#">Site Details</a> ► <a href="#">Additional Options</a> ► and choose <a href="#">Unsubscribe All Admin Users from SSL Expiration Email</a> . This setting stops all Career Site Builder admin users from getting these notices.                                                                                                                                                                                                                        |
| <b>Turn off subscriptions for individual users from Career Site Builder</b>                 | Turning subscriptions on or off for users is done in Career Site Builder itself. Go to ► <a href="#">Users</a> ► <a href="#">Roles</a> ► <a href="#">Admin Users</a> ► and select the <a href="#">Edit User</a> for the admin user. In the <a href="#">Edit Admin User</a> page, turn the <a href="#">Enable SSL Notification</a> slider to <i>Off</i> .                                                                                                                                                          |
| <b>Unsubscribe from within the email notification</b>                                       | Career Site Builder administrators can unsubscribe directly from within the email notices. A link at the bottom of the email, labeled <a href="#">To unsubscribe from SSL Expiration Emails, click here</a> , takes subscribers to the <a href="#">Manage Email Subscriptions</a> page. Choosing the <a href="#">Unsubscribe</a> button on the page shows the following message: <b>If the information you provided matches an account, you will no longer receive email notifications about SSL expirations.</b> |

## 19.7 Creating an Internal Career Site with Career Site Builder

You can use Career Site Builder to create an internal career site, in addition to an external career site, so that all candidates, internal and external, have the same experience. Using Career Site Builder for your internal career site reduces the overhead of maintaining two different career sites.

The primary difference between the public and internal career sites is in permissions. Configuring the career site to recognize visitors as your employees can allow them to view things like salary information that you might not want to display in a public job listing. This configuration is done by integrating your SAP SuccessFactors system with the Identity Authentication service, so that internal candidates can navigate back and forth between the SAP SuccessFactors system and the career site.

## Prerequisites

Complete the following prerequisites before start setting up your internal career site.

- [Implementing Career Site Builder \[page 344\]](#)
- Setting up the integration between SAP SuccessFactors and Identity Authentication service.
- Career Site Builder is set up and integrated into your Recruiting system.
- Recruiter single sign-on is enabled.
- Career site-Recruiting Management redirects are enabled.

## Overview

The following is an overview of the process:

1. Add SAP SuccessFactors Recruiting service providers in Identity Authentication service.
2. Configure integration between the Identity Authentication service and Career Site Builder.
3. Configure integration between the Identity Authentication service and the Recruiting Management Careers page.
4. Configure SAML 2.0 for career site identity provider (IdP) in Admin Center.
5. Manage recruiting sites under Admin Center.
6. Enable internal career site in Career Site Builder.

## Related Information

[Setting Up SAP SuccessFactors with Identity Authentication and Identity Provisioning Services](#)

### 19.7.1 Adding SAP SuccessFactors Recruiting Service Providers in Identity Authentication

Configure SAML 2.0 Recruiting service providers (SP) in the Identity Authentication administration console.

## Prerequisites

You've configured the SAP SuccessFactors system to use Identity Authentication service for single sign-on (SSO).

## Context

Configure Recruiting service providers in the Identity Authentication service.

## Procedure

1. Go to the Identity Authentication administration console, using the pattern `https://<tenantID>.accounts.ondemand.com/admin`. The `<tenantID>` is the system-generated tenant ID that was part of the URL included in the activation email sent to the first administrator created for the tenant.

### Note

If you're an implementation consultant, contact your customer for permissions and access to the administration console.

2. Go to [Applications & Resources](#) > [Applications](#).
3. Choose [+ Add](#) to add your Recruiting applications.

### Remember

Add both Recruiting Management Careers and Career Site Builder Career Sites as two separate tenants in Identity Authentication service. Ensure that they're **not** configured as child applications of the BizX application.

4. Go to the [Subject Name Identifier](#) area and select [Login Name](#) from the list (to override the default selection [Username](#)).

In your system, the name of the Subject Name Identifier could be [Name ID Attribute](#).

To ensure that the Identity Authentication service works as expected, make sure you use the same [Subject Name Identifier](#) value when configuring the integration with SAP SuccessFactors, Career Site Builder, and SAP SuccessFactors Recruiting.

5. Provide a unique name for your application and choose [Save](#).

### Recommendation

Use a consistent naming convention for all of your applications in Identity Authentication service. For example:

- Recruiting\_Management\_Companyname
- Career\_Site\_Builder\_Sitename

## Results

You've completed the required configurations.

## Next Steps

Configure SAML 2.0 integration between Identity Authentication and Career Site Builder.

## Related Information

[Setting Up SAP SuccessFactors with Identity Authentication and Identity Provisioning Services](#)

### 19.7.2 Configuring Integration Between Identity Authentication and Career Site Builder

Configure a trusted connection between the Identity Authentication service and Career Site Builder, so that internal candidates can access your internal career site with single sign-on (SSO).

#### Prerequisites

You've added Career Site Builder as an application in the Identity Authentication service.

#### Context

##### → Tip

Open both Career Site Builder and the Identity Authentication administration console side by side, so that you can copy information back and forth between them.

##### → Remember

Setting up an internal career site requires integrating Identity Authentication with Career Site Builder and SAP SuccessFactors Recruiting. To ensure that it works as expected, make sure you use the following values across all three configurations:

- *Subject Name Identifier* – select *Login Name*
- *Conditional Authentication* – use SAP Cloud Platform Identity Authentication

#### Procedure

1. In Career Site Builder, go to ► [Settings](#) ► [IDP Configuration](#) ►.
2. Choose [Generate](#) to generate a new certificate.
3. Select [Save](#).
4. Select [Export Metadata](#) in the [Export SAML Metadata](#) section and save the file to your computer.
5. In Identity Authentication, go to ► [Applications & Resources](#) ► [Applications](#) ►.

- a. Choose the Career Site Builder application and select the [SAML 2.0 Configuration](#) page.
  - b. In the [Upload Metadata](#) section, upload the metadata file you saved to your computer by selecting [Browse](#) and navigating to the file location.
  - c. In the [Signing Options](#) section, select [SHA-256](#) from the [Algorithm](#) section's dropdown list.
  - d. Save.
6. **Optional:** If you have any alternative domains for your career site, return to the [SAML 2.0 Configuration](#) page to add them to your settings.

For example, if your career site's main URL is `jobs.example.com`, an alternative domain could be `www.jobs.example.com`.

- a. Copy the main URL from the [Name](#) field at the top of the [SAML 2.0 Configuration](#) page.
- b. For both the [Assertion Consumer Service Endpoint](#) and [Single Logout Endpoint](#) sections, select [+ Add URL](#).

A new row appears in the section with a blank [URL](#) field.

- c. Paste the main URL into the blank [URL](#) field, then replace the portion of the string that's specific to your alternative domain.

Repeat this process for each additional alternative domain for your career site that you want the Identity Authentication service to recognize.

#### Restriction

We don't support IP addresses in URLs as part of our reference architecture. Use domain names instead. If you think you have a special case that requires IP addresses instead of domain names, contact Technical Support.

7. In Identity Authentication, go to [Applications & Resources](#) [Tenant Settings](#) [SAML 2.0 Configuration](#) [Identity Provider Settings](#) [Name](#) and take note of the name.
8. Return to [Career Site Builder](#) [Settings](#) [IDP Configuration](#).
  - a. In the [Tenant Name](#) field, enter the name that you copied in the previous step, without the `https://` portion.
  - b. Save.
9. Select [View metadata details](#) in the [Export SAML Metadata](#) section to verify that the certificates match between Career Site Builder and the corresponding application in the SAML 2.0 configuration page at [Identity Authentication Service \(IAS\)](#) [Applications & Resources](#).

## Related Information

[Configuring Integration Between Identity Authentication and Recruiting Management \[page 558\]](#)

[SAP Note 3055803](#)

[Setting Up SAP SuccessFactors with Identity Authentication and Identity Provisioning Services](#)

## 19.7.3 Configuring Integration Between Identity Authentication and Recruiting Management

Configure a trusted connection between the Identity Authentication service and the Recruiting Management Careers page.

### Prerequisites

- You've opened your Recruiting Management Careers instance in the Identity Authentication administration console.
- You have the *Manage Service Provider Configuration for Identity Authentication service* permission.

### Context

#### → Remember

Setting up an internal career site requires integrating Identity Authentication with Career Site Builder and SAP SuccessFactors Recruiting. To ensure that it works as expected, make sure you use the following values across all three configurations:

- *Subject Name Identifier* – select *Login Name*
- *Conditional Authentication* – use SAP Cloud Platform Identity Authentication

### Procedure

1. Go to ► *Admin Center* ► *Manage Service Provider Configuration for Identity Authentication service* ► to open the *Career Site Identity Provider (IDP) Configuration* page.
2. In the *Export SAML Metadata* section, select *Export Metadata* and save the exported file.
3. In Identity Authentication, go to ► *Applications & Resources* ► *Applications* ►.
  - a. Choose the Recruiting Management application and select the *SAML 2.0 Configuration* page.
  - b. Choose *Upload Metadata*.
  - c. Browse to locate the metadata file and choose *Upload*.
  - d. In the *Signing Options* section, select *SHA-256* from the *Algorithm* section's dropdown list.
  - e. Save.
4. In Identity Authentication, go to ► *Applications & Resources* ► *Tenant Settings* ► *SAML 2.0 Configuration* ►, and take note of the Tenant ID located in the *Name* field.
5. Return to ► *Admin Center* ► *Career Site Identity Provider (IDP) Configuration* ►.
6. In the *Import IDP SAML Metadata* section:

- a. Set *SAML Integration* to *On*.
  - b. Enter the Tenant ID copied from Identity Authentication into the *Tenant Name* field.
7. Save.

## Results

When the data saves, you can view details of the imported SAML information.

## Related Information

[Configuring Integration Between Identity Authentication and Career Site Builder \[page 556\]](#)

[SAP Note 3055803](#)

[SAP Note 3104866](#)

[Setting Up SAP SuccessFactors with Identity Authentication and Identity Provisioning Services](#)

## 19.7.4 Enabling the Internal Career Site

Enable your internal career site, powered by Career Site Builder.

### Prerequisites

You've configured the following integrations:

- Between Identity Authentication and Career Site Builder
- Between Identity Authentication and SAP SuccessFactors Recruiting system.

### Procedure

1. In the SAP SuccessFactors Recruiting system, go to ► [Admin Center](#) ► [Manage Recruiting Sites](#) ►.
2. Select [Enable Internal Career Site powered by Career Site Builder](#).
3. In Career Site Builder, go to ► [Settings](#) ► [Site Configuration](#) ► and open the [Internal Career Site](#) tab.
4. Set the [Internal Career Site](#) field to *Yes*.

#### ⓘ Note

If Identity Authentication isn't configured yet, the field is inactive and the message "Identity Authentication Services (IAS) is not configured," is displayed.

## Results

You've enabled the internal career site.

You can now configure the mapping for 2 new job requisition fields:

- [Internal Job Title](#)
- [Internal Job Description](#)

If configured, employees are shown internal content that isn't available to external candidates.

### Note

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

## 19.7.5 Configuring the Mapping of Recruiting Management Fields to Internal Career Site for Internal Jobs

Map internal fields in a job requisition template with the corresponding fields on your internal career site, so that internal candidates can be shown internal content.

### Prerequisites

- You've enabled an internal career site, powered by Career Site Builder.
- You have the [Set Up Recruiting Marketing Job Field Mapping](#) permission.

### Context

After the internal career site is enabled, you can configure a mapping for 2 new job requisition fields: [Internal Job Title](#) and [Internal Job Description](#). You can use these fields to display internal content to internal candidates.

### Note

This mapping is only required if the Unified Data Model is **not** enabled.

When the Unified Data Model is enabled, a mapping isn't necessary. Your internal career site displays content that comes directly from the job requisition. A mapping is only required if you use XML feeds.

### Note

There's no default field mapping for the internal career site, and if fields aren't mapped for the internal career site, validations are shown on the [Job Posting](#) page to map the fields.



## Procedure

1. Go to ► [Admin Center](#) ► [Set Up Recruiting Marketing Job Field Mapping](#) ►.
2. Select a job requisition from the [Job Requisition Template](#) dropdown list.
3. Select [Internal Job Title](#) in the [Job Title](#) dropdown list.
4. Select [Internal Job Description](#) in the [Job Description](#) dropdown list.
5. Choose the relevant [Location](#) fields ([City](#), [State](#), [Country/Region](#), and [Postal/Zip Code](#), location\_obj).

Mapping RMK Fields to RCM Fields

| RMK Field       | Supported RCM Field Types/Field           |
|-----------------|-------------------------------------------|
| City            | derived, text, picklist, and location_obj |
| State           | derived, text, picklist, and location_obj |
| Country/Region  | derived, text, picklist, and location_obj |
| Zip/Postal Code | text, picklist, and location_obj          |

### Note

If a client is using radial search, Postal Code can't be set to type="picklist".

6. Choose [Save](#).

## Results

You've enabled an internal career site with Career Site Builder, and your customers can experience the new look and feel of it in their instances.

## Next Steps

If you enabled an internal career site for an existing customer, run a Real Time Job Sync full feed to send all internal and external postings to the career site so that internal candidates can search for a job on the internal career site and apply. You can now also choose to make certain pages or page components visible only on the internal career site.

## 19.8 Career Site Builder Reference

### 19.8.1 Pages

#### 19.8.1.1 Pages Types in Career Site Builder

Learn about the different types of pages you can create in Career Site Builder , for different purposes.

You can create the following page types, then customize them by adding page components.

##### Home Pages

The home page editor allows you configure home pages for each active locale and brand.

Career Site Builder path: ► [Pages](#) ► [Home](#) ► [<Locale>](#) ► [<Brand>](#) ► [Home](#) ►

There are no tabs; add your components directly onto the home page. Select each of the components you add here to configure the settings.

##### Content Pages

The home page editor allows you to create web pages in your career site that contains different types of content based on the components you add.

Career Site Builder path: ► [Pages](#) ► [Content](#) ► [<Locale>](#) ► [<Brand>](#) ►

There are no tabs; add your components directly onto the content page. Select each of the components you add here to configure the settings.

##### Category Pages

The category page editor allows you to create career site pages based on different categories, which you specify using category rules.

Career Site Builder path: ► [Pages](#) ► [Category](#) ►

| Category Page Tabs | Description                                                                                                                                                                                                                                                                                                                                                |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Details            | Displays the page name, locale, and brand. Also includes an <a href="#">Active</a> field that you can set to <a href="#">Yes</a> to make this category page visible in your career site.                                                                                                                                                                   |
| Component Layout   | Allows you to insert components for the category page.                                                                                                                                                                                                                                                                                                     |
| Rule Editor        | <p>Allows you to specify conditions based on what types of jobs you want to display on the category page.</p> <p>Make sure that all jobs on a Category page are relevant to the page. Jobs are directed to pages based on the configured rules. Jobs can, and often do, belong to more than one category and can appear on more than on category page.</p> |

Category pages display jobs grouped together based on keyword, location, or other job data. Rules are written for some types of category pages in order to create specific types of pages.

For page titles, use whole words, without acronyms, and words that make sense to candidates outside the organization. Make sure that category pages also have unique copy and unique images to highlight the jobs they're advertising.

If no jobs fit the rules written for a Category page, a message displays and the job seeker sees that the last 10 jobs posted to the site, in any category. This option mitigates the negative impact empty pages can have on SEO.

## Landing Pages

Allows you to create a landing page within your career site.

Career Site Builder path: ► [Pages](#) ► [Landing](#) ►

Use Career Site Builder to set up the following:

- Create and manage a library of landing pages for external career sites.
- Define multiple-column landing pages.
- Include all supported Career Site Builder components.

Landing pages support all configured brands and locales in the Career Site Builder instance.

Landing pages aren't indexed by search engines, and aren't available in the Career Site Builder link editor.

On systems enabled for Candidate Relationship Management features, you can do the following:

- Brand the landing pages appropriately for specific types of candidates
- Include Candidate Relationship Management custom lead-generation data capture forms on landing pages.

## Related Information

[Types of Pages You Can Create in Career Site Builder \[page 440\]](#)

[Configuring Home Pages in Career Site Builder \[page 440\]](#)

[Creating and Configuring Content Pages in Career Site Builder \[page 442\]](#)

[Creating Category Pages Using Career Site Builder Without the Unified Data Model \[page 447\]](#)

[Editing Existing Category Pages in Career Site Builder \[page 452\]](#)

[Creating and Configuring Landing Pages in Career Site Builder \[page 456\]](#)

### 19.8.1.2 Page Components

You can use any combination of page components in Career Site Builder to build pages of your career site. By adding these components, you can customize the text, media, links, and functionality that appear on your site.

- Many components share the style attributes (such as background color, background image, background image type, font color, link color, and button color) that affect the styling of the component (without affecting anything outside the component).
- Many components share text fields that you can use to enter text, which appears in different parts of the component.
- Many components share links or lists of links, which you can change as desired. Unlike in the header, however, a link can't be a link list.

- Many components share the font style attributes of font family and font size, which you can specify.
- Components can appear differently depending on the width of the browser, but there isn't always a difference between two widths (for example, tablet and desktop can look the same).
- Page components aren't visible on pages that use the Mobile Apply wrapper. Such pages only show the header and footer from Career Site Builder, with what appears in the body of the page being specific to each individual user (such as logging in, uploading a resume, and so on). Mobile Apply isn't the same as selecting the Mobile setting on your component.

| Component                        | Description                                                                                                                                                                                                                                                                                                  |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Custom Plugin                    | The <a href="#">Custom Plugin</a> component inserts custom code for a new component, such as JavaScript and third-party widgets.                                                                                                                                                                             |
| Data Capture Form                | The <a href="#">Data Capture Form</a> component displays a data capture form. Only available for landing pages, after you create and configure the contents of the data capture form.                                                                                                                        |
| Featured Jobs                    | The <a href="#">Featured Jobs</a> component displays links to featured jobs. You can configure the style and destination of links.                                                                                                                                                                           |
| Google Job Map                   | The <a href="#">Google Job Map</a> component displays jobs on a map. You can control some aspects of the map's appearance.                                                                                                                                                                                   |
| Image Carousel and Text          | The <a href="#">Image Carousel and Text</a> component displays a rotating series of images and/or text, as a slide show. You can configure the content of each slide, as well as the appearance of the component as a whole.                                                                                 |
| Image Carousel                   | The <a href="#">Image Carousel</a> component displays a rotating series of images, as a slide show. You can configure the content of each slide, as well as the style and colors of the component as a whole.                                                                                                |
| Info and Subscribe Form          | The <a href="#">Info and Subscribe Form</a> component displays information about the company, side by side with the Talent Community Subscribe form.                                                                                                                                                         |
| Large Image                      | The <a href="#">Large Image</a> component displays a "hero" image that spans the width of the page. The component includes a large image with a customized dropdown navigation (height 250 px for mobile; 390 px for tablet; 590 px for desktop) (absolute minimum 200 px; maximum 9999 px; default 590 px). |
| Search Bar                       | The <a href="#">Search Bar</a> component displays the search bar that people can use to search for jobs. Settings are located in Global Styles.                                                                                                                                                              |
| Subscribe Form                   | The <a href="#">Subscribe Form</a> component displays an email sign-up form for the Talent Community.                                                                                                                                                                                                        |
| Text                             | The <a href="#">Text</a> component displays a single column of text. You can't change the size or orientation of the component.                                                                                                                                                                              |
| Three Column Images with Caption | The <a href="#">Three Column Images with Caption</a> component displays three columns of content in a set layout. The content can be images or text.                                                                                                                                                         |
| Two Columns                      | The <a href="#">Two Columns</a> component displays a banner that spans the width of the page. It can include an image, a background color, and text. The text is always on the right side. The image doesn't display on mobile devices.                                                                      |
| Upload Resume                    | The <a href="#">Upload Resume</a> component displays a banner where people can upload a resume to find jobs that match their skills. The component spans the width of the page and supports a variety of layouts. You can include images, background colors, and text.                                       |

| Component | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video     | <p>The <a href="#">Video</a> component enables you to add (embed) videos on a career site page. It supports videos from YouTube, Vimeo, and Wistia.</p> <div> <p><b>Note</b></p> <p>For this functionality to be visible to visitors in your career site, make sure to include its related cookie provider in the cookie consent manager at <a href="#">Appearance &gt; Global &gt; Cookie Manager</a>. If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this functionality is removed and unavailable to your site's visitors completely.</p> </div> |

## Bulleted Lists

Bulleted lists, in those page components that accept them, don't use a hanging indent after the first line of text. This means that the second line of text is aligned with the bullet, and not the first word in the first line of text. The page components that can include bulleted lists are:

- Text
- Image and Text Carousel
- Three Column Images with Caption
- Info and Subscribe Form
- Subscribe Form
- Two Columns
- Video

### Note

Bulleted lists within a job description don't follow this formatting; subsequent lines of text are aligned with the text, and not the bullet.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

### 19.8.1.2.1 Custom Plugin Component Settings in Career Site Builder

The Custom Plugin component allows you to insert custom code for a new component on any career site page created in Career Site Builder, such as JavaScript and third-party widgets.

### Caution

Any custom JavaScript code that's added to your career site for purposes other than tracking, can cause pages to not display the configured content across the application process, and also affect the site theme and styling.

The following could result in the breakdown of some or all career site functionality, possibly rendering the site unusable:

- Introducing other versions than the one provided for JQuery or Bootstrap.
- Introducing any third-party libraries.
- Changing the layout (such as CSS or JavaScript) of any components other than the Custom Plugin component.
- Manipulating of external resources that SAP doesn't support, and which SAP won't fix if they're found to be the cause of any issues.

Such customizations, if they're the cause of problems, are removed or deactivated.

The Custom Plugin component allows Career Site Builder administrators to add whatever they want to the career site, introducing unique, standalone layout components.

For example, you can create page components with different layouts than the standard Career Site Builder components, include custom HTML, gadgets, or widgets and interactive elements such as videos, sliders, and animations, provide custom forms, or create a photo gallery.

### Note

If the element or component uses cookies, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) ►. If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this element or component is removed and unavailable to your site's visitors completely.

Multiple components are allowed on the same page.

Custom plugins, depending on how they're written, don't necessarily correspond at all to any other Career Site Builder configuration, and can optionally exist as a separate page displayed within the career site.

The component exists like other components, and can be added to any page and individually controlled.

Career Site Builder surrounds the Custom Plugin component with a CSS `customPlugin` class to make the content easily identifiable.

Each Custom Plugin component is limited to 2 MB, regardless of what content you add. This is the equivalent of approximately 2,000,000 characters. If your custom content is too large, consider the following possible solutions:

- Minify the code for your custom plugin to reduce all unnecessary characters from your code.
- Split your custom plugin in half, or in smaller increments. You can have multiple custom plugins on a single page, as long as each is no larger than 2 MB.
- Host the code externally and link to that script.

### Note

The Custom Plugin component doesn't support Base64 images. Link to them instead.

The Image Selector is not available for the Custom Plugin component. To upload an image to your Career Site Builder image library so that you can link to it in your customized content, refer to *Uploading Images to Link to in Career Site Builder Custom Plugin Components*.

## Considerations

Platform updates are supposed to not break the custom component "plug ins", but such defects are theoretically possible.

Configurable visibility checkboxes (desktop/tablet/mobile) of the component may or may not have the expected effect, depending on how the custom plugin is written. The visibility checkboxes just add `display:none` to different device widths. This means that if the custom plugin contains JavaScript or CSS, that custom JavaScript or custom CSS are still applied to the page (unless that custom code is device-specific).

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

### 19.8.1.2.2 Data Capture Form Component Settings in Career Site Builder

The Data Capture Form component allows you to insert a Data Capture Form into a Landing Page.

#### → Recommendation

Job alerts you create in the Data Capture Form component in Career Site Builder differ from the job alerts you can set up in SAP SuccessFactors Recruiting. Use the latter only if you don't use Career Site Builder to develop your career site.

In addition to customizing how the data capture form component will appear on a landing page, the Data Capture Form component allows you to configure and add a job alert to the Data Capture Form.

When you add Job Alert to a form, a successful submission of a form by a candidate triggers the predefined job alert. Only the first form that's completed by a candidate will generate a job alert.

#### ⓘ Note

Before you use this component, make sure you've created the Data Capture Form itself, so that you have a form to specify in the component. This component doesn't create the form.

## Details Tab

| Field                                  | Description                                                                                                                                                              |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Data Capture Form</a>      | A dropdown list where you select the data capture form you created.                                                                                                      |
| <a href="#">Data Capture Form Code</a> | To search for a candidate who submits a data capture form, you must assign a code to the form at the creation of the form. The code must contain 40 characters or fewer. |

| Field                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Data Capture Form Header</i>       | Enter a name for the header. There's no default value. To change the header style, select the  <i>style</i> icon to display the <i>Data Capture Form Header Styling</i> dialog. There, you can specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <i>Hide Header Text</i> field.                                 |
| <i>Data Capture Form Instructions</i> | Enter instructional text. There's no default value. To change the text style, select the  <i>style</i> icon to display the <i>Data Capture Form Instructions Styling</i> dialog. There, you can specify the font, font size, text alignment, and text color.                                                                                                            |
| <i>Button Text</i>                    | The text for the <i>Submit</i> button. The default text is <b>Submit</b> . To change the text style, choose  <i>style</i> to display the <i>Data Capture Form Button Styling</i> dialog. There, you can specify the font, font size, and text color.                                                                                                                    |
| <i>Success Message</i>                | The text that appears when the data capture form was submitted successfully. The default text is <b>Thank you. Your information has been submitted.</b> To change the text style, choose  to display the <i>Data Capture Form Success Message Styling</i> dialog. There, you can specify the font, font size, text alignment, text color, and background color.         |
| <i>Completed Message</i>              | The text that appears if the candidate has already completed their form. The default text is <b>You have already completed and submitted all requested information.</b>                                                                                                                                                                                                                                                                                  |
| <i>Existing User Message</i>          | The text that appears for existing users who update their profile. To change the default message, " <b>Thank you for submitting your information to our company. Your existing profile will be updated.</b> " choose  <i>double-square</i> . The <i>Override Resource Key</i> dialog appears, and you can provide override text as well as choose a different locale. |

## Styles Tab

| Fields                           | Description                                                                                                                                                                                                                         |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Body Background</i>           | Specify the background color.                                                                                                                                                                                                       |
| <i>Button Highlight</i>          | Specify the highlight color for the button.                                                                                                                                                                                         |
| <i>Button Background</i>         | Specify the button's background color.                                                                                                                                                                                              |
| <i>Background Image</i>          | Allows you to choose an image on the Data Capture Form. Choosing  <i>Select Image</i> or <i>Change Image</i> displays the Image Selector dialog. |
| <i>Required Field Identifier</i> | Specify the color of the asterisk that indicates whether a field requires a value.                                                                                                                                                  |
| <i>Field Alignment</i>           | Specifies how you want the field labels to align to their corresponding fields. Options are: Left Align, Center, and Right Align.                                                                                                   |



| Fields                | Description                                                                                                                                                                                     |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Image Type</i>     | Choose how you want the image to appear. Options are: Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                               |
| <i>Image Position</i> | Choose where you want the focal point of the image to be. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right. |

## DPCS Tab

The DPCS tab allows you to customize the font and colors in the Data Privacy Consent Statement.

| Fields                   | Description                                                                                                                                                                                    |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Font</i>              | The color of the text font.                                                                                                                                                                    |
| <i>Background</i>        | The color of the background.                                                                                                                                                                   |
| <i>Button Background</i> | The background color of the button.                                                                                                                                                            |
| <i>Button Hover</i>      | The color of the button when a user mouses or tabs over it.                                                                                                                                    |
| <i>Button Font</i>       | The color of the text in the button.                                                                                                                                                           |
| <i>Button Font Hover</i> | The color of the button text when a user mouses or tabs over it.                                                                                                                               |
| <i>Link Hover</i>        | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility. |
| <i>Link Font (color)</i> | The color of the link text.                                                                                                                                                                    |
| <i>Link Font (font)</i>  | The font of the link text.                                                                                                                                                                     |
| <i>Link Font Size</i>    | The font size of the link text.                                                                                                                                                                |
| <i>Font</i>              | The font of the text on the Data Privacy Capture Statement.                                                                                                                                    |
| <i>Font Size</i>         | The font size of the text.                                                                                                                                                                     |
| <i>Button Font</i>       | The font of the button text.                                                                                                                                                                   |
| <i>Button Font Size</i>  | The font size of the button text.                                                                                                                                                              |

## Job Alerts Tab

The Job Alerts tab allows you to create a filter rule so that the candidates who complete the data capture form receive only those alerts related to those jobs that meet the filter settings.

Make sure you enable job alerts, and set up a job alert email template.

| Fields           | Description                                                                                                                                                                                                                                                                 |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Keyword</i>   | Specify keywords for your filter. The fields that Keyword searches in are: Title; Internal Title; Department; Description; Internal Description; Facility; Business Unit; Company Location; Location; City; State; State Name; Country/Region; Country/Region Name; Req Id. |
| <i>Location</i>  | Specify locations for your filter. The fields that Location searches in are: Company Location; Location; City; State; State Name; Country/Region; Country/Region Name; Zip.                                                                                                 |
| <i>Frequency</i> | Specify how often, in days, that candidates receive job alert email. The default is 7; the range is 1 to 99 days.                                                                                                                                                           |

Perform the search by selecting [Search](#). Add additional filters by choosing **+** [add](#), and selecting a field from the dropdown list. You can remove these additional fields from your filter by choosing  [delete](#).

## Related Information

[Creating and Editing Data Capture Forms \[page 834\]](#)

[Adding Data Capture Forms to Landing Pages \[page 836\]](#)

[Enabling Job Alerts \[page 533\]](#)

[Editing the Job Alerts Email Template in Career Site Builder \[page 522\]](#)

[Data Capture Forms Settings in Career Site Builder Tools \[page 622\]](#)

[Site Configuration in Career Site Builder Settings \[page 640\]](#)

[Job Alerts Email Template Settings in Career Site Builder Layouts \[page 639\]](#)

### 19.8.1.2.3 Featured Jobs Component Settings in Career Site Builder

The Featured Jobs component allows you to display high-profile or high-importance jobs on your career site. You can also edit styles and control the appearance and destination link of a button in this component.

#### Details Tab

| Field              | Description                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Header Text</i> | Enter a name for the header. There's no default value. To change the header style, select the  <a href="#">style</a> icon to display the <a href="#">Open Styling</a> dialog. There, you can specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <a href="#">Hide Header Text</a> field. |

| Field                       | Description                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Show Button</a> | Enable this field to show a hyperlinked button. Choose <a href="#">Edit Button</a> to use the Button Editor dialog to specify what to link to. Options include Category Link, Content, External, Home Page, TC Join, Top Jobs, and View All Jobs. All options allow you to specify your own title as well as add brief text. Some, like the Category Link option, lets you choose which specific page to link to. |

## Menu Tab

By default, the Menu tab is empty. Use the Menu tab to add links to category pages.

Links display in three columns within the component, and is not configurable.

Choose  [Add](#) to open the Link Setup dialog. The Link Setup dialog includes the same options as the Button Editor dialog for [Show Button](#).

Choose  [Open Styling](#) to open the Featured Jobs Link Styling dialog, and specify the font and size.

## Styles Tab

Configure the color of the links, the header text, and the background of the component.

| Field                            | Description                                                                                                                                                                                    |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background</a>       | Specify the background color.                                                                                                                                                                  |
| <a href="#">Link</a>             | Specify the color of the link text.                                                                                                                                                            |
| <a href="#">Link Hover</a>       | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility. |
| <a href="#">Background Image</a> | Choose  <a href="#">Select Image</a> to open the Image Selector dialog and choose an image.                 |
| <a href="#">Image Type</a>       | Specify how you want the image to appear. Options are: Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                             |
| <a href="#">Image Position</a>   | Specify where you want the image to appear. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.              |
| <a href="#">Enable Spacing</a>   | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                    |

## 19.8.1.2.4 Google Job Map Component Settings in Career Site Builder

Adding the [Google Job Map](#) component allows your jobs to appear in the map UI on your career site.

### Note

If the Unified Data Model is enabled, you first need to configure the Job Location generic object, before you can use the Google Job Map component.

### Details Tab

| Field                                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Zoom Level</a>                                                   | A range of 1 (furthest away) to 10 (closest zoom), this setting designates the default zoom level on the Google job map.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Map Center Latitude</a> and <a href="#">Map Center Longitude</a> | Use these two settings together to designate a default focus location of the Google job map. For example, if a company's headquarters is in a specific city, you can enter its coordinates. You can find the latitude and longitude by locating the area using Google Maps and choosing <a href="#">What's Here</a> .                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Predefined Map Center Options</a>                                | The three options (USA, Europe, World) affect the focus location in the <a href="#">Map Center Latitude</a> and <a href="#">Map Center Longitude</a> fields.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Search Filtered by Locale</a>                                    | If enabled, job searches performed on the Google job map are filtered by locale.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Max Height of Job Map</a>                                        | Designates the maximum height of the map in pixels.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Region Code</a>                                                  | <p>Google Maps applies a set of standards skewed toward audiences in the United States. To present your map with a different regional focus, override this default behavior by entering a standard code into this box.</p> <p>For a list of accepted codes and their behavior, refer to the Google developer documentation.</p>                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">Show Heading</a>                                                 | <p>By enabling this option, Google Job Map displays the following messages:</p> <p><b>Screen readers cannot read the following searchable map.</b></p> <p>This second message directs you to the Job Search page:</p> <p><b>Follow this link to reach our Job Search page to search for available jobs in a more accessible format.</b></p> <p>You can change the default wording of both messages in <a href="#">Tools &gt; Translations</a> in the <a href="#">GoogleJobMapHeading</a> and <a href="#">GoogleJobMapLink</a> fields. You can also change the default value of <b>Google job map</b> as the HTML iFrame value in the <a href="#">GoogleJobMapiFrameTitle</a> field.</p> |

## Styles Tab

| Field                          | Description                                                                                                 |
|--------------------------------|-------------------------------------------------------------------------------------------------------------|
| <a href="#">Enable Spacing</a> | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component. |

## Related Information

[Job Location Generic Objects on Job Requisition \[page 210\]](#)

[Map Coverage Details \(list of region codes\) \(Google.com\)](#) ➦

[Localizing the Map \(Google.com\)](#) ➦

## 19.8.1.2.5 Image and Text Carousel Component Settings in Career Site Builder

The Image and Text Carousel component allows you to add a gallery of images in slide format on a career site page, with accompanying text.

### Slides Tab

| Fields                                                                                                      | Description                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <a href="#">styling</a> | Select the icon to display the Image and Text Carousel Styling dialog. In it, you can specify the body font and body font size of the text of your carousel slides.                                                                                          |
|  <a href="#">Add</a>     | Select to add additional image and text entries in your component. By default, the component includes one slide, and you can have up to four slides.                                                                                                         |
| <a href="#">Display Interval</a>                                                                            | Allows you to specify the number of seconds (up to 10) before the carousel moves to the next slide. The default value is 0 (where you navigate the slides manually).                                                                                         |
| <a href="#">Auto Focus</a>                                                                                  | Places the focus on the image carousel when the slides advance. When the display interval is set to greater than 0 and auto focus is on, the focus repositions you to the active carousel regardless of where you are on the page.                           |
| <a href="#">Slide &lt;Number&gt;</a>                                                                        | <p>Allows you to choose an image to display. Choose <a href="#">Select Image</a> or <a href="#">Change Image</a> to open the Image Selector dialog.</p> <p>The number on the field label changes depending on how many slides you add in this component.</p> |
| <a href="#">Image Type</a>                                                                                  | Choose how you want the image to appear in the slide. Options are: Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                                                                               |

| Fields                                                                                                                                                                                                                                                                                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Image Position</i>                                                                                                                                                                                                                                                                                                                                                               | Sets the focal point of the image. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.                                                                                                                                                                                                                                                           |
| <i>Header Text</i>                                                                                                                                                                                                                                                                                                                                                                  | The text field allows you to provide a header for the text block. To change the header style, choose  <i>style</i> to display the <i>Image and Text Carousel Header Styling</i> dialog. There, you can specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <i>Hide Header Text</i> field. |
| <i>Body Text</i>                                                                                                                                                                                                                                                                                                                                                                    | Enter your body text in the field. You can configure how the text appears by using its style menu.                                                                                                                                                                                                                                                                                                                                 |
| <i>Background Image</i>                                                                                                                                                                                                                                                                                                                                                             | Allows you to choose an image to display behind the body text. Choose <i>Select Image</i> or <i>Change Image</i> to open the Image Selector dialog.                                                                                                                                                                                                                                                                                |
| <div>  <b>Note</b> </div> <div> <p>Use a plain or subtle image for your background image, so that your body text is visible and legible.</p> <p>If you want to use the same background image for all your slides, leave this field blank and use the settings in the <i>Styles</i> tab.</p> </div> |                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <i>Image Type</i>                                                                                                                                                                                                                                                                                                                                                                   | Choose how you want the image to appear.                                                                                                                                                                                                                                                                                                                                                                                           |
| <i>Image Position</i>                                                                                                                                                                                                                                                                                                                                                               | Choose where you want the focal point of the image to be.                                                                                                                                                                                                                                                                                                                                                                          |

## Styles Tab

| Fields                 | Description                                                                                                                                                                                          |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Text</i>            | Specify the text color.                                                                                                                                                                              |
| <i>Background</i>      | Specify the color of the background.                                                                                                                                                                 |
| <i>Chevron</i>         | Specify the color of the navigational arrows on the slides.                                                                                                                                          |
| <i>Chevron Hover</i>   | Specify the color of the arrows when the mouse hovers over them.                                                                                                                                     |
| <i>Active Slide</i>    | Specify a different color to indicate which number slide is being displayed.                                                                                                                         |
| <i>Slide Indicator</i> | Specify a color for the slide indicator, which are small squares that appear on the bottom right of your slide images.                                                                               |
| <i>Link</i>            | Specify a color for the link text.                                                                                                                                                                   |
| <i>Link Hover</i>      | Specify a color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility. |

| Fields                           | Description                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background Image</a> | Allows you to choose an image to display behind the body text. Choose <a href="#">Select Image</a> or <a href="#">Change Image</a> to open the Image Selector dialog.                                                                                                                                                                                                          |
|                                  | <div>  <b>Note</b> </div> <p>Use a plain or subtle image for your background image, so that your body text is visible and legible.</p> <p>If you want to use different background images for your slides, leave this field blank and use the settings in the <a href="#">Details</a> tab.</p> |
| <a href="#">Image Type</a>       | Choose how you want the image to appear.                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Image Position</a>   | Choose where you want the focal point of the image to be.                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Enable Spacing</a>   | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                                                                                                                                                                                                    |

## 19.8.1.2.6 Image Carousel Component Settings in Career Site Builder

The [Image Carousel](#) component adds a rotating selection of images to a career site page.

### Details Tab

| Fields                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Header Text</a>          | The text field allows you to provide a header for the text block. To change the header style, select the  (style) icon to display the <a href="#">Image Carousel Header Styling</a> dialog. There, you can specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <a href="#">Hide Header Text</a> field. |
| <a href="#">Visible Images</a>       | Specify the number of images to be visible at one time on the carousel.                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Move Per Page</a>        | Specify how many images to scroll when the navigation arrows are selected.                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Space Between Images</a> | Specify the amount of space between each image, ranging from 0 to 100 pixels.                                                                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Height</a>               | Specify the height of the carousel, ranging from 50 to 500 pixels.                                                                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Display Interval</a>     | Specify the number of seconds (up to 10) before the carousel moves to the next slide. The default value is 0 (where you navigate the slides manually).                                                                                                                                                                                                                                                                                            |

| Fields                     | Description                                                                                                                                                                                                                        |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Auto Focus</a> | Places the focus on the image carousel when the slides advance. When the display interval is set to greater than 0 and auto focus is on, the focus repositions you to the active carousel regardless of where you are on the page. |

## Images Tab

| Fields                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Image</a>          | Allows you to choose an image to display. Choosing the  <a href="#">Select Image</a> or <a href="#">Change Image</a> displays the Image Selector dialog.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Image Type</a>     | Choose how you want the image to appear in the slide. Options are: Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Image Position</a> | Sets the focal point of the image. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Is Link</a>        | <p>Enabling this setting turns the image into a link. Choose <a href="#">Edit Link</a> to configure the link in the <a href="#">Link Setup</a> dialog. The fields you can configure are:</p> <ul style="list-style-type: none"> <li>Type – choose from Category Link, Content, External, Home Page, TC Join, Top Jobs, or View All Jobs.</li> <li>Title – enter text for the link title</li> <li>Text – enter text for link.</li> <li>Source – appears when you choose External, to specify your external URL.</li> <li>New Session – appears when you choose External. Enabling this opens a new browser window for the link.</li> <li>Category Link – appears when you choose Category Link. Select a category page from the dropdown list.</li> <li>Content Link – appears when you choose Content. Select a content page from the dropdown list.</li> </ul> |

## Styles Tab

| Fields                             | Description                                                                                                                                                                                            |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Content Background</a> | Specify the content background color.                                                                                                                                                                  |
| <a href="#">Image Background</a>   | Specify the image background color.                                                                                                                                                                    |
| <a href="#">Header Background</a>  | Specify the header background color.                                                                                                                                                                   |
| <a href="#">Link Hover</a>         | Specify the color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility. |
| <a href="#">Chevron</a>            | Specify the color of the navigational arrows on the slides.                                                                                                                                            |



| Fields                           | Description                                                                                                                                                                                                                                                |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Chevron Hover</a>    | Specify the color of the arrows when the mouse hovers over them.                                                                                                                                                                                           |
| <a href="#">Active Slide</a>     | Specify a different color to indicate which number slide is being displayed.                                                                                                                                                                               |
| <a href="#">Background Image</a> | Allows you to choose an image to display behind the body text. Choosing  <a href="#">Select Image</a> or <a href="#">Change Image</a> displays the Image Selector dialog. |
| <a href="#">Image Type</a>       | Choose how you want the image to appear.                                                                                                                                                                                                                   |
| <a href="#">Image Position</a>   | Choose where you want the focal point of the image to be.                                                                                                                                                                                                  |
| <a href="#">Enable Spacing</a>   | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the image carousel.                                                                                                                                           |

## 19.8.1.2.7 Info and Subscribe Component Settings in Career Site Builder

The Info and Subscribe Form component displays an image or information about the company, alongside the Talent Community Subscribe Form.

### Details Tab

Fields in this screen that have the  [double-square](#) icon allow you to override the default text. Select the icon to display the [Override Resource Key](#) dialog, where you can provide your own text as well as choose a different locale for the field.

Fields in this screen that have the  [text](#) icon allow you to customize the look of the field's text, such as the font and font size. Some fields also allow you to customize the text alignment, and text color, or hide the label altogether by enabling the [Hide Header Text](#) field.

| Fields                      | Description                                                                                                                                                                                                                               |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Header Text</a> | The text field allows you to provide a header for the text block.                                                                                                                                                                         |
| <a href="#">Image</a>       | Allows you to choose an image to display. Choosing  <a href="#">Select Image</a> or <a href="#">Change Image</a> displays the Image Selector dialog. |

| Fields                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Treat Image as Link</a> | <p>Enabling this setting turns the image into a link. Choose <a href="#">Edit Link</a> to configure the link in the <a href="#">Link Setup</a> dialog. The fields you can configure are:</p> <ul style="list-style-type: none"> <li>Category Link – displays the Title and Text fields, and includes a dropdown list from which to select a category page.</li> <li>Content – displays the Title and Text fields, and includes a dropdown list from which to select a content page.</li> <li>External – displays the Title, Text, and Source (URL) fields. Enable the New Session setting if you want the link to open in a new browser window.</li> <li>Home Page – displays the Title and Text fields, both of which are set to display <b>Home Page</b> by default.</li> <li>TC Join – displays the Title and Text fields, both of which are set to display <b>Join Talent Community</b> by default.</li> <li>Top Jobs– displays the Title and Text fields, both of which are set to display <b>Top Jobs</b> by default.</li> <li>View All Jobs– displays the Title and Text fields, both of which are set to display <b>View All Jobs</b> by default.</li> </ul> <p>The <a href="#">Link Type</a> field shows what you choose.</p> |
| <a href="#">Body Text</a>           | <p>Allows you to enter text that appears above the subscription field. Use the field's formatting menu to change the look of your text.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Show Button</a>         | <p>Enable this field to show a hyperlink button. Choose <a href="#">Edit Button</a> to use the Button Editor dialog to specify what to link to. Options are the same as what appear in <a href="#">Edit Link</a> for <a href="#">Treat Image as Link</a>: Category Link, Content, External, Home Page, TC Join, Top Jobs, and View All Jobs.</p> <p>The <a href="#">Button Type</a> field shows what you choose. Select the  <a href="#">text</a> icon next to the <a href="#">Button Text</a> field to set the font and size in the <a href="#">Info and Join Button Styling</a> dialog.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Subscribe Header</a>    | <p>The default header text is <b>JOIN OUR TALENT NETWORK</b>.</p> <p>Change the field's text with the  <a href="#">double-square</a> icon and its style with the  <a href="#">text</a> icon.</p> <p>The <a href="#">Info and Join Subscribe Header Styling</a> dialog lets you specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <a href="#">Hide Header Text</a> field.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Fields                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Subscribe Body</i>                | <p>The default text for this field is:</p> <p>Enter your email address to tell us about yourself. We will keep you informed about job opportunities and events that match your interests.</p> <p>Change the field's text with the  <i>double-square</i> icon and its style with the  <i>text</i> icon.</p> <p>The <i>Info and Join Subscribe Body Styling</i> dialog lets you specify the font and font size.</p> |
| <i>Show E-mail Label</i>             | <p>Enable this setting to display a label for the email field. The behavior of the <i>E-mail Address Label</i> and <i>E-mail Address Placeholder</i> fields depending on your settings for this field.</p>                                                                                                                                                                                                                                                                                                                                                                            |
| <i>E-mail Address Label</i>          | <p>Set the <i>Show E-mail Label</i> field to <i>YES</i> to enable this field, and display a label for the email address. The default text is <b>E-Mail Address</b>.</p> <p>Change the field's style with the  <i>text</i> icon.</p> <p>The <i>Info and Join Email Label Styling</i> dialog lets you specify the font and font size.</p>                                                                                                                                                            |
| <i>E-mail Address Placeholder</i>    | <p>Set the <i>Show E-mail Label</i> setting to <i>NO</i> to enable this field, and display place holder text in the email address. The default value for this field is <b>E-Mail Address . . .</b></p>                                                                                                                                                                                                                                                                                                                                                                                |
| <i>Subscribe Button</i>              | <p>Specify the text that appears on the subscribe button. The default text is <b>Sign up now</b>.</p> <p>Change the field's text with the  <i>double-square</i> icon and its style with the  <i>text</i> icon.</p> <p>The <i>Info and Join Subscribe Button Styling</i> dialog lets you specify the font and font size.</p>                                                                                   |
| <i>Subscribe Already Member Link</i> | <p>Asks whether the candidate is already a member of the Talent Community. The default text is <b>Already a member?</b></p> <p>Change the field's text with the  <i>double-square</i> icon and its style with the  <i>text</i> icon.</p> <p>The <i>Info and Join Subscribe Already Member Styling</i> dialog lets you specify the font and font size.</p>                                                     |
| <i>View Profile Link</i>             | <p>Displays a link to the member profile. The default text is <b>View Profile</b>.  <i>text</i> icon next to the <i>Button Text</i> field to set the font and size in the <i>Info and Join Subscribe View Profile Styling</i> dialog.</p>                                                                                                                                                                                                                                                          |

## Styles Tab

| Fields                           | Description                                                                                                                                                                                                                                                |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Text</a>             | Specify the text color.                                                                                                                                                                                                                                    |
| <a href="#">Background</a>       | Specify the background color.                                                                                                                                                                                                                              |
| <a href="#">Link</a>             | Specify a color for the link text.                                                                                                                                                                                                                         |
| <a href="#">Link Hover</a>       | Specify a color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility.                                                       |
| <a href="#">Background Image</a> | Allows you to choose an image to display behind the body text. Choosing  <a href="#">Select Image</a> or <a href="#">Change Image</a> displays the Image Selector dialog. |
| <a href="#">Image Type</a>       | Choose how you want the image to appear.                                                                                                                                                                                                                   |
| <a href="#">Image Position</a>   | Choose where you want the focal point of the image to be.                                                                                                                                                                                                  |
| <a href="#">Enable Spacing</a>   | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                                                                                |

### 19.8.1.2.8 Large Image Component Settings in Career Site Builder

The large image component allows you to add a prominently placed banner — sometimes called hero image — to Career Site Builder pages.

## Styles Tab

| Fields                           | Description                                                                                                                                                                                                                                                                |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background Image</a> | Allows you to choose an image to display behind the body text. Selecting the  <a href="#">Select Image</a> or <a href="#">Change Image</a> buttons displays the Image Selector dialog. |
| <a href="#">Image Type</a>       | Choose how you want the image to appear. Options are: Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                                                                                                          |
| <a href="#">Image Position</a>   | Choose where you want the focal point of the image to be. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.                                                                            |

| Fields                              | Description                                                                                                                                                                                                                                                                                               |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Max Height of Image</a> | <p>Allows you to specify the maximum height of your large image. The valid height range 0 to 9,999 pixels.</p> <p>The following are the default, optimal heights:</p> <ul style="list-style-type: none"> <li>• Desktop: 590 pixels</li> <li>• Mobile: 250 pixels</li> <li>• Tablet: 390 pixels</li> </ul> |
| <a href="#">Enable Spacing</a>      | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the image carousel.                                                                                                                                                                                          |

### 19.8.1.2.9 Search Bar Component Settings in Career Site Builder

The Search Bar component adds a search bar in your page.

The Search Bar component is a global setting that is added at the component level, but not edited there. The Search Bar layout reflects what's selected for the specific locale and brand under [Global Styles](#) > [Search](#).

Leading practice is for prominent place of the search bar, that is, "above the fold," which doesn't require scrolling, and to use a strong background color.

### 19.8.1.2.10 Subscribe Form Component Settings in Career Site Builder

The Subscribe Form component adds an email sign-up form for the Talent Community.

The Subscribe Form is a smaller page element within a box that is the full width of the page. You can't change the orientation of the Subscribe Form inside the box, or the size of the form.

#### Details Tab

Fields in this screen that have the  [double-square](#) icon allow you to override the default text. Select the icon to display the [Override Resource Key](#) dialog, where you can provide your own text as well as choose a different locale for the field.

Fields in this screen that have the  [text](#) icon allow you to customize the look of the field's text, such as the font and font size. Some fields also allow you to customize the text alignment, and text color, or hide the label altogether by enabling the [Hide Header Text](#) field.

| Fields                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Header Text</a>       | <p>The text field allows you to provide a header for the text block. The default text is <b>Join Our Talent Community</b>.</p> <p>Change the field's style with the  <a href="#">text</a> icon.</p> <p>The <a href="#">Subscribe Form Header Styling</a> dialog lets you specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <a href="#">Hide Header Text</a> field.</p> |
| <a href="#">Body Text</a>         | <p>Allows you to enter text that appears above the subscription field. The following is the default text:</p> <p><b>Stay connected by joining our network!</b><br/> <b>Enter your e-mail and tell us a bit about yourself, and we'll keep you informed about upcoming events and opportunities that match your interests.</b></p> <p>Use the field's formatting menu to change the look of your text.</p>                                                                                                         |
| <a href="#">Show E-mail Label</a> | <p>Enable this option to display a label for the email field. The behavior of the <a href="#">Label Text</a> and <a href="#">Placeholder Text</a> fields depending on your settings for this field.</p>                                                                                                                                                                                                                                                                                                           |
| <a href="#">Label Text</a>        | <p>Set the <a href="#">Show E-mail Label</a> field to <b>YES</b> to enable this field, and display a label for the email address. The default text is <b>E-Mail Address</b>.</p> <p>Change the field's style with the  <a href="#">text</a> icon.</p> <p>The <a href="#">Subscribe Form E-mail Label Styling</a> dialog lets you specify the font and font size.</p>                                                         |
| <a href="#">Placeholder Text</a>  | <p>Set the <a href="#">Show E-mail Label</a> setting to <b>NO</b> to enable this field, and display placeholder text in the email address. The default value for this field is <b>Enter E-Mail Address</b>.</p>                                                                                                                                                                                                                                                                                                   |
| <a href="#">Button Text</a>       | <p>Specify the text that appears on the subscribe button. The default text is <b>Sign up now</b>.</p> <p>Change the field's style with the  <a href="#">text</a> icon.</p> <p>The <a href="#">Subscribe Form Button Styling</a> dialog lets you specify the font and font size.</p>                                                                                                                                          |

## Styles Tab

| Fields                     | Description                                                                                                                                                                                            |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Body Text</a>  | Specify the text color.                                                                                                                                                                                |
| <a href="#">Background</a> | Specify the background color.                                                                                                                                                                          |
| <a href="#">Link Hover</a> | Specify the color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility. |

| Fields                           | Description                                                                                                                                                                                                                                                 |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background Image</a> | Allows you to choose an image to display behind the body text. Selecting  <a href="#">Select Image</a> or <a href="#">Change Image</a> displays the Image Selector dialog. |
| <a href="#">Image Type</a>       | Choose how you want the image to appear. Options are: Unmodified, Tiles, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                                                                                           |
| <a href="#">Image Position</a>   | Choose where you want the focal point of the image to be. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.                                                             |
| <a href="#">Enable Spacing</a>   | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                                                                                 |

## 19.8.1.2.11 Text Component Settings in Career Site Builder

The Text component allows you to add a single column of text on a page.

This reference page describes the settings in the [Text](#) component. For instructions on how to add a text component to a career site page, refer to [Adding a Text Component to a Career Site Page](#).

### Details Tab

| Fields                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Header Text</a> | The text field allows you to provide a header for the text block. To change the header style, select the  (style) icon to display the <a href="#">Text Header Styling</a> dialog. There, you can specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <a href="#">Hide Header Text</a> field. |
| <a href="#">Body Text</a>   | Enter your body text in the field. You can configure how the text appears by using its style menu.                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">Show Button</a> | Enable this field to show a hyperlinked button. Select <a href="#">Edit Button</a> to use the Button Editor dialog to specify what to link to. Options include Category Link, Content, External, Home Page, TC Join, Top Jobs, and View All Jobs. All options allow you to specify your own title as well as add brief text. Some, like the Category Link option, lets you choose which where to link to.                             |

### Styles Tab

| Fields                     | Description                         |
|----------------------------|-------------------------------------|
| <a href="#">Background</a> | Specify the background color.       |
| <a href="#">Body Text</a>  | Specify the text color.             |
| <a href="#">Link</a>       | Specify the color of the link text. |

| Fields                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Link Hover</a>                             | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Background Image</a>                       | Allows you to choose an image to display behind the body text. Selecting  <a href="#">Select Image</a> or <a href="#">Change Image</a> displays the Image Selector dialog.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Image Type</a>                             | Choose how you want the image to appear. Options are: Unmodified, Tiles, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Image Position</a>                         | <p><a href="#">Image Position</a> determines which section of the image is the focal point when the image is resized for responsive sites. For example, if the image features a person, you can choose an <a href="#">Image Position</a> that ensure that person's face always remains in the image.</p> <p>Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.</p>                                                                                                                                                                                                                                                 |
| <a href="#">Enable Spacing</a>                         | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Remove Existing Left and Right Padding</a> | <p>When you turn on <a href="#">Enable Spacing</a>, an additional setting, <a href="#">Remove Existing Left and Right Padding</a>, appears. This setting is available only for the Text component, and allows you to remove the default 20-pixel padding that's added automatically to the left and right of text components.</p> <div> <p> <b>Note</b></p> <p>Turning this setting on doesn't remove the default margins for the text components.</p> </div> <p>Turn on this setting, then configure the spacing above and below your text using the Top and Bottom fields of <a href="#">Enable Spacing</a>.</p> |

### 19.8.1.2.12 Three Column Images with Caption Component Settings in Career Site Builder

The Three Column Image with Caption component uses a set layout for information on the career site, in which you can present images, text, and a link for three horizontally displayed images on a page.

Each of the three columns in this component has several available features. In each of the columns you can do the following:

- Upload an image
- Enter header text and body text



- Display a link by enabling the Show Link option. You can then use the Edit Link menu to choose what type of link you want to add and the text that will display for the link

You can't adjust the width of the columns in the component or the size of the images.

Use the Styles and Font Styles tabs to adjust colors and fonts.

## Column Tabs

The fields for *Column 1*, *Column 2*, and *Column 3* are the same, and you can configure each independently of each other.

| Fields                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Header Text</i>         | The text field allows you to provide a header for the text block. To change the header style, select the  (style) icon to display the <i>Three Column Images with Caption Header Styling</i> dialog. There, you can specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <i>Hide Header Text</i> field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <i>Treat Image as Link</i> | Enabling this setting turns the image into a link.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Show Link</i>           | <p>Enabling this setting turns the image into a link. Choose <i>Edit Link</i> to configure the link in the <i>Link Setup</i> dialog. The fields you can configure are:</p> <ul style="list-style-type: none"> <li>• Category Link – displays the Title and Text fields, and includes a dropdown list from which to select a category page.</li> <li>• Content – displays the Title and Text fields, and includes a dropdown list from which to select a content page.</li> <li>• External – displays the Title, Text, and Source (URL) fields. Enable the New Session setting if you want the link to open in a new browser window.</li> <li>• Home Page – displays the Title and Text fields, both of which are set to display <b>Home Page</b> by default.</li> <li>• TC Join – displays the Title and Text fields, both of which are set to display <b>Join Talent Community</b> by default.</li> <li>• Top Jobs– displays the Title and Text fields, both of which are set to display <b>Top Jobs</b> by default.</li> <li>• View All Jobs– displays the Title and Text fields, both of which are set to display <b>View All Jobs</b> by default.</li> </ul> <p>The <i>Link Type</i> field shows what you choose.</p> |
| <i>Image</i>               | Allows you to choose an image to display. Choosing  <i>Select Image</i> or <i>Change Image</i> displays the Image Selector dialog.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <i>Body Text</i>           | Enter your body text in the field. You can configure how the text appears by using its style menu.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## Styles Tab

| Fields                   | Description                                                                                                                                                                                                                                                |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Body Background</i>   | Specify the background color.                                                                                                                                                                                                                              |
| <i>Header Background</i> | Specify the background color of the header.                                                                                                                                                                                                                |
| <i>Body Text</i>         | Specify the text color.                                                                                                                                                                                                                                    |
| <i>Link</i>              | Specify the color of the link text.                                                                                                                                                                                                                        |
| <i>Link Hover</i>        | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility.                                                             |
| <i>Background Image</i>  | Allows you to choose an image to display behind the body text. Choosing  <a href="#">Select Image</a> or <a href="#">Change Image</a> displays the Image Selector dialog. |
| <i>Image Type</i>        | Choose how you want the image to appear. Options are: Unmodified, Tiles, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                                                                                          |
| <i>Image Position</i>    | Choose where you want the focal point of the image to be. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.                                                            |
| <i>Enable Spacing</i>    | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                                                                                |

## Font Styles Tab

| Fields                | Description                                         |
|-----------------------|-----------------------------------------------------|
| <i>Body Font</i>      | Specify the font for the body text.                 |
| <i>Link Font</i>      | Specify the font for the link.                      |
| <i>Body Font Size</i> | Specify the font size for the body text, in pixels. |
| <i>Link Font Size</i> | Specify the font size for the link, in pixels.      |

### 19.8.1.2.13 Two Columns Component Settings in Career Site Builder

The Two Columns component consists of an image on the left and text on the right. You can't configure the size or orientation of the columns.

Text is entered on the Details tab. From the Styles tab, select the image plus the colors for the text and background of the component. The options for Image Position apply to the full width of the component. For example, if you select Center, the image appears centered across the width of both columns.

## Details Tab

| Fields                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Header Text</a> | The text field allows you to provide a header for the text block. To change the header style, select the  <a href="#">style</a> icon to display the <a href="#">Two Column Header Styling</a> dialog. There, you can specify the font, font size, text alignment, and text color. You can also hide the header by enabling the <a href="#">Hide Header Text</a> field. |
| <a href="#">Body Text</a>   | Enter your body text in the field. You can configure how the text appears by using its style menu.                                                                                                                                                                                                                                                                                                                                                        |

## Styles Tab

| Fields                                 | Description                                                                                                                                                                                                                                                                      |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background</a>             | Specify the background color.                                                                                                                                                                                                                                                    |
| <a href="#">Body Text</a>              | Specify the text color.                                                                                                                                                                                                                                                          |
| <a href="#">Link</a>                   | Specify the color of the link text.                                                                                                                                                                                                                                              |
| <a href="#">Link Hover</a>             | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility.                                                                                   |
| <a href="#">Background Image</a>       | Allows you to choose an image to display behind the body text. Selecting the  <a href="#">Select Image</a> or <a href="#">Change Image</a> buttons displays the Image Selector dialog.       |
| <a href="#">Refine Image Alignment</a> | When enabled, causes the background image to take 50% of the available screen, with the image never being wider than half the page. Depending on your <a href="#">Image Position</a> setting, this could mean the left or right half of the page, or the center 50% of the page. |
| <a href="#">Image Type</a>             | Choose how you want the image to appear. Options are: Unmodified, Tiles, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                                                                                                                |
| <a href="#">Image Position</a>         | Choose where you want the focal point of the image to be. Options are: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.                                                                                  |
| <a href="#">Enable Spacing</a>         | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                                                                                                      |

## 19.8.1.2.14 Upload Resume Component Settings in Career Site Builder

The [Upload Resume](#) component displays a banner where people can upload a resume to find jobs that match their skills. The component spans the width of the page and supports a variety of layouts. You can include images, background colors, and text.

### ⚠ Caution

Enabling AI-assisted skills matching on your career site involves multiple steps. Before you add this component, review all of the required steps here: [Enabling AI-Assisted Features on Career Sites \[page 126\]](#).

## Layout Templates

First, choose a layout for the component, by selecting one of the available templates:



In order, the layout options are:

1. Background with Text - Displays a page-wide background (image or color) with overlaid text. The text appears directly on the background with no text box around it.
2. Background with Text Box - Displays a page-wide background (image or color) with a text box that's positioned within the background container. The text box doesn't extend past the edge of the background.
3. Background with Offset Text Box - Displays a page-wide background (image or color) with a text box that extends past the edge of the background, either on top or bottom ("offset"). You can configure the amount of offset, in pixels.
4. Background with Text and Image - Displays a page-wide background (image or color) with overlaid text and a decorative image that's positioned within the background container. The decorative image doesn't extend past the edge of the background. The text appears directly on the background with no text box around it.
5. Background with Text and Offset Image - Displays a page-wide background (image or color) with overlaid text and a decorative image that extends past the bottom of the banner ("offset"). You can configure the amount of offset, in pixels. The text appears directly on the background with no text box around it.

### 📘 Note

All layouts include a button, labeled [Upload Resume](#) by default, that opens the [Skills Matching](#) dialog, where people can upload a resume and view matching skills, just as they can on the search results page.

All layouts span the full width of the page, so the component is only available on single-column pages (not on landing pages).

## Background Settings

| Fields                           | Description                                                                                                                                                                                                                                                                                                                         |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background Image</a> | Choose whether to display a background image, behind all other content in the component. Choose <a href="#">Select Image</a> or <a href="#">Change Image</a> to open the Image Selector dialog. <div><div>→ Tip</div><div>For best results, use a high resolution image, at least 1920 px wide, for display on desktop.</div></div> |
| <a href="#">Background Color</a> | If you don't want a background image, specify a background color instead.                                                                                                                                                                                                                                                           |

| Fields                       | Description                                                                                                                                                                               |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Background Image Type</i> | Choose how you want the image to appear.<br><br>Options: Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled.                      |
| <i>Background Height</i>     | Specify the maximum height of the component.<br><br><div> → Tip<br/> For best results, if you're using a background image, make the component height the same as the image height. </div> |

## Image Settings

| Fields                     | Description                                                                                                                                                                               |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Image</i>               | Allows you to choose a decorative image that's displayed on top of the background. Choose <a href="#">Select Image</a> or <a href="#">Change Image</a> to open the Image Selector dialog. |
| <i>Image Height</i>        | Specify the height of the image.                                                                                                                                                          |
| <i>Image Width</i>         | Specify the width of the image.                                                                                                                                                           |
| <i>Image Offset</i>        | Choose whether the image extends past the bottom edge or top edge of the background container.                                                                                            |
| <i>Image Offset Amount</i> | Specify how far the image extends past the edge of the background container.                                                                                                              |
| <i>Image Corner Radius</i> | If you want the image to have rounded corners, specify the corner radius.                                                                                                                 |

## Text Box

| Fields                         | Fields                                                                                                                                                                                                                                 |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Box Position</i>            | Choose the position of the text box within the background container (when there's no offset).<br><br>Options: Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right. |
| <i>Box Horizontal Position</i> | Choose the horizontal position of the text box in the background container (when there's a vertical offset on top or bottom).<br><br>Options: Left, Middle, Right.                                                                     |

| Fields                   | Fields                                                                                            |
|--------------------------|---------------------------------------------------------------------------------------------------|
| <i>Box Offset</i>        | Choose whether the text box extends past the bottom edge or top edge of the background container. |
| <i>Box Offset Amount</i> | Specify how far the image extends past the edge of the background container.                      |
| <i>Box Color</i>         | Specify the color of the text box.                                                                |
| <i>Box Color Opacity</i> | Specify the opacity of the text box. The default is 80%.                                          |
| <i>Box Corner Radius</i> | If you want the text box to have rounded corners, specify the corner radius.                      |
| <i>Box Border</i>        | Choose whether to hide or show a border on the text box.                                          |
| <i>Box Border Color</i>  | Specify the color of the border on the text box.                                                  |

## Text Settings

| Fields                   | Description                                                                                                                                |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Text Position</i>     | Choose the position of text, within a text box or within the background container.<br><br>Options vary based on the layout.                |
| <i>Text Alignment</i>    | Choose the text alignment.<br><br>Options: Left, Middle, Right.                                                                            |
| <i>Header Text Style</i> | Specify the font, font size, and color of the header text.                                                                                 |
| <i>Header Text</i>       | Enter the header text.                                                                                                                     |
| <i>Body Text Style</i>   | Specify the font, font size, and color of the body text.                                                                                   |
| <i>Body Text</i>         | Enter the body text.                                                                                                                       |
| <i>Button Text</i>       | Provide a label for the button that opens the <a href="#">Skills Matching</a> dialog. The default label is <a href="#">Upload Resume</a> . |

## 19.8.1.2.15 Video Component Settings in Career Site Builder

The Video component allows you to add videos to Career Site Builder pages.

You can choose the following options for the Video component:

- Embed videos from YouTube, Vimeo, and Wistia.
- Whether the video is presented in full width, or left- or right-justified with text.
- Whether to have the video start automatically.
- Selecting the background and font color from the Styles tab.

## Note

For this functionality to be visible to visitors in your career site, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) ►. If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this functionality is removed and unavailable to your site's visitors completely.

## Details Tab

| Fields                           | Description                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Video URL or ID</a>  | Enter the full video URL or the video's ID.                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Video Type</a>       | If not automatically detected, select the Video Type that matches the video URL or ID specified from the dropdown list. Options are: Youtube, Vimeo, and Wistia.                                                                                                                                                                                                           |
| <a href="#">Layout</a>           | Choose how you want the video to appear on the page. Options are: <ul style="list-style-type: none"><li>• Full Width Centered – a centered video takes up the entire width</li><li>• Left Justified With Text – left- or right-justified take ups half the available width, with the option of having text next to the video</li><li>• Right Justified With Text</li></ul> |
| <a href="#">Auto Start Video</a> | Auto start controls whether or not the video starts playing when the page is loaded.                                                                                                                                                                                                                                                                                       |
| <a href="#">Alternative Text</a> | Descriptive text about the video that's read by a screen reader.                                                                                                                                                                                                                                                                                                           |

## Styles Tab

| Fields                         | Description                                                                                                                                                                                    |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Body Text</a>      | Specify the text color.                                                                                                                                                                        |
| <a href="#">Link</a>           | Specify the color of the link text.                                                                                                                                                            |
| <a href="#">Link Hover</a>     | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility. |
| <a href="#">Background</a>     | Specify the background color.                                                                                                                                                                  |
| <a href="#">Enable Spacing</a> | When enabled, allows you to customize the spacing around the top, bottom, right, and left of the component.                                                                                    |

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

## 19.8.2 Appearance

### 19.8.2.1 Global Settings in Career Site Builder Appearance Menu

Global settings, which you access in Career Site Builder from the [Appearance](#) menu, allows you to customize elements across the whole career site.

#### Career Site Builder Path

► [Appearance](#) ► [Global](#) ►

#### Global Settings

| Global Settings Tabs   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site</a>   | <p>Specify font information, site padding, header and footer style, and whether to show a button or link for sending email about similar jobs.</p> <p>Refer to <a href="#">Site Settings in Career Site Builder Global Appearance</a> [page 594].</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Search</a> | <div><p><b>Note</b></p><p>Not available when the Unified Data Model is enabled.</p></div> <p>You can choose to enable showing search labels, clear buttons, branded search form, branded search results, limit search by locale, and whether to enable picklist searches.</p> <p>Enabling <a href="#">Branded Search Form</a> shows the search page as part of your brand site, and also allows you to then enable <a href="#">Branded Search Results</a>, which allows you to restrict the listing of jobs to within your brand site.</p> <div><p><b>Note</b></p><p>When you enable <a href="#">Branded Search Results</a>, all Google maps that you have on all nondefault brand pages — such as home, content, job layout, landing, or category pages — display only those jobs for that brand.</p></div> <p>Refer to <a href="#">Search Settings in Career Site Builder Global Appearance Without the Unified Data Model</a> [page 594].</p> |



| Global Settings Tabs               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Job Page</a>           | <div>  <b>Note</b><br/> <b>Not</b> available when the Unified Data Model is enabled. </div> <p>Choose which system elements to display on a job page. <a href="#">Show Similar Jobs</a> displays a list of system-generated similar jobs on a job listing. <a href="#">Show Segments</a> displays a list of job areas related to the job listing. Segments are controlled with Command Center configuration. <a href="#">Show Major Markets</a> uses the job listing's ZIP code to associate the job with the nearest metropolitan area.</p> <p>See <a href="#">Job Page Settings in Career Site Builder Global Appearance Without the Unified Data Model [page 596]</a>.</p> |
| <a href="#">Legacy Site Banner</a> | <p>Turning on the site banner allows you to configure a custom window that lets you know the site uses cookies. You can enter custom or translated text for each configured locale on a site. To open the custom text editor, select the desired locale in the list.</p> <p>Refer to <a href="#">Legacy Site Banner Settings in Career Site Builder Global Appearance [page 597]</a>.</p>                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Cookie Manager</a>     | <p>Options in the <a href="#">Cookie Manager</a> tab let you customize the settings for your career site's cookie banner as well as cookie consent manager.</p> <p>Refer to <a href="#">Cookie Manager Settings in Career Site Builder Global Appearance [page 598]</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Javascript</a>         | <p>An advanced configuration that allows you to set up custom Javascript in the header and footer.</p> <p>Refer to <a href="#">JavaScript Settings in Career Site Builder Global Appearance [page 602]</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Global Settings Commands

| Command                                                                                                 | Description                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Cancel</a>                                                                                  | Cancels any changes you made to this page since the last <a href="#">Save</a> .                                                                                                                                   |
| <a href="#">Save</a>                                                                                    | Saves the changes you make in the Global Settings tab. You don't need to save changes under each tab; you can freely navigate between tabs and you won't lose your settings as long as you're in Global Settings. |
|  (Enter Full Screen) | Expands the main tabbed area of the page, and changes the icon to  . Select it to exit out of full screen mode.                |
|  (Preview)           | Opens a new browser window to display a preview of your settings. To exit the preview, close that particular window.                                                                                              |

## 19.8.2.1.1 Site Settings in Career Site Builder Global Appearance

Use the site settings menu to select basic site configuration options.

### Career Site Builder Path

- [Appearance](#) > [Global](#) > [Site](#) >

### Site Settings

| Setting                             | Description                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Edit Custom Fonts</a>   | <p>Allows you to upload and use a custom font for your career site. Select <a href="#">Open Custom Font Editor</a> to open the Custom Font List dialog. Select + (plus sign) and select a font file to upload. Previously uploaded custom fonts also display in this window.</p> <p>You can upload files with the extension .ttf or .otf. The maximum file size for font files is 50 MB.</p> |
| <a href="#">E-mail Similar Jobs</a> | <p>Choose one:</p> <ul style="list-style-type: none"><li>• <a href="#">Button</a> – candidates are given an option to sign up for email about similar jobs as a link.</li><li>• <a href="#">Link</a> – candidates are given an option to sign up for email about similar jobs as a button.</li></ul>                                                                                         |

### Related Information

[Using a Custom Font on the Career Site \[page 480\]](#)

## 19.8.2.1.2 Search Settings in Career Site Builder Global Appearance Without the Unified Data Model

Use the site settings menu to select basic site configuration options.

#### Note

This information only applies when the Unified Data Model is **not** enabled. When it's enabled, the settings described here change.

The Search tab in [Global Settings](#) allows you to enable different functionality in the career site's search.

To customize color settings in the search form, use the Search tab in [Global Styles](#) in [Appearance](#) > [Styles](#) >

### Career Site Builder Path

- [Appearance](#) > [Global](#) > [Search](#) >

## Search Settings

| Setting                                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Show Search Labels</a>                       | When enabled, search labels appear above search fields and ghost text disappears. When disabled, search boxes on the site are populated with ghost text.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Show Clear Button</a>                        | Enable this setting to show a button that clears the search field of any text that was entered there.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Branded Search Form</a>                      | The search form has the visual appearance of the branded career site. Enabled for organizations with multiple brands.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Branded Search Results</a>                   | This setting, available only when you enable <a href="#">Branded Search Form</a> , changes the behavior of search by limiting the results to just the jobs for the branded career site. When disabled, searches return all jobs that meet the search query regardless of brand.                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Limit Search by Locale</a>                   | Limit the results of the search page by locale.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Search by Keyword</a>                        | Enable this field so that candidates can perform job searches on the career site. Don't disable this field; doing so means candidates can't find jobs on your career site.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Search by Location</a>                       | Available only when you turn on <a href="#">Search by Keyword</a> . When enabled, looks for matches in city, state, Zip, and country/region fields.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">Search by Radius</a>                         | <p>Available only when you turn on <a href="#">Search by Keyword</a>. Performs a search based on postal codes.</p> <p>The U.S. is the only officially supported country/region for the <a href="#">Search by Radius</a> field, and search results are based on the Zip/postal codes you provide for job locations. Results from the <a href="#">Search by Radius</a> can display inaccuracies for non-U.S. countries/regions. In addition, not all countries/regions support this field.</p> <p>Refer to <a href="#">Countries/Regions Not Supported in Search By Radius Field</a> for details.</p> |
| <a href="#">Imperial (Miles) and Metric (Kilometers)</a> | Enter a set of numeric values for search distances, separating each value with a comma, without using spaces between values (for example, <b>2, 5, 10, 30, 50</b> ). Each value you enter appears in the dropdown list for the postal code search in the public career site.                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Default</a> (distance)                       | The default search distance. The value must be one of the list of search distances you provide in the <a href="#">Imperial (Miles)</a> and <a href="#">Metric (Kilometers)</a> fields. If you provide a different value, the system automatically chooses the first distance in your set of search distances.                                                                                                                                                                                                                                                                                       |
| <a href="#">Default</a> (search type)                    | This field is visible only when both <a href="#">Search by Keyword</a> and <a href="#">Search by Location</a> are enabled. Allows you to choose the default search method. Candidates can toggle the search method.                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">Show Picklist Values for all Locales</a>     | Visible only when you select <a href="#">Picklist Search Enabled</a> , this setting lets you show picklist values for all locales you've configured for your career site.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Picklist Search Enabled</a>                  | Adds a picklist search in addition to the search fields already present (such as keyword or location). Acts as a filter on the main search.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Related Information

[Search-Related Settings in Career Site Builder Without the Unified Data Model \[page 435\]](#)

[Location Formatting for Career Site Builder and Recruiting \[page 385\]](#)

[Editing Global Search Settings for a Career Site \[page 481\]](#)

[Search Settings in Career Site Builder Global Styles Without the Unified Data Model \[page 607\]](#)

[Countries/Regions Not Supported in Search by Radius Field \[page 596\]](#)

## 19.8.2.1.2.1 Countries/Regions Not Supported in Search by Radius Field

The following countries/regions aren't supported in the [Search by Radius](#) field in Career Site Builder global search settings.

The [Search by Radius](#) field performs a search based on postal codes. The field is located in ► [Appearance](#) ► [Global Search](#) ►, and is available when you enable [Search by Radius](#).

### ⓘ Note

The U.S. is the only officially supported country/region for the [Search by Radius](#) field, and search results are based on the Zip/postal codes you provide for job locations. Results from the [Search by Radius](#) can display inaccuracies for non-U.S. countries/regions. In addition, not all countries/regions support this field.

| Country/Region Code | Country/Region Display Name               |
|---------------------|-------------------------------------------|
| CN                  | <a href="#">China</a>                     |
| CY                  | <a href="#">Cyprus</a>                    |
| GR                  | <a href="#">Greece</a>                    |
| HK                  | <a href="#">Hong Kong</a>                 |
| ID                  | <a href="#">Indonesia</a>                 |
| IL                  | <a href="#">Israel</a>                    |
| SA                  | <a href="#">Saudi Arabia</a>              |
| TW                  | <a href="#">Taiwan, Province of China</a> |
| VE                  | <a href="#">Venezuela</a>                 |
| VN                  | <a href="#">Vietnam</a>                   |

## Related Information

[Search Settings in Career Site Builder Global Appearance Without the Unified Data Model \[page 594\]](#)

## 19.8.2.1.3 Job Page Settings in Career Site Builder Global Appearance Without the Unified Data Model

Options in the [Job Page Settings](#) menu control additional information that can display on career site job pages.

### ⓘ Note

**Not** available when the Unified Data Model is enabled.

## Career Site Builder Path

► [Appearance](#) ► [Global](#) ► [Job Page](#) ►

### Job Page Settings

| Setting                            | Description                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Show Similar Jobs</a>  | Controls the display of the <a href="#">Find similar jobs</a> section on job pages. The pages linked in this section are other strategy or SEO pages where the job appears.                                                                                                                                                                                                                                     |
| <a href="#">Show Segments</a>      | Controls the display of the <a href="#">Job Segment</a> section on job pages. Segments aid in site SEO, and the segments available for a site are enabled in Command Center. How jobs are assigned to segments are controlled on a system level, and can't be customized on a per site basis.                                                                                                                   |
| <a href="#">Show Major Markets</a> | Controls the display of the <a href="#">Nearest Major Market</a> and <a href="#">Nearest Secondary Market</a> sections of the job page. These sections aid in SEO, and the major markets are assigned based on the job's location and system-wide rules for assigning locations to major and secondary markets. You can't adjust the assignment of locations to major or secondary markets on a per site basis. |

## 19.8.2.1.4 Legacy Site Banner Settings in Career Site Builder Global Appearance

The [Legacy Site Banner](#), which let you configure a site-wide banner that asks site visitors to acknowledge that the site uses cookies, is superseded by the Cookie Manager.

### → Recommendation

If you haven't yet configured a cookie banner for the career site, use the Cookie Manager tab instead of this Legacy Site Banner page. The Cookie Manager tab offers highly configurable settings for both a cookie banner and cookie consent manager for your career site. If you used this Site Banner page to set up a basic cookie banner, this page is available for your use until you're ready to configure the advanced settings that are available in the Cookie Manager tab.

## Career Site Builder Path

► [Appearance](#) ► [Global](#) ► [Legacy Site Banner](#) ►

### Legacy Site Banner Settings

| Tab                           | Description                                                                                                                                                                                                                                                          |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">General</a>       | Controls the visibility of the site banner with an activation slider.                                                                                                                                                                                                |
| <a href="#">Localizations</a> | Allows for configuration of the site banner content across locales. This tab only displays default text for locales enabled for the site in ► <a href="#">Settings</a> ► <a href="#">Site Configuration</a> ► <a href="#">Site Locales</a> ► in Career Site Builder. |
| <a href="#">Main Styles</a>   | Sets the various colors used in the site banner. These color selections are independent of the selections for the rest of the site.                                                                                                                                  |

## 19.8.2.1.5 Cookie Manager Settings in Career Site Builder Global Appearance

Options in the [Cookie Manager](#) tab let you customize the settings for your career site's cookie banner as well as cookie consent manager.

### → Remember

If you include any element or component to the career site that uses cookies, make sure you add its listing in the cookie consent manager so that the component works correctly. For example, if you include a YouTube video in your career site, enable [Functional Cookies Section](#) and add [YouTube](#) in that section. Otherwise, the YouTube video doesn't display on your career site at all because there's no way for the visitor to allow its cookie to work.

For detailed instructions on how to configure the cookie banner and cookie consent manager using this Cookie Manager tab, refer to *Configuring the Career Site Cookie Banner and Cookie Consent Manager*.

### Career Site Builder Path

► [Appearance](#) ► [Global](#) ► [Cookie Banner](#) ►

## Cookie Banner Settings

| Field                                                    | Description                                                                                                                                                                                                                                                           |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Enable Banner and Cookie Consent Manager</a> | A slider that controls whether to enable or disable the cookie banner on the career site.                                                                                                                                                                             |
| <a href="#">Banner Body Text</a>                         | Banner Body Text includes a description of your career site's cookie policy. You can override the default text by selecting <a href="#">Edit Translation</a> . Since this dialog is also the translation editor, use this to create customized text for your locales. |
| <a href="#">Accept Button Label</a>                      | The text that appears on the button that lets users accept all cookies. The default text is <a href="#">Accept All Cookies</a> .                                                                                                                                      |
| <a href="#">View Details Button Label</a>                | The text that appears on the button that, when selected, takes users to the Cookie Consent Manager dialog. The default text is <a href="#">Modify Cookie Preferences</a> .                                                                                            |
| <a href="#">Banner Location</a>                          | The only value in this field is <a href="#">Bottom</a> , which indicates that the banner appears on the bottom of the career site page.                                                                                                                               |
| <a href="#">Enable Reject All Cookies</a>                | A slider that controls whether to allow users to reject all cookies. The default setting is <a href="#">NO</a> .                                                                                                                                                      |
| <a href="#">Reject All Button Label</a>                  | The text that appears on the button that lets users reject all cookies. The default text is <a href="#">Reject All Cookies</a> .                                                                                                                                      |

## Cookie Policy Settings

The fields in this section configure the contents of the cookie consent manager dialog, which appears when a user chooses to view it from the cookie banner.

| Field                               | Description                                                                                                                       |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <i>Cookie Consent Manager Title</i> | The title that appears at the top of the Cookie Consent Manager dialog. The default text is <i>Cookie Consent Manager</i> .       |
| <i>Intro Text</i>                   | Intro Text appears at the top of the Cookie Consent Manager dialog.                                                               |
| <i>Accept All Button Label</i>      | The text that appears on the button that lets users accept all cookies. The default text is <i>Accept All Cookies</i> .           |
| <i>Accept Selected Button Label</i> | The text that appears on the button that lets users allow their selected cookies. The default text is <i>Confirm My Choices</i> . |

## Section Cookies

The Cookie Manager page also allows you to enable and display categories of cookies in the following sections:

- *Advertising Cookies Section*
- *Functional Cookies Section*
- *Required Cookies Section* – you can't disable this section or add any custom cookie providers. You can, however, edit the text fields in the section.
- *Performance Cookies Section* – by default, Career Site Builder doesn't use any performance cookies. For this reason, you don't need to enable *Performance Cookies* unless you plan to use a custom cookie provider.

| Field                                          | Description                                                                                                                                                                                                 |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Enable &lt;Category&gt; Cookies Section</i> | A slider that controls whether to display this section in the Cookie Consent Manager dialog. Enable this slider only when you use providers in the section, and you enable the providers that you're using. |
| <i>Section Label</i>                           | The label for the section. Default text is provided for each category, such as Advertising Cookies.                                                                                                         |

| Field                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Section Description</a> | <p>A text field that provides a short description for this section. Select <a href="#">Edit Translation</a> to change the default text, or to add text for additional locales.</p> <p>The default text for the different categories are:</p> <ul style="list-style-type: none"> <li>• <a href="#">Required Cookies Section</a>:<br/>These cookies are required and can not be turned off since they are required to use this website.</li> <li>• <a href="#">Functional Cookies Section</a>:<br/>These cookies provide a better customer experience on this site, such as by remembering your log-in details, optimizing video performance, or providing us information about how our site is used. You may freely choose to accept or decline these cookies at any time. Note that certain functionalities that these third parties make available may be impacted if you do not accept these cookies.</li> <li>• <a href="#">Performance Cookies Section</a>:<br/>These cookies provide statistical information about our website and are used to measure and improve performance. You may freely choose to accept or decline these cookies at any time. Note that certain functionality that these third parties make available may be impacted if you do not accept these cookies.</li> <li>• <a href="#">Advertising Cookies Section</a>:<br/>These cookies serve ads that are relevant to your interests. You may freely choose to accept or decline these cookies at any time. Note that certain functionality that these third parties make available may be impacted if you do not accept these cookies.</li> </ul> |



| Field                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Cookie Providers</i>    | <p><i>Cookie Providers</i> is where cookie provider information is added.</p> <ul style="list-style-type: none"> <li>In the <i>Required Cookies Section</i>, <i>SAP as service provider</i> is required and the only option in this category.</li> <li><i>Functional Cookies Section</i> – choose from the following in the dropdown list: <ul style="list-style-type: none"> <li><i>Vimeo</i> – add this option to use Vimeo videos in your career site.</li> <li><i>YouTube</i> – add this option to use YouTube videos in your career site.</li> <li><i>Custom</i> – add this option to include a custom functional cookie provider in the cookie consent dialog.</li> </ul> <p>Career Site Builder also supports Wistia videos, but because Wistia doesn't use cookies, it's not listed as a cookie provider.</p> </li> <li><i>Performance Cookies Section</i> – there are no preconfigured cookie providers in this section. When you add a new cookie provider, your only option is <i>Custom</i>.</li> <li><i>Advertising Cookies Section</i> – choose from the following in the dropdown list: <ul style="list-style-type: none"> <li><i>Google Tag Manager</i> – the standard Google Tag Manager configuration doesn't create cookies, but you <b>can</b> do so from within Google itself. If your external GTM configuration results in the setting of cookies, make sure you enable GTM under this Advertising cookies section.</li> <li><i>Google Analytics</i> – add this option to use Google Analytics in your career site.</li> <li><i>LinkedIn</i> – add this option to use Apply With LinkedIn in your career site.</li> <li><i>Custom</i> – add this option to include a custom advertising cookie provider in the cookie consent dialog.</li> </ul> </li> </ul> |
| <i>Description</i>         | A text field that provides a short description about the company, or its cookies. Default text is provided unless the third-party integration is set to <i>Custom</i> . Custom cookie providers require more details in this field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <i>Provider JavaScript</i> | This field only appears when you add a custom cookie provider, and only accepts pure JavaScript (everything between <code>&lt;script&gt;</code> and <code>&lt;/script&gt;</code> ), and not HTML or CSS. Use this field to add all the JavaScript required for the custom cookie provider to run on the career site.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Cookie Providers

These fields appear when you add a new cookie.

| Field                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Third Party Integration</i> | <p>The type of third-party integration. Available values vary by category.</p> <ul style="list-style-type: none"> <li>• <i>Functional Cookies Section</i> – choose from the following in the dropdown list: <ul style="list-style-type: none"> <li>• <i>Vimeo</i> – add this option to use Vimeo videos in your career site.</li> <li>• <i>YouTube</i> – add this option to use YouTube videos in your career site.</li> <li>• <i>Custom</i> – add this option to include a custom functional cookie provider in the cookie consent dialog.</li> </ul> <p>Career Site Builder also supports Wistia videos, but because Wistia doesn't use cookies, it's not listed as a cookie provider.</p> </li> <li>• <i>Performance Cookies Section</i> – there are no preconfigured cookie providers in this section. When you add a new cookie provider, your only option is <i>Custom</i>.</li> <li>• <i>Advertising Cookies Section</i> – choose from the following in the dropdown list: <ul style="list-style-type: none"> <li>• <i>Google Tag Manager</i> – the standard Google Tag Manager configuration doesn't create cookies, but you <b>can</b> do so from within Google itself. If your external GTM configuration results in the setting of cookies, make sure you enable GTM under this Advertising cookies section.</li> <li>• <i>Google Analytics</i> – add this option to use Google Analytics in your career site.</li> <li>• <i>LinkedIn</i> – add this option to use Apply With LinkedIn in your career site.</li> <li>• <i>Custom</i> – add this option to include a custom advertising cookie provider in the cookie consent dialog.</li> </ul> </li> </ul> |
| <i>Provider</i>                | The name of the provider. This required field is empty when the third-party integration is set to <i>Custom</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <i>Description</i>             | A text field that provides a short description about the company, or its cookies. Default text is provided unless the third-party integration is set to <i>Custom</i> . Custom cookie providers require more details in this field.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <i>Provider JavaScript</i>     | This field only appears when you add a custom cookie provider, and only accepts pure JavaScript (everything between <code>&lt;script&gt;</code> and <code>&lt;/script&gt;</code> ), and not HTML or CSS. Use this field to add all the JavaScript required for the custom cookie provider to run on the career site.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Adding Custom Cookie Providers in the Cookie Manager \[page 476\]](#)

### 19.8.2.1.6 JavaScript Settings in Career Site Builder Global Appearance

The *JavaScript* page lets you add custom JavaScript code to the header and footer on the career site.

#### ⚠ Caution

Any custom JavaScript code that's added to your career site for purposes other than tracking could cause pages not to display the configured content across the application process. It could also affect the site theme

and styling. The following could result in the breakdown of some or all career site functionality, possibly rendering the site unusable:

- Introducing other versions than the one provided for JQuery or Bootstrap.
- Introducing any third-party libraries.
- Changing the layout (such as CSS or JavaScript) of any components other than the *Custom* component.
- Manipulating external resources that SAP doesn't support, and which SAP won't fix if they're the cause of any issues.

Such customizations, if they're the cause of problems, will be removed or deactivated.

In the *Header/Footer* menu, you can enter site-wide settings for the header and footer. You can select to display the header and footer either full width of site or centered. You can also enter custom JavaScript for tracking purposes in the *Head Javascript* and *Footer JavaScript* fields.

#### Note

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

### Career Site Builder Path

► *Appearance* ► *Global* ► *JavaScript* ►

#### JavaScript Settings

| Setting                | Description                                                                                                        |
|------------------------|--------------------------------------------------------------------------------------------------------------------|
| <i>Head JavaScript</i> | A text field that allows you to add custom JavaScript that appears in the header of all of your career site pages. |
| <i>Foot JavaScript</i> | A text field that allows you to add custom JavaScript that appears in the footer of all of your career site pages. |

## 19.8.2.2 Styles in Career Site Builder Appearance Menu

The Career Site Builder *Styles* menu allows you to set global styles, as well as customize the way headers and footers look throughout your entire career site.

For every background image, there is a corresponding background color. For the background image to be visible, this background color must be partially or fully transparent, and not a background color.

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

### Career Site Builder Path

► *Appearance* ► *Styles* ►

## Global Styles

| Tab                           | Description                                                                  |
|-------------------------------|------------------------------------------------------------------------------|
| <a href="#">Main</a>          | Set the font and background colors for the career site in general.           |
| <a href="#">Search</a>        | Set the color and background image of the search area.                       |
| <a href="#">Search Tiles</a>  | Set the font and color of, and spacing around search tiles.                  |
| <a href="#">Header</a>        | Set the colors of the various components in the career site's header.        |
| <a href="#">Row Footer</a>    | Set the colors of the various components in the career site's footer.        |
| <a href="#">Column Footer</a> | Set the colors of the various components in the career site's column footer. |

## Headers

The Headers menu gives you access to the Header Editor, where you can customize the details of the header portion of your career site pages.

| Tab                     | Description                           |
|-------------------------|---------------------------------------|
| <a href="#">Details</a> | Set details such as location of logo. |
| <a href="#">Logo</a>    | Set logo information.                 |
| <a href="#">Menu</a>    | Set menu options.                     |

## Footers

The Footers menu gives you access to the Footer Editor, where you can customize the details of the footer portion of your career site pages.

| Tab                          | Description                      |
|------------------------------|----------------------------------|
| <a href="#">Details</a>      | Set the text of your footer.     |
| <a href="#">Logo</a>         | Set logo information.            |
| <a href="#">Row Menu</a>     | Set menu options.                |
| <a href="#">Column Menu</a>  | Add a list of links.             |
| <a href="#">Social Links</a> | Add links to social media sites. |

## Related Information

[Configuring Styles for a Brand \[page 478\]](#)

## 19.8.2.2.1 Main Settings in Career Site Builder Global Styles

The configuration options in the Main tab of the Career Site Builder Global Styles menu.

### Note

For more information about Main style settings after the Unified Data Model is enabled, refer to [Configuring the Main Style Settings for the Unified Data Model \[page 464\]](#).

### Career Site Builder Path

► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [\(Brand\)](#) ► [Main](#) ►

### Site

| Option                                  | Description                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Default Font</a>            | Sets the default font and font size for the site.                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Vertical Spacing</a>        | Sets the vertical space between components on a site. <div><h3>Note</h3><p>This setting doesn't work in job layouts.</p></div>                                                                                                                                                                                                                                                                         |
| <a href="#">Min. Horizontal Spacing</a> | Sets the minimum horizontal space between parts of a component. For example, in the Three Column component, the space between columns. <div><h3>Note</h3><p>These settings only determine the amount of space between components or parts of components. You can't adjust the relative size or positioning of components or component parts.</p><p>This setting doesn't work in job layouts.</p></div> |

### Styles

| Option                             | Description                                                                                                                                                                                                                                                       |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">System Link</a>        | The font color of the links generated by the career site. For example, <a href="#">Sign In</a> and <a href="#">Search by Location</a> .                                                                                                                           |
| <a href="#">System Link Hover</a>  | The color of the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility.                                                                    |
| <a href="#">Content Background</a> | The background color of the content of the site that is between the header and footer. Any page with a main content area displays this color behind the content.                                                                                                  |
| <a href="#">Content Header</a>     | The font color of headings.                                                                                                                                                                                                                                       |
| <a href="#">Content Text</a>       | The font color of nonheader, nonlink text. This is the color of the main text on category pages. This color also populates text in the job grid (except for the jobs title), and any text on a page that's not a search grid header, search text, or system link. |
| <a href="#">Content Style</a>      | Options are <a href="#">Centered</a> and <a href="#">Full</a> .                                                                                                                                                                                                   |

| Option                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Content Background Image</i> | <p>The background image of the content of the site between the header and footer. Choose <a href="#">Select Image</a> to select an image from the Image Selector. Then configure:</p> <ul style="list-style-type: none"> <li>• <a href="#">Image Type</a> (Tiled; Unmodified; Stretched; Horizontally Scaled; Vertically Scaled.)</li> <li>• <a href="#">Image Position</a> (Top Left; Top Middle; Top Right; Middle Left; Middle Middle; Middle Right; Bottom Left; Bottom Middle; Bottom Right)</li> </ul>                    |
| <i>Site Background</i>          | The background color of the site as a whole. This element doesn't include the background of headers or footers.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <i>Site Background Image</i>    | <p>The background image for the site. Choose <a href="#">Select Image</a> to select an image from the Image Selector. Then configure:</p> <ul style="list-style-type: none"> <li>• <a href="#">Image Type</a> (Tiled; Unmodified; Stretched; Horizontally Scaled; Vertically Scaled.)</li> <li>• <a href="#">Image Position</a> (Top Left; Top Middle; Top Right; Middle Left; Middle Middle; Middle Right; Bottom Left; Bottom Middle; Bottom Right)</li> </ul>                                                                |
| <i>Meta Image</i>               | <p>A graphic that appears as an OG (Open Graph protocol) image when a career site page is displayed in a social media post on sites like LinkedIn and Facebook. Choose <a href="#">Select Image</a> to select an image from the Image Selector. Size considerations are:</p> <ul style="list-style-type: none"> <li>• Minimum image dimensions – 200 by 200 pixels</li> <li>• Maximum file size – 8 MB</li> <li>• Optimal minimum dimensions – 1200 pixels wide by 630 pixels high</li> <li>• Optimal ratio – 1.91:1</li> </ul> |
| <i>Favicon</i>                  | A favicon is a small image that usually appears at the top of a web browser that serves as an icon that represents your brand. Use a square image to prevent the favicon from looking stretched out of proportion.                                                                                                                                                                                                                                                                                                              |

## Primary Button

In places where multiple buttons are present, the primary button is the one that represents the most important or most common action. You may want to make them more prominent.

| Option                         | Description                                                                                                                       |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <i>Button Background Color</i> | The color of the background of buttons in the site, for example <a href="#">Filter</a> .                                          |
| <i>Button Text Color</i>       | The color of text within buttons.                                                                                                 |
| <i>Button Link Hover Color</i> | The color of the focus indicator, the outline that appears around a button when the user focuses on it using keyboard navigation. |
| <i>Button Highlight Color</i>  | The color of buttons when the cursor moves over it.                                                                               |
| <i>Button Border</i>           | Choose whether to show or hide a border around the button.                                                                        |
| <i>Button Border Color</i>     | The color of the border of buttons.                                                                                               |

## Secondary Button

In places where multiple buttons are present, the secondary buttons are ones that represent secondary actions. You may want to make them less prominent.

You can configure the same settings for secondary buttons as you can for primary buttons.

## 19.8.2.2.2 Search Settings in Career Site Builder Global Styles Without the Unified Data Model

The Search tab in the Career Site Builder Global Styles menu allows you to configure the way the career site's search form looks.

### Note

This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.

For information about configuring the search experience after the Unified Data Model is enabled, refer to [Search Experience Settings for the Unified Data Model \[page 429\]](#).

The [Search](#) settings in the [Global Styles](#) menu lets you customize color settings in the search form. To enable different **functionality** in the career site's search, use the [Search](#) tab in [Global Settings](#).

Career Site Builder path: ► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [<Brand>](#) ► [Search](#) ►

### Note

Some fields are only visible when the [Use Search Result Tiles](#) setting is disabled in ► [Career Site Builder](#) ► [Appearance](#) ► [Search Results](#) ►. These fields are identified as a **search grid setting**.

| Option                                          | Description                                                                                                                                                                                     |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Search Form Labels</a>              | The font color of labels in the search form.                                                                                                                                                    |
| <a href="#">Search Form Background</a>          | The color of the background of the search form.                                                                                                                                                 |
| <a href="#">Search Form Link</a>                | The font color of the link.                                                                                                                                                                     |
| <a href="#">Search Form Link Hover</a>          | The color for the focus indicator, the outline that appears around the text of a link when the user focuses on it using keyboard navigation. Choose a prominent color to improve accessibility. |
| <a href="#">Job Grid Alternating Background</a> | <b>[Search grid setting]</b> The background color of alternating rows in the job grid.                                                                                                          |
| <a href="#">Search Pagination Cell</a>          | <b>[Search grid setting]</b> The border color of the border cell around each pagination link.                                                                                                   |
| <a href="#">Use Search Pagination Cell</a>      | <b>[Search grid setting]</b> A slider that shows or hides a border cell around each pagination link.                                                                                            |
| <a href="#">Search Form Background Image</a>    | The background image on the search. Choose <a href="#">Select Image</a> to select an image from the Image Selector.                                                                             |
| <a href="#">Image Type</a>                      | The way the background image appears. Choices are: Tiled, Unmodified, Stretched, Horizontally Scaled, and Vertically Scaled.                                                                    |
| <a href="#">Image Position</a>                  | Specifies where on the page the background image appears. Choices are: Top Left; Top Middle; Top Right; Middle Left; Middle Middle; Middle Right; Bottom Left; Bottom Middle; Bottom Right.     |

## Related Information

[Search-Related Settings in Career Site Builder Without the Unified Data Model \[page 435\]](#)

### 19.8.2.2.3 Search Tiles Settings in Career Site Builder Global Styles Without the Unified Data Model

The configuration options in the Search Tiles tab of the Career Site Builder Global Styles menu.

#### Note

This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.

For information about configuring the search experience after the Unified Data Model is enabled, refer to [Search Experience Settings for the Unified Data Model \[page 429\]](#).

Career Site Builder supports two types of Search Results layouts: Grid and tile list. You choose which you want in by setting the [Use Search Results Tiles](#) option in [► Appearance ► Search Results ► Search Details ►](#). When you enable the search tiles, Career Site Builder hides the grid layout settings on the page, and displays the [Search Tiles](#) tab appears [► Appearance ► Styles ► Global Styles ► \(Brand\) ►](#). This topic describes the settings for these search tiles.

#### Career Site Builder Path

[► Appearance ► Styles ► Global Styles ► \(Brand\) ► Search Tiles ►](#)

#### Note

This tab is visible only when you enable the [Use Search Results Tiles](#) setting in [► Appearance ► Search Results ► Search Details ►](#). This location also includes some search tile settings you can customize.

#### Search Tiles Tab Settings

| Option                                   | Description                                                                                           |
|------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <a href="#">Background Color</a>         | The color of the background behind the search tiles.                                                  |
| <a href="#">Tile Animation</a>           | When enabled, the tile moves up and to the left by 3 pixels when a cursor moves over it.              |
| <a href="#">Tile Background Color</a>    | The color of the background of an individual search tile.                                             |
| <a href="#">Tile Border Color</a>        | The color of the tile border.                                                                         |
| <a href="#">Tile Shadow Color</a>        | The color of the tile shadow.                                                                         |
| <a href="#">Shadow Enabled</a>           | When enabled, gives the tile a shadow effect.                                                         |
| <a href="#">Shadow Vertical Offset</a>   | A slider that controls the number of pixels to vertically offset when the shadow effect is enabled.   |
| <a href="#">Shadow Horizontal Offset</a> | A slider that controls the number of pixels to horizontally offset when the shadow effect is enabled. |



| Option                                     | Description                                                                                             |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <i>Title Font</i>                          | The font of the job title in the tile.                                                                  |
| <i>Title Font Size</i>                     | The font size of the job title the tile.                                                                |
| <i>Title Font Color</i>                    | The font color of the job title in the tile.                                                            |
| <i>Title Font Hover Color</i>              | The font color of the title when the cursor moves over it.                                              |
| <i>Show More Results Font</i>              | The font for the <a href="#">Show More Results</a> link.                                                |
| <i>Show More Results Font Size</i>         | The font size for the <a href="#">Show More Results</a> link.                                           |
| <i>Sub Fields Visible</i>                  | When enabled, displays the sub fields such as date and location.                                        |
| <i>Sub Fields Labels Visible</i>           | When enabled, displays the sub field labels.                                                            |
| <i>Sub Field Padding (Mobile)</i>          | A slider that controls the number of pixels there is in padding in the sub fields in mobile view.       |
| <i>Sub Fields Font</i>                     | The font of sub fields.                                                                                 |
| <i>Sub Fields Font Size</i>                | The font size of sub fields.                                                                            |
| <i>Sub Fields Color</i>                    | The color of sub fields.                                                                                |
| <i>Sub Fields Label Font</i>               | The font of sub field labels.                                                                           |
| <i>Sub Fields Label Font Size</i>          | The size of sub fields.                                                                                 |
| <i>Sub Fields Label Color</i>              | The color of sub field labels.                                                                          |
| <i>Padding Between Tiles</i>               | A slider that specifies the amount of spacing between tiles.                                            |
| <i>Border Thickness</i>                    | A slider that controls the width of the border around the tiles; a setting of 0 removes the border.     |
| <i>Border Radius</i>                       | A slider that controls how much of curve to add to the tiles corners; a setting of 0 removes the curve. |
| <i>Padding Inside Tiles</i>                | A slider that controls how much padding to have inside a tile.                                          |
| <i>Padding Between Title and Subfields</i> | A slider that controls the amount of space between the job title and subfields.                         |

## 19.8.2.2.4 Header Settings in Career Site Builder Global Styles

The configuration options in the Header tab of the Career Site Builder Global Styles menu.

Career Site Builder path: [Appearance](#) > [Styles](#) > [Global Styles](#) > [<Brand>](#) > [Header](#)

| Option                     | Description                                                       |
|----------------------------|-------------------------------------------------------------------|
| <i>Menu Background</i>     | The color of the background of menu.                              |
| <i>Menu Link</i>           | The font color of the menu links.                                 |
| <i>Menu Link Hover</i>     | The font color of the menu link when the cursor moves over it.    |
| <i>Sub-Menu Background</i> | The background color for the submenu area.                        |
| <i>Sub-Menu Link</i>       | The font color of the submenu links.                              |
| <i>Sub-Menu Link Hover</i> | The font color of the submenu link when the cursor moves over it. |

| Option                     | Description                                                        |
|----------------------------|--------------------------------------------------------------------|
| <i>Dropdown Background</i> | The color of the background of the dropdown.                       |
| <i>Dropdown Link</i>       | The font color of the dropdown links.                              |
| <i>Dropdown Link Hover</i> | The font color of the dropdown link when the cursor moves over it. |
| <i>Trim</i>                | A contrasting color for the trim.                                  |
| <i>Mobile Link</i>         | The font color of links in mobile view.                            |

## 19.8.2.2.5 Row Footer Settings in Career Site Builder Global Styles

The configuration options in the Row Footer tab of the Career Site Builder Global Styles menu.

Career Site Builder path: ► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [\(Brand\)](#) ► [Row Footer](#) ►

| Option             | Description                                          |
|--------------------|------------------------------------------------------|
| <i>Background</i>  | The footer background color.                         |
| <i>Font</i>        | The footer font color.                               |
| <i>Link</i>        | The footer link color.                               |
| <i>Link Hover</i>  | The footer link color when the cursor moves over it. |
| <i>Social Link</i> | The font color of links to social sites.             |

## 19.8.2.2.6 Column Footer Settings in Career Site Builder Global Styles

The configuration options in the Row Footer tab of the Career Site Builder Global Styles menu.

Career Site Builder path: ► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [<Brand>](#) ► [Column Footer](#) ►

| Option                    | Description                                                      |
|---------------------------|------------------------------------------------------------------|
| <i>Background</i>         | The color of the column footer background.                       |
| <i>Column Footer Font</i> | The column footer font color.                                    |
| <i>Link</i>               | The font color of the footer link.                               |
| <i>Link Hover</i>         | The font color of the footer link when the cursor moves over it. |

## 19.8.2.2.7 Header Editor Settings in Career Site Builder Styles

The [Details](#) tab of the [Header Editor](#) allows you to customize the way the header portion of your career site looks.

Headers are unique to a locale and brand, and can only have one configuration for that locale and brand.

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

### Career Site Builder Path

► [Appearance](#) ► [Styles](#) ► [Headers](#) ► [<Locale>](#) ► [<Brand>](#) ►

### Details Tab Settings

| Option                                                                                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Fixed Header (Desktop)</a>                                                                                                                                                                     | When enabled, always shows the header.                                                                                                                                                                                                                                                                                |
| <a href="#">Header Style</a>                                                                                                                                                                               | Specifies where in the header the logo appears. Choices are: <a href="#">Logo Left of Menu</a> , <a href="#">Logo Left and Below Menu</a> , and <a href="#">Custom</a> .                                                                                                                                              |
| <div><div> ⓘ Note</div><div>When you select <a href="#">Custom</a>, the tab menu changes to display <a href="#">Desktop Layout</a>, <a href="#">Mobile Layout</a>, and <a href="#">Styles</a>.</div></div> |                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Header Width</a>                                                                                                                                                                               | Specifies whether the header is centered or full: <ul style="list-style-type: none"><li>• <a href="#">Centered</a> – aligns with the page component width and the template background margins are visible.</li><li>• <a href="#">Full</a> – spans the full path width, and template margins aren't visible.</li></ul> |
| <a href="#">Use Sign In Widget</a>                                                                                                                                                                         | When enabled, shows a sign-in widget, and displays user-specific details on the site, such as user profile, sign-in, log-out, bookmarks, and so on. This option isn't available when you choose a custom header style.                                                                                                |
| <a href="#">Use Locale Selector</a>                                                                                                                                                                        | When enabled, shows a dropdown selector for locales a page can be displayed in. This option isn't available when you choose a custom header style.                                                                                                                                                                    |

### Logo Tab Settings

| Option                                                                                                  | Description                                                                                     |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <a href="#">Title</a>                                                                                   | The title when the cursor moves over the logo.                                                  |
| <a href="#">Alt Text</a>                                                                                | The alt text for the logo, useful for screen readers.                                           |
| <a href="#">Image</a>                                                                                   | The logo image. Choose <a href="#">Select Image</a> to select an image from the Image Selector. |
| <a href="#">Click URL (href)</a>                                                                        | A URL that directs users who click on the logo.                                                 |
| <div><div> ⓘ Note</div><div>If you don't set this field, clicking on the logo does nothing.</div></div> |                                                                                                 |

## Menu Tab Settings

A menu is a list of elements that can be links. Change the order of the links by dragging them up or down on the [Menu](#) page. The order is vertical in the editor and mobile/tablet public site view, horizontal in desktop public site view.

| Setting                                | Description                                                                        |
|----------------------------------------|------------------------------------------------------------------------------------|
| <a href="#">Category Link</a>          | Allows the user to choose a site configured Category page for the link.            |
| <a href="#">Content</a>                | Allows the user to choose a site configured Content page for the link.             |
| <a href="#">Cookie Consent Manager</a> | Adds a link in the header to the cookie consent manager dialog.                    |
| <a href="#">External</a>               | Allows the user to input their own URL.                                            |
| <a href="#">Home Page</a>              | Sets up a link that navigates to the brands home page when selected.               |
| <a href="#">List</a>                   | Creates a dropdown list that then can be configured with a separate list of links. |
| <a href="#">TC Join</a>                | Navigates the user to the Talent Community Join page for the site.                 |
| <a href="#">Top Jobs</a>               | Navigates the user to the Top Jobs page for the site.                              |
| <a href="#">View All Jobs</a>          | Navigates the user to the View All Jobs page for the site.                         |

## Desktop Layout and Mobile Layout Tab Settings

The [Desktop Layout](#) and [Mobile Layout](#) tabs appear only when you set the [Header Style](#) option to **Custom**.

### → Recommendation

Unless you require exacting specifications for your career site headers, use the global header styles instead of creating custom headers.

You can add different components to each layout by choosing **+** [Add Component](#). Select the gray box that represents the component to go to the [Details](#) and [Styles](#) tabs for the component.

| Component             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Image</a> | <p>The <a href="#">Details</a> tab allows you to add a background image to your custom header by using the image selector. You can also specify:</p> <ul style="list-style-type: none"><li>• <a href="#">Title</a> of your image.</li><li>• <a href="#">Click URL (href)</a> – turns the image into a URL link.</li><li>• <a href="#">Min. Height</a> – specifies the minimum height for the image.</li><li>• <a href="#">Image Type</a> – options are Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically &amp; Horizontally Scaled.</li><li>• <a href="#">Image Position</a> – Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right.</li></ul> <p>The <a href="#">Styles</a> tab lets you specify the background color behind the image.</p> <p>Don't use this setting to specify a logo. Use the <a href="#">Logo</a> component instead.</p> |
| <a href="#">Line</a>  | <p>Inserts a horizontal block, where you specify its color and height. You can use this, for example, to display your logo in a color bar.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Component            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Logo</a> | <p>The <a href="#">Logo</a> component allows you to use a logo to your custom header that's optimized for the layout. This allows you to choose different images for the component for both the desktop and mobile layouts.</p> <div> <p>→ Recommendation</p> <p>If you have a logo in SVG (scalable vector graphics) format, the image renders correctly regardless of layout style so that you can specify it in your global header settings without having to create a custom header.</p> </div> <p>The <a href="#">Details</a> tab allows you to add a logo to your custom header by using the image selector. You can also specify:</p> <ul style="list-style-type: none"> <li>• <a href="#">Title</a> of your image.</li> <li>• <a href="#">Alt Text</a> – alternate text that is read by a screen reader.</li> <li>• <a href="#">Click URL (href)</a> – turns the image into a URL link.</li> </ul> <p>The <a href="#">Styles</a> tab lets you specify the color behind the image.</p> |

| Component            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Menu</a> | <p>The <a href="#">Details</a> tab lets you add a link. Choose <a href="#">+</a> <a href="#">Add</a> to add a link. The fields you can add in the Link Setup dialog are:</p> <ul style="list-style-type: none"> <li>• Category Link – displays the Title and Text fields, and includes a dropdown list from which to select a category page.</li> <li>• Content – displays the Title and Text fields, and includes a dropdown list from which to select a content page.</li> <li>• Cookie Consent Manager – displays the Title and Text fields, both of which are set to display <b>Cookie Consent Manager</b> by default. To use this option, you need to configure the cookie consent manager in the Cookie Manager in <a href="#">► Appearance ► Global ► Cookie Manager ►</a>.</li> <li>• External – displays the Title, Text, and Source (URL) fields. Enable the New Session setting if you want the link to open in a new browser window.</li> <li>• Home Page – displays the Title and Text fields, both of which are set to display <b>Home Page</b> by default.</li> <li>• TC Join – displays the Title and Text fields, both of which are set to display <b>Join Talent Community</b> by default.</li> <li>• Top Jobs– displays the Title and Text fields, both of which are set to display <b>Top Jobs</b> by default.</li> <li>• View All Jobs– displays the Title and Text fields, both of which are set to display <b>View All Jobs</b> by default.</li> </ul> <p>The <a href="#">Styles</a> tab lets you specify the following:</p> <ul style="list-style-type: none"> <li>• Menu background color</li> <li>• Menu link color</li> <li>• Menu link hover color</li> <li>• Dropdown background color</li> <li>• Dropdown link color</li> <li>• Dropdown link hover color</li> <li>• Horizontal alignment</li> <li>• Vertical alignment</li> <li>• Top padding</li> <li>• Bottom padding</li> <li>• Minimum height</li> </ul> |

| Component                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Sign-In and Language</a> | <p>By default, the <a href="#">Sign-In and Language</a> component is automatically added to the layout, and includes two additional components you can add to the row. You can add additional rows by selecting <a href="#">Add Row</a>.</p> <p>The <a href="#">Details</a> tab lets you customize the following settings:</p> <ul style="list-style-type: none"> <li>• <a href="#">Use Sign In Widget</a> – use the slider to enable or disable the sign-in widget.</li> <li>• <a href="#">Use Locale Selector</a> – use the slider to enable or disable a language selector.</li> <li>• <a href="#">Language Dropdown</a> – specifies the label for the language selector. Select the field to display the Override Resource Key dialog, where you can specify the local and also override the default label for the field name. Select  (text) icon to change the field name's font and size.</li> <li>• <a href="#">Employee Login</a> – specifies the label for the login field. Select the field to display the Override Resource Key dialog, where you can specify the local and also override the default label for the field name. Select  (text) icon to change the field name's font and size.</li> <li>• <a href="#">View Profile Link</a> – specifies the label for the profile link. Select the field to display the Override Resource Key dialog, where you can specify the local and also override the default label for the field name. Select  (text) icon to change the field name's font and size.</li> <li>• <a href="#">Horizontal Alignment</a> –</li> <li>• <a href="#">Vertical Alignment</a> –</li> <li>• <a href="#">Top Padding</a> –</li> <li>• <a href="#">Bottom Padding</a> –</li> <li>• <a href="#">Min Height</a> –</li> </ul> <p>The <a href="#">Styles</a> tab lets you set the color for the following settings:</p> <ul style="list-style-type: none"> <li>• Background color</li> <li>• Link color</li> <li>• Link hover color</li> <li>• Dropdown background color</li> <li>• Dropdown link color</li> <li>• Dropdown link hover color</li> </ul> |
| <a href="#">Text</a>                 | <p>The <a href="#">Details</a> tab lets you write a text block in the header and format it. It also lets you format the following</p> <ul style="list-style-type: none"> <li>• Body Text</li> <li>• Horizontal Alignment</li> <li>• Vertical Alignment</li> <li>• Top Padding</li> <li>• Bottom Padding</li> <li>• Min Height</li> </ul> <p>The <a href="#">Styles</a> tab lets you specify the color of the background and body text.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Styles Tab Settings

The Styles tab appears only when you set the [Header Style](#) option to Custom.

| Setting                          | Description                                                                                                                         |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background Image</a> | Lets you choose a background image.                                                                                                 |
| <a href="#">Image Type</a>       | Options are Unmodified, Tiled, Stretched, Horizontally Scaled, Vertically Scaled, and Vertically & Horizontally Scaled              |
| <a href="#">Image Position</a>   | Options are Top Left, Top Middle, Top Right, Middle Left, Middle Middle, Middle Right, Bottom Left, Bottom Middle, and Bottom Right |

## 19.8.2.2.8 Footer Editor Settings in Career Site Builder Styles

The [Details](#) tab of the [Footer Editor](#) allows you to add a copyright notice to the bottom of your career site pages.

In Career Site Builder, public (external) and internal career sites share the same header and footer. This means that you can't specify a header or footer for your organization's internal career site that differs from the public career site.

### Career Site Builder Path

► [Appearance](#) ► [Styles](#) ► [Footers](#) ► [<Brand>](#) ► [Details](#) ►

### Details Settings

| Option                       | Description                                                                                                                                                                                                                                                                          |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Footer Text</a>  | Displays any line of text (for example, a copyright message). Shown at the bottom of the footer area.                                                                                                                                                                                |
| <a href="#">Footer Width</a> | Specifies whether the footer is centered or full: <ul style="list-style-type: none"> <li>Centered – aligns with the page component width and the template background margins are visible.</li> <li>Full – spans the full path width, and template margins aren't visible.</li> </ul> |
| <a href="#">Footer Image</a> | When enabled, allows you to add an image to the footer using the <a href="#">Logo</a> tab.                                                                                                                                                                                           |

### Logo Settings

This option displays only when you enable the [Footer Image](#) option in the Footer Editor's Details tab.

| Option                           | Description                                                                                                                                                                      |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Title</a>            | The title when the cursor moves over the logo.                                                                                                                                   |
| <a href="#">Image</a>            | The logo image. Choose <a href="#">Select Image</a> to select an image from the Image Selector.                                                                                  |
| <a href="#">Click URL (href)</a> | A URL that directs users who select the image.                                                                                                                                   |
|                                  | <div>  <b>Note</b><br/> If you don't set this field, selecting the image does nothing. </div> |
| <a href="#">Image Position</a>   | Specifies where on the footer the image appears. Choices are Right and Left.                                                                                                     |



## Row and Column Menu Settings

A menu is a list of elements that can be links. Change the order of the links by dragging them up or down on the [Menu](#) page. The order is vertical in the editor and mobile/tablet public site view, horizontal in desktop public site view.

| Setting                                | Description                                                                   |
|----------------------------------------|-------------------------------------------------------------------------------|
| <a href="#">Category Link</a>          | Allows the user to choose a site configured Category page for the link.       |
| <a href="#">Content</a>                | Allows the user to choose a site configured Content page for the link.        |
| <a href="#">Cookie Consent Manager</a> | Adds a link to the Cookie Consent Manager dialog.                             |
| <a href="#">External</a>               | Allows the user to input their own URL.                                       |
| <a href="#">Home Page</a>              | Sets up a link that navigates to the brands home page when selected.          |
| <a href="#">List</a>                   | Creates a dropdown that then can be configured with a separate list of links. |
| <a href="#">TC Join</a>                | Navigates the user to the Talent Community Join page for the site.            |
| <a href="#">Top Jobs</a>               | Navigates the user to the Top Jobs page for the site.                         |
| <a href="#">View All Jobs</a>          | Navigates the user to the View All Jobs page for the site.                    |

## Social Links Settings

The links added on the [Social Links](#) tab link to the related social media icons on the career site, typically in the footer, but anywhere on the site where social media icons appear. You can configure different sets of social links by brand and locale by configuring the footers for the individual brands and locales.

Available social networks:

- Facebook
- Instagram
- Pinterest
- Twitter
- Xing – Xing no longer distributes API keys. If you haven't already enabled Xing, you can't turn on Xing Social Apply.
- YouTube

## 19.8.2.3 Search Results in Career Site Builder Appearance Menu Without the Unified Data Model

The configuration options in the Search Results page of the Career Site Builder Global Styles menu.

### Note

This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.

For information about configuring the search experience after the Unified Data Model is enabled, refer to [Search Experience Settings for the Unified Data Model \[page 429\]](#).

Career Site Builder supports two types of Search Results layouts: Grid and tile list. You choose which you want by setting the *Use Search Results Tiles* option in [Appearance > Search Results > Search Details](#). When you enable search tiles, Career Site Builder hides the grid layout settings on the page, and displays the *Search Tiles* tab appears [Appearance > Styles > Global Styles > <Brand>](#).

## Career Site Builder Path

[Appearance > Search Results > Search Details](#)

## General Settings

| Setting                         | Description                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Use Search Results Tiles</i> | <ul style="list-style-type: none"> <li>When enabled – search results display in tile layout mode. Customize settings in the Search Results tab in <a href="#">Appearance &gt; Styles &gt; Global Styles &gt; (Brand)</a></li> <li>When not enabled – search results display in grid layout mode, and you configure the settings on this page.</li> </ul> |
| <i>Records Per Page</i>         | Indicates how many jobs are shown on a standard job search that returns values. Loading more jobs from a search will also use this number to get the next batch of search results. For example, if you set this setting to 10 and a search yields 12 results, the last two results appear on a second page.                                              |
| <i>No Results Records</i>       | Indicates how many jobs to return if the job search returns zero jobs. If no jobs are returned, the system falls back to returning the top jobs from all the jobs of the site.                                                                                                                                                                           |

## Grid Header Settings

These settings are only visible when the *Use Search Results Tiles* setting is **disabled**.

| Setting                    | Description                                                                                               |
|----------------------------|-----------------------------------------------------------------------------------------------------------|
| <i>Show Sub Filters</i>    | When enabled, shows search boxes that allow you to filter on any of the search results columns.           |
| <i>Show Column Headers</i> | Controls the display of the title of the search results columns.                                          |
| <i>Show Sort Arrows</i>    | Controls the display of arrows that allow you to sort results based on any of the search results columns. |

## Pagination Settings

These settings are only visible when the *Use Search Results Tiles* setting is **disabled**.

| Setting                      | Description                                                                                                                                                    |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Pagination Location</i>   | Controls the alignment of the pagination control, which shows how many pages of search results were returned and allows you to move between pages.             |
| <i>Results Text Location</i> | Controls the alignment of the text showing the number of search results (which appear in the format <i>Results 1 to 50 of 200</i> ) as left, center, or right. |

| Setting                         | Description                                                                                                                                                                              |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Show Top Bar</a>    | When enabled, shows the pagination and search results text at the top of the page.                                                                                                       |
| <a href="#">Show Bottom Bar</a> | When enabled, shows the pagination and search results text at the bottom of the page.                                                                                                    |
| <a href="#">Link Count</a>      | Controls the number of pages that displays in the pagination. For example, when set to 5, the pagination displays 1–5 pages, and you select the next arrow to advance to the sixth page. |

## Relevance Columns

These settings are only visible when the [Use Search Results Tiles](#) setting is **disabled**.

Use Relevance Columns to control which information to display about a job in search results. You can add or remove columns, or change their display order. The [Title](#) column is always required and displays the job title. Relevance Columns are used for nondistance searches such as date, location, and state.

| Setting      | Description                                                                             |
|--------------|-----------------------------------------------------------------------------------------|
| Order        | Move columns up and down using the arrows to control the order.                         |
| Width        | Choose pixels or percent and choose a number to control the width of different columns. |
| Column names | Job title is required; other column names refer to job fields.                          |

## Distance Columns

These settings are only visible when the [Use Search Results Tiles](#) setting is **not enabled**.

[Distance Columns](#) is only available if you have configured Radius Search for your career site. Using this page, you can control which location information about a job displays in search results. The same columns are available as in the Relevance Columns menu, with one addition column, Distance. You can add or remove columns, or change their display order. You can also change the width of the columns, based on percentage of the page or number of pixels. This page controls search results for desktop and tablet devices. Mobile search results are controlled with a separate configuration.

## Mobile Configuration

These settings are only visible when the [Use Search Results Tiles](#) setting is **disabled**.

The [Mobile Configuration](#) page controls the job information that displays on mobile search results. You can add or remove attributes, or change their display order. You can't change the appearance of the attributes for mobile search results. Settings on this page only apply to mobile search results. Desktop and tablet display are controlled in the [Relevance Columns](#) or [Distance Columns](#) configuration.

## Tile Fields Tabs

These tabs are only visible when the [Use Search Results Tiles](#) setting is enabled, and you can configure each of these settings independently of each other:

- Desktop Tile Fields
- Tablet Tile Fields
- Mobile Tile Fields

Static fields on a job:

- Title – is always displayed.
- Distance – only displays during a postal code search, and in a set location on the tile.

Fields that can be displayed and customized:

- Department
- Location
- Date
- Facility
- Shift Type
- State

## Related Information

[Configuring Search Tiles Settings Without the Unified Data Model \[page 488\]](#)

[Configuring Search Grid Settings Without the Unified Data Model \[page 489\]](#)

[Search Tiles Settings in Career Site Builder Global Styles Without the Unified Data Model \[page 608\]](#)

## 19.8.3 Tools

### 19.8.3.1 Brand Management in Career Site Builder Tools

The Brand Management tool allows you to set up a branded career site that has a different look from your main career site.

You can also associate an SAP SuccessFactors Recruiting microsite ID to a brand. Using this option can affect some font settings for the candidate profile area, as well as the login page and other Mobile Apply pages.

#### → Recommendation

Although there's no limit to the number of brands you can have for your career site, try to limit the configuration for each to no more than 20 megabytes for optimal performance.

#### Career Site Builder Path

► [Tools](#) ► [Brand Management](#) ►

#### Brand Management Tool

| Column                     | Description                                                                                                                                                                                                                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Name</a>       | The brand name.                                                                                                                                                                                                                                                                                     |
| <a href="#">Theme Name</a> | Displays the name of a theme in ► <a href="#">Admin Center</a> ► <a href="#">Theme Manager</a> ► that the career site brand is mapped to. You can map a "brand" in Career Site Builder with a "theme" in Theme Manager, so that consistent branding is applied throughout the candidate experience. |

| Column                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">URL Brand Identifier</a>                                                               | The URL Brand Identifier is public-facing and is part of each URL of the corresponding brand.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <a href="#">Microsite ID</a>                                                                       | <p>(Optional) The microsite identifier is generated in SAP SuccessFactors Recruiting during microsite creation. If a brand has an associated microsite, a candidate applying for a job using Candidate Account Simplification has the microsite ID added to the Apply URL.</p> <p>For existing brands, the microsite ID affected some font settings for the candidate profile area, the login page and other SAP SuccessFactors Recruiting Mobile Apply pages.</p> <p>Omitting this optional field displays the default black and blue theme for the candidate profile area, the login page, and other Mobile Apply pages.</p>                                                                                                                                                                                                                                                             |
| <a href="#">Status</a>                                                                             | <p>The Status column shows the various states for a brand:</p> <ul style="list-style-type: none"> <li>• Empty – the brand is in a clean state with nothing pending. No actions need to be or have been taken on this brand.</li> <li>• Pending Add (Plus Icon) – a newly added brand that's yet to be saved.</li> <li>• Pending Update (Pencil Icon) – an existing brand with updates that are yet to be saved.</li> <li>• Pending Delete (X Icon) – a brand is being deleted, and is waiting for the status to be saved.</li> <li>• RMK Only (Warning Icon) – the brand is only in the career site system, and needs to be saved so that it can sync up with the SAP SuccessFactors Recruiting system.</li> <li>• BizX Only (Warning Icon) – the brand is only in the SAP SuccessFactors Recruiting system, and needs to be saved so that it can sync up with the career site.</li> </ul> |
|  (Edit Brand)   | The  (Edit Brand) icon is used to edit the associated microsite ID for an existing brand.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  (Delete Brand) | The  (Delete Brand) icon is used to delete a brand. You see a confirmation dialog when you select this option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Override Text</a>                                                                      | <p>By default, the Override Text column displays ghost text of the labels that appear on your career site. To override this default text, select the field to display the <a href="#">Override Resource Key</a> dialog. Enter your custom text in the <a href="#">Override Text</a> field and select <a href="#">Confirm</a>. The ghost text is then replaced by your custom text.</p> <div> <p><b>Note</b></p> <p>You still need to select <a href="#">Save</a> to save your confirmed changes.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                |

## Related Information

[Creating a Brand in Career Site Builder \[page 501\]](#)

## 19.8.3.2 Data Capture Forms Settings in Career Site Builder Tools

Data capture forms enable recruiting users to request additional information from leads, candidates, and employees, that can be used for such things as lead generation.

You can add data capture forms in candidate profiles, landing pages, email campaigns, and offer letters.

### Career Site Builder Path

► [Tools](#) ► [Data Capture Forms](#) ► [\(Locale\)](#) ► [Data Capture Form List](#) ►

The Data Capture Form List shows no forms until you create and save them.

### Data Capture Forms Settings

The [Details](#) tab appears when you edit an existing data capture form.

| Details Tab Settings       | Description                                                                                  |
|----------------------------|----------------------------------------------------------------------------------------------|
| <a href="#">Global Id</a>  | This read-only field displays the unique ID for this form that assigned when you created it. |
| <a href="#">Is Active</a>  | Move the slider to <a href="#">Yes</a> to activate form.                                     |
| <a href="#">Name</a>       | The name of the data capture form.                                                           |
| <a href="#">Label Type</a> | Choose how the field label information appears: Label only, ghost text, or both.             |

The [Layout](#) tab allows you to specify which fields appear in the data capture form. By default, a new form includes the following:

- Primary email
- First name
- Last name
- Country/region

You can add additional fields by choosing the + [Add](#) icon.

### Importing and Exporting Data Capture Forms

During the Career Site Builder export process, when the [Core CSB Settings](#) option is checked, the data capture forms of the site are also exported. This process doesn't have an explicit Content check box to make sure that landing pages with DCF components still work. The export includes all the currently configured DCF of the site/company.

#### ⚠ Caution

During the import process of a [Core CSB Settings](#) export, all existing data capture forms are **deleted** from the site/company.

Each data capture form has its own global identifier; the import process only includes the **last** data capture form in the export that matches any duplicate global IDs.

## Related Information

[Candidate Relationship Management Data Capture Forms \[page 825\]](#)

[Data Capture Form Component Settings in Career Site Builder \[page 567\]](#)

### 19.8.3.3 Functions Viewer Settings in Career Site Builder Tools

The Functions Viewer displays functions that were created by partners as a way to modify job posting data that contained misconfigurations.

The original purpose of functions was to optimize job posting content for publication. The current recommended practice is to refine your posting content in the system of record (SAP SuccessFactors Recruiting). In this way, consistent job posting content is available for all downstream publication processes, Career Site Builder, and Recruiting Posting.

If you have existing functions, they're available to view for reference purposes, and to delete, as you transition to refining the job posting data upstream in SAP SuccessFactors Recruiting. Examples of functions can be things like an original string of "California" that's replaced by "CA" or "DESCRIPTION" that's replaced by "Description".

#### Note

The creation of new functions isn't supported.

A Career Site Builder administrator can disable this Functions Viewer page so it doesn't appear anymore if you don't have any functions, or you processed and deleted the functions you had.

## Career Site Builder Path

► [Tools](#) ► [Functions Viewer](#) ►

## Functions Viewer Fields

| Field                              | Description                                                                                                                                                             |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Function Name</a>      | The name of the function.                                                                                                                                               |
| <a href="#">Status</a>             | The status of function: Active or inactive.                                                                                                                             |
| <a href="#">Original String</a>    | The text or code string identified as needing to be replaced.                                                                                                           |
| <a href="#">Replacement String</a> | The text or code string that replaces the original string.                                                                                                              |
| <a href="#">Date Created</a>       | The date when a function was created.                                                                                                                                   |
| <a href="#">Affected Fields</a>    | The list of fields in job postings that you search through to replace strings.                                                                                          |
| <a href="#">Delete</a>             | The  ( <a href="#">Delete</a> ) icon permanently deletes the function from the list. |

## 19.8.3.4 Import & Export Settings in Career Site Builder Tools

The Import & Export page allows you to export site settings, Career Site Builder settings, and category pages, as well as import them back into Career Site Builder.

### Career Site Builder Path

► [Tools](#) ► [Import & Export](#) ►

### Import Tab

The Career Site Builder import option doesn't create a new site, but overwrites the existing site XML. The site import on an individual site level is typically used to move a site from a Stage to Production environment.

When you import site settings, all site configurations and database records are updated. The following data is deleted and replaced: site locales, site brands, site settings, and site segments. Existing SSL configurations stays the same when the import is done.

#### 📘 Note

In order to maintain site integrity, Career Site Builder excludes site integration information (including Company ID and Single Sign-On Security Key fields) and API credentials when you perform an import from its Import & Export page.

You can't import site settings from a stage environment to a production environment if the stage environment is using a version with new features that aren't yet available in production. This ensures that any new functionality that you configure in stage won't break your production environment. Career Site Builder prevents you from doing this, and displays a message telling you this.

The site import doesn't create new UTMSourceEngine records, default roles and permissions, or create site email templates.

| Import Tab Settings                          | Description                                                                                                                                                                                                                                                               |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site Settings</a>                | This option imports the Site Settings XML file that you exported. The file consists of settings that implement and integrate the career site with SAP SuccessFactors Recruiting.                                                                                          |
| <a href="#">Career Site Builder Settings</a> | This option imports the Career Site Builder Settings XML file, which consists of settings that configure the look and feel of the career site.                                                                                                                            |
| <a href="#">Category Pages</a>               | This option imports the category pages XML file that includes all active category page information. When you import this XML export file back in through Career Site Builder, it either adds new categories or overwrites the existing category pages with the same name. |

### Export Tab

Export allows you to export a career site in XML format. This process can be used for testing a site.



| Export Tab Settings                           | Description                                                                                                                                                                                                                                                       |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site Settings</a>                 | This option exports settings that configure your site, including settings that implement and integrate the career site with SAP SuccessFactors Recruiting.                                                                                                        |
| <a href="#">Career Site Builder Settings</a>  | This option exports Career Site Builder settings that configure the look and feel of the career site.                                                                                                                                                             |
| <a href="#">Source</a>                        | Source lets you choose whether to export a current or previously saved configuration.                                                                                                                                                                             |
| <a href="#">As currently configured</a>       | This option exports the currently saved Career Site Builder settings into an XML file.                                                                                                                                                                            |
| <a href="#">From a previous configuration</a> | This option exports the settings from a previously saved Career Site Builder configuration. Selecting this option allows you to choose from a list of available backups in the dropdown list.                                                                     |
| <a href="#">Contents</a>                      | The <a href="#">Contents</a> fields allow you to configure which Career Site Builder settings to include in the export file.                                                                                                                                      |
| <a href="#">Core CSB Settings</a>             | Select this option to export the main Career Site Builder settings. This option is required if you are exporting using the <a href="#">From a previous configuration</a> option.                                                                                  |
| <a href="#">Fonts and Images</a>              | This optional setting exports both fonts and images used for the career site, in addition to the core Career Site Builder settings.                                                                                                                               |
| <a href="#">Email Layouts</a>                 | This optional setting exports all the email layouts for both brand and locale that are saved in the Email Layout page in Career Site Builder, into an XML file.                                                                                                   |
| <a href="#">Category Pages</a>                | This option exports a single XML file that includes the information for all active category pages. When you import this XML file back in through Career Site Builder, it either adds new categories or overwrites the existing category pages with the same name. |

## Importing and Exporting Data Capture Forms

During the Career Site Builder export process, when the [Core CSB Settings](#) option is checked, the data capture forms of the site are also exported. This process doesn't have an explicit Content check box to make sure the Landing Pages, which could include data capture form components, still work. The export includes all the currently configured data capture forms of the site or organization.

### ⚠ Caution

During the import process of a [Core CSB Settings](#) export, all existing data capture forms are **deleted** from the site or organization.

Each data capture form has its own global identifier; the import process only includes the **last** data capture form in the export that matches any duplicate global IDs.

## Related Information

[Using Import and Export in Career Site Builder \[page 504\]](#)

## 19.8.3.5 Locations Editor Settings in Career Site Builder Tools

The Locations editor in Career Site Builder allows you to override the latitude and longitude in Google Maps searches for specific locations.

### Career Site Builder Path

► [Tools](#) ► [Locations](#) ►

### Location Editor Settings

Add locations in the Locations editor to improve the radius search and Google Maps search in Career Site Builder. Candidates can identify exactly where on the map a job is located, rather than what appears in Google Maps. For example, you have a job located on a large campus, and you want to specify the exact location of the office the job is at.

When opened, the Locations editor shows a list of the locations configured for the site. The default sort order is by ascending location. You can sort and filter the locations in both Location or Country/Region fields by selecting the column headers. When you do, you see the following options:

- ≡ [Sort Ascending](#) – select to sort in ascending order.
- ≡ [Sort Descending](#) – select to sort in descending order.
- ⚑ [Filter](#) – enter the text in the field and press the  key. To remove filter text, clear the field and press the  key.

Each location has both the Google Location and Override Location coordinates. The coordinates of the location appear as a link to that location in Google Maps in a new window. If they're the same, then the Override Location is grayed out and unlinked to show that it hasn't been modified. The coordinates display rounded on this screen — the actual value saved for this location is unaffected — but each set of coordinates shows a tooltip containing the unrounded coordinate values if you hover over the coordinate pair. Negative values aren't shown on this page; the cardinal direction shown conveys that information.

You can use the  ([Edit Override Location](#)) icon to change the override location coordinates.

Also in the list for each row is the  ([Revert](#)) icon. This button is disabled if Override Location hasn't been customized. The button is enabled if Override Location has been customized. When selected, it prompts you to confirm that you want to revert the location. If you confirm the revert action, the Override Location values are replaced with the Google Location values.

### Related Information

[Using the Locations Editor to Improve the Location of a Job or Company \[page 506\]](#)

## 19.8.3.6 Manage API Credentials Settings in Career Site Builder Tools

The Manage API Credentials page allows you to enter or modify authentication information that connects SAP SuccessFactors Recruiting with Career Site Builder for Real Time Job Sync.

### Note

In most cases, you only need a single credential on this page. Some organizations have multiple entries on this page if they manage multiple systems using multi-ATS (applicant tracking software).

### Career Site Builder Path

► [Tools](#) ► [Manage API Credentials](#) ►

### Manage API Credentials Fields

| Field                                                      | Description                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Provider ID</a>                                | A read-only, system-generated ID number for the provider. Choosing <a href="#">Regenerate</a> replaces the ID with another system-generated ID.                                                                                                                                                                                                                            |
| <a href="#">Provider Name</a>                              | The name of the provider that you're providing API credentials for. Enter the folder name from the Command Center Site Details page, then a dash, then the site ID using this format: <b>Folder Name-Site ID</b> . The site ID is located in Career Site Builder, at ► <a href="#">Settings</a> ► <a href="#">Site Configuration</a> ► <a href="#">Site Information</a> ►. |
| <a href="#">Username</a>                                   | Use the Provider Name ( <b>Folder Name-Site ID</b> ) as the username used to gain access to the Career Site Builder system.                                                                                                                                                                                                                                                |
| <a href="#">Password</a>                                   | A password for the user. Choosing <a href="#">Regenerate</a> replaces the password with a system-generated password. Select the  (hide) icon to mask the password.                                                                                                                      |
| <a href="#">Recruiting Management (Real Time Job Sync)</a> | Selecting this field allows you to specify that the API credential is being used for Career Site Builder to use Real Time Job Sync with SAP SuccessFactors Recruiting.                                                                                                                                                                                                     |

### Related Information

[Configuring Real Time Job Sync \[page 370\]](#)

## 19.8.3.7 Site Source Editor Settings in Career Site Builder Tools

The Site Source Editor allows you to specify which sources are available to the Recruiting Campaign URL Builder.

### Career Site Builder Path

► [Career Site Builder](#) ► [Tools](#) ► [Site Source Editor](#) ►

### Details

The [Referrer Types](#) list on the left displays site source types. Referrer types include such categories as [Search Engine](#) and [Social Network](#).

The [Source Engines](#) list on the right displays all the specific sources when you select a type from the left table.

### Referrer Types and Source Engines

The following table lists all the source types in the [Referrer Types](#) section of the Site Source Editor, their descriptions, as well as a small sample of source engines.

| Referrer Type   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Sample Search Engines                                                         |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Alumni          | Rather than targeting a university or association, some cases focus on engaging with specific alumni of these organizations. This type allows the targeting and tracking of such audiences.                                                                                                                                                                                                                                                                                                                               | Intern Alumni<br>MIT Sloan Alumni<br>ParisTech Alumni                         |
| Banner Campaign | When there's an option to run targeted banner ads on sites or splash pages instead of standard job ads, Banner Campaign allows for the specific tracking of these efforts, which can then be differentiated from the standard advertising options.                                                                                                                                                                                                                                                                        | Google Display Ads<br>Indeed ITA<br>LinkedIn Sponsored Updates<br>Xing Banner |
| Blogs           | Blogs are content-rich, targeted information for their subscribers and audiences. There are cases where these blog sites have a jobs section as a tertiary option, or have job links embedded in their content.                                                                                                                                                                                                                                                                                                           | Coroflot<br>Git Hub<br>Sharepoint<br>Stack Over Flow<br>Tech Crunch           |
| Career Site     | <p>The career site takes a company's job postings from behind the gate of a traditional Applicant Tracking System (ATS) and allows them to be searched and scraped by search engines:</p> <ul style="list-style-type: none"><li>• RCM Redirect source type refers to visitors or candidates that were re-directed from SAP SuccessFactors Recruiting to Career Site Builder.</li><li>• Career Site source type refers to visitors or candidates that have accessed the career site directly to search for jobs.</li></ul> | Career Site<br>RCM Redirect                                                   |

| Referrer Type        | Description                                                                                                                                                                                                                                                                                                                                     | Sample Search Engines                                                                                                                                                                                                        |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Career Site Services | These "services" are considered career site add-ons, widgets, or site-supporting functions that are outside the primary career site features.                                                                                                                                                                                                   | Eightfold<br>HireVue<br>Search Box (widget)                                                                                                                                                                                  |
| Custom Campaigns     | If a customer wants to do custom tracking of an effort without giving it a specific source, they can do so using the Custom Campaign options. This type is rare.                                                                                                                                                                                | Custom Campaigns<br>Vanity URL                                                                                                                                                                                               |
| Direct               | If there's no referring URL captured and properly hard-coded landing page, the system identifies the candidate as "Direct." These visits are when a candidate lands on a specific page on the career site outside the home page (such as a job page, strategy page, landing page, or content page).                                             | Direct                                                                                                                                                                                                                       |
| Email                | Email-based activity, by way of job alerts, targeted campaigns, or referrals from email-based domains.                                                                                                                                                                                                                                          | Email Campaign<br>Email Subscription (Job Alerts)<br>Online Email (mail.yahoo.com, etc.)<br>RCM Invite to Apply                                                                                                              |
| Employee Referral    | Employee referral.                                                                                                                                                                                                                                                                                                                              | Employee Referral<br>Rolepoint<br>Xing Employee Referral (XRM)                                                                                                                                                               |
| Events               | This type is intended for the specific tracking of hosted events in order to identify and capture the candidates as new applicants or subscribers. Ideally, this type allows for easy re-engagement following events through Talent Landing Pages and CRM activities.                                                                           | Campus/Graduate Career Fair<br>Hiring Event<br>Job Fair<br>Open House<br>Virtual                                                                                                                                             |
| Industry Groups      | Industry-focused organizations, associations, unions, or groups are focused on their collective patrons and members. Secondly, these sites have hosted job boards for their group, which allows companies to target these audiences.                                                                                                            | American Hospital Association (AHA)<br>Association for Financial Professionals (AFP)<br>National Association of Black Accountants (NABA)<br>Society for Human Resource Management (SHRM)<br>Society of Women Engineers (SWE) |
| Job Aggregator       | A job aggregator collects job postings from job boards around the Internet and consolidates them into one site so they're easily searchable based on keywords and location. These aggregators tend to be part of or hosting their own network of job boards that they spider out to. Ex. Indeed feeds jobs to SimplyHired as they own the site. | Adzuna<br>CareerJet<br>Indeed<br>JobRobot (DE)<br>JobSpreader<br>Recruit.net<br>Talent.com/Neuvo<br>TipTopJob<br>ZipRecruiter                                                                                                |

| Referrer Type      | Description                                                                                                                                                                                                                                                                                                     | Sample Search Engines                                                                                                            |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Job Boards – Major | Job Boards – Major are considered historically major use job boards.                                                                                                                                                                                                                                            | CareerBuilder<br>Dice<br>The Ladders                                                                                             |
| Job Boards – Niche | A niche job board is a Web site that is primarily used for companies to find strong job candidates. They're typically specific audience-focused (such as advertising, government, pharmacy, human resources) and allow companies to post job openings so that targeted candidates can locate them in one place. | Craigslist<br>eFinancialCareers<br>Glassdoor<br>Reed UK<br>Seek<br>Snag/SnagAJob<br>Stepstone (multiple country/region entities) |
| Jobs2web           | Legacy system tracking and stage site referring URLs.                                                                                                                                                                                                                                                           |                                                                                                                                  |
| Media              | Traditional medium targeting.                                                                                                                                                                                                                                                                                   | Billboard<br>Podcast<br>Radio<br>TV Advert                                                                                       |
| Mobile             | Mobile device and app-related services.                                                                                                                                                                                                                                                                         | JobsAroundMe (FR)<br>Talent Hero (DE)<br>Text Marketing                                                                          |
| Monster            | The many localized and specialized entities of Monster.                                                                                                                                                                                                                                                         | Monster<br>Country/region-specific Monster<br>Military.com (hosted by Monster)<br>CareerOne<br>HireDiversity<br>iHispano         |
| OFCCP              | Specified tracking of Office of Federal Contract Compliance Programs (OFCCP) compliance vendor activities.                                                                                                                                                                                                      | eQuest/Broadbean Compliance<br>Direct Employers JOBS Sites (hosted .jobs sites)<br>JobFindah<br>Maximus                          |
| Online Magazine    | The online version or hosting of a magazine.                                                                                                                                                                                                                                                                    | Heise<br>Time<br>Wired                                                                                                           |
| Other              | When a candidate is tracked without a hard-coded ( <b>utm_source</b> ) tag on the landing page URL, but there's a referring URL that's not yet in our tracking engine. The referring URL differentiates it from "Direct," and could be recategorized as a proper source if identified by SAP.                   | Other                                                                                                                            |

| Referrer Type  | Description                                                                                                                                                                                                                                                                             | Sample Search Engines                                                                                                    |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Pay-Per-Click  | For elevated coverage on free sites, search engines, social media, and so on, there's the need for pay-for-performance sponsorship with these vendors. In order to separate the paid activity from the basic or general actions, this type allows for clearer KPIs on this performance. | Facebook PPC<br>Google PPC (Adwords, Content Network, and so on)<br>Indeed PPC<br>Twitter Sponsored<br>Zip Recruiter PPC |
| Print          | Physical print media advertising.                                                                                                                                                                                                                                                       | Direct Mail<br>Job Flyer<br>Newspaper<br>Print<br>Point-of-Sale<br>PostCards                                             |
| QR Codes       | QR codes allow for quick image linking to send candidates to a specific site or page.                                                                                                                                                                                                   | QR Print<br>QR Event                                                                                                     |
| RSS            | RSS (Rich Site Summary; often called Really Simple Syndication) is a type of web feed that allows users to access updates to online content in a standardized, computer-readable format. RSS tends to be a generic feed or crawl of job details.                                        | RSS                                                                                                                      |
| Search Engine  | A search engine is a Web site where users can search Internet content, and which crawls and indexes pages and content for relevant information for their searchers.                                                                                                                     | Ask<br>Baidu<br>Duck Duck Go<br>Google<br>Yahoo                                                                          |
| Social Network | Social recruiting (social hiring or social media recruitment) is recruiting candidates by using social platforms as talent databases or for advertising. Social recruiting uses social media profiles, forums, and other social sites to target or engage with candidates directly.     | Facebook<br>Instagram<br>LinkedIn<br>LinkedIn Job Postings (slots)<br>Twitter<br>Weixin (WeChat)<br>Xing<br>YouTube      |
| Sourcing       | When recruiters and users are directly engaging with candidates through job application databases or online tools, Sourcing allows the specific tracking of the manual efforts, or the encouraging of candidates to subscribe or apply to specific jobs.                                | Sourcing Agency Specific<br>Sourcing Indeed<br>Sourcing LinkedIn<br>Sourcing Networking                                  |

| Referrer Type | Description                                                                                                                                                                                                                                                                                                                                        | Sample Search Engines                                                                           |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| University    | University-hosted job boards.                                                                                                                                                                                                                                                                                                                      | MIT<br>Queen's University<br>Stanford University<br>University of Oxford<br>University of Texas |
| eNewspaper    | The online version of a newspaper.                                                                                                                                                                                                                                                                                                                 | New York Times<br>Telegraph UK<br>Washington Post                                               |
| No Type       | This type is only visible when viewing "All ATS Records," and are classified for candidates who only exist in the RCM (ATS) records but who didn't come through the career site workflow. Since they didn't come through the career site, there's no source recorded through Advanced Analytics, and would only be captured in RCM Source Details. | No Source                                                                                       |

## Related Information

[Creating Tracking URLs in Campaign URL Builder \[page 1472\]](#)

[Activating Site Sources for the Source Tracker \[page 508\]](#)

### 19.8.3.8 Social Apply Settings in Career Site Builder Tools

The Social Apply page in Career Site Builder enables the displaying of links so that candidates can apply for jobs through their social networking profiles.

#### Career Site Builder Path

► [Tools](#) ► [Social Apply](#) ►

#### Social Apply Page

The page displays a list of locales on the left column. You can customize what social networks to enable based on locale.

Save the social apply settings by selecting [Save](#) in the upper right corner of the page.

The page displays the following columns:

- [Site](#) – a list of social networks, as well as the [Apply Now](#) option. [Apply Now](#) allows candidates to apply directly from the career site.
- [Enabled](#) – a slider you select for each site option to enable or disable them.
- [Visibility Order](#) – choose the order in which the options appear on the career site.



Career Site Builder can allow you to see and enable the following:

- [Apply Now](#) – this option is enabled by default, and can't be disabled.
- [LinkedIn](#) – even if you enable LinkedIn here, it isn't visible on your public career site until you establish a contract with LinkedIn, and provide LinkedIn credentials in your SAP SuccessFactors system.

#### Note

For this functionality to be visible to visitors in your career site, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) . If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this functionality is removed and unavailable to your site's visitors completely.

- [Seek](#) – Career Site Builder doesn't support adding the Apply with Seek option for new career site implementations, so this option is visible only if you've an existing Seek configuration for your system.
- [Xing](#) – available only if you already have an existing Xing configuration in your system. If you don't, this option isn't visible.

#### Note

You can change how these labels appear in the career site by editing them in the translation editor in Career Site Builder, at ► [Tools](#) ► [Translations](#) . Enter **social** in the Group field filter to view all the button labels you can edit.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Configuring Social Apply \[page 396\]](#)

## 19.8.3.9 SSL Certificates Settings in Career Site Builder Tools

Use this page to manage SSL certificates for public career sites. Options include generating certificate signing request (CSR) files to obtain new SSL certificates from certificate authorities, as well as installing, viewing, renewing, and uninstalling certificates.

### Career Site Builder Path

► [Tools](#) ► [SSL Certificates](#) ►

[SSL Certificates](#) is only available in the production environment of Career Site Builder.

### SSL Certificates Options

The page displays two options you can use based on your scenario:

- [Option 1](#) describes the typical process, where you fill out a Certificate Signing Request (CSR) form that you use to obtain an SSL certificate from a certificate authority.

- [Option 2](#) allows you to upload an SSL certificate that you obtained using your own CSR.

## SSL Certificates Fields

| Field                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Reference ID</a>                | An autogenerated number assigned to a record.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Common Name (CN)</a>            | The fully qualified domain name of the hostname.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Status</a>                      | The status of the record. Values are: <ul style="list-style-type: none"> <li>• <a href="#">CSR Generated</a> – CSR has been generated.</li> <li>• <a href="#">Installation Requested</a> – the new certificate has been uploaded and is awaiting installation by Technical Support.</li> <li>• <a href="#">Installed</a> – the certificate is active.</li> <li>• <a href="#">Inactive</a> – the certificate isn't active and no longer applies to the domain.</li> <li>• <a href="#">Uninstallation Requested</a> – a request has been made to uninstall the certificate.</li> <li>• <a href="#">Reinstallation Requested</a> – a request has been made to reinstall the uninstalled certificate.</li> </ul> |
| <a href="#">Days to Expiry</a>              | The number of days until the SSL certificate is no longer valid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Valid From</a>                  | The first date that the SSL certificate is valid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Valid To</a>                    | The last date that the SSL certificate is valid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Last Modified Date and Time</a> | The last date and time that the record was modified. Modifications can include actions such as uploading or installing certificates.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">Actions</a>                     | An interactive column that allows you to perform actions for the record, such as installing or uninstalling the SSL certificate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">(Delete)</a>                    | The  ( <a href="#">Delete</a> ) icon permanently deletes the record from the list.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## Generate Certificate Signing Request Fields

| Field                                             | Description                                                                                                                                                                                                  |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Common Name (CN)</a>                  | The fully qualified domain name of the hostname. 64-character limit. Don't include port numbers, path names, or protocol as part of the name (such as <a href="#">http://</a> or <a href="#">https://</a> ). |
| <a href="#">Organization (O)</a>                  | The legal name of the organization.                                                                                                                                                                          |
| <a href="#">Organizational Unit (OU)</a>          | The department or division name.                                                                                                                                                                             |
| <a href="#">Certificate Manager Email Address</a> | The email address of the person in the organization who is responsible for managing SSL certificates. This individual may or may not be the same as the contact person.                                      |
| <a href="#">City/Locality (L)</a>                 | The city or locality of the organization. Don't use abbreviations. For example, use <a href="#">Saint Louis</a> instead of <a href="#">St. Louis</a> .                                                       |

| Field                                 | Description                                                                                                                                                                                                                                                                            |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>State/Province (ST)</i>            | The state or province where the organization is located (state for U.S., province for Canada). Don't use abbreviations. For example, <b>California</b> and not <b>CA</b> . For U.S. organizations, specify the state they operate from, even if they're incorporated in another state. |
| <i>Country/Region (C)</i>             | The country or region of your organization, selected from the dropdown list.                                                                                                                                                                                                           |
| <i>Subject Alternative Name (SAN)</i> | The Subject Alternative Name includes any additional host-names covered by the certificate. 64-character limit. Don't include port numbers, path names, or protocol as part of the name (such as <b>http://</b> or <b>https://</b> ).                                                  |

## Related Information

[Choosing Your SSL Certificate Renewal Process \[page 493\]](#)

[Creating a Certificate Signing Request and Adding a New SSL Certificate \[page 494\]](#)

[Uploading an SSL Certificate and Creating a New Record \[page 497\]](#)

[Reviewing the New SSL Certificate for the Public Career Site \[page 499\]](#)

## 19.8.3.10 Translation Editor in Career Site Builder Tools

The Translations menu in Career Site Builder gives you access to the Translation Editor, which allows you to provide your own wording in place of default labels in your career site.

You aren't restricted to customizing text for nondefault languages. You can use the translation editor to change the wording for labels anywhere in your career site. For example, you can override *Find similar jobs* with **I want to see more jobs like this**.

### Career Site Builder Path

► [Tools](#) ► [Translations](#) ►

### Translation Editor Options

| Options              | Description                                                                                                                                                                                                         |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Cancel</i>        | Select <i>Cancel</i> to display a confirmation dialog to make sure you want to cancel. Choosing <i>Yes</i> reloads the page without saving any of the changes you made before the last time you saved the settings. |
| <i>Save</i>          | Select <i>Save</i> to save all the changes you made in the Translation Editor.                                                                                                                                      |
| <i>Locale Filter</i> | The Locale filter determines what locales are displayed in the translation grid. To add a locale, select it from the dropdown list. The only locales you select are the ones you've configured and enabled.         |

| Options                       | Description                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Export</a>        | Select <a href="#">Export</a> to export an XML file of your translation configuration.                                                                                                                                                                                                                                                                                           |
| <a href="#">Import</a>        | Select <a href="#">Import</a> to import an XML file of your translation configuration. When you do choose this option, a dialog appears so that you can specify what file to use.                                                                                                                                                                                                |
| <a href="#">Group</a>         | The Group column lists the groups to which translation resource keys belong. Enter a word in the search field above the column to view all the groups that use that word as part of its name.                                                                                                                                                                                    |
| <a href="#">Resource Key</a>  | The Resource Key column lists the names of the translation resource keys. Enter a word in the search field above the column to view all the resource keys that use that word as part of its name.                                                                                                                                                                                |
| <a href="#">Override Text</a> | By default, the Override Text column displays ghost text of the labels that appear on your career site. To override this default text, select the field to display the <a href="#">Override Resource Key</a> dialog. Enter your custom text in the <a href="#">Override Text</a> field and select <a href="#">Confirm</a> . The ghost text is then replaced by your custom text. |

 **Note**  
You still need to select [Save](#) to save your confirmed changes.

## 19.8.4 Layouts

### 19.8.4.1 Email Layouts Settings in Career Site Builder Layouts

Settings in the Email Layout List page in the Career Site Builder Email Layout menu allow you to customize email layouts for particular types of candidates, positions, or email campaigns to optimize communications as part of Candidate Relationship Management.

Email layouts are used for creating email campaigns for SAP SuccessFactors Recruiting as part of Candidate Relationship Management.

#### Career Site Builder Path

- [Layouts](#) ▸ [Email](#) ▸ [\(Locale\)](#) ▸ [Email Layout List](#) ▾

#### Email Layout List View

The Email Layout List page displays your email layouts. You can use the following filter fields on the top of the page to look for specific email layouts: email layout name, locale, brand, and status.

#### Create Email Layout Dialog

The following fields appear when you create a new email layout.

| Field                  | Description                              |
|------------------------|------------------------------------------|
| <a href="#">Name</a>   | The name of the layout.                  |
| <a href="#">Locale</a> | The preconfigured locale for the layout. |

| Field        | Description                             |
|--------------|-----------------------------------------|
| <i>Brand</i> | The preconfigured brand for the layout. |

## Email Layout Editor Details Settings

| Field                  | Description                                                       |
|------------------------|-------------------------------------------------------------------|
| <i>Email Global Id</i> | An auto-generated identifier for the email layout you're editing. |
| <i>Is Active</i>       | Specifies whether the layout is active.                           |
| <i>Name</i>            | The name of the layout.                                           |

## Styles Settings

Specify the background color of the email layout.

## Email Layout Settings

This tab is where you can add the following components to your email layout:

| Option                        | Description                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Header</i>                 | Header information. You can configure the following for this component: <ul style="list-style-type: none"> <li>Details tab – specify the header style and header text.</li> <li>Logo tab – upload and select an image, and give the image a title.</li> <li>Styles tab – specify the color of the header background and header text.</li> </ul>                                  |
| <i>Text</i>                   | Text is the only component that can be added multiple times to the same email layout.<br>You can configure the following for this component: <ul style="list-style-type: none"> <li>Details tab – add the text that goes in the email, and use its format menu to format the text.</li> <li>Styles tab – specify the color of the body text background and body text.</li> </ul> |
| <i>HTML</i>                   | Fully supported HTML. HTML emails are displayed correctly designed and formatted. <ul style="list-style-type: none"> <li>Details tab – insert the HTML in the text box.</li> <li>Styles tab – specify the background color.</li> </ul>                                                                                                                                           |
| <i>Configurable Text Area</i> | A required component, Configurable Text Area identifies the section where the email body text for email campaigns is displayed. Since the Configurable Text Area is a position holder for the text that's added later for the campaign, it can't be configured or styled within Email Layout.                                                                                    |
| <i>Footer</i>                 | Footer text.                                                                                                                                                                                                                                                                                                                                                                     |

## Related Information

[Creating Email Layouts in Career Site Builder \[page 520\]](#)

## 19.8.4.2 Job Layout Settings in Career Site Builder Layouts

Use job layout settings in Career Site Builder to customize the layout of the job details page on your career site.

### Career Site Builder Path

► [Layouts](#) ► [Job](#) ► [<Locale>](#) ► [<Brand>](#) ► [Job Layout](#) ► [Custom Layouts List](#) ►

### Custom Layouts Editor Tabs

| Tab                      | Description                                                                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Details</a>  | Configures the settings for the job layout.                                                                                                              |
| <a href="#">Column 1</a> | Add components that display on a job page.                                                                                                               |
| <a href="#">Column 2</a> | This optional tab appears when you enable <a href="#">Two columns</a> in the <a href="#">Details</a> tab, and gives you a second column on the job page. |

### Details Settings

| Options                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site Field Mapping</a><br><a href="#">Job Field Mapping</a> | <div><div><div><div><div><div></div><div>ⓘ</div><div>Note</div></div></div><div><p><b>Not</b> available when the Unified Data Model is enabled. With the Unified Data Model, these settings are no longer relevant, so they're removed.</p><ul style="list-style-type: none"><li>• <a href="#">Site Field Mapping</a> is a read-only field, the site type on which the career site page is categorized. The value is set in the <a href="#">Job Layouts Site Field Mapping</a> field in ► <a href="#">Settings</a> ► <a href="#">Site Configuration</a> ► <a href="#">Site Information</a> ►</li><li>• <a href="#">Job Field Mapping</a> is an editable field that shows the value you specified from the job field mapping. You can change the value in this field at any time.</li></ul></div></div></div></div> |
| <a href="#">Active</a>                                                  | To activate this job layout, move the slider to <a href="#">YES</a> . Once this layout is activated, it controls the appearance of the career site job page for all active jobs with the locale, brand, and field mapping you chose.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Name</a>                                                    | The name of your job layout.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Show two columns</a>                                        | To create a layout with two columns, move the slider to <a href="#">YES</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Column width</a>                                            | This field appears only when you enable <a href="#">Two columns</a> . Use this slider to adjust the width of the columns.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

### Column Settings

By default, all custom job layouts include one column. A [Column 2](#) tab appears when you enable the [Show two columns](#) setting. The same components are available for you to add to either column:

- [Custom Plugin](#)
- [Featured Jobs](#)
- [Google Job Map](#)

- [Job Token](#)
- [Large Image](#)
- [Text](#)
- [Video](#)

#### ⓘ Note

If the element or component uses cookies, make sure to include its related cookie provider in the cookie consent manager at [► Appearance ► Global ► Cookie Manager ►](#). If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this element or component is removed and unavailable to your site's visitors completely.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

## 19.8.4.3 Job Alerts Email Template Settings in Career Site Builder Layouts

Settings in the Job Alerts Email Template page in Career Site Builder allow you to create and save a template used when sending job alert email notices.

You create an email template for job alerts for each locale you use for your career site.

### Career Site Builder Path

[► Layouts ► Job Alerts Email Template ► <Locale> ►](#)

### Email Template Tab

The Email Template tab displays the form in which you design your template.

| Field                       | Description                                                                                                                                                                       |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Subject</a>     | Text that appears as the subject of the email. The tokens you can use in this field are <code>[[jobtitle]]</code> , <code>[[companyname]]</code> , and <code>[[siteurl]]</code> . |
| <a href="#">Body Format</a> | Options from the dropdown list are <a href="#">HTML</a> and <a href="#">Text</a> . The default is <a href="#">HTML</a> .                                                          |

#### ⓘ Note

Make sure you choose [HTML](#) if you're using any HTML code in the content of the email. Setting it to [Text](#) when you use HTML causes the code to be visible in the email.

| Field       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Body</i> | <p>A text field where you build the content of the email. All the supported tokens — text of field variables that are replaced by real data in the actual email — are listed in the <a href="#">Supported Tokens</a> list on the right column.</p> <p>The <i>Body</i> field allows up to 8,000 characters.</p> <p>Refer to <i>Tokens Used in the Job Alerts Email Template</i> for a complete list of supported tokens and their descriptions.</p> |

## Preview Tab

The [Preview](#) tab displays how an email using the template would appear.

### Note

Some tokens may not be replaced with text in the preview if data is missing.

## Related Information

[Editing the Job Alerts Email Template in Career Site Builder \[page 522\]](#)

[Enabling Job Alerts \[page 533\]](#)

[Tokens Used in the Job Alerts Email Template \[page 524\]](#)

## 19.8.5 Settings

### 19.8.5.1 Site Configuration in Career Site Builder Settings

Use the site configuration menu to set up basic configuration options for your career site.

#### Career Site Builder Path

► [Settings](#) ► [Site Configuration](#) ►

#### Site Information Tab

Use the site settings menu to select basic site configuration options.

| Setting             | Description                                                                                                   |
|---------------------|---------------------------------------------------------------------------------------------------------------|
| <i>Site ID</i>      | This read-only field displays the career site ID.                                                             |
| <i>Site Name</i>    | (Required) The go-to-market name of the career site.                                                          |
| <i>Company Name</i> | (Required) The company name of your career site, it can be a shortened version of <a href="#">Site Name</a> . |



| Setting                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Google Tag Manager ID</a>                         | Allows you to specify a Google Tag Manager ID. After you obtain the ID from Google and add it in this field, Career Site Builder incorporates the necessary code in your career site for you to use Google Tag Manager. <div>  <b>Note</b><br/> This field only enables Google Tag Manager for your career site; it doesn't manage the tags or perform any analysis or reporting for you. </div>                                                                                                                                                                                                                                                                                   |
| <a href="#">Use Google Tag Manager in Career Site Wrapper</a> | Adds Google Tag Manager to all the pages that use the career site wrapper, including <a href="#">Job Application</a> , <a href="#">Candidate Profile</a> , <a href="#">Login</a> , and <a href="#">Create an Account</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Google Analytics (Universal Analytics) ID</a>     | (Deprecated) Google's Universal Analytics ID that you have set up for your career site.<br>Google has announced its retirement of Universal Analytics on July 1, 2023. Don't use this field to add a new ID number. Use <a href="#">Google Analytics 4 ID</a> instead after you configure your Google Analytics 4 account.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Google Analytics 4 ID</a>                         | The Google Analytics 4 ID that you have set up for your career site. <div>  <b>Note</b><br/> If you have a cookie banner enabled for your career site at <a href="#">Appearance</a> &gt; <a href="#">Global</a> &gt; <a href="#">Cookie Manager</a>, make sure to include the <b>Google Analytics</b> cookie provider in the cookie consent manager, or else Google Analytics 4 functionality is removed and unavailable for your site completely.<br/><br/> Google Analytics 4 recognizes the value of <b>Google Analytics</b> in the cookie manager, so you don't need to make any cookie manager changes when you switch from Universal Analytics to Google Analytics 4. </div> |
| <a href="#">Use Google Analytics in Career Site Wrapper</a>   | When you provide the Google Analytics ID, enabling this field adds Google Analytics to all the pages that use the career site wrapper ( <a href="#">Job Application</a> , <a href="#">Candidate Profile</a> , <a href="#">Login</a> , and <a href="#">Create an Account</a> pages).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">Google Webmaster ID</a>                           | The Google Webmaster account.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Bing Webmaster ID</a>                             | The Bing Webmaster Tools account.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Site Map</a>                                      | This field includes <a href="#">Main</a> and <a href="#">Category</a> . Choosing them takes you a list of URLs for your career site, and of your category pages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">Candidate Relationship Management Customer ID</a> | A read-only customer identifier used for reporting purposes, that's assigned when the site is provisioned through the SAP internal process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">Page Title</a>                                    | The page title of your career site.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">Meta Keywords</a>                                 | Meta keywords for your career site.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">Meta Description</a>                              | A text field to provide a description of your career site.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Setting                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Use Redirect</a>                   | <p>Use this field to specify another URL from which traffic automatically redirects to your career site's primary URL, as configured on the <a href="#">Site URL</a> tab.</p> <div> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>The URL can't include capital letters, underscores, slashes, or spaces. Don't include <code>http://</code> or <code>https://</code> in the field.</li> <li>If the redirect URL is in a different domain than the primary URL, it may need its own SSL certificate. Install the SSL certificate at <a href="#">Tools &gt; SSL Certificates</a>. A separate certificate may not be required if your primary URL is using wildcard certificates or certificates with a SAN entry that covers the additional domain.</li> <li>Have your organization's IT department add a DNS CNAME record so that the source domain you add as the redirect URL points to the same value as the primary URL that the DNS entry points to. Depending on the date of the original implementation, this would be either <code>&lt;companyname&gt;.jobs2web.com</code> or <code>&lt;SiteId&gt;.jobs2web.com</code>.</li> </ul> </div> |
| <a href="#">Use CRM</a>                        | <p>Enabling this field allows Career Site Builder sites to use of forms and email templates on career sites and capture the information in Candidate Relationship Management (CRM).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Use Real Time Job Sync</a>         | <p>This field enables Real Time Job Sync between your career site and SAP SuccessFactors Recruiting, so that jobs posted externally in SAP SuccessFactors Recruiting are sent to the career site in near-real time. Real Time Job Sync requires a separate configuration process, which is typically performed as part of the initial implementation of Career Site Builder.</p> <div> <p><b>Note</b></p> <p>Once this field is enabled, the slider becomes noninteractive so that you can't disconnect SAP SuccessFactors Recruiting from Career Site Builder.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">Job Layouts Site Field Mapping</a> | <div> <p><b>Note</b></p> <p><b>Not</b> available when the Unified Data Model is enabled. With the Unified Data Model, this setting is no longer relevant, so it's removed.</p> </div> <p>The field type on which you plan to categorize all your custom job page layouts by. For example, choosing Department lets you create different layout pages for your company's departments (such as engineering or administration). Choosing Country/Region lets you create layout pages for the different countries/regions your jobs are in, such as U.S. or Canada.</p> <div> <p><b>Caution</b></p> <p>Changing the Site Field Mapping value can break its association to all the Job Field Mapping values you have in existing job layouts, making the layouts no longer valid. To reactivate them, manually choose a valid Job Field Mapping value for each invalid job layout you have.</p> </div>                                                                                                                                                                                                                                                             |

## Email Settings

| Setting                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Use Job Alerts</a>                | Enabling this setting gives candidates the ability to subscribe to job alerts from the public career site. Disabling it prevents both the creation of new job alert subscriptions, as well as the sending of emails to candidates for existing subscriptions.                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Job Alert Sender Address</a>      | The email address that job alert emails are sent from. You can customize the part of the address before the @ symbol (the "username" or "local-part"). The part after the @ symbol is based on your site's primary URL, with the added subdomain <b>mail</b> .                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Use Locale for Job Alerts</a>     | Enabling this setting restricts the email that candidates receive to only for those jobs that match their chosen locale. <div><p><b>Note</b></p><p>This information only applies if the Unified Data Model is <b>not</b> enabled. When it's enabled, you can't configure the settings described here.</p></div>                                                                                                                                                                                                                                                                    |
| <a href="#">Email Campaign Sender Address</a> | The email address that campaign emails are sent from. You can customize the part of the address before the @ symbol (the "username" or "local-part"). The part after the @ symbol is based on your site's primary URL, starting with the added subdomain <b>mail</b> .                                                                                                                                                                                                                                                                                                             |
| <a href="#">Use Custom Sender Address</a>     | When this setting is enabled, emails are sent from the custom sender address you've configured, based on your career site's primary URL. <div><p><b>Note</b></p><p>If you use a custom site URL, don't enable this setting until you've verified that your DNS provider is configured correctly. Otherwise, emails will be sent from the default <b>jobs2web.com</b> domain instead.</p><p>If you use multiple brands, you need to enable this setting for each brand, at ► <a href="#">Brand Settings</a> ► <a href="#">(Brand)</a> ► <a href="#">Email Settings</a> ►.</p></div> |

| Setting                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Verify DNS Configuration for Use of Custom Sender Address</a> | <p>If you use a custom URL as your primary site URL, the <a href="#">Verify DNS Configuration for Use of Custom Sender Address</a> section is displayed, so that you can verify that your DNS configurations are set up correctly.</p> <p>If you use a standard URL as your primary site URL, this section isn't displayed because SAP maintains the DNS configuration for you.</p> <div> <p><b>Note</b></p> <p>DNS information is only displayed in the <a href="#">Verify DNS Configuration for Use of Custom Sender Address</a> section if you've already requested a public key from SAP for your domain. If you haven't done that yet, a message is displayed with instructions how to do so.</p> </div> |

## Verify DNS Configuration for Use of Custom Sender Address

If you use a custom URL as your primary site URL, you can verify within Career Site Builder that your email infrastructure is configured correctly, to support the configured sender addresses for job alerts or email campaigns.

First, you have to submit a request to SAP for a public key for your domain. You have to submit a separate request for each domain that you want to use a custom sender address for. Once that process is completed, you can see the status of your DNS configuration in the [Verify DNS Configuration for Use of Custom Sender Address](#) section.

You can see the status of the following DNS records:

- SPF
- MX
- DKIM
- DMARC

For each record type, you can see the status, subdomain, and value. If the status is [Active](#), the configuration is correct. When all 4 records are correct, emails can be sent from the configured sender addresses.

If any of the records are incorrect and emails **can't** be sent from the configured addresses, we use the default `jobs2web.com` domain as a fallback. Emails are sent from the default domain instead.

## Site URL

| Setting                         | Description                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Custom Site URL</a> | <p>Enter a custom URL that's set up and maintained by your organization. It must be unique, in comparison to all other websites. You need to set up the DNS (Domain Name Services) and maintain the SSL certificates.</p> <p>The URL can't include capital letters, underscores, slashes, or spaces. Don't include <code>http://</code> or <code>https://</code> in the field.</p> |

| Setting                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Standard Site URL</a> | <p>To minimize the cost and effort of maintaining SSL certificates, you can choose a standard URL with a generic domain name that SAP manages for you (<code>jobs.hr.cloud.sap.com</code> or <code>jobs.hr.sapcloud.cn</code>)</p> <p>Enter a unique subdomain name for your organization. Then choose <a href="#">Check Availability</a> to ensure it's unique.</p> <p>The subdomain can't include capital letters, underscores, slashes, or spaces. Don't include <code>http://</code> or <code>https://</code> in the field.</p> |

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Primary</a> | <p>Select one URL as primary. The primary URL is your site's true web address and the domain on which all other functionality is based, such as job alerts and integrations.</p> <p>When you change which URL is selected as <a href="#">Primary</a>, other configurations that use the site URL (job alert email address, integration settings in Provisioning) are automatically updated to reflect the new primary URL.</p> |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Note

To facilitate a transition from 1 URL to the other, you can maintain 2 active URLs for up to 6 months. The transition period starts whenever you select a different URL as [Primary](#). During that period, the secondary URL redirects automatically to the primary URL, for up to 6 months. After 6 months, the secondary URL is removed automatically from the site configuration and no longer redirects automatically.

A secondary [Custom Site URL](#) remains active as long as the SSL certificate is valid. When it's no longer needed, you can let the SSL certificate expire and remove it from Career Site Builder at any time. To extend the transition period beyond 6 months, you need to set up the redirection yourself and maintain the SSL certificates outside of Career Site Builder.

Here's an overview of the process of transitioning from a custom site URL to a standard site URL.

1. Configure the [Standard Site URL](#) and save.
2. If you use an internal career site powered by Career Site Builder, update the SAML 2.0 configuration in your identity provider so that internal candidates can access the site at the new URL with single sign-on.
3. Select the standard URL as [Primary](#) and save. All career site functionality now uses the standard URL with the SAP domain.
4. Continue to maintain your secondary, custom URL during the transition period, while you manage the change within your organization. The custom URL remains active as long as the SSL certificate is valid. (The [SSL Certificates](#) tool in Career Site Builder only applies to the custom URL, whether it's primary or secondary.
5. Plan to complete the transition within a 6-month period:
  - When the secondary custom URL is no longer needed, you can let the SSL certificate expire and remove it from the [Custom Site URL](#) field at any time.
  - After 6 months, the secondary custom URL stops redirecting automatically. To extend the transition period, you need to set up the redirection yourself and continue to maintain the SSL certificates.

| Setting                    | Description                                       |
|----------------------------|---------------------------------------------------|
| <a href="#">Visit Site</a> | Use this link to open either URL in a new window. |

## Site Locales

The Site Locales page allows you to configure locales for a site and to configure the site default locale.

The locales for the site can be selected via checking the check boxes to the left in the data grid.

## SmartRecruiters

If you have a license for SmartRecruiters Winston for SAP SuccessFactors, you can embed Winston Chat on your career site. For more information: [Embedding SmartRecruiters Winston on a Career Site in Career Site Builder \[page 407\]](#)

| Setting                                             | Description                                                                                                             |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Enable SmartRecruiters Winston Chat</a> | This setting enables SmartRecruiters Winston Chat to appear on your career site, using the provided embed code snippet. |
| <a href="#">Snippet</a>                             | Enter the embed code for SmartRecruiters Winston, retrieved from your SmartRecruiters system.                           |

## Internal Career Site

The Internal Career Site page allows you to enable an internal career site powered by Career Site Builder. You can't enable this switch until you configure the Identity Authentication service for your career site.

## Site Integrations Tab Settings

The Site Integrations page provides information about the integration between your career site instance and SAP SuccessFactors.

In order to maintain site integrity, Career Site Builder excludes site integration information (including Company ID and Single Sign-On Security Key fields) and API credentials when you perform an import from its Import & Export page.

### ⚠ Caution

Don't change the values on this page; misconfiguring the fields can cause the integration between your career site and SAP SuccessFactors to break.

| Setting                                | Description                                                   |
|----------------------------------------|---------------------------------------------------------------|
| <a href="#">Company ID</a>             | The company ID for your organization.                         |
| <a href="#">Deployment Data Center</a> | The deployment data center where your career site is located. |

| Setting                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Single Sign-On Security Key</a> | <p>The single sign-on security key. Values entered in this field are masked for security purposes.</p> <p>By default, the value in this field is masked for security purposes. Select <a href="#">Show the Value/Key</a> if you want the characters to be visible.</p> <div> <p><b>⚠ Caution</b></p> <p>Don't change the value of this field on your own. The security key has to match the security key in Provisioning, or else your integration breaks. To change your security key, contact Technical Support, Professional Services, or an implementation partner.</p> </div> |

|                                |                                 |
|--------------------------------|---------------------------------|
| <a href="#">Recruiter Sync</a> | The setting synchronizes users. |
|--------------------------------|---------------------------------|

### 📘 Note

If you don't see the Site Integration tab, your Career Site Builder implementation settings could be misconfigured. Refer to [SAP Note 3008375 – How to Display Site Integrations tab in Career Site Builder – Recruiting Marketing](#) for more information, and contact Technical Support for assistance.

## SEO Settings Tab Settings

Use the SEO Settings tab in the Site Configuration menu to refine your search-engine optimization settings.

| Setting                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Terms to Demote</a>  | Terms you include in this field are automatically demoted to the end of the result set. Start each new term or phrase in a new line, and don't include the word "job" in your terms (for example, use "technical recruiter" instead of "technical recruiter jobs").                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Terms to Avoid</a>   | <p>When you add terms in this field, Career Site Builder adds a <b>noindex</b> value to prevent search engines from indexing them, and also suppresses them from being part of the Top Jobs results. That means user-generated search pages aren't indexed when the URL string contains a term you add to the field.</p> <div> <p><b>📘 Note</b></p> <p>If <a href="#">Noindex Search Pages</a> is turned off, user-generated search pages that contain words listed in <a href="#">Terms to Avoid</a> have the <b>noindex</b> value.</p> </div>                                                       |
| <a href="#">Noindex Top Jobs</a> | <p>By default, Career Site Builder generates a Top Jobs page that lists links to search results pages based on the most frequently searched terms. When you select <b>YES</b> to disable Top Jobs, Career Site Builder adds a <b>noindex</b> value to these auto-generated pages, as well as to the Top Jobs page itself.</p> <div> <p><b>📘 Note</b></p> <p>If you enable this setting, make sure to remove any links to the Top Jobs page from your career site's headers and footers. Doing so avoids having a blank Top Jobs page that only displays a header, search form, and footer.</p> </div> |

| Setting                              | Description                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Noindex Search Pages</a> | <p>When you select <b>YES</b>, Career Site Builder adds a <code>noindex</code> value to all search pages. This setting doesn't affect category pages.</p> <p>Enable this option to prevent search engines from indexing links to user-generated search pages, including pages containing inappropriate or undesired words.</p> |

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Creating an Internal Career Site with Career Site Builder \[page 553\]](#)

[Configuring Locale Settings for a Career Site \[page 544\]](#)

[Enabling Job Alerts \[page 533\]](#)

[Creating a Custom Job Layout in Career Site Builder Without the Unified Data Model \[page 516\]](#)

[SAP Note 3008375](#) 

[Site Field Mapping and Job Field Mapping in Job Layouts Without the Unified Data Model \[page 519\]](#)

[Introducing Google Analytics 4 \(GA4\) \(Google.com\)](#) 

## 19.8.5.2 IDP Configuration in Career Site Builder Settings

The IDP Configuration page allows you to configure the IDP settings for a career site.

### Career Site Builder Path



### Export SAML Metadata

You can choose [Generate](#) to generate a new certificate and private key, but once generated, Single Sign-On isn't available until the new certificate has been implemented.

After a certificate is generated, [Export Metadata](#) and [View metadata details](#) become enabled. You can then export the metadata for this site to an XML file, or view the same without exporting it to a file.

### Import IDP SAML Metadata

[Tenant Name](#) displays the Tenant ID. The value for this field is provided in the SAML 2.0 Configuration page you set up when you're integrating Identity Authentication service with SAP SuccessFactors, Career Site Builder, and SAP SuccessFactors Recruiting.

When you choose [Save](#), the metadata endpoint for the tenant name is contacted, the last successful date and time display. The following information becomes available when you select [View Details](#):

- [Entity ID](#)
- [Single Sign-On Endpoint](#)
- [Single Sign-On HTTP Binding](#)



- [Single Logout Endpoint](#)
- [Single Logout HTTP Binding](#)
- [Certificate Algorithm](#)
- [Signing Certificate](#)

The Tenant Name value and the extracted data aren't saved if the endpoint can't be contacted or the information can't be extracted.

## Related Information

[Configuring Integration Between Identity Authentication and Career Site Builder \[page 556\]](#)

### 19.8.5.3 Data Privacy & Security Settings in Career Site Builder Settings

Use the [Data Privacy & Security Settings](#) page to control privacy and data protection settings for a site, as well as generate change and information reports for users.

[Data Privacy & Security Settings](#) (DPSS), which controls user data change logging in the system, can be turned on or off for an entire site. If DPSS is enabled, then:

- If DPSS is enabled, Candidate and Client Admin Data Retention Management (DRM) is automatically enabled and can't be disabled, while Capture Public User IP Address is automatically disabled and can't be enabled.
- If DPSS is disabled, you can turn Capture Public User IP Address and Candidate and Client Admin DRM on or off independently.

#### Career Site Builder Path

► [Settings](#) ► [Data Privacy & Security Settings](#) ►

## Data Protection Tab

### Global Settings

The following are legacy settings with no impact on your career site:

- [Data Privacy Consent Statement](#)
- [Allow Manual Public User Creation](#)

### Data Retention Management Settings

The following are legacy settings with no impact on your career site:

- [Candidate](#)
- [Client Admin](#)

## Content Security Policy

Enabling the [Content Security Policy](#) field defines the `Content-Security-Policy` HTTP header. Enabling the setting automatically disallows all external domains. By including domains in this list, you're explicitly adding them to the allowlist.

### ⚠ Caution

Until you thoroughly test your career site in the stage environment with all the domains you manually add to the Allowed Domains list, do **not** enable Content Security Policy in your production environment.

The content security policy is designed to guard against cross-site scripting (XSS) attacks through the use of a `Content-Security-Policy` HTTP response header that lets you control the resources allowed to load for a web page. The headers are used in career site pages owned by the organization (such as `jobs.example.com`, where `<example>` is your organization's name), but not in the Candidate Profile and other pages generated within SAP SuccessFactors Recruiting.

The default setting is [OFF](#).

When you move the slider to [ON](#), the following settings are shown:

- [Allow 'unsafe-eval' in Content Security Policy](#)
- [Allowed Domains](#)

By default, the following domains are automatically allowed:

- \*.sapsf.eu
- \*.sapsf.com
- \*.successfactors.com
- \*.successfactors.eu
- \*.sapsf.cn
- \*.qualtrics.com
- d3537c9nadzkz1.cloudfront.net
- \*.linkedin.com
- \*.googleapis.com
- \*.gstatic.com
- \*.googletagmanager.com
- \*.google-analytics.com
- \*.googlesyndication.com
- \*.tagmanager.google.com
- \*.youtube.com
- \*.youtu.be
- \*.youtube-nocookie.com
- \*.vimeo.com
- vimeo.com
- \*.vimeocdn.com
- \*.wistia.net
- \*.pinterest.com
- \*.xing-share.com

- \*.xing.com
- \*.facil-iti.com
- \*.moatads.com
- \*.yimg.com
- \*.twitter.com
- \*.facebook.com
- \*.facebook.net
- \*.doubleclick.net
- \*.adobedtm.com
- \*.adobe.com

Below the list of automatically allowed domains is the [Custom Allowed Domains](#) section, which allows you to specify domains that you explicitly want to allow, such as domains you reference in custom scripts. Add your allowed domains in this list, then select [Save](#).

#### Note

Along with SAP domains, a number of domains are automatically included in the allowlist when you enable the Content Security Policy setting. You can view the list and manually disable individual domains from the allowlist.

## Data Subject Reports Tab

This page generates information and change reports for admin and public users.

Enter an email address in the [User Search](#) field. Career Site Builder performs a search for both admin and regular users in the same search, but it needs a complete address; the search doesn't work with a partial email address.

For each row in the search results, you can choose [Download](#) to download these two types of reports:

- [Information Report](#) – includes all the data associated with the person. Examples include name, email address, phone number, current employer, and social media profile URL.
- [Change Report](#) – contains data about the historical changes to a user's account.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Enabling the Content Security Policy for a Career Site \[page 540\]](#)

[Finding and Manually Adding Domains to the Content Security Policy Allowlist \[page 543\]](#)

## 19.8.5.4 Data Privacy Consent Statement in Career Site Builder Settings

The [Data Privacy Consent Statement](#) page is visible only when Career Site Builder is a stand-alone solution **without** an integration with SAP SuccessFactors Recruiting.

If you're using Career Site Builder as a stand-alone solution, create consent statements from [Settings](#) [Data Privacy Consent Statement](#)  manage versions of the statement, and edit detail documents per locales for your site. Refer to *Data Privacy Consent Statements for Career Sites* in *Setting Up and Using Data Protection and Privacy* for details on creating consent statements in Career Site Builder.

If you have an integrated system between SAP SuccessFactors Recruiting and Career Site Builder, create consent statements for Recruiting in [Manage Data Privacy Consent Statements](#), from the Admin Center. Refer to *Consent Agreements* in *Setting Up and Using Data Protection and Privacy* for details on creating Recruiting consent statements in Admin Center.

### Related Information

[Data Privacy Consent Statements for Career Sites](#)  
[Implementing and Managing Data Protection and Privacy](#)  
[Consent Agreements](#)

## 19.8.6 Brand Settings

Learn which settings in Career Site Builder are available for a brand-specific career site.

Brand settings enable you to configure some settings in Career Site Builder specifically for a given brand.

### Site Information

To configure site information for a brand, go to [Brand Settings](#) [<Brand>](#) [Site Information](#) .

On the [Site Information](#) tab, you can configure the following settings specifically for each brand.

- [Internal Career Site](#)
- [Google Tag Manager ID](#)
- [Use Google Tag Manager in Career Site Wrapper](#)
- [Google Analytics 4 ID](#)
- [Google Webmaster ID](#)
- [Bing Webmaster ID](#)
- [Page Title](#)

- [Meta Keywords](#)
- [Meta Description](#)

For more information about these settings, refer to [Site Configuration in Career Site Builder Settings \[page 640\]](#).

You can also use the [Internal Career Site](#) setting to make the brand site an internal career site. As with any internal career site, you may have to make further configurations to ensure that internal candidates can access the site, such as updating your IDP configuration in global site settings.

## Site URL

To configure the site URL for a brand, go to ► [Brand Settings](#) ► [<Brand>](#) ► [Site URL](#) ►.

On the [Site URL](#) tab, you can configure the following settings specifically for each brand.

- [Custom Site URL](#)
- [Standard Site URL](#)

As for the default brand, you can mark either the custom URL or the standard URL as [Primary](#).

For more information about these settings, refer to [Site Configuration in Career Site Builder Settings \[page 640\]](#).

The [Path-Based Site URL](#) field is a read-only field that displays the default URL for the brand. A branded career site is always available at this URL. If you configure a brand-specific URL in [Brand Settings](#), the path-based site URL redirects to the brand-specific URL.

### ⚠ Caution

If the Apply with LinkedIn feature is enabled and you configure a brand-specific URL, you need to update the configuration for Apply with LinkedIn by adding the branded domain to the MDF object `LinkedInDeveloperApplication`.

For more information, refer to [Enabling the Apply with LinkedIn Feature on a Brand-Specific Career Site \[page 503\]](#).

## Email Settings

To configure email settings for a brand, go to ► [Brand Settings](#) ► [<Brand>](#) ► [Email Settings](#) ►.

On the [Email Settings](#) tab, you can configure the following settings specifically for each brand.

- [Job Alert Sender Address](#)
- [Email Campaign Sender Address](#)
- [Use Custom Sender Address](#)
- [Verify DNS Configuration for Use of Custom Sender Address](#)

For more information about these settings, refer to [Site Configuration in Career Site Builder Settings \[page 640\]](#).

## Result Cards

To configure results cards for a brand, go to ► [Brand Settings](#) ► [<Brand>](#) ► [Result Cards](#) ►.

On the [Result Cards](#) tab, you can configure fields to display on results cards, in search results on the brand site.

For more information about these settings, refer to [Configuring Layout of Search Results for the Unified Data Model \[page 514\]](#).

## Search Filters

To configure search filters for a brand, go to ► [Brand Settings](#) ► [<Brand>](#) ► [Search Filters](#) ►.

On the [Search Filters](#) tab, you can configure search filters to display on the search page on the brand site.

For more information about these settings, refer to [Configuring Layout of Search Results for the Unified Data Model \[page 514\]](#).

## 19.8.7 Users

### 19.8.7.1 Roles in Career Site Builder Users Menu

The Roles menu allows you to create a new role and set its permissions.

#### Career Site Builder Path

► [Users](#) ► [Roles](#) ►

The main page includes the slider setting to enable role-based permissions specifically for Career Site Builder, and [Roles](#) and [Admin Users](#) tabs. Creating a new or editing an existing role displays the [Edit Role](#) page. Creating a new or editing an admin user displays the [Edit Admin User](#) page.

After you create your roles, you can assign individual users to specific roles.

#### Edit Role Settings

| Field                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Locales</a> | <p>Grants role permissions for any locale enabled for the site. For example, you may want to configure different roles for users who can edit pages in the <b>en_US</b> locale, and those who can edit pages in other locales.</p> <p>Select <a href="#">Select All</a>, or expand the <a href="#">Locales</a> menu to specify which locales you want to enable. To apply this setting to future locales, select <a href="#">Include all future locales with this role</a>.</p> |

| Field                                                | Description                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Brands</a>                               | Grants role permissions for any configured site brands. Use this where different groups of recruiters should only be able to access pages for certain brands.<br><br>Select <a href="#">Select All</a> , or expand the <a href="#">Brands</a> menu to specify which brands you want to enable. To apply this setting to future brands, select <a href="#">Include all future brands with this role</a> . |
| <a href="#">Appearance Settings</a>                  | Grants role access to <a href="#">Appearance &gt; Global</a> . Options are <a href="#">JavaScript &amp; Cookie Manager</a> and <a href="#">Custom Plugin</a> .                                                                                                                                                                                                                                           |
| <a href="#">Appearance Styles</a>                    | Grants role access to <a href="#">Appearance &gt; Styles</a> . You can set permission access to <a href="#">Color Editing</a> specifically.                                                                                                                                                                                                                                                              |
| <a href="#">Search</a>                               | Grants role access to the <a href="#">Appearance &gt; Search Results</a> .                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Import Export</a>                        | Grants role access to <a href="#">Tools &gt; Import &amp; Export</a> .                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Manage API Credentials</a>               | Grants role access to <a href="#">Tools &gt; Manage API Credentials</a> .                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Job Alerts Email Template</a>            | Grants role access to <a href="#">Layouts &gt; Job Alerts Email Template</a> .                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Social Apply</a>                         | Grants role access to <a href="#">Tools &gt; Social Apply</a> .                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Translation Editor</a>                   | Grants role access to the Translation Editor in <a href="#">Tools &gt; Translations</a> .                                                                                                                                                                                                                                                                                                                |
| <a href="#">Data Privacy &amp; Security Settings</a> | Grants role access to <a href="#">Settings &gt; Data Privacy &amp; Security Settings</a> . Options are <a href="#">Data Protection</a> and <a href="#">Data Subject Reports</a> .                                                                                                                                                                                                                        |
| <a href="#">Data Privacy Consent Statement</a>       | Grants role access to <a href="#">Settings &gt; Data Privacy Consent Statement</a> .                                                                                                                                                                                                                                                                                                                     |
| <a href="#">Brand Management</a>                     | Grants role access to <a href="#">Tools &gt; Brand Management</a> .                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Locations</a>                            | Grants role access to <a href="#">Tools &gt; Locations</a> .                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Email Layout</a>                         | Grants role access to <a href="#">Layouts &gt; Email</a> .                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Data Capture Form</a>                    | Grants role access to <a href="#">Tools &gt; Data Capture Forms</a> .                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">Site Configuration</a>                   | Grants role access to <a href="#">Settings &gt; Site Configuration</a> .                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">IDP Configuration</a>                    | Grants role access to <a href="#">Settings &gt; IDP Configuration</a> .                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Upload</a>                               | Grants role access to uploading either images or fonts, or both. Options are <a href="#">Image Uploading</a> and <a href="#">Font Uploading</a> .                                                                                                                                                                                                                                                        |
| <a href="#">Pages</a>                                | Grants role access to pages. Options are <a href="#">Home Pages</a> , <a href="#">Category Pages</a> , <a href="#">Job Layout</a> , <a href="#">Content Pages</a> , and <a href="#">Landing Pages</a> .                                                                                                                                                                                                  |

## Edit Admin User Settings

| Field                          | Description                                                                                                                                                             |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>First Name</i>              | The user's first name.                                                                                                                                                  |
| <i>Last Name</i>               | The user's last name.                                                                                                                                                   |
| <i>E-mail</i>                  | The user's email address.                                                                                                                                               |
| <i>Title</i>                   | The user's title.                                                                                                                                                       |
| <i>Role</i>                    | A dropdown list that lets you specify the role you're assigning to the user.                                                                                            |
| <i>Is CSB Admin</i>            | Enabling this field gives the user complete access to all of the functions of Career Site Builder, regardless of the role-based permission settings for the individual. |
| <i>Enable SSL Notification</i> | Enabling this field sends email reminders so that the user is given advance notice when the career site's SSL certificate is expiring.                                  |

## Related Information

[Creating a Permission Role for Career Site Builder \[page 548\]](#)

[Setting Up Email Reminders About Expiring SSL Certificates \[page 551\]](#)

[Assigning Roles to Users in Career Site Builder \[page 550\]](#)

## 19.9 Guidelines for Creating a Career Site

### 19.9.1 Accessibility Guidelines for a Career Site

Optimize the settings of your career site for accessibility. Doing so allows it to be usable by people who have a limited range of abilities, making your site available to as many people as possible.

Many parts of the world adhere to accessibility laws, and private, public, and nonprofit organizations are required to ensure Web site accessibility based on their number of employees. International standards are developed under the Web Content Accessibility Guidelines (WCAG) by the World Wide Web Consortium (W3C), in cooperation with individuals and organizations around the world. The goal is to provide a single shared standard for Web content accessibility that meets the needs of individuals, organizations, and governments internationally.

WCAG uses three levels of conformance: A, AA, and AAA.

#### → Recommendation

Although requirements differ for each country/region, configure newly created or refreshed career sites to meet at least level A, with a goal of meeting level AA for WCAG 2.0.

In the U.S., Section 508 of the Rehabilitation Act (29 U.S.C. §794d), as amended by the Workforce Investment Act of 1998 (P.L. 105–220), requires federal agencies to develop, procure, maintain, and use information and



communications technology (ICT) that's accessible to people with disabilities. Regardless of whether individuals work for the federal government, this requirement includes both online training and Web sites, which need to be accessible for everyone.

### **Tips for Testing Web site Accessibility**

One way to test the accessibility of your career site is to use an evaluation tool such as WAVE. Developed by WebAIM.org, the WAVE Web accessibility evaluation tool allows you to enter your site's URL into its free online form to obtain feedback about the accessibility of your site content. WAVE is also available as extensions to popular browser software such as Firefox and Chrome. Whether you use WAVE or other evaluation tools, consider the following:

- Evaluation tools can flag accessibility issues within sites, but they don't tell you if your content is accessible. They evaluate the accessibility of the content instead; the final determination of true accessibility is still made by people.
- Although evaluation tools include many checks for accessibility, they're not comprehensive.
- Evaluation tools typically don't evaluate mouseover text, because they only look at a static page.

There are a number of ways to know if your Web site is accessible:

- Automatic assessment and assistive technology – for example, you can review your site using assistive technology such as a screen reader to make sure the design and technical aspects of the site are accessible. Examples of third-party screen reader programs include Job Access with Speech (JAWS), Dolphin Screen Reader, NonVisual Desktop Access (NVDA), COBRA, and System Access.
- User testing and feedback – if possible, ask people with disabilities to test your site. Get feedback from customers and other site users to find out if there are any improvements needed.
- Review key milestones and changes – keep a record of the accessibility issues that have been repaired, or ask your web developer to maintain such a record. This record shows you the completed work and the new level of accessibility. Such a record is also helpful if your organization is asked to show that your Web site follows WCAG 2.0 guidelines.
- Online accessibility checker – you can use an online tool to check if your Web site is accessible. Using an online accessibility checker doesn't guarantee that you find all accessibility issues with your Web site. It's important to have a person review the site as well.

### **Configurations Using Career Site Builder**

Consider configuring the following in Career Site Builder to address the accessibility of your site:

- Metadata – populate both sitewide and page metadata.
- Headings – populate first-level headings (H1), and check for empty headings.
- Images – populate image alt text, check for nearby images that have the same alt text, and avoid using embedded text on images.
- Links – check for empty links, replace or remove redundant title text, and remove redundant links.
- Contrast – ensure adequate differentiation between foreground text and background colors.
- Search results – use search results tiles instead of the search results grid.
- Google Job Map – enable it to show a heading, to make it more accessible, and edit the heading in the translation editor.

## 19.9.1.1 Career Site Accessibility for Screen Readers

Screen readers are software programs that convert digital text into synthesized speech. They allow blind or visually impaired users to read the text that is displayed on the computer screen.

Consider how screen readers process web pages, and how they impact the way you design your career site:

- Screen readers announce the page title (the HTML `<title>` element) when first loading a web page.
- Screen readers announce headings and identify the heading level. For example, two screen readers, NVDA and JAWS, precede `<h1>` headings with "Heading level 1."
- Screen readers generally inform users that a piece of text (or a graphic) is a link. Most screen readers say "link" before each link. For example, JAWS would read a link labeled "Products" as "link products."
- Alt text or alternate text is an attribute added to an image tag in HTML. This text appears inside the image container when the image can't be displayed, and helps search engines understand what an image is about.
- If alt text is present, screen readers read the alternative text of images. JAWS precedes the alternative text with the word "graphic." If the image is a link, JAWS precedes the alternative text with "graphic link."
- Screen readers ignore images without alternative text and say nothing, but users can set their preferences to read the file name.

The following are specific to the way screen readers navigate through a web page:

- Linear content – audio interfaces present content linearly to users, one item at a time.
- The **Tab** key – despite the linear nature of audio interfaces, screen readers do provide ways for users to navigate content quickly. One way is to use the **Tab** key to jump from link to link. This option gives the user an idea of where the page links to, and can be a useful way to run through the content if the user is looking for a specific link.  
A related technique is to obtain a list of the links on the page, arranged alphabetically. The drawback of these methods is that users don't hear any of the nonlink content, resulting in their missing important information.
- Heading to heading – another way to get an overall impression of a page's content is to jump from heading to heading. Users can hear an outline of the page's main ideas, then backtrack to read the parts they're most interested in. The main drawback to this technique is that it relies on headings, so it's important that they're included. To the extent possible, the headings represent an accurate outline of the content.
- Landmarks and sections – users can navigate through ARIA landmarks and HTML5 sectioning elements, such as `<main>`, `<nav>`, `<header>`, and so on.
- Paragraphs – users can jump from paragraph to paragraph, listening to the first sentence or two before moving on to the next paragraph. When possible, place the distinguishing information of a paragraph in the first sentence.
- Bypassing the main navigation – users can skip links at the top of the page, allowing them to bypass the main navigation and go directly to the main content. They speed up the reading process and help users distinguish between the main navigation and the main content.

## 19.9.1.2 Configuring Career Site Metadata for Accessibility

Metadata, also called meta tags, describes individual pages on a Web site, allowing search engines to understand what each page contains. This data helps search engines evaluate the relevance of a page content, thus determining whether a page is displayed within search results.

### Context

Metadata contains three main elements:

| Element                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page Title (Title tag)         | <p>Your site's page title is the heading that's displayed as a blue link in the search results. The page title is considered the single most important element on the page for telling the search engines what the page is about and which keywords to focus on.</p> <p>Keep titles to 70 characters or less including spaces, and lead with the most important keyword.</p> <p>In addition to site-wide metadata, every page has a unique title and description.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Description (Meta Description) | <p>The description appears directly below the title and URL in the search engine listing. Your page's description contains similar information to your page title (namely, a targeted keyword), but not be exactly the same — use it to describe concisely what the Web page is about.</p> <p>Limit the page description to approximately 160 characters including spaces; search engine results pages truncate and cut off the text that extends beyond this limit.</p> <p>Avoid using the same keyword more than once in your description. Search engines could consider this "keyword stuffing," which could downgrade you in search results.</p> <p>A well-written description not only tells users what's on your page, but also entices them to visit your site. A description is what shows up here in the search engine results. It is like good window dressing. Sites with poor descriptions get fewer click-throughs and the search engines demote your site in favor of other sites.</p> <p>Don't use quotes or any nonalpha characters (Google cuts them out of the meta description).</p> |
| Keywords                       | <p>The importance of including keywords has decreased in recent years, as search engines no longer view the keyword tag as a major factor when ranking results.</p> <p>However, it's still important to conduct keyword research, keeping you aware of what terms visitors are searching for in order for you to optimize for those phrases.</p> <p>Using keywords in the content is much more important than populating the keywords in the metadata.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

#### Note

Metadata can be translated.

## Procedure

- **Populate site-wide metadata.**

Set sitewide metadata in [Settings](#) > [Site Configuration](#) > [Site Information](#). This metadata is used throughout the pages on your site, except in pages that override it with their own metadata.

For the *Meta Description* field, include the company name, the words "jobs" or "careers," strategic positions the company is hiring for (for hospitals, for example, list doctors, nurses, and so on.). If the company has just one location, include that as well.

*Page Title:* **Jobs at Best Run**

*Meta Keywords:* **Apply online for jobs at Best Run. Sales, Engineering, Human Resources, and more.**

*Meta Description:* **Apply online for jobs at Best Run. Sales, Engineering, Human Resources, and more.**

- **Populate page metadata.**

Specifying unique metadata for every page of the site is a leading practice that increases SEO value:

- Each page type, except for Landing pages: Home, Content, and Category pages. On a Category page for sales jobs, for example, include a description such as **Apply online for Best Run Sales Jobs.**
- Each locale, in the appropriate language.
- Each brand.

To add meta tags at the page level, go to the page in Career Site Builder, select the blue  (gear) icon, then choose  *Meta Tags*.

### 19.9.1.3 Using Headings in a Career Site That Are Optimized for Accessibility

Populate first-level headings and check for empty headings to make your site more accessible.

## Context

Organize content on pages using headings, structuring them in a hierarchical manner. Start with one level 1 header (H1) for page titles or main content heading, level 2 headers (H2) for major section headings, level 3 headers (H3) for subsection headings, and so on.

In WAVE, use the Structure tab to view the headings.

Assistive technologies and other browsers rely on header tags to determine page structure, so don't use text formatting such as font size or bold to give the visual appearance of headings.

Avoid using headers for the sole purpose of visual appearance. To highlight or emphasize an element within your content that's not an actual heading, use font size, bold, or italics instead.

## Procedure

- **Populate level 1 headings for all your pages and job layouts.**

H1 headings contain the most important heading of the page, generally the document title, to convey what the page is about.

Career Site Builder adds an <h1> tag for each page automatically, from the [Page Title](#), but it's typically not displayed. The site is still considered to be within accessibility guidelines.

The home page of a Career Site Builder site takes on the Page Title from [Settings](#) > [Site Configuration](#) > [Site Information](#), but it's not displayed on the page.

For other page types, the <h1> tag is taken from the Page Title for that page, and is hidden by default.

The <h1> is required on Category pages. You can opt to hide it by enabling the [Hide Category Title](#) setting in the [Category Title Style](#) dialog by choosing the ⚙️ (gear) icon from the top of the Category Pages screen and selecting [Category Title Style](#).

### Note

If you display a level 1 title on a category page, make sure the text doesn't match or repeat the header text you add in page components. For example, the [Two Columns](#) component, which renders on the page as an H2 heading.

- **Check for empty headings.**

Screen reader and keyboard users often navigate by heading elements. An empty heading presents no information and introduces confusion.

Basically, either populate any element that has a header, or hide it.

## 19.9.1.4 Setting Up Accessibility-Friendly Images for a Career Site

Images you use on a career site aren't accessible if you don't provide alt text — also referred to as alternative text or alt tags — used to describe the images on your Web page.

## Context

In general, include alt text for your career site for these reasons:

- If images fail to load – if an image doesn't render on a Web page for any reason, the alt tag displays in its place. The alt tags help visitors to that Web page to understand what image is expected to be there even though they can't see it.
- For search engines – search engines, such as Google and Bing, regularly crawl Web pages. It's easy for them to understand text copy on a page, but images are difficult to read. For this reason, use alt text to improve your page. Alt text is used to describe to search engines what the image is showing, allowing them to give users better results when performing an image search. Alt text also improves the SEO value of the site.

- For the visually impaired – the visually impaired use screen readers in order to browse Web pages. These screen readers identify and interpret what's being displayed on their screen. For this reason, it's important to convey contextual information in alt text that explains the image in more detail.

You may not need to provide alt text if you plan to use an image strictly for decorative reasons. Determine how to treat each image based the definitions W3.org provides for decorative images:

- Visual styling, such as borders, spacers, and corners.
- Supplementary to link text, to improve its appearance or increase the selectable (clickable) area.
- Illustrative of adjacent text but not providing contributing information.
- Identified and described by surrounding text.

#### → Recommendation

Unless you have a compelling reason, provide alt text for all the images you use in Career Site Builder.

## Procedure

- **Populate all images with alt text**, for all languages (locales) you've configured for your career site, making sure that the alt text is descriptive and meaningful for each image; that is, avoid generic alt text like **This is a photo**.

In Career Site Builder, you add alt text by choosing [Edit Alt Text](#) in the Image Selector dialog. The [Image Alt Text](#) screen allows you to provide alt text for the locales you've configured for your career site.

#### → Remember

Don't forget to include alt text for your logo in the [Alt Text](#) field in ► [Appearance](#) ► [Styles](#) ► [Headers](#) ► [<Brand>](#) ► [Logo tab](#) .

- **Check for nearby images that have the same alt text.**

Two images having the same alt text can often cause redundancy or indicate incorrect alt text.

Remove unnecessary redundancy and ensure that the alt text for each image is appropriate.

- **Remove any embedded text you have in images.**

Text that is written into an image can't be read by screen readers or search engines, nor is it detected by Web accessibility tools such as WAVE.

If you want to keep images that contain embedded text, add alt text to the image.

## 19.9.1.5 Reviewing Links in a Career Site for Accessibility

Check for empty links, replace or remove redundant title text, and remove redundant links to make the career site more accessible to all visitors.

### Context

Consider the following leading practices for linking:

- Use meaningful text for hyperlinks:
  - Linking to a [Click here](#) or [\(link\)](#) label is bad for search-engine optimization. It also forces users to have to hunt for more information on what exactly they're clicking on.
  - Add a title tag to every link so that users feel confident as they navigate from page to page.
- Use consistent styling by picking a design and sticking to it. Avoid varying the way links are visualized across the site.
- Avoid using blue nonlink text. Blue is associated with clickability, so any blue text that's not selectable on your site results in frustration.
- Avoid applying underlines to text that's not a link, since that's also associated with links.
- Specify a different color for hover-over links to emphasize to users that the text they're mousing over is a link.
- Padding – ensure that links have enough space to be selectable on mobile devices.

### Procedure

- **Check for empty links.**

Links that contain no text are confusing to screen reader users because their function and purpose aren't clear.

The most common issue is when you write text as part of an image, then use that image as a link. By itself, users have no idea what the image is linking to, and there's no text for them to read.

To remedy this issue, remove the empty link or provide title text within the link that describes the functionality or target of the link. Alternatively, add alt text to the image.

- **Replace or remove redundant title text.**
  - Anything that has a link also needs a title tag. The title text typically appears when users hover the mouse over a link.
  - Use the title text to indicate what the link actually does. What's actually on that page? What's there to learn?
  - As a leading practice, make the title text different from the link name; but it's better to use redundant title text than to not populate it.

For an example of link title and text fields, go to the global header editor at ► [Appearance](#) ► [Styles](#) ► [Headers](#) ► [\(Brand\)](#) ► [Menu](#) and add or edit a link. The [Link Setup](#) dialog shows the [Title](#) and [Text](#) fields. Rather than using [Company](#) in both fields, use a descriptive sentence, such as [Learn more about our company](#),

- **Remove redundant links.**

- Adjacent links that to the same location (such as to a product page) result in additional navigation and repetition for screen reader and keyboard users. Either combine them, or remove one.
- In Career Site Builder, three-column components use the same link for the header, link, and image. To improve accessibility, remove the link from the image, remove the header and/or separate link.

## 19.9.1.6 Using High-Contrast Color Settings in a Career Site

Configuring a career site to provide adequate color contrast helps offer more accessibility for everyone, but is especially helpful for the readability of individuals with low vision.

### Context

The contrast tools in WAVE can assist you in determining whether the colors you use on your career site provide high enough contrast for accessibility. For example, you can change the colors within WAVE to check which color combinations pass its evaluation.

The following are the primary locations in Career Site Builder where you change color contrast:

- Global styles for each brand, at **Appearance > Styles > Global Styles > <Brand>**:
  - **Main** tab – sets site-level colors for the brand, including links, buttons, content text, background color, and so on.
  - **Search** tab – sets site-level colors for search-related settings for the brand, including search form labels, links, background, and so on.
  - **Header** tab – sets site-level header colors for the brand, including links, background color, and so on.
  - **Row Footer** tab – sets site-level row footer colors for the brand, including text, links, background color, and so on.
  - **Column Footer** tab – sets site-level column footer colors for the brand, including links, background color, and so on.
- Cookie consent banner – the banner that appears on your career site that declares the use of cookies and tracking on the site. If you're using the legacy site banner, the colors are controlled at **Appearance > Global > Legacy Site Banner > Main Styles tab**. If you're using the **Cookie Manager** page instead, the cookie banner and cookie consent dialog use the global color settings for the site.
- Styles for page components – most page and custom job layout components include a **Styles** tab, where you specify the colors that appear in the component.

### Note

Color settings on the login page for View Profile aren't set in Career Site Builder, but in SAP SuccessFactors Recruiting. To coordinate the color settings between the login page and your branded career site, associate a microsite ID to the brand in the brand management tool at **Tools > Brand Management**.



## Procedure

- **Increase the contrast between the foreground text and background color** to a contrast ratio greater than 4:5:1.
- **Larger text doesn't require as much contrast as smaller text** — ensure a contrast ratio greater than 3:1 for larger text; that is, larger than 18 points, or 14-point bold.
- **Evaluate your brand colors** and make sure they provide enough contrast. If not, consider using colors on the career site that fall within contrast guidelines.
- **Set the color of hover (mouseover) text** so that it still provides high contrast against the background color (either the page background or button background). Hover text that's too close in color to its background looks like it disappears when moving the mouse over it.

WAVE doesn't evaluate mouseover text, because it only looks at a static page.

### 19.9.1.7 Choosing Search Results Tiles for Improved Accessibility Without the Unified Data Model

Setting the career site to display search tiles instead of the search grid greatly improves the accessibility of the search results page.

## Prerequisites

- This information only applies if the Unified Data Model is **not** enabled. When it's enabled, you can't configure the settings described here.

## Context

The search grid format is an alternate to the search tile. The search tile is difficult to navigate when using the Tab key to move through the page or when using a screen reader.

## Procedure

1. In Career Site Builder, go to ► [Appearance](#) ► [Search Results](#) ► [Search Details](#) ►.
2. Enable [Use Search Results Tiles](#) by moving the slider to *ON*.
3. Select [Save](#).

## Results

Search results now appear in the tile format. You can configure the appearance of your search results tiles in

► [Appearance](#) ► [Styles](#) ► [Global Styles](#) ► [<Brand>](#) ► [Search Tiles](#) ►.

### 19.9.1.8 Displaying Helpful Text in a Google Job Map

Improve the accessibility of the Google Job Map component by displaying text that guides the candidate to the Job Search page.

## Prerequisites

You have a page or job layout that has the Google Job Map component in it.

## Context

These settings allow your career site to display a message that's otherwise only recognized by a screen reader. The settings offer the option to view jobs in a format that's easier to read than from a map.

## Procedure

1. Go to the Google Job Map component in your page or job layout in Career Site Builder.
2. In the [Details](#) tab, enable the [Show Heading](#) field by moving the slider to [YES](#).
3. Select [Publish](#) to save your page or job layout.

The Google job map on the career site page now displays the following lines of text:

- Header text – Screen readers cannot read the following searchable map.
- Link text – Follow this link to reach our Job Search page to search for available jobs in a more accessible format.

4. **Optional:** If you want to change the default wording that's used in the header and link text, go to ► [Tools](#) ► [Translations](#) ► and edit the following fields:

| Option      | Description                         |
|-------------|-------------------------------------|
| Header text | <a href="#">GoogleJobMapHeading</a> |
| Link text   | <a href="#">GoogleJobMapLink</a>    |

## 19.9.1.9 Deactivating the Auto Focus Setting in Image Carousels

Disable the default auto focus setting in the *Image Carousel* and *Image and Text Carousel* components in Career Site Builder so that visitors navigating a Web page aren't forced back to a different portion of the page.

### Context

The auto focus setting, which is enabled by default when you add an image carousel or image and text carousel component, shifts the focus back to the image carousel when the slides advance. This setting becomes confusing and distracting when the browser recenters the page on its own while users are looking at a different part of the page.

At the same time that you disable this auto focus setting, make sure *Display Interval* is set to 0 to prevent the images from progressing through the carousel on its own. Setting this feature to zero allows users to control the speed at which they navigate through the series of images.

Disabling this setting also removes an extra tab for users who are using the **Tab** key to navigate the page.

### Procedure

1. In Career Site Builder, go to your page or job layout that includes *Image Carousel* or *Image and Text Carousel* components.
2. Double-click on the *Image Carousel* or *Image and Text Carousel* component to get to its *Details* tab.
3. Verify that *Display Interval* is set to zero (0), its default value.
4. Disable the *Auto Focus* field by moving the slider to *NO*.

#### → Tip

Make sure to check the settings for all your pages or job layouts that use *Image Carousel* or *Image and Text Carousel*. By default, the behavior of *Auto Focus* when you add these components is set to *YES*.

5. Select *Publish* to save the page or job layout.

### Results

Visitors to the Web page no longer experience the browser shifting focus to a different area on the page, and they control when to move to a different image on the carousel.

## 19.9.2 Usability Guidelines for a Career Site

### 19.9.2.1 Guidelines for Content

Guidelines to organize web content in a way that is easy to comprehend for users.

#### Maintain User Interest

In a best case scenario, a web user reads about 28% of the text on a page. When reading a web page, users search for keywords and skip around the page instead of reading from top to bottom. Reduce nonessential information and organize essential information in a way that engages users.

- Display the company's name visibly on the page.
- Get to the point as quickly as possible. Use short, easy to understand words and phrases.
- Avoid subjective claims and embellishment.
- Split separate ideas into their own paragraphs.

#### Writing Style

##### The Inverted Pyramid

The most important information takes up the most space and be closest to the top of the page. Supporting details and related information takes up less space further down the page.

When reading, users prioritize the top of the page, so this style ensures that they retain the most important information.

##### Paragraph Format

Large blocks of unbroken text can feel intimidating to users. Users prefer to read content divided into smaller paragraphs, as it allows for easy skimming of content. Using the correct headings directs users to relevant information quickly. This style also improves search engine optimization of pages.

- Make headings and subheadings stand out from the text.
- Use numerals for large numbers up to a billion.
- Spell out numbers that do represent specific quantities.

### 19.9.2.2 Guidelines for Links

Guidelines for using links on a web page.

When creating a link, use plain language to describe its purpose and destination. When a user has a clear understanding of what the link is for, they're more likely to use it. Generic link labels create user uncertainty.

To maintain user interest and confidence, immediately display what the user expects on the link's destination page. For example, an Apply to Jobs link takes users to the page where they can apply for jobs.

## General Guidelines

- Use bold, underline, or color to make links stand out from normal text
- Avoid underline for text that isn't a link
- Set links apart from normal text or at the end of normal text

### Note

Users ignore words they don't recognize. Use familiar terms, not jargon, or company-specific labels. If these terms are necessary, give users context for the new term.

## Navigation Links

Place the main navigation menu at the top of the page. Only include links that help the user complete the main objective: applying to a job or completing the online business card.

Users look for familiar word when viewing their options, so keep titles of pages simple. Make sure the user isn't overwhelmed by avoiding too many options in the header or drop down menus.

Suggested links:

- Featured Jobs (drop down for all category pages)
- About Us (drop down for all content pages)
- Jobs by Location (link to Google maps page)
- Sign Up for Job Alerts (link to online business card)

### → Recommendation

Avoid using the header to link out to external URLs, which creates a disjointed experience and causes user frustration when they try to navigate between sites.

## Footer Links

Suggested links:

- Careers Home
- Corporate Home- Creating a link between the corporate site and career site raises the SEO value of the career site
- Top Jobs- Valuable for SEO purposes
- View All Jobs- Valuable for SEO purposes

## Social Links

Keep links to social networks in the footer, or near the bottom of the page, to discourage site drop-off. Use social networking links that direct users to pages relevant to company culture or jobs only.

### 19.9.2.3 Guidelines for Other Site Elements

Guidelines for buttons, forms and input fields, the business card, and search widgets.

#### Buttons

Use a button that is clearly visible to the user. If the button is easy to identify, you have more success at driving applicants where you want them to go. Brightly colored buttons draw more user attention. Use colors that provide a contrast between the button text and background. Use a highlight color that is noticeable different from the color that's not highlighted.

Make sure the destination page is what the user expects based on what the button says.

#### Forms and Input Fields

When creating a form, choose appropriate language and remove excess text. Always use labels or suggested text when possible for input fields to avoid user confusion.

#### Business Card

Place the registration link in the upper right-hand corner. Use a simple layout and explain the benefits of registration on the sign-up form. The fewer fields the better.

- Highlight titles of input fields in bold
- Arrange fields vertically rather than horizontal

#### Search Widget

The search widget is the first thing the user sees on the page. Make sure the widget's function is clear, that it accepts text input. Additionally, make sure it's wide enough to accommodate the majority of queries.

Users expect search widgets to appear at the top of the page. Place search widgets as close to the top of the page as possible.

Choose a color for the search widget that helps it stand out.

#### → Recommendation

Enable both keyword and location search. Each searches job data differently, so it's best to give job seekers both options

## 19.9.2.4 Guidelines for Text

Guidelines for text content on a Web page.

### Legibility

When selecting the text format for your site, follow these guidelines:

- Use high-contrast text (black text on a white background) to allow scanning by the user, reduce eye strain, and increase accessibility for users with low visibility or cognitive impairments. This format also creates a better mobile experience, as high-contrast text is easier to view while in the sun.
- Choose a font that's easy to read.
- Save decorative and narrow fonts for headlines and decorative text only.
- Keep font use consistent across all sections, on all pages.

#### → Recommendation

The recommended font size for body text on desktop and mobile is from 14 through 16 pixels. Limiting line length to 50–80 characters allows users to move to the next line before losing interest and increases user comprehension.

### Alt Text

Alt text is a short description that accompanies an image. Alt text is important for accessibility, since it's what screen readers access for images. Additionally, if the image can't load, the user can access the alt text.

Including alt text increases the SEO value of your site.

When alt text isn't available, use a caption or an image title — otherwise, don't use an image.

#### Guidelines for Effective Alt Text

- Be descriptive but succinct.
- Place images with alt text near relevant text to help create a coherent experience for nonvisual users.
- Use keywords.

### 📘 Note

If you overuse keywords or use them inappropriately, search engines could identify them as spam, which can hurt your SEO value.

## Using HTML Heading Tags

The heading elements are H1, H2, H3, H4, H5, and H6, with H1 being the highest (or most important) level and H6 the least.

### Benefits of Using HTML Heading Tags

- These tags help users who use assistive technologies to navigate the page via the header tag structure.
- These tags appropriately make it easier for search engines to review and rank the career site.

### Default HTML Heading Tags

- Page titles are always H1, and Career Site Builder component titles are H2 tags.
- Search bar component isn't tagged with H2. This setting is to allow the user to navigate to jobs.
- Jobs in the Tiles/Cards are H2.

### → Tip

- Configure descriptive, yet succinct headers for all Career Site Builder components with a heading field.
- Don't use *Hide Header Text* settings.
- If the body content of a Career Site Builder component includes headings and subheadings, use the appropriate lesser HTML heading tags (H3, H4, H5, and H6) to clearly define the hierarchy of information on the page.
- Don't add more H1 tags to the page; the only H1 tag on the page is the page title.

### 📘 Note

Multiple H1 tags on a page can adversely affect SEO value of the page. It's the industry standard to have one H1 tag on a page for this reason.

## 19.9.2.5 Guidelines for Color Use

Understand how the Career Site Builder color palette is used throughout the career site.

The color palette lets you add, edit, and assign colors to use in standard Career Site Builder components. You can configure the following in the palette:

- Hex code (Hexadecimal Color Value) – is a six-digit code that represents a color that's supported by all browsers. For example FFFFFFFF represents the color white.



#### Note

The hex code automatically changes when you change a color's RGB values. RGB values also change automatically when you change the hex code.

- RGB color values – represent the intensity of the red, green, and blue colors in the form of integers, from 0 through 255. For example, RGB (255, 255, 255) represents the color white.
- Alpha – sets the level of opacity, with zero (0) representing full transparency and 1.0 representing full opacity. For example, RGBA (255, 255, 255, 1.0) represents a fully opaque color white.

#### Note

Changing the opacity settings for a color doesn't change its hex value in the color palette. For this reason, any color that has a specific opacity setting needs its own label with this information.

- Labels – allows you to add a name to a color, making it easier for you to select the correct color for a specific use (such as a corporate brand color). Also helpful to indicate an opacity setting.
- Gradient – allows you to select two colors for gradient effect.

## 19.9.2.5.1 Adding and Editing Colors in Career Site Builder

Add a new color or edit an existing color in the color palette in Career Site Builder to assign colors to elements in your career site.

### Context

#### → Tip

Always provide a label for any color you add or edit. Labels makes it easier to find the correct color when you need to apply it to multiple elements. It's also essential if you change a color's opacity, because its hex value doesn't change when you change a color's alpha setting.

### Procedure

1. Select the element's color settings.

The *Color Palette* dialog box appears.

2. Choose an option in the color palette based on what you want to do:

| Option                    | Description                                                                                                                                                     |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To add a new color        | Select <b>+</b> <i>Add</i> .                                                                                                                                    |
| To edit an existing color | Find the color you want to edit, then select the  <i>Edit</i> icon for it. |

The color editor appears.

3. **Optional:** To use two colors for a gradient effect, select *Is Gradient Color*.

The Color Palette editor displays a second color, labeled *Color Value 2* in the dialog. After you define your color values, a preview of the gradient color appears to the right of the *Is Gradient Color* field.

4. Make sure the *Label* field has a name for the color.

#### → Tip

Use an easy-to-identify color name, such as **Corporate Blue** or **Brand Logo Green**. Names makes it easy to select these colors for your frequently used colors, and also differentiates it from the standard colors in your palette.

5. Define the color values.

You can choose a value in the color value map or use the sliders to choose the hue and opacity. If you're following exacting color requirements for your organization, however, enter the numeric values in the following fields instead:

| Option         | Description                                                                                                           |
|----------------|-----------------------------------------------------------------------------------------------------------------------|
| <i>R, G, B</i> | Enter numeric values, ranging from 0 to 255 for Red, Green, and Blue.                                                 |
| <i>Hex</i>     | Optionally, enter the six-digit hexadecimal code for your color.                                                      |
| <i>A</i>       | Enter a value ranging from 0 to 1.0 for Alpha (the level of opacity of the color), whether you use RGB or Hex values. |

6. **Optional:** If you selected *Is Gradient Color*, configure the settings for *Color Value 2*.

7. When you finish defining the color, select < (left arrow) to navigate back to the main Color Palette page.

The new color you added appears in the palette, and you see both its hex value and label name.

8. **Optional:** If you no longer need to use the color have it appear in the color palette, select  (*Archive*) to archive the color.

If the color is in active use, you see a message telling you that you can't archive it.

#### ⓘ Note

You can't delete a color; you can only archive it.

9. **Optional:** To recover an archived color, choose  *Archived* at the top right of the Color Palette dialog.

You see the list of colors that were archived and allows you to recover an archived color to the active color list.

## 19.9.2.5.2 Applying Labels to Colors

You use this procedure to label your colors to allow easy updates.

### Context

Add a label to the colors to use, without touching the color or hex values. Labels give them names, and are helpful when you use branded colors. For example, if you use hex value #123456 for your official corporate blue, by labeling

it **Corporate Blue**, you can just select "Corporate Blue" from the color palette anytime you want to use it to specify a color in the career site. Not only does this provide convenience, but it also reduces potential confusion between two similar colors. In addition, labels can be helpful if you change the transparency setting (Alpha) for a color, because doing so doesn't change the hex value of a color in the palette.

## Procedure

1. Open the color palette by selecting the color setting for an element you want to apply the labeled color to.

The *Color Palette* dialog appears.

2. Select the  (*Edit*) icon for the color.

The color editor appears.

3. Enter a name for the color in the *Label* field.

### → Tip

Use an easy-to-identify color name, such as **Corporate Blue** or **Brand Logo Green**. A name makes it easy to select these colors for your frequently used colors, and also differentiates it from the standard colors in your palette.

4. When you finish adding the label, select  (left arrow) to navigate back to the main Color Palette page.

The label name now appears after the hex value of the color.

5. Add a default brand color one time and apply to all elements linked to it.

If you edit the color at a later time, it impacts all elements that it's applied to.

6. Add a default brand color multiple times and label them according to the element they control.

## 19.9.2.6 Guidelines for Images

Guidelines for effective use of images.

Images increase the readability of lengthy content and attract user interest by breaking up large blocks of text. Make sure the images on your site are easy to see and understand on all devices. Consult the image guides to choose the best image to meet your need.

Users ignore images that are for decoration only, so use images that are relevant to the text.

## Optimizing Images

The maximum file size for images is 500 KB. However, a file of this size isn't always required.

Optimizing images decreases site load speed. To optimize an image, use an image compressor, which can be found free online if a designer can't do it in a proprietary graphics program.

## Logo

Include the logo of your company in your site's navigation section.

The preferred dimensions for logos are 170 by 67 pixels. This size keeps the links lined up rather than having them drop below the logo. While .png, .svg, and .jpg files are allowed, the recommended file type is .png, which creates a logo that blends seamlessly into the navigation menu background.

For logo alt text, use [Company Name] Career Home.

## Text on Image

Avoid text on images, an outdated practice, for the following reasons:

- Negatively impacts search engine optimization (SEO) value and load speed of the site.
- Impacts usability for users with disabilities.
- Affects visual clarity on retina display devices.
- Creates text that doesn't scale and can be unreadable on mobile devices.
- Prevents translation.

## Image Sliders

Image sliders, or image carousels, are most effective when they convey a single message. Users don't pay attention when there's too many messages.

On each slide, keep the content the same and change only the background image. At most, use three to four slides.

Make the button to change slides obvious to give users control over what displays.

Avoid image sliders for the following reasons:

- Decreases load speed because of multiple large images.
- Reduces visibility.
- Limits effectiveness compared to a button or direct link.

Sites still use image sliders despite these drawbacks because they're a familiar and traditional method of conveying information to users. They're easy to update and allow for multiple messages in a single space. Additionally, they draw user attention because of their movement.

### 19.9.2.6.1 Image Recommendations for Career Site Builder

Guidelines for configuring images for Career Site Builder sites.

- For background images, choose subtle patterns and colors, in order to minimize distraction and maximize visibility of text.

- Don't configure an image as tiled or stretched, unless it's a background pattern or subtle image. Double-check the display of any tiled or stretched images.
- Orient all Career Site Builder images as landscape, not portrait.

The following are recommendations when using images for mobile career sites:

- The career site is built on a flexible grid that's optimized for mobile image sizes that are 320 to 767 pixels wide.
- If you choose to scale your image, the only thing that determines what's cropped is the ratio between the image's width and height.
- The larger the image, the longer it takes to download on your mobile career site. While large images look good on many devices, some devices with smaller displays don't benefit from the use of larger images.

The following table describes the image size recommendations for Career Site Builder components.

Component Image Size Recommendations

| Career Site Builder Component | Recommendation                                                                                                                                                                                                                                                                                                                             |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subscribe Form                | 1200 by 485 pixels. Choose the focal point of the image using the <a href="#">Image Position</a> dropdown list.                                                                                                                                                                                                                            |
| Featured Jobs                 | <p>This image can either of the following, as long as it doesn't distract from the text or render text unreadable:</p> <ul style="list-style-type: none"> <li>• A subtle background image tiled across the page</li> <li>• A single image – the recommended size is 1200 by 337 pixels</li> </ul>                                          |
| Image and Text Carousel       | <p>If you use:</p> <ul style="list-style-type: none"> <li>• Slide images – 760 by 500 pixels. Use the <a href="#">Image Position</a> dropdown list to select the image focal point.</li> <li>• A background image – 760 by 360 pixels. Make it subtle so as not to distract from the main content.</li> </ul>                              |
| Image Carousel                | <p>The <a href="#">Width between Images</a> setting determines the width of image slides. Choosing between 250 and 400 pixels. That setting determines the height of the image.</p> <div> <p><b>Note</b></p> <p>Best practice is to disable the Image Carousel component for desktop and mobile sizes.</p> </div>                          |
| Info and Subscribe Form       | 700 by 500 pixels.                                                                                                                                                                                                                                                                                                                         |
| Large Image                   | 1200 by 400 pixels. The second value is the height of the images, which is dictated in the <a href="#">Max Height of Image</a> field. This value defaults to 590 pixels, but 400 pixels is the recommended maximum height for optimum display. Choose the focal point of the image using the <a href="#">Image Position</a> dropdown list. |
| Text                          | The image size in the Text component is determined by the amount of text added. As for all background images, choose something subtle that doesn't distract from the text itself. If using a full-size image, set the width to 1200 pixels.                                                                                                |

| Career Site Builder Component                                                                                                                                                                       | Recommendation                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Three Column Images with Caption                                                                                                                                                                    | 760 by 500 pixels. The background image is drastically cropped for the tablet size, so make sure to choose the focal point using the <a href="#">Image Position</a> dropdown list. <a href="#">Image Position</a> doesn't let you resize or refocus the three-column images.                |
| Two Columns                                                                                                                                                                                         | <p>For decorative images that overlap with the text and not scale, use 500 by 333 pixels.</p> <p>For an image with content that you don't want to overlap with text, make the right half of the image transparent, and aligned at the "top" or "bottom," or be "scaled" or "stretched."</p> |
| <div>  <b>Note</b><br/>           Images in a two-column component don't display on mobile devices.         </div> |                                                                                                                                                                                                                                                                                             |

The following table lists image recommendations for strategy pages.

Strategy Page Image Recommendations

| Image Use   | Recommendation                                                                               |
|-------------|----------------------------------------------------------------------------------------------|
| Two Columns | 500 by 333 pixels                                                                            |
| Large Image | Width of 1200 pixels and height of fewer than 400 pixels.                                    |
| No image    | Not using an image on the Strategy Page keeps the main content of the page close to the top. |

## 19.9.2.7 Guidelines for Video

Guidelines for effective use of video content.

Videos draw and keep user attention. On average, users spend more time on Web sites with videos than without. If both are available, users prefer video to text.

When creating a video, keep these guidelines in mind:

- Create an informative title that uses SEO keywords.
- Don't use autoplay.
- Keep videos from 30 through 60 seconds for maximum views.
- Include a brief description of the video.
- Host videos on a secure server, or else they don't play.

### Note

For this functionality to be visible to visitors in your career site, make sure to include its related cookie provider in the cookie consent manager at ► [Appearance](#) ► [Global](#) ► [Cookie Manager](#) . If the cookie banner is enabled without including the corresponding cookie provider in the cookie consent manager, this functionality is removed and unavailable to your site's visitors completely.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

### 19.9.2.8 Guidelines for Job Descriptions

Guidelines for adding content in a job requisition's *Internal Job Description* field.

Don't include inline images, HTML, or CSS in the *Internal Job Description* field in job requisitions because doing so can cause unwanted behavior in a Career Site Builder career site.

When you add content in *Internal Job Description*, SAP SuccessFactors Recruiting automatically converts the content to CSS with the appropriate tags. Copying and pasting material from a word-processing program (such as Word) without using the appropriate icons also results in errors on the Career Site Builder career site.

## Related Information

[Job Descriptions \[page 276\]](#)

### 19.9.2.9 Applying Search Engine Optimization to a Career Site

Search Engine Optimization (SEO) value considers a number of aspects of a site to search their users' queries and provide optimal search results.

## Context

Consider both usability and accessibility needs when planning and designing your career site to improve its SEO value.

- Make the site available to a search engine. For example, you can open all pages of the site through the navigation and/or footer.
- Make the site's content readable to a search engine. For example, providing alt text for images to allow Google to read what an image is, even if it can't view the actual image.
- Structure the site content in a way that's easy to understand:
  - Use HTML heading tags to structure relevant and unique content.
  - Avoid static words for keywords and hidden texts (such as links in the code), as they lower the rank and negatively impact SEO value.
- Optimize the site for different types of users, such as those using screen readers or other accessibility tools.
- Optimize the site for different types of devices, such as desktop, tablet, and mobile.

## Procedure

- Consider the following configurations for your career site to improve SEO value:

| Option                                             | Description                                                                                                                                                                                                                                                            |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Page Title</a>                         | Provide a page title of the site to reflect the organization and its purpose. This setting is located in <a href="#">► Settings ► Site Configuration ► Site Information ►</a> .                                                                                        |
| <a href="#">Meta Keywords and Meta Description</a> | Use the <a href="#">Meta Keywords</a> and <a href="#">Meta Description</a> fields to reflect the organization and purpose of the site. These settings are located in <a href="#">► Settings ► Site Configuration ► Site Information ►</a> .                            |
| <a href="#">Show Segments</a>                      | If your career site is configured segments (a display of a list of job areas related to the job listing), enable this setting. This setting is located in <a href="#">► Appearance ► Global ► Job Page ►</a> .                                                         |
| <a href="#">Show Major Markets</a>                 | Enable this setting so that a job listing's ZIP code associates it with the nearest metropolitan area. This setting is in <a href="#">► Appearance ► Global ► Job Page ►</a> .                                                                                         |
| <a href="#">View All Jobs</a>                      | Add the <a href="#">View All Jobs</a> link to the footer of all your pages in the career site, found in <a href="#">► Global ► Styles ► Footers ►</a> . This setting is located in <a href="#">► Appearance ► Styles ► Footers ► (Locale) ► (Brand) ► Row Menu ►</a> . |
| <b>Alt text</b>                                    | Add descriptive and accurate alt text to all images, icons, and logos.                                                                                                                                                                                                 |
| <b>Text in images</b>                              | All text on the site is live text. Don't use images with headings or important text in them.                                                                                                                                                                           |
| <b>Readability of text</b>                         | All text is easy to read, with a color contrast ratio that meets WCAG level AA guidelines.                                                                                                                                                                             |
| <b>Links to all site pages</b>                     | All site pages are linked to, via the navigation or footer.                                                                                                                                                                                                            |
| <b>Updated site content</b>                        | All site content is current, unique, and succinct, refer also to <i>Guidelines for Content</i> for composing content                                                                                                                                                   |
| <b>H1 tags</b>                                     | Use the H1 tag for the page title only, as it's the default tag on most Career Site Builder (CSB) pages                                                                                                                                                                |
| <b>Heading field</b>                               | Use Heading option in components with a Heading field, as it applies the SAP HANA 2 tag to the heading by default                                                                                                                                                      |
| <b>Heading tags</b>                                | Apply H2-H6 tags to subheadings appropriately for a search engine or screen reader to understand the structure & hierarchy of the content.                                                                                                                             |
| <b>Video content</b>                               | All video content has a clear informative title, has a brief description, and has an attached or linked transcript.                                                                                                                                                    |
| <b>Custom components</b>                           | All custom components are available to WCAG level AA, and follow SEO best practices.                                                                                                                                                                                   |

### ⚠ Caution

- Avoid using more than one H1 tag per page, as multiple H1 tags on a page can adversely affect Search Engine Optimization value of the page. It's the industry standard to have one H1 tag on a page for this reason.
- Avoid hiding created headings in a component with code or the [Hide Header](#) option in Career Site Builder.

## Related Information

[Guidelines for Content \[page 668\]](#)



[Guidelines for Text \[page 671\]](#)

[Configuring Career Site Metadata for Accessibility \[page 659\]](#)

[Using Headings in a Career Site That Are Optimized for Accessibility \[page 660\]](#)

[Accessibility Guidelines for a Career Site \[page 656\]](#)

## 19.10 Cookies and Career Sites

A cookie is a small piece of data that web browsers store on a computer, that tracks, personalizes, and saves information about visitor preferences. Career Site Builder allows you to enable the cookie banner to notify visitors that you use cookies. You also configure the cookie consent manager, which allows visitors to accept or decline the use of specific cookies while they visit your career site.

The ability to configure a cookie consent manager is important for organizations that need to meet compliance requirements for different countries/regions. In addition, enabling a cookie banner allows you to make sure that site visitors consent to the cookies that are placed on their computers.

Career Site Builder allows you to configure the following:

- The cookie banner, which appears at the bottom of the page when visitors first go to your career site.
- The cookie consent manager, which appears as a dialog when visitors choose to modify their preferences from the cookie banner. Visitors can view descriptions of the cookies used in the organization's career site, and accept or decline them.
- Place a link to the cookie consent manager in the header or footer of every page in your organization's career site designed by Career Site Builder.

You configure all of these Career Site Builder settings in the ► [Global](#) ► [Cookie Manager](#) ▾, after which you add a link to the cookie consent manager in the header or footer.

For information on all the cookies Career Site Builder uses, refer to *List of Cookies in SAP SuccessFactors in Setting Up and Using Data Protection and Privacy*.

### 📘 Note

The [Cookie Manager](#) tab replaces the functionality of the [Site Banner](#) tab, which allowed you to set up a basic cookie banner. This option is available in the [Legacy Site Banner](#) tab until you're ready to configure your comprehensive settings with the Cookie Manager.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Cookies Used in Career Site Builder Career Sites \[page 682\]](#)

[Cookie Manager Settings in Career Site Builder Global Appearance \[page 598\]](#)

[Header Editor Settings in Career Site Builder Styles \[page 611\]](#)

[Footer Editor Settings in Career Site Builder Styles \[page 616\]](#)

[List of Cookies in SAP SuccessFactors](#)

## 19.10.1 Cookies Used in Career Site Builder Career Sites

There are cookies related to Career Site Builder career sites, as well as load balancer cookies.

Refer to *List of Cookies in SAP SuccessFactors in Setting Up and Using Data Protection and Privacy* for the following:

- Cookies related to Career Site Builder career sites, and which are hosted in the Career Site Builder system.
- Load balancer cookies – used by the load balancers in Production and Stage environments, and which are used to maintain sticky sessions on customer career sites.

### Note

As new DCs come online, their new Load Balancer cookies follow this pattern: **BIGipServer~partition-saas\_prod-dc<DC number><random key>**.

## Related Information

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Cookies and Career Sites \[page 681\]](#)

[Configuring the Career Site Cookie Banner and Cookie Consent Manager \[page 471\]](#)

[Cookie Manager Settings in Career Site Builder Global Appearance \[page 598\]](#)

[List of Cookies in SAP SuccessFactors](#)

## 19.11 Career Site Admin for Custom Career Sites

If you maintain a custom career site with SAP SuccessFactors Recruiting, there are some settings you can configure in Career Site Builder to administer the site even if you don't have a fully implemented Career Site Builder.

Grant the following role-based permission to enable access to Career Site Builder: ► [Manage Recruiting](#) ► [Manage Career Site Builder](#) ►.

Persons who have been given permission can access Career Site Builder from the Admin Center.

Only those menu options that are available to administer custom career sites are visible. Using all Career Site Builder functionality requires a full implementation.

## 19.11.1 Career Site Admin Settings in Career Site Builder

The following administrative pages and features are available to perform some functions for **custom** career sites that use SAP SuccessFactors Recruiting without a full implementation of Career Site Builder.

### Pages Menu

#### Category

- Settings allow you to create, edit, activate, disable, and delete category pages, including creating rules.
- Career Site Builder path: ► [Pages](#) ► [Category](#) ►.
- Refer to *Creating Category Pages using Career Site Builder*.

### Appearance Menu

#### Global

- Search settings enable different types of search on the custom career site. Available search types are Keyword Search, Location Search, and Radius Search (Search by postal code and distance).
- Career Site Builder path: ► [Global](#) ► [Search](#) ►.
- Refer to *Career Site Admin Search Settings*.

### Tools Menu

#### Brand Management

- You can configure career sites so that they have the look and feel of your brands, which differentiate them from your main corporate career site.
- Career Site Builder path: ► [Tools](#) ► [Brand Management](#) ►.
- Refer to *Configuring a Brand in Career Site Builder*.

#### Functions Viewer

- Use the Functions Viewer to see what implementation partners identified as misconfigurations that needed to be modified in job posting data.
- Career Site Builder path: ► [Tools](#) ► [Functions Viewer](#) ►.
- Refer to *Using the Functions Viewer*.

#### Import & Export

- The Import & Export page enables you to export and import site settings, Career Site Builder contents, as well as category pages.

- Career Site Builder path: [Tools](#) > [Import & Export](#).
- Refer to *Using Import and Export in Career Site Builder*.

## Manage API Credentials

- The Manage API Credentials page allows you to enter or modify authentication information that connects SAP SuccessFactors Recruiting with Career Site Builder for Real Time Job Sync.
- Career Site Builder path: [Tools](#) > [Manage API Credentials](#).
- Refer to *Manage API Credential Settings in Career Site Builder Tools*.

## Site Source Editor

- Use the Site Source Editor in Career Site Builder to specify which sources are available to the Recruiting Campaign URL Builder.
- Career Site Builder path: [Tools](#) > [Site Source Editor](#).
- Refer to *Activating Site Sources for the Source Tracker*.

## Social Apply

- Settings in the [Social Apply](#) allow candidates to apply for jobs using social media networks.
- Career Site Builder path: [Tools](#) > [Social Apply](#).
- Refer to *Configuring Social Apply*.

## SSL Certificates

- Settings let you manage the SSL certificates for your public career site in a production environment, including obtaining certificate signing requests, as well as renewing, installing, and uninstalling them.
- Career Site Builder path: [Tools](#) > [SSL Certificates](#).
- Refer to *Choosing Your SSL Certificate Renewal Process*.

## Translations

- The translation editor allows you to override default translations for site elements for any configured locale, including English.
- Career Site Builder path: [Tools](#) > [Translations](#).
- Refer to *Changing the Default Text Using the Translation Editor*.

## Layouts Menu

### Job Alerts Email Template

- You can enable job alerts, as well as configure job alert email templates for different locales. Settings in the Job Alerts Email Template page allow you to customize a template to use when sending job alert emails.
- Career Site Builder paths:
  - The switch to enable job alerts is located in [Career Site Builder](#) > [Settings](#) > [Site Configuration](#) > [Site Information](#).

- Template page settings are located in ► [Career Site Builder](#) ► [Layouts](#) ► [Job Alerts Email Template](#) ►.
- Refer to *Enabling Job Alerts and Editing the Job Alerts Email Template in Career Site Builder*.

## Settings Menu

### Site Configuration

Use the site configuration menu to set up basic configuration options for the career site.

Career Site Builder path: ► [Settings](#) ► [Site Configuration](#) ►.

| Tab                                  | Description                                                                                                                                                                                                                                                              |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Site Information</a>     | Use the site settings menu to select basic site configuration options.                                                                                                                                                                                                   |
| <a href="#">Site Locales</a>         | Use the site settings menu to select basic site configuration options.                                                                                                                                                                                                   |
| <a href="#">Internal Career Site</a> | The Internal Career Site page allows you to enable Internal Career Site powered by Career Site Builder. You can't enable this switch until you configure Identity Authentication service for your career site.                                                           |
| <a href="#">SEO Settings</a>         | Use the SEO Settings tab in the Site Configuration menu to refine your search-engine optimization settings.                                                                                                                                                              |
| <a href="#">Map Settings</a>         | <p>Map settings allow jobs to appear in the map UI on a career site.</p> <p>The <a href="#">Map Settings</a> tab displays only if you're accessing Career Site Builder to administer your custom career site.</p> <p>Refer to <i>Career Site Admin Map Settings</i>.</p> |

### IDP Configuration

- The IDP Configuration page allows you to configure the IDP settings for a careers site.
- Career Site Builder path: ► [Settings](#) ► [IDP Configuration](#) ►.
- Refer to *IDP Configuration in Career Site Builder Settings*.

### Data Privacy & Security Settings

- Use the Data Privacy & Security Settings page to control privacy and data protection settings for a site, as well as generate change and information reports for users.
- Career Site Builder path: ► [Settings](#) ► [Data Privacy & Security Settings](#) ►.
- Refer to *Data Privacy & Security Settings in Career Site Builder Settings*.

### Data Privacy Consent Statement

- The Data Privacy Consent Statement page is visible only when Career Site Builder is a stand-alone solution without an integration with SAP SuccessFactors Recruiting.
- Career Site Builder path: ► [Settings](#) ► [Data Privacy Consent Statement](#) ►.

- Refer to *Data Privacy Consent Statement in Career Site Builder Settings*.

## Users Menu

### Roles

- The Roles menu allows you to create a new role and set its permissions.
- Career Site Builder path:  [Users](#)  [Roles](#) .
- Refer to *Roles in Career Site Builder Users Menu*.

## Related Information

[Creating Category Pages Using Career Site Builder Without the Unified Data Model \[page 447\]](#)

[Creating a Brand in Career Site Builder \[page 501\]](#)

[Using the Functions Viewer \[page 500\]](#)

[Using Import and Export in Career Site Builder \[page 504\]](#)

[Activating Site Sources for the Source Tracker \[page 508\]](#)

[Configuring Social Apply \[page 396\]](#)

[Choosing Your SSL Certificate Renewal Process \[page 493\]](#)

[Changing the Default Text Using the Translation Editor \[page 509\]](#)

[Enabling Job Alerts \[page 533\]](#)

[Editing the Job Alerts Email Template in Career Site Builder \[page 522\]](#)

[Career Site Admin Search Settings \[page 687\]](#)

[Manage API Credentials Settings in Career Site Builder Tools \[page 627\]](#)

[Career Site Admin Map Settings \[page 686\]](#)

[IDP Configuration in Career Site Builder Settings \[page 648\]](#)

[Data Privacy & Security Settings in Career Site Builder Settings \[page 649\]](#)

[Roles in Career Site Builder Users Menu \[page 654\]](#)

[Data Privacy Consent Statement in Career Site Builder Settings \[page 652\]](#)

## 19.11.2 Career Site Admin Map Settings

If you maintain a custom career site with SAP SuccessFactors Recruiting, [Map Settings](#) let you display your jobs in a map UI.

### Note

Custom career sites can still use [Map Settings](#) even if you don't use a fully integrated Career Site Builder.

If you have a Career Site Builder career site, your map-related fields are part of the [Google Job Map](#) component, which you add as part of a job layout.

## Career Site Admin Navigation Path

From the Admin Center, go to ► [Career Site Builder](#) ► [Settings](#) ► [Site Configuration](#) ► [Map Settings](#) ► [Map Settings](#) displays only if you're accessing Career Site Builder to administer your custom career site.

### Map Settings Tab

| Setting                                                                      | Description                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Zoom Level</a>                                                   | A range of 1 (furthest away) to 10 (closest zoom), this setting designates the default zoom level on the Google job map.                                                                                                                                                                                              |
| <a href="#">Map Center Latitude</a> and <a href="#">Map Center Longitude</a> | Use these two settings together to designate a default focus location of the Google job map. For example, if a company's headquarters is in a specific city, you can enter its coordinates. You can find the latitude and longitude by locating the area using Google Maps and choosing <a href="#">What's Here</a> . |
| <a href="#">Predefined Map Center Options</a>                                | The three options (USA, Europe, World) affect the focus location in the <a href="#">Map Center Latitude</a> and <a href="#">Map Center Longitude</a> fields.                                                                                                                                                          |
| <a href="#">Search Filtered by Locale</a>                                    | If enabled, job searches performed on the Google job map are filtered by locale.                                                                                                                                                                                                                                      |

## 19.11.3 Career Site Admin Search Settings

If you maintain a custom career site with SAP SuccessFactors Recruiting, the [Search](#) tab in [Global Settings](#) allows you to administer some search functionality in your career site.

### Note

Custom career sites can still use [Search](#) even if you don't use a fully integrated Career Site Builder.

If you have a Career Site Builder career site, the [Search](#) tab offers additional fields. Refer to [Search Tab in Career Site Builder Global Settings](#) for more information.

## Career Site Admin Navigation Path

From the Admin Center, go to ► [Career Site Builder](#) ► [Appearance](#) ► [Global](#) ► [Search](#) ►.

### Search Tab Settings

| Setting                            | Description                                                                                                                                                                |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Search by Keyword</a>  | Enable this field so that candidates can perform job searches on the career site. Don't disable this field; doing so means candidates can't find jobs on your career site. |
| <a href="#">Search by Location</a> | Available only when you turn on <a href="#">Search by Keyword</a> . When enabled, looks for matches in city, state, Zip, and country/region fields.                        |

| Setting                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Search by Radius</a>                                   | Available only when you turn on <a href="#">Search by Keyword</a> . Performs a search based on postal codes. The U.S. is the only officially supported country/region for the <a href="#">Search by Radius</a> field, and search results are based on the Zip/postal codes you provide for job locations. Results from the <a href="#">Search by Radius</a> can display inaccuracies for non-U.S. countries/regions. In addition, not all countries/regions support this field.<br><br>Refer to <a href="#">Countries/Regions Not Supported in Search By Radius Field</a> for the details. |
| <a href="#">Search by Imperial (Miles) and Metric (Kilometers)</a> | Enter a set of numeric values for search distances, separating each value with a comma, without using spaces between values (for example, <b>2, 5, 10, 30, 50</b> ). Each value you enter appears in the dropdown list for the postal code search in the public career site.                                                                                                                                                                                                                                                                                                               |
| <a href="#">Search by Default (distance)</a>                       | The default search distance. The value must be one of the list of search distances you provide in the <a href="#">Imperial (Miles)</a> and <a href="#">Metric (Kilometers)</a> fields. If you provide a different value, the system automatically chooses the first distance in your set of search distances.                                                                                                                                                                                                                                                                              |
| <a href="#">Search by Default (search type)</a>                    | This field is visible only when both <a href="#">Search by Keyword</a> and <a href="#">Search by Location</a> are enabled. Allows you to choose the default search method. Candidates can toggle the search method.                                                                                                                                                                                                                                                                                                                                                                        |

## Related Information

[Countries/Regions Not Supported in Search by Radius Field \[page 596\]](#)

[Search Settings in Career Site Builder Global Appearance Without the Unified Data Model \[page 594\]](#)

## 19.12 Career Portals

If you haven't adopted Career Site Builder yet, you can also create a simple Career Portal with SAP SuccessFactors Recruiting.

Career Portals include:

- Internal postings
- External postings
- Internal private postings
- External private postings

Career portals are available to internal users on the [Careers](#) tab in SAP SuccessFactors Recruiting and to external users on a **microsite**.



## 19.12.1 Permission to Access the Careers Page

You can use role-based permission to control access to the [Careers](#) page.

### Employees

Use the [Careers Tab Permission](#) permission to give people access to the [Careers](#) page.

By default, this permission is granted automatically to all newly created users. But if your organization requires it, you can use this permission to restrict access to certain populations. For example, you might use different applicant systems for different employee populations or you might not want contingent workers to appear as internal candidates.

### Proxy Users

Use the [Hide Careers Tab for Proxy User](#) permission to prevent proxy users from viewing the [Careers](#) page when acting on another person's behalf.

#### Note

You grant this permission to the permission role for people who use the [Careers](#) page, not to the permission role for proxy users.

### Related Information

[List of Role-Based Permissions](#)

## 19.12.2 Search for Openings Box

The fields in the Search for Openings box are configurable.

To configure job requisition fields that can be used in job search, configure Internal and External Applicant Search Settings and the **field-definition** elements in the Job Requisition template.

- The Search for Openings box cannot be moved to another place on the page or configured with client-specific branding
- Job search results pagination supports displaying 10, 20, 50 or 100 jobs per page. View All jobs in the list is not supported, due to the impact on system speed that occurs when displaying a large number of job postings on a single page. The default number of job postings per page cannot be configured
- Boolean search (such as enclosing phrases in quotes, use of AND / OR operators, asterisk as a wild card, and other Boolean standards) is supported in the keyword field

- If a Candidate searches for jobs using the “word or part of a word in the job title and/or job description” all jobs containing these characters are returned. For example, a search for “Manage” returns results containing “Manage,” “Manager” and “Management” (b1402).

The content to the right of the Search for Openings box is also configurable.

## 19.12.3 Create an External Candidate Account

A candidate who wishes to apply for a job position must create an account to begin with.

- Candidate can access the [Create an Account](#) page from the career opportunities [Sign In](#) page.
- The fields on the account page can vary based on Provisioning settings but otherwise the fields on the account creation screen aren't configurable.
- The system uses the e-mail address to determine whether or not the applicant already exists in the database. Therefore, if an internal user creates a new profile in the external career site using a different e-mail address, the system considers the candidate as an external applicant. The newly created profile doesn't have a relation with the existing internal candidate profile.

### 19.12.3.1 Configuring an External Candidate Account

There are several options that affect the [Create an Account](#) screen.

#### Prerequisites

Some of the steps require that you have access to Provisioning.

##### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

#### Procedure

- **Standard Fields** – the [Create an Account](#) screen includes the following nonconfigurable fields:
  - First Name
  - Last Name
  - Country/Region of Residence
  - Terms of Use

The First Name, Last Name, and Country/Region fields are related to the Candidate Profile XML.

The Terms of Use link is populated by data from the Data Privacy Consent Statement.

- **Username and Email Address** – navigate to ► [Provisioning](#) ► [Company Settings](#) ► [Use email as external applicant user ID](#) ►.

- When this option is disabled, the primaryEmail (username) and contactEmail (email) fields are both available on the create account screen.
- When this option is enabled, only the contactEmail (email) field is available on the create account screen. The primaryEmail (username) field is hidden and is set to the same value, by default. This is the preferred setting for most client instances.
- Candidates can't change the primaryEmail field value. They can update the contactEmail field value but this change doesn't update the value stored in primaryEmail field. Therefore, candidates need to continue using the value specified in the primaryEmail field when they log in to their accounts.
- The primaryEmail field is the unique identifier for the external candidate. It isn't possible to create two external candidates in a single instance with the same primaryEmail value.

- **Password** – navigate to ► [Admin Center](#) ► [Manage External Password Policy](#) ►.

Candidates must specify a password when creating an account. Clients can choose to provide different password creation rules for external candidates than are enforced for employees with the SAP SuccessFactors HCM suite user accounts.

- **CAPTCHA** – serves as a means to ensure that the candidate creating an account is a real person and not a bot, hacker, or other automated attack.

By default, CAPTCHA is enabled on all instances. SAP SuccessFactors use the Google-provided ReCAPTCHA. Disable it only in exception scenarios where the customer is facing issues with the feature, such as in the following scenario:

As Google ReCAPTCHA doesn't work in China, this feature isn't supported for Chinese customers nor for candidates applying from China. If these customers are facing issues with CAPTCHA, the only option would be to disable CAPTCHA.

To disable CAPTCHA on the account creation pages, select [Disable CAPTCHA on the External Career Site for Account Creation](#) option in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.

- **One-Time Password (OTP) for Email Address Verification**

#### → Recommendation

Email address verification using one-time password provides an added security to candidate accounts from bot attacks, phishing, and other threats. This prevents the exposure of existing candidates' email addresses to attackers.

In order to ensure the successful delivery of OTP emails, read the following Knowledge Base Articles before enabling this feature:

- [SAP Note 2087468 - Emails Blocked or Not Delivered Due to Spam Filters, Spoofing, Bombing \(mass mail\), IP Address Allowlists](#)
- [SAP Note 2688533 - DKIM or SPF | SAP SuccessFactors Email Security](#)

- When an external candidate creates an account or updates the contact email address in the Candidate Profile, a one-time password is sent to the candidate's email address. Once a valid OTP is provided:
  - An account is created for the candidate.
  - The contact email address is successfully updated in the Candidate Profile.

- During a session, the candidate can request for a new passcode for a maximum of three times, each after an interval of two minutes. After three unsuccessful attempts, candidate has to refresh the page to retry.
- The verification email that is sent to candidates for account creation and the updation of contact email in Candidate Profile is based on a default email template.
- The triggered OTP is valid for ten minutes and the default email template mentions the passcode validity period. We recommend you to mention this validity period if you are using your own email template.
- To enable the email verification with one-time password, unselect [Disable One-Time Password based Email Verification](#) option in ► [AdminCenter](#) ► [Manage Recruiting Settings](#) ►.
- OTP verification scenarios:
  - Creating an account for a candidate
    - For the account creation scenario, you can also choose to use your own email template. Enable the [One-Time Password for External Candidate Account Creation](#) email trigger in ► [Admin Center](#) ► [Recruiting Email Triggers](#) ► and associate it with an appropriate email template. In case, there are no templates associated with a specific candidate locale, then system uses the default template to send emails to the candidates.
    - When the OTP-based email address verification is enabled:
      - The CAPTCHA will no longer be displayed while creating an account on the external career site.
      - For account creation, the existing email address verification using the ► [Admin Center](#) ► [Recruiting Email Triggers](#) ► [Career Site E-Mail Notification](#) ► email trigger is ignored.
  - Updating contact email address in the Candidate Profile – configuring [Contact Email](#) field scenarios:

| If you configure the contactEmail field                | Then                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Only in the Candidate Profile                          | An OTP is triggered for email verification with each update to contact email in the Candidate Profile. However, this email verification is not triggered for the update of contact email in the application profile during the application process.                                            |
| In both the application template and Candidate Profile | An OTP is triggered for the email verification. The contact email is updated successfully in the profile information.                                                                                                                                                                          |
| Only in the application template                       | <ul style="list-style-type: none"> <li>• For Mobile Apply, the <a href="#">Contact Email</a> field which appears under profile information, is updated in the application only.</li> <li>• For Non-Mobile Apply, OTP verification is not triggered if the contact email is updated.</li> </ul> |

## Related Information

[Available Email Triggers in Recruiting \[page 1450\]](#)

[SAP Note 2087468](#) 

[SAP Note 2688533](#) 

## 19.12.4 Configuring Job Alerts for the Career Portal

Configure the Job Alerts feature so that candidates using the career portal can set up saved searches and receive alerts when new jobs are posted that match their criteria.

### Prerequisites

The *Enhanced Job Search UI* feature setting is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting Email Triggers](#) ► Enable and configure [Job Alert Expired Notification](#), [Job Alert Invalidated Notification](#), and [Job Alert Notification](#)
2. Go to ► [Provisioning](#) ► [Company Settings](#) ► and select [Enable Job Alerts for Candidates](#)
3. If you're changing this from disabled to enabled, complete the next option: "This feature will enable a scheduled job. You must specify a valid user to own that job:"

Enter a technical user or shared user that will never be deactivated. If you specify an actual person who later becomes inactive, the job fails.

☒ **Enable Job Alerts for Candidates ( requires Version 11 UI framework (ULTRA) ):**

This feature will enable a scheduled job. You must specify a valid user to own that job:

|                         |
|-------------------------|
| admins                  |
| adminsf admins (admins) |

#### ⓘ Note

The option to specify a user to own the Job Alerts job isn't visible after the feature is enabled. To change the user who owns the job, you need to disable the [Enable Job Alerts for Candidates](#) feature, save it the change, and then enabled it again with the new owner.

## 19.12.5 Using Career Portals

Candidates interact with the Recruiting Management product through the career portals.

Internal candidates have access to the career portal through the Careers tab in Recruiting. External candidates have access to the career portal through externally facing microsites.

- Internals can only access the Careers tab.
  - All employees who the client wishes to recognize as internal must be set up with a SAP SuccessFactors HCM suite user account
  - If you set up Single Sign-On so that the system is only accessible to employees on your network, internal candidates cannot access the internal career portal when they're off the network (at home, at a library, etc.)
- Jobs posted externally, appear on the Default microsite and on any other microsite where the requisition data matches the microsite's filters
- Placing an SAP SuccessFactors Recruiting Management career site within an iFrame is not supported and results in errors under certain conditions
- The column labels displayed on the Jobs Applied page are configurable only via 3 Tier language.
- The columns display on the *Jobs Applied* portlet can be controlled via ► [Provisioning](#) ► [Company Settings](#) ► [Internal and External Applicant Search Settings](#) ►. Some columns are selected by default, and others respect the setting of standard and customer filters in [Provisioning](#). If additional features are enabled, like Assessment Integration, some additional columns display.

## 19.12.5.1 Profile Before Application

When candidates apply for a job, the product can either take them directly to the application page or can take them first to the candidate profile page and then to the application page.

Since the Candidate Profile data is searchable, it's advisable to present the candidate with the profile page, when applying, to collect as much data as possible. It's also advisable to confirm the existing data on the profile to ensure it's accurate and up to date.

When Profile before Application is used, a Next button appears on the lower right-hand corner of the Candidate Profile page. Most fields that appear on both the Application and Candidate Profile XML have their permissions removed in the candidate view of the Application. This action ensures that the candidate has a smooth two-page data entry experience where they aren't presented with fields to complete on the second page that they have finished completing on the first page.

To configure, select ► [Provisioning](#) ► [Company Settings](#) ► [Complete Profile before Application](#) ►.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## 19.12.5.2 Draft Applications

Candidates may want to partially complete an application, leave, and return later to finish it.

When this feature is enabled, a [Save](#) button appears on the bottom of the application page.

If the candidate clicks the button, a confirmation message appears. *The draft application was saved successfully.*

When the feature is enabled, a [Saved Jobs](#) tab appears on the [Job Management](#) tab. You can find saved draft applications here. The candidate can use the [Actions](#) menu to complete or delete the draft application.

#### Note

The candidate can go back to their application in their Candidate Profile and delete the saved draft applications after a job requisition is closed.

If a candidate tries to apply to a job posting, which has been removed from the [Saved Applications](#) menu, they receive a message that the job is no longer posted and accepting applications. The candidate can navigate from the Candidate Profile to the Job listings page and click on the [Delete](#) button to delete their saved applications.

## 19.12.5.3 Attachments Post Application

Some clients wish to allow candidates to add attachments to an existing application, to collect reference letters, work samples, or other supplementary materials.

### Related Information

[Enabling the Addition of Attachments to a Previously Submitted Application \[page 1140\]](#)

## 19.12.5.4 Job Alerts in SAP SuccessFactors Recruiting

Candidates can set up saved searches so they can easily reuse search criteria. Then they can set up job alerts to inform them when new jobs are posted that match the criteria in their saved searches.

#### Note

Career Site Builder job alerts, which is configured in a Data Capture Form component you add to a landing page, supersedes this SAP SuccessFactors Recruiting job alerts functionality. If you're using Career Site Builder, for both your external and internal career site, you can disable SAP SuccessFactors Recruiting job alerts.

Additional considerations:

- Job alert emails include an unsubscribe link. Candidates must log in to confirm the unsubscribe action.
- Job alerts that rely on a particular filter or `mfie`ld fails if that field configuration is removed from the Internal and External Applicant Search Settings.
- The job alert emails for internal candidates are sent to their **user** email address and not the email address entered in the [contactEmail](#) field on the candidate profile.

## 19.12.5.5 Saved Searches/Job Alerts

Candidates who perform a job search can choose to either save the search or run a saved search.

### Save A Search

If candidates choose to save a search, they can do so by specifying a name and email frequency for the search.

Following are the options for email frequency:

- Daily
- Weekly
- Every Two Weeks
- Never

Candidates can also choose to receive emails only when new jobs are posted. If they don't select this option, they will continue to receive emails for both new and already posted jobs. Once this search is saved, it appears in the [Saved Searches/Alerts](#) page with the provided name.

### Access the Saved Searches/Alerts

Candidates can access their list of saved searches from the [Saved Searches/Alerts](#) page. They can [Edit](#), [Run](#), or [Delete](#) the saved searches from this page. Candidates can also create new job alerts by using the [Create New Job Alert](#) option available on this page.

#### ⓘ Note

- All the saved searches or job alerts expire six months after they are created or updated. Candidates can create up to 15 job alerts.
- If candidates have created job alerts with radial search and when the configured country/region ISO code changes, they must select the latest ISO country/region code and resave the job alerts. For more information, refer to *Actions to Consider When ISO Code Changes for Country/Region or State/Province*.

### Unsubscribe a Job Alert

By deleting a saved search, candidates can **unsubscribe** from the job alert.

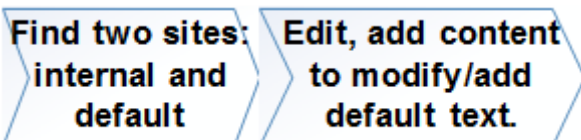
### Related Information

[Actions to Consider When ISO Code or Label Changes for Country/Region or State/Province \[page 1628\]](#)



## 19.13 Recruiting Sites

Recruiting sites (also called microsites) enable the creation and tracking of accounts for candidates and email recipients. RCM allows the client to define multiple different search landing pages for candidates, complete with unique logos, text, and preset search filters.



Every client instance has a default site for internal candidates. Manually create the default external site by clicking on [Create Site](#). Click the checkbox inside the external site to make it the default.

When Recruiting Management is used with Recruiting Marketing, microsite functionality still works but mostly goes unused because the Recruiting Marketing sites are superior. The Internal site and Default site still must be set up and carefully considered because they still receive a fair amount of candidate traffic, even with Recruiting Marketing enabled.

- There's no way to disable or prevent external candidates from accessing the Default site. The Default site is always available to them after they create or log in to their account.
- The datetime information for **Status Date** and **Date Applied** fields on the [External Career Site > Jobs Applied](#) page is displayed in logged on user's browser timezone.
- Only one career site can exist for internal candidates; additional microsites can't be configured.
- The datetime information for **Status Date** and **Date Applied** fields on the [Internal Career Site > Jobs Applied](#) page is displayed in logged on user's preferred timezone.
- The page layout (search box on the left, configurable content on the right) can't be changed.
- The background color of the search box isn't configurable.
- If events functionality is used, posted events appear as "posters" at the bottom of the main search screen. The filters selected in the career site setup affect which events appear on the screen.

### 19.13.1 Configuring an External Career Site Home Page

Follow the steps to configure an external career site home page.

#### Prerequisites

You have access to Provisioning.

##### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to ► [Provisioning](#) ► [Company Settings](#) ► and select [Enable External Career Site Home Page](#).
2. Go to ► [Admin Center](#) ► [Manage Recruiting Sites](#) ► [Select site](#) ► and click [Update to edit content](#).

## Next Steps

|                                             |                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Signed-in Homepage: Overall Description     | <a href="#">Update</a><br>Welcome to the Career Opportunities site, {0}! We have several tools to help you find your next new job.                                                                                                                                                                                             |
| Signed-in Homepage: Job Search description  | <a href="#">Update</a><br>Take a look at our current job openings. You can search, filter, and sort jobs to find the right one for you.                                                                                                                                                                                        |
| Signed-in Homepage: Manage Jobs description | <a href="#">Update</a><br>You can track and manage the jobs you've found. Use our organizational tools to save jobs to review later, see the status of jobs you applied to, and create job alerts so you'll be notified when relevant jobs are posted.                                                                         |
| Signed-in Homepage: My Profile description  | <a href="#">Update</a><br>Create a personal profile that saves your background experience and business information so recruiters can easily find you when new jobs come up. The more details you add, the more likely the job will match your interests. Also, your profile is automatically attached to any job you apply to. |

[Edit Content on the External Career Site Home Page](#)

Most of the text is configurable by the system administrator. The lines that have actionable links are not presently configurable.

Note the count of open jobs is based on the number of jobs posted in the default language of the instance. This is not configurable.

## 19.13.2 Configuring Manage Recruiting Sites

Follow the steps to configure Manage Recruiting Sites.

## Prerequisites

- You have the ► [Administrator Permissions](#) ► [Manage Recruiting](#) ► [Manage Recruiting Sites](#) ► permission.
- You have the ► [Administrator Permissions](#) ► [Manage Recruiting](#) ► [Internal and External Career Search Settings](#) ► permission.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Sites](#) ►.
2. Edit the Internal site and Default site by selecting ► [Take Action](#) ► [Edit](#) ►.
3. Create, duplicate, delete, or make inactive additional microsites.

4. Update the site settings as needed.
5. To configure internal and external search settings, go to ► [Admin Center](#) ► [Recruiting](#) ► [Internal and External Career Search Settings](#) ►.

## 19.13.3 Settings for Recruiting Sites

Edit the settings for the recruiting sites.

Go to ► [Admin Center](#) ► [Manage Recruiting Sites](#) ►.

The site marked as default has the instance-specific URL. Note that the Default site does not respect filter settings. All job postings can be searched on the Default site.

### ⚠ Caution

The following examples show a URL that starts with `https://careers...`. If your system shows a URL that starts with `https://performancemanager...` instead, this is due to the [Reverse Proxy URL](#) setting.

You must clear this setting for the default domain to be present in the URL. To clear, go to ► [Provisioning](#) ► [Company Settings](#) ► [Reverse Proxy URL Prefix](#) ►.

## Edit Default

**Preview your new Site by copy-and-pasting the URL below into a separate browser this session, so we recommend a secondary browser for previews.**

**Site URL: `https://careersd4.successfactors.com/career?company=ACE218`**

Instance-Specific Site URL

Each microsite has a uniquely generated URL. This URL links the candidate to a microsite with the admin-specified filters already applied and locked in place.

## Edit UK

**Preview your new Site by copy-and-pasting the URL below into a separate browser (for example, open Firefox if you're currently using this session, so we recommend a secondary browser for previews.**

**Site URL: `https://careersd4.successfactors.com/career?company=ACE218&site=VjltR2U0ZmpQVjVzUDcwUnBWUG54ZmgyZz09`**

Unique Microsite URL

The admin user can adjust the settings on each site on the [Manage Recruiting Site Edit Page](#).

Table 22 Manage Recruiting Site Edit Options

| Field | Purpose |
|-------|---------|
|-------|---------|

|                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Site URL                                    | Unique auto-generated URL linking the user to the site. This URL can't be adjusted manually. Whichever career site is designated as the Default has the shorter URL that ends in the company instance ID, such as <code>https://salesdemo4.successfactors.com/career?company=INSTANCEID</code>                                                                                                                                                                     |
| Site Status                                 | Sites can be de-activated by unchecking this box if they are in preparation or temporarily decommissioned                                                                                                                                                                                                                                                                                                                                                          |
| Default Site                                | One site at a time can be selected as the Default by selecting this checkbox. When this field is selected, it unchecks the box from the site previously designated as Default                                                                                                                                                                                                                                                                                      |
| Name of Site                                | A configurable value only used by the admin to identify sites                                                                                                                                                                                                                                                                                                                                                                                                      |
| Description                                 | A configurable value only used by the admin to identify sites                                                                                                                                                                                                                                                                                                                                                                                                      |
| Language                                    | Each career site can contain various translations of the content, which allows a candidate to select their language for viewing the site. This language drop-down is a toggle used to switch between languages and set up the various translated copies of the content.                                                                                                                                                                                            |
| Set as default                              | <p>When a candidate visits a career site, the system attempts to present the candidate with the best language pack possible.</p> <ol style="list-style-type: none"> <li>1. It first attempts to find out the language of the candidate's browser and, by default, displays the site in that language if it's enabled.</li> <li>2. If the system can't determine the candidate's language from the browser, it uses the language selected as the default</li> </ol> |
| Default Language                            | Indicates the career site's present default language                                                                                                                                                                                                                                                                                                                                                                                                               |
| Site Landing Page                           | Determines the text, html, images, and Flash content presented on the right side of the career site page. Embedded video and audio files aren't supported.                                                                                                                                                                                                                                                                                                         |
| Signed-in Homepage: Overall Description     | Determines the text, html, images, and Flash content at the top of the candidate Home tab                                                                                                                                                                                                                                                                                                                                                                          |
| Signed-in Homepage: Job Search description  | <p>Determines the text, html, images, and, Flash content in the left-hand Job Search grid on the candidate Home tab.</p> <p>The action links in this part of the grid aren't configurable.</p>                                                                                                                                                                                                                                                                     |
| Signed-in Homepage: Manage Jobs description | <p>Determines the text, html, images, and Flash content in the center Job Management grid on the candidate Home tab.</p> <p>The action links in this part of the grid aren't configurable.</p>                                                                                                                                                                                                                                                                     |
| Signed-in Homepage: My Profile description  | <p>Determines the text, html, images, and Flash content in the right hand My Profile grid on the candidate Home tab</p> <p>The action links in this part of the grid aren't configurable.</p>                                                                                                                                                                                                                                                                      |

## Job Filters

The filters available are based on the configuration in [Admin Center > Recruiting > Internal and External Career Search Settings](#). In multilanguage environments, the language field always appears.

The Default career site doesn't respect selected filters; all externally posted jobs are always available on the Default career site.

If filters are set up on a career site, a user accessing that site can not remove the filter; all other options in the picklist are hidden. The selected option is checked and grayed out.

There's presently no way to multiselect the filter options on the career site setup page.

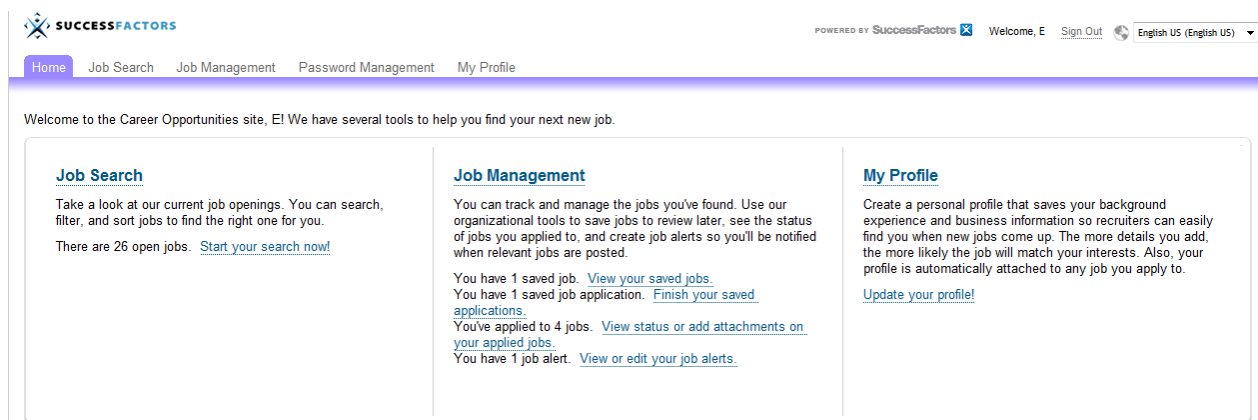
## Add Logo

Each career site can have a unique logo specified. The image file used for the logo must be hosted in the same datacenter in which the client's instance is hosted. Else, there could be browser security warning pop ups for users who access the career site.

Logos must be 40x210 pixels to fit into the space provided in the upper left-hand corner of the application. Transparent GIF (RGB recommended)

## 19.13.4 Job Search, Job Management, and My Profile for External Career Site Landing Pages

To provide the candidate an easy navigation experience, it is possible to enable a landing page with three panels of text: Job Search, Job Management, and My Profile.



External Career Site Home Page

## 19.13.5 Configuring Career Site Footers

Configure a footer on the micro site so it appears on external career site screens.

To configure the footer, go to ► [Admin Center](#) ► [Manage Recruiting Sites](#) ► [Manage External Recruiting Sites](#) ► [Edit Site](#). ►

## 19.13.6 Finding the Microsite ID for a Career Site

You can find and view a microsite ID for associating a brand with an external career site.

### Procedure

1. Select ► [Admin Center](#) ► [Recruiting](#) ► [Manage Recruiting Sites](#) ►.

You see a page displaying any Recruiting Management career sites that have been created.

2. To see a site URL, select the site desired.

The site URL is displayed. In the URL, the characters following the parameter `site=` are the microsite ID.

## 19.14 Recruiting Management Career Site Search

For any Job Requisition to conclude successfully, potential candidates must find it easily. The Recruiting module allows customer to decide what search fields are appropriate for their type of jobs.

There are different ways for potential candidates to find the job openings:

- For Internal Candidates, the job search begins from the [Careers](#) link, found in the [Home](#) dropdown menu.
- For External Candidates, the job search begins at the corporate website of your company.

SAP SuccessFactors Recruiting Management offers two candidate-facing user interfaces for job searches. To use these interfaces, go to ► [Provisioning](#) ► [Company Settings](#) ► and select [Enhanced Job Search UI](#) option. Based on your requirement, you can select [Enable Multi-language Job Search](#), [Enable Radial Job Search](#), or both the options.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Turning on the [Enhanced Job Search UI](#) switch results in the following:

- Automatically precounts jobs that match the filter criteria.
- Easily refines the filter criteria after searching using filter panel.

- More searches are performed without reloading the entire page.
- Search results display clearly in contemporary format.
- Allows the Internal Career Site landing page to display configurable rich text.

## 19.14.1 Configuring Multi-language Job Search

If you have multilanguage instances and wish to allow the candidates to use job posting language as a search filter, you can configure multilanguage job search. With this option, the job search defaults to the language that candidate has selected or the job search defaults to all the selected languages.

### Prerequisites

- Go to ► [Provisioning](#) ► [Company Settings](#) ► [Enhanced Job Search UI](#) ► option.
- Ensure the defaultLanguage and jobPostLanguage fields are defined in the Job Requisition XML.
- Ensure that the Job Requisition records are posted in multiple languages.

### Context

Following are the steps to configure multilanguage job search career portal.

#### ⓘ Note

Enabling multilanguage job search treats U.S. English (en\_US) and UK English (en\_GB) as one language. Disabling this setting decouples the two languages.

### Procedure

1. Go to ► [Provisioning](#) ► [Company Settings](#) ► and select [Enable Multi-language Job Search](#) option.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

2. Go to ► [Provisioning](#) ► [Company Settings](#) ► and select [Enable Default Search to All Languages](#) option.

## Results

Candidates can toggle between the languages in which the job was posted.

## 19.14.2 Configuring Radial Job Search

Candidates can configure the radial search option to enter a zip or postal code and a distance to view jobs that are posted only within the specified distance from the ZIP code.

### Prerequisites

- *Enhanced Job Search UI* is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- The **postal code** and **country/region** fields are defined in the Job Requisition XML.

### Context

The radial search is only available to candidates searching jobs and not to recruiters to search jobs on the Recruiting tab. The radial search switches between miles and kilometers based on the locale of the user. It isn't allowed to have miles and kilometers enabled with only English\_US configured. If the customer is only using English\_US, only miles are supported.

Ensure that the distance is always greater than 0. If you use radial search, the zip/postal code field of their job requisition can't have a type of **picklist**. The zip/postal code field must be a text type field.

### Procedure

1. Go to ► *Provisioning* ► *Company Settings* ► and select *Enable Radial Job Search* option.
2. Go to ► *Provisioning* ► *Managing Recruiting* ► *Internal and External Applicant Search Settings* ►.
3. Select *Radial Search* option and assign a *Grid Order* for both External Site and Internal Site.
4. Request for reindexing the job requisition index-type.



### → Remember

If you're an existing customer and already enabled radial job search, you still have to request reindexing for job requisition index-type. However, after the 2H 2020 Release, when the new customers decide to enable radial job search, they don't have to request for reindexing.

## Results

Candidates can provide the ZIP code and distance to filter to jobs that are posted within the specified distance.

## 19.15 Distribution to Job Boards

SAP SuccessFactors Recruiting include several ways to distribute job postings to job boards.

- Recruiting Posting (leading practice)
- Feed Management in Command Center (included with Career Site Builder)
- Third party integration with eQuest

### 19.15.1 Recruiting Posting

Enable Recruiting Posting in SAP SuccessFactors Recruiting so that recruiters can distribute postings to multiple job boards or school job boards, in multiple languages, from a job requisition.

Recruiting Posting allows you to:

- Access the job board market place. The job board market place is always growing and there are many external paid and unpaid job boards and school job boards you can post to.
- Crosspost your job and internship offers to the general and specialized job boards.
- Crosspost your jobs to the job boards and alumni associations of more than 2,000 schools and universities.
- Post jobs to multiple job or school boards in multiple languages easily from a job requisition.
- Manage your job offers easily after their publication.
- Analyze the performance of the job boards you're using.

## 19.15.1.1 Configuring Recruiting Posting

Configure the Recruiting Posting settings in Provisioning.

### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- The Recruiting Posting administrator has permission to manage the Recruiting Posting settings.

### Context

By default, you enable Recruiting Posting in [Provisioning](#), in [Company Settings](#).

If you've mapped the environments correctly, you can skip these instructions and go to [Providing Permissions for Recruiting Posting](#):

- The tenant's production environment is mapped to the Recruiting Posting production environment.
- The tenant's preview environment is mapped to the Recruiting Posting preview environment.

Otherwise, follow the steps here to modify the mapping of the tenant and Recruiting Posting environments.

Recruiting Posting's universal enablement ensures that the following are auto-populated based on the tenant's environment:

- The [Recruiting Posting Environment](#) dropdown values
- [Recruiting Posting Base URL](#) and [Recruiting Posting API URL](#) in [► Provisioning ► Company Settings ► Recruiting Posting Settings ►](#)

In the [► Provisioning ► Service Provider Settings ► Authorized SP Assertion Consumer Service Settings ►](#) section:

- The [Assertion Consumer Service URLs](#) for Recruiting Posting are also auto-populated based on the tenant environment.
- For [Recruiting Posting API URL](#):
  - [SP Mapping Key](#) is set to RP.
  - [Application Name](#) is set to [Recruiting Posting](#).
  - [SHA-256 Certificate](#) is enabled by default.

## Procedure

1. Go to the Provisioning URL.

The Provisioning URL depends on your data center. Refer to *SAP Knowledge Base Article 2686521 - Provisioning settings for Recruiting Posting SSO implementation - Recruiting Posting* for a list of Provisioning URLs.

2. For the instances where Recruiting was never enabled, enable [Provisioning](#) > [Company Settings](#) > [Recruiting – requires “Question Object Management”](#) to enable Recruiting, and selecting [Save Feature](#).
3. Select [Save](#) in [Provisioning](#) > [Company Settings](#) > [Recruiting](#) > [Recruiting Posting Settings](#).

The following are auto-populated based on the tenant's environment:

- The values in the [Recruiting Posting Environment](#) dropdown list, in [Provisioning](#) > [Company Settings](#) > [Recruiting Posting Settings](#).
- The values in the [Recruiting Posting Environment](#) dropdown list.
- [Recruiting Posting Base URL](#) and [Recruiting Posting API URL](#) in [Provisioning](#) > [Company Settings](#) > [Recruiting Posting Settings](#).
- The [Assertion Consumer Service](#) URL for Recruiting Posting in [Provisioning](#) > [Service Provider Settings](#) > [Authorized Service Provider Assertion Consumer Services](#).

For existing Recruiting instances, the Recruiting Posting is enabled by default. The following are auto-populated based on the tenant's environment:

- The [Recruiting Posting Environment](#) dropdown values.
- Recruiting Posting URLs ([Recruiting Posting Base URL](#) and [Recruiting Posting API URL](#)).
- The [Assertion Consumer Service](#) URL for Recruiting Posting is auto-populated based on the tenant's environment.

### Note

To modify the Recruiting Posting Environment URLs, select the [Recruiting Posting Environment](#) dropdown values in [Provisioning](#) > [Company Settings](#) > [Recruiting Posting Settings](#), and click [Save](#).

The following are auto-populated based on the value you select in [Recruiting Posting Environment](#):

- [Recruiting Posting Base URL](#) and [Recruiting Posting API Base URL](#) in [Provisioning](#) > [Company Settings](#) > [Recruiting Posting Settings](#).
- The [Assertion Consumer Service](#) URL values in [Provisioning](#) > [Service Provider Settings](#) > [Authorized Service Provider Assertion Consumer Services](#).

For example, selecting [Production](#) populates the [Production](#) URL in the Recruiting Posting URLs and the corresponding [Assertion Consumer Service](#) URL.

The following table lists the [Recruiting Posting Environment](#) values that are displayed in the Recruiting Posting dropdown based on the Provisioning environment:

| Provisioning Environment | Recruiting Posting Environment Drop-down Values | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Production               | Production and Preview                          | <p>If you had mapped the Recruiting Posting environment URLs to a different environment, such as <a href="#">Sales</a>, then <a href="#">Recruiting Posting Environment</a> displays the <a href="#">Sales</a> option, in addition to the <a href="#">Production</a> and the <a href="#">Preview</a> options.</p> <p>If you explicitly modify the <a href="#">Recruiting Posting Environment</a> dropdown list to <a href="#">Production</a> or <a href="#">Preview</a> and save the configuration, then the <a href="#">Production</a> and <a href="#">Preview</a> options are the only options available in the <a href="#">Recruiting Posting Environment</a> dropdown list.</p> |
| Preview                  | Preview                                         | <p>If you had mapped the Recruiting Posting environment URLs to a different environment, such as <a href="#">Sales</a>, then <a href="#">Recruiting Posting Environment</a> displays the <a href="#">Sales</a> option, in addition to the <a href="#">Preview</a> option.</p> <p>If you explicitly modify the <a href="#">Recruiting Posting Environment</a> dropdown list to <a href="#">Preview</a> and save the configuration, then the <a href="#">Preview</a> is the only option available in the <a href="#">Recruiting Posting Environment</a> dropdown list.</p>                                                                                                            |
| Sales                    | Sales                                           | <p>If you had mapped the Recruiting Posting environment URLs to a different environment, such as <a href="#">Preview</a>, then <a href="#">Recruiting Posting Environment</a> displays the <a href="#">Preview</a> option, in addition to the <a href="#">Sales</a> option.</p> <p>If you explicitly modify the <a href="#">Recruiting Posting Environment</a> dropdown list to <a href="#">Preview</a> and save the configuration, then <a href="#">Preview</a> is the only option available in the <a href="#">Recruiting Posting Environment</a> dropdown list.</p>                                                                                                              |

#### Note

If you disable the Recruiting feature in your instance, the configured URLs remain the same on enabling the Recruiting option later. To change the Recruiting Posting URLs, manually select the [Recruiting Posting Environment](#) dropdown values. For example, If your Recruiting posting URLs are mapped to the

Preview instance and you prefer to configure the Production URLs, manually select the [Recruiting Posting Environment](#) values from the dropdown.

## Related Information

[Setting Up Permissions for Recruiting Posting \[page 709\]](#)

[SAP Note 2686521](#) 

### 19.15.1.2 Setting Up Permissions for Recruiting Posting

Recruiting Posting Admins have permission to manage all Recruiting Posting settings such as Recruiting user association, Posting Profiles, job boards, and field mappings. Recruiting Posting users have permission to access Recruiting Posting to post jobs.

## Context

See the Related Information section for more information, including *SAP Note 2686521 - Provisioning settings for Recruiting Posting SSO implementation - Recruiting Posting*.

## Procedure

1. Go to role-based permissions and grant [Administrator Permissions](#) > [Manage Recruiting](#) > [Manage Recruiting Posting](#) permission to the Recruiting Posting administrator role.

Users granted this permission can manage posting profiles, school boards, and all the other Admin Center settings required for Recruiting Posting.

2. Go to role-based permissions and grant [User Permissions](#) > [Recruiting Permissions](#) > [Recruiting Posting Permission](#) permission to Recruiter roles using Recruiting Posting.

Users granted this permission can create a job posting from a job requisition, enter job posting details, and post to job boards.

### Note

When Recruiting users have permission to post jobs in Recruiting Posting, the daily user synchronization (5:00 a.m. GMT) updates the list of Recruiting users in the Recruiting Posting Back Office and updates any changes to permissions. Users can also initiate the synchronization manually by selecting [Synchronize Users](#) on the [Posting Profiles and Groups](#) page. The first manual synchronization isn't possible, as users still can't access [Manage Recruiting Posting](#).

## Related Information

[Configuring Recruiting Posting \[page 706\]](#)

[SAP Note 2686521](#)

[Creating Posting Profiles \[page 713\]](#)

### 19.15.1.3 Anonymize Recruiting Posting Information

Data anonymization is information sanitization with the intent of privacy protection. It is a process of either encrypting or removing personally identifiable information so that the data is anonymized.

Administrators and recruiters can provide generic information to avoid sharing user's personal information. Alternatively, you can use the user synchronization option to anonymize the user data.

A recruiter can provide generic information for all the job posting fields. As an administrator, you can provide generic information in the following scenarios to avoid sharing personally identifiable information:

- Creating a *Posting profile*.
- Creating *Job Posting Report*.
- Adding and configuring job boards and school job boards from the *Job Board MarketPlace*. Configuration requires the job board credentials, including a set of values such as client ID, login and password, and email IDs.
- Defining *Field Completion Rules*.

For example, instead of first and last names, provide generic userIDs, recruitment department, or blank values for address, telephone number, and email IDs.

To anonymize user information through user synchronization, we recommend raising a Technical Support for Recruiting Posting Implementation. User synchronization updates the list of Recruiting users and any required permission changes in Recruiting. Technical Support will anonymize the user information (for example, email IDs) to a generic one.

Existing customers can consider the following for user synchronization:

- To add new users, raise a Technical Support ticket
- To anonymize the current user information, purge all the user data, and contact Technical Support to launch user synchronization to anonymize user information before you perform a new user synchronization.

New customers must request user anonymization before synchronizing their users.

#### Note

Anonymizing the user information through user synchronization does not send email notifications for automatic reposting events.

## 19.15.1.4 Administrator Tasks for Recruiting Posting

Learn about Administrator tasks for Recruiting Posting, as well as where and how to perform them.

In the Admin Center, the [Managing Recruiting Posting](#) tool lets your Recruiting Posting Administrators perform all their admin tasks in one location.

To make these settings, Admins need the following permission ► [Administrator Settings](#) ► [Manage Recruiting](#) ► [Manage Recruiting Postings](#) ►.

### Tasks in Posting Profiles

| Tasks                                               | Location in <a href="#">Manage Recruiting Posting</a>           | Additional Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Define posting profiles.                            | Choose <a href="#">Posting Profiles &amp; Groups</a> .          | You use a posting profile to define to what job boards, job board configurations, and job board contracts a recruiter can access. These posting profiles are available to synchronized Recruiting users. Recruiters use these profiles to process their job postings; You can assign one posting profile to several recruiters and one recruiter can have any number of different posting profiles. Only users assigned a posting profile can post jobs.<br><br><a href="#">Creating Posting Profiles [page 713]</a> |
| Synchronize Recruiting users with posting profiles. | Choose <a href="#">Users to Posting Profiles Associations</a> . | <a href="#">Applying Associations of Recruiting Users with Posting Profiles [page 714]</a>                                                                                                                                                                                                                                                                                                                                                                                                                           |

### Tasks in Job Boards

| Tasks                                                                          | Location in <a href="#">Manage Recruiting Posting</a>                                                                                         | Additional Information                                                                              |
|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Add and configure a job board from the Job Board Market Place.                 | Choose <a href="#">Job Board Market Place</a> to add and configure any job board.                                                             | <a href="#">Adding and Configuring Job Boards from the Job Board Market Place [page 717]</a>        |
| Manage job boards.                                                             | Choose <a href="#">My Job Boards</a> to manage the job boards.                                                                                | <a href="#">Using My Job Boards and My Job Credits [page 719]</a>                                   |
| Add, configure, and manage a school job board from the Job Board Market Place. | Choose <a href="#">Job Board Market Place</a> to add and configure any Job Board. Choose <a href="#">My School Job Boards</a> to manage them. | <a href="#">Adding and Configuring School Job Boards from the Job Board Market Place [page 721]</a> |
| Suggest new job boards to be integrated with Recruiting Posting.               | Choose <a href="#">Job Board Market Place</a> . Choose <a href="#">Suggest a new job board</a> to integrate them.                             | <a href="#">Choosing Job Boards to Suggest for Recruiting Posting [page 723]</a>                    |

## Tasks in Reports

| Tasks           | Location in <i>Manage Recruiting Posting</i> | Additional Information                                |
|-----------------|----------------------------------------------|-------------------------------------------------------|
| Manage reports. | Choose <i>My Reports</i> .                   | <a href="#">Using Self-Service Reports [page 728]</a> |

## Tasks in Posting Rules

| Tasks                                                                                                      | Location in <i>Manage Recruiting Posting</i>                            | Additional Information                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create posting profile preselection rules.                                                                 | Under <i>Job Posting Rules</i> , choose <i>Posting profile rules</i> .  | <a href="#">Creating and Editing Posting Profile Preselection Rules [page 745]</a> .                                                                                                                                                                                                                                                                     |
| Create job board preselection rules.                                                                       | Under <i>Job Posting Rules</i> , choose <i>Job board preselection</i> . | <a href="#">Creating Job Board Preselection Rules [page 747]</a> .                                                                                                                                                                                                                                                                                       |
| Automate Recruiting Posting field completion from job requisition fields or by setting an auto-fill value. | Under <i>Job Posting Rules</i> , choose <i>Field completion</i> .       | <p>You can use auto-fill values to prepopulate with a constant value or use job requisition field mapping to allow prepopulation of fields based on the value of the job requisition field.</p> <p><a href="#">Editing Autofill Values [page 732]</a><br/><a href="#">Managing Field Completion Rules and Job Requisition Field Rules [page 740]</a></p> |

## 19.15.1.4.1 Posting Profiles

A posting profile is a job posting entity that companies use to post jobs.

### Posting Profiles

Posting profiles reflect different ways that companies organize their recruiting teams. For example, some companies prefer to manage their posting profiles based on country or region, some others may base them on their product.

#### Note

Note that disabling or purging a posting profile deletes all the active job postings that are made using the posting profile.

Additionally, posting profiles are entities that have ownership over job board credentials.



## 19.15.1.4.1.1 Creating Posting Profiles

Create posting profiles so that Recruiting users can process job postings on job boards.

### Prerequisites

You have [Manage Recruiting Posting](#) permission.

### Context

Every user requires a posting profile to post jobs.

Use posting profiles to tailor your company organization by brand, location, contract type and so on.

Configured company descriptions are automatically retrieved into the job posting form. Set the company descriptions in the languages your Recruiters need in the posting profile. You can set several company descriptions — both default and optional. You can add, edit, and remove company descriptions at every level of your company organization (root, group, or posting profile level). Company descriptions are prepopulated in available languages in the job requisition to the job posting.

Groups are optional and contain posting profiles. Groups let you assign permissions to all the posting profiles in one go. To do this, you must first create the group and the posting profile at the same time.

#### Note

You must have posting profiles in a group so that the users assigned to the group can post jobs. Users assigned to groups without posting profiles will not be able to post jobs.

### Procedure

1. Choose  [Admin Center](#)  [Manage Recruiting Posting Settings](#) .

Posting profiles display on the left area of the screen.

2. At the bottom of this screen area, choose the icon with a plus sign ([Create Posting Profile or Group](#)).
3. Create a posting profile for either a group or a posting profile.

In [Name](#) and [Email](#), enter the details of the person responsible for the group. On some job boards, the profile name appears, on others only the company name is visible.

4. Complete the information for the company for each profile.
5. Set additional company description languages.

If the job requisition is available in other languages, the additional language for the posting profile are retrieved.

6. Deactivate or delete/purge posting profiles in the group.

In accordance with data privacy and compliance laws, an Admin is authorized to do this. Deactivating moves the posting profile from Active to Inactive and delete or purge removes the posting profile for good.

Posting profiles that don't have a job board configuration or an assigned contract can be moved from one group to another.

## Related Information

[Applying Associations of Recruiting Users with Posting Profiles \[page 714\]](#)

[Applying Associations of Recruiting Users with Posting Profiles \[page 714\]](#)

[Setting Up Permissions for Recruiting Posting \[page 709\]](#)

[Using My Job Boards and My Job Credits \[page 719\]](#)

### 19.15.1.4.1.2 Applying Associations of Recruiting Users with Posting Profiles

Associate Recruiting users with a posting profile so that they can post jobs, modify job board configurations, and manage contracts.

## Prerequisites

You have the [Manage Recruiting Posting](#) permission.

You've created the required posting profiles as described in [Creating Posting Profiles](#).

## Context

A Recruiting user who is only associated with one posting profile can't access the [Posting Profile selection](#) step during the job posting workflow.

A default posting profile is automatically generated and associated with the job boards that are part of the Day One Posting Pack as soon as a customer instance is created. The default posting profile is associated to the Recruiting user if no association is made through the [Users to Posting Profiles Association](#) menu.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Posting Settings](#) ► [Associate Users to Posting Profiles](#) ►.

You see a list of available users for Recruiting Posting. The users with the permission [Recruiting Posting](#) or [Manage Recruiting Posting](#) are synchronized during the daily system synchronization, and are visible in [Associate Users to Posting Profiles](#).

2. Select [Edit set of posting profiles](#) and choose the profiles to associate with the user.
3. To copy an existing set of associations from one user to another, select the users from the list, then select [Copy set of posting profiles](#).
4. Check the boxes next to the destination users and click [Apply to selected users](#).
5. Cancel the selection copy when you have finished using the mass copy feature.

## Related Information

[Creating Posting Profiles \[page 713\]](#)

[Creating Posting Profiles \[page 713\]](#)

### 19.15.1.4.1.3 Configure Display Settings for the Posted Jobs on the Job Posting Table

You can view the posted job in the job posting table based on the [Job Posting Visibility](#) option set in Recruiting Posting.

## Context

Configure the view permission in Recruiting Posting to let the Recruiting user view the posted job in the job posting table based on the [Job Posting Visibility](#) option set in the Recruiting Posting. The [Job Posting Visibility](#) option in the [Manage Recruiting Posting](#) under [Settings, Edit Settings](#) option controls if a Recruiter user associated with the posting profile or unassociated with a posting profile can view and post the jobs from the [Job Posting Table](#). By default, you can view only the posted jobs associated with your Posting Profile used for posting the jobs.

In the [Job posting Table](#), the [Post and Manage Jobs](#) button has the following behavior:

- If you are associated with posting profile A and opening a job requisition that is associated with posting profile B:
  - If the job is active, you are not authorized to view the job requisition details.
  - If the job posting has expired, you are redirected to Step 1 of the [Post a job](#) page in Recruiting Posting to post the job as a new job posting.
- If you are associated with posting profile A and opening an inactive job requisitions associated with posting profile A:
  - If the posting profile used to post the job is active, you are directed to the job requisition details page.
  - If the posting profile used to post the job is inactive or purged, you are redirected to Step 1 of the [Post a job](#) page in Recruiting Posting to post the job as a new job.

### Note

You can select a different profile in Step 1 of the [Post a job](#) page if you are associated with multiple profiles.

## Procedure

1. Go to [Manage Recruiting Posting, Settings, Edit Settings, Job Posting Visibility](#).  
By default, a Recruiting user associated with one posting profile can view and post jobs in the job posting table. By default, the job posting visibility option is enabled in REcruiting posting.
2. To ensure all the users have permission to view the posted jobs, Disable the Job Posting Visibility option. You can view all the posted jobs in the Job posting table irrespective of whether you are associated with the posting profile used for posting the job requisition or not. You can now repost the expired or deactivated job associated with a posting profile using another posting profile.

## 19.15.1.4.2 Job Boards

A job board is a platform for posting jobs.

Publicly available job boards are accessible online for everyone. They can be free of charge or payable. Customers pay using either credits or slots. An example of a publicly available job board is Steptone or Monster. Some job boards however, require contracts to be set up between customers before they can be configured.

Add and configure job boards from the [Job Board Market Place](#).

### Note

The implementation duration could be extended because of delays in job board answers, notably when providing credentials.

You can also add and configure school job boards from the [Job Board Market Place](#).

If the job board or school job board you're looking for isn't yet integrated with Recruiting Posting, you can request an integration. These third-party job boards should be willing to cooperate with SAP SuccessFactors. The stability and reliability of the integration also depend on these third parties.

If job boards are unavailable, the administrator is notified in the job board selection and also in [Manage Recruiting Posting, My Job Boards](#) section. The job board is unavailable because of the following reasons:

- The job board is temporarily unavailable because it requires some technical maintenance. Once the integration update is finalized, the job board will be available for posting the jobs.
- It's unavailable because it will be removed from Recruiting Posting catalog. In this case, the indication of unavailability will be visible for one month. Afterward, the job board will disappear from the interface.

## Related Information

[Adding and Configuring Job Boards from the Job Board Market Place \[page 717\]](#)

[Adding and Configuring School Job Boards from the Job Board Market Place \[page 721\]](#)

[Choosing Job Boards to Suggest for Recruiting Posting \[page 723\]](#)

### 19.15.1.4.2.1 Adding and Configuring Job Boards from the Job Board Market Place

After creating Posting Profiles and associating users with the profiles, a recruiter can use the *Job Board Market Place* to use targeted job boards to find candidates.

## Context

Activation is the process of providing the required credentials that allow a customers to post jobs to a job board. If a job board is free and does not require credentials, then the job board is already activated.

The owner of the Job Board Configuration plays a pivotal role in job board activation. Take a look at the following options to determine how your job board activation will be implemented:

- **Client Owner:** In this case, customers own the job board configuration and enter the required credentials to activate it.
- **Job Board Owner:** In this case, the job board provides Recruiting Posting with credentials required to identify the customer job posting. This action is triggered by the customer creating a configuration in Manage My Job Boards/Configuration.
- **Client and Job Board Owner:** In this case, the configuration requires authentication information on the customer and job board side.

#### Note

Customers must first provide information to the job board to make this configuration possible.

## Procedure

- In the *Admin Center*, search *Manage Recruiting Posting Settings* and choose ► *Job Board Market Place* ► *Add job boards and school job boards* .
- Select a job board from the *Job Board Market Place* and select the plus symbol. This would directly open the credentials tab.

A job board credential is a value or a set of values such as client ID, login and password, email and so on that lets Recruiting posting authenticate the customer to the job board. If a job board is free, credentials are not usually required. However, in other cases the job board must be configured with these credentials. If this configuration is missing, it will not be possible to activate the job board.

- Fill in the credential name and the required fields that connect your company with the given job board.
- Select the posting profiles or groups that have permission to post on the job board with these credentials. The credentials requested for configuration can vary from one job board to another. Some require a login and password. Others require a token generated on the job board web site. Under [Credentials](#), you can also view the status of the job board in the Status column.
- Select a credential using the arrow on the right. Select [Edit](#) to change the credentials or the posting profiles of persons allowed to post on the job board.

A job board configuration is a set of credentials that can be a value or a set of values such as client ID, login and password, email and so on that lets Recruiting posting authenticate the customer to the job board. If a job board is free, credentials are not usually required. However, in other cases the job board must be configured with these credentials. If this configuration is missing, it will not be possible to activate the job board.

Job board market place displays all job boards available within Recruiting Posting that a customer can add to Recruiting Posting interfaces to post jobs. The new job boards (integrated within less than 6 months), then biggest job boards are listed in the [Job Board Market Place](#) to find the ones that work best for an organization and to add them in priority. The Job Board Market Place displays the biggest job boards based on the reliability index. You can use multiple filters to find the targeted job boards and schools job boards or universities.

The job board description shows whether it supports the text formatting with HTML tags. For example, text formatting may include bold, italic, line break, paragraph, unordered Bulleted list, ordered list, unordered list, and divisions.

The filter by location ([Countries/Regions](#) field) is enhanced with a new criteria: [Worldwide](#). This filter refers to job boards and schools job boards that are available based on the country or region of the company.

#### Note

If the school job board you are looking for is not in the Recruiting Posting school job board catalog, refer to the KBA 2663347 – New School Board Integration – Recruiting Posting in the Related Information section.

The job board market place remains the most accurate and up-to-date with the list of available job boards and these lists are updated after each release.

While activating job boards from the Job board market place, consider the following:

- You won't be able to post jobs immediately after adding the job board — activation can take a few days. Have any credentials for the job board ready before adding it.
- When you add a job board, fill in the credential name and the required fields first to connect your company with the board. Select the posting profiles or groups that have permission to post on the job board.

## Related Information

[Using My Job Boards and My Job Credits \[page 719\]](#)

[Job Boards \[page 716\]](#)

[Choosing Job Boards to Suggest for Recruiting Posting \[page 723\]](#)

[Choosing Job Boards to Suggest for Recruiting Posting \[page 723\]](#)

[SAP Note 2663347](#) 

## 19.15.1.4.2.2 Using My Job Boards and My Job Credits

Describes how to make a job board operational by adding or modifying posting profiles, credentials, and packs to job boards.

### Context

- Navigate to ► [Admin Center](#) ► [Manage Recruiting Posting Setting](#) ► [Manage My Job Boards](#) ►.
- View available job boards using [My Job Boards](#)  
A tooltip is displayed next to any job board that contains a configuration error. You can find information on how to fix the error in the Configurations tab. The unavailable job boards are disabled in the Job Board Market Place and Select Job Boards sections and a warning sign appears next to the job board's name to define the reason why it's unavailable.  
The job board description shows whether it supports the text formatting with HTML tags. For example, text formatting may include bold, italic, line break, paragraph, unordered Bulleted list, ordered list, unordered list, and divisions.
- Go to the Credentials tab. Select [Credentials](#).  
A job board configuration is a set of credentials that can be a value or a set of values such as client ID, login/password, email, and so on, that lets Recruiting posting authenticate the customer to the job board. If a job board is free, credentials aren't usually required. However, in other cases the job board must be configured with these credentials. If this configuration is missing, it won't be possible to activate the job board.
- Fill in the credential name and the required fields that connect your company with the given job board.
- Select the posting profiles or groups that have permission to post on the job board with these credentials.  
The credentials requested for configuration can vary from one job board to another. Some require a login and password. Others require a token generated on the job board web site. Under Credentials, you can also view the status of the job board in the Status column.  
Select a configuration using the arrow on the right. Click [Edit](#) to change the credentials or the posting profiles of persons allowed to post on the job board.
- Under [Posting Profiles & Groups](#), choose the availability of job board in the Job board availability column.
  - Select Default to make a job board available by default.
  - Select Mandatory to make a job board mandatory for all job postings.
  - Select Preselected to allow recruiters to deselect the job board.
- Remove a job board by selecting [Delete a Job Board](#) and confirm.

### Job Board Credits

You can additionally manage the job board credits you have for a paid job board provider.

These credits are purchased directly from the job board provider. Each time you post a job to a payable job board, one job board credit is consumed.

#### ⓘ Note

Credits must be purchased in advance of the posting.

Starting Point: ► [Admin Center](#) ► [Manage Recruiting Posting Setting](#) ► [Manage My Job Boards](#) ►.

1. Select a paid job board from [My Job Boards](#) displayed on the left.
2. Choose ► [Packs](#) ► [New Pack](#) ► [Pack Details](#) ►  
In [Type](#), choose [Credits](#) or [Slots](#).  
To allocate an unlimited amount of credits, check [Credits](#). Otherwise, enter the actual amount of credits purchased from the job board.

#### ⓘ Note

Be sure to enter the actual amount and not an approximate amount.

[Define the credit cost](#), choose the type of credits you have with the job board. If you have purchased a predefined number of credits, choose [For a pack](#) or [Per Unit](#)

| 3. Credit Type               | Instructions                                                                             | Good2Know                                                                                                                                                                |
|------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pack of credits              | Choose <a href="#">For a pack</a>                                                        | When this pack is consumed, edit the contract with the newly purchased pack information and save the contract.<br><br>→ Recommendation<br>Set a fixed value for credits. |
| Purchase credits as required | Choose <a href="#">Per Unit</a> and enter the unitary cost and currency as per agreement | → Recommendation<br>In <a href="#">Credits</a> , check the box. You are charged on what you consume and checking this box gives you unlimited credits.                   |

Use the [Comments](#) section to add helpful notes and contract details. Note that the comments box has a text limit of 400 characters.

Save your entries. When you save your entries, the tab [Posting Profiles & Groups](#) appears.

4. Choose ► [Posting Profiles & Groups](#) ► ► [Edit Set of Posting Profiles](#) ►

#### ⓘ Note

Credits are assigned to a posting profile not to a user.

5. Select the posting profile and assign the credits as required. Save your entries.

## Related Information

[Adding and Configuring Job Boards from the Job Board Market Place \[page 717\]](#)

[Creating Posting Profiles \[page 713\]](#)



## 19.15.1.4.2.3 Adding and Configuring School Job Boards from the Job Board Market Place

An outline of notable differences in the posting process to school job boards.

### Prerequisites

- The desired school job board is already integrated with Recruiting Posting
- As a Recruiting Posting customer, you have an account with the desired school job board and any valid credentials required

### Procedure

- In the *Admin Center*, search *Manage Recruiting Posting Settings* and choose ► *Job Board Market Place* ► *Add job boards and school job boards* ➤.
- Switch to the *Schools* tab on the top right corner of the page.
- Select the plus sign on the school job board you want to add.
- Fill in the credential name and the required fields that connect your company with the given job board.
- Select the posting profiles or groups that have permission to post on the job board with these credentials. The credentials requested for configuration can vary from one job board to another. Some require a login and password. Others require a token generated on the job board web site. Under *Credentials*, you can also view the status of the job board in the Status column.
- Select a configuration using the arrow on the right. Click Edit to change the credentials or the posting profiles of persons allowed to post on the job board.

### Posting to School Job Boards

The main reason posting to school job board differs from regular posting activity has to do with the fact that schools tend to receive fewer postings than job boards. Consequently, schools tend to have a less developed platform, and therefore need specialized integration.

There are three different cases when posting on school job boards:

- There is a technical integration with the school's career site provider. These jobs are posted directly through this provider.
- There is not a technical integration with the school's career site provider. These jobs are posted directly on the school's form on the customers' behalf.
- The school does not have career site. These jobs are sent to the school via email.

### 📘 Note

Posting to a school job board is usually free. However, some boards may incur charges. Additionally, some schools may require manual validation before posting.

A school may have a separate posting interface dedicated to internships or permanent jobs for alumni and recent graduates. In this case, one school will have several job boards which will require several different configurations.

The SAP SuccessFactors Product team is available to evaluate the feasibility of any direct integration that a school or provider wishes to build.

## Related Information

[Job Boards \[page 716\]](#)

[Choosing Job Boards to Suggest for Recruiting Posting \[page 723\]](#)

### 19.15.1.4.2.4 Test Job Posting on Job Board's Sandbox from Preview Environment

Some job boards provide a sandbox to test your job postings before you post the job on the job board and make it external. You can test the job posting on a sandbox in the preview environment. Note that only a few job boards support the testing option.

Consider the following configuration requirements:

- The job board should have a sandbox available.
- You must have the job board test credentials from your job board.

The **Sandbox Available** label in the **Job Board Market Place** will indicate the job boards that let you test your job postings on a job board before you post the job on the job board and make it external.

In the posting process, during the review posting step, confirm the message that your jobs will be sent to the job board's sandbox.

### 📘 Note

- You require job board test credentials that the job boards shared with you to test your job posting on a job board. For more information, refer to *SAP Note 3245771 – List of Job boards with Preview Posting enabled – Recruiting Posting*.
- If a job board has a sandbox environment and wants to connect it to the SAP preview environment, it should follow the instructions described in the *SAP Note 3245767 – Process to Integrate Job boards in Preview – Recruiting Posting*.

## Related Information

[SAP Note 3245771](#) 

[SAP Note 3245767](#) 

### 19.15.1.4.2.5 Choosing Job Boards to Suggest for Recruiting Posting

The Job Board Market Place contains over 3,000 sources. Learn here how to suggest an integration with Recruiting Posting.

## Prerequisites

#### Note

SAP does not charge the job board or its customers for job board integrations. On the job board side, it varies a lot. Some job boards might charge the customer for costs related to creating the integration, its maintenance, or when the customer wants to activate the job board. SAP does not take part in these negotiations that occur between the job board and the customer.

- You've checked the Job Board Market Place and the Excel Catalogue on Customers Community, and the desired job board isn't listed.
- You have a valid contract with the job board, if the job board requires a subscription or fee.
- You commit to regularly posting job adverts to the requested job board through SAP SuccessFactors Recruiting Posting.
- The contacts indicated in the suggestion form are aware that the Recruiting Posting Product team contacts them.
- You haven't exceeded 10 job boards suggestions in the calendar year.
- The user suggesting the integration has the permission [Manage Recruiting Posting](#).

## Context

A job board is a platform for posting jobs. Publicly available job boards are accessible online and available to everyone. They can be free of charge or payable. Customers pay using either credits or slots. An example of a publicly available job board is Steptone or Monster.

A job board integration creates a technical bridge between a job board and SAP SuccessFactors Recruiting Posting, so that organizations can post jobs on this job board, as well as to the 3-000-plus Job Board Market Place sources.

A job board integration isn't a service, but a product enhancement that falls within the Recruiting Posting roadmap. Therefore, each integration is unique and requires Product Managers and Engineering team to specify technical development with the job board. An integration suggestion contributes to improving the job posting tool as a whole.

It's important to note that roadmaps are current states of planning. They can be changed anytime without notice. They don't serve as commitment for feasibility or deadline.

If the job board you're looking for isn't in the Recruiting Posting job board catalog, you can suggest it through the Job Board Market Place. Once a job board is integrated, it's available to all customers.

If the school job board you're looking for isn't in the Recruiting Posting school job board catalog, refer to the *KBA 2663347 – New School Board Integration – Recruiting Posting*.

You can suggest a job board integration from the Job Board Market Place as described in the Job Board Market Place Update.

If you don't have access to the Job Board Market Place, you can display all available job boards and school job boards in the Customer Community of the Job Board Catalog.

## Procedure

1. To submit an integration, select the [Suggest a new job board](#) button in *Job Board Market Place*.

Your suggestion is transmitted to the Recruiting Posting product team and is stored until three different customers request the same job board. Note that the request for the job board must be from the production instance and not from the preview instance.

### Note

Your integration request may be delayed or canceled if the job board experiences technical difficulties, refuses integration attempts, or doesn't meet SAP strategies or other customer requests.

2. After the job board is integrated, you receive an email notifying you that the new job board is available in Job Board Market Place; you can now set up the new job board on your interface.

Each customer account has five aggregators or job boards added automatically, and they are ready to use on the first day of Go-Live production.

## Related Information

[Job Boards \[page 716\]](#)

[Adding and Configuring Job Boards from the Job Board Market Place \[page 717\]](#)

[Adding and Configuring School Job Boards from the Job Board Market Place \[page 721\]](#)

[Adding and Configuring Job Boards from the Job Board Market Place \[page 717\]](#)

[SAP Note 2663347](#) 

## 19.15.1.4.2.6 Configuring Templates Using a Template ID

Configure a template that receives a template ID from a job board.

### Prerequisites

- A contract is in place with the job board that supports template management.
- You have the latest version of Recruiting Posting.
- You've configured one template per Posting Profile.

### Context

Recruiting Posting allows you to post jobs externally from SAP SuccessFactors. Corporate branding on external jobs is managed by the job board itself. When using a template ID for template management, the job board creates, builds, and stores job templates defined by a template ID. Recruiting Posting sends a corresponding template ID to the job board so that the job board displays the correct template.

### Procedure

1. Provide the job board with template elements.  
The job board then stores the elements and defines a template ID per template.
2. Add the job board to the Job Board Market Place at [Job Board Market Place](#) > [Add Job Boards and School Job Boards](#) .
3. The customer begins job board configuration by selecting the job board. [Manage Recruiting Posting](#) > [My Job Boards](#) .
4. The customer selects the posting profile to associate to the job board at [Edit Set of Posting Profiles](#).
5. In the [Configurations](#) tab, the customer sets credentials for accessing the job board. Use the magnifying glass icon to display the [Credentials](#) tab.
6. The job board supplies the template ID to Recruiting Posting.
7. The customer creates a job posting.
8. Recruiting Posting submits job posting with the corresponding template ID.
9. The job board publishes the job posting with the corresponding template.

## 19.15.1.4.3 Setting Up Automatic Reposting of Jobs on Job Boards

Ensure that open job requisitions will be automatically reposted to the relevant job boards so that you can continue to attract candidates.

### Context

Under normal circumstances, job requisitions are removed from job boards after 30 days even if they're still online on the external career site. By setting up automatic reposting, you can specify that the job requisition will be reposted after the 30 days are up.

### Procedure

1. Post the job requisition on your external career site
2. Choose [Post job](#).
3. Select the job boards on which you want to post and repost your job.
4. In the [Automatic Reposting of Jobs](#) section, select the job boards on which you want to automatically repost your job. You can either specify that the job should be reposted until the job requisition is removed from the external career site, or choose a specific number of reposts.
5. Continue with the usual process to post a job.

#### Note

- Reposting jobs might incur additional costs (through job board credits) from job boards.
- It's not possible to edit or stop automatic reposting for a job that has already been posted. As such, please be careful when configuring this feature during the posting workflow in Recruiting Posting.
- To deactivate automatic reposting entirely, go to ► [Manage Recruiting Posting](#) ► [Settings](#) ► and deselect [Automatic Reposting](#).

### Results

The job requisition will be reposted as many times as you specified. The recruiter will be notified by mail every time an automatic repost occurs.

## 19.15.1.4.4 Creating a Job Posting to Multiple Locations

Post a job to multiple locations from Recruiting Posting at a time on job boards that support multilocation posting.

### Prerequisites

Set the job posting rule to fetch the location information from the job requisition (either with the Location Foundation Object or other job requisition fields) to auto-populate the *City*, *Postcode*, *Country/Region*, field values on the *Complete specific fields* page to facilitates the posting of a job to multiple locations.

### Context

You can simultaneously post a job to multiple locations on the job boards that support multilocation posting. For the job boards that don't support multiple locations, the job is posted only to a primary location.

When you post a job to multiple job boards, the maximum locations you can add depends on the job board supporting minimum locations. For example, if job board A supports five locations and job board B supports 10 locations, you post the jobs to five locations.

The *Location* category saves the *City*, *Postcode*, and *Country/Region* information. The *Map to location Foundation Object (Multiple locations supported)* option supports the multilocation posting and fetches the data from the foundation objects defined in the job requisition template.

The *City*, *Postcode*, *Country/Region* information is populated while posting the jobs based on the job posting rules defined in the *Field Completion Rule*. The *Standard mapping (Multiple locations not supported)* option is set by default while posting a job.

To post the jobs to multiple locations, set the field *Setting Field completion Rules* to populate the location information from the job requisition template (from Recruiting Posting values (auto-fill values), or the Foundation Object).

### Procedure

1. Go to ► *Admin Center* ► *Recruiting* ► to select a job requisition from the *Job Requisitions* page.
2. Select *JOB POSTINGS* link, and choose the ► *Post and Manage Jobs* ► option.
3. In the *Post a job* page, select job boards that support multiple locations, and choose *Next*.

#### Note

In the *Job Board Market Place*, you can view a *Multiple-location* label for the job boards that supports the simultaneous posting of a job to multiple locations. The job board description shows whether it supports the text formatting with HTML tags. For example, text formatting may include bold, italic, line break, paragraph, unordered Bulleted list, ordered list, unordered list, and divisions.

4. In the *Complete specific fields*, the *Common fields* section shows the *Location* field. You can select the *Display required and filled fields* option to view only the required and auto-populated fields to quickly review the job posting form and complete the mandatory job posting fields.

The city, country/region, and ZIP code field values are populated based on the job posting rule defined in the job posting rule. If you do not set a rule, the *City*, *Postcode*, *Country/Region* fields have no values, and you have to add the location information manually. The first location is considered the primary location.

5. Add the primary location information if there is no value.
6. Select the "+" icon to add multiple locations.
7. Select Save.  
The posted job shows the primary location.
8. Select *Show More* to view the primary location and the additional locations of the posted job.

## Related Information

[Posting a Job to Multiple Locations in Recruiting Posting \(SAP SuccessFactors Recruiting Resources Blog\)](#)   
[Setting the Job Posting Rule to Fetch Location Foundation Object \[page 734\]](#)

## 19.15.1.4.5 Using Self-Service Reports

Manage self-service reports for Recruiting Posting data from *Admin Center* instead of requesting changes through Technical Support.

## Prerequisites

- Recruiting Posting is integrated with Recruiting.
- Permission to *Manage Recruiting Posting* page and access to *Manage Reports* from *Admin Center*, *Manage Recruiting Posting*.

## Context

Configure custom reports for the Recruiting Posting data such as job postings and job board credits using the *Report* tile in *Settings*.

- Job Posting Reports
- Job Status Reports
- Job Board Credit Reports



## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Posting](#) ► [My Reports](#) ► [Manage My Reports](#) ►.
2. Choose the + *plus* icon to create custom reports.
3. Select a report type in the [New Reports](#) page:

| Report Name                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Posting Report</b>                     | <p>Displays all the posted jobs for an entity and its corresponding posting profiles during a given period that are selected for the set of job boards.</p> <div> <p><b>Note</b></p> <p>The user's preferred names are diaplyed on the <a href="#">Job Posting Report</a> page if the <a href="#">Enable adoption of General Display Name</a> option is enabled in ► <a href="#">Admin Center</a> ► <a href="#">Company System and Logo Settings</a> ►.</p> </div> |
| <b>Job Status Report</b>                      | <p>Displays a list of all jobs, their status for an entity, and its corresponding posting profiles during a given period for the job boards.</p> <div> <p><b>Note</b></p> <p>The user's preferred names are diaplyed on the <a href="#">Job Status Report</a> page if the <a href="#">Enable adoption of General Display Name</a> option is enabled in ► <a href="#">Admin Center</a> ► <a href="#">Company System and Logo Settings</a> ►.</p> </div>             |
| <b>Job Board Credits Availability Reports</b> | <p>Displays the job board credits based on the declarations in the <a href="#">My Job Boards</a> settings. The job board credits are the credits that a posting profile spends for posting a job on the respective job board. Note that the credit score is unlimited for some job boards as they don't monetize posting of jobs.</p>                                                                                                                              |
| <b>Job Board Credits Consumption Report</b>   | <p>Displays the total job board credits consumed for posting jobs to a job board.</p>                                                                                                                                                                                                                                                                                                                                                                              |

4. Provide a report name, preferred language, date format, and recipient mail IDs.
 

The [Date Format](#) displays the selected format of the date in the generated reports, email subject, and email content. The supported date formats are "yyyy-mm-dd", "mm-dd-yy", and "dd-mm-yy". The publication date, expiration date, file name of the report, email subject, and email content display the date in the selected format. If you don't provide the date format, by default the date format of the selected locale is displayed in the generated reports and emails
5. Select the [Additional Columns](#) to include the extra fields in your reports in addition to the standard report fields. This field is available only for the Job Posting Report and Job Status Report. For Job Posting Report, the available additional columns are: [Clicks](#), [Customer](#), [Job Board ID](#), [Job Posting ID](#), [Posting ID](#), [Username](#). For the Job Status Report, the available additional columns are: [Clicks](#), [Customer](#), [Job Posting ID](#), [Posting ID](#), [Days Before Expiration](#), [Username](#).
6. Choose the value-help icons for posting profiles, job boards, school boards to select the values from the available list. Note that the school boards option is available only for Job Posting Reports.
7. Provide the values to schedule the frequency and the time of report generation:

| Field Name               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sending Frequency</b> | <p>Specify whether to schedule the frequency of the report generation on a daily, or weekly, or monthly basis. To generate weekly or monthly reports, you can select single or multiple days of the week and month. For example, select the Every Month field and set the days of the month value as 1st, 21st, and Last Day. Sending frequency can be set for <a href="#">Job Posting Reports</a>, <a href="#">Job Status Reports</a>, and <a href="#">Job Board Credit Reports</a>.</p> <p><b>Days of the week:</b> The sending frequency can be every week, on Monday and Friday at 08:00 am.</p> <p><b>Days of the month:</b> The sending frequency can be every month, on 1st, 16th and last day, at 18:15 pm</p> <ul style="list-style-type: none"> <li>• <a href="#">Time of the day</a><br/>Specify the time of the day when to generate the report based on the frequency selected for the report generation. The report is generated in the Coordinated Universal Time (UTC) time zone. For example, the sending frequency can be Every day, at 12:30 pm</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Time period</b>       | <p>Specify the jobs that are posted for an entity during a given time period. The jobs are posted for the selected posting profiles and job boards. Select the from date and to date from the calendar to generate the report.</p> <ul style="list-style-type: none"> <li>• <a href="#">Snapshot</a><br/>Display the data that is available at the time of report generation.</li> <li>• <a href="#">Last</a><br/>Display the posted jobs for the specified number of days, weeks, and months. Note that the value can't exceed 365 days. For example, last x days, weeks or months.</li> <li>• <a href="#">Since</a><br/>Define the posted jobs from the specified day of a month. Note that the value can't exceed 365 days. For example, Since the fifth of the month.</li> <li>• <a href="#">From date to date</a><br/>Use the calendar date picker to generate data in reports based on the selected date range (Start date and End date). Note that the end date is an optional field. The 'From date to date' value can't exceed 365 days.</li> </ul> <div> <p><b>Note</b></p> <p>The <a href="#">Since</a> and <a href="#">Last</a> options are available for <a href="#">Job Posting Reports</a> and <a href="#">Job Status Reports</a> only. The <a href="#">Snapshot</a> option is available for <a href="#">Job Posting Reports</a>, <a href="#">Job Status Reports</a>, and <a href="#">Job Board Credit Reports</a>.</p> </div> |
| <b>Message</b>           | Provide the message to send in an email along with the report.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

- For [Job Board Credits Report](#) type, select the [Display Used Credits](#) option to view how many credits the user has spent for the job boards to post jobs. Select the [Display Unlimited Contracts](#) option to view the job boards that have unlimited credits.
- Choose Save.
- To edit an existing report, open a report and update the values.

The saved reports appear in the [My Reports](#) section in the order of creation. In the generated self-service reports, worksheet name is the date of the report generation.

#### Note

In the previous release, the worksheet name was a combination of the report type name and the date of the report generation. During translation, a few junk values got added to the worksheet name due to the length of the name. The change in the worksheet name is applicable for all the existing and new self-service reports.

## 19.15.1.4.6 Setting Up Self-Service Job Board Logs

When there's an issue with a job posting, you can access the job boards logs in the [Job Posting Table](#) section of the [Job Posting](#) table.

### Prerequisites

You have Recruiting Posting permission.

### Context

Recruiters can leverage the self-service job board logs to retrieve the log information without requesting changes through Technical Support.

### Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ► to select a job requisition.
2. Go to the [Job Posting](#) section and select the down arrow icon in the [Status](#) column next to a job board name.

A new page opens after your SSO authentication. The page displays the job requisition name, job requisition ID, job board name, status, and link to download a compressed ZIP file.

3. Choose [Download Logs](#) to download the .zip file of the logs.
4. Extract the <Posting ID\_Job board name> ZIP file to share it with the job boards.

#### Note

Posting logs display on the job posting table only when they're available. Posting logs can be unavailable if they can't be retrieved, or because of these reasons:

- We couldn't send the data to the job board because the customer credentials were not valid.
- Posting logs include confidential information about other customers, and could not extract your logs.

## 19.15.1.4.7 Field Completion

Field completion aims at prefilling job posting fields.

This is based on default values or on job requisition fields so that recruiters do not need to re-enter information for each posting.

### 19.15.1.4.7.1 Editing Autofill Values

Use autofill values to set a constant value for a job posting field. This value prefills the job posting field for all your recruiters and for all your Job Requisition templates containing the rule.

#### Prerequisites

- You have the [Manage Recruiting Posting](#) permission.
- For autofill to work, the job board is already assigned and available in [My Job Boards](#)

#### Note

The autofill value is completely independent of any fields in the job requisition. Any supported job posting field can be prefilled by an autofill value. The interface simply reflects the field as it is displayed during the recruiter posting experience.

#### Procedure

1. Choose [Manage Recruiting Posting](#) > [Job Posting Rules](#) >
2. Select the Job Requisition Template to which to apply the rule.
3. Choose [+ Add rule](#) to create a job posting rule.
4. Choose [Define auto-fill value](#)

Supported Field Types

| Job Posting Field type | Specific or Common? | Example                                       |
|------------------------|---------------------|-----------------------------------------------|
| Picklist               | Common              | <a href="#">Contract Type</a>                 |
| Text                   | Common              | <a href="#">Job Description</a>               |
| Multiple select        | Specific            | LinkedIn field <a href="#">Function</a>       |
| Number                 | Common              | <a href="#">10,000</a>                        |
| Checkbox               | Specific            | Monster field <a href="#">Anonymous Offer</a> |
| Currency               | Common              | <a href="#">\$USD</a>                         |

| Job Posting Field type | Specific or Common? | Example                                            |
|------------------------|---------------------|----------------------------------------------------|
| Radio button           | Specific            | Stepstone.de field <a href="#">Employment type</a> |

## Related Information

[Managing Field Completion Rules and Job Requisition Field Rules \[page 740\]](#)

### 19.15.1.4.7.2 Setting Salary Field Mapping

Set the Salary field mapping to map the values either to the default values or job requisition values, or a combination of both values.

## Context

You can configure the following information for the Salary field to map the values to default or job requisition values:

- Salary Currency
- Salary Period
- Maximum Salary
- Minimum Salary
- Salary Display and Sending Rule

## Procedure

1. Go to [Admin Center](#), [Job Posting Rules](#), [Field Completion](#).
2. You view the [Salary](#) field as a [Custom Mapping](#).
3. Choose [Edit rule](#) to change the [Salary](#) field with appropriate field completion rules and choose [Save](#).

## 19.15.1.4.7.3 Setting the Job Posting Rule to Fetch Location Foundation Object

Set the job posting rule to populate the location information for posting the jobs.

### Context

Fetch the location information from the foundation objects defined in the job requisition template based on the job posting rules defined in the field completion rules.

### Procedure

1. Go to ► [Admin Center](#) ► [Job Posting Rules](#) ► [Field Completion](#) ►.

You view the [Location](#) field as a [Standard Mapping](#).

2. Click [Edit rule](#) to view or change the [Country/Region](#), [Location](#), [Postcode](#) fields values individually with appropriate field completion rules.

The values in the [Country/Region](#), [Location](#), and [Postcode](#) fields are populated as per the job posting rule defined on the [Field Completion Rules](#) page. If you have not set a rule, the [Country/Region](#), [Location](#), [Postcode](#) fields have no values. By default, the [Standard mapping \(Multiple locations not supported\)](#) option is selected for the location field to map rules to the [Country/Region](#), [Location](#), and [Postcode](#) fields individually. To fetch the location information from the foundation object configured on a job requisition template, change the mapping to the [Map to location Foundation Object \(Multiple locations supported\)](#) option.

#### Note

Foundation Object and Generic Object picklist field maps to a composite or object-type field in the Admin Center > Manage Recruiting Rules > Job Posting Rules > Field Completion Rules. You can select the attributes of the composite object while mapping the FO and GO objects in the Field Completion Rules.

3. Click ► [Change job posting rule](#) ► [Change Rule](#) ►, to select the [Map to location Foundation Object \(Multiple locations supported\)](#) option.
4. Click [Save](#).

On the field completion rules page, the [Location](#) field shows [Foundation Object Mapping](#).

5. Click the [Edit rule](#) option to select either the [Standard mapping \(Multiple locations not supported\)](#) or [Map to location Foundation Object \(Multiple locations supported\)](#) option.

### Related Information

[Creating a Job Posting to Multiple Locations \[page 727\]](#)

## 19.15.1.4.7.4 Setting the Job Posting Rule to Fetch Job Location Generic Object

Set the job posting rule to populate the location information for posting the jobs.

### Context

Fetch the Job Location information from the generic objects specified in the job requisition template based on the job posting rules defined in the field completion rules. The Job Location generic object lets you map the location field to provide a faceted search using the Google Maps component and posting a job to multiple locations for candidates to find on the career sites.

### Procedure

1. Go to [Admin Center](#) > [Job Posting Rules](#) > [Field Completion](#).

You view the [Location](#) field as a [Standard Mapping](#).

2. Click [Edit rule](#) to view or change the [Country/Region](#), [Location](#), [Postcode](#) fields values individually with appropriate field completion rules.

The values in the [Country/Region](#), [Location](#), and [Postcode](#) fields are populated as per the job posting rule defined on the [Field Completion Rules](#) page. If you have not set a rule, the [Country/Region](#), [Location](#), [Postcode](#) fields have no values. By default, the [Standard mapping \(Multiple locations not supported\)](#) option is selected for the location field to map rules to the [Country/Region](#), [Location](#), and [Postcode](#) fields individually. To fetch the location information from the Job Location generic object configured on a job requisition template, change the mapping to the [Map to Job Location Generic Object \(Multiple locations supported\)](#) option.

#### Note

Generic Object picklist field maps to a composite or object-type field in the [Admin Center](#) > [Manage Recruiting Rules](#) > [Job Posting Rules](#) > [Field Completion Rules](#). You can select the attributes of the composite object while mapping the generic objects in the [Field Completion Rules](#).

3. Click [Change job posting rule](#) > [Change Rule](#) to select the [Map to Job Location Generic Object \(Multiple locations supported\)](#) option.
4. Click [Save](#).

On the field completion rules page, the [Location](#) field shows [Job Location Generic Object mapping](#).

5. Click the [Edit rule](#) option to select either the [Standard mapping \(Multiple locations not supported\)](#) or [Map to Job location Generic Object \(Multiple locations supported\)](#) option.

## 19.15.1.4.7.5 Job Posting Rules

Rules prefill designated fields in the job postings with values. You can define rules for the following field types in multiple languages for all free text job posting fields (description of the job, company description...).

Mandatory job board fields are marked with \* in the job posting rules main page.

### Available Job Posting Rules

You can choose between two methods to prefill the job posting fields:

- Auto fill values let you set a constant value for a job posting field. This value prefills the job posting field, for all your recruiters and for all your job requisition templates.
- Job requisition field rules let you set a value based on job requisition fields. This value prefills the job posting field.

## 19.15.1.4.7.5.1 Adding and Applying Job Posting Rules

You can use rules to save time when creating job postings.

### Prerequisites

- You have the [Manage Recruiting Posting](#) permission.

### Context

### Procedure

1. Choose ► [Manage Recruiting Posting](#) ► [Job Posting Rules](#) ►.

Job posting fields are listed in categories to the left of the screen. The option + [Add rule](#) is visible when there's no job posting rule assigned.

2. Select the language in which you would like the auto-fill values defined.
3. Choose a Job Requisition template to configure (template A).

Your job posting fields are listed in categories to the left of the screen. The option + [Add rule](#) is visible when there's no job posting rule assigned.

4. Use the arrows on the left to unwrap the posting field categories and display the job posting fields.

Each job board that's associated in My Job Boards has its own category containing its job board-specific fields. The category Common Fields contains any field that's requested by at least two of your associated job boards.



5. Choose **+** [Add rule](#) to create a job posting rule.
6. Select a rule type from the two available rule types.
7. Select another Job Requisition Template (template B) from top-right corner list.

You can either set the Job Posting Rules individually for this new template or Import the rules from another reference template (template A).

8. Choose [Import field rules](#).
9. Select the template to import and replace the current rules of the template you're configuring.
10. Choose the import method.

| Option                                                 | Description                                                                                          |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <a href="#">Import and overwrite existing rules</a>    | The option replaces the rules that are currently set for template B with the ones set in template A. |
| <a href="#">Import and complete with missing rules</a> | The option imports only rules for field of template B that don't already have any set.               |

## 19.15.1.4.7.5.2 Job Posting Field Rules

Use job requisition field rules to define which job requisition field is mapped to a which job posting field. This value prefills the job posting field, for all your recruiters and for all your Job Requisition templates.

This method lets you define which job requisition field is mapped to which job posting field. Here you can see two tables - the first one takes the job requisition field type as the starting point and the second one the job posting field type.

Job Requisition Field Type to Job Posting Field Type

| Job requisition field type | Job posting field type                |
|----------------------------|---------------------------------------|
| Boolean                    | Checkbox                              |
|                            | Text                                  |
| Currency                   | Salary currency                       |
|                            | Text                                  |
| Date                       | Date                                  |
| jobCode                    | Text                                  |
| jobRole                    | Text                                  |
| Number                     | Text                                  |
| Object                     | Supported for display and navigation* |
| Enum                       | Text                                  |
| Picklist                   | Text                                  |
|                            | Multiple select                       |
|                            | Checkbox                              |

| Job requisition field type | Job posting field type                |
|----------------------------|---------------------------------------|
|                            | Picklist                              |
|                            | Radio Button                          |
|                            | Range                                 |
|                            | Autocomplete                          |
| Percent                    | Text                                  |
| Richtext                   | Text                                  |
| Text                       | Text                                  |
| TextArea                   | Text                                  |
| Derived (Country/Region)   | Mapped by default to "Country/Region" |

#### Job Posting Field Type to Job Requisition Field Type

| Job posting field type                      | Job requisition field type                    |
|---------------------------------------------|-----------------------------------------------|
| Text                                        | Boolean                                       |
|                                             | Currency                                      |
|                                             | Date                                          |
|                                             | jobCode                                       |
|                                             | jobRoles                                      |
|                                             | Number                                        |
|                                             | Objects supported for display and navigation* |
|                                             | Enum                                          |
|                                             | Picklist                                      |
|                                             | Percent                                       |
|                                             | RichText                                      |
|                                             | TextArea                                      |
| Picklist, Radio Button, Range, Autocomplete | Picklist                                      |
|                                             | Objects supported for display and navigation* |
|                                             | Picklist                                      |
| Date                                        | Date                                          |
| Checkbox                                    | Boolean                                       |
|                                             | Picklist                                      |
|                                             | Objects supported for display and navigation* |

\*As object fields contain other fields and not a fixed value, you cannot map a job requisition field with such a field. However, you can navigate through the folder structure of every object to find the simple field to map.

## Available Operations

| Icon                       | Action                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| X                          | Delete the mapped field                                                                                                                                                                                                                                                                                                                                              |
| +                          | Add a mapped field or conjoin existing job requisition fields together. For example, you might want to map the job posting field <i>Company description</i> to the job requisition fields <i>JobDescHeader</i> and <i>JobDescFooter</i>                                                                                                                              |
| Scissors icon              | Split a Job requisition field into text extracts in multiple languages. Choose the scissors icon, select a language and define if you want to extract text before, after or between the keyword. This keyword can be any phrase. You can decide to include or exclude keyword to make a tailored text extract. You can add an additional language for every extract. |
| Arrows                     | Sorts in ascending or descending order                                                                                                                                                                                                                                                                                                                               |
| >                          | Displayed when the chosen field is a picklist and you need to input the value.                                                                                                                                                                                                                                                                                       |
| Aggregation of text splits | You can aggregate (+ button) several extracts of a same job Requisition text split or several extracts of different job Requisition text splits.                                                                                                                                                                                                                     |

### Note

By default, the job description set in Job Profile Builder is a field defined in the Job Requisition Templates as *External Job Description*. The value that will be mapped when using this field is the aggregation of all subsections of Job Profile Builder.

## 19.15.1.4.7.5.3 Adding and Mapping Job Posting Field Rules

### Context

### Procedure

1. Choose ► *Manage Recruiting Posting* ► *Job Posting Rules* . When a job requisition field rule already exists, you'll see the name of job requisition field set for the mapping.
2. Select the Job Requisition Template to which to apply the rule.
3. Choose + *Add rule* to create a job posting rule.
4. Choose *Map with job requisition field*

#### ① Note

It is not possible to map Enum and Text fields with Recruiting Posting picklist.

#### ① Note

Fields marked with an asterisk are mandatory in a job requisition.

### 19.15.1.4.7.5.4 Contact Information Fields

Recruiting Users are able to choose between certain fields when mapping their contact information. These fields include:

- User information
- Posting Profile information
- Operator role
  - Additional Managers
  - Adhoc Approvers Team
  - Hiring Manager
  - Recruiter
  - Recruiting Admin
  - Recruiting Admin Team
  - Recruiting Lead Team
  - Recruiting Team
  - Recruiting Team Lead
  - Service Center
  - Service Center Team
  - Sourcer
  - Sourcer Team

### 19.15.1.4.7.5.5 Managing Field Completion Rules and Job Requisition Field Rules

You can use rules to save time when creating job postings.

#### Job Posting Rules

Prerequisites

- You have the [Manage Recruiting Posting](#) permission.

Rules prefill designated fields in the job postings with values. You can define rules for the following field types in multiple languages for all free text job posting fields (description of the job, company description...).

Mandatory job board fields are marked with \* in the job posting rules main page.

### Available Job Posting Rules

You can choose between two methods to prefill the job posting fields:

- Auto fill values let you set a constant value for a job posting field. This value prefills the job posting field, for all your recruiters and for all your job requisition templates.
- Job requisition field rules let you set a value based on job requisition fields. This value prefills the job posting field.

For job posting field types such as text, number, date, you can map the job requisition value directly to the corresponding job posting field.

For other job posting field types such as checkbox, picklist, and multiple select, you can define rules based on the value of your job requisition picklist items or Boolean values.

### Procedure

1. Choose [Manage Recruiting Posting](#) > [Job Posting Rules](#). Job posting fields are listed in categories to the left of the screen. The option [+ Add rule](#) is visible when there's no job posting rule assigned.
2. Select the language in which you would like the auto-fill values defined.
3. Choose a Job Requisition template to configure (Template A). Your job posting fields are listed in categories to the left of the screen. The option [+ Add rule](#) is visible when there's no job posting rule assigned.
4. Use the arrows on the left to unwrap the posting field categories and display the job posting fields. Each job board that is associated in My Job Boards has its own category containing its job board specific fields. The category Common Fields contains any field that is requested by at least 2 of your associated job boards.
5. Choose [+ Add rule](#) to create a job posting rule.
6. Select a rule type from the two available rule types.
7. Select another Job Requisition Template (Template B) from top-right corner list. You can either set the Job Posting Rules individually for this new template or Import the rules from another reference template (Template A).
8. Choose [Import field rules](#).
9. Select the template to import and replace the current rules of the template you're configuring.
10. Choose the import method.
  - The option [Import and overwrite existing rules](#) replaces the rules that are currently set for template B with the ones set in template A.
  - The option [Import and complete with missing rules](#) imports only rules for field of template B that don't already have any set.

#### Note

The import function works when the Field ID from template A and template B match.

## Job Posting Field Rules

Use job requisition field rules to define which job requisition field is mapped to a which job posting field. This value prefills the job posting field, for all your recruiters and for all your Job Requisition templates.

This method lets you define which job requisition field is mapped to which job posting field. Here you can see two tables - the first one takes the job requisition field type as the starting point and the second one the job posting field type.

Job Requisition Field Type to Job Posting Field Type

| Job requisition field type | Job posting field type                    |
|----------------------------|-------------------------------------------|
| Boolean                    | Checkbox                                  |
|                            | Text                                      |
| Currency                   | Salary currency                           |
|                            | Text                                      |
| Date                       | Date                                      |
| jobCode                    | Text                                      |
| jobRole                    | Text                                      |
| Number                     | Text                                      |
| Object                     | Supported for display and navigation*     |
| Enum                       | Text                                      |
| Picklist                   | Text                                      |
|                            | Multiple select                           |
|                            | Checkbox                                  |
|                            | Picklist                                  |
|                            | Radio Button                              |
|                            | Range                                     |
|                            | Autocomplete                              |
| Percent                    | Text                                      |
| Richtext                   | Text                                      |
| Text                       | Text                                      |
| TextArea                   | Text                                      |
| Derived (Country)          | Mapped by default to "Country" in backend |

Job Posting Field Type to Job Requisition Field Type

| Job posting field type | Job requisition field type |
|------------------------|----------------------------|
| Text                   | Boolean                    |
|                        | Currency                   |
|                        | Date                       |

| Job posting field type                      | Job requisition field type                    |
|---------------------------------------------|-----------------------------------------------|
|                                             | jobCode                                       |
|                                             | jobRoles                                      |
|                                             | Number                                        |
|                                             | Objects supported for display and navigation* |
|                                             | Enum                                          |
|                                             | Picklist                                      |
|                                             | Percent                                       |
|                                             | RichText                                      |
|                                             | TextArea                                      |
| Picklist, Radio Button, Range, Autocomplete | Picklist                                      |
|                                             | Objects supported for display and navigation* |
|                                             | Picklist                                      |
| Date                                        | Date                                          |
| Checkbox                                    | Boolean                                       |
|                                             | Picklist                                      |
|                                             | Objects supported for display and navigation* |

\*As object fields contain other fields and not a fixed value, you cannot map a job requisition field with such a field. However, you can navigate through the folder structure of every object to find the simple field to map.

#### Available Operations

| Icon                       | Action                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| X                          | Delete the mapped field                                                                                                                                                                                                                                                                                                                                              |
| +                          | Add a mapped field or conjoin existing job requisition fields together. For example, you might want to map the job posting field <i>Company description</i> to the job requisition fields <i>JobDescHeader</i> and <i>JobDescFooter</i>                                                                                                                              |
| Scissors icon              | Split a Job requisition field into text extracts in multiple languages. Choose the scissors icon, select a language and define if you want to extract text before, after or between the keyword. This keyword can be any phrase. You can decide to include or exclude keyword to make a tailored text extract. You can add an additional language for every extract. |
| Arrows                     | Sorts in ascending or descending order                                                                                                                                                                                                                                                                                                                               |
| >                          | Displayed when the chosen field is a picklist and you need to input the value.                                                                                                                                                                                                                                                                                       |
| Aggregation of text splits | You can aggregate (+ button) several extracts of a same job Requisition text split or several extracts of different job Requisition text splits.                                                                                                                                                                                                                     |

### Note

By default, the job description set in Job Profile Builder is a field defined in the Job Requisition Templates as [External Job Description](#). The value that will be mapped when using this field is the aggregation of all subsections of Job Profile Builder.

## Procedure

1. Choose ► [Manage Recruiting Posting](#) ► [Job Posting Rules](#) ►.  
When a job requisition field rule already exists, you'll see the name of job requisition field set for the mapping.
2. Select the Job Requisition Template to which to apply the rule.
3. Choose + [Add rule](#) to create a job posting rule.
4. Choose [Map with job requisition field](#)

### Note

It is not possible to map Enum and Text fields with Recruiting Posting picklist.

### Note

Fields marked with an asterisk are mandatory in a job requisition.

## Managing Contact Information Field Rules

Recruiting Users are able to choose between certain fields when mapping their contact information. These fields include:

- User information
- Posting Profile information
- Operator role
  - Additional Managers
  - Adhoc Approvers Team
  - Hiring Manager
  - Recruiter
  - Recruiting Admin
  - Recruiting Admin Team
  - Recruiting Lead Team
  - Recruiting Team
  - Recruiting Team Lead
  - Service Center
  - Service Center Team
  - Sourcer
  - Sourcer Team



## Related Information

[Editing Autofill Values \[page 732\]](#)

### 19.15.1.4.8 Posting Rules

Posting Profiles enable Recruiters to have speedy posting processes.

Posting Rules aim at accelerating posting process for recruiters based on job requisition fields. These rules allow customers to automate the selection of posting profiles, job boards, and prepopulate job posting fields.

Posting rules are a prerequisite for automated job posting.

[Creating and Editing Posting Profile Preselection Rules \[page 745\]](#)

Create, edit and use rules to preselect posting profiles based on your job requisition fields.

[Creating Job Board Preselection Rules \[page 747\]](#)

Describes how to configure and use rules to preselect job boards based on your job requisition fields.

#### 19.15.1.4.8.1 Creating and Editing Posting Profile Preselection Rules

Create, edit and use rules to preselect posting profiles based on your job requisition fields.

### Prerequisites

- You have the OData API Job Requisition Export permission
- You have permission to manage Recruiting Posting
- Your posting profiles have been created
- The posting profile to which the rule applies hasn't been associated to a posting profile selection rule yet.

### Context

Posting Profile Preselection rules help you save time when posting jobs. You can configure and use them to preselect the posting profile with which the job is posted based on your job requisition fields. The type of fields of your job requisitions that you can use to create specific rules are:

- Text fields
- Number fields
- Select fields

### Note

As you can select only one posting profile for a given job posting, a priority order must be set when creating a Posting Profile Preselection rule.

## Procedure

1. Create a rule.
2. Select ► [Manage Recruiting Posting](#) ► [Job Posting Rules](#) ► [Posting Profile Preselection Rules](#) ►. View your rules listed in a table with the posting profile for which each rule applies. A summary of the rule is included.
3. Click [Create Rule](#) at the top right of the table.
4. Select criteria for your rules as follows:
  - Select a job requisition field, the operation (for example, "is" or "isn't"), and the value of the field for each criteria.
  - Click the + icon to add criteria and operation at the same level.
  - Click [Add Group](#) to add a user group of criterion at a lower level.
  - Use "And" and "Or" to the left of the page to define the articulation of the rule.
  - Use string mode preview to read the rule that you've created.
5. Click [Next](#).
6. Select a posting profile that isn't associated to a posting profile selection rule and save your selection.

### Note

By default your posting profile rule is set as the last priority, that is the rule is applied only if the other posting profiles preselection rules can't be applied.

7. To change the priority of your rule, click [Set Priority](#) at the top right of the table.
8. Click the arrow to change the number or enter the number to select the priority of your rule. The auto correct feature ensures that you provide the correct number.
9. Click [Apply](#) to save your changes.

**Task overview:** [Posting Rules \[page 745\]](#)

## Related Information

[Creating Job Board Preselection Rules \[page 747\]](#)

[Setting Up Automated Posting of Jobs on Job Boards \[page 750\]](#)

## 19.15.1.4.8.2 Creating Job Board Preselection Rules

Describes how to configure and use rules to preselect job boards based on your job requisition fields.

### Prerequisites

- You have the Odata API Job Requisition Export permission
- You have permission to manage Recruiting Posting
- The job boards are already assigned and available in My Job Boards
- The job board to which the rule applies is assigned and correctly configured with a valid posting profile.

### Context

Job Board Preselection rules help you save time when posting jobs. You can configure and use them to preselect job boards based on your job requisition fields and a selected posting profile.

You can create 2 types of rules:

- A rule that preselects the job board for all your job requisitions.
- A rule that preselects the job board for specific job requisitions based on the content of your job requisitions.

The fields of your job requisitions that you can use to create specific rules are:

- Text fields
- Number fields
- Select fields

### Procedure

1. Create a general rule
  - a. Choose [Manage Recruiting Posting](#) > [Job Posting Rules](#) > [Job board Preselection Rules](#)
  - b. View your rules listed in a table form with the job board(s) for which each rule applies. A summary of the rule is included.
  - c. Click on [Create Rule](#) at the top right of the table to assign a name to a new rule. You can then create a rule that preselects one or more job boards for all your job requisitions. Select [Preselect for all](#) and choose [Next](#).
  - d. Choose which job boards you want to preselect for all your job requisitions. Save your selection with [Save](#).
2. Create a specific rule
  - a. Choose [Manage Recruiting Posting](#) > [Job Posting Rules](#) > [Job board Preselection Rules](#)
  - b. View your rules listed in a table form with the job board(s) for which each rule applies. A summary of the rule is included.
  - c. Click on [Create Rule](#) at the top right of the table to assign a name to a new rule. You can then create a rule that preselects one or more job boards for all your job requisitions. Select [Use specific](#) and choose [Next](#).

- d. Select criteria for your rules.
- For each criteria, select a job requisition field, the operation (“is” / “is not”), and the value of the field.
  - Click on **+** to add criteria and operation at the same level
  - Click on **Add Group** to add a group of criterion at a lower level
  - Use “And” and “Or” to the left of the page define the articulation of the rule.
  - Use string mode preview to read the rule that you have created.
- e. Choose which job boards you want to preselect for all your job requisitions. Save your selection with **Save**.

**Task overview:** [Posting Rules \[page 745\]](#)

## Related Information

[Creating and Editing Posting Profile Preselection Rules \[page 745\]](#)

[Setting Up Automated Posting of Jobs on Job Boards \[page 750\]](#)

### 19.15.1.4.9 Jobs Statuses of the Posted Jobs

View the different statuses of the jobs that you post on the job boards on the job postings table.

After you post a job on the job boards, the job postings table displays the job status that you posted to a job board. You can make appropriate corrections using the **Remove Error** **Remove error and send jobs** option and resend the jobs to the job boards.

The statuses and the self-service removal of errors eliminate your dependency on the SAP SuccessFactors Cloud Support team to identify the reasons for the error. Additionally, the statuses provide detailed status information about the posted job and gives control to remove the error from the UI.

#### Job Statuses

| Job Status        | Description                                                                                                                                                                        |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Active            | The job posting is published on the job board, and the publication URL is available.                                                                                               |
| Credentials error | The job board sends the feedback that your credentials are no longer valid. Provide valid credentials before removing the error.                                                   |
| Credits error     | The job board sends the feedback that you've consumed all your job board credits. Contact your job board to subscribe to a new contract, or purchase additional job board credits. |
| Expired           | The job is deleted or removed from the job board.                                                                                                                                  |
| Error             | The job posting was sent to the job board, but the system returned an error. For more information about the error, contact the job board.                                          |

| Job Status      | Description                                                                                                                                                                                                                                                                               |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Invalid Fields  | <p>The job board's system returns error messages because the job posting has one or more incorrect field values.</p> <div> <p><b>Note</b></p> <p>The job board sends the messages that you see on the UI. To further understand these details, contact the job board directly.</p> </div> |
| Processing      | In the next publishing run, the job posting will be processed and sent to the job board.                                                                                                                                                                                                  |
| Sent            | The job posting is sent to the job board, and the publication URL isn't available because the Job board's technical limitations.                                                                                                                                                          |
| Technical error | The job board sends an unknown error message. The product and engineering team will work with the job board to resolve the issue.                                                                                                                                                         |

## 19.15.1.4.10 Automated Posting of Jobs on Job Boards (MVP)

Jobs posted to the external career site no longer need to be manually published to the job boards.

In Recruiting, you can automate posting of jobs across job boards through Recruiting Posting. Once posted on the external career site, the jobs are automatically posted to job boards based on the job board preselection, posting profile preselection, and field completion rules already set up in [Job Posting Rules](#).

Recruiting leverages the [Intelligent Services Center](#) (ISC) framework to trigger the automated posting of jobs. Using ISC, you can publish events from any SAP SuccessFactors application, and subscribe to these events. An event is a change that occurs in the SAP SuccessFactors HCM suite, such as posting the jobs on an external career site. Subscriber is aware of the change that happens within another application and automatically responds with a configured activity.

### Here's How the Automated Posting Works

When a job requisition is posted to an external career site, an event is published in SAP SuccessFactors. A subscriber available in Recruiting receives the event email notifications and acts on it based on the activity that you've configured for the event in Intelligent Services Center. The activities are referred to as flows in Intelligent Services Center. Configure a flow to set your business rules and time when to automatically post jobs on job boards. Note that if the start date is set to future-dated posting in Recruiting, then trigger automatically posts the job based on the delay set in days or weeks from the future date.

#### **Note**

The Automated Posting of jobs is released as a Minimum Viable Product (MVP). That is, it presents a certain number of limitations.

Consider the following MVP limitations:

- Automated posting works only on the first external posting of the job requisition. If the job is removed from the career site and posted again on the career site, then the job isn't automatically posted.

- Automated job posting isn't automatically reposted on job boards even though the job requisition is still open. For example, if a job requisition is open for 60 days and the duration of the posting on a job board is 30 days, then Recruiter have to manually repost the job on the job board. Use the Repost option in the [Job Posting Status](#) table of the job requisition to repost the jobs to job boards.

#### ⓘ Note

If the start date of the job posting on the external career site is changed, automated posting considers this change. Other modifications on the job requisition, such as a change in the description isn't considered.

## 19.15.1.4.10.1 Setting Up Automated Posting of Jobs on Job Boards

Trigger the automated posting of jobs on job boards from Recruiting Posting.

### Prerequisites

- Post job requisitions on the external career site.
- Set up posting profile preselection rules to preselect a posting profile.
- Set up the job boards preselection rules to preselect at least one job board.
- Complete the field completion rules to prepopulate all the required posting fields
- Enable Intelligent Services Center framework.

### Procedure

1. In the [Admin Center](#), search [Intelligent Services Center](#) to view the list of available events.
2. Select [Initiate Job Posting Event](#). This event stores all the events that are raised for any change in job activities. Note that posting changes that happen in an internal career site or Agencies aren't stored in the [Initiate Job Posting Event](#).
3. In the [Recruiting: Initiate Job Posting](#) page, select the [+New](#) option to create a new flow. You can use the default flow named [Flow1](#). Here, you define business rules for job requisition entity from the Recruiting side.
4. To define a rule on a job requisition entity from requisition, select job requisition in the If condition. Note that all the job requisition templates are supported to let you configure business rules on any field in the job requisition.
5. Select the predefined [Automated Job Posting Subscriber](#) in the [Activities](#) section to add the activity. The activities act on the event that is raised from the external career site when a job is posted there.
6. Select the [Timing](#) options to set the time when to trigger the auto posting events:

| Option                            | Description                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>On Effective Date</b>          | The date when a user who has posting permission posts jobs to the external career site from Recruiting or the date user selects as posting start date. By default, the auto posting time is set to <a href="#">On Effective Date</a> .                                                                                                                                                          |
| <b>After</b>                      | Set up delay in days or weeks in triggering the automated posting of jobs. For example, if the effective date of posting is on 10 January. You can set the trigger to auto post the jobs after 5 days or after one week. If the start date is set to future-dated posting in Recruiting, then trigger automatically posts the job based on the delay set in days or weeks from the future date. |
| <b>When an event is published</b> | Auto post jobs as soon as an event is raised.                                                                                                                                                                                                                                                                                                                                                   |

#### Note

The [Before](#) option isn't supported for automated posting of jobs. Intelligent Services Center provides this option along with the other options and you can't disable it.

- To add a rule at the activity level, select next to the [Timing](#) field to view the [Configuration Options](#) icon, and select the [add rule](#) option. Note that you can set a rule for an activity only once.
- Choose [+Copy of existing rule](#) from the [Configuration Options](#) to copy an existing rule to the activity. An activity is added to configure the auto posting. You can configure multiple activities in a flow based on the business requirements. The jobs are auto posted on job boards from Recruiting Posting.

The change history of the job requisition now audits the change as [Posting Failed](#) or [Posted Automatically](#) for the auto posting task. The source value is displayed as an [event](#) that indicates the automated posting is triggered through the event mechanism.

#### Note

When the job is automatically posted, the self-service reports display "Autoposted" as the user's first name and last name for the automatically posted jobs. First name and last name of the user who has posted the job, for the jobs posted manually.

## Related Information

[Creating and Editing Posting Profile Preselection Rules \[page 745\]](#)

[Creating Job Board Preselection Rules \[page 747\]](#)

## 19.15.1.4.10.2 Monitor Automated Posting of Jobs

Monitor the status of automated job posting events that are raised for any change in job activities.

### Context

Monitor the status of the job posting automation to ensure that the automated posting of jobs on job boards has been completed successfully.

## Procedure

1. Navigate to [Admin center](#). Search [Intelligent Services Center](#) and click [Initiate Job Posting Event](#).
2. Select [Event Monitoring](#) to view the events and their status as a complete success, partial success, or failure. An email notification is sent to the user who posts the job to the external career site. If the [Single Recipient Email](#) setting is configured in ► [Provisioning](#) ► [Mail Preference](#) ], the email notification is sent to the configured mail address. The following table lists the different status and the possible reasons:

| Status          | Reason                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Success         | The automated job posting has succeeded for a job requisition on job boards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Partial Success | <p>The automated job posting has succeeded for a job requisition on some job boards. The automated job posting has failed for the job on a few job boards due to one of the following possible reasons:</p> <ul style="list-style-type: none"><li>• The job board has an invalid configuration.</li><li>• There were no credits left for the job board.</li><li>• There were no slots available for the job board.</li><li>• The job board is unavailable due to maintenance.</li><li>• The job requisition language doesn't match the job board language.</li><li>• The field &lt;field_name&gt; isn't prepopulated according to the defined field constraints.</li></ul>                                                                                                                                                                              |
| Failure         | <p>The automated job posting has failed for the job requisition due to the following reasons:</p> <ul style="list-style-type: none"><li>• Unable to assign your job to a posting profile: couldn't find the posting profile preselection rule matching your job requisition.</li><li>• Unable to select a valid job board for a job posting: couldn't find job board preselection rule matching your job requisition.</li><li>• The job boards have invalid configurations.</li><li>• There were no credits left for the job boards.</li><li>• There were no slots available for the job boards.</li><li>• The job board is unavailable due to maintenance.</li><li>• The job requisition language doesn't match the job board language.</li><li>• The field &lt;field_name&gt; isn't prepopulated according to the defined field constraints</li></ul> |

3. To view the flow of the events that are triggered for an event, navigate to [Admin Center, Executive Manager](#). In the [Executive Manager](#) dashboard, click [Middleware Integrations](#).
4. Click an event to see all the activities that are triggered for an event. The event status is displayed "Triggered" when the event can contact Recruiting Posting. Based on whether the job was posted or not on job boards form Recruiting posting, the status is audited as "success" or "failure". A scheduled email notification report is sent upon the failure of the automated posting of jobs.



#### 📌 Note

If the automated job posting fails, the user who posted the job on the external career site receives an email explaining the reason why it failed.

## 19.15.2 Job Delivery and Feed Management with Command Center

Job distribution should be wide enough to attract enough qualified candidates, and is vital to ensuring proper candidate workflow and source analytics.

SAP SuccessFactors Recruiting offers different solutions for how organizations can deliver jobs to job boards:

| Job Delivery Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| XML Feeds           | <p>Enabled after moving the Career Site Builder site to Production, when active jobs are posted, XML feeds are managed through the Feed Management section of Recruiting Command Center. Feeds are automated to push job content to job boards and aggregators, and are primarily designed to allow recruiters to post many jobs to a job board in a scheduled and automated process.</p> <p>XML feeds consist of standard feeds, which are available to all organizations, as well as custom feeds, which designed to meet specific, niche needs.</p> |
| Recruiting Posting  | <p>Configured through SAP SuccessFactors Recruiting, Recruiting Posting enables recruiters to pick specific jobs and distribute postings about a job to multiple job boards or school job boards, in multiple languages, from a job requisition.</p>                                                                                                                                                                                                                                                                                                   |

A solution isn't just to choose one or the other, since the goal is to make sure organizations can utilize tracking and analytics in a comprehensive way, so that they can make informed decisions about job placements.

An implementation partner is responsible for conducting a job delivery intake meeting and developing the organization's job distribution strategy, but Professional Services can assist or perform any of the tasks.

For instructions on configuring and managing Recruiting Posting, refer to *Recruiting Posting*.

The topics in this section describe creating and running an XML feed using Command Center.

#### → Recommendation

Implementation partners should consider engaging Professional Services for support in determining the optimal distribution strategy for an organization. Professional Services work with the organization on advanced job distribution and source tracking enablement, as well as consult on Recruiting Advanced Analytics reporting needs.

## Related Information

[Command Center Feed Management \[page 354\]](#)

[Recruiting Posting \[page 705\]](#)

[Adding a New Feed \[page 754\]](#)

[Running a Feed in Command Center \[page 756\]](#)

### 19.15.2.1 Adding a New Feed

The Feed List page allows you to create a new custom feed.

## Prerequisites

The rules you add for your feed are written using the same search syntax used to create category rules. Make sure you have a solid understanding of how to use the syntax.

Feeds require Career Site Builder; you can't add a new feed until the organization has a Career Site Builder implementation.

## Context

### Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

After you add a new feed, configure it in its Feed Details page. Refer to *Command Center Feed Details Page* for information on all the sections and fields you can configure for your feed.

## Procedure

1. Log in to the Command Center and go to ► [Feed Management](#) ► [Feeds](#) ► [Feed List](#) ►.
2. Select + [Add](#) from the far right of the search filters row.

An empty Feed Details page appears.

3. Complete the following required fields:

| Option | Description |
|--------|-------------|
|--------|-------------|

|                        |                                                                                                                                       |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Name</a>   | Enter a unique name for the feed. After you save this feed, <a href="#">Feed Title</a> changes to this name.                          |
| <a href="#">Source</a> | Select a source from the dropdown list to specify the source of the feed. The options are the sources listed in the Source List page. |
| <a href="#">Site</a>   | The dropdown list of all the sites that you have permission to access.                                                                |

By filling the required fields, the system now allows you to save the feed as is. If you choose this option, just return later to complete the rest of the settings.

4. Complete the rest of the basic fields:

| Option                        | Description                                                                                                     |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <a href="#">Activate Feed</a> | This field is read-only unless the source you select is active.                                                 |
| <a href="#">Internal Feed</a> | This field is only visible if an internal career site (powered by Career Site Builder) is enabled for the site. |

5. **Tokens** – If the source you select has been configured to include header or feed tokens, they appear in the TOKENS section of the Feed Details page.

The names of the header and feed tokens appear as field names in this section. Similar to the override text options in Career Site Builder, these blank fields allow you to replace the token names with custom text you provide. You can't, however, change what tokens are associated with a source.

6. **Rules** – Add a rule using search syntax to associate with this feed in the [RULES](#) section.

This window also displays the feeds rules list, which shows all configured rules for the feed. Individual rules can be active or inactive. The order of the rules indicates the order the rules run, and is adjusted using the ^ (up) and v (down) arrows next to the  (delete) icon. Rules are limited to 4,000 characters. The rule field expands to show larger rules. It's better to have a longer rule, rather than multiple rules.

Select [Validate Rule](#) to check the syntax.

Syntax for creating exclusion rules can be difficult. Exclusion rules can be entered as NOT {field\_name}:{ "string to exclude" }. For example: NOT title:"RN" AND NOT title:"LPN" AND title:"Nurse".

The NOT (upper-case required) only applies to the field immediately following. Don't attempt to apply NOT to grouped clauses. For example: title:"Nurse" AND NOT (title:"RN" AND title:"LPN").

When you debug your rules, the debug display page shows the modified query. The page also shows how the NOT clauses have been parsed and how siteid has been added.

7. **FTP settings** – Configure the FTP settings for the feed in the [FTP SETTINGS](#) section, including the schedule.

Feeds can be automatically distributed to job boards through FTP on a scheduled basis.

8. **Optional:** To cancel out of the Feed Details page without saving anything, select [Return to Feed List](#).
9. When you've confirmed that your settings are valid, select [Save](#) to save the feed.
10. **Optional:** To undo all the new changes you made since the last save and return to the previously saved settings, select [Reset](#).

## Results

You've created a new custom feed.

## Next Steps

You can now use [Run Feed](#) to perform various options, including performing a manual upload, debugging the feed, and so on.

## Related Information

[Command Center Feed Details Page \[page 356\]](#)

[Search Syntax and Field Information for Rule Writing \[page 450\]](#)

[Resources at Apache Solr \(solr.apache.org\)](#) ➡

## 19.15.2.2 Running a Feed in Command Center

You can run a feed from anywhere within the Feed Management section of Command Center.

## Prerequisites

You've set up and added your feed.

## Context

[Run Feed](#) is available from the Feed List and Feed Details pages in Command Center.

## Procedure

1. Choose **»»** [Run Feed](#).  
The Run Feed dialog appears.
2. If the feed you selected includes all sites, the Run Feed dialog includes [Select a site](#). Select a site from the dropdown list.
3. Choose one of the following options, then select [OK](#):

| Option               | Description                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Debug Feed</b>    | Runs one job per rule. Use <a href="#">Debug Feed</a> to check and test whether all the settings in the feed are OK, so that it works as expected. When you debug a feed, a new browser window opens with the output for you to view, and the result returns one job as a result of the feed rule.                                                                                                                                |
| <b>Debug Rules</b>   | Debugs the query syntax on your rules. Allows you to verify that your feed rule is identifying the jobs you expect the rule to return or revise it if it's not set up correctly. This option checks one rule at a time, allowing you to refine each rule individually. When you select <a href="#">Debug Rules</a> , a new browser window opens with the output for you to view.                                                  |
| <b>Run Full Feed</b> | Runs your full feed. When you select <a href="#">Run Full Feed</a> , a new browser window opens with the output for you to view.                                                                                                                                                                                                                                                                                                  |
| <b>FTP Full Feed</b> | To perform a manual upload, select <a href="#">Run Feed</a> > <a href="#">FTP Full Feed</a> . This option generates the feed XML file, and uploads it to the FTP site. A new browser tab opens and shows the name of the generated feed file, and lists the contents of the FTP directory. You can then confirm that the file upload was successful. The FTP Full Feed option only appears if FTP active is enabled for the feed. |

## 19.15.2.2.1 Run Feed Output Examples

These are output samples of what you see when you use the Run Feed option in Command Center.

[Run Feed](#) in the Feed Management section lets you choose the following:

- Debug Feed – runs one job per rule, so you can make sure you've set up your feed settings correctly.
- Debug Rules – debugs the query syntax on your rules.
- Run Full Feed – runs your full feed.
- FTP Full Feed – lets you perform a manual upload.

The following examples show what the output for the first three options look like.

### Debug Feed Sample

#### Sample Code

```
<jobs>
<job>
<title>QA % / \ ? < > ; | [ ] * : Tester636040034044825654</title>
<company>My Sample Company</company>
<city>{job.city}</city>
<state>{job.state}</state>
<country>{job.country}</country>
<postalcode>{job.zip}</postalcode>
<location>{job.location}</location>
<alt30date>{job.alt30date}</alt30date>
<department>{job.department}</department>
<referencenumber>{job.alt30referencenumber}</referencenumber>
<description>{job.description}</description>
<url>{job.url}&utm_source=MetroJobs{feed.Campaign}</url>
</job>
</jobs>
```

### Debug Rules Sample

#### Example

#### Query Debug

**Site:** Automation

**Feed:** Feed.634673229213951467

**Query:** siteid:XXX AND externalVisible:true AND ( titleExact:=Test )

Requested Fields: id,created,referencedate,brand,urltitle,title

Records Found: 3

Records Returned: 3

Records Remaining: 0

**2180994600** : QA % / \ ? < > ; | [ ] \* : Tester636040034044825654

**2181047700** : QA%/\?<>;|[\*]:Test 636040036985175654

**2181047800** : QA%/\?<>;|[\*]:Test 636040042140795654

## Run Full Feed Sample

### Sample Code

```
<jobs>
<job>
<title>QA % / \ ? < > ; | [ ] * : Tester636040034044825654</title>
<company>My Sample Company</company>
<city>{job.city}</city>
<state>{job.state}</state>
<country>{job.country}</country>
<postalcode>{job.zip}</postalcode>
<location>{job.location}</location>
<alt30date>{job.alt30date}</alt30date>
<department>{job.department}</department>
<referencenumber>{job.alt30referencenumber}</referencenumber>
<description>{job.description}</description>
<url>{job.url}&utm_source=MetroJobs{feed.Campaign}</url>
</job>
<job>
<title>QA%/\?<>;|[*]:Test 636040036985175654</title>
<company>My Sample Company</company>
<city>{job.city}</city>
<state>{job.state}</state>
<country>{job.country}</country>
<postalcode>{job.zip}</postalcode>
<location>{job.location}</location>
<alt30date>{job.alt30date}</alt30date>
<department>{job.department}</department>
<referencenumber>{job.alt30referencenumber}</referencenumber>
<description>{job.description}</description>
<url>{job.url}&utm_source=MetroJobs{feed.Campaign}</url>
</job>
<job>
<title>QA%/\?<>;|[*]:Test 636040042140795654</title>
<company>My Sample Company</company>
<city>{job.city}</city>
<state>{job.state}</state>
<country>{job.country}</country>
<postalcode>{job.zip}</postalcode>
<location>{job.location}</location>
<alt30date>{job.alt30date}</alt30date>
<department>{job.department}</department>
<referencenumber>{job.alt30referencenumber}</referencenumber>
<description>{job.description}</description>
<url>{job.url}&utm_source=MetroJobs{feed.Campaign}</url>
```

```
</job>  
</jobs>
```

## 19.16 Recruiting Agencies

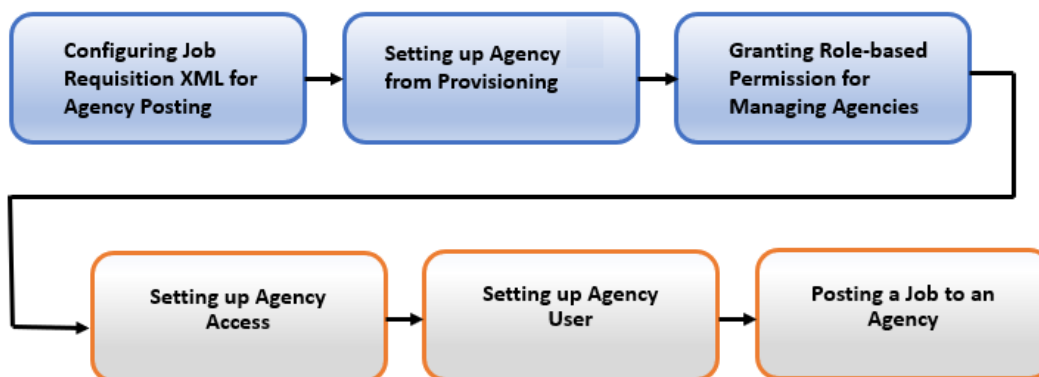
The Agency solution acts as an intermediary between the recruiters of a company that's looking to hire someone and a job seeker who is looking for employment.

Enabling the agency feature provides a separate portal for External Recruiting Agencies. This feature allows external agencies and recruiters to create and view their candidates, see job requisitions open for an agency access and forward candidates to those job requisitions.

### → Remember

- There is one agency portal URL for each data center. This agency portal is shared across customers and cannot be branded for a specific customer. Examples:
  - `https://<hostname>login`
  - `https://<hostname>forgotPassword`
  - `https://<hostname>resetPassword`
- Agency users can only view jobs that have been posted to their agency.

The workflow for implementing and setting up Agency is as follows:



### 19.16.1 Setting Up Recruiting Agencies

There are a number of steps to perform before you can post a job to an agency.

1. [Configuring Job Requisition XML for Agency Posting \[page 760\]](#)  
Add the *agencyPosting* field to the Job Requisition XML is required so that admins can set up and manage recruiting agencies and users.
2. [Enabling Recruiting Agency Access from Admin Center \[page 762\]](#)  
Enable the Agency option in *Admin Center* for Agency Users to log in to the Agency portal.
3. [Enabling Recruiting Agency Access in Provisioning \[page 763\]](#)  
Enable the agency option in Provisioning for users to log in to the Agency portal.
4. [Permission to Manage Agencies \[page 764\]](#)  
Learn about the role-based permission that enables access to the *Set Up Agency Access* page.
5. [Setting Up Multi-Factor Authentication \(MFA\) using Identity Authentication Service \(IAS\) for Agency Users \[page 765\]](#)  
Setting up Multi-Factor Authentication (MFA) using Identity Authentication Service (IAS) for agency users requires an application to be configured in the IAS console along with its necessary configurations. These procedures are required to be completed before you enable *Identity Authentication Service (IAS) for Agency Users* from ► *Admin Center* ► *Manage Recruiting Settings* ► *Agency Portal* ►.
6. [Enabling Multi-Factor Authentication for Agency Users \[page 766\]](#)  
Learn how to enable Multi-Factor Authentication using Identity Authentication Services (IAS) for agency users to strengthen your security framework. This adds an extra layer of protection when they access the agency portal, going beyond just username and passwords.

## 19.16.1.1 Configuring Job Requisition XML for Agency Posting

Add the *agencyPosting* field to the Job Requisition XML is required so that admins can set up and manage recruiting agencies and users.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Before modifying an XML template, ensure that you export the current XML version first. Always export two copies of the XML file. Mark one copy as original and archive it. Then work with the second copy.

This process of exporting two copies and archiving is especially important when more than one person is working with the file.



## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Update/Export Job Requisition Template](#) ►.
2. Click [Export](#) for a Job Requisition type that you want to modify.
3. Make two copies of the XML code and save them. For example, you can name them as **Archived Copy** and **Working Copy** and use Working Copy to make the changes.
4. Add the following field to the Job Requisition XML.

### Sample Code

```
<field-definition id="agencyPosting" type="bool" required="false"
custom="false">
  <field-label mime-type="text-plain"><![CDATA[Agency Posting]]>
  </field-label>
</field-definition>
```

5. Add the **agencyPosting** reference to all roles you want to have permission to post to the agency site.

### Note

You cannot define this permission as `field-permission type="read"`. Grant write permissions for this field.

### Sample Code

```
<field-permission type="write"><description>
  <![CDATA[For recruiter, sourcer and sourcer can write these fields in
approved reqs]]>
</description> <field refid="intranetPosting"/>
  <field refid="corporatePosting"/>
  <field refid="agencyPosting"/>
</field-permission>
```

## Next Steps

Upload the modified XML in ► [Provisioning](#) ► [Manage Recruiting](#) ► [Import/Update/Export Job Requisition Template](#) ►.

**Task overview:** [Setting Up Recruiting Agencies \[page 759\]](#)

**Next task:** [Enabling Recruiting Agency Access from Admin Center \[page 762\]](#)

## 19.16.1.2 Enabling Recruiting Agency Access from Admin Center

Enable the Agency option in [Admin Center](#) for Agency Users to log in to the Agency portal.

### Context

To enable the new Agency interface, and to provide access to the Agency Users, configure the Agency settings in [Admin Center](#).

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Enable [Recruiting Agency Access](#) to set up and manage Agency access.
3. Enable [Configure label for candidate status displayed to agency users](#) to display candidate status to the Agency users.
4. Enable [Posting to Specific Agencies \(Warning: Once you enable this feature, you cannot disable it\)](#) to post jobs to any of the configured agencies separately.

If not enabled, jobs are posted to all the configured agencies.

#### Note

You can't disable [Enable Posting to specific agencies](#) options once it's enabled. We recommend that you consult the customer and take a formal sign-off before enabling.

**Task overview:** [Setting Up Recruiting Agencies \[page 759\]](#)

**Previous task:** [Configuring Job Requisition XML for Agency Posting \[page 760\]](#)

**Next task:** [Enabling Recruiting Agency Access in Provisioning \[page 763\]](#)

## 19.16.1.3 Enabling Recruiting Agency Access in Provisioning

Enable the agency option in Provisioning for users to log in to the Agency portal.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to ► *Provisioning* ► *Company Settings* ► and select *Enable Recruitment Agency Access*.
2. For *Agency advanced ownership setting*, you can select either of the options.
  - *Ownership for requisition*: If ownership is set at the requisition level, the same candidate can be submitted to unique requisitions by unique agencies.
  - *Ownership for duration*: If ownership is defined as duration, the user can define a time period (for example, 30 days). Only the agency that owns a candidate can submit that candidate to requisitions for that time period.

#### 📘 Note

You can change the value in *Provisioning* after it has been selected. The new rules carry from that point forward.

If you try to submit an existing candidate to a requisition, then the candidate dropdown shows all candidates added to the requisition by the agency in the last 24 hours. The candidates are shown only if you have done the following:

- The *Agency advanced ownership setting* option isn't selected and there's no ownership.
- The *Ownership for requisition* option is selected.

3. The *Enable Posting to specific agencies* setting in *Provisioning* is optional. If this option is enabled, a user can choose to post to any of the configured agencies, separately. If not enabled, jobs are posted to all configured agencies.

#### 📘 Note

It is not possible to disable *Enable Posting to specific agencies* options once it's enabled. We recommend that you consult the customer and take a formal sign-off before enabling.

Users can view all configured agencies when posting jobs. You can't restrict viewing of agencies using permissions. The available agencies all display, and can't be filtered, ordered, or sorted. You can only post

to all users within an agency, not only one user within an agency. You can't have different start dates and end dates for a job for different agency users.

**Task overview:** [Setting Up Recruiting Agencies \[page 759\]](#)

**Previous task:** [Enabling Recruiting Agency Access from Admin Center \[page 762\]](#)

**Next task:** [Permission to Manage Agencies \[page 764\]](#)

## 19.16.1.4 Permission to Manage Agencies

Learn about the role-based permission that enables access to the [Set Up Agency Access](#) page.

### Prerequisites

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Administrators can use the [Set Up Agency Access](#) page to set up new agencies and grant permission to roles. Agency users can then log in using the Agency portal.

After you've enabled the Agency Access feature, in either Admin Center or Provisioning, give administrators the following permission:

- [User Permissions](#) > [Manage Recruiting](#) > [Set Up Agency Access](#) >

**Task overview:** [Setting Up Recruiting Agencies \[page 759\]](#)

**Previous task:** [Enabling Recruiting Agency Access in Provisioning \[page 763\]](#)

**Next:** [Setting Up Multi-Factor Authentication \(MFA\) using Identity Authentication Service \(IAS\) for Agency Users \[page 765\]](#)

## Related Information

[Using Role-Based Permissions](#)

### 19.16.1.5 Setting Up Multi-Factor Authentication (MFA) using Identity Authentication Service (IAS) for Agency Users

Setting up Multi-Factor Authentication (MFA) using Identity Authentication Service (IAS) for agency users requires an application to be configured in the IAS console along with its necessary configurations. These procedures are required to be completed before you enable [Identity Authentication Service \(IAS\) for Agency Users](#) from ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Agency Portal](#) ►.

#### Manual IAS Setup for Controlled-Access Customers

1. Upgrade SAP SuccessFactors Instance: Ensure your SAP SuccessFactors instance is upgraded to include Identity Authentication Service.
2. Create an Application for the Agency: Submit a request to the Technical Support team to create an application for the agency in the IAS Console.
3. Configure the Application: Set up the application based on your organization's specific business requirements. This involves:
  - Enabling and Setting Up Multi-Factor Authentication (MFA): Enhance the authentication mechanism by enabling and configuring MFA. Once set up, the [Agency Access](#) login screen will integrate multi-factor authentication. This configuration applies to all agencies. For detailed guidance, refer to the *Multi-Factor Authentication* section in the **Related Information**.
  - Configuring Password Policy and Email Templates: Customize the Password Policy and Email Templates (such as welcome emails, password reset emails, etc.) based on your needs in the IAS console. Note that these configurations can only be made in the IAS console, not in the [Manage External Password Policy](#) page in [Admin Center](#). For details, refer **Configuring Password Policies** and **Configuring Email Templates** in the **Related Information** section.
4. Set Up Identity Provisioning Service (IPS) Job: If an IPS job is not already configured in your environment, you must set one up to enable secure and automated user data synchronization between your SAP SuccessFactors tenant and IAS. This setup includes:
  - Generate Certificate in IAS: Create a certificate within the IAS system for secure communications and authentication.
  - Register Certificate in your tenant.: Apply the generated certificate in your tenant to establish a trusted link between both systems.
  - Define Data Flow Mapping: Establish the mappings for user data to ensure correct synchronizing of user information between your tenant and IAS.
  - Schedule IPS Job Frequency: Set the frequency for the syncing process (e.g., every 30 minutes) to ensure timely user data updates from your tenant to IAS by navigating to ► [Identity Provisioning](#) ► [Source system](#) ► [Select agency source system](#) ► [Jobs](#) ► [Schedule](#) ► [Turn on scheduler](#) ► [Set scheduler time](#) ►.

## For Existing Customers:

For existing customers, the above procedures are executed automatically and their SAP SuccessFactors instance will be provisioned in IAS. You will need to set up MFA from the IAS console. For details, refer to *Multi-Factor Authentication* in **Related Information**. The default settings for Password Policy and Email Templates will be applied, but you have the option to modify these configurations based on your requirements. You must set the frequency for the syncing process (e.g., every 30 minutes) to ensure timely user data updates from your tenant to IAS by navigating to [Identity Provisioning](#) > [Source system](#) > [Select agency source system](#) > [Jobs](#) > [Schedule](#) > [Turn on scheduler](#) > [Set scheduler time](#).

**Parent topic:** [Setting Up Recruiting Agencies](#) [page 759]

**Previous task:** [Permission to Manage Agencies](#) [page 764]

**Next task:** [Enabling Multi-Factor Authentication for Agency Users](#) [page 766]

## Related Information

[Step-by-Step Upgrade of SAP SuccessFactors to Identity Authentication \(Video\)](#)

[Create a New Application](#)

[Configuring Application](#)

[Multi-Factor Authentication](#)

[Configuring Password Policies](#)

[Configuring Email Templates](#)

[Configuring Provisioning Systems](#)

## 19.16.1.6 Enabling Multi-Factor Authentication for Agency Users

Learn how to enable Multi-Factor Authentication using Identity Authentication Services (IAS) for agency users to strengthen your security framework. This adds an extra layer of protection when they access the agency portal, going beyond just username and passwords.

## Prerequisites

- Enable [Recruiting Agency Access](#) from [Admin Center](#) > [Manage Recruiting Settings](#).
- Ensure that your SAP SuccessFactors instance has been provisioned in IAS.

- Please confirm with your SCl Admin that the agency application has been provisioned in IAS. If you don't find an application configured in IAS, submit a request to the Technical Support team to create an application for the agency in the IAS Console.
- Ensure that other required configurations such as Multi-factor Authentication (MFA), Password Policy and Email Templates are set up based on your requirements. For details, refer to **Related Information**.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiter Settings](#) ► [Agency Portal](#) ►.
2. Under [Identity Authentication Service \(IAS\) for Agency Users](#), choose *Enable*.

## Results

- With IAS enabled, MFA is now active for your agency. The [Agency Access](#) login screen will automatically change to include multi-factor authentication. Existing users will receive an email prompting them to set a new password in order to access the system.
- To set up agency access and add a new agency user, refer to **Setting Up Agency Access** in the **Related Information** section.

### Note

Agency users are synced to IAS based on the Identity Provisioning job schedule.

When IAS is enabled for agency users:

- The [Manage External Password Policy](#) page in the legacy system is no longer applicable for managing password policies.
  - Password policies and email templates must now be managed exclusively through the IAS console.
  - This change is part of the prerequisite configuration steps when setting up IAS for external users.
- When IAS is disabled:
    - The user flow follows a two-step process. In the first step, users are required to enter their company ID. In the second step, the user is redirected to the standard legacy login screen where they need to provide their agency and login details. This is typical where IAS is not part of the authentication flow, leveraging the built-in legacy credentials.
    - After successful login, the user accesses the agency portal, allowing them to perform tasks associated with their role.

**Task overview:** [Setting Up Recruiting Agencies \[page 759\]](#)

**Previous:** [Setting Up Multi-Factor Authentication \(MFA\) using Identity Authentication Service \(IAS\) for Agency Users \[page 765\]](#)

## Related Information

[Setting Up Multi-Factor Authentication \(MFA\) using Identity Authentication Service \(IAS\) for Agency Users \[page 765\]](#)

[Setting Up Agency Access \[page 768\]](#)

[Setting Up an Agency User \[page 774\]](#)

[Multi-Factor Authentication](#)

[Configuring Email Templates](#)

[Configuring Password Policies](#)

## 19.16.2 Setting Up Agency Access

Set up multiple agencies so that the Agency User can log in and manage candidates and job postings. Note that each agency can contain multiple users.

### Prerequisites

Enable the [Recruiting Agency Access](#) option on the [Manage Recruiting Settings](#) page.

### Context

You can switch between various agencies to manage and modify them by clicking the [Agency ID](#) dropdown. The agencies appear alphabetically within the dropdown list.

To add a new agency, perform the following steps:

### Procedure

1. Go to [Admin Center](#), in the tools search field enter [Set Up Agency Access](#).
2. Click the [Add new agency](#) link to edit the settings for the already existing recruiting agency or create agency.

The following table describes the agency access settings you can configure for an existing agency or a new agency:



| Field                                        | Function                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Agency ID                                    | Enter the Unique ID for the Agency; the Agency Users can use the Agency ID as part of their logon credentials. You can't change the Agent ID once it's created. You can't include spaces or special characters. You can only use the alphabets, digits, and underscore to create Agency ID.                                                                                                                                                        |
| Agency name                                  | Enter the Agency Name. This name appears in several places in the user interface. You can create Agency name with a space. Avoid special characters in the Agency Name.                                                                                                                                                                                                                                                                            |
| Agency Country/Region                        | <p>(Optional) Select the country/region from the dropdown list that lets you select the agency relevant to the recruiter's country.</p> <p>The valid values for this field come from the MDF Country Picklist. You can select multiple countries/regions from the list.</p>                                                                                                                                                                        |
| Address and Phone                            | Enter the information of the agency company headquarters or the relevant branch.                                                                                                                                                                                                                                                                                                                                                                   |
| Email Address                                | Enter the contact information of the company.                                                                                                                                                                                                                                                                                                                                                                                                      |
| Access                                       | Select the option to enable the agency in the instance. If the option is unchecked, the agency is disabled in the instance and no Agency Users can log in to Agency.                                                                                                                                                                                                                                                                               |
| Candidate ownership                          | <p>The option is available when <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting &gt; Ownership for duration</a> is selected.</p> <p>The agency is listed as owning the candidate in the database for the time specified in this setting. After the period has elapsed, the agency's ownership over the candidate will show as expired.</p>                                                                   |
| Reset ownership clock with newest submission | <p>Appears when <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting &gt; Ownership for duration is selected</a>.</p> <p>If disabled, the agency ownership is tracked from the earliest date when the candidate is submitted by the agency into the database.</p> <p>If selected, the agency ownership is tracked from the latest date that the candidate has been submitted by the agency into the database.</p> |

| Field                                    | Function                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Candidate self-ownership</a> | <p>Appears when <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting &gt; Ownership for duration</a> is selected.</p> <p>The candidate is listed as owning themselves in the database for time specified in this setting, and the agencies can't submit this candidate. After this period of time has elapsed, the candidate's ownership over the candidate profile will expire and agencies will be able to submit the candidate.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Recruiter Details</a>        | Lets the hiring manager or the primary recruiter view the recruiter information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Users</a>                    | Lists all the Agency Users.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Change Language</a>          | Used to switch between languages so the admin can provide translated contents for text presented to the agencies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Translations</a>             | Displays the locale already saved for the fields.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Duplication Message</a>      | <p>Message displayed to an Agency when they attempt to submit a candidate that is noneligible for submission. The message is displayed only if a duplication message text is maintained in the Agency user's locale. Or else a default message is displayed as follows - <i>The candidate has already been forwarded or applied for this job requisition.</i></p> <p>Duplication message is displayed:</p> <ul style="list-style-type: none"> <li>• If the feature <a href="#">Check country/region code and phone number</a> option is enabled in <a href="#">Admin Center &gt; Recruiting &gt; Manage Duplicate Candidates</a> and an Agency adds a new candidate whose phone number is already linked to an existing candidate profile in the system. The message is shown irrespective of the <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting</a> option.</li> <li>• When an Agency tries to add a new candidate whose email ID is already linked to an existing candidate profile in the system and <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting</a> option is disabled.</li> <li>• When an Agency tries to add a new candidate and there are more than one candidate with the same email ID. The <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting</a> option is enabled.</li> <li>• When an Agency tries to forward a candidate whose profile is already linked to a requisition.</li> </ul> |

| <i>Field</i>          | <i>Function</i>                                                                                                                                                                                                                                                                                                                        |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Agreement Text</i> | <p>The message that is presented to the agency when they attempt to submit a candidate. The agency must click to indicate their agreement to these terms.</p> <p>Limit: Maximum of 512 characters. Does store the entire agency contract.</p> <p>(Optional) The client can provide a link to a hosted copy of the agency contract.</p> |
| <i>Notes</i>          | Notes that an Admin can access and the Agency User can't view.                                                                                                                                                                                                                                                                         |

3. Select *Save*.

## Results

You've created and configured a new Agency.

## Next Steps

Set up the Agency user to post a job to an agency.

### 19.16.2.1 Agency Access Settings

Configure Agency access settings for an existing agency or a new agency.

The following table describes the agency access settings you can configure for an existing agency or a new agency:

| <i>Field</i>       | <i>Function</i>                                                                                                                                                                                                 |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Agency ID</i>   | Enter the Unique ID for the Agency; the Agency Users can use the Agency ID as part of their logon credentials. You can't change the Agent ID once it's created. You can't include spaces or special characters. |
| <i>Agency name</i> | Enter the Agency Name. This name appears in several places in the user interface. You can create Agency name with a space. Avoid special characters in the Agency Name.                                         |

| Field                                                        | Function                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Optional) <a href="#">Agency Country</a>                    | <p>Select the country from the available list that lets you select the agency relevant to the recruiter's country.</p> <p>The valid values for this field come from a job requisition. It's possible to select multiple countries from the list.</p>                                                                                                                                                                                               |
| <a href="#">Address and Phone</a>                            | Enter the information of the agency company headquarters or the relevant branch.                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Email Address</a>                                | Enter the contact information of the company.                                                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Access</a>                                       | <p>Select the option to enable the agency in the instance. If the option is unchecked, the agency is disabled in the instance and no Agency Users can log in to Agency.</p> <div> <p><b>Note</b></p> <p>SAP recommends you to remove job postings for an Agency before you disable the Agency. This avoids inconsistencies between the Job Requisition Summary page and Job posting page with respect to the defined Agency.</p> </div>            |
| <a href="#">Candidate ownership</a>                          | <p>The option is available when <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting &gt; Ownership for duration</a> is selected.</p> <p>The agency is listed as owning the candidate in the database for the time specified in this setting. After the period has elapsed, the agency's ownership over the candidate will show as expired.</p>                                                                   |
| <a href="#">Reset ownership clock with newest submission</a> | <p>Appears when <a href="#">Provisioning &gt; Company Settings &gt; Agency advanced ownership setting &gt; Ownership for duration is selected</a>.</p> <p>If disabled, the agency ownership is tracked from the earliest date when the candidate is submitted by the agency into the database.</p> <p>If selected, the agency ownership is tracked from the latest date that the candidate has been submitted by the agency into the database.</p> |

| Field                                    | Function                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Candidate self-ownership</a> | <p>Appears when <a href="#">Provisioning</a> &gt; <a href="#">Company Settings</a> &gt; <a href="#">Agency advanced ownership setting</a> &gt; <a href="#">Ownership for duration</a> is selected.</p> <p>The candidate is listed as owning themselves in the database for time specified in this setting, and the agencies can't submit this candidate. After this period of time has elapsed, the candidate's ownership over the candidate profile will expire and agencies will be able to submit the candidate.</p> |
| <a href="#">Recruiter Details</a>        | Lets the hiring manager or the primary recruiter view the recruiter information.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Users</a>                    | Lists all the Agency Users.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Change Language</a>          | Used to switch between languages so the admin can provide translated contents for text presented to the agencies.                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Translations</a>             | Displays the locale already saved for the fields.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Duplication Message</a>      | The message displayed to the agency when they attempt to submit a candidate that is noneligible for submission. Because the candidate is already available on the requisition or in the database, and currently owned.                                                                                                                                                                                                                                                                                                  |
| <a href="#">Agreement Text</a>           | <p>The message that is presented to the agency when they attempt to submit a candidate. The agency must click to indicate their agreement to these terms.</p> <p>Limit: Maximum of 512 characters. Does store the entire agency contract.</p> <p>(Optional) The client can provide hyperlinks to a hosted copy of the agency contract in text format. Hyperlinks aren't supported in the Agreement text.</p>                                                                                                            |
| <a href="#">Notes</a>                    | Notes that an Admin can access and the Agency User can't view.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

### Note

SAP SuccessFactors recommends maintaining the number of configured Agencies to less than two hundred for optimum performance and searchability.

## 19.16.3 Setting Up an Agency User

Set new agency users who can log in to the Agency portal to manage candidates and job postings.

### Procedure

1. Go to ► [Admin Center](#) ► [Set Up Agency Access](#) ►.
2. Click [Add new user](#) link next to the [Users](#) field.

The [Add new user](#) dialog is displayed.

3. Provide the required details on the [Add new user](#) pop-up window:

| Field                         | Function                                                                                                                                                             |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Email Address</a> | The e-mail address to which the Agency User receives mail communications. <div><div> ⓘ Note</div><div>E-mail address is part of their logon credentials.</div></div> |
| <a href="#">Name</a>          | The Agency User's name.                                                                                                                                              |
| <a href="#">Active</a>        | Use to log in to the Agency portal.                                                                                                                                  |
| <a href="#">Notes</a>         | The Admin-facing notes about the Agency User. <div><div> ⓘ Note</div><div>The Agency User can't view the notes.</div></div>                                          |

4. Click [Save](#).

### Results

The Agency User is created.

### Next Steps

The Agency User receives an e-mail notification with the [Agency User ID](#), [Company ID](#), and a [URL](#) to reset the password to log on to the Agency portal. The existing Agency ID has been reworked. Previously, the Agency ID was constructed in this format (company ID: Agency ID). The Company ID is before the colon, and the Agency ID is after. For example, if your Agency ID is MyCompanyPRD: TheAgency, the Company ID is MyCompanyPRD, and the Agency ID is TheAgency.

If Identity Authentication Services (IAS) is enabled, admins cannot reset the password for a user in the [Set Up Agency Access](#) page, using the [Take Action](#) dropdown. Password reset should be done by the user using the **Forgot Password** option in the login screen.

The URL, opens the [AGENCY ACCESS](#) password creation page from where the Agency User can reset the password.

#### → Remember

- This agency portal is shared across customers and can't be branded for a specific customer.
- Agency Users can only view jobs that have been posted to their agency.

## 19.16.4 Posting a Job to an Agency

Post an existing job to an agency or create a job and then post this job to an Agency from the SAP SuccessFactors Recruiting.

### Context

The jobs that you post to an Agency appear in the [Job Listings](#) tab on the Agency portal.

#### 📘 Note

If [Enable Posting to specific agencies](#) option is disabled in Provisioning, the main Job Postings table lists an [Agency](#) option. Recruiting Users can post jobs to an Agency the same way they would post jobs to an internal career site. The job is either posted to all agencies or none. Similarly, if the [Enable Posting to specific agencies](#) is enabled the [Agency](#) option is unavailable from the main [Job Postings](#) table and a new Agency Listings table appears. The Recruiting User can click [Add Agencies](#) and select the agencies they want to post the jobs, and can set the start and end dates for the agency postings.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to [Admin Center](#) [Recruiting](#).

By default, the [Job Requisition](#) page is displayed.

2. Hover the cursor over that job that you want to post to an Agency. Select [Job Postings](#) from the pop-up window.
3. Enter the [Posting Start Date](#) for External Posting and click [Post Job](#).

4. Click [Add Agencies](#) under [Agency Listings](#).

The [Add Agency Listings](#) dialog is displayed.

5. Select an agency to post the Job in the [Add Agency Listings](#) window .
6. Enter the date range for this posting and click [Post Jobs](#).
7. Click [Add Comment](#) in the [Agency comments](#) section, and enter your comments for this job requisition.

Agency comments are visible to any agency user who has access to this job requisition, but aren't visible to job candidates. Limit: 1024 characters.

#### Note

If you select [Enable Posting to specific agencies](#) option after jobs have been generically posted to all agencies, all the previous job postings are removed and recruiters have to post jobs specifically for each agency.

## Results

You've successfully posted a job to an Agency.

## 19.16.5 Working with Agency

View candidates, view and submit the job postings, view candidates list, configure display status of candidates, and view recruiter information.

In Agency Portal, you can:

- Select the locale of the page content.

#### Note

The content of the logon, forgot password, and reset password pages is shown based on the browser locale. If browser locale isn't part of the supported application locales, then the default language configured in Provisioning is displayed. After you log in to Agency Portal, the content is displayed based on the default locale set in the [Manage Recruiting Languages](#) page.

- Choose the  icon to enable the [Send me email alerts for new Jobs Posted](#) to receive mail notifications when new jobs are posted to the Agency.
- Configure the [Personal Accessibility Settings](#), and reset your password from the [Options](#) page.
- Choose the  icon to log out from the Agency Access portal.
- The following items in Agency portal are cached:
  - Agency agreement
  - Agency company logo
  - Phone code
  - Agency Locale
  - Country/region list



Any changes done in the Admin settings are delayed in reflecting on Agency pages.

## 19.16.5.1 Logging into the Agency Portal

As a new user, reset your password to log in to the Agency portal for the first time.

### Prerequisites

- Ensure you've enabled [Recruiting Agency Access](#) option from ► [Recruiting](#) ► [Manage Recruiting Settings](#) ► [Agency Portal](#) .
- You've configured password and login policy settings from ► [Admin Center](#) ► [Manage External Password Policy](#) .

### Context

Agency Users with the Agency URL can log in to Agency portal once the account is activated. The password policy that you have set in [Manage External Password Policy](#) page gets displayed on the [AGENCY ACCESS](#) login page.

As of 2H 2025, the login flow for existing users follows a two-step process. In the first step, users are required to enter their company ID. In the second step, the user is redirected to the standard legacy login screen where they need to provide their agency and login details.

If [Identity Authentication Service \(IAS\) for Agency Users](#) option has been enabled from ► [Recruiting](#) ► [Manage Recruiting Settings](#) ► [Agency Portal](#) , then Multi-factor Authentication will be applicable for your login flows via IAS.

- Based on the authentication method selected in the IAS console, the login prompts the respective authentication method like MFA.
- The **Password and Login Policy Settings** page is displayed based on SAP Customer Data Cloud and IAS being enabled, disabled or both.
- Admins cannot reset the password for a user in the **Set Up Agency Access** page, using the **Take Action** dropdown. Password reset is done by the user using the **Forgot Password** option in the login screen.

### Procedure

1. Enter a new password and then confirm the password on the [AGENCY ACCESS](#) login page.
2. Choose [Submit](#).

Ensure that the password you enter adhere to the Password Policy. If you enter a password that doesn't meet password policy requirement, an invalid password error message is displayed.

If your password and confirmation password don't match, then you're prompted to enter the same password in both the [New Password](#) and [Retype New Password](#) fields. After you reset the password, you can now log on with the new password.

3. Enter the [Company ID](#) and choose [Continue](#).

#### Note

When you access the logon page from a saved URL, the link will directly take you to **Step 4** where the Company ID is already considered. However, if you choose [a different company](#) option, you will be redirected to the logon page that prompts you to enter the Company ID of your choice.

4. Enter the [Agency ID](#), [User Email](#), and [Password](#) values on the [AGENCY ACCESS](#) logon page.
5. Click [Login](#).

## Results

You're logged into the [AGENCY ACCESS](#) portal.

#### Note

By default, the [Job Listings](#) tab is selected.

### 19.16.5.2 View Candidates on Agency Portal

View the list of candidates that has been forwarded to a job requisition.

The [Candidates](#) tab on the [Agency Access](#) page displays all the candidates that have been forwarded to a job requisition. On the right, you can see the details of the selected candidate. A grid displays a list of jobs associated to that candidate with [Requisition ID](#), [Job Title](#), and [Status](#).

#### Note

The [Created On](#) information displays the date when Agency User created the first record of a candidate submission for a job. Additionally, a [Forwarded On](#) column has been added to the table, which displays to the Agency User the date when the candidate for the requisition was forwarded.

From the [Candidates](#) page, you can:

- Search for a specific candidate by providing the [Candidate Name](#) in the [Search](#) field. Alternatively, you can use the scroll bar to view all the candidates that are forwarded to a job requisition. Ensure to search for a candidate with either the first name or the last name. Searching with both first name and last name isn't supported.

#### Note

- Enter minimum two characters to search for any text string that matches the candidate name, or the job title.
- When you search for a candidate, the dropdown doesn't populate anonymized candidates.

- Sort the candidates based on the [Candidate Name](#) and candidate [Created On](#) date by clicking the  icon. You can sort the result in [Ascending](#) or [Descending](#) order by selecting the radio button.

#### Note

From the [Agency Access](#) bar on top of the page, you can enable the [Send me email alerts for new Jobs Posted](#) option. Set the locale of the page content.

## 19.16.5.3 View Jobs Listings on Agency Portal

View the list of open job requisitions from [Agency Access](#), and forward candidates to those job requisitions.

The [Job Listings](#) tab on the [Agency Access](#) page displays all the jobs that are posted to an agency on the left pane. The details of the selected job along with the [Requisition ID](#), the [Posting Start Date](#) and, the [Posting End Date](#) of the job are displayed on the right pane.

From the [Job Listings](#) page, you can perform the following:

- Enter the [Job Title](#) in the [Search](#) field and search for a specific job requisition. Alternatively, use the scroll bar to view all the jobs that are posted to the Agency.
- Sort the jobs based on [Job Title](#), [Requisition ID](#), [Posting Start Date](#), and [Posting End Date](#) by clicking the  icon. Select the radio button to view the sort result in Ascending or Descending order.
- Submit a new candidate or an existing candidate to a job posted on this page by clicking the  icon.
- View the comments added by the recruiting user for a job posting by clicking the  icon.

## 19.16.5.4 Submitting a New Candidate to a Job Requisition

Submit a new candidate for the jobs that are listed in the [Job Postings](#) tab.

### Context

Agency Users can submit a candidate to a job requisition posted to Agencies.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Log on to the Agency portal, and select the [Job Listings](#) tab.

2. Select [Submit New Candidate](#) by clicking the verticle ellipsis icon on the job details pane.

The [Add Candidate](#) dialog opens.

3. Enter the contact information of the candidate on the [Add Candidate](#) dialog.

If [Check country/region code and phone number](#) option is enabled in [Admin Center > Manage Duplicate Candidates](#), and a duplication message is added in the [Duplication Message:](#) field in [Admin Center > Set Up Agency Access](#), a validation message appears if the phone number of the candidate being submitted already exist.

4. Set the candidate profile visibility to the recruiter as per the requirement. Select an option available in [Make Candidate Profile Visible to:](#) Example, if you want the candidate profile to be made visible to the recruiters worldwide, select [Any company recruiter worldwide](#) option.
5. Select [Next](#).
6. Choose [Browse](#) to select the resume and upload it.

#### Note

The dependency on the [Allow agency users to submit updated resume with new job application](#) option in [Admin Center > Set Up Agency Access](#) has been removed.

The [Allow agency users to submit updated resume with new job requisitions \(not applicable for Agency 2.0\)](#) option is removed from Provisioning. You can now upload the latest resume of the candidate while submitting a candidate.

7. Confirm that the candidate is qualified to submit for an open job requisition. Confirm the candidate submission based on the terms of my candidate source agreement with the company.
8. Select [Add Candidate](#).

## Results

The candidate is successfully added to the Job Posting. You can verify by navigating to the [Candidates](#) tab on the [Agency Access](#) page and check the status of the candidate. The status shows that the candidate has been forwarded to a job requisition. Additionally, you can also check whether this candidate has been added under the [Candidates](#) tab on the SAP SuccessFactors Recruiting.

## 19.16.5.5 Submitting an Existing Candidate to a Job Requisition

Submit an existing candidate for the jobs that are listed in the [Job Postings](#) tab.

### Procedure

1. You can follow the steps in *Submitting a New Candidate to a Job Requisition* section, to add a new candidate for a job requisition in Agency. The candidate is available for selection in the [Submit Existing Candidate](#) dropdown for next 24 hours after being added to the Agency.
2. Log in to the Agency portal and open [Job Listings](#). Identify the job listed on the [Job Postings](#) tab to add the candidate.
3. Select [Submit Existing Candidate](#) by clicking the verticle ellipsis icon on the job details pane.

The [Submit Existing Candidate](#) dialog opens.

#### Note

An agency can submit a previously forwarded candidate again, even if the candidate was submitted by another agency. The ownership settings for the agency still apply.

4. Select the candidate name from the dropdown and submit to the job posting.

#### Note

Agency users can't submit anonymized candidates to a job posting.

5. Click [Browse](#) to select the resume and upload it.

#### Note

The dependency on the [Allow agency users to submit updated resume with new job application](#) option in [Admin Center](#) > [Set Up Agency Access](#) has been removed. You can now upload the latest resume of the candidate while submitting a candidate.

6. Click [Submit Existing Candidate](#).

### Results

When you navigate to the [Candidates](#) tab, the status column lists all the jobs that are associated with this candidate.

## 19.16.5.6 Configuring the Display Status of a Candidate

The applicant status of a candidate is displayed to an Agency user, absence of which leads to offline communication among the recruiter, recruiting team and the agency.

### Prerequisites

- Enable *Recruiting Agency Access* option in the ► *Admin Center* ► *Manage Recruiting Settings* ►.
- Go to ► *Admin Center* ► *Manage Recruiting Settings* ► and select the *Configure label for candidate status displayed to agency users* option.

### Context

In a recruiting application workflow, the status of the candidate profile changes. Create a generic description for the candidate to show the internal status to the candidate. The standard candidate statuses are *In progress*, *Forwarded*, *Invite to Apply*.

### Procedure

1. Go to ► *Admin Center* ► *Edit Application Status Configuration* ► and select a status in *Status set ID*.  
The *Applicant Status Configuration* page opens.
2. Select a status and *Edit Status Settings* page opens.
3. Set the value for *Candidate Label* that determines what status appears to candidate viewing the progress in the *Jobs Applied* section of the career site.

### Results

The Agency User can now see the status label that you've added in the *Agency User Status Label* field. Example: if the candidate profile status is In Progress, you can show different labels such as *Interview* to internal users and *In progress* to candidates. Candidates can view the status from their *Job Management page*.

#### ❗ Note

If *Configure label for candidate status displayed to agency users* field is disabled, the Agency User can see only the standard applicant status of the candidate.

## 19.16.5.7 Viewing Recruiter Information on Job Listings Page

You can view the Recruiter information, for example, name, phone number, and e-mail, next to the job [Posting End Date](#) column on the [Job Listings](#) page.

### Procedure

1. Click  icon next to the [Recruiter](#) column for the recruiter information.
2. To view the Recruiter information column, enable [Allow agency users to view recruiter contact details](#) option in [Admin Center](#) > [Set Up Agency Access](#) .

#### Note

If there's a single recruiter, the details are directly fetched and displayed in the **quickcard**. If a Recruiting team is added to the job requisition, the details of the primary recruiter are displayed. Also, when the recruiter details are unavailable, the  icon isn't displayed. If any of the details, for example, e-mail or the phone number is unavailable, then a - is displayed in the respective fields.

## 19.17 Enabling and Configuring Employee Referral

Enable the Employee Referral function and specify the related configuration settings for your company. By doing this, you can configure [Employee Referral Program Settings](#) that are used whenever employees refer candidates.

### Prerequisites

Ensure that you have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Enable the feature under [Provisioning](#) > [Company Settings](#) > [Enable Employee Referral Program](#) .
2. Add the Employee Referral Payout amount to the Job Requisition XML.
  - Employee Referral Payout is a currency field. If currency is not configured on the job requisition, you must add it.

- If it's declared, then you only have to add the `erpAmount`. Add the necessary permission for this field, and include it in the XML as follows:

#### Sample Code

```
<field-definition id="erpAmount" type="currency" required="false"
custom="false">
<field-label><![CDATA[ERP Amount]]></field-label>
<field-description><![CDATA[Employee Referral Bonus Amount]]></field-
description>
</field-definition>
```

3. Grant *Employee Referral Program Setup* permission to set up the Employee Referral Program.
4. Go to **Admin Center** > *Recruiting Email Triggers* and enable these notifications:
  - *Employee Referral Program Candidate added to General pool notification*
  - *Employee Referral Program Candidate referred to a job requisition (new candidate)*
  - *Employee Referral Program Candidate referred to a job requisition (existing candidate)*
5. Configure Referrer (employee) settings for the Applicant Status Trail. Referrer settings can be applied to all applicant statuses.

| Option                                    | Description                                                                                                                              |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Visible to Referrer (employee)</b>     | Whether the stat is visible to the Referrer.                                                                                             |
| <b>Referrer (employee) Label</b>          | The label the Referrer (employee) sees when their Referral is in the corresponding status.                                               |
| <b>Referrer (employee) Next Step Text</b> | The text the Referrer (employee) sees when their Referral is in the corresponding status.                                                |
| <b>Referrer (employee) Email</b>          | Select an email template that is automatically sent to the Referrer (employee) when their Referral is moved to the corresponding status. |

6. Go to **Admin Center** > *Edit Applicant Status Configuration*.
7. Find the applicant status set for job requisitions. Select **Take Action** > *Edit* and update the *Employee Referral Program Settings*.

The *Applicant Status Configuration* for the selected *Status Set Name* is displayed.

8. Select the *Status Name* (or choose **Take Action** > *Edit*) and update the *Employee Referral Program Settings* in the *Edit Status Settings* dialog.

| Option                         | Description                                                                    |
|--------------------------------|--------------------------------------------------------------------------------|
| <b>Visible to Referrer</b>     | Enabling this setting shows the status to the user who initiated the referral. |
| <b>Referrer Label</b>          | The label the referrer sees for the status.                                    |
| <b>Referrer Next Step Text</b> | The text that displays to the referrer describing next steps.                  |
| <b>Referrer Email</b>          | Select the email template associated with the status from the dropdown menu.   |

9. Choose *Save*, then *I'm Done*.



## Results

Whenever an employee refers a candidate, the configured *Employee Referral Program Settings* are used.

## Related Information

[Setting Up the Employee Referral Program \[page 785\]](#)

[Using Role-Based Permissions](#)

### 19.17.1 Setting Up the Employee Referral Program

Set up the Employee Referral Program so that employees can recommend candidates for available jobs at their company.

## Context

Employees can submit candidates for jobs directly, or by emailing the candidate. The employee can then track the current status of their referrals throughout the hiring process.

#### ⓘ Note

- Any referrer e-mail with the status *Invited to Apply* will not be sent.
- Do not use the *Onboard* status with Employee Referral because it will not work.

## Procedure

1. Go to ► [Admin Center](#) ► [Set Up Employee Referral Program](#) ►.
2. Choose the ownership option you want to use for the program:

| Option                                                        | Description                                                                                                                                                                                        |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Ownership by Requisition for Employee Referral Program</i> |                                                                                                                                                                                                    |
| <i>Ownership by Duration for Employee Referral Program</i>    | When you choose this option, the <i>Employee shall maintain ownership over a referral for &lt;number&gt; days</i> field becomes active. Limit the duration to no more than 1875 days (five years). |
| In addition, choose which ownership start date to use:        |                                                                                                                                                                                                    |

| Option | Description                                                                                                    |
|--------|----------------------------------------------------------------------------------------------------------------|
|        | <ul style="list-style-type: none"> <li>Initial submission date</li> <li>Most recent submission date</li> </ul> |

- Complete the [Employee Referral Program - Program Information](#) section.

| Option                 | Description                                                                                                                                                        |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Change Language</b> | Choose your desired language from the dropdown list in the field then provide a description in the text field.                                                     |
| <b>Text Field</b>      | Provide a description of the program that appears at the top of the <a href="#">Referral Tracking</a> page.<br>You can use up to 300 characters in the text field. |

- Selection additional settings in the [General Options](#) section:
  - Hide Resume for Employee Referrals
  - Require Resume for Employee Referrals
  - Disable "Other jobs applied section" on referral tracking page
  - Disable the "Add a Referral: button
  - Disable Referral Amount on referral
  - Check for employee referral permissions for adding candidate (pool and job specific)
- Choose [Save](#) to save the settings.

## Related Information

[Enabling and Configuring Employee Referral \[page 783\]](#)

## 19.17.2 Working with Employee Referral

### 19.17.2.1 Employee Referral Candidate Search Page

Employee Referral icons in both Power and Conceptual Candidate Search indicate candidates active in the Employee Referral process.

Active Employee Referral candidates are in a forwarded, invite-to-apply, or in-progress status on a job requisition. If ownership by duration is selected, [Active](#) indicates a currently owned referral.

On Candidate Power Search only, a recruiting user can filter by [Active](#) or [All](#) referrals under the [Employee Referral](#) dropdown.

## 19.17.2.2 Employee Referral Candidate Summary Page

Information on the candidate summary page.

Employee Referral Candidates on the summary list page have an employee referral icon displayed next to them. The Candidate Summary also displays two source columns, [Source](#) and [Candidate Source](#). For all employee referrals, the Source column contains "Forwarded."

### Note

When a candidate is referred to a job requisition, the identity of the referrer appears on the [Candidate Summary](#) page. This helps you to understand who forwarded a candidate to a requisition and enables you to contact the referrer, if necessary. Recruiting User can click an application, and hover over the employee referral icon to display the name of the referrer. The employee referral icon is next to the referral name at the top of the page.

The Post Apply and Pre Apply scenarios are applicable only to candidates who are forwarded or Invited to Apply (employee referrals). The [Source](#) and [Candidate Source](#) values in these scenarios are tracked as follows:

Source and Candidate source in Pre Apply and Post Apply

| Pre Apply |                   | Post Apply           |                   |
|-----------|-------------------|----------------------|-------------------|
| Source    | Candidate Source  | Source               | Candidate Source  |
| Forwarded | Agency 1          | Corporate: Site Name | Agency 1          |
| Forwarded | Agency 2          | Corporate: Site Name | Agency 2          |
| Forwarded | Recruiter Sourced | Corporate: Site Name | Recruiter Sourced |
| Forwarded | Employee Referral | Corporate: Site Name | Employee Referral |
| Forwarded | Recruiter Sourced | Internal Site        | Recruiter Sourced |

In this table, the Pre apply section indicates that the candidate is still waiting to apply for a job requisition, but there was a specific source for them. For example, the [Candidate Source](#) is Employee Referral and the [Source](#) of the candidate is Forwarded in the Pre apply section. After the candidate applies (Post apply), the [Source](#) column displays the Corporate Site Name. This means that the candidate has visited the Corporate site, through which they've applied for the job requisition. When the [Source](#) is Internal site in the Post Apply section, it means that the candidate was an internal.

After a candidate applies and a Recruiter forwards the candidate application to a requisition, the [Source](#) value is tracked as follows:

Track Candidate Source

| Forward Scenario                                                                                                                                                                | Source                  | Candidate Source        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------|
| Candidate applies to a job requisition 1.                                                                                                                                       | Corporate Site: Default | Corporate Site: Default |
| Candidate is forwarded from job requisition 1 to job requisition 2 in forwarded state.                                                                                          | Forwarded               | Recruiter Sourced       |
| Candidate is forwarded from job requisition 1 to job requisition 2 in Default state.<br>Or the candidate is forwarded as applicant from job requisition 1 to job requisition 2. | Corporate Site: Default | Recruiter Sourced       |

### Note

When a candidate application is forwarded from employee referral or Agency, the information is tracked based on the ownership type (Ownership By Duration and Ownership By Requisition)

## 19.17.2.3 Employee Referral Information on the Application

Click on an applicant's name from the candidate page to view their application in more detail.

The bottom of the screen shows the *Jobs Applied* portlet. This includes information about their job application status and further details about the candidate's profile.

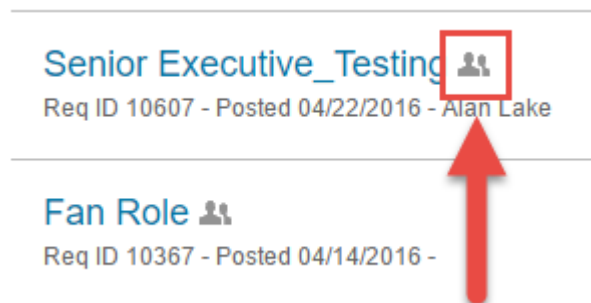
Hover over the employee referral icon next to the referral name at the top of the *Job Applicant Profile* page to display the name of the referrer.

In the application, the *Employee Referral Information* portlet shows the referrer and the date of referral for only the specified job.

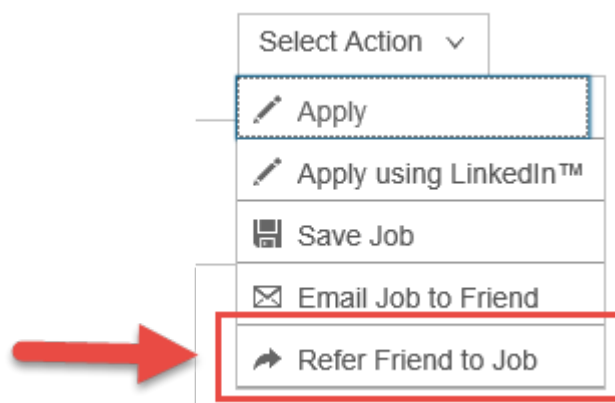
## 19.17.2.4 Refer Candidates to Jobs from the Job Search Page

To view the Job Search page, select *Careers* from main navigation menu.

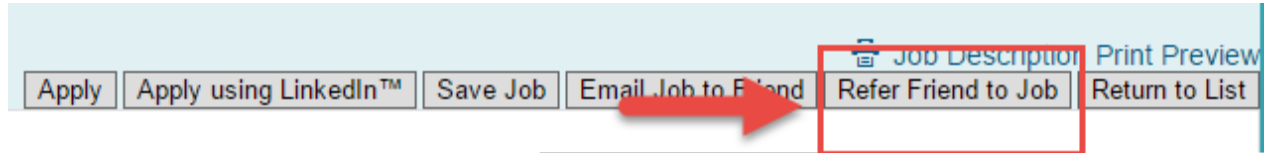
To view the tab, choose the *View Jobs* button at the bottom of the page, and then select any job title. Jobs posted internally and externally have an employee referral icon next to the job title.



To make a referral to a job, use the *Select Action* dropdown menu next to the job title.



Another way to refer a friend is to click into the job and click [Refer Friend to Job](#) on the job description page.



Next, the referrer must enter the first name, last name, e-mail, country, and resume of the person referred. Attaching a resume can be made required in the Employee Referral settings in Admin Tools. The number field's required status could also be changed here.

A screenshot of the 'Refer Friend to Job' form. The form has a title bar 'Refer Friend to Job'. Below the title bar, it says 'Please provide the information below:'. There are five required fields: '\* First Name', '\* Last Name', '\* Email', 'Phone', and '\* Country'. The 'Country' field is a dropdown menu currently showing 'No Selection'. Below these fields, there is a section 'Add resume' with the text 'Accepted file types are: DOCX, PDF, HTML, PPT, XLS, CSV and text'. There is a file upload field with a 'Browse...' button. At the bottom of the form, there are two buttons: 'Cancel' and 'Send'.

If a potential candidate's **e-mail does not exist** in the system, an external candidate account is created and they are added to the forwarded status of the job requisition. The employee receives a success message, and this starts the ownership period between the employee and candidate for that particular job requisition. This relationship is permanent for that specific job referral. However, other employees may refer the candidate to other jobs.

The candidate also receives an e-mail informing them that they were referred for that job and who referred them. This e-mail contains a username and URL where the potential candidate can set their password. After setting their password, they will automatically be logged in and land on the job description page to apply to the job.

If a potential candidate's **e-mail already exists** in the system, ownership rules are checked to determine if the referring employee or another employee owns the referral. The employee sees an error message informing them that they cannot add this candidate because the candidacy already exists on this job, or another employee owns this referral.

#### Note

If you use referral by time period in a client instance, and a candidate is forwarded to a job after the period of ownership has expired, then the candidate is not displayed as being referred.

## 19.17.2.5 Employee Referral Tracking

Track referrals in SAP SuccessFactors HCM suite by navigating to ► [Careers](#) ► [Referral Tracking](#) ►.

The following table describes the various parts of [Referral Tracking](#).

| Section                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Your Referrals</a>             | Contains a configurable message added in the Employee Referral settings in <a href="#">Admin Tools</a> . Any URL added automatically opens a new window.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Total Referrals by Percent</a> | Shows how far referrals have progressed in the application process with a bar graph. The percentages are calculated based on the number of applicant statuses visible to employees. Job requisitions may have different status sets, so these percentages track them all uniformly regardless of the number of statuses for each requisition. <div> Note<br/>Applicants are classified into percentages based on the leading number. For instance, all percentage completions beginning with <b>1</b> appear in the 10% section of the bar graph. The percentages displayed on the bar graph aren't configurable and can't be hidden from users.</div> |
| <a href="#">Earning Potential</a>          | Shows the Employee Referral amount sum of all referrals a user has made. If an employee makes referrals to jobs with different currencies, the sum for each currency is displayed separately. For example, if a referral was made in both dollars and euros, two separate entries for each currency appear. Up to five separate currencies can be displayed. This isn't configurable.                                                                                                                                                                                                                                                                                                                                                     |

| Section                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Referral Timeline</a>         | Summarizes the selected referral. If no referral is selected, a summary of the referral with the highest percentage of completion displays. The summary shows the referral's first and last name, corresponding requisition ID and title, current status, date of referral, apply date, status of the Data Privacy Consent Statement acceptance, referral amount, and the next step text configured for the referral's current status.                                                  |
| <a href="#">Other Position Applied</a>    | Shows other jobs where the applicant applied. The user can choose to disable the <a href="#">Other Positions Applied</a> portlet.                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Overall Referral Progress</a> | <p>Displays all your referrals. The circle displays the percentage of the referral's progress in the application status pipeline. The titles show the referral's first and last name, the requisition and requisition ID, the current status and the referral amount where applicable.</p> <div> <p><b>Note</b></p> <p>Colors corresponding to the percentage progress from gray to bright green as the percentage approaches 100. Red indicates 0% or an inactive referral.</p> </div> |
| <a href="#">All   Active</a>              | <p><a href="#">All</a> referrals include disqualified and already hired candidates, as well as referrals currently in the pipeline.</p> <p><a href="#">Active</a> referrals include those who have not yet applied, generic referrals, and those in-progress on a requisition.</p>                                                                                                                                                                                                      |

## Important Points to Remember

- You can track up to 1500 records in the employee Referral Tracking page.

### → Recommendation

Use Reporting or other methods to view the Referrals when there are more than 1500 referrals.

- The [Total Referrals by Percent](#) or [Earning Potential](#) is considered only for the records within the 1500 referrals.
- All referrals are sorted systematically based on the groups [In Progress](#), [Yet to Apply](#), and [Disqualified](#).
- If the referral ownership type is configured as [Ownership by Duration for Employee Referral Program](#), the referrals continue to display as [Active](#) referrals on the referral tracking page even after the ownership duration expires. Inactive referrals include only disqualified and hired candidates; ownership duration expiration isn't considered.

### Note

The [Active](#) filter displays fewer than the hard limit of 1500 records when referrals include inactive or expired records, which the [Active](#) filter doesn't show.

- The statuses considered for percentage calculation are not configurable. As mentioned earlier, the Onboard status doesn't work with Employee Referral, if it would be used, the calculated percentage will not be at 100% in the Hired status.

## Related Information

[Setting Up the Employee Referral Program \[page 785\]](#)



## 20 Searching for Talent with SAP SuccessFactors

Finding and engaging talent candidates is critical to a successful recruiting practice. SAP SuccessFactors Recruiting includes a range of Candidate Search and Candidate Relationship Management capabilities.

### Know Before You Start

- Enabling Career Site Builder is a prerequisite to enabling Candidate Relationship Management.
- When testing email campaigns in a staging environment, you need to have an SAP domain to receive campaign emails.
- If you're using more than one language or brand, ensure that it's configured before setting up Candidate Relationship Management or using email campaigns.
- Candidates can complete a candidate profile without applying to a job, so that they can join a Talent Community.

### Leading Practices

- In Candidate Relationship Management, reuse statuses across multiple status sets when possible, instead of creating duplicate statuses with the same meaning.
- Configure display and search options in the candidate profile template for a better Candidate Search experience.
- Enable data protection and privacy features so that candidates have more control of their data, in accordance with the customer's requirements.
- Limit access to mass import features for Candidate Relationship Management, so that a candidate's data isn't stored without their consent and is in accordance with the customer's requirements.

### Related Information

[Candidate Relationship Management \[page 794\]](#)

[Internal Candidate Search Settings \[page 858\]](#)

[Candidate Search \[page 858\]](#)

[Enabling and Configuring Employee Referral \[page 783\]](#)

## 20.1 Candidate Relationship Management

Recruiters working on systems that have Recruiting Management integrated with Career Site Builder can use SAP SuccessFactors Candidate Relationship Management features for greater versatility in managing candidate relationships.

With Candidate Relationship Management features, SAP SuccessFactors Recruiting evolves from an **Application Tracking System** into a full-cycle **Candidate Engagement System**, provides workflows for candidates, from applying through onboarding.

Candidate Relationship Management features are available to all SAP SuccessFactors customers running systems that have Recruiting Management integrated with Career Site Builder.

### 📘 Note

Candidate Relationship Management features require systems that have Career Site Builder integrated with Recruiting Management.

### 20.1.1 Enabling Candidate Relationship Management

Enable Candidate Relationship Management from Upgrade Center after you have an integrated SAP SuccessFactors Recruiting and Career Site Builder SAP SuccessFactors system.

#### Prerequisites

- Integrated and set up Career Site Builder to work with Recruiting Management.
- Configured Career Site Builder features, including landing pages and the data capture form.
- Enabled [Candidate Integration](#) using [Candidate Account Simplification](#).
- If you're using Data Privacy Consent Statements (DPCS) functionality, you have a valid country/region value in the [Country/Region](#) field of the UDF file for Candidate Relationship Management users.
- You have access to Command Center.

### 📘 Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to ► [Admin Center](#) ► [Upgrade Center](#) ► [Optional Upgrades](#) ► and select the following upgrades:
  - Candidate Relationship Management [Talent Pools](#).
  - Candidate Relationship Management [Email Campaigns](#)
2. Select [Upgrade Now](#).
3. Go to Command Center and select ► [Site](#) ► [Site Setup](#) ► [Settings](#) ► [Use Career Site Builder](#) ►.
4. Go to ► [Career Site Builder](#) ► [Settings](#) ► [Site Configuration](#) ► [Site Information](#) ►, and select the [Use CRM](#) checkbox.
5. Select [Save](#) to finish.

The left-side pane in Career Site Builder displays ► [Tools](#) ► [Data Capture Forms](#) ► and ► [Layouts](#) ► [Email](#) ►.

## Next Steps

Set role-based permissions for Candidate Relationship Management.

## Related Information

[Using Role-Based Permissions](#)

### 20.1.2 Candidate Profile Details with Candidate Relationship Management

With Candidate Relationship Management features enabled, the [Candidate Profile](#) displays extra portlets containing information about a candidate.

With the Candidate Relationship Management enhancement to the [Candidate Profile](#), you can do the following:

- Send emails to the candidate through the [Candidate Profile](#).
- View the talent pools of which the candidate is a member, in the [Talent Pools](#) portlet.
- View the history of emails that were sent from the [Candidate Profile](#), in the [Correspondence](#) portlet. The system displays email records in descending order by date sent.
- Add candidates to talent pools through the [Talent Pools](#) portlet with the [+Add](#) link.
- View the [Email Campaign](#) that were sent to the candidate, in the [Email Campaigns](#) portlet.
- Add candidates to a draft [Email Campaign](#).

## 20.1.2.1 Candidate Search with Candidate Relationship Management

Candidate Search is more versatile with Candidate Relationship Management features.

With the Candidate Relationship Management enhancements, you can search all candidate profiles using the following capabilities:

- Search with simple keyword and location criteria or with Boolean operators.
- Search for candidates by the talent pools to which they belong.
- Search for candidates by the type of consent they've given for receiving marketing emails.
- For candidate resumes uploaded in batches, search for candidates by *Batch Name*.
- Save searches for future use.
- Add results from Candidate Search to talent pools.
- Add results from Candidate Search to email campaigns.

### Related Information

[Finding Candidates by Multiple Criteria and Saved Searches \[page 867\]](#)

## 20.1.2.2 Candidate Profile Print Preview and Send to Printer

Candidate profiles support *Print Preview* and *Send to Printer* features.

- You can print from the inline resume viewer as accessed from the Candidate Search results.
- You can't print multiple candidate profiles at once from Candidate Search results.
- Even when you collapse some sections of *Candidate Profile*, you can't hide certain sections from the print view. You also can't set the print view to hide or display different sections.

### Working with Candidate Profile Printing

When viewing a candidate profile, you can select  *Print Preview* to bring up a printer-friendly view of the candidate profile.

#### Note

On systems with Candidate Relationship Management enabled, you can preview and print information in the *Talent Pools* and *Email Campaigns* portlets, along with the other information in the candidate profile.

## Related Information

[Candidate Search Results \[page 870\]](#)

[Inline Resume Viewer / Resume Carousel \[page 882\]](#)

### 20.1.2.3 Choosing to Print Candidate Profiles

Mass print candidates' application information, resume, cover letter, and additional documents.

#### Prerequisites

- Ensure that you've enabled the [Enable Inline Viewing of Resumes \(Inline Resume Viewer\)](#) option in [Provisioning > Company Settings](#).

##### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Define read permission in the job application XML template to view the [Candidate-Uploaded Attachments](#) and [Internally-Uploaded Attachments](#) options on the [Mass Print](#) window.
- To print the document in [All Attachments](#), define the data types of the files as `multiattachmentselection` and `multiattachment` with `custom="true"` in the job application XML template.

#### Context

You can mass print application information, resume, cover letter, and the additional documents that a candidate or a Recruiter or the Hiring team uploads. Mass printing reduces the tedious manual effort of opening each applicant's profile to print the documents. The supported file types for mass printing are as follows:

- .CSV
- .DOC
- .DOCX
- .GIF
- .JPG
- .JPEG
- .PDF
- .PNG
- .TXT

## Note

You can only access attachments of deleted candidates for mass printing in [Candidate Information](#) and [Candidate Application](#) pages.

## Procedure

1. Go to [Recruiting](#) > [Job Requisitions](#), and select a job requisition to open the [Candidate Summary](#) page.
2. Select multiple candidates, click [Action](#), and select [Print or Save](#) option.

The [Mass Print](#) window opens and displays all the applicants selected for a print.

3. Select any of the following options to select elements of the application to include in the PDF document to print or save:

| Option                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Candidate-entered application info</a> | Mass print the cover letter, resume, and application that candidate provides.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <a href="#">All Attachments</a>                    | <p>Print <a href="#">Cover Letter</a>, <a href="#">Resume</a>, and additional uploaded documents in a job application:</p> <ul style="list-style-type: none"><li>• <a href="#">Candidate-Uploaded Attachments</a> – prints additional attachments that candidate uploads.</li><li>• <a href="#">Internally-Uploaded Attachments</a> – prints additional attachments that Recruiters or Hiring team uploads.</li></ul> <p>Select any one or all the options in the <a href="#">All Attachments</a> section to print. The maximum print file size is 50 MB.</p> |
| <a href="#">All application info</a>               | Mass print the cover letter, resume, and information saved in an application.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

4. Select [Print Preview](#) or [Save to File](#) when you select the [Candidate-entered application info](#) or [All application info](#) option in the [Mass Print](#) window.
5. Select [Print/Download](#) when you select the [All attachments](#) option.

A loading screen displays, and [Print Preview](#) or [Print/Download](#) creates a single PDF that contains the data based on the selected candidates and the options. In the PDF, the pages are arranged candidate wise with cover letter, resume, candidate uploaded attachments, internally uploaded attachments.

- In Google Chrome browser, the file opens in an additional tab to print or download the file.
- In Microsoft Edge browser, a popup opens and prompts you to [Open](#), [Save As](#), or [Cancel](#). You need PDF reader software in your machine to view the file.
- In Firefox and Safari browsers, you can view the document in the Downloads folder.

[Save to File](#) creates a compressed ZIP file containing data for each selected applicant, a PDF copy of the application, resume, and cover letter. A loading screen displays while the compressed file is created.

## 20.1.3 Creating Candidate Relationship Management Generic Objects

You can create custom Generic Objects for Candidate Relationship Management to associate with [Talent Pool](#), [Email Campaigns](#), [Candidate Profile](#), and [Activity Tracking](#) Extensions.

### Prerequisites

You have permission to access [Metadata Framework](#) and [Configure Object Definitions](#).

### Procedure

1. Go to ► [Admin Center](#) ► [Configure Object Definitions](#) ►.
2. Choose ► [Create New](#) ► [Object Definition](#) ►.

The [Configure Object Definitions](#) form opens.

3. Enter or select the following values for your custom object in these required fields:

| Field                                                                                                                                                                                                                                                     | Action                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <a href="#">Code</a>                                                                                                                                                                                                                                      | Enter a unique code for your custom Generic Object.                                                    |
| <a href="#">Effective Dating</a>                                                                                                                                                                                                                          | Select <a href="#">None</a> .                                                                          |
| <a href="#">API Visibility</a>                                                                                                                                                                                                                            | Select <a href="#">Editable</a> .                                                                      |
| <a href="#">Status</a>                                                                                                                                                                                                                                    | Select <a href="#">Active</a> .                                                                        |
| <a href="#">MDF Version History</a>                                                                                                                                                                                                                       | Select <a href="#">No</a> .                                                                            |
| <div><div> ⓘ Note</div><div>Candidate Relationship Management Generic Objects doesn't support <a href="#">MDF Version History</a>. If you select <a href="#">No</a> here, change logging and any existing audit data are no longer available.</div></div> |                                                                                                        |
| <a href="#">Label</a>                                                                                                                                                                                                                                     | Enter the label name you want to use for your Candidate Relationship Management custom generic object. |

4. Add all the string text fields in the [Fields](#) for your Candidate Relationship Management custom Generic Object.
5. Save your entries.

### Related Information

[Configuring Attributes to Generic Objects for Talent Pool \[page 806\]](#)

## 20.1.3.1 Applying Associations to Custom Generic Object Attributes

You can associate a Generic Object as an associate with [Candidate Profile Extension](#), and [Talent Pool Extension](#).

### Prerequisites

- Role-based permission for Metadata Framework and Configure Object Definition enabled.
- You've created the generic object.
- You've set [MDF Version History](#) to [No](#) within your generic object

#### ⚠ Restriction

Candidate Relationship Management generic objects don't support [MDF Version History](#).

### Procedure

1. Select [Admin Center](#) > [Configure Object Definition](#).
2. Choose Candidate Relationship Management Pool Extension, then select [Take Action](#) > [Make Correction](#).
3. Set the attributes as follows:

| Attribute          | Value                                      |
|--------------------|--------------------------------------------|
| Associations       | The code for the custom GO field you want. |
| Multiplicity       | One-to-Many.                               |
| Destination Object | Your custom GO.                            |
| Type               | Valid When.                                |

4. Select [Save](#).
5. Refresh the cache manually if the additional details aren't visible in the talent pool add/edit page after a short time, to pull in the attributes:
  - a. Go to the [Admin Center](#) and search for [OData API Metadata Refresh and Export](#).
  - b. Select [Refresh](#) next to [Cache](#).

The refresh takes between one to two minutes to complete.
  - c. Log out and log back in.



## 20.1.3.2 Creating Data for a Custom Generic Object

Through Admin Center, you can create data that you want to use in a custom generic object.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ► [Create New](#) ►.
2. Enter a name for the data field.
3. Select [Save](#).

## 20.1.4 Career Sites with Candidate Relationship Management

Job seekers go to career sites that offer jobs of interest to them.

You can add features and functionalities to career sites with Candidate Relationship Management features.

### 20.1.4.1 Candidates Returning to the Career Site

When candidates with an established profile in the career site try to complete a data capture form without logging into the career site first, they see an error message.

The error message is similar to the following:

There's already a profile associated with the email address you provided, so we can't create a new profile.

You can customize the wording for this message in the Career Site Builder translation editor, located at ► [Tools](#) ► [Translations](#) ►. Filter for **Data Capture Forms**, then look for the resource key labeled `DataCaptureFormExisti...`

The system displays this message because the e-mail address they entered already exists. For security purposes, the system authenticates a candidate before updating any information that appears on the candidate profile. To allow candidates to complete the form, send them the data capture form links through e-mail within the system.

### Related Information

[Email Candidates \[page 962\]](#)

[Candidate Relationship Management Data Capture Forms \[page 825\]](#)

[Changing the Default Text Using the Translation Editor \[page 509\]](#)

[Translation Editor in Career Site Builder Tools \[page 635\]](#)

## 20.1.5 Candidate Relationship Management Talent Pools

A talent pool is a group of contacts. Talent pools make it easy to group and find candidates.

Recruiting users can create, edit, or delete any number of talent pools. Talent pools are groupings of candidate profiles. You can:

- Add candidates to talent pools from search results, the candidate profile, the legacy Candidate Workbench, the redesigned Applicant Management tool, and Inline Resume Viewer.
- Associate an individual candidate or a group of candidates with one or more talent pools.
- Add both internal and external candidates to talent pools.
- Make talent pools private or public, share private pools with selected users, or share public pools with your whole organization.

### ❖ Example

You can create a talent pool based on any attribute that candidates can have in common, such as attendance at a particular job fair or a job skill. Here are some examples of possible talent pools:

- San Francisco Career Fair
- Silver Medalists
- Sales, Chicago
- Java Developers
- PhDs

You can determine which columns appear in the table of talent pools. Select the  [Settings](#) icon, check the names of columns you want to make visible, and click [OK](#).

The [Talent Pools](#) table shows localized data in the following order of availability:

1. Locale of logged-in user
2. English US (en\_US)
3. Default value – usually the first value saved

### ⚠ Restriction

Attempting to delete this default value from the [Create New Talent Pool](#) or [Edit Talent Pool](#) dialogs doesn't work, even though the message conveys success. Deleting the description from [Manage Data](#) deletes it. However, you can't edit the description field from the dialogs until you add a new description in [Manage Data](#).

## 20.1.5.1 Permissions for Talent Pools for Candidate Relationship Management

Learn about the role-based permissions required to enable, configure, and use talent pools for Candidate Relationship Management.

| Permission                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>▶ <a href="#">Administrator Permissions</a> ▶ <a href="#">Metadata Framework</a> ▶ <a href="#">Manage Data</a> ▶</li><li>▶ <a href="#">Administrator Permissions</a> ▶ <a href="#">Metadata Framework</a> ▶ <a href="#">Access to non-secured objects</a> ▶</li></ul>                                                                                                                                                                                                                                                                                                                                                              | Allows administrators to create, view, edit, and delete data in the metadata framework (MDF), which is used to set up the Candidate Relationship Management feature.                                                                                                                                                                     |
| <ul style="list-style-type: none"><li>▶ <a href="#">Administrator Permissions</a> ▶ <a href="#">Manage MDF Recruiting Objects</a> ▶ <a href="#">Candidate Relationship Management Status</a> ▶</li><li>▶ <a href="#">Administrator Permissions</a> ▶ <a href="#">Manage MDF Recruiting Objects</a> ▶ <a href="#">Candidate Relationship Management Status Map</a> ▶</li><li>▶ <a href="#">Administrator Permissions</a> ▶ <a href="#">Manage MDF Recruiting Objects</a> ▶ <a href="#">Candidate Relationship Management Status Set</a> ▶</li></ul>                                                                                                                       | Give view and edit permission for these MDF objects to administrators who manage talent pools, so that they can configure and enable Candidate Relationship Management.                                                                                                                                                                  |
| <ul style="list-style-type: none"><li>▶ <a href="#">User Permissions</a> ▶ <a href="#">MDF Recruiting Permissions</a> ▶ <a href="#">Campaign</a> ▶</li><li>▶ <a href="#">User Permissions</a> ▶ <a href="#">MDF Recruiting Permissions</a> ▶ <a href="#">Pool</a> ▶</li><li>▶ <a href="#">User Permissions</a> ▶ <a href="#">MDF Recruiting Permissions</a> ▶ <a href="#">Pool Member</a> ▶</li><li>▶ <a href="#">User Permissions</a> ▶ <a href="#">MDF Recruiting Permissions</a> ▶ <a href="#">Share Pool with Group</a> ▶</li><li>▶ <a href="#">User Permissions</a> ▶ <a href="#">MDF Recruiting Permissions</a> ▶ <a href="#">Share Pool with User</a> ▶</li></ul> | Give view and edit permission for these MDF objects to Recruiting users, so that they can view, create, edit, and add candidates to talent pools. <div><b>Note</b><br/>For relevant roles, go to the role assignment and deselect the option <i>Exclude Granted User from having the permission access to themselves</i> and save.</div> |
| ▶ <a href="#">Administrator Permissions</a> ▶ <a href="#">Manage User</a> ▶ <a href="#">Employee Export</a> ▶                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Allows administrators to export employee account data, if needed.                                                                                                                                                                                                                                                                        |

### Note

When enabling talent pools for the first time, perform the following refreshes to ensure that candidate talent pool data is reflected in the Data Subject Information Report (DSIR):

- ▶ [Admin Center](#) ▶ [OData API Metadata Refresh and Export](#) ▶ [Cache Refresh](#) ▶
- ▶ [Admin Center](#) ▶ [Data Subject Information](#) ▶ [Configuration](#) ▶ [Refresh Configuration](#) ▶

## Related Information

[Using Role-Based Permissions](#)

### 20.1.5.2 Creating Statuses, Status Sets, and Status Maps for Talent Pools in Candidate Relationship Management

A talent pool associated with statuses, status sets, and status maps makes it easy to classify and find candidates by status. Create statuses, status sets, and status maps for talent pools through [Admin Center](#).

#### Prerequisites

- You have permission to manage metadata framework (MDF) objects:
  - [Administrator Permissions](#) > [Metadata Framework](#) > [Manage Data](#) >
  - [Administrator Permissions](#) > [Metadata Framework](#) > [Access to non-secured objects](#) >
- You have view and edit permission for the following objects:
  - [Administrator Permissions](#) > [Manage MDF Recruiting Objects](#) > [Candidate Relationship Management Status](#) >
  - [Administrator Permissions](#) > [Manage MDF Recruiting Objects](#) > [Candidate Relationship Management Status Map](#) >
  - [Administrator Permissions](#) > [Manage MDF Recruiting Objects](#) > [Candidate Relationship Management Status Set](#) >

#### Context

You can associate a talent pool with a single set of statuses. Each of this set can have multiple statuses.

##### Caution

You can't change the status set of the talent pool after you add candidates to it. **Don't** delete any status from the status set after it's in use by a talent pool that contains candidates.

#### Procedure

1. Go to [Admin Center](#) > [Manage Data](#) >.

2. In the [Create New](#) search box, enter the following:

| Option                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Candidate Relationship Management Status</b>     | <p>Enter the following:</p> <ul style="list-style-type: none"><li>• <a href="#">Status Code</a> – assign each status a two-digit decade number, such as 20, 30, or 40. Using two digits makes it easier later to add new statuses between the statuses in the original set. For example, a new status with an order of 21 appears between the status numbered 20 and the status numbered 30.</li><li>• <a href="#">Name</a></li></ul> <p>Select the globe icon next to the <a href="#">Name</a> field to add translated text for different localizations.</p>                                                                                                                                               |
| <b>Candidate Relationship Management Status Set</b> | <p>Enter the following:</p> <ul style="list-style-type: none"><li>• <a href="#">Status Set ID</a></li><li>• <a href="#">Status Set Name</a></li><li>• <a href="#">Status Set Description</a> (optional)</li></ul> <p>Select the globe icon next to the <a href="#">Status Set Name</a> and <a href="#">Status Set Description</a> fields to add translated text for different localizations.</p>                                                                                                                                                                                                                                                                                                            |
| <b>Candidate Relationship Management Status Map</b> | <p>Enter the following:</p> <ul style="list-style-type: none"><li>• <a href="#">Status Set</a> – select an existing status set from the dropdown list.<br/>Choose the <a href="#">plus sign Add Candidate Relationship Management Status Set</a> icon if you want to add a new status set from this page.</li><li>• <a href="#">Status of Member</a> – select an existing status from the dropdown list.<br/>Choose the <a href="#">plus sign Add Candidate Relationship Management Status</a> icon if you want to add a new status set from this page.</li><li>• <a href="#">Order</a> – enter a number to set the order in which each status appears in the list of statuses in the status set.</li></ul> |

3. Choose [Save](#) when you've filled in the form.

## 20.1.5.3 Setting Status Maps with Statuses to Status Sets for Candidate Relationship Management Talent Pools

A talent pool mapped to statuses and status sets makes it easy to classify and find candidates by status. Map statuses and status sets to talent pools through [Admin Center](#).

### Prerequisites

- You've created statuses and status sets.
- You have view and edit permission for the [Candidate Relationship Management Status](#) object.

## Context

### → Recommendation

Record the **Status Set Item IDs** information for the mappings. Keeping a list of **Status Set Item IDs** helps you locate them later for any revisions. For example, you could change the order of statuses.

### ⚠ Caution

Don't delete status sets that are in use in talent pools or that already have candidates associated with them.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ►.
2. Find the instance of the ► [Candidate Relationship Management Status Map](#) ► object that you want to edit and choose ► [Take Action](#) ► [Make Correction](#) ►.
3. Choose a status set from the [Status Set](#) menu.
4. Choose a status from the [Status of Member](#) menu that you want to associate with the chosen status set.
5. Save.

### 20.1.5.4 Configuring Attributes to Generic Objects for Talent Pool

You can add your standard Generic Object as an association to the [Candidate Relationship Pool Extension](#) for Talent Pools.

## Prerequisites

- The metadata framework (MDF) is enabled in Provisioning.
- You have the ► [Administrator Permissions](#) ► [Metadata Framework](#) ► [Configure Object Definitions](#) ► permission.
- You've created a generic (MDF) object to configure Talent Pool attributes and [MDF Version History](#) set to [No](#) in the object.

### ⚠ Restriction

Candidate Relationship Management Generic Objects doesn't support [MDF Version History](#).

## Context

It's possible to configure the system to add a talent pool field on requisitions. When someone adds a private talent pool to a requisition, only those persons with the appropriate permission can see that private talent pool. The system displays *Private Talent Pool (name hidden)* when you don't have permission to see that private talent pool. You only see public talent pools, private talent pools you own, and private talent pools that they share with you.

You can configure attributes associated with other objects (such as the *Additional Details* section for Talent Pool). These can include additional fields that capture candidate location, division, department, and other MDF objects or fields.

## Procedure

1. Go to ► *Admin Center* ► *Configure Object Definition* ►.
2. Search for the object definition *Candidate Relationship Management Pool Extension* and choose ► *Take Action* ► *Make Correction* ►.
3. Go to *Associations* and fill out the following values:

| Option                    | Description                                    |
|---------------------------|------------------------------------------------|
| <i>Name</i>               | The name of the standard field.                |
| <i>Multiplicity</i>       | <i>One to Many</i> .                           |
| <i>Destination Object</i> | Your generic standard object such as Division. |
| <i>Type</i>               | <i>Valid When</i> .                            |

4. Refresh your object definition manually if it doesn't refresh automatically:
  - a. In *Admin Center*, search for *OData API Metadata Refresh and Export*.
  - b. Choose *Refresh* next to *Cache*.  
  
Wait for several minutes for the refresh to complete.
  - c. Log out and log back in.

The additional attributes display under the *Additional Details* heading.

## 20.1.5.5 Creating a Talent Pool with Candidate Relationship Management

A talent pool is a group of contacts. Through Candidate Relationship Management features, recruiters and hiring managers can create, edit, and search talent pools as a targeted method of candidate sourcing. Create talent pools through [Recruiting](#).

### Prerequisites

You have permission to edit the [Pool](#) entity.

### Context

#### Note

You can archive talent pools, but you can't delete them. Restoring an archived talent pool requires permission to access ► [Admin Center](#) ► [Manage Data](#) ►.

### Procedure

1. Go to [Recruiting](#) and select ► [Candidates](#) ► [Talent Pools](#) ►.
2. Choose  [Create Talent Pool](#).

The [Create New Talent Pool](#) dialog appears.

3. Enter a unique name in the [Talent Pool Name](#) field.

If the same talent pool name exists, the system suggests another name by appending your user name and numbers to the talent pool name you entered.

4. Select a status set from the dropdown list in the [Pipeline Status](#) field.
5. Select a value from the dropdown list that appears in the [Default Candidate Status](#) field.

The values you see in [Default Candidate Status](#) are associated with the status set you choose in [Pipeline Status](#).

6. Choose a setting in [Visibility](#):

| Option | Description |
|--------|-------------|
|--------|-------------|

|                                                                                                             |                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <a href="#">Private</a> | Makes the talent pool visible only to the person who created it, and to those the person has shared with.<br><br>A private talent pool isn't visible to anyone else. You can share a talent pool only when it's saved and marked private. |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                                            |                                                                                                 |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
|  <a href="#">Public</a> | Makes the talent pool visible to all users who have the <a href="#">Talent Pool</a> permission. |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|



7. **Optional:** Populate the fields in the *Additional Details* section if you've configured *Additional Attributes*, from field dropdown lists or by searching from a field popups.
8. Save the new talent pool by selecting *Save*.

## Results

The system adds the talent pool you created to the table of talent pools.

## Next Steps

You can now edit your newly created talent pool to associate a saved search to it, as well as share it with other groups and individuals. Refer to *Assigning Saved Searches to Talent Pools* and *Enabling Share Settings to Let Others View Talent Pools* for details.

## Related Information

[Configuring Attributes to Generic Objects for Talent Pool \[page 806\]](#)

[Assigning Saved Searches to Talent Pools \[page 809\]](#)

[Enabling Share Settings to Let Others View Talent Pools \[page 811\]](#)

## 20.1.5.6 Assigning Saved Searches to Talent Pools

After you create and save a talent pool, you can populate it with candidates using a saved search.

## Prerequisites

- You've created and saved a talent pool, as described in *Creating a Talent Pool with Candidate Relationship Management*.
- You have a saved search you want to add to the talent pool. Refer to *Adding Candidates to Talent Pools* for more information on saving candidate searches.

## Context

After you save your talent pool, you can immediately add a saved search to it, so that the candidates in the talent pool are included as a result of the saved search.

## Procedure

1. Go to ► [Recruiting](#) ► [Candidates](#) ► [KEYWORD AND ITEM SEARCH](#) ► and note the name of the saved search you want to use for your talent pool.
2. Switch to the [TALENT POOLS](#) tab, then select the check box for the talent pool you want to apply the saved search to.

3. With the talent pool name selected, select  (Actions) and choose  [Edit](#) from the dropdown list.  
The [Edit Talent Pool](#) dialog appears.

### Note

If you don't have permission to edit the talent pool, the [View Talent Pool](#) dialog displays instead, and you see a message similar to `You do not have permission to edit this pool.`

4. Select [List of Saved Searches](#) under [Auto-populate by Saved Searches](#).

The link [List of Saved Searches](#) is active only for users with permissions for Candidate Relationship Management saved searches, and for the Candidate Relationship Management saved search audit.

The [Saved Searches](#) dialog appears.

5. Enter the names of one or more saved searches into the [Type or select a saved search](#) field.

The field provides type-ahead functionality that tries to auto-complete your search term.

6. Select  [Add](#) for each saved search you want to add to the talent pool.

The [Saved Searches](#) list adds the saved search. The candidates in all the saved searches listed in [Saved Searches](#) are added to the talent pool nightly. As candidates are added to the talent pool, the total number of candidates in the pool is reported in the field, [Details \(<> Members\)](#). Candidates already in the talent pool aren't added again. Choose [Close](#).

7. **Optional:** Remove a saved search from by selecting the  minus icon to the right of the name of the saved search.
8. Choose [Close](#) to close the [Saved Searches](#) dialog.
9. Choose [Save](#), then [Close](#) to close the [Edit Talent Pool](#) dialog.

## Related Information

[Creating a Talent Pool with Candidate Relationship Management \[page 808\]](#)

[Adding Candidates to Talent Pools \[page 818\]](#)

## 20.1.5.7 Enabling Share Settings to Let Others View Talent Pools

After you create and save a talent pool, you can specify groups and individuals with whom to collaborate on candidate selection by sharing the talent pool through SAP SuccessFactors Recruiting.

### Prerequisites

- You've created and saved a talent pool, as described in *Creating a Talent Pool with Candidate Relationship Management*.
- You're the owner of the talent pool.

### Context

You can add or remove individuals and groups from an active talent pool's share list as soon as you create and save the talent pool.

#### ❗ Note

- You can share a talent pool with up to 500 users and up to 500 groups.
- Individuals and groups can see the names of the others you share that talent pool with.
- Only those individuals and groups with whom you share the talent pool can see the talent pool in their list.

### Procedure

1. Go to ► [Recruiting](#) ► [Candidates](#) ► [TALENT POOLS](#) ►.
2. Check the box for the talent pool desired in the table of talent pools.
3. With the talent pool name selected, select  ([Actions](#)) and choose  [Edit](#) or  [Share](#) from the dropdown list.  
The [Edit Talent Pool](#) dialog appears.

#### ❗ Note

If you don't have permission to edit the talent pool, the [View Talent Pool](#) dialog displays instead, and you see a message similar to `You do not have permission to edit this pool.`

4. Select the following options in the [Sharing](#) section of the dialog:

| Option | Description |
|--------|-------------|
|--------|-------------|

|               |                                                                                                     |
|---------------|-----------------------------------------------------------------------------------------------------|
| <b>People</b> | Select <a href="#">Shared with 0 People</a> . The <a href="#">Share with People</a> dialog appears. |
|---------------|-----------------------------------------------------------------------------------------------------|

| Option | Description |
|--------|-------------|
|--------|-------------|

|  |                                                                                                                                                                     |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Enter the person's legal or preferred name in the <a href="#">Find People to Share Talent Pool With</a> field, then select + <a href="#">Add</a> for each addition. |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Note**

Although you can search for people by their General Display Name when adding them to the Shared list, the General Display Name isn't supported in the [Search for First Name in Shared List](#) and [Search for Last Name in Shared List](#) fields when looking for those who are already on the Shared list. Refer to [Adoption of General Display Name in Recruiting](#) for more information about the feature.

|               |                                               |
|---------------|-----------------------------------------------|
| <b>Groups</b> | Select <a href="#">Shared with 0 Groups</a> . |
|---------------|-----------------------------------------------|

In the dialog, specify groups in the [Add More Groups](#) field, then select + [Add](#) for each addition.

These fields are optional. You can choose to share just with people, just with groups, or both.

You see a success message in the dialog, and the group or person you added now appears in the Shared list.

The system gives the individuals or groups permission to view the talent pool. You see an error message if you try to add a user or group that's already added to the talent pool. The system gives a message confirming that the talent pool has been shared with the selected users or groups.

5. **Optional:** Stop sharing a talent pool with a particular user or group by choosing [Shared with <Number> People](#), or [Shared with <Number> Groups](#) in the [Edit Talent Pool](#) dialog.

Select the  **Stop Sharing** icon for the desired user or group.

6. Choose [Close](#) to close the dialog.

The dialog closes, and the Sharing section displays the number of groups or people you're sharing the talent pool with.

7. Choose [Save](#), then [Close](#) to close the [Edit Talent Pool](#) dialog.

## Related Information

[Adoption of General Display Name in Recruiting \[page 90\]](#)

[Creating a Talent Pool with Candidate Relationship Management \[page 808\]](#)

## 20.1.5.8 Enabling the Display of a Translated Talent Pool Name for a Candidate

You can provide a translation of talent pool names into a candidate's default language.

### Procedure

1. Go to the [Candidate Profile](#) and select [Options](#) > [Change Language](#) .
2. Choose the language, and select [Switch](#).
3. Log into the system for that language, and go to [Candidates](#) > [Talent Pools](#) .
4. Choose the box for the talent pool you want, then select [Actions](#) and choose [Edit](#) from the dropdown list.

The [Edit Talent Pool](#) dialog appears.

#### Note

If you don't have permission to edit the talent pool, the [View Talent Pool](#) dialog displays instead, and you see a message similar to `You do not have permission to edit this pool.`

5. Enter translations for the following:

| Option                      | Description                                              |
|-----------------------------|----------------------------------------------------------|
| <a href="#">Name</a>        | The talent pool name for the candidate's locale.         |
| <a href="#">Description</a> | The description for the locale of the user in the field. |

6. Choose [Save](#).  
The system saves this translation, and doesn't overwrite other translations.

## 20.1.5.9 Searching for a Talent Pool by Name

Find the talent pool you want by talent pool name in SAP SuccessFactors Recruiting.

### Procedure

1. Go to [Recruiting](#) > [Candidates](#) > [Talent Pools](#) .
2. Enter the name of a talent pool into the [Search Talent Pool Name](#) field.
3. Select [Enter](#) or [Go](#).
4. **Optional:** Choose one of the column headers and select [Sort Ascending](#) or [Sort Descending](#) to sort the table of talent pools.

## 20.1.5.10 Running a Search in Talent Pool Using Multiple Criteria

Find the talent pool you want with multiple criteria using search filters in SAP SuccessFactors Recruiting.

### Procedure

1. Go to **Candidates** > **Talent Pools** in **Recruiting**.
2. Select **Show Filter Bar**.
3. Select criteria from the **Last Modified** and **Visibility** dropdown list, and enter a name in the **Owner** field if needed.
4. Select **Filters** to search by extra objects.

You can search talent pools using attributes such as Business Unit, Division, Department, and Cost Center. You can also add your own custom searchable attributes to talent pools.

The **Filters** dialog opens, listing objects associated with talent pools.

5. **Optional:** Add filters to the search bar by choosing **More Filters** under the **Advanced** heading.

Select the box for any advanced attribute you want to include in the **Select Filters** dialog, and click **OK**.

6. **Optional:** Choose one of the buttons:

| Option                  | Description                                                    |
|-------------------------|----------------------------------------------------------------|
| <a href="#">Clear</a>   | Clears all advanced search criteria.                           |
| <a href="#">Restore</a> | Restores all advanced search criteria to their previous state. |
| <a href="#">Cancel</a>  | Cancels the search.                                            |

7. **Optional:** Specify criteria by entering or selecting values for the search fields and objects.
8. **Optional:** View a tooltip summary of values in a multiline field by hovering the cursor over the field.
9. Select **Go**.

You see a list of talent pools that match the search criteria.
10. **Optional:** Hide the filter bar by choosing **Hide Filter Bar**.
11. **Optional:** Sort the table of talent pools by choosing one of the column headers, and selecting either **Sort Ascending** or **Sort Descending**.

## 20.1.5.11 Editing a Talent Pool with Candidate Relationship Management

A talent pool is a group of contacts. Through Candidate Relationship Management features, recruiters and hiring managers can create, edit, and search talent pools as a targeted method of candidate sourcing. Edit talent pools through [Recruiting](#).

### Prerequisites

You have view and edit permission for the [Pool](#) object.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ►.
2. Find the instance of the ► [Pool](#) ► object that you want to edit and choose ► [Take Action](#) ► [Make Correction](#) ►.
3. In the [Pool Feature List](#) section, add a row with context code **Candidate Relationship Management**.
4. Choose [Details](#) and select values for the list of objects, such as department, cost center, and job code.
5. In [Recruiting](#), select ► [Candidates](#) ► [Talent Pools](#) ►, and search for the talent pool desired.
6. With the talent pool name selected, select  (Actions) and choose  [Edit](#).
7. Edit the values in the fields as desired, and click [Save](#).

### Results

You've now edited and saved the talent pool. Some of the fields, including the fields under [Additional Details](#) are multiline fields that can hold multiple values. To view a summary of values in a multiline field, hover the cursor over the field.

## 20.1.5.12 Editing the Talent Pool Ownership with Candidate Relationship Management

You can update talent pool ownership by assigning a new owner.

### Prerequisites

You have view and edit permission for the [Pool](#) object.

### Context

When a talent pool is created, it's linked to the user (as the owner) who created it. There are times when a change of ownership is necessary, for example, when the talent pool owner has left the company or department. Use the Admin Center to complete the ownership update.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ►.
2. Find the instance of the ► [Pool](#) ► object that you want to edit and choose ► [Take Action](#) ► [Make Correction](#) ►.
3. Update the pool ownership by changing the [Pool Owner ID](#) field.
4. Save.

### Related Information

[Using Role-Based Permissions](#)

## 20.1.5.13 Importing Talent Pool Data

Import batches of talent pool data in a ZIP file.

### Prerequisites

You have import/export permission for the generic (MDF) object you want to import.



## Procedure

1. Go to ► [Admin Center](#) ► [Import and Export Data](#) ► and choose the action [Import Data](#).
2. Select one of the following generic objects to import:
  - [Candidate Relationship Management Status Map](#)
  - [Candidate Relationship Management Status](#)
  - [Candidate Relationship Management Status Set](#)
  - [Pool](#)
  - [Pool Member](#)
  - [Pool Member – People Member](#)
  - [Share Pool With Group](#)
  - [Share Pool With User](#)
3. Use [Choose File](#) to choose the CSV file you want to import.
4. Set these parameters:

| Option                                                      | Setting                        |
|-------------------------------------------------------------|--------------------------------|
| <a href="#">File Encoding</a>                               | Western European (Windows/ISO) |
| <a href="#">Purge Type</a>                                  | Incremental Load               |
| <a href="#">Suppress Redundant Date – Effective Records</a> | Yes                            |
| <a href="#">Use Locale Format</a>                           | Yes                            |
| <a href="#">Locale</a>                                      | en_US                          |
| <a href="#">Key Preference</a>                              | Business Key                   |
| <a href="#">Enable Decimal Round Option</a>                 | No                             |

5. Choose [Export](#).

## 20.1.5.14 Exporting Talent Pools

Export batches of talent pool data in CSV files bundled in compressed ZIP files.

## Prerequisites

You have import/export permission for the generic (MDF) object you want to export.

## Procedure

1. Go to ► [Admin Center](#) ► [Import and Export Data](#) ► and choose the action [Export Data](#).

2. Select one of the following generic objects to export:

- [Candidate Relationship Management Status Map](#)
- [Candidate Relationship Management Status](#)
- [Candidate Relationship Management Status Set](#)
- [Pool](#)
- [Pool Member](#)
- [Pool Member – People Member](#)
- [Share Pool With Group](#)
- [Share Pool With User](#)

3. Set these parameters for the export:

| Option                                       | Setting      |
|----------------------------------------------|--------------|
| <a href="#">Include dependencies</a>         | Yes          |
| <a href="#">Include immutable</a>            | Yes          |
| <a href="#">Exclude Reference Objects</a>    | Yes          |
| <a href="#">Select All Data Records</a>      | Yes          |
| <a href="#">Key Preference</a>               | Business Key |
| <a href="#">Hide AutoNumber ExternalCode</a> | Yes          |

4. Choose [Export](#).

## Next Steps

Go to [Scheduled Job Manager](#) to find the exported file .

## 20.1.5.15 Adding Candidates to Talent Pools

There are a number of ways you can add a candidate to talent pools in Recruiting.

## Prerequisites

To add a candidate using Candidate Search, the redesigned Applicant Management or legacy Candidate Workbench, enable [CRM Saved Search](#) or [List of Saved Searches](#) for talent pools.

## Context

Whether you start with a job requisition or candidate search, once you get to your list of candidates in [Recruiting](#), you can select them and add them to the talent pool, one or more at a time. You can also add individual candidates to a talent pool through their candidate profiles, or while you're viewing their resume in the Inline Resume Viewer.

### Note

- Add no more than 10,000 candidates at a time to a talent pool.
- Keep the number of candidates in a talent pool to a maximum of 100,000.

## Procedure

1. Go to [Recruiting](#) and choose your preferred method:

| Option                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Applicant Management tool</b> | Select the applicant, then choose <a href="#">▶ Actions ▶ Add to Talent Pool ▶</a> .<br>You can add multiple applicants at once.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Search results</b>            | Choose any method: <ul style="list-style-type: none"><li>• To add one or more candidates from the search results list – select the box next to the name of each candidate desired, then choose <a href="#">▶ Actions ▶ Add to Talent Pool ▶</a>.</li><li>• To add all candidates appearing on the page of search results you're viewing – select the box for <a href="#">Candidate ID</a> in the table header, then choose <a href="#">▶ Actions ▶ Add to Talent Pool ▶</a>.</li><li>• To add all the candidates from the search results, not just the candidates appearing on one page of the search results – choose <a href="#">Add all candidates to Talent Pool</a>.</li></ul> <div><b>Note</b><br/>Results don't appear immediately. Since adding all candidates can be a large job, Candidate Relationship Management adds the job to a queue and sends an email to you once all candidates have been added.</div> |
| <b>Saved Searches</b>            | Rather than adding candidates to the talent pool from a search you just performed, you can give your saved search a name, and apply it to your talent pool later. <div><b>Note</b><br/>Results don't appear immediately. The process of adding saved search candidates to the talent pool occurs as a nightly job.</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Inline Resume Viewer</b>      | In the Candidate Application Profile for a candidate, select <a href="#">▶ Resume</a> to view the inline resume viewer, then choose <a href="#">Add to Talent Pool</a> from the <a href="#">Actions</a> menu.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Option                   | Description                                                                                                                                                                                 |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Candidate Profile</b> | Choose a candidate, then select the candidate's profile to view the <a href="#">Candidate Profile</a> dialog, then scroll to <a href="#">Talent Pool</a> and choose <a href="#">+ Add</a> . |

The Add to Talent Pool dialog appears.

2. Select the name of the talent pool desired from the [Talent Pool Name](#) dropdown menu.
3. **Optional:** Select a status from the [Place in Status](#) dropdown menu, then choose [Submit](#).

#### ⓘ Note

If you don't select a status, Candidate Relationship Management assigns the default status for the destination talent pool to the selected candidate records.

A success message appears to indicate that your selection was added to the talent pool you specified.

## Related Information

[Finding a Candidate by Name or ID \[page 867\]](#)

[Finding Candidates by Multiple Criteria and Saved Searches \[page 867\]](#)

[Finding Candidates by Saved Search \[page 869\]](#)

## 20.1.5.16 The Talent Pools Portlet on Candidate Profiles

If you have appropriate permissions for talent pools, you can see the [Talent Pools](#) portlet on the [Candidate Profile](#). Candidates don't see the [Talent Pools](#) portlet in their own candidate profiles.

As a Recruiting user, you see the [Talent Pool](#) portlet for a candidate who's been associated with one or more public talent pools. You can see a private talent pool that you own. When you share a private talent pool with someone else, that person also sees the private [Talent Pool](#) associated with the candidate in the portlet.

If the [Talent Pool](#) portlet has more than three talent pools, you only see the first three by default. You can see the remaining talent pools by selecting [Show More](#).

## 20.1.5.17 Talent Pools Displayed on Job Requisitions

When you add the [Talent Pool](#) to the [Requisition Template](#), users can view talent pools on job requisitions and on the [Candidates](#) page.

When a Recruiting user adds a private talent pool to a requisition, only those persons with the appropriate permission can see that private talent pool. If you don't have permission to see that private talent pool, the system displays [Private talent pool \(name hidden\)](#) in the [Talent Pool Object](#) dropdown list.

#### 📘 Note

Recruiting users see only public talent pools, private talent pools they own, and private talent pools that have been shared with them.

## Related Information

[Applying Associations to Custom Generic Object Attributes \[page 800\]](#)

## 20.1.5.18 Using Filters and Sorts on the Candidate Relationship Management Talent Pool Table

To make it easier to find the right candidates, filter and sort the talent pool table with the [Filter Bar](#) in Recruiting Management.

## Context

You can determine which talent pools appear in the talent pool table, by applying one or more filters to the table.

#### → Tip

Refreshing the page after filtering or sorting returns the table to the default unfiltered and unsorted view.

Only those talent pool names translated for the locale of a user appear in the talent pool table when filtered by name.

#### 📘 Note

When you sort a talent pool by a column that's not translated in the user locale, the untranslated pool appears at the bottom of the grid in an ascending order, and at the top of the grid in a descending order.

## Procedure

1. Choose [Show Filter Bar](#) in Recruiting Management, if the [Filter Bar](#) isn't visible.
2. Enter values to set a filter for the table in one or more of the following fields:
  - [Talent Pool Name](#) – you can enter partial names. This field isn't case-sensitive.
  - [Last Modified](#)
  - [Owner](#) – auto-completes with names of pool owners.

- *Visibility*
3. **Optional:** Sort the talent pool table by selecting one of the following columns, and choosing *Sort Ascending* or *Sort Descending*:
    - *Talent Pool Name*
    - *Last Modified*
    - *Owner*
    - *Visibility* – sorts by *Public* or *Private* visibility.

## 20.1.5.19 Creating a Custom View of Candidate Relationship Management Talent Pools

You can customize your view of talent pools to make them best serve your particular needs. Customize your view of talent pools through SAP SuccessFactors Recruiting.

### Context

You can determine the columns, and the order of columns, that appear in your view of the *Talent Pools* table.

By default, the *Talent Pools* table shows localized data in the following order of availability:

1. Locale of logged-in user
2. English US (en\_US)
3. Default value - usually the first value saved

#### Caution

You can't delete this default value from the *Create New Talent Pool* or *Edit Talent Pool* dialogs, even though the message reports success. Deleting the description from *Manage Data* deletes it. However, you can't edit the description field from the dialogs until you add a new description in *Manage Data*.

### Procedure

1. Go to .
2. Select the  *Settings* icon.

The system displays the list of available columns in a dialog.

3. Check the box next to the name of any column you want to have displayed.
4. **Optional:** Change the order of a column by selecting it, then choosing either the  up-arrow icon or  down-arrow icon.

## 20.1.5.20 Editing Candidate Records in a Talent Pool with Candidate Relationship Management

You can save time by revising candidate records directly from talent pools. Edit candidate records in talent pools through [Recruiting](#).

### Procedure

1. Go to ► [Recruiting](#) ► [Candidates](#) ► [Talent Pools](#) ►.
2. Choose the name of the talent pool in the table of talent pools.
3. Check the box for each candidate record you want to revise, and select the  [Actions](#) icon.
4. Select one of the following from the dropdown list:
  - [Add to Talent Pool](#)
  - [Change Status](#)
  - [Remove from Talent Pool](#)
5. Select values for the fields in the dialog, and select [Submit](#).

## 20.1.5.21 Removing a Batch of Candidates from a Talent Pool

You can delete batches of candidates from a talent pool.

### Procedure

1. In [Recruiting](#), navigate to ► [Candidate](#) ► [Talent Pool](#) ►.
2. Select the talent pool from which you want to remove candidates, and select the names of the candidates to be removed.

#### Note

Select 100,000 or fewer candidates. You can't remove more than 100,000 candidates at a time from a talent pool.

3. Select ► [Actions](#) ► [Remove from Talent Pool](#) ►.

## 20.1.5.22 Choosing to Archive Talent Pools

Archive talent pools if you don't want to view them from the list of talent pools. Archiving is different from deleting or removing a talent pool, because if you need it the future, you can restore that talent pool.

### Context

#### → Remember

You can only archive talent pools that **you** created.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Candidates](#) ► [TALENT POOLS](#) ►.

The *Talent Pool* list page appears.

2. Choose the talent pool you want to archive.

3. Select  (*Actions*) then choose  *Archive* from the dropdown list.

The *Archive Confirmation* dialog appears.

4. To continue, choose **OK**, otherwise cancel.

#### → Tip

The selected talent pool disappears from the screen once you've confirmed the archive action.

### Next Steps

You've successfully archived your talent pool. When you want to restore that talent pool, you can use the steps in the next topic.



## 20.1.5.23 Restoring Archived Talent Pools

You can restore any archived talent pool that you created by going to that object in [Manage Data](#) tool.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ► that opens up the [Manage Data](#) page.
2. Go to ► [Search](#) ► [Pool](#) ► and choose the archived talent pool.
3. Select ► [Take Action](#) ► [Make Correction](#) ► so you can edit the archived pool.
4. Go to [Is Active](#) field and select [Yes](#).
5. Select [Save](#) to finish.

### Results

The archived talent pool is restored. To verify your changes, go to ► [Recruiting](#) ► [Candidates](#) ► [TALENT POOLS](#) ►. Your archived talent pool appears in the [Talent Pools](#) list page.

## 20.1.6 Candidate Relationship Management Data Capture Forms

Data capture forms enable Recruiting users to request additional information from leads, candidates, and employees, to use for such things as lead generation. You can use data capture forms in landing pages on career sites or in candidate profiles.

You add a data capture form (DCF) to landing pages to capture new candidate information. New and existing candidates can submit a data capture form that's saved their candidate profile, so that when they later applies for a job, their basic information already exists.

New candidates that complete their form receive a welcome email with a link to set the password to their candidate profiles. Recruiters can add candidates to talent pools once they've successfully completed and submitted the form.

#### [Data Capture Forms for New and Existing Candidates \[page 826\]](#)

Recruiters can identify which existing candidates visited or updated data capture forms that have been assigned a data capture form code in Career Site Builder.

#### [Candidate Profile Extension \[page 828\]](#)

The [Candidate Profile Extension](#) Metadata Framework (MDF) extension object enables you to add more information to the candidate profile.

#### [Creating and Editing Data Capture Forms \[page 834\]](#)

Data capture forms enable Recruiting users to gather information from leads, candidates, and employees. After you create data capture forms, you can add it to external career site landing pages.

#### [Adding Data Capture Forms to Landing Pages \[page 836\]](#)

Data capture forms enable Recruiting users to gather information from leads, candidates, and employees. Add a data capture form to external career site landing pages, like any other page component, through the *Landing Page Editor*.

#### [Configuring E-Mail Notifications for Data Capture Forms \[page 838\]](#)

Customize the text of the Welcome and Set Password email sent automatically to candidates when they complete data capture forms.

## 20.1.6.1 Data Capture Forms for New and Existing Candidates

Recruiters can identify which existing candidates visited or updated data capture forms that have been assigned a data capture form code in Career Site Builder.

### Candidate Activity Status

There are three different candidate activity statuses, or scenarios, that allow new and existing candidates complete data capture forms: Submitted, Visited, and Updated.

| Candidate Activity Status | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Submitted</i>          | <p>Candidate status: New candidates</p> <p>Candidate submits a data capture form for the first time.</p> <ul style="list-style-type: none"><li>• Candidate profile is created in SAP SuccessFactors Recruiting.</li><li>• You can search for candidates in <i>Candidate Search</i> by <i>Data Capture Form</i> criteria with candidate activity selected as <i>Submitted</i>.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Visited</i>            | <p>Candidate status: Existing candidates</p> <p>Existing candidate submits a data capture form but was unable to complete the process successfully because the link to the <i>Data Capture Form Landing Page</i> wasn't shared with candidate through <i>Email Campaign</i>.</p> <ul style="list-style-type: none"><li>• Existing candidate receives a generic message that state: <b>Thank you for submitting your information to our company, Your existing profile will be updated.</b></li><li>• Recruiter must send an <i>Email Campaign</i> that contains link to the data capture form within the email body text. When the recruiter sends out the email, the candidate in <i>Visited</i> status is able to complete the data capture form.</li><li>• Candidate Activity Feed show <b>followed</b> candidates in visited status.</li><li>• You can search for candidates in <i>Candidate Search</i> by <i>Data Capture Form</i> criteria with candidate activity selected as <i>Visited</i>.</li></ul> |

| Candidate Activity Status | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Updated</i>            | <p>Candidate status: Existing candidates</p> <p>Existing candidates that have received a data capture form that authenticated using the <a href="#">Data Capture Form Landing Page</a> link through <a href="#">Email Campaign</a> that compares their email address with existing accounts. Their candidate profile is updated.</p> <ul style="list-style-type: none"> <li>• Candidate has successfully submitted data capture form that collected information not previously filled out.</li> <li>• Candidate Activity Feed show <b>followed</b> candidates in updated status.</li> <li>• You can search for candidates in <a href="#">Candidate Search</a> by <a href="#">Data Capture Form</a> criteria with candidate activity selected as <a href="#">Updated</a>.</li> </ul> <div> <p>→ Remember</p> <p>Candidates who receive a <a href="#">Data Capture Form Landing Page</a> link through an <a href="#">Email Campaign</a> could have been in the <a href="#">Visited</a> status, but when they successfully complete the form, their status is changed to <a href="#">Updated</a> status.</p> </div> |

#### 📘 Note

An authentication process also checks for fields already completed by existing candidates. Candidates can only view fields not already completed.

## Customizing Messages for Existing Candidates

When existing candidates receive access to the [Data Capture Form Landing Page](#) link without an [Email Campaign](#), they receive a generic message. You can customize this message in Career Site Builder from the associated Landing Page for that data capture form, which you access from ► [Pages](#) ► [Landing Page](#) ►. When you've selected the associated data capture form, you can customize the candidate from the [Existing User Message](#) field or the [Override Text](#) field.

## Adding Data Capture Form Landing Page Links in Email Campaigns for Existing Candidates

Existing candidates can complete data capture form successfully when received as a [Data Capture Form Landing Page](#) link from an [Email Campaign](#). As a recruiter, you can send out [Email Campaign](#) to selected candidates in [Visited](#) status from the [Candidate Search](#) page. When candidates are selected, you can use the [Send to Email Campaign](#) button.

#### 📘 Note

When you insert the [Data Capture Form Landing Page](#) link in the email, use the link icon in the email template, don't copy, and paste the link directly into body of that email. Copy and pasting [Data Capture Form Landing](#)

[Page](#) link directly into body of email doesn't allow candidate to authenticate. When candidate isn't able to authenticate, they also can't complete the data capture form process to update their candidate profile with submitted data.

**Parent topic:** [Candidate Relationship Management Data Capture Forms \[page 825\]](#)

## Related Information

[Candidate Profile Extension \[page 828\]](#)

[Creating and Editing Data Capture Forms \[page 834\]](#)

[Adding Data Capture Forms to Landing Pages \[page 836\]](#)

[Configuring E-Mail Notifications for Data Capture Forms \[page 838\]](#)

## 20.1.6.2 Candidate Profile Extension

The [Candidate Profile Extension](#) Metadata Framework (MDF) extension object enables you to add more information to the candidate profile.

### Note

This page describes functionality for the legacy Candidate Workbench.

You can define fields in the [CandidateProfileExtension](#) object, which displays as a quickcard in the Recruiting User View of the candidate profile. Fields appear on the profile only if they've been filled out with a data capture form.

One of the following permissions is required to see details of the Candidate Profile Extension:

- [Access to Non-Secured Objects](#).
- [Upgrade](#) option to enable *Continue to Allow Users Access to Non-Secured Objects without Permissions being Assigned*.

## Candidate Profiles

You can view Candidate Profile Extension information in the legacy Candidate Workbench:

- [Application Details](#)
- [Candidate Profile](#)
- [Profile Extension](#) filter in [Candidate Search](#)

You can define fields in the [Candidate Profile Extension](#) MDF object that appear in a candidate profile only when that candidate has completed a data capture form.

## ⓘ Note

Candidate can't update the fields once the form has been submitted.

The additional fields appear under the [More Information](#) tab within candidate profile. Fields that are defined in the object are [Candidate Profile Extension](#) visible only to recruiters and not to candidates.

## OData Services

- **Candidate OData service:** A navigation attribute is added to the Candidate OData service to make it possible to navigate from it to the [Candidate Profile Extension](#) OData service.
- **CandidateLight OData service:** A navigation attribute is added to the CandidateLight OData service to make it possible to navigate from it to the [Candidate Profile Extension](#) OData service.

## Handling of Duplicate Candidates

When there's duplicate candidate profiles, you're prompted to merge them. Once merged, the discarded candidate profile is referred as a **legacy** or **secondary candidate profile**. When the merged candidate data been discarded and you perform a candidate purge, the secondary candidate profile is anonymized and is no longer visible in the UI.

[Creating Candidate Profile Extension Fields \[page 830\]](#)

You can use [Configure Object Definition](#) tool to create additional fields that appear in candidate data capture forms.

[Editing Candidate Profile Extension Records for Specific Candidate Profiles \[page 831\]](#)

You can edit [candidate profile extension](#) data for specific candidate profiles using [Manage Data](#).

[Reference Information on Data Privacy Consent Statements with Candidate Profile Extension \[page 832\]](#)

**Parent topic:** [Candidate Relationship Management Data Capture Forms \[page 825\]](#)

## Related Information

[Data Capture Forms for New and Existing Candidates \[page 826\]](#)

[Creating and Editing Data Capture Forms \[page 834\]](#)

[Adding Data Capture Forms to Landing Pages \[page 836\]](#)

[Configuring E-Mail Notifications for Data Capture Forms \[page 838\]](#)

## 20.1.6.2.1 Creating Candidate Profile Extension Fields

You can use [Configure Object Definition](#) tool to create additional fields that appear in candidate data capture forms.

### Prerequisites

- [Continue to Allow Users Access to Non-Secured Objects without Permissions being Assigned](#) installed in Upgrade Center.
- [Configure Object Definitions](#) permissions.
- [Access to non-secured objects](#) permissions

#### → Tip

You can locate both role-based permissions under ► [Administrator Permissions](#) ► [Metadata Framework](#) ►.

### Context

These field data types are supported for Candidate Profile Extension:

- string
- boolean
- picklist

#### ⓘ Note

Fields taken from the Candidate Profile Extension that are marked as required fields appear this way in candidate data capture forms. You can't change the field properties so they're nonrequired.

### Procedure

1. Go to ► [Admin Center](#) ► [Configure Object Definition](#) ► [Candidate Profile Extension](#) ►.
2. Go to ► [Take Action](#) ► [Make Correction](#) ►.
3. Enter the name of the field you want to add.

The `cust_` prefixed is added automatically.

4. Go to [Maximum Length](#) field and enter the maximum character limit you want to use for your new field.
5. Go to [Data Type](#) field and select the data type that you want.

#### ⓘ Note

When the data type is a picklist, you must create the picklist before adding.

6. Go to [Details](#) that opens up a dialog box and check the following choices:
  - Go to the [Required](#) field to select [Yes](#) or [No](#) if you want this to be a required field.
  - Go to the [Label](#) field to enter your field label name.
7. Select [Done](#) to save your choices in the [Details](#) dialog box.
8. Select [Done](#) to save and finish your candidate profile extension.

## Results

The new fields now appear in candidate data capture forms.

**Task overview:** [Candidate Profile Extension \[page 828\]](#)

## Related Information

[Editing Candidate Profile Extension Records for Specific Candidate Profiles \[page 831\]](#)

[Reference Information on Data Privacy Consent Statements with Candidate Profile Extension \[page 832\]](#)

## 20.1.6.2.2 Editing Candidate Profile Extension Records for Specific Candidate Profiles

You can edit [candidate profile extension](#) data for specific candidate profiles using [Manage Data](#).

## Prerequisites

- You know the candidate ID for the candidate profile with the extension data that you want to view, edit, or remove.
- [Manage Data](#) role-based permissions are set. This permission is located in ► [Administrator Permissions](#) ► [Metadata Framework](#) ►.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ► and select [Candidate Profile Extension](#).  
A dropdown list appears.
2. From the new dropdown list, locate the candidate profile's candidate ID.

3. Go to ► [Take Action](#) ► [Make Correction](#) ► to view the candidate profile extension record for your candidate.
4. Make your changes in the record.
5. Save your changes.

## Results

You've successfully edited a candidate profile extension record.

## Next Steps

You can delete the candidate extension record for a candidate ID by selecting ► [Take Action](#) ► [Permanently Delete Entry](#) ►, and confirming the deletion when prompted.

### ⚠ Caution

Deleting a [candidate profile extension](#) record removes all the associated data, which can't be undone.

**Task overview:** [Candidate Profile Extension \[page 828\]](#)

## Related Information

[Creating Candidate Profile Extension Fields \[page 830\]](#)

[Reference Information on Data Privacy Consent Statements with Candidate Profile Extension \[page 832\]](#)

## 20.1.6.2.3 Reference Information on Data Privacy Consent Statements with Candidate Profile Extension

Data Privacy Consent Statements

What's Supported for Data Privacy Consent Statements

| Data Privacy                                                          | More Information                                                                       |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Purge with <a href="#">Data Privacy Consent Statements (DCPS) 1.0</a> | <a href="#">Candidate Profile Extension</a> data is deleted along with its audit data. |



## Data Privacy

## More Information

Purge with [Data Privacy Consent Statements \(DCPS\) 2.0](#)

- [Candidate Profile Extension](#) data becomes inactive when a candidate is marked for anonymization.
- When candidates have two accounts, the second account is merged. The merged candidate record is known as a **secondary candidate**. The merged record is deleted along with its audit data.

Hire with Employee Central Integration.

When an external candidate is hired, a new internal candidate profile is created when specific conditions are met. [Candidate Profile Extension](#) is copied from an external candidate profile to the new internal candidate profile.

## Candidate Profile Conversion

### Candidate Profile Conversion Type

### More Information

**External to Internal Candidate Profile Conversion** job is enabled:

External candidate profile is converted to being an internal candidate profile. The [Candidate Profile Extension](#) for the original external candidate profile is linked with the internal candidate profile after conversion.

New Internal Candidate Profile Created Earlier in Hiring Process with Employee Central integration

Internal candidate profile and the linked [Candidate Profile Extension](#) during its audit data as part of the conversion.

Converting Terminated Employees into an external candidate profile

The [Candidate Profile Extension](#) of the internal candidate is linked with the external candidate after conversion.

**Parent topic:** [Candidate Profile Extension \[page 828\]](#)

## Related Information

[Creating Candidate Profile Extension Fields \[page 830\]](#)

[Editing Candidate Profile Extension Records for Specific Candidate Profiles \[page 831\]](#)

## 20.1.6.3 Creating and Editing Data Capture Forms

Data capture forms enable Recruiting users to gather information from leads, candidates, and employees. After you create data capture forms, you can add it to external career site landing pages.

### Prerequisites

- [Candidate Profile Extension](#) is enabled and added to the candidate profile.
- The Candidate Profile XML template (CPT file) contains the country/region picklist field, and the `Country_MDF_Picklist.csv` file has been imported.
- [Consent to Marketing](#) enabled in [Manage Recruiting Settings](#).
- All MDF Country/Regions picklists are uploaded and refreshed so that the country/region field on data capture form sync with the picklist.
- Country/Regions have translated country/region names in the [View Translation](#) icon next to the country/region name in [Manage Data](#) tool.
- Data Privacy Consent Statement (DPCS) enabled for specific countries/regions.
- [Recruiting Manual Candidate Creation Notification](#) enabled for all countries/regions that you want.
- Valid three-digit ISO country/region value in the Country/Region field of the user data file (UDF) for CRM users, such as recruiters.
- [Associate Email Alert with Data Capture Form](#) is enabled for job alert emails.

### Context

You can create data capture forms for lead-generation. The forms enable recruiting users to request additional information from leads, candidates, and employees. The custom forms can appear on landing pages built in Career Site Builder. When candidates submit the forms, the data is saved to the Recruiting Management database.

### Procedure

1. Select  [Admin Center](#) > [Recruiting](#) > [Manage Career Site Builder](#) > [Tools](#) > [Data Capture Forms](#) .
2. On the [Data Capture Form List](#) page, select  [Add](#).

The Create Data Capture Form dialog appears.

3. Enter the following: in the [Name](#) field, and select a language for it from the dropdown menu.
  - [Name](#) – a name for the new data capture form
  - [Locale](#) – select a locale from the dropdown menu. Your options are limited to the locales you have enabled.
4. Select [Save](#).

The Data Capture Form Builder page appears.

5. In the [Details](#) tab, choose the data capture form's field label type in the [Label Type](#) field. Options are:
  - [Label Only](#) – creates standard field labels displayed outside the fields.
  - [Ghost Text](#) – creates field labels inside the fields themselves. Ghost text labels disappear as you enter data into the field.
  - [Both](#) – creates both labels and ghost text.
6. In the [Layout](#) tab, verify or change the order of the following required fields:
  - [Primary Email](#)
  - [First Name](#)
  - [Last Name](#)

You can change the order of these fields by using the arrows on the right, but because these fields are required, you can't remove them.
7. Select [+](#) [Add](#), and choose the [Country/Region](#) field.
8. Add additional fields using [+](#) [Add](#).

The menu displays the existing fields from the [Candidate Profile](#) in the same order they have on the data capture form. If you have the [Resume](#) field, adding this in the data capture form allows your candidates to upload their resumes when completing the form you've configured on your website.

You can remove optional fields by choosing [Remove](#).
9. **Optional:** Create any additional fields using [Candidate Profile Extension](#) and add them to the data capture form.
10. Choose [Save](#).

You return to the Data Capture Form List page.

#### Note

To edit your landing page, choose the [Edit](#) (pencil) icon.

## Next Steps

You can now add your data capture form to a landing page.

**Task overview:** [Candidate Relationship Management Data Capture Forms \[page 825\]](#)

## Related Information

[Data Capture Forms for New and Existing Candidates \[page 826\]](#)  
[Candidate Profile Extension \[page 828\]](#)  
[Adding Data Capture Forms to Landing Pages \[page 836\]](#)  
[Configuring E-Mail Notifications for Data Capture Forms \[page 838\]](#)  
[Configuring Fields for Candidate Profile Creation \[page 954\]](#)  
[Setting Up and Using Data Protection and Privacy](#)

## 20.1.6.4 Adding Data Capture Forms to Landing Pages

Data capture forms enable Recruiting users to gather information from leads, candidates, and employees. Add a data capture form to external career site landing pages, like any other page component, through the [Landing Page Editor](#).

### Prerequisites

- A landing page exists.
- A data capture form exists and is **Active**.

### Procedure

1. Go to [Career Site Builder](#) > [Pages](#) > [Landing](#) > [<Locale>](#) > [<Brand>](#) and select the landing page.

If you can't find your landing page, make sure to set the status field to [Show All](#) to display both active and inactive pages.

2. Select [Edit](#).

The [Landing Page Editor](#) page appears.

3. Select [Add Component](#) in the [Column 1](#) tab (or [Column 2](#) if you enabled [Show two columns](#)), and choose [Data Capture Form](#) from the dropdown list.

The Data Capture Form component appears.

4. Select the gray box that represents the data capture form on the landing page.
5. Configure the fields that appear in the [Details](#) tab:
  - [Data Capture Form](#) – select the data capture form from the dropdown list.
  - [Data Capture Form Code](#) – enter a code for the form. This code allows you to search and retrieve candidate data in the [Candidate Search Tool](#).

#### → Recommendation

Assign a Data Capture Form Code when you create the form because it's needed when performing a search in the Candidate Search Tool. Forms completed by candidates before you assign the code don't appear in search results.

Edit the other fields as desired.

6. Configure style settings in the [Styles](#) tab as desired.
7. Customize the appearance of the Data Privacy Consent Statement by opening the [DPCS](#) tab by clicking [DPCS](#).

### Note

The DPCS tab only appears if you added the [Country/Region](#) field in your data capture form.

8. Add an automatic job alert to be sent to users joining through the landing page by selecting the [Job Alert](#) tab.
  - To define the parameters that determine which job alerts are sent to users, select [Keyword](#), [Location](#), or [Add Picklist](#) using **+** [Add](#).
  - To define how often job alerts are sent to users, select [Frequency number](#). For example, selecting seven results in one job alert email per seven days.

Refer to the *Job Alerts Tab* section of *Data Capture Form Component in Career Site Builder* for details on Job Alert fields and settings.

9. Choose one of the following:
  - [Save Draft](#) – saves the landing page with the active data capture form to work on later.
  - [Publish](#) – saves the landing page with the active data capture form and publishes it to the career site.

**Task overview:** [Candidate Relationship Management Data Capture Forms \[page 825\]](#)

## Related Information

[Data Capture Forms for New and Existing Candidates \[page 826\]](#)

[Candidate Profile Extension \[page 828\]](#)

[Creating and Editing Data Capture Forms \[page 834\]](#)

[Configuring E-Mail Notifications for Data Capture Forms \[page 838\]](#)

[Creating and Configuring Landing Pages in Career Site Builder \[page 456\]](#)

[Enabling Job Alerts \[page 533\]](#)

[Data Capture Form Component Settings in Career Site Builder \[page 567\]](#)

[Data Capture Forms Settings in Career Site Builder Tools \[page 622\]](#)

[Data Capture Form Component Settings in Career Site Builder \[page 567\]](#)

[Data Capture Forms Settings in Career Site Builder Tools \[page 622\]](#)

## 20.1.6.5 Configuring E-Mail Notifications for Data Capture Forms

Customize the text of the Welcome and Set Password email sent automatically to candidates when they complete data capture forms.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Email Templates](#) ► [Edit Email Template](#) ►, and select the template *Data Capture Form Submitted - Welcome and Set Password Email*.
2. Edit the template content, as desired.

#### → Recommendation

Use all the following tokens to ensure that the necessary links are sent.

- [RECRUITING\_CANDIDATE\_SITE\_URL]
  - [RECRUITING\_CANDIDATE\_FULLNAME]
  - [RECRUITING\_CANDIDATE\_USERNAME]
  - [RECRUITING\_PASSWORD\_RESET\_URL]
  - [SIGNATURE]
3. Make sure that the customized email template is associated with the *Data Capture Form Submitted - Welcome and Set Password Email* trigger.
  4. Choose [Save](#).

**Task overview:** [Candidate Relationship Management Data Capture Forms \[page 825\]](#)

### Related Information

[Data Capture Forms for New and Existing Candidates \[page 826\]](#)

[Candidate Profile Extension \[page 828\]](#)

[Creating and Editing Data Capture Forms \[page 834\]](#)

[Adding Data Capture Forms to Landing Pages \[page 836\]](#)

## 20.1.7 Candidate Relationship Management Email Campaigns

Candidate Relationship Management email campaigns allow you to design, execute, and manage email communications with groups of candidates, large or small.

The Candidate Relationship Management email campaigns feature includes the following functionalities:

- Run basic reports for clicks, open, and bounce on a campaign.
- When the Content Template on an email campaign is changed, confirmation prompts appears before overwriting content.

## Works With Career Site Builder

Candidate Relationship Management integrates with Career Site Builder so you can:

- Create and manage branded HTML template library.
- Create HTML email using Candidate Relationship Management

## Works With Talent Pool

E-mail campaigns using talent pool:

- Create and manage a campaign to communicate, through email, with specific talent pools.
- Add a candidate to a talent pool from an [Add](#) button in the talent pool link popup.

## Managing Candidates and Candidate Searches

You can use email campaigns with candidate search:

- Create and manage campaigns to communicate, through email, with a large selection of candidates.
- Add up to 250,000 candidate records to an email campaign recipient list.
- Delete batches of email campaign recipients.
- Filter Candidate Search by their [Consent To Marketing](#) status.

### 20.1.7.1 Permissions to Create, Edit, or View Email Campaigns

Learn about role-based permissions that allow recruiting users to create and send email campaigns.

To give people permission to participate in email campaigns, give them view/edit/import/export for the following objects:

- [User Permissions](#) > [MDF Recruiting Permissions](#) > [Campaign](#) 
- [User Permissions](#) > [MDF Recruiting Permissions](#) > [CampaignContent](#) 
- [User Permissions](#) > [MDF Recruiting Permissions](#) > [CampaignPool](#) 
- [User Permissions](#) > [MDF Recruiting Permissions](#) > [CampaignRecipient](#) 

## 20.1.7.2 Enabling Administrator Permission for Email Campaign Content Template and OData Entities

Enable the administrator permission for email campaign content template and OData entities so that you can create email campaign content templates.

### Procedure

1. Select ► [Administrator Permissions](#) ► [Manage Recruiting](#) ► [Administrator Permission for Email Campaign Content Template and OData Entities](#) .
2. Select ► [User Permissions](#) ► [Manage Recruiting](#) ► [OData API Candidate Export](#) .

## 20.1.7.3 Configuring Email Notification Options

Configure whether candidates see the [Consent to Marketing Emails](#) option by default, and whether the consent option is set to opt-in or opt-out by default.

### Prerequisites

A system with Recruiting Management integrated with Career Site Builder and Candidate Relationship Management enabled

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [General Data Privacy Settings](#) .
2. Select [Show the "Consent to Marketing Emails" checkbox on account creation and on the candidate profile](#) if you want to display **Hear more about career opportunities** in the [Career Opportunities: Create an Account](#) dialog when a candidate starts creating a candidate account on an external career site.
3. Select [Enable selection of the "Marketing Emails" checkbox by default at account creation](#) if you want to make [Hear more about career opportunities](#) an opt-in on the [Account Creation](#) page.

You can select this option only you enable [Show the "Consent to Marketing Emails" ....](#) If you unselected the parent setting, this option becomes unselected as well.

#### ⓘ Note

You can change the label of the [Hear more about career opportunities](#) checkbox to one of your choosing. For information about changing labels on the user interface, see [Working with Manage Languages](#).



- a. Select one or more countries/regions from the dropdown menu under *When bulk creating candidates manually via Resume or .CSV file, set "Consent to Marketing Emails" to "Opt-in" for the following countries/regions.*

Candidate profiles you create manually in the selected countries/regions are set to Opt-in to receive marketing emails by default. For countries/regions other than those selected, the default is Unknown.

## Related Information

[Language Management Tool](#)

### 20.1.7.4 Creating and Editing Email Campaign Content Templates

Email campaign content templates contain the text to be inserted into the branded emails sent to candidates through email campaigns.

## Prerequisites

The administrator permission for email campaign content template and OData entities must be enabled.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Email Campaign Content Templates](#) ►.
2. Select  [New Content Template](#) to create a new email campaign content template.

To edit or view an existing email campaign content template, select the name of the content template from the [Content Templates](#) table.

The [Create Email Campaign Content Template](#) page appears.

3. Use the form on the page to create the content template:

| Option                       | Description                                                                                                                                                                                                            |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Locale</b>                | Select the locale from the dropdown list.                                                                                                                                                                              |
| <b>Status</b>                | The default value, <i>Enabled</i> , allows you to use this content template in email campaigns. Setting this field to <i>Disabled</i> removes this content template from the dropdown list in the email campaign form. |
| <b>Content Template Name</b> | Provide a unique name for the content template.                                                                                                                                                                        |

| Option                      | Description                                                                                                                    |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>Email Subject Line</b>   | Provide text that will automatically appear in the subject field when you select this content template for the email campaign. |
| <b>Content (Email Body)</b> | Write and format the contents of the email message in this field.                                                              |

→ Tip

Reduce the need to revise the content in the email campaign form by creating a well-polished email message here. Any future changes you make in the template here will overwrite any customized revisions that are made in the email campaign form.

4. Select [Save](#) when you've completed the template.

Selecting [Cancel](#) returns you to the [Manage Email Campaign Content Templates](#) page without saving the template.

You successfully saved the content template.

## 20.1.7.5 Creating an Email Campaign

You can create email custom campaigns with custom layouts and content, in Recruiting Management and Career Site Builder.

### Prerequisites

The following are enabled:

- Recruiting Marketing
- Career Site Builder
- Candidate Account Simplification

### Context

Email campaigns, which can be sent to both external and internal candidates, support the following tokens:

| Field Label                         | Field Key (Token)                |
|-------------------------------------|----------------------------------|
| Recipient First Name                | [ [ CANDIDATE_FIRST_NAME ] ]     |
| Recipient Last Name                 | [ [ CANDIDATE_LAST NAME ] ]      |
| Recipient Full Name                 | [ [ CANDIDATE_FULL NAME ] ]      |
| Recipient Email                     | [ [ CANDIDATE_EMAIL ] ]          |
| URL for Consent to Marketing Emails | [ [ EMAIL_CONSENT_OPT_IN_URL ] ] |

## Procedure

1. Go to  [Recruiting](#) , and select  [New Email Campaign](#).

The [Create Email Campaign](#) page appears.

2. Provide the following information in the [Create Email Campaign](#) section:

| Option                      | Description                                                                                                                                                                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Email Campaign Name</b>  | Provide a name for your campaign that's URL compliant, that contains only letters, numbers, underscores, and dashes.                                                                                                                               |
| <b>Locale</b>               | Select the locale from the dropdown list.                                                                                                                                                                                                          |
| <b>Brand</b>                | The <a href="#">Brand</a> field is automatically populated with the default brand. Use the dropdown list if you want to choose a different brand than the default.                                                                                 |
| <b>Campaign Description</b> | Provide a description to help you remember what this campaign is for.                                                                                                                                                                              |
| <b>Email Campaign Code</b>  | The email campaign code is generated automatically from the campaign name, and is used as part of the URL. If your campaign name contains a space, the system automatically replaces the space with an underscore to create a valid campaign code. |

3. Provide the following information in the [Email Details](#) section:

| Option                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>From Display Name</b>      | Provide a name the email will be sent from.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Reply-To Display Name</b>  | Provide a name to whom a candidate replies to.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Reply-To Email Address</b> | Provide an email address to whom the candidate replies to.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Email Layout</b>           | Use the dropdown list to choose an email layout.<br><br>To preview the email layout, choose <a href="#">Preview Layout</a> . You can close the preview by selecting <a href="#">Close</a> .                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Content Template</b>       | Use the dropdown list to choose a content template.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Email Subject Line</b>     | This field is automatically populated with the text you provided in the <a href="#">Email Subject Line</a> field in the content template. You can choose to overwrite the text here.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Content (Email Body)</b>   | This field is automatically populated with the text you provided in the content template.<br><br>To add a link to the email body, select the  link icon above the <a href="#">Content</a> field. Add or select values for the fields.<br><br>To remove a link from the email body, select the linked word or phrase, and choose the  unlink icon from the <a href="#">Insert/Edit Link</a> dialog, and choose <a href="#">OK</a> . |

### Caution

While it's possible to customize the template text that appears here, any future updates you make to the content template will overwrite any edits or formatting you make specifically to this email campaign.

[Email Details](#) includes a [To](#) section, where you see the following:

- [0 Manually Added Recipients](#)
- [0 Talent Pools](#)

Refer to *Adding a Candidate to an Email Campaign* and *Adding a Talent Pool to an Email Campaign* for instructions on how to add candidates and talent pools to the campaign. After you do, you can return to this page and select the links to view the candidates and talent pools that were added.

#### Note

The General Display Name isn't supported in the [Search First Name](#) and [Search Last Name](#) fields in the [Manually Added Recipients](#) dialog for candidates. Refer to *Adoption of General Display Name in Recruiting* for more information about the feature.

4. Select [Review Email](#).
5. Review the email, and select [Save](#).

## Related Information

[Adoption of General Display Name in Recruiting \[page 90\]](#)

[Adding a Candidate to an Email Campaign \[page 845\]](#)

[Adding a Talent Pool to an Email Campaign \[page 846\]](#)

## 20.1.7.6 Creating an Initial Consent Opt-In Email Campaign

You can create an initial-consent opt-in email campaign to invite recipients to participate in email campaigns.

## Prerequisites

You have administrator permission to configure ► [Admin Center](#) ► [Manage Data](#) ►.

## Context

Create a separate initial-consent opt-in email campaign for each locale or segment targeted. Unlike regular email campaigns, you can send opt-in campaigns to recipients who haven't opted in or opted out of email campaigns.

The initial consent opt-in email is sent only to recipients who haven't opted in or opted out, either through Career Site Builder or through Recruiting Management.

## Procedure

1. Select ► [Recruiting](#) ► [Marketing](#) ► [New Email Campaign](#) ►.
2. Add the token [ [EMAIL\_CONSENT\_OPT\_IN\_URL] ] to the email.

This token resolves to [Click here](#). When recipients choose [Click here](#), their campaign email consent changes to **Opt-In**. Only those recipients who haven't opted in or opted out receive these initial-consent opt-in emails, either through Recruiting Management or through Career Site Builder. For example, recipients using Career Site Builder who have yet to opt in or opt out can receive the email inviting them to opt in.

3. Search for candidates fulfilling the locale or other segmentation requirements, and add them to the campaign.

### ⚠ Restriction

Limit the number of results for each search to 250,000. However, you can add the results from multiple searches, totaling more than 250,000, to an initial-consent opt-in campaign.

4. Go to ► [Admin Center](#) ► [Manage Data](#) ►, and search for and select the campaign object for the initial consent opt-in email campaign.
5. Select ► [Take Action](#) ► [Edit](#) ►.
6. From the dropdown list for [Include Recipients Who Have Neither Accepted Nor Refused Consent](#), select [Yes](#), and choose [Save](#).

Setting this field ensures that the [ [EMAIL\_CONSENT\_OPT\_IN\_URL] ] token resolves correctly.

7. Review the email on the [Email Campaigns](#) screen, and choose [Send](#).

## Results

The [Email Campaigns](#) portlet in the [Candidate Profile](#) shows that the initial consent opt-in email has been sent.

## 20.1.7.7 Adding a Candidate to an Email Campaign

You can add external and internal candidates to email campaigns through the [Candidate Profile](#). Both external and internal candidates receive an email as part of your campaign.

## Prerequisites

- The candidate has opted in.
- The recruiting user has permission to add candidates.
- The campaign is in [Draft](#) status.

## Procedure

1. On the [Candidate Profile](#), in the [Email Campaigns](#) portlet, select the email campaign you want for the candidate and select [+ Add](#).
2. Select [OK](#).

## Results

You can verify that your external or internal candidate was successfully added to the email campaign by selecting [Manually Added Recipients](#) in the [Email Details](#) section of the campaign.

### Note

Regardless of whether you specify the first or last name, you can't search manually added recipients using their display name. Their display name, does, however, appear in the search results.

## Related Information

[Adoption of General Display Name in Recruiting \[page 90\]](#)

[Permissions to Create, Edit, or View Email Campaigns \[page 839\]](#)

## 20.1.7.8 Adding a Talent Pool to an Email Campaign

To send an email campaign to all members of a talent pool, add the talent pool to the email campaign, as follows.

## Procedure

1. In [Recruiting](#), click [► Candidates ► Talent Pools ►](#).
2. Select one or more talent pools from the list.
3. Click [► Actions ► Add to Email Campaign ►](#).
4. Select an email campaign.
5. Click [Submit](#).

## Results

The talent pool is added to the email campaign and is listed among the campaign's associated talent pools.

## 20.1.7.9 Removing a Talent Pool from an Email Campaign

If an email campaign hasn't yet been sent, you can delete a talent pool from the email campaign.

### Procedure

1. Go to ► [Recruiting](#) ► [Marketing](#) ► [EMAIL\\_CAMPAIGNS](#) ►.
2. Click the name of the campaign desired.
3. Scroll down to the [Email Details](#) section, and click <> [Talent Pools](#).

The [Talent Pool Recipients](#) dialog is displayed, showing a list of talent pools associated with the email campaign.

4. Select the name of the talent pool you want to remove, and click [Remove Talent Pool](#).

A confirmation message is displayed.

5. Click ► [OK](#) ► [Close](#) ►.

### Results

The selected talent pool is removed from the email campaign.

## 20.1.7.10 Deploying an Email Campaign

You can send campaign emails to groups of recipients you've identified, either immediately or at a later date you specify. You can also send test emails to yourself or someone else to view what the email looks like.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Marketing](#) ► [EMAIL CAMPAIGNS](#) ►.
2. Locate and select the specific campaign using any of these options:
  - Enter the name of the email campaign in the search bar.
  - Use the [Filter Bar](#) button.
  - From the [Email Campaign\(s\)](#) list.

The [Edit Email Campaign](#) page displays.

3. **Optional:** Edit the E-mail Campaign form.
4. Select [Review Email](#) button and review the email.

Optionally, you can select [Save](#) to save the form without sending it

5. Choose [Send Test](#) if you want to send a test email.
  - a. Enter the email address you want to send the test email to in the [Send Test Email](#) dialog.
  - b. Select [Send](#).

Optionally, select [Cancel](#) to close the dialog without sending a test email.

6. Choose [Send Email](#) to send the email.

The [Send Email](#) dialog opens, and you see the following message:

Email Campaign can be sent immediately or be scheduled to be sent in the future. If you opt to schedule at a date & time in the future - that time will be when our email servers will begin sending out the emails.

Note: Emails will be sent only to recipients who have consented to receive marketing emails and opted to hear more about other job opportunities.

7. Choose [Send Immediately](#) if you want to send the email right away, then select [Send Email](#).

A confirmation dialog appears. Choose [Send](#) to send the email immediately, or [Cancel](#) to cancel.

8. Choose [Send at a Specific Date Time](#) if you want to schedule when to send the email.
  - a. Select the date picker icon to open the [Send Date and Time](#) widget.
  - b. Select the calendar date and time you want to schedule.
  - c. Select [OK](#) to save your date and time.
  - d. Select [Schedule Email](#) to finish.

A confirmation dialog appears. Choose [Schedule](#) to continue, or [Cancel](#) to cancel.

#### Note

You can view the status of the job in [Provisioning](#) or by navigating to [Recruiting](#) > [Marketing](#) > [Email Campaigns](#).

## 20.1.7.10.1 Canceling Scheduled Emails

You can cancel scheduled emails for your selected email campaign.

### Context

Canceling a schedule doesn't delete an email campaign.

### Procedure

1. Go to [Admin Center](#) > [Recruiting](#) > [Marketing](#) > [EMAIL CAMPAIGNS](#).
2. Select the specific email campaign you want from the campaign list.
3. Select [Take Action](#) icon.



4. Select [Cancel Scheduled Date](#) for your scheduled email for that campaign.

You see a confirmation dialog with this message:

You can only cancel scheduled date for campaign in scheduled status.  
Are you sure you want to cancel the scheduling of one selected email campaign? This will put this campaign back in Draft status.

5. Select [OK](#) to continue or [Cancel](#) to finish.

## 20.1.7.10.2 Conditions for Campaign Emails

Campaign emails are sent only to candidates who have checked the box for [Consent to Marketing Emails](#). Depending on the customer system, the value for this option could be kept in either the Career Site Builder database or the Recruiting Management database. The following table shows the values necessary in both databases for sending or not sending a campaign email to a candidate.

Conditions in Recruiting Marketing and Recruiting Management for Campaign Emails

| Send Email? | Career Site Builder Value | Recruiting Management Value |
|-------------|---------------------------|-----------------------------|
| Yes         | True                      | ACCEPTED                    |
| Yes         | False                     | ACCEPTED                    |
| No          | True                      | NOT_ACCEPTED                |
| No          | False                     | NOT_ACCEPTED                |
| Yes         | True                      | null                        |
| No          | False                     | null                        |

## 20.1.7.11 Sending and Viewing Emails to Individual Candidates

You can send or view email, one-to-one, with candidates, as well as send emails directly to candidates from the [Candidate Profile](#).

### Procedure

1. Choose either method:
  - In the [Candidate Profile](#), select the  [Email](#) icon.
  - Select one or more candidates from a Candidate Search and choose [Send Mail](#).
2. Select a template from the [Content Template](#) dropdown menu.
3. Select a template from the [Brand](#) dropdown menu, if configured.

4. Select a template from the *Email Layout* dropdown menu, if configured.
5. Compose the content of the email, and select *Next*.
6. Review the email and select *I'm Done*.

The *Correspondence* portlet in the *Candidate Profile* displays a record of the email sent.

→ Tip

Candidate Relationship Management logs communications with candidates. Team members can search the log and view the communications.

## Related Information

[Email Candidates \[page 962\]](#)

## 20.1.7.12 Viewing Email Campaign Details

You can view a panel containing details about email messages sent and one containing campaign details on the *Email Campaign Details* page.

## Procedure

1. Go to *Marketing* > *EMAIL CAMPAIGNS*.
2. Enter criteria into the search field and select the magnifying glass icon.

Choose *Show Filter Bar* for a more complex search, then select criteria from the search fields, and choose *Go*.

→ Tip

You can sort the results list by a column by selecting the column header and choose either *Sort Ascending* or *Sort Descending*.

3. Select the name of the campaign.  
The *Campaign Details* page displays.
4. **Optional:** Hover over the following charts for summary information, or double-click the graph for additional details.
  - *Views* – the number of recipients who viewed the email.
  - *Clicks* – the number of recipients who clicked on the link in the email.
  - *Unsubscribes* – the number of recipients who unsubscribed from marketing emails. These candidates now have their opt-in setting set to false.
  - *Undeliverable* – the number of emails not sent because of invalid email addresses or other technical problems.

- [Not Sent](#) – the number of emails not sent for any other reason, such as restricted permissions.

A dialog box displays that contains names and email addresses for the individuals counted in the chart you selected.

5. **Optional:** Find a particular individual, enter a name into the [Search First Name](#) field, or the [Search Last Name](#) field and select [Go](#).
6. **Optional:** View details about the talent pools to which the campaign emails are sent, in the [Email Details](#) pane by selecting [<> Talent Pools](#).

The [Talent Pool Recipients](#) dialog displays, showing the names and number of members drawn from each of the talent pools for the campaign.

7. **Optional:** View the names of individual recipients within one of the listed talent pools by selecting the arrow [>](#) to the right of the name of the talent pool.

## 20.1.7.13 Choosing to Opt In or Opt Out of Email Campaigns

Candidates can choose whether to receive announcements of job opportunities through email campaigns.

### Prerequisites

A Recruiting user has selected [Show the "Consent to Marketing Emails" checkbox on account creation](#) in [Admin Center > General Data Privacy Settings](#).

### Procedure

Choose a setting for [Hear more about career opportunities](#):

| Option                      | Description                                                   |
|-----------------------------|---------------------------------------------------------------|
| Opt in to email campaigns.  | Select <a href="#">Hear more about career opportunities</a> . |
| Opt out of email campaigns. | Clear <a href="#">Hear more about career opportunities</a> .  |

## 20.1.7.14 Candidate Relationship Management Landing Pages

External recruiting Web sites use landing pages as the starting place for applicants to find jobs.

Landing pages include the following features:

- Supports multicolumn dynamic page layouts.
- Supports data capture forms.

- Supports restriction to specific users by roles and permissions in Career Site Builder.
- Doesn't support indexing by search engines.
- Can link to the career site through the link editor.

## Related Information

[Creating and Configuring Landing Pages in Career Site Builder \[page 456\]](#)

### 20.1.8 Activity Tracking

Recruiting users can follow up to 100 external candidates and view activities completed by these candidates. The system displays these activities through the [Activity Tracking](#) feed on the [Candidate Profile](#).

Recruiting users with appropriate permissions can follow specified candidates to gain actionable insights into their activities. The [Activity Tracking](#) feed displays the following activities:

- Candidate logged into the career site.
- Candidate submitted a data capture form.
- Candidate saved a draft of a job application.
- Candidate abandoned the job application.
- Candidate applied for a job.

The system displays a candidate-specific [Activity Tracking](#) feed on the recruiter view of each external [Candidate Profile](#), whether or not a Recruiting user follows that candidate. You only see the follow icon for candidates you're following.

#### 📘 Note

Candidates can't see the [Activity Tracking](#) feed on the [Candidate Profile](#). The system doesn't display the activity feed on the candidate view of the [Candidate Profile](#).

## 20.1.8.1 Permissions for Activity Tracking

Learn about the role-based permissions required for activity tracking.

| Permission                                                                                                                                                                                                                                                                                                                                                        | Description                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| View/edit/import/export permissions for the following objects: <ul style="list-style-type: none"><li>▶ <a href="#">User Permissions</a> ▶ <a href="#">MDF Recruiting Permissions</a> ▶ <a href="#">Candidate Follow</a> ▶</li><li>▶ <a href="#">User Permissions</a> ▶ <a href="#">MDF Recruiting Permissions</a> ▶ <a href="#">CandidateActivity</a> ▶</li></ul> | Allows administrators to view data about candidate activity and candidate follows, using <a href="#">Manage Data</a> . |
| ▶ <a href="#">User Permissions</a> ▶ <a href="#">Recruiting Permissions</a> ▶ <a href="#">OData API Candidate Export</a> ▶                                                                                                                                                                                                                                        | Allows Recruiting users to view candidate names in the activity tracker.                                               |
| ▶ <a href="#">User Permissions</a> ▶ <a href="#">Recruiting Permissions</a> ▶ <a href="#">Follow/Unfollow External Candidate</a> ▶                                                                                                                                                                                                                                | Allows Recruiting users to follow and unfollow external candidates.                                                    |
| ▶ <a href="#">User Permissions</a> ▶ <a href="#">Recruiting Permissions</a> ▶ <a href="#">View Candidate Activity Feed on Candidate Profile</a> ▶                                                                                                                                                                                                                 | Allows Recruiting users to view the Activity Feed on a Candidate Profile.                                              |

## 20.1.8.2 Data Privacy for Activity Tracking

These data privacy protections pertain to the activity tracking features in .

- The system doesn't notify candidates when you follow them in SAP SuccessFactors Recruiting. The candidate actions that appear within the [Activity](#) feed are aggregated into one place.
- You need permission to access and use the [Follow](#) functionality.
- When candidates restrict their visibility, the [Follow](#) feature conforms to that restriction. For example, when candidates decide that only recruiters in their countries/regions of residence can view them, then only those recruiters in their countries/regions of residence can follow the them.
- The [Follow](#) feature conforms to the existing permissions of the user. For example, a recruiter decides to follow a candidate who applies to a requisition that the recruiter doesn't have permission to view. From the [Activity](#) feed, the recruiter sees that the candidate has applied to the job, but the recruiter can't see the additional details on the requisition.
- Recruiting User A can't see who Recruiting User B follows.

## 20.1.8.3 Configuring Email Trigger for Abandoned Application

When candidate starts an application but don't complete or save it, the system can email the candidate a reminder. You can configure a trigger to send candidates emails reminding them to complete and submit their applications.

### Context

The activity tracking feature includes an automatic email trigger template called [Complete and Submit Your Job Application](#). This trigger automatically sends an email to candidates who abandon their applications, asking them to return to the system to complete their applications if the candidates haven't saved a draft of the application, and there's been no activity in the application for at least three hours since the candidate started the application.

The email trigger job runs every midnight (12:00 a.m.) and checks for all records before 9:00 p.m.. You can't change this schedule of when the job runs.

The system shows the abandoned application activity on the [Candidate Activity Feed](#). You can choose to send the email twice or not at all. You can't configure the number of emails sent.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Email Templates](#) ►, and select [Configure Triggers](#).
2. Select the email trigger template for [Complete and Submit Your Job Application](#).
3. Edit the template email text for the triggered email in the [Body](#) field.
4. Select [Save](#).

### Results

The [Admin Center](#) list of email triggers now includes the trigger for [Complete and Submit Your Job Application](#).

## 20.1.8.4 Choosing to Follow Candidates to View Their Activity

To view updates of candidate activities, recruiters can follow specified external candidates through Candidate Search, the job requisitions screen, and the candidate profile.

### Context

SAP SuccessFactors Recruiting allows you to follow up to 100 external candidates.

## Procedure

1. Go to ► [Recruiting](#) ► [Candidates](#) ► [KEYWORD AND ITEM SEARCH](#) ►, and search for and select a candidate by name.

The system opens the candidate profile and displays a candidate-specific [Activity](#) feed on each candidate profile, regardless of whether you follow that candidate.

2. Follow the candidate using one of these methods:

| Option                                        | Description                                                                                                                                                                                              |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| From <a href="#">Candidate Profile</a>        | On the <a href="#">Candidate Profile</a> , choose  <a href="#">Follow Candidate</a> , and select <a href="#">Done</a> . |
| From the <a href="#">Job Requisition page</a> | On the job requisition page, choose the contact card and select <a href="#">Follow</a> .                                                                                                                 |
| From search results                           | In the search results page, choose the contact card and select <a href="#">Follow</a> .<br><br>You can also select multiple names, and select ► <a href="#">Take Action</a> ► <a href="#">Follow</a> ►.  |

The system displays the activities of the followed candidate in the recruiter view of the [Candidate Activity Feed](#).

You can now set the frequency of email notifications when there's a change in your activity feed.

3. Go to ► [Recruiting](#) ► [Dashboard](#) ►, then go to  ► [Activity Feed Settings](#) ► [Email Notifications](#) ►.
4. Select a frequency from the [Email Notifications Frequency](#) dropdown list, and select ► [Done](#) ► [Close](#) ►.

You can't change the format and wording of the email notification.

## 20.1.8.5 Changing the Follow Settings Through the Activity Tracking Dialog

You can stop or restart viewing candidate activity by unfollowing or refollowing selected candidates through the [Activity Tracking](#) dialog.

## Procedure

1. Go to the [Candidate Activity Feed](#), and select the  [Settings](#) icon.

The system displays the [Activity Feed Settings](#) pop-up dialog.

2. Select the [Following List](#) tab.

[Activity Feed Settings](#) displays a table of candidates currently followed.

3. Enter the candidate name in the search box and selecting [Go](#).
4. Choose to unfollow or refollow a candidate:

| Option                | Description                             |
|-----------------------|-----------------------------------------|
| Unfollow a candidate. | Select the ⊗ <a href="#">Undo</a> icon. |
| Refollow a candidate. | Select the ↻ <a href="#">Redo</a> icon. |

5. Choose ► [Done](#) ► [OK](#) ► [OK](#) ►.
6. Select [Close](#) to close the pop-up dialog.

## 20.1.9 Creating Ad Hoc Reports for Talent Pools and Email Campaigns

Create and use the [Ad Hoc Reports](#) in Recruiting V2 reports to create reports on talent pools and email campaigns.

### Prerequisites

- Enabled either [Adhoc Report](#) or [Run Ad Hoc Report](#) in ► [Admin Center](#) ► [Manage Permission Roles](#) ► [Role](#) ► [Permission](#) ► [Reports Permission](#) ► [Create Ad Hoc Report and/or Run Ad Hoc Report](#) ► [Recruiting and/or Recruiting Secured](#) ►.
- Enabled [Email Campaigns](#) through [Upgrade Center](#).
- Enabled [Talent Pool](#) through [Upgrade Center](#).

### Context

SAP SuccessFactors Recruiting users can't schedule recurring reports themselves, since you set them up in Provisioning so that reports run regularly and drop to an FTP site, through the Job Scheduler.

You can instead use ad-hoc reports to build data pulls and flat file exports in Excel, PDF, or PowerPoint format. They can run in the system, and you can share them with others in the system. The [Ad Hoc Reports](#) feature lets you create a report on the following:

- Details of a talent pool.
- Candidates in a talent pool.
- Details of an email campaign.
- Candidates in an email campaign.
- List of talent pools with details including Name, Description, Sharing, Owner, and Status.

#### ⓘ Note

The reports are available only in Recruiting V2 reports and not in Recruiting V2 Secured report or SAC reports.



## Procedure

1. Go to ► [Home](#) ► [Reports](#) ► [Ad Hoc Reports](#) ►.

2. Choose [Create New Report](#) and select the [Report Type](#) and [Report Definition Type](#).

To create a sample report, select the [Report Type](#) as [Single Domain Report](#) and [Report Definition Type](#) as [Recruiting V2](#), then choose [Create](#).

3. Enter the details of your report: Report Name, Description, and Priority.

4. Select ► [Columns](#) ► [Select Columns](#) ►.

5. Select any of the following columns in [Talent Pool Reporting Tables](#):

- Talent Pool
- Talent Pool Extensions
- Talent Pool Members
- Talent Pool Shared with Group
- Talent Pool Shared with Person

6. Choose columns from the list and review your selected list, then select [Done](#).

Based on your selection, you can preview the report on [Talent Pool](#). To create a report on candidates in a talent pool, you'd select such required columns as [Candidate ID](#), [First Name](#), [Last Name](#), and [Pool Name](#).

When you define a report to include talent pools and candidates, the report includes:

- All the candidates who are associated with talent pools.
- All the candidates who aren't linked with any talent pools.
- All talent pools that aren't associated with any candidates.

You can add filter conditions. For example, to find only candidates who are associated with talent pools, you can filter for non-null [Talent Pool Name](#) or non-null [Talent Pool Id](#).

7. Select one of the following columns in [Email Campaign Reporting Tables](#):

- E-mail Campaign
- E-mail Campaign Content
- E-mail Campaign Pool
- E-mail Campaign Pool Extension
- E-mail Campaign Recipient
- E-mail Campaign Recipient Activity

The email campaign recipient view shows all the recipients a campaign sent email to. This view also shows all recipients who receive an email for draft campaigns.

8. **Optional:** Retrieve data regarding all pools associated with a campaign by querying the email campaign Campaign Pool.

You can't add attributes from the talent-pool-tagged views and e-mail-campaign-tagged views in one report, since these generate inconsistent data.

Choosing columns from email-campaign-tagged views disables the ones related to talent pools, and vice versa.

9. **Optional:** Retrieve data from all talent pools associated with a campaign by using the [DISTINCT](#) option and [POOL name not null](#).

This method removes duplicates, and allows you to get accurate results.

## 20.2 Internal Candidate Search Settings

The searching of internal candidates can be disabled entirely or limited to where a date field on the Employee Profile is X number of days from today or earlier.

For example, clients may wish to only allow internal candidates to be found in candidate search if the “ready to develop” date on their Employee Profile was 30 days from today or earlier.

Check the desired setting. Only one setting may be selected at a time, or both settings may be de-selected.

### *Candidate Search Settings*

- *Disable searching of internal candidates:* No internal candidates will return in the candidate search results
- *Find candidates where <select> is <x> days from today or earlier:* Internal candidates will only return in the candidate search results if the specified date on their Employee Profile matches the criteria specified by the administrator. Note that if no userinfo-element date fields are set up on the succession-data-model, this option will be grayed out and unavailable.

### 20.2.1 Example of a Userinfo Element Used by Recruiting

Configure at least one userinfo-element field on the succession-data-model XML with type="date".

```
<userinfo-element id="origHireDate" type="date" required="false">  
  <label>HireDate</label>  
</userinfo-element>
```

## 20.3 Candidate Search

Candidate search enables a user to search through the candidate profile database. You can choose to provide candidate search access to any user in the SAP SuccessFactors HCM suite. Users must have candidate search permissions to be able to perform candidate search.

All clients must have the maximum search capability enabled for their instance.

The candidate search feature searches candidate profile information, NOT candidate application information, or prescreen questions.

Recruiting users can search directly for a specific candidate using the candidate name or choose to put together a complex search using multiple criteria.

### Note

The candidate search feature supports accent characters in English or using an English keyboard. Common accent characters in other languages are mapped to English-language characters, so that you can search for candidates without adding accents to their name. For example, to find a candidate with the last name Kühner in Candidate Quick Search, you can search for Kuhner without adding the umlaut.

## Related Information

[Quick Facts About Candidate Search \[page 859\]](#)

[Recruiting Search Methods \[page 861\]](#)

[Search Logic \[page 861\]](#)

[Wildcard Characters in Candidate Search \[page 862\]](#)

[Search Terms \[page 863\]](#)

[Matching, Stopwords, and Notes in Candidate Search \[page 864\]](#)

### 20.3.1 Quick Facts About Candidate Search

Learn about different aspects related to candidate search.

- The candidate search only searches through candidate profile and resume data. It doesn't search additional information, such as application data, prescreen question responses, and interview content.
- Depending on data privacy consent statement settings (DPCS), the candidate search may not return internal candidates until they accept the data privacy statement on the [Career](#) tab.
- Candidate search results can be limited by [Candidate Visibility](#) options.
- When [Advanced Relevancy](#) is enabled, toggling from [Thumb View](#) to [List View](#) and back can cause a column alignment issue because the [Match Score](#) stars are missing.
- Expected functionality includes a 'How do I use this?' link that contains instructional help text for the user. This can't be configured.
- Fields configured as sensitive (`sensitive=true`) in the candidate profile template aren't searchable.
- Special characters in the candidate name, including apostrophes, aren't properly encoded and show as ASCII code. Example: ' (Windows apostrophe) appears as '.
- Fields synced from Employee Profile aren't searchable unless they're appropriately permissioned in Employee Profile. For example, to allow read permission for the `firstName` field, set its [Permission](#) to read and [Role Type](#) to \*. The asterisk symbol (\*) specifies everyone.
- Candidate search results support displaying 10, 20, 50, or 100 candidates per page. View All isn't supported because the impact on system speed when displaying all candidate profiles on a single page.
- Candidate search using Boolean search operators AND/OR needs to be in English and can't be translated. The system doesn't consider translated operators as operators instead it takes them as simple text. For example, searching for "Fleischer AND Stuttgart" works however, "Fleischer UND Stuttgart" won't because the operator "UND" doesn't exist.
- Results from candidate searches by name can differ depending on whether you enter the first name, last name, or both as the search text in the [Search by Name](#) field. If you enter more than one keyword, the SAP SuccessFactors search engine uses the "AND" logic to search for keywords. For example, let there be two candidates with names "John Ryan" and "John Mark Ryan".
  - When you type "John" followed by "Ryan", the search returns John Ryan, but John Mark Ryan. Here, the system attempts to identify an exact match, therefore the name "John Mark Ryan" isn't included in the search.
  - When you type Ryan followed by John, the search displays both John Ryan and John Mark Ryan. In this case, the system first searches for Ryan and then uses the "AND" logic to search for John. The middle name "Mark" is considered as an optional field and therefore, the system includes John Mark Ryan in the search result.

### → Tip

To ensure accurate search results, search for candidates by their last name.

- If candidate search isn't working for specific fields, ensure that the fields are sm-mapped correctly in the candidate profile template and Succession Data Model. For example, if search is working for the phone number field, but not working for the first name, last name, and middle name fields, make sure that the sm-mapping for these fields are correct.
- If the instance has a combination of candidates who are recorded and not recorded in Employee Central, the search functionality isn't affected. Candidates who are in Employee Central don't need to visit their candidate account for them to be searchable. However, the candidates who aren't in Employee Central aren't searchable if they haven't visited the candidate account.
- Internal candidates are searchable depending on the data privacy settings, read permissions configured in the Succession Data Model, and internal candidate search settings.
- The country/region field configuration in the candidate profile template must match the corresponding configuration in Succession Data Model to ensure accurate search results.
- The default country/region value in the Country/Region picklist and the Country/Region generic object must match to ensure that candidate search using country/region field is successful.
- Candidates are added to the search index based on DPCS settings and Candidate Privacy Options (cross-border settings).
  - No DPCS: Internal candidate is searchable. The candidate is created on the fly while searching based on the visibility options. In this case, the candidate is also created when the internal user accesses the [Careers](#) tab.
  - DPCS1.0: Internal candidate is searchable. The candidate is created on the fly while searching based on the visibility options.
  - DPCS2.0: Internal or external candidates who haven't accepted DPCS 2.0 aren't searchable. The system prompts internal candidates to accept DPCS 2.0 when they click [My Candidate Profile](#) or apply for a job. The system prompts external candidates to accept DPCS 2.0 when they create their account. If the DPCS has been changed, candidates who accepted the DPCS earlier are prompted to accept the DPCS again when they log on the next time.

How is a candidate added to the search index? It's based on the DPCS settings and Candidate Privacy Options (cross border settings). [My candidate profile](#) isn't created until the internal user navigates to [My Candidate Profile](#) and accepts the DPCS statement.

## Related Information

[Candidate Search Results \[page 870\]](#)

[Internal Candidate Search Settings \[page 858\]](#)

[Configuring Candidate Privacy Options \[page 865\]](#)

[Configuring Extra Columns for Candidate Search Display \[page 1023\]](#)

## 20.3.2 Recruiting Search Methods

A user can choose which search method to use.

“Simple Search”: The Simple Search tab under the Candidate Search component of Recruiting provides the ability to search on Resumes/CV, Candidate Profiles, and Cover Letters using keywords and phrases.

“Tag Search”: The Tag Search tab under Candidate Search component of Recruiting provides the ability to search Candidate Profiles for specific tags that have been assigned to the individual.

“Advance Search”: The Advance Search tab under Candidate Search component of Recruiting provides the ability to search for specific keywords and phrases on the Resume, specific fields on the Candidate Profile, and tags assigned to the Candidate – or any combination of these.

## 20.3.3 Search Logic

**Search Logic** is based on a multidimensional search algorithm, which includes a ranking prioritization of results based on criteria occurrence, frequency, stemming, and relativities of all criteria.

The following are search characters and terms, which provide advanced capabilities in targeting searches. These can be used on both the Simple and the Advance Search tabs in Recruiting.

**Occurrence:** is the most influential aspect of search logic. For example, candidates are ranked higher if they match more or all of the search criteria.

**Frequency:** the number of times a search criterion is found on the Candidate. For example, people with the word “Engineer” in their profile/resume multiple times are ranked higher than people with fewer references to the word “Engineer”.

**Stemming:** helps to identify words similar to the search criteria. For example, when you search for the word “Engineer”, the system also looks for derivations of the word, such as “Engine”, “Engineering”, “Engineers”, and so on.

**Relevancy:** includes a variety of searching logic, which helps to find superior matches. The uniqueness of criteria matches provides a relevancy boost to the results. For example, “Microplasticology” is given more weight in ranking results than the word “project”, due to its uniqueness. The location of search criteria to one another provides a relevancy boost to the results. For example, “Engineer Vice President” is ranked higher than candidates with both words “Engineer” and “Vice President” located distantly in the resume/CV.

## Candidate Search Using "contains" and "is exactly" Search Criteria

- Candidate search using "contains" search criteria: The "contains" search criteria narrows search results based on the specified text. For example, if you use this criteria to search for address that contains “Square”, the search results include, for example, “Trafalgar **Square**” and “Center **Square**”. However, if the searched text is a substring of the address, it isn't retrieved. For example, the address containing “Big**Square**” isn't found. Similarly, if the address contains “Sq”, the addresses “Trafalgar **Square**” and “Center **Square**” aren't found. If the searched text includes spaces, the system divides each space-separated text into separate search text and uses the "OR" logic to find occurrences of each text. For example, when you use the "contains" criteria to search for candidates based on the ZIP code, “T3H 5E8”, the system considers “T3H” and “5E8” as separate

search text as there's a space between them. The search returns candidates whose data contains either "T3H" or "5E8".

- **Candidate search using "is exactly" search criteria:** The "is exactly" search criteria returns search results based on exact match. For example, when you use the "is exactly" criteria to search for candidates based on the ZIP code, for example, "T3H 5E8", only candidates whose records have data matching exactly with the ZIP code are found. The space between "T3H" and "5E8" is treated as a normal character and isn't considered as an extra space between the two texts. When you search for a user named, "Robin", user names like "Robins" and "Robinson" don't appear in the search result as they don't form an exact match. However, the symbols ampersand "&", slashes "/" and "\", and dash "-" separate one term from the other that results in two or more different words. For example, when searching for the department "IT", the search result can include departments, like IT/Sales, IT & Sales, or IT-Sales.

## 20.3.4 Wildcard Characters in Candidate Search

Wildcards, such as question marks, asterisks, and tilde, are characters that can be used as search criteria to narrow or expand alternatives in the search results.

**Question Mark Character (?)** – the question mark character (?) can be used when searching for terms where a single character isn't known, or is variable in the results desired. When the exact spelling of a name isn't known, then the question mark character can be used to identify people with any character in that location. For example, searching for "Thomps?n" returns people named Thompson and Thompsen.

**Multiple Characters (\*)** – the asterisk (\*) character can be used as a wildcard when searching for terms, where any number of the characters aren't known. Using the asterisk results in the greatest diversity of matches. When the search needs to include a wide variety of results, the asterisk is the best option. For example, to find people that have the terms, such as certificate, certification, certified, or cert. You can search for <cert\*>, which returns results with any of these terms in their profiles and resume/CV.

**Capitalization** – to search on the specific capitalization of characters, use the quotation marks ("" ) around the letters. The default behavior of a search doesn't treat capitalized letters any different than noncapitalized ones. However, if the capitalization is important for more accurate search results, then use quotation marks around the specific letter. For example, searching on the term Success"F"actors ranks the results higher, where the letter F is capitalized, than the ones where it isn't (example: Successfactors, successfactors).

**Fuzzy searches (~)** – to do a fuzzy logic search use the tilde ~ symbol at the end of a single term. Fuzzy logic provides assistive search logic to find similar spellings. For example, search for a term similar in spelling to roam use a tilde at the end of the word "roam~". This search finds terms like foam, roam, roams, room, road, roads, etc.

**Phrase searching ("" )** – to search for more than one word in a specific order, use 'quotation marks around the full phrase. A Phrase is a group of words surrounded by double quotes such as "hello world", ranks that full phrase higher in results. For example, searching for the exact phrase "Project Manager" only results in top Candidates, which have the exact phrase Project Manager.

**Mixed searches** – both wildcards and phrases can be used in combination to identify the best overall match. For example, searching for "Project \*" returns project manager, project owner, project coordinator, project sponsor, and so on.

### → Remember

The more wildcards, more diluted the search results can become. For example, results are ambiguous when searching for the term, "Pro\*Ma??ger~"

## 20.3.5 Search Terms

When searching for terms, you can add the **AND** and **OR** operators to the criteria statement.

### ❖ Example

Make sure you use uppercase letters for operators. Correct format:

```
<Search Criteria 1> AND <Search Criteria 2>
```

Incorrect format:

```
<Search Criteria 1> and <Search Criteria 2>
```

These operators act as follows on the search:

| Operator | Behavior                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OR       | <p>OR logic (default behavior) – searches using multiple words, treating each term with the "OR" expression. In other words, the engine looks for anyone who has Term A OR Term B. The result set appears with the combination of people with Term A, Term B, as well as people with both Term A and Term B in their profile/resume. For example, Sales OR Marketing results in people with Sales and Marketing, only Sales, and only Marketing in their profile/resume.</p> <div><p><b>Note</b></p><p>Using the OR term in search criteria can be used, but isn't necessary because it's the default behavior of search.</p></div> |
| AND      | <p>AND logic (specific behavior) – searches using multiple words connected by "AND" are treated as a single search criteria (for example, Sales AND Marketing). In other words, the search engine returns to the top of the result for those people who have BOTH words in their profile/resume. This results in very smaller search results, because 'both' conditions must be met. For example, Russia AND USA = only people with both words, Russia and USA in their profile/resume. The word AND must be expressed in the search field between the two words.</p>                                                               |

## 20.3.6 Matching, Stopwords, and Notes in Candidate Search

Learn about relativistic ranking of candidate matches, how searches based on stopwords are handled, and how to use different types of notes.

### Matching

When conducting a Candidate Search in Recruiting instances where Advanced Relevancy is enabled, the system can display a relativistic ranking of candidate matches based on the criteria provided.

The ranking is shown using a display of stars from 5 (perfect match) down to half a star (barely matched), in half star decrements. This method of ranking (also known as stars) provides a clear understanding of the top matches in the list, and also a relative rank between candidates in the list. For example, four-star matches are much better than two-star matches.

### Stopwords

Some words appear so frequently in a language, that their usage renders a search useless, since the uniqueness of the results are lost. As a result, most search engines contain 'stopwords', which are neither indexed nor used in any search. For example, the word 'the' appears in most books over 10,000 times. Therefore, searching for pages with the word 'the' returns almost every page in the book.

The SuccessFactors search engine ignores stopwords. The following is a partial list of stopwords, in English, which are currently ignored in searches: an, and, are, as, at, be, but, by, for, if, in, into, is, it, no, not, of, on, or, such, that, the, their, then, there, these, they, this, to, was, will, and with.

Consider the following points while performing a search for candidates:

- Don't use quotation marks to search for stopwords. Quotation marks and asterisk (\*) must be used around a phrase or concept of two or more words. This ensures that the concept is searched for as a whole.
- Enter "Information Technology" instead of "IT" in your search filters to obtain better results.

### Notes

When using notes, a user can choose which type to use.

**Case Insensitivity:** searches don't consider the letter case, unless the letter is surrounded by quotation marks (for example, "S"uccess"F"actors).

**Security:** only fields that are marked as "read" in the data model are searchable (for example, hidden fields aren't searchable).

**Custom Fields:** custom fields on the Candidate Profile are indexed and searched.

**Character Wildcards:** can't start the search criteria. The wildcard characters of asterisk, question mark, and tilde can't start the search criteria. For example, *\*person* isn't an accepted search term.



## 20.3.7 Tag Search and Favorite Search

If the system is configured to use maximum possible search functionality in the instance and candidate tagging is enabled, the SAP SuccessFactors Recruiting user can include tags or favorite candidates in the search.

The *Tag* and *Favorite* options appear in the Candidates page in SAP SuccessFactors Recruiting

- *Tag* – allows the user to select tags from a Tag Cloud in their current locale and return candidates who have been tagged with that phrase.
- *Favorite* – allows the user to limit their search results to only candidates marked as personal Favorites. Additional configuration is required.

The interface for selecting tags is a Tag Cloud. This is a common interface on the internet that shows highest traffic tags by size and placement in the group of tags.

## 20.3.8 Configuring Candidate Privacy Options

Recruiting users can now configure candidate privacy options to control the candidate profile searchability and visibility.

### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- To access the candidate page, you must have candidate search permissions configured in RBP.

### Context

Configuring Candidate Privacy Options for a candidate impacts the following:

- Candidate visibility to instance users.
- Candidate searchability in recruiting.
- Forwarding of candidates to requisitions and to colleague.

#### 📘 Note

To avoid getting an error while searching for candidates, make sure to use the Corporate Data Model as the picklist field to set the user's country/region.

Follow the procedure, to enable Candidate Privacy options:

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Edit Candidate Privacy Options](#) ►, to add, or edit the Candidate Profile Visibility Options available.
2. Select the following options to ask candidates to set their visibility settings:

| Option                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>External Candidates</b> | <ul style="list-style-type: none"><li>• Ask external candidates to set their visibility settings when creating an account or profile<ul style="list-style-type: none"><li>• Allow internal users with appropriate add candidate permissions to set external candidate visibility upon manually adding a candidate</li><li>• Allow agency users with appropriate add candidate permissions to set external candidate visibility upon manually adding a candidate</li></ul></li><li>• Default option applied to existing external candidates after the synchronization process is complete.</li></ul> |
| <b>Internal Candidates</b> | <ul style="list-style-type: none"><li>• Ask internal candidates to set their visibility settings when creating an account or profile</li><li>• Default option applied to existing internal candidates after the synchronization process is complete</li></ul>                                                                                                                                                                                                                                                                                                                                       |
| <b>Intranet Candidates</b> | <ul style="list-style-type: none"><li>• Ask intranet candidates to set their visibility settings when creating an account or profile</li><li>• Default option applied to intranet candidates after the synchronization process is complete:</li></ul>                                                                                                                                                                                                                                                                                                                                               |

For external, internal or intranet candidates, you can configure in the [Candidate Profile](#) page to ask the candidates to set the privacy options for their candidate profile. If this option is enabled, candidates can select any of the following options:

### Privacy Settings

| Option                                                  | Description                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Any company recruiter worldwide                         | (Default) Candidate can be found by any recruiter with the search permissions. This is the default setting if the Privacy feature isn't turned on.                                                                                                                                                                                                         |
| Any company recruiter in my country/region of residence | Recruiters without a country/region on their employee profile receive an error when they try to search.                                                                                                                                                                                                                                                    |
| Only recruiters managing jobs I apply to                | A Recruiter in the candidate's country/region of residence finds the candidate in a candidate search. Only visible on the requisitions they've applied to. The candidate can't be forwarded to a colleague. Attempts to forward the candidate prevent colleagues from being found in the search bar to select the colleague without explaining the reason. |

3. Click [Save Settings](#).
4. Click [Sync Visibility Options](#). Enabled only when candidates whose share profile flag isn't set. Sync Visibility Options is a onetime activity for an instance to update the candidate share profile values with default settings. The [Sync Visibility Options](#) option is disabled after you select the default search option.

## 20.3.9 Finding a Candidate by Name or ID

Recruiting users can find a specific candidate by name or the ID assigned to the candidate.

### Procedure

1. Navigate to the [Candidates](#) tab.
2. Do one of the following:
  - To find a candidate by name, click [Search by Name](#) and enter the candidate name criteria in the textbox.
  - To find a candidate by ID, click [Search by Candidate ID](#) and enter the candidate's ID in the textbox.

For search based on candidate name criteria, the autocomplete suggests names. By default, a maximum of 30 suggested names appear. To get lesser combination of names, type in the last name or the middle name.

3. Select a name from the suggested names.

### Results

The selected candidate's profile appears.

## 20.3.10 Finding Candidates by Multiple Criteria and Saved Searches

Recruiting users can select multiple criteria to build complex searches. Also, Recruiting users can save multicriteria searches.

### Procedure

1. Navigate to ► [Candidates](#) ► [KEYWORD AND ITEM SEARCH](#) ►. To expand the search bar, click the arrow next to the [Search](#) heading.
2. Choose a search method.
  - For a multicriteria search, expand the [Search](#) section and add search criteria from the following fields:
    - [Candidate type](#): Restricts search by candidate type (internal, external or both). Agency candidates are external.

#### Note

The **contains** search is a whole word search, not a partial word search.

- [Marketing Emails Consent](#) Restricts search to a selected email-consent value. The possible values are Any, Accepted, Declined, Either Accepted or Declined, and Neither Accepted Nor Declined.
- [Keyword \(Resume or cover letter contains the following:\)](#) Searches the text in the resume and cover letter only. The system doesn't search additional attachments.

#### Note

The system uses OCR to make all uploaded resumes searchable, including PDF documents. The system can't search some resumes depending on the way the content was created. For example, the system doesn't search Microsoft Word documents based on templates that store data in Content Control boxes.

The system finds partial matches, similar to wild-card search results. For example, if the user enters **Cha** as a search string, the search engine returns any word that contains **Cha**, such as Charlotte, Charles, or Charlene.

The system searches for any words entered into the search box individually, not as phrases. For example, a search for the words "sales" and "engineer" can find both "sales manager" and "project engineer."

- [Talent Pools](#)
- [Location](#)
- [Tag](#)
- [Favorite](#)
- [Employee Referral](#)
- [Job Req ID](#) accepts only the full job requisition ID.

#### Note

You can't restrict a Recruiting user from searching the entire candidate database while allowing the user to search only candidates who applied to a specific requisition.

[Job Req ID](#) is an autocomplete field. The autocomplete display shows only requisitions meeting the following criteria:

- They're in the [approved](#) state
- They have the user as an operator
- They have a job description
- They're in the user's locale
- [Basic Info](#) The user can select any field defined in the Candidate Profile XML to use in search. You can't remove, hide, or permission fields. The system displays all fields defined on the [Candidate Profile](#).
- [Background](#) The user can select any background element fields defined in the Candidate Profile XML to use in search. You can't remove, hide, or permission fields. The system displays all background elements defined on the [Candidate Profile](#).
- [Profile Extension](#)
- [Activity](#) The user can restrict search results to only candidate profiles created in a particular period of time, candidates who have applied to a job in a particular period of time, or candidates who haven't applied to a job but created their profile in a particular period of time. To search of a bulk upload of candidate profiles from a CSV file, click ► [Activity](#) ► [Created Via Bulk Upload](#) ►.
- [Any of...](#) The system deploys an [OR](#) operator between conditions instead of an [AND](#) operator.

- For a saved search, click [Saved Search List](#). Expand the dropdown menu in the [Actions](#) column for the saved search desired, and click [Search](#).
3. Do one of the following:
- To run the search, click the [Search](#) button.
  - To save the search, click [Save Search](#). Enter a name into the [Search Name](#) field, and click [OK](#).

## 20.3.11 Finding Candidates by Saved Search

Recruiting users can find candidates by running multi-criteria saved searches.

### Procedure

1. Navigate to ► [Candidates](#) ► [KEYWORD AND ITEM SEARCH](#) ►.
2. Click [Saved Search List](#). Expand the drop-down menu in the [Actions](#) column for the saved search desired, and click [Search](#).

## 20.3.12 Configuring Radial Search

Configure zip/postal code and mile/kilometer radius fields to allow recruiting users to be able to perform radial searches for candidates.

### Prerequisites

- Ensure that you have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Configure the country picklist with only ISO values for country/region names.

### Context

- Candidate search results are returned in distance order, and results cannot be sorted by other columns.
- Candidates who do not have a country/region or zip/postal code on their candidate profile will not be returned in the Radial Candidate Search results. Configure these fields as required.

## Procedure

1. Navigate to [Provisioning](#) > [Company Settings](#) > [Recruiting](#) > [Enable Radial Candidate Search](#), and configure the field IDs in the Candidate Profile XML for the following required fields:

- Zip
- Country

2. Request a reindex.

The [Location](#) option uses the zip or postal code to perform a search for candidates within a particular distance from a central point.

### → Tip

When searching for postal codes in Canada, enter the post code in all caps in the format `<XXX><space><XXXX>` (three characters, followed by a space, followed by four characters).

## Related Information

[When to Request a Reindex of the Candidate Profile Template \[page 923\]](#)

## 20.4 Candidate Search Results

Candidate search results include a listing of all candidates matching the search criteria.

You can select the appropriate option from the items-per-page dropdown to view the number of candidates displayed per results page. The list of candidates displayed on each results page is sorted by candidate ID.

The search result page includes a quick link to the resume, default columns, and optional configurable columns. You can view search results in either [List](#) or [Thumb](#) view. The default view is [Thumb](#) view.

### ⓘ Note

Keywords used for candidate search don't appear highlighted in candidate search results.

The data displayed in the [Candidate](#) and [Contact Info](#) columns are preset. You can't configure these data.

The [Candidate](#) column contains:

- For internal candidates (from employee profile):
  - Thumbnail picture
  - First name
  - Last name
  - Quickcard
  - Department

- Division
- Location
- Tenure calculated from hire date
- For external candidates (from candidate profile):
  - Blank thumbnail picture
  - First name
  - Last name
  - External

The [Contact Info](#) column contains:

- For internal candidates (from employee profile):
  - Standard e-mail field
  - Standard home phone field
  - Standard cell phone field
  - Standard location field
- For external candidates (from candidate profile):
  - Standard email field
  - Standard home phone field
  - Standard cell phone field

The Recruiting user can click a candidate name from the search results list to open the candidate profile. This page includes the selected candidate profile, and a [Candidates Found](#) navigation bar that displays candidate search results. The items-per-page dropdown from [Candidate Search Results](#) defines the number of candidates displayed in the [Candidates Found](#) navigation bar. To change the number of items per page, return to the [Candidate Search Results](#) page.

Optional features include:

- Candidate Search OFCCP compliance warning and auditing.
- [Display Options](#) to refine data displayed in the search results table. This feature requires access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## 20.4.1 Enhanced Universal People Search

Universal People Search enables you to search and find people in your organizations. The universal people search feature is enhanced for the autocomplete and advanced search widget to provide search suggestions with multiple employment information for a user by name or user ID.

### Autocomplete Search

The autocomplete search widget has the following capabilities:

- Ability to control search results with Role-Based Permissions, which include the information to be provided on a need to know basis.

- Internal users with multiple assignments or employments are now displayed in the search results with indicators displaying the employment type.
- Users with multiple employments can set up personal preferences individually for each employment associated with the user. The individual groups of users are auto-populated in Job Requisition operatorTeam fields based on the employment profile selected for a job requisition operator.

For more information about each of the individual functionality, see the related information section.

#### 📌 Note

The autocomplete feature is no longer dependent on the following options:

- Person-Employment V1 (Smart Suite Mode)
- EC-V2
- RBP
- Concurrent Employment or Global Assignment

The multiple employment information support in the autocomplete search is enabled by default. To disable this feature, select the [Disable Universal Person Auto-Complete Search](#) option in ► [Provisioning](#) ► [Company Settings](#) ►.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Advanced Search

The advanced search widget is enhanced to identify and select a person with the preferred employment type for specific recruiting processes from the search results. The multiple employment types and additional data for a user is displayed for global assignments and concurrent employments.

The advanced search widget has the following capabilities:

- For a customer using global assignments and concurrent employments, search results show multiple employments with indicators displaying the employment type of a user in the search results
- Show relevant results when searching for names with or without accent characters.
- Display contingent workers and indicators of a person as contingent worker in the search results.
- Supports custom filters defined in Succession Data Model as the search filters.

#### 📌 Note

The search results are restricted based on Recruiting Groups and target population under RBP permissions.

### Autocomplete and Advanced Search Adoption in Recruiting pages



The following table shows the Recruiting pages supporting Autocomplete and Advanced search feature:

Recruiting Pages with Autocomplete and Advanced Search Support

| Recruiting Pages                                                                                                                                                                                                                            | Auto-Complete Search | Advanced Search |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------|
| ►► <a href="#">Offers</a> ► <a href="#">Offer Approval</a> ► <a href="#">Add Approver</a> ►                                                                                                                                                 | Yes                  | Yes             |
| <div> <div>📌 Note</div> <p>The <a href="#">Groups</a> field isn't visible in the new Advanced Search field criteria. However, the group is acknowledged in the search results based on field configurations in the template.</p> </div>     |                      |                 |
| ►► <a href="#">Admin Center</a> ► <a href="#">Recruiting</a> ► <a href="#">Requisition</a> ► <a href="#">Job Requisition Summary</a> ► <a href="#">Filter Options</a> ► <a href="#">Operator Fields</a> ►                                   | Yes                  | No              |
| ►► <a href="#">Admin Center</a> ► <a href="#">Recruiting</a> ► <a href="#">Create New</a> ► <a href="#">Copy Existing Job Requisition</a> ►                                                                                                 | Yes                  | Yes             |
| ►► <a href="#">Admin Center</a> ► <a href="#">Recruiting</a> ► <a href="#">Job Requisition Summary</a> ► <a href="#">Edit Existing Requisition</a> ► <a href="#">Operator Fields</a> ►                                                      | Yes                  | Yes             |
| <div> <div>📌 Note</div> <p>The <a href="#">Groups</a> field isn't visible in the new Advanced Search field criteria. However, the group is acknowledged in the search results based on field configurations in the template.</p> </div>     |                      |                 |
| ►► <a href="#">Admin Center</a> ► <a href="#">Recruiting</a> ► <a href="#">Requisition</a> ► <a href="#">Job Requisition Summary</a> ► <a href="#">Edit Existing Requisition</a> ► <a href="#">Add Additional Users</a> ► (Team Recruiting) | Yes                  | No              |

| Recruiting Pages                                                                                                                                                       | Auto-Complete Search | Advanced Search                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Admin Center</a> > <a href="#">Recruiting</a> > <a href="#">Create New</a> > <a href="#">Create New Job Requisition From Blank Template</a>                | Yes                  | Yes<br><br><div> <i>Note</i><br/>           The <i>Groups</i> field isn't visible in the new Advanced Search field criteria. However, the group is acknowledged in the search results based on field configurations in the template.         </div> |
| <a href="#">Candidates</a> > <a href="#">Select Candidate</a> > <a href="#">Contact Candidates</a> > <a href="#">cc and bcc</a>                                        | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Candidate</a> > <a href="#">Select Candidate in Offer</a> > <a href="#">Take Action</a> > <a href="#">Forward</a> > <a href="#">Forward as Applicant</a>   | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Candidate</a> > <a href="#">Select Candidate in Offer</a> > <a href="#">Take Action</a> > <a href="#">Offer Letter</a> > <a href="#">Send online Offer</a> | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Candidate</a> > <a href="#">Select Candidate in Offer</a> > <a href="#">Take Action</a> > <a href="#">Offer Letter</a> > <a href="#">Send Email as PDF</a> | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Candidate Summary</a> > <a href="#">Forward</a> > <a href="#">Forward to Job Requisitions</a>                                                              | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Interview Scheduling</a> > <a href="#">Select Candidate</a> > <a href="#">Start Scheduling</a> > <a href="#">Add Interviewer</a>                           | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Interview Scheduling</a> > <a href="#">Select Candidate</a> > <a href="#">Assigned to</a> (interviewer details)                                            | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Application</a> > <a href="#">Interviewers Portlet</a> > <a href="#">Set up Interviewers</a> > <a href="#">Add Interviewer</a>                             | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Admin Center</a> > <a href="#">Manage Onboarding Templates</a> > <a href="#">Add/edit New Email Template: cc/bcc</a>                                       | Yes                  | No                                                                                                                                                                                                                                                  |
| <a href="#">Admin Center</a> > <a href="#">Manage Recruiting Groups</a>                                                                                                | Yes                  | No                                                                                                                                                                                                                                                  |

| Recruiting Pages                                                                                                                                                                                    | Auto-Complete Search                                                      | Advanced Search                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Admin Center</a> > <a href="#">Manage Recruiting Settings</a> > <a href="#">Recruiting Subscriber Settings</a>                                                                          | Yes                                                                       | Yes                                                                                                                                                                                                                                                                                                                            |
|                                                                                                                                                                                                     |                                                                           | <div>  <b>Note</b><br/>           The <i>Groups</i> field isn't visible in the new Advanced Search field criteria. However, the group is acknowledged in the search results based on field configurations in the template.         </div>   |
| <a href="#">Admin Center</a> > <a href="#">Manage Recruiting Settings</a> > <a href="#">Applicant Profile Settings</a> > <a href="#">Enable forwarding with application data intact</a> (Job Owner) | Yes<br><br>Recruiting Groups are not considered when searching for users. |                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Admin Center</a> > <a href="#">Manage Recruiting Settings</a> > <a href="#">Return Email Address Information</a> (Job Owner)                                                            | Yes<br><br>Recruiting Groups are not considered when searching for users. |                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Admin Center</a> > <a href="#">Reassign Job Requisitions</a>                                                                                                                            | Yes                                                                       | Yes                                                                                                                                                                                                                                                                                                                            |
|                                                                                                                                                                                                     |                                                                           | <div>  <b>Note</b><br/>           The <i>Groups</i> field isn't visible in the new Advanced Search field criteria. However, the group is acknowledged in the search results based on field configurations in the template.         </div> |
| <a href="#">Admin Center</a> > <a href="#">Reassign Offer Approvals</a>                                                                                                                             | Yes                                                                       | No                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Admin Center</a> > <a href="#">Mass Delete of Job Requisitions</a>                                                                                                                      | Yes                                                                       | No                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Admin Center</a> > <a href="#">Restore Deleted Job Requisitions</a>                                                                                                                     | Yes                                                                       | No                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Admin Center</a> > <a href="#">Manage Recruiting Email Templates</a> > <a href="#">Edit Email Template</a>                                                                              | Yes                                                                       | No                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Admin Center</a> > <a href="#">Recruiting Email Triggers</a> > <a href="#">Select an Email Trigger</a> > <a href="#">Online Offer Cancelled by Sender</a>                               | Yes                                                                       | No                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Admin Center</a> > <a href="#">Recruiting Email Triggers</a> > <a href="#">Select an Email Trigger</a> > <a href="#">Forward as Applicant</a>                                           | Yes                                                                       | No                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Events</a> > <a href="#">Create New Event</a> > <a href="#">Copy Existing Event</a>                                                                                                     | Yes                                                                       | Yes                                                                                                                                                                                                                                                                                                                            |

| Recruiting Pages                                                                        | Auto-Complete Search | Advanced Search                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ► Events ► Edit Existing Event ►                                                        | Yes                  | Yes                                                                                                                                                                                                     |
| ► Events ► Create New Event ► Create New Event from Blank Template/Families and Roles ► | Yes                  | <b>Note</b><br>The <i>Groups</i> field isn't visible in the new Advanced Search field criteria. However, the group is acknowledged in the search results based on field configurations in the template. |
| ► Preferences ► My Recruiting Team Preferences ► Default Operator ►                     | Yes                  |                                                                                                                                                                                                         |
| ► Preferences ► My Recruiting Team Preferences ► Additional Users ►                     | Yes                  |                                                                                                                                                                                                         |

## Related Information

[Recruiting Team Settings \[page 326\]](#)

[Concurrent Employment \(Implementing and Managing the Employment Lifecycle\)](#)

[Auto-Populating operatorTeams from Personal Preferences \[page 292\]](#)

[Configuring Role-Based Permissions to Allow Logged in User to View Certain Employee Information in Autocomplete Search Results](#)

[Adding Employment Differentiators to Indicate Multiple Employments \(Implementing and Managing the Employment Lifecycle\)](#)

[Configuring Global Assignment Settings \(Implementing and Managing the Employment Lifecycle\)](#)

[Implementing People Search](#)

### 20.4.1.1 Configuring Customizable Fields on Advanced Search Widget

The administrator can display customizable fields as search criteria on the search widget of Advanced Search.

## Prerequisites

- You've configured customizable fields in Succession Data Model.

### Example

If you want to display two customizable fields, add the following sample code in your data model.

#### Sample Code

```
<custom-filters>
  <filter-module id="default">
    <standard-element-ref refid="custom01"/>
    <standard-element-ref refid="custom02"/>
  </filter-module>
</custom-filters>
```

## Context

You can customize up to 15 additional search fields on the widget of Advanced Search after correct configuration.

## Procedure

1. Go to ► [Admin Center](#) ► [Tools](#) ► and search for [Manage Permission Roles](#).
2. In [Permission Role List](#) screen, create new or select existing permission roles for your users.

Provided you want to create a new permission role to grant the role-based permission, choose [Create New](#) and open [Permission Role Detail](#) screen.

### → Tip

For more details about how to create a permission role, you can refer to [Permission Roles](#).

3. In [Permission Role Detail](#) screen, choose [Permission...](#) and open [Permission settings](#) dialogue box.
4. In [Permission settings](#) screen, grant the permission ► [User Permissions](#) ► [Employee Data](#) ► [Customizable Field 1-15](#) ► to the permission role. Choose [Done](#).
5. Still in [Permission Role Detail](#) screen, choose ► [Grant this role to...](#) ► [Add...](#) ► and grant this permission role to the permission group you've configured for People Search users. Choose [Done](#).
6. Choose [Save Changes](#).

## Results

The customizable fields are now displayed on the Advanced Search widget.

## 20.4.2 Configuring Candidate Search Based on DPCS Acceptance

The candidate search functionality based on the acceptance status of the Data Privacy Consent Statement (DPCS) ensures that candidates (internal or external) are searchable only if they've accepted at least one version of the DPCS.

### Prerequisites

Ensure that the following settings are configured in Provisioning:

- Data Privacy Consent Statement 2.0 is enabled in ► [Provisioning](#) ► [Company Settings](#) ►.
- The option for the *Use DPCS Version* dropdown field in ► [Provisioning](#) ► [Managing Recruiting](#) ► [Edit Candidate Privacy Options](#) ► [Data Privacy Settings](#) ► is set to DPCS 2.
- Depending on your requirements, at least one of the following must be enabled:
  - *Enable external data privacy agreement set up, and require acceptance on external candidate registration*: If this option is enabled, only those external candidates who have accepted at least one version of DPCS are included in search results.
  - *Enable internal data privacy agreement set up*: If this option is enabled, only those internal candidates who have accepted at least one version of DPCS are included in search results.

#### Note

If both options are selected, DPCS acceptance-based search applies to both internal and external candidates.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Under the *General Data Privacy Settings* section, enable the option, *Allow Recruiting users to access candidate information if they have accepted one of the versions of the Data Privacy Consent Statement*.

Candidates who have accepted at least one version of DPCS, are accessible in the following areas:

- Advanced search
- Quick search
- Candidate tags
- Background elements

- [Talent pools](#) page
- [E-mail campaign](#) page
- [Manage Duplicate Candidates](#) page

#### ⓘ Note

- Candidates who haven't accepted DPCS at least once:
  - Don't appear in Embedded Analytics reports.
  - Aren't displayed in the existing [Talent Pools](#) and draft [Email Campaigns](#).
  - Aren't accessible via OData API GET calls.
- Applications that are created by the candidate before enabling this option continue to be available on Recruiting Management pages.  
If this functionality is disabled, all candidates are searchable irrespective of the DPCS acceptance status.

## 20.4.3 Candidate Power Search Relevancy

### 20.4.3.1 Candidate Power Search

Learn how candidate search results are ordered based on stars calculated for relevancy.

Ordering of candidate search results is based on number of criteria's matching that candidate's and their corresponding SOLR scores. Number of star calculated as part of relevancy is specific to the query specified in candidate power search and are calculated on the fly.

#### Formula to calculate total number of stars

Total number of stars displayed for that candidate =

(Number of search criteria met by that candidate / Total number of search criteria specified) \* 5

There are two different types of candidate power search criteria which need to be understood to understand relevancy calculation

1. **Full criteria match - Without any "AnyOf" search criteria**
2. **Partial criteria match - With "AnyOf" search criteria (Fixed with b1201)**

### 20.4.3.2 Full Criteria Match - Without any "AnyOf" Search Criteria

When you specify search criteria, the system tries to fetch candidates matching all the criteria specified.

All candidates displayed in the search results match all search criteria specified so they have the same stars. However, internally they are ordered based on the descending order of cumulative document scores for that

candidate provided by SOLR. Therefore, whichever candidate has the highest score is shown first and the candidate with the lowest document score is shown last.

### Example

User's candidate search criteria:

**firstName = "Mark" AND lastName = "Thompson"**

The system searches for all candidates who have firstName as "Mark" and lastName as "Thompson" in SOLR.

### Using the formula

Total number of Stars = (Number of search criteria met by that candidate / Total number of search criteria specified) \* 5

Total number of search criteria specified = 2

Number of search criteria met by candidate, "Mark Thompson" = 2

Total number of Stars for "Mark Thompson" =  $(2 / 2) * 5 = 5$  stars

After fetching candidate results that match all criteria, the system orders the results based on the descending order of the SOLR candidate-specific cumulative document scores.

## Related Information

[SOLR Score Calculation \[page 881\]](#)

## 20.4.3.3 Partial Criteria Match - With "AnyOf" Search Criteria

When "AnyOf" criteria is specified we will get candidates who are partially matching the user specified criteria.

We first order candidates who match most of the user specified search criteria first and then order all candidates with same stars based on the cumulative SOLR document scores.

### Example

User's candidate search criteria:

**firstName = "Mark" AND AnyOf( lastName = "Thompson" OR lastName = "Robinson")**

Our search solution searches for all candidates who have firstName with "Mark" and lastName as "Thompson or Robinson" in SOLR.

### Using the formula

Total number of Stars = (Number of search criteria met by that candidate / Total number of search criteria specified) \* 5

Total number of search criteria specified = 3

For "Mark Thompson", candidate number of criteria matched = 2

For "Mark Thompson", total number of stars =  $(2 / 3) * 5 = 3$  and half stars



For "Mark Robinson", candidate number of criteria matched = 2

For "Mark Robinson", total number of stars =  $(2 / 3) * 5 = 3$  and half stars

## 20.4.3.4 SOLR Score Calculation

SOLR document scores determine the order of search results when a number of criteria met by candidates are the same. The search results are arranged in the descending order of these scores.

Relevancy score is the summation and product of the score calculated based on the four factors below:

1. **Term frequency (tf)**  
Term frequency is the measure of how many times the term occurs in the document more frequent the term occurs in a document greater its score
2. **Inverse Document Frequency (idf)**  
This is a measure of how frequently a word occurs across documents  
The more frequently a term occurs across different documents, the lower its score
3. **QueryNorm (query Norm)**  
Among the terms in the query, document contains more matching query terms will have a higher score
4. **Length Norm (field Norm)**  
Term matched in fields with fewer terms have a higher score. A term in a field with fewer terms is more important than one with more.

### Formula

Final individual criteria Score = Summation of scores of each query term's product (queryWeight \* fieldWeight)

1.  $\text{queryWeight} = (\text{tf} * \text{idf} * \text{queryNorm})$
2.  $\text{fieldWeight} = (\text{tf} * \text{idf} * \text{fieldNorm})$

5. **Coordination factor**  
When multiple criteria are specified in the query with OR clause we calculate the coordination factor which is specific to that query and multiply the final score to get the relevant documents.  
Total score is the sum of all the scores of matched criteria multiplied by the coordination factor.

**Formula for overall score = (sum of individual criteria match score) \* coordination factor.**

For examples about these search terms, refer to Job Requisition search relevancy documentation.

## Related Information

[Solr Relevancy FAQ \(Apache.org\)](#) ➦

[Lucene Scoring \(LuceneTutorial.com\)](#) ➦

[Class Similarity \(Apache.org\)](#) ➦

## 20.4.4 Match Score

## 20.4.4.1 Enabling the Match Score

Recruiting users viewing candidate search results can include a column that shows a relative ranking of the candidates. This is shown as the “cool little stars” in the <Match Score> column, starting at a half star and going up to five stars, in half-star increments.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

To display the match score, select *Enable advanced relevancy for candidate search* in ► *Provisioning* ► *Company Settings* ► *Recruiting* ►.

## 20.4.5 Inline Resume Viewer / Resume Carousel

Resume Carousel/Inline Resume Viewer is an opt-in functionality that allows recruiting users to view resumes in the browser without downloading the resume or opening a separate application such as Word or Adobe Acrobat.

When a candidate adds a resume to their candidate profile, the system converts it to a JPG image viewable in the browser. Whenever a recruiting user accesses a resume via the inline resume viewer the system checks for that JPG file; if no image copy of the resume is found the system will convert the resume to an image on the fly.

The recruiting user can mass print and mass save candidate resumes and cover letters from the inline resume viewer.

### Related Information

[Using the Inline Resume Viewer \[page 1200\]](#)

# 21 Managing Candidates in SAP SuccessFactors

A good candidate experience is critical to any successful recruiting practice. This experience starts from the time a job is advertised until the candidate accepts the job offer and is ready to start the onboarding process.

## Know Before You Start

- Candidates create a profile. There's only one candidate profile per candidate. However, you can set permission so that different fields are visible on the profile to internal and external candidates.
- The application experience is defined by a job application template.
- A candidate's progress through the recruiting process is defined by their applicant status.
- After you configure job application templates, you have to associate it to a job requisition, by updating the Application Template Name in the job requisition template.
- After you configure applicant status sets, you have to associate it to a job requisition, by updating the Application Status Set in the job requisition template.
- A status has to be added to the base set in Provisioning before it can be selected in an applicant status set.
- When setting up applicant status sets, if you need to add translations or configure recruiting e-mail templates, you need to do it manually for each instance in your system. There's no migration tool.
- When using multistage configuration, you need to configure active statuses in the field permissions from the Application Status Set in the job requisition template.

## Leading Practices

- If a new required field is added to a job application template after a customer is live, create a new job application template. This action ensures that candidates aren't stuck in an applicant status.
- Limit the number of job application templates to help keep field labels the same and allow for better reporting.
- Configure display options to give people more flexibility when they view job application and candidate profile data.
- Create business rules to help with automating the selection process.
- Enable Mobile Apply for a better candidate experience.

## Related Information

[Applicant Status in SAP SuccessFactors \[page 1036\]](#)

[Job Applications in SAP SuccessFactors \[page 1074\]](#)

## 21.1 Candidate Profile in SAP SuccessFactors

The Candidate Profile is the record of the candidate's data in the searchable candidate database. It's often described as the candidate's online resume, although the Candidate Profile usually contains more data than just the resume attachment.

Both internal and external candidates have candidate profiles. Not all employees are candidates by default. Depending on your data privacy consent statement settings, the employee may have to opt in to become an internal candidate.

Candidate profiles are used for multiple purposes. You can choose to capture candidate data for future use, even when the candidate hasn't found a job to apply for. If a candidate does apply to a posted requisition, the candidate profile data is appended to the application. Recruiting users can search candidate profile records to locate potential matches for job requisitions. If a good match is found, the candidate profile record can be forwarded to one or more applicable job requisitions.

### Note

You can extract most of the candidate profile information, including attachments, from the system using [Integration Center](#) or the OData API.

Candidate profiles are unaffiliated with requisitions; that is, they're standalone searchable records in the database. A candidate completes basic details such as name and contact information, resume, and cover letter and provides more detailed information. Examples of detailed information include work experience, education, and anything else an organization wants to include on the template. This data makes up the basis of the Candidate Search and since it's stored discretely, it's discretely searchable. You can't configure the layout, sizing, and spacing of the Candidate Profile.

### Note

- The index is created automatically when Recruiting is enabled and the Candidate Profile template is uploaded.
- You don't need to reindex the instance after making changes to the Candidate Profile template.

The Candidate Profile contains the following sections.

#### Candidate Profile Sections

| Section                                   | Description                                                                                                                          |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Header instructional text</a> | Shows a welcome message, images, and instructions to candidates, or recruiting users. Can be hidden or shown based on configuration. |

| Section                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Business card</i>               | <p>The candidate name, e-mail address, and mobile phone. The business card always shows, and you can't add or move fields that appear. Title and Company also are supported in the business card and they appear if these standard fields are configured in the template. An auto-population logic exists for the Title and Company fields. For internal candidates, if the candidate doesn't provide a value in the Title and Company fields, then the logic to auto-populate those fields is triggered. This means that the Title field is automatically populated with the value from the first field of the first background element. The Company field is populated with the value from the second field of the first background element. If values for Title and Company are provided by candidate, then this auto-populate logic isn't triggered.</p>                   |
| <i>Resume and cover letter</i>     | <p>Resume and cover letter attachment fields always are displayed regardless of configuration but should be explicitly configured anyway. Accepted file types for resume and cover letter uploads are .doc, .docx, .gif, .jpeg, .jpg, .pdf, and .txt. Files not supported are .html, .mp3, .mp4, .msg, .png, .ppt, .pptx, .xls, and .xlsx.</p> <p>You can't attach protected or secured PDFs. Attempts to attach a secured PDF produced the error message, <b>An exception was encountered while uploading the Attachment.</b></p> <p>The SAP Virus Scan Interface performs scans on attached resumes and cover letters. In addition, anti-virus scanning runs on servers performing file uploads. If any viruses are found, the documents aren't sent to the server.</p> <p>Save text documents (.txt) with Unicode Encoding Type, not ANSI, or another type of encoding.</p> |
| <i>Data Privacy and Visibility</i> | <p>Radio buttons displaying the candidate's current visibility setting and alternate options, and a link to the current version of the data privacy consent statement for the candidate's country/region. Can be hidden or shown based on configuration.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <i>Documents</i>                   | <p>Attachments Portlet that stores attachment fields other than resume and cover letter when the client wants to collect additional attachments can't be hidden. This portlet doesn't appear on the Application page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <i>More Information</i>            | <p>Stores single-value fields, which are often used for personal information data fields such as name, phone number, and e-mail address. Can't be hidden.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Section                                                          | Description                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Background elements</a>                              | Enables a candidate to create data sets that consist of multiple entries, for example education information where each line of data can contain multiple fields such as school name, or degree experience where each line of data can contain multiple fields like employer, title, and dates. Can be hidden or shown based on configuration.         |
| <a href="#">Comments</a> (Recruiting user view only)             | Shows that any comments previously added to the record, and allows recruiting users with appropriate permissions to add new comments.                                                                                                                                                                                                                 |
| <a href="#">Tags</a> (Recruiting user view only)                 | Shows that tags previously added to the record to increase searchability, and allows recruiting users with appropriate permissions to add new tags.                                                                                                                                                                                                   |
| <a href="#">Jobs Applied Portlet</a> (Recruiting user view only) | Displays the requisition ID, job requisition title, recruiter name, and the application date (date when the candidate applied). If an internal recruiting user has access to the requisition listed in the Jobs Applied Portlet, the job requisition title appears as a link to that job requisition. Displays to users with appropriate permissions. |
| <a href="#">Correspondence</a>                                   | Displays the history of emails sent from the system to the applicant in relation to the application (always appears). You can view information on Sender, Date, Subject, and Type up to four rows by default and a <a href="#">Send Email</a> link in the header.                                                                                     |
| <a href="#">Footer instructional text</a>                        | Often used to display compliance notification messages and instructions to candidates, or recruiting users (can be configured to display).                                                                                                                                                                                                            |

## 21.1.1 Configuring the Candidate Profile Template

Configure the Candidate Profile XML template to set up the candidate profile for your recruiting process.

### Prerequisites

- Recruiting is enabled in Provisioning.
- If you plan to use SM-mapping to sync Candidate Profile data with Employee Profile data, set up the Succession Data Model first.
- Necessary picklists for candidate profile have been created.
- You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to [Provisioning](#) > [Managing Recruiting](#) > [Edit Candidate Profile Template](#).
2. Copy and paste the entire code from Candidate Profile Template form to an XML editor.
3. Make two copies of the XML code and save them. Mark one copy as the original and archive it. Then work with the second copy.

**Always create two copies of the XML file.** This way, you can revert to the original code at any point if something goes wrong in your working copy.

4. Configure the following sections of the template
  - Template name
  - Instruction text for internal and external candidates
  - Instruction text for recruiting users
  - Field definitions
  - Candidate background information
  - SM-mapping
  - Field permissions
5. Save the template.
6. Go to [Provisioning](#) > [Managing Recruiting](#) > [Edit Candidate Profile Template](#).
7. Copy the modified code from your configured template and paste it into the Candidate Profile Template form.
8. Choose [Save Form](#).

## Results

### Note

The index is created automatically when Recruiting is enabled and the Candidate Profile template is uploaded.

## Related Information

[Candidate Profile Element: Template Name \[page 888\]](#)

[Candidate Profile Element: Instruction Text for Internal and External Candidates \[page 888\]](#)

[Candidate Profile Element: Instruction Text for Recruiting Users \[page 890\]](#)

[Candidate Profile Element: Field Definition \[page 891\]](#)

[Candidate Profile Element: Background Information \[page 902\]](#)

[Candidate Profile Element: sm-mapping \[page 907\]](#)

[Candidate Profile Element: Field Permissions \[page 909\]](#)

### 21.1.1.1 Candidate Profile Element: Template Name

In the Candidate Profile template, the `<template-name>` tag defines the template name. Use a descriptive name to define the template.

You can also add the `<template-desc>` element to add a description of the template.

Both the `template-name` and `template-desc` elements must immediately follow the `candidate-profile-data-model` element. You can change the CDATA content as it doesn't appear anywhere in the instance or in Provisioning, isn't referenced by any other XML, and is invisible to the customer.

#### Sample Code

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE candidate-profile-data-model PUBLIC "-//SuccessFactors, Inc.//DTD
Candidate Profile Data Model//EN" "candidate-profile-data-model.dtd">
<candidate-profile-data-model>
<template-name><![CDATA[Candidate Profile Template]]></template-name>
<template-desc><![CDATA[This defined candidate profile fields.]]></template-desc>
```

### 21.1.1.2 Candidate Profile Element: Instruction Text for Internal and External Candidates

If you want to provide instruction text for internal or external candidates on the candidate profile, you can configure it in the Candidate Profile template. The **Instruction Header** provides guidance at the top of the page and the **Instruction Footer** at the bottom of the page.

You can configure the same instruction header or footer for both internal and external candidates or separate instructions header or footer for internal and external candidates.

You have to modify the XML to customize the header and footer. The XML element must immediately follow the `template-desc` element. The following sample codes let you set the headers and footers for internal and external candidates:

- **Setting same header for both Internal and External Candidates**

#### Sample Code

```
<instruction-header>
<label mime-type="text-html">
<![CDATA[<i>Thank you for completing your profile! This profile will help our
teams find you as we look for great candidates, and will allow us to get
to know you better during the application process. Upload your resume, fill
```



```

out the background elements, and provide your contact info to have maximum
exposure to our recruiting opportunities!<p><p><b>Want us to tell you when
cool new opportunities come up?</b>
Setup a job alert and we will email you when jobs that meet your criteria
become available. <p><b>Want to update your name, email, or cell phone?</b>
Click the edit button to the left on your contact card.</i>]]>
</label>
</instruction-header>

```

- **Setting separate headers for Internal Candidates**

#### Sample Code

```

<instruction-header-internal-candidate>
<label mime-type="text-html">
<![CDATA[<i>Thank you for completing your profile! This profile will help our
teams find you as we look for great candidates, and will allow us to get
to know you better during the application process. Upload your resume, fill
out the background elements, and provide your contact info to have maximum
exposure to our recruiting opportunities!<p><p><b>Want us to tell you when
cool new opportunities come up?</b>
Setup a job alert and we will e-mail you when jobs that meet your criteria
become available. <p><b>Want to update your name, e-mail, or cell phone?</b>
Click the edit button to the left on your contact card.</i>]]>
</label>
</instruction-header-internal-candidate>

```

- **Setting separate headers for External Candidates**

#### Sample Code

```

<instruction-header-external-candidate>
<label mime-type="text-html">
<![CDATA[<i>Thank you for completing your profile! This profile will help our
teams find you as we look for great candidates, and will allow us to get
to know you better during the application process. Upload your resume, fill
out the background elements, and provide your contact info to have maximum
exposure to our recruiting opportunities!<p><p><b>Want us to tell you when
cool new opportunities come up?</b>
Setup a job alert and we will e-mail you when jobs that meet your criteria
become available. <p><b>Want to update your name, e-mail, or cell phone?</b>
Click the edit button to the left on your contact card.</i>]]>
</label>
</instruction-header-external-candidate>

```

- **Setting same footers for both internal and external candidates**

#### Sample Code

```

<instruction-footer>
<label mime-type="text-html"><![CDATA[<font size="2" color="black">Operator
Footer Message. Computing Labs.<br><br>(C) All rights reserved </
font><p><p>]]></label>
</instruction-footer>

```

- **Setting separate footers for Internal Candidates**

#### Sample Code

```

<instruction-footer-internal-candidate>
<label mime-type="text-html"><![CDATA[<font size="2" color="black">Operator

```

```
Footer Message. Computing Labs.<br><br>(C) All rights reserved </font><p><p>]]></label>
</instruction-footer-internal-candidate>
```

- **Setting separate footers for External Candidates**

#### Sample Code

```
<instruction-footer-external-candidate>
<label mime-type="text-html"><![CDATA[<font size="2" color="black">Operator
Footer Message. Computing Labs.<br><br>(C) All rights reserved </font><p><p>]]></label>
</instruction-footer-external-candidate>
```

#### Note

HTML is supported in the instructional text as long as the `<mime-type>` attribute is set to `text-html`. In some cases, custom HTML tags in the description may interfere with the HTML code of the rest of the website.

### 21.1.1.3 Candidate Profile Element: Instruction Text for Recruiting Users

If you want to provide instruction text for recruiters on the candidate profile, you can configure it in the Candidate Profile template.

The `operator-instruction-header` provides guidance at the top (header) of the page and the `operator-instruction-footer` at the bottom (footer) of the page. This instruction text is only visible in the recruiting user view.

Follow these guidelines when you add operator instruction text at the header and footer:

- The operator header and footer are available only if you use the **Add Candidate** option in [Recruiting Candidates](#). The header and footer sections don't display if you open any existing candidate profile.
- The operator header must be added immediately above the `<field-definition>` elements in the candidate profile. Similarly, the operator footer must be added immediately after the `<field-definition>` elements.
- The fields in the header and footer accept only simple HTML tags. Instructions enclosed in unsupported HTML tags aren't displayed.

You can define multiple label elements on the `instruction-header` and `instruction-footer`, if you use multiple languages in your system. Typically these elements are defined during the translation phase of a project, after the rest of the configuration is tested and signed off.

The following sample codes let you set the instruction headers and instructions footers for recruiting user view:

- **Setting header for the Recruiting User view**

#### Sample Code

```
<operator-instruction-header>
<label mime-type="text-html">
<![CDATA[<font size="2" color="black">This text is viewed by a recruiting
user.</
```

```
font><p><p>]]>
</label>
</operator-instruction-header>
```

- **Setting footer for the Recruiting User view**

#### Sample Code

```
<operator-instruction-footer>
<label mime-type="text-html">
<![CDATA[<font size="2" color="black">Operator Footer Message. Computing
Labs.<br>(C) All rights reserved</font><p><p>]]>
</label>
</operator-instruction-footer>
```

## 21.1.1.4 Candidate Profile Element: Field Definition

The field-definition elements define the data fields on the candidate profile record that appear in the [More Information](#) section.

Field definitions for a candidate profile immediately follow the instructional header in the XML of the candidate profile template. Fields are displayed in the Candidate Profile in the order they're configured.

#### Sample Code

```
<field-definition id="firstName" type="text" required="true" custom="false"
anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[First Name]]></field-label>
</field-definition>
<field-definition id="lastName" type="text" required="true" custom="false"
anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Last Name/Surname]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Last Name/Surname]]></field-label>
</field-definition>
<field-definition id="cellPhone" type="text" required="false" custom="false"
anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Cell Phone]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Mobile Phone]]></field-label>
</field-definition>
<field-definition id="contactEmail" type="text" required="true" custom="false"
anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Email Address]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Email Address]]></field-label>
</field-definition>
<field-definition id="primaryEmail" type="text" required="true" custom="false"
anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Username]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Username]]></field-label>
</field-definition>
<field-definition id="country" type="picklist" required="true" custom="false"
anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Country]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Country]]></field-label>
```

```
<picklist-id>country</picklist-id>
</field-definition>
```

The XML that defines fields in the [More Information](#) section of the Candidate Profile contains many elements.

Candidate Profile XML Fields

| Field               | Description                                                                                                                                                                                                                                                                                       |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <field-definition>  | Internal identification of the field in the system. Must contain at least one field-label element.                                                                                                                                                                                                |
| <field-label>       | <p>The visible portion of the field, which appears the same to all internal and external candidates, recruiters, and all other users.</p> <p>The only reason to include multiple labels is to support multiple languages, which requires the client to purchase corresponding language packs.</p> |
| <field-description> | Description of the field is an optional element within the <b>field-definition</b> elements. In some browsers, the <b>field-description</b> element appears as hover text in the system user interface.                                                                                           |

For example, the definition of the first name field consists of the following:

#### Sample Code

```
<field-definition id="firstName" type="text" required="false" custom="false"
anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
  <field-description><![CDATA[First Name]]></field-description>
</field-definition>
```

### 21.1.1.4.1 Candidate Profile Field Definition: Attributes

The **field-definition** element defines a field and carries various attributes such as **id**, **type**, **required**, **custom**, **anonymize**, and **sensitive**. In addition to these required attributes, the Candidate Profile XML template can have many more fields based on the requirement.

#### Note

It isn't required to configure the field IDs in the same way as the field IDs in the Succession Data Model, even if the fields are sm-mapped to the Employee Profile.

The field-definition element uses the following sample structure:

#### Sample Code

```
<field-definition id="lastName" type="text" required="true" custom="false"
anonymize="false">
```

## id Attribute

### Sample Code

```
<field-definition id="lastName" type="text" required="true" custom="false"
anonymize="false">
```

The **id** must be unique within the Candidate Profile XML template. Certain field-definition ids are predefined in the product as standard. Some of these standard field ids have special functionalities.

### ⚠ Caution

- You can't define default values for any fields in the Candidate Profile XML.
- Do not use special characters, other than underscores, when defining the custom field IDs.
- The system views the configured **id** as a custom field if it doesn't follow the standard field list. If you change the field-id, it will be considered as a new system field even if you keep the same label. Using the same label for the field-id doesn't transfer historical data to the new field, but creates a new field with no value.

Candidate Profile Standard Fields with Special Functionality

| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| contactEmail      | text       | <ul style="list-style-type: none"><li>• All email sent from the system to the candidate is sent to this email address.</li><li>• Appears on the user account creation page for external candidates. The field is required on the account creation page unless <a href="#">Use email as external applicant user ID</a> isn't selected.</li><li>• Appears in the Candidate Profile business card instead of the normal field listed.</li><li>• For internal candidates, this field automatically syncs to the Employee Profile.</li><li>• Appears as a standard column or part of the Contact Info on the Candidate Search results.</li><li>• Required</li></ul> |

| Standard Field ID | Field Type       | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| firstName         | text             | <ul style="list-style-type: none"> <li>• Appears on the user account creation page for external candidates.</li> <li>• Appears in the Candidate Profile business card instead of the normal field list.</li> <li>• For internal candidates, this field automatically syncs to the Employee Profile.</li> <li>• Appears as a part of the clickable link in the Candidate column in the Candidate Search results.</li> <li>• Required.</li> </ul> |
| lastName          | text             | <ul style="list-style-type: none"> <li>• Appears on the user account creation page for external candidates.</li> <li>• Appears in the Candidate Profile business card instead of the normal field list.</li> <li>• For internal candidates, this field automatically syncs to the Employee Profile.</li> <li>• Appears as a part of the clickable link in the Candidate column in the Candidate Search results.</li> <li>• Required</li> </ul>  |
| middleName        | text             | <ul style="list-style-type: none"> <li>• Appears on the user account creation page for external candidates.</li> <li>• Appears in the Candidate Profile business card instead of the normal field list.</li> <li>• For internal candidates, this field automatically syncs to the Employee Profile.</li> <li>• Appears as a part of the clickable link in the Candidate column in the Candidate Search results.</li> <li>• Required</li> </ul>  |
| gender            | derived          | Don't configure in the Candidate Profile; configure in the Application instead.                                                                                                                                                                                                                                                                                                                                                                 |
| ethnicity         | text or picklist | Don't configure in the Candidate Profile; configure in the Application instead.                                                                                                                                                                                                                                                                                                                                                                 |
| race              | text or picklist | Don't configure in the Candidate Profile; configure in the Application instead.                                                                                                                                                                                                                                                                                                                                                                 |
| cellPhone         | text             | Appears in the Candidate Profile business card instead of the normal field list                                                                                                                                                                                                                                                                                                                                                                 |

| Standard Field ID | Field Type       | Special Functionality                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| homePhone         | text             | <p>Appears in the Candidate Profile search results as the default phone number.</p> <div> <p><b>Note</b></p> <p>For the <b>homePhone</b> field to be displayed in the contact information banner at the top of a candidate application, the field has to be configured in the Candidate Profile. Having it just in the Application Template doesn't display the field in the banner.</p> </div> |
| state             | text or picklist | <ul style="list-style-type: none"> <li>Configure as a picklist if possible; to improve duplicate candidate checking reliability</li> <li>Required.</li> </ul>                                                                                                                                                                                                                                   |
| country           | picklist         | Required.                                                                                                                                                                                                                                                                                                                                                                                       |
| zip               | text or picklist | <ul style="list-style-type: none"> <li>Used as part of Radial Candidate Search</li> <li>Required</li> </ul>                                                                                                                                                                                                                                                                                     |
| dateOfBirth       | date             | Don't configure in the Candidate Profile; configure in the Application instead.                                                                                                                                                                                                                                                                                                                 |
| disabilityStatus  | text or picklist | Don't configure in the Candidate Profile; configure in the Application instead.                                                                                                                                                                                                                                                                                                                 |
| ssn               | text             | <b>This field isn't encrypted and shouldn't be used.</b>                                                                                                                                                                                                                                                                                                                                        |
| veteranStatus     | text or picklist | Don't configure in the Candidate Profile; configure in the Application instead.                                                                                                                                                                                                                                                                                                                 |
| resume            | richText         | <p>Appears as an attachment field, even though it's configured as a richText field.</p> <p>Always appears in the user interface, even if not explicitly configured in the Candidate Profile XML.</p> <p>Used in the Candidate Search keyword functionality.</p>                                                                                                                                 |

| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                           |
|-------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| coverLetter       | richText   | <p>Appears as an attachment field, even though it's configured as a richText field.</p> <p>Always appears in the user interface, even if not explicitly configured in the Candidate Profile XML.</p> <p>Used in the Candidate Search keyword functionality.</p> |
| candidateId       | number     | Appears as a standard field on the Candidate Profile and Job Application Pages.                                                                                                                                                                                 |

## type Attribute

### Sample Code

```
<field-definition id="lastName" type="text" required="true" custom="false"
anonymize="false">
```

The type attribute defines the data that the system accepts in the corresponding field. The following table describes these options:

| Options  | Descriptions                                                                                                                          |
|----------|---------------------------------------------------------------------------------------------------------------------------------------|
| text     | A single line of alphanumeric text with a 100-character limit (character limit and display are nonconfigurable).                      |
| textarea | Alphanumeric text with a 256-character limit, shown as a 100-character-wide box (character limit and display are nonconfigurable).    |
| date     | A date that is manually entered or selected from a calendar. Displays mmddyyy or ddmmyyyy format according to selected language pack. |
| percent  | A percent value with one decimal place.                                                                                               |
| bool     | True or False (shown as a checkbox); if you make this attribute required because it must always be selected.                          |
| enum     | An enumerated type (shown as a pull-down list) where values are defined in the XML.                                                   |
| number   | A number value with two decimal places, formatted by locale.                                                                          |
| currency | A currency value, where currency symbol is determined by the field id <a href="#">currency</a> .                                      |
| picklist | Field options from a picklist defined in admin (shown as a dropdown list).                                                            |



| Options                  | Descriptions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| derived                  | A dropdown or find-value field (depending on length of list) where values are automatically determined from another area of the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| instruction              | A noneditable field that stretches left-to-right across the screen, used to display messages to users. Can't be made reportable or writable. Configuring reportability or writability results in error messages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| multiattachmentselection | <p>A field that can have multiple documents uploaded and attached. Acts as a mini library where all documents uploaded are stored for later reuse without requiring to be uploaded again.</p> <p>Documents uploaded to <i>multiattachmentselection</i> fields on the candidate profile are automatically available in a field with the same field id on the application; the applicant can delete the attachment if desired. The file types supported for <i>multiattachment</i> and <i>multiattachmentselection</i> fields are .pdf, .doc, .docx, .txt, images, .ppt, .pptx, .xls, .xlsx, .htm, .html, and .csv.</p> <div> <p><b>Note</b></p> <p>For fields of the type <i>multiattachmentselection</i>, the value for the &lt;field-definition id&gt; can't contain any special characters, such as hyphens, underscores, or spaces.</p> </div> <div> <p><b>→ Recommendation</b></p> <p><i>multiattachmentselection</i> field is the only attachment field supported on the Candidate Profile.</p> <p>If the fields are configured identically, Candidate Profile content in <i>multiattachmentselection</i> fields can sync over to the Application in <i>multiattachmentselection</i> fields at the point when a recruiting user first views the Application. Changes made to Application multistageattachmentselection fields during the initial application are reflected on the Candidate Profile, but changes made to the application later during multi applications aren't synced back to the Candidate Profile.</p> </div> |
| richText                 | Alphanumeric lines with no character limit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| hyperlink                | Field that stores a URL and text to show instead of the URL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## required Attribute

### Sample Code

```
<field-definition id="lastName" type="text" required="true" custom="false"
  anonymize="false">
```

This attribute defines whether a field is required for a candidate profile record to be completed.

The required fields are mandatory for both candidates and recruiting users when completing a Candidate Profile. Allowable values for required fields are **true** or **false**. You can't make fields conditionally required on the candidate profile; that is, a required field displayed to both internal and external candidates is required for both candidate types.

For this workflow, create two separate fields with the same label, where one is set to **required="true"**, and the other as **required="false"**. Use field-level permissions to show the required field to one audience and the optional field to the other audience. Advise the customer that this workaround has a reporting impact and they must add both fields separately to reports.

You can't make a field required for candidates and optional for a recruiting user who is entering a candidate manually using the [Add Candidate](#) functionality. The recruiting user must complete every required field a candidate has to complete. For this reason, customers can choose to configure fewer required fields, add a special value (such as N/A or Picklist) to picklists for internal recruiting users to select when adding a candidate without knowing the correct value (such as N/A or Pending), and advise recruiting users about the appropriate values to use in fields without picklists.

### Note

You can't hide, show, or make a field required, based on the answer to an earlier field. For example, you can't ask, *Have you ever been convicted of a felony?* and then show a *Please explain* field if the candidate selects yes for the first question. The suggested workarounds are:

- Make the *Please explain* field optional and name it something like *If yes, please explain*.
- Make the *Please explain* field required and name it something like *If yes, please explain (enter N/A if not applicable)*.

## custom Attribute

### Sample Code

```
<field-definition id="lastName" type="text" required="true" custom="false"
  anonymize="false">
```

Some field id attributes are reserved as standard fields. They don't necessarily required to be included in the XML configuration but if used, they must have the appropriate corresponding field type and be marked as **custom="false"**. All other field ids must be marked as **custom="true"**.

## anonymize Attribute

### Sample Code

```
<field-definition id="lastName" type="text" required="true" custom="false"
  anonymize="true" sensitive="false">
```

SAP SuccessFactors provides the ability to purge user data that you no longer need. The **anonymize** attribute identifies whether a given field needs to be purged. This attribute is used in conjunction with Data Retention Time Management (DRTM) and Legacy Data Retention Management (DRM).

### Note

For candidate profile and application profile templates, resume and cover letter behave as **anonymize=true**, even if it's set to **false** in the template. Further, if certain fields need to be anonymized in the candidate profile snapshot, ensure that those fields are configured in the job application template and the **anonymize** attribute for those fields is set to **true**.

## List of XML Fields That Do Not Support Anonymization

The following is the list of Candidate XML fields that do not support anonymization:

| Field                  | Field ID/Field Type |
|------------------------|---------------------|
| Custom                 | Date                |
|                        | Percent             |
|                        | Boolean             |
|                        | Number              |
|                        | Instruction         |
|                        | Currency            |
| Background data fields | Date                |
|                        | Int                 |
|                        | Float               |

## sensitive Attribute

SAP SuccessFactors provides a Read Audit function that helps to identify who has accessed the sensitive personal data of internal or external candidates at your company. When Read Audit is enabled, sensitive fields are included in read audit reports if the candidate or someone else accesses sensitive personal data of the candidate.

To configure a field as sensitive, ensure that both the **sensitive** and the **anonymize** attributes for the field are set to **true**.

#### Sample Code

```
<field-definition id="race" type="text" required="true" custom="false"
  anonymize="true" sensitive="true">
```

#### Sample Code

```
<field-definition id="customPersonal1" type="text" required="true" custom="true"
  anonymize="true" sensitive="true">
```

For more information about configuring fields as sensitive for Read Audit, refer to the *Setting Up and Using Data Protection and Privacy* guide.

## 21.1.1.4.2 Candidate Profile Field Definition: Field Label

The `field-label` element usually controls the appearance of a field name in the user interface.

However, this element doesn't control all UI field labels. On certain fields, the Succession Data Model controls the field label and for other fields, Provisioning settings control the label used throughout the system.

The label element isn't conditional, that is, a single field can't show one label to internal candidates and a different label to external candidates. By the same token, a single field can't show one label to candidates, and another to recruiting users.

The `field-definition` element must contain at least one `field-label` element.

#### Sample Code

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

## mime-type Attribute

#### Sample Code

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

Mime-type determines whether or not the system renders HTML tags defined in the CDATA content. The two supported mime types are:

- `text-plain`: Plain text, unformatted.
- `text-html`: HTML-formatted text.

## CDATA Content

The CDATA content can be configured to contain any customer-defined text.

### Sample Code

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

### 21.1.1.4.3 Candidate Profile Field Definition: Field ID and Field Type

Review the field type for the standard field ID in Candidate Profile.

| Standard Field ID | Field Type       |
|-------------------|------------------|
| contactEmail      | text             |
| primaryEmail      | text             |
| firstName         | text             |
| lastName          | text             |
| middleName        | text             |
| gender            | derived          |
| ethnicity         | text or picklist |
| race              | text or picklist |
| address           | text             |
| dateOfAvail       | date             |
| cellPhone         | text             |
| homePhone         | text             |
| faxNumber         | text             |
| city              | text or picklist |
| state             | text or picklist |
| country           | picklist         |
| zip               | text or picklist |
| dateOfBirth       | date             |
| disabilityStatus  | text or picklist |
| minAnnualSal      | number           |
| preferredLoc      | text or picklist |
| ssn               | text             |

| Standard Field ID       | Field Type                                                                                                                                                                                                 |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| veteranStatus           | text or picklist                                                                                                                                                                                           |
| currentTitle            | text                                                                                                                                                                                                       |
| currentCompany          | text                                                                                                                                                                                                       |
| source                  | text                                                                                                                                                                                                       |
| resume                  | richText                                                                                                                                                                                                   |
| coverLetter             | richText                                                                                                                                                                                                   |
| rating                  | text                                                                                                                                                                                                       |
| lastModified            | date                                                                                                                                                                                                       |
| name                    | text                                                                                                                                                                                                       |
|                         | <div>  <b>Note</b><br/> Don't configure this in the Candidate Profile Template. It doesn't populate with any data. </div> |
| status                  | text                                                                                                                                                                                                       |
|                         | <div>  <b>Note</b><br/> Don't configure this in the Candidate Profile Template. It doesn't populate with any data. </div> |
| applicationDate         | date                                                                                                                                                                                                       |
| bkgrndChkStatus         | text                                                                                                                                                                                                       |
| employeeId              | text                                                                                                                                                                                                       |
| comments                | text                                                                                                                                                                                                       |
| outsideWorkExperience   | background-element                                                                                                                                                                                         |
| education               | background-element                                                                                                                                                                                         |
| postConvExtContactEmail | text                                                                                                                                                                                                       |
| candidateId             | number                                                                                                                                                                                                     |

### 21.1.1.5 Candidate Profile Element: Background Information

Only configure background information in the Candidate Profile template if you also have background information configured in the Succession Data Model for Employee Profile.

You need access to Provisioning to configure the Candidate Profile template.

## → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<background-element id="mobility" type-id="7">
```

Background information appears as a section on the Candidate Profile where multiple entries can be captured.

Configure background elements in the [Candidate Profile Template](#) identically with the background elements in the Succession Data Model. If fields between the Candidate Profile and Succession Data Model aren't identical, the sync for that row of data fails. For example, if a field is required in one place but not in the other. However, correctly configured fields with adequate data still sync. The background elements appear in the candidate profile record in the same order they have in the [Candidate Profile Data Model Template](#). The integer defined as the type attribute doesn't control the order of display for background elements.

The internal candidate profile shows the add and delete options on a background element, even though the background element fields are all read only. This is because, the Role-Based Permissions are set up as read on that background element while the Succession Data Model has write permissions for that background element.

The `background-element` tag must appear after the field-definitions (or after search or candidate summary display options, if configured).

Within [background-element](#), you must configure the label and data-field elements, and if applicable, picklists.

### Data Model Attributes of a Background Element

| Attributes            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>id</code>       | The <code>id</code> attribute can be any alphanumeric string without spaces or special characters. The value of the <code>id</code> attribute must be unique within the Candidate Profile template. If an <code>id</code> attribute on a background element isn't unique, an error is displayed.                                                                                                                                                                                                                                                                                                                                                               |
| <code>type-id</code>  | <p>The <code>type-id</code> attribute must be an integer, and the same type attribute can't appear twice in the Candidate Profile template. If a <code>type-id</code> is on a background element isn't unique within the Candidate Profile template, an error is displayed.</p> <p>Ensure the <code>id</code> and <code>type-id</code> are unique even when you take the Succession Data Model into an account as well. Don't reuse any of the <code>ids</code> or <code>type-ids</code> from that data model for nonmatching background elements on the Candidate Profile template, in case you later require to sm-map the background elements together.</p> |
| <code>required</code> | The <code>required</code> attribute must be set to either true or false. If a background element is set to true, at least one line of data must be added to that <code>background-element</code> to allow the candidate profile to be saved. Currently, it isn't possible to specify a minimum number of entries in a background element. Either no entries are required or one entry is required. More entries are optional.                                                                                                                                                                                                                                  |

| Attributes | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| label      | <p>The content in the <b>label</b> element tags is configurable to contain the preferred text that displays the <b>background-element</b> header such as Skills, Work Experience, and so on.</p> <p>The <b>label</b> element isn't conditional. This means, it isn't possible for one field to display one label to internal candidates and a different label to external candidates. It's also not possible for one <b>background-element</b> to display one label to candidates and a different label to internal recruiting users.</p> <div> <p> <b>Note</b></p> <p>Multiple label elements can be defined on the background-element, if the client has purchased multiple language packs.</p> </div> |



| Attributes                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>data-field</b> within a Background Element | <p>Every <b>background-element</b> must contain at least one <b>data-field</b> element. Each <b>data-field</b> element appears as a field to the end user, and all the fields within a <b>background-element</b> is displayed as a record within the background-element.</p> <p>You can only configure a limited number of data-field elements for each field-name type (for example, 15 vfld fields). You must consider how much data a candidate can provide without getting frustrated and what the user experience is with many fields on UI.</p> <p>The first few data fields configured appear as the headers on the entry when the entry is collapsed. This isn't configurable and depends solely on the order of the fields.</p> <p>The <b>data-field</b> element must contain the following attributes: <b>id</b>, <b>field-name</b>, <b>required</b>, and <b>max-length</b>.</p> <ul style="list-style-type: none"> <li>• <b>id</b>: This attribute allows any alphanumeric value, without spaces or special characters, but that value must be unique within the background-element. The alphanumeric value maybe used as the id attribute for a data-field within a different background-element and/or can be used as the id attribute of a field-definition. There are no standard data-field ids.</li> </ul> <div data-bbox="565 856 1427 1012" data-label="Text"> <p><b>Note</b></p> <p>The ID <b>custom1</b> is reserved for technical purposes. Do not use this ID in <b>data-field</b> definition.</p> </div> <ul style="list-style-type: none"> <li>• <b>field-name</b>: This attribute defines the type of data the user is allowed to enter in the field. There's no <b>type</b> attribute on background element fields. The <b>field-name</b> attribute replaces the usual type attribute. <ul style="list-style-type: none"> <li>• <b>ifld</b>: This field contains integer values (no decimals). Possible to have up to 8 values (IFLD1 to IFLD8).</li> <li>• <b>ffld</b>: This field contains decimal or boolean values. Possible to have up to 8 values (FFLD1 to FFLD8).</li> <li>• <b>dfld</b>: This field contains dates values. Possible to have up to 3 values (DFLD1 to DFLD3).</li> <li>• <b>vfld</b>: This field contains alphanumeric text values. Possible to have up to 15 values (VFLD1 to VFLD15).</li> <li>• <b>startDate</b> and <b>endDate</b>: These fields contain date values validated against each other, where start date must precede end date. The <b>startDate</b> and <b>endDate</b> field-name values can only be used once per <b>background-element</b>.</li> </ul> </li> </ul> <div data-bbox="613 1507 1427 1675" data-label="List-Group"> <p><b>Note</b></p> <ol style="list-style-type: none"> <li>1. In Manage Template, though it's possible to use the Name and Desc fields, it's recommended that you don't implement Name and Desc fields.</li> <li>2. <i>lastmodified</i> isn't supported in Manage Template.ppl</li> </ol> </div> <p>The ifld, ffld, dfld, and vfld must have an integer added to the end of the attribute value, such as vfld1, ffld2, and so on. The integers need not be in an order or need not be consecutive, but they must be unique within the background element.</p> <ul style="list-style-type: none"> <li>• <b>required</b>: Allowable values for the required field are "true" or "false". Fields can't be made conditionally required. The requirement attribute applies equally to any user editing a line of data within a background element, whether they're an internal candidate, external candidate, or a recruiter.</li> </ul> |

## Attributes

## Description

- **max-length:** The max-length can't be greater than 4000 or less than 1. The max-length acts as a character limit on the field. If the max-length is 4 and you enter more than four characters in the field. The system validates this value while you try to save the content and displays an error.

### ⚠ Caution

Configure a **max-length** in combination with a picklist carefully, as doing so can result in an error.

## Data Model Sample

```
<background-element id="areasOfInterest" type-id="100">
  <label xml:lang="en_US"><![CDATA[Areas of Interest]]></label>
  <data-field id="areaOfInterest" field-name="vfld1" required="true" max-length="4000" anonymize="false">
    <label><![CDATA[Area Of Interest]]></label>
    <picklist id="areaOfInterest"/>
  </data-field>
  <data-field id="yrsExp" field-name="vfld2" required="true" max-length="4000" anonymize="false">
    <label><![CDATA[Years of Experience in this Area]]></label>
    <picklist id="yearsOfExp"/>
  </data-field>
</background-element>
<background-element id="mobility" type-id="7">
  <label xml:lang="en_US"><![CDATA[Travel and Relocation]]></label>
  <data-field id="travelOrRelo" field-name="vfld1" required="true" max-length="4000" anonymize="false">
    <label xml:lang="en_US"><![CDATA[Willing To]]></label>
    <picklist id="travelOrRelo"/>
  </data-field>
  <data-field id="reloCountry" field-name="vfld2" max-length="4000" anonymize="false">
    <label xml:lang="en_US"><![CDATA[Global Location]]></label>
    <picklist id="country"/>
  </data-field>
  <data-field id="reloUS" field-name="vfld3" max-length="4000" anonymize="false">
    <label xml:lang="en_US"><![CDATA[Specific Location]]></label>
    <picklist id="candState"/>
  </data-field>
  <data-field id="travelPercent" field-name="vfld5" required="true" max-length="4000" anonymize="false">
    <label xml:lang="en_US"><![CDATA[Travel Percentage]]></label>
    <picklist id="travelRequired"/>
  </data-field>
  <data-field id="comments" field-name="vfld4" max-length="4000" anonymize="false">
    <label xml:lang="en_US"><![CDATA[Comments]]></label>
  </data-field>
</background-element>
<background-element id="languages" type-id="9">
  <label xml:lang="en_US"><![CDATA[Languages]]></label>
  <data-field id="language" field-name="vfld1" required="true" max-length="250" anonymize="false">
    <label xml:lang="en_US"><![CDATA[Language]]></label>
    <picklist id="language"/>
  </data-field>
</background-element>
```

```

<data-field id="speakingProf" field-name="vfld2" required="true" max-length="250"
anonymize="false">
  <label xml:lang="en_US"><![CDATA[Speaking Proficiency]]></label>
  <picklist id="languageSkillLevel"/>
</data-field>
<data-field id="readingProf" field-name="vfld3" required="true" max-length="250"
anonymize="false">
  <label xml:lang="en_US"><![CDATA[Reading Proficiency]]></label>
  <picklist id="languageSkillLevel"/>
</data-field>
<data-field id="writingProf" field-name="vfld4" required="true" max-length="250"
anonymize="false">
  <label xml:lang="en_US"><![CDATA[Writing Proficiency]]></label>
  <picklist id="languageSkillLevel"/>
</data-field>
</background-element>

```

### 21.1.1.6 Candidate Profile Element: sm-mapping

Use the sm-mapping element in the Candidate Profile template to sync fields on the Candidate Profile with fields on the Employee Profile. After mapping is set up, updates made to one record automatically updates the other record through a bidirectional sync.

When you define a field or `background-element` in the Candidate Profile template, you can also correlate it to an Employee Profile `standard-element` field. This is the purpose of sm-mapping.

#### Note

The `userInfo-element` fields on the Succession Data Model aren't supported in sm-mapping.

When creating sm-mapping entries, ensure the fields that you're mapping have the same field type. For example, text to text and picklist to picklist. Ensure that both fields are defined with the same picklist id when sm-mapping picklist fields. It isn't required to match the field id between templates to map successfully, unless you're working with a `background-element`.

Background elements can be mapped. While mapping background elements, the definitions of the background elements have to match exactly. There are some exceptions for the parts that are intrinsically different in the data model layout. For example, `display-size` and `max-file-size-KB` attributes in the Employee Profile data model, that aren't supported in the Candidate Profile template.

Both Candidate Profile data-fields and background-elements can be synced to corresponding fields on the Employee Profile. The sync is effectively real time but the synced data is subject to the regular candidate indexing process. Updates to synced data using search isn't available for up to an hour.

Synchronized data is set up by defining an sm-mapping element in the Candidate Profile template after the last background-element.

#### Sample Code

```

<sm-mapping field-id="firstName" map-to="firstName"/>
<sm-mapping field-id="outsideWorkExperience" map-to="outsideWorkExperience" />

```

Any Candidate Profile field-definition or background-element can be mapped in the sm-mapping element.

Candidate Profile background-elements are synced if the Candidate Profile template and Succession Data Model background-element configuration matches. Labels can differ but all other configuration of the background-

elements must match exactly or the Candidate Profile template displays an error while saving the data model in Provisioning.

Fields with sm-mapping reflect the permissions specified in the Succession Data Model for internal candidate profiles, regardless of their permissions in the Candidate Profile template.

The sm-mapping element must contain a **field-id** attribute and a **map-to** attribute.

| Attribute | Description                                                                                                                                      |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| field-id  | This attribute must reference either an existing Candidate Profile <b>field-definition</b> id or Candidate Profile <b>background-element</b> id. |
| map-to    | This attribute must reference either an existing Employee Profile <b>standard-element</b> id or <b>background-element</b> id.                    |

#### → Recommendation

- Ensure that you always include the sm-mapping section in the candidate profile configuration. In case you fail to include, none of the fields between Employee Profile and Candidate Profile gets mapped. At least the following mapping should exist in every Candidate Profile template:

```
<sm-mapping field-id="firstName" map-to="firstName" />
<sm-mapping field-id="lastName" map-to="lastName" />
```

- When mapping fields from the Candidate Profile to the SM data model, certain **person** fields only render the userID value on the Candidate Profile, rather than a name. This is true of the Manager (M), Matrix Manager (X), HR Rep (H), and Custom Manager (C) designators. For example, let a user define a manager ID field in the Candidate Profile template and attempt to map it to the sm-mapping field, **managerID**. In this case, only the user ID of the manager is displayed, not the first name and last name of the manager.
- For sm-mapping, field-id must have a value corresponding to either the ID attribute from a field-definition element or the ID attribute of background element.

## Data Model Sample

```
<sm-mapping field-id="profMemberships" map-to="profMemberships" />
<sm-mapping field-id="middleName" map-to="mi" />
<sm-mapping field-id="lastName" map-to="lastName" />
<sm-mapping field-id="zip" map-to="zipCode" />
<sm-mapping field-id="insideWorkExperience" map-to="insideWorkExperience" />
<sm-mapping field-id="location" map-to="location" />
<sm-mapping field-id="outsideWorkExperience" map-to="outsideWorkExperience" />
<sm-mapping field-id="certifications" map-to="certifications" />
<sm-mapping field-id="address" map-to="addressLine1" />
<sm-mapping field-id="workPhone" map-to="businessPhone" />
<sm-mapping field-id="firstName" map-to="firstName" />
<sm-mapping field-id="mobility" map-to="mobility" />
```

## 21.1.1.7 Candidate Profile Element: Field Permissions

Field permissions in the Candidate Profile template control the permission to view and edit each field in the candidate profile.

You can set permissions so that field can be hidden, set to read or write for candidates, and set to read or write for recruiting users. Customers can specify whether only a candidate can write to specific fields or whether defined recruiting users who are part of a dynamic group can also write to the field. Permissions can be defined based on the type of candidate (internal or external) and on the country/region of the candidate. If field-permission tags don't exist in the Candidate Profile XML, the default behavior is write permission for all the fields to the candidate and read permission for recruiting users.

To give write permissions on one or more fields to internal recruiting users:

- Go to [Provisioning](#) and enable [Dynamic Groups V2 \(My Groups\)](#).

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Before configuring field permissions, you must enable Dynamic Groups.

- In the customer instance, set up [Dynamic Groups](#) defining the users who have write permissions to the [Candidate Profile](#) fields.

## Example: XML Sample

```
<field-permission type="read">
  <role-name group-name="Recruiters"><![CDATA[Dynamic Group]]></role-name>
  <country><![CDATA[*]]></country>
  <source><![CDATA[*]]></source>
  <field refid="firstName"/>
  <field refid="middleName"/>
  <field refid="lastName"/>
  <field refid="homePhone"/>
  <field refid="cellPhone"/>
  <bg-element refid="insideWorkExperience" data-field-id="*" />
</field-permission>
<field-permission type="write">
  <role-name group-name="Recruiters"><![CDATA[Dynamic Group]]></role-name>
  <country><![CDATA[*]]></country>
  <source><![CDATA[*]]></source>
  <field refid="comments"/>
  <field refid="contactEmail"/>
  <bg-element refid="talentPool" data-field-id="*" />
</field-permission>
<field-permission type="write">
  <role-name><![CDATA[Candidate]]></role-name>
  <country><![CDATA[*]]></country>
  <source><![CDATA[Internal]]></source>
  <field refid="division"/>
  <field refid="department"/>
  <field refid="location"/>
  <bg-element refid="insideWorkExperience" data-field-id="*" />
</field-permission>
```

```
<field-permission type="write">
  <role-name><![CDATA[Candidate]]></role-name>
  <country><![CDATA[*]]></country>
  <source><![CDATA[External]]></source>
  <field refid="formerEmployee"/>
  <bg-element refid="outsideWorkExperience" data-field-id="*" />
</field-permission>
```

Related Information

[Candidate Profile Field Permissions \[page 910\]](#)

21.1.1.7.1 Candidate Profile Field Permissions

Review elements to configure the Candidate Profile field permissions.

ⓘ Note

To give write permissions on one or more fields to internal recruiting users:

- Enable [Provisioning](#) [Managing Recruiting](#) [Dynamic Groups V2 \(My Groups\)](#) .

→ Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- In the client instance, set up [Dynamic Groups](#) defining the users who have write permissions to the [Candidate Profile](#) fields.

Field Permission Codes

| Field                                                               | Description                                                                                                                                                                                                                                                             | Code                                               |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| field-permission Element within Candidate Profile Field Permissions | To configure field level permissions on the Candidate Profile, at least one field-permission element must appear below the sm-mapping section of the Candidate Profile XML template. Multiple field-permission elements can be configured within the candidate profile. | <code>&lt;field-permission type="write"&gt;</code> |

| Field                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Code                                                                      |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| type Attribute                                               | <p>The field-permission element must contain a type attribute to define the level of access.</p> <p>The type attribute supports “read” or “write” values. Candidate profile fields and background elements are hidden from candidates by omitting them from all candidate-facing field-permission elements. Candidate Profile fields and background elements can't be hidden from internal recruiting users at the present time.</p>                                                                                                                                                                                                                      | <pre>&lt;field-permission type="write"&gt;</pre>                          |
| role-name Element within Candidate Profile Field Permissions | <p>The field-permission element must contain a single role-name element to define which users are granted access.</p> <p>Multiple role-name elements aren't supported within a single field-permission element, but doesn't cause an error during Provisioning validation.</p> <div> <p>→ Recommendation</p> <p>If you wish to have only <b>Candidate Search Within Job Requisition</b> without <b>Standalone Search Permission</b> in the Candidate Profile Template, you should set the role name element as shown in the Candidate Profile Template.</p> <p>↗ Sample Code</p> <pre>&lt;role-name&gt;&lt;![CDATA[*]]&gt;&lt;/role-name&gt;</pre> </div> | <pre>&lt;role-name&gt;&lt;![CDATA[Candidate]]&gt;&lt;/role-name&gt;</pre> |

| Field                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Code                                                                                                                                                                    |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CDATA Content                                              | <p>The allowable CDATA values for the role-name attribute are "Candidate" or "Dynamic Group". Capitalization and spacing matter; if the CDATA value is incorrect, the end users affected by the permission don't have the permission applied to them.</p> <p>Configuring the role-name element with a CDATA value of "Candidate" defines the field and background element permissions for candidates. Configuring the role-name element with a CDATA value of "Dynamic Group" defines fields and background element permissions for users defined in a Dynamic Group enabled in the client's instance.</p> | <pre>&lt;role-name&gt;&lt;![CDATA[Candidate]]&gt;&lt;/role-name&gt; or &lt;role-name group-name="Recruiters"&gt;&lt;![CDATA[Dynamic Group]]&gt;&lt;/role-name&gt;</pre> |
| group-name Attribute                                       | <p>When setting up a Dynamic Group, the role-name element must also contain a group-name attribute defining the group the role is tied to.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <pre>&lt;role-name group-name="Recruiters"&gt;&lt;![CDATA[Dynamic Group]]&gt;&lt;/role-name&gt;</pre>                                                                   |
| country Element within Candidate Profile Field Permissions | <p>The field-permission element must contain at least one <b>country</b> element. Multiple <b>country</b> elements are supported.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <pre>&lt;country&gt;&lt;![CDATA[*]]&gt;&lt;/country&gt;</pre>                                                                                                           |



| Field         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Code                                                          |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| CDATA Content | <p>The country element must contain a two-digit ISO code for the applicable country/region or an asterisk to denote all countries/regions, such as US, DE, UK or *. Refer to the the Online Browsing Platform (OBP) at the ISO website for the complete list of the two-digit country/region codes.</p> <p>The country element defines the field and background element permissions for candidates in a particular country, where the candidate's country is determined by the country field on the Candidate Profile.</p> <p>For this feature to function properly, the Candidate Profile must contain a field-definition with the id="country" type="picklist" where the picklist-id="country". The country picklist loaded into the instance must be the ISO standard country values. The system does the conversion into the two-character ISO country code, such as US, DE, or UK. Don't tie the country field to the ISO-Country picklist; this picklist is reserved for Employee Central.</p> <div> <p><b>Note</b></p> <p>To select a country in the standard country field defined on the Candidate Profile, the name of the country in the U.S. English locale should match the country name provided in the country list. If the name of the country in U.S English does not match the values in the country list, the country field will not display the country on the Candidate Profile. To view the country list, see the next section.</p> </div> | <pre>&lt;country&gt;&lt;![CDATA[*]]&gt;&lt;/country&gt;</pre> |

| Field                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Code                                                               |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Source Element within Candidate Profile Field Permissions | <p>Source element determines the type of candidate who receives the permissions defined in the field-permissions element.</p> <p>Allowable CDATA values for the source element are Internal, External, and *. Capitalization matters — if the CDATA value is incorrect, the users affected don't have the permission applied to them.</p> <p>The asterisk applies the permission settings to both internal and external candidates. Internal recruiting users view all fields on the candidate profile even if the source element CDATA is set to Internal or External only.</p> | <pre>&lt;source&gt;&lt;![CDATA[Internal]]&gt;&lt;/source&gt;</pre> |

#### Field and bg-element Elements Within Candidate Profile Field Permissions

| Description                                                                                                                                                                                                                                                                    | Code                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Once the field-permission, role-name, country and source elements are configured, the fields and background elements affected by the permission must be added. Fields are defined using the field element, and background elements are defined using bg-element.               | <pre>&lt;field refid="homePhone"/&gt; &lt;bg-element refid="outsideWorkExperience" data-field-id="*" /&gt;</pre> |
| Field elements contain a refid attribute that can point to any field-definition id attribute that already exists on the Candidate Profile XML template.                                                                                                                        | <pre>&lt;field refid="homePhone"/&gt;</pre>                                                                      |
| The bg-element contains both a refid attribute and a data-field-id attribute. The refid attribute can point to any background-element id attribute that already exists on the Candidate Profile XML template.                                                                  | <pre>&lt;bg-element refid="outsideWorkExperience" data-field-id="*" /&gt;</pre>                                  |
| The data-field-id attribute refers to a specific data-field within the selected background element. Typically all data-fields within a single background element are permissioned identically so the data-field-id attribute in that circumstance is set as <code>"*"</code> . | <pre>&lt;bg-element refid="outsideWorkExperience" data-field-id="*" /&gt;</pre>                                  |

#### Note

The refid attribute for both field and bg-element must point to a field-definition or background-element id attribute that exists higher up in the Candidate Profile XML template. If the refid points to an ID attribute that doesn't exist, an error displays upon validation:

A field with the identifier "fieldName" must appear in the document.

To hide a field from a candidate, don't list it underneath the field-permission element. Fields can't be hidden from recruiting users.

Bg-element fields can't be conditionally hidden or displayed or set with read/write permissions.

Creating dynamic and recruiting groups with same name can cause issues. In this case, the Find User lookup appears as a blank page and the system doesn't select the right group when applying permissions.

## Related Information

[Online Browsing Platform at ISO.org](#) ➡

### 21.1.1.7.1.1 Country/Region List to Add a Country Name in U.S English Locale

List of Country/Region to add a country name in the US locale:

- AFGHANISTAN
- AALAND ISLANDS
- ALBANIA
- ALGERIA
- AMERICAN SAMOA
- ANDORRA
- ANGOLA
- ANGUILLA
- ANTARCTICA
- ANTIGUA AND BARBUDA
- ARGENTINA
- ARMENIA
- ARUBA
- AUSTRALIA
- AUSTRIA
- AZERBAIJAN
- BAHAMAS
- BAHRAIN
- BANGLADESH
- BARBADOS
- BELARUS
- BELGIUM
- BELIZE
- BENIN

- BERMUDA
- BHUTAN
- BOLIVIA (PLURINATIONAL STATE OF)
- BONAIRE, SINT EUSTATIUS AND SABA
- BOSNIA AND HERZEGOVINA
- BOTSWANA
- BOUVET ISLAND
- BRAZIL
- BRITISH INDIAN OCEAN TERRITORY
- BRUNEI DARUSSALAM
- BULGARIA
- BURKINA FASO
- BURUNDI
- CAMBODIA
- CAMEROON
- CANADA
- CABO VERDE
- CAYMAN ISLANDS
- CENTRAL AFRICAN REPUBLIC
- CHAD
- CHILE
- CHINA
- CHRISTMAS ISLAND
- COCOS (KEELING) ISLANDS
- COLOMBIA
- COMOROS
- CONGO
- CONGO, THE DEMOCRATIC REPUBLIC OF THE
- COOK ISLANDS
- COSTA RICA
- CÔTE D'IVOIRE
- CROATIA
- CUBA
- CURAÇAO
- CYPRUS
- CZECH REPUBLIC
- DENMARK
- DJIBOUTI
- DOMINICA
- DOMINICAN REPUBLIC
- ECUADOR
- EGYPT

- EL SALVADOR
- EQUATORIAL GUINEA
- ERITREA
- ESTONIA
- ESWATINI
- ETHIOPIA
- FALKLAND ISLANDS (MALVINAS)
- FAROE ISLANDS
- FIJI
- FINLAND
- FRANCE
- FRENCH GUIANA
- FRENCH POLYNESIA
- FRENCH SOUTHERN TERRITORIES
- GABON
- GAMBIA
- GEORGIA
- GERMANY
- GHANA
- GIBRALTAR
- GREECE
- GREENLAND
- GRENADA
- GUADELOUPE
- GUAM
- GUATEMALA
- GUERNSEY
- GUINEA
- GUINEA-BISSAU
- GUYANA
- HAITI
- HEARD ISLAND AND MCDONALD ISLANDS
- HOLY SEE (VATICAN CITY STATE)
- HONDURAS
- HONG KONG
- HUNGARY
- ICELAND
- INDIA
- INDONESIA
- IRAN, ISLAMIC REPUBLIC OF
- IRAQ
- IRELAND

- ISLE OF MAN
- ISRAEL
- ITALY
- JAMAICA
- JAPAN
- JERSEY
- JORDAN
- KAZAKHSTAN
- KENYA
- KIRIBATI
- KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF
- KOREA, REPUBLIC OF
- KOSOVO
- KUWAIT
- KYRGYZSTAN
- LAO PEOPLE'S DEMOCRATIC REPUBLIC
- LATVIA
- LEBANON
- LESOTHO
- LIBERIA
- LIBYA
- LIECHTENSTEIN
- LITHUANIA
- LUXEMBOURG
- MACAO
- REPUBLIC OF NORTH MACEDONIA
- MADAGASCAR
- MALAWI
- MALAYSIA
- MALDIVES
- MALI
- MALTA
- MARSHALL ISLANDS
- MARTINIQUE
- MAURITANIA
- MAURITIUS
- MAYOTTE
- MEXICO
- MICRONESIA, FEDERATED STATES OF
- MOLDOVA, REPUBLIC OF
- MONACO
- MONGOLIA

- MONTENEGRO
- MONTSERRAT
- MOROCCO
- MOZAMBIQUE
- MYANMAR
- NAMIBIA
- NAURU
- NEPAL
- NETHERLANDS
- NETHERLANDS ANTILLES
- NEW CALEDONIA
- NEW ZEALAND
- NICARAGUA
- NIGER
- NIGERIA
- NIUE
- NORFOLK ISLAND
- NORTHERN MARIANA ISLANDS
- NORWAY
- OMAN
- PAKISTAN
- PALAU
- PALESTINE, STATE OF
- PANAMA
- PAPUA NEW GUINEA
- PARAGUAY
- PERU
- PHILIPPINES
- PITCAIRN
- POLAND
- PORTUGAL
- PUERTO RICO
- QATAR
- RÉUNION
- ROMANIA
- RUSSIAN FEDERATION
- RWANDA
- SAINT BARTHÉLEMY
- SAINT HELENA
- SAINT KITTS AND NEVIS
- SAINT LUCIA
- SAINT MARTIN

- SAINT PIERRE AND MIQUELON
- SAINT VINCENT AND THE GRENADINES
- SAMOA
- SAN MARINO
- SAO TOME AND PRINCIPE
- SAUDI ARABIA
- SENEGAL
- SERBIA
- SEYCHELLES
- SIERRA LEONE
- SINGAPORE
- SINT MAARTEN
- SLOVAKIA
- SLOVENIA
- SOLOMON ISLANDS
- SOMALIA
- SOUTH AFRICA
- SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS
- SOUTH SUDAN
- SPAIN
- SRI LANKA
- SUDAN
- SURINAME
- SVALBARD AND JAN MAYEN
- SWEDEN
- SWITZERLAND
- SYRIAN ARAB REPUBLIC
- TAIWAN
- TAJIKISTAN
- TANZANIA, UNITED REPUBLIC OF
- THAILAND
- TIMOR-LESTE
- TOGO
- TOKELAU
- TONGA
- TRINIDAD AND TOBAGO
- TUNISIA
- TÜRKIYE
- TURKMENISTAN
- TURKS AND CAICOS ISLANDS
- TUVALU
- UGANDA



- UKRAINE
- UNITED ARAB EMIRATES
- UNITED KINGDOM
- UNITED STATES
- UNITED STATES MINOR OUTLYING ISLANDS
- URUGUAY
- UZBEKISTAN
- VANUATU
- VENEZUELA (BOLIVARIAN REPUBLIC OF)
- VIET NAM
- VIRGIN ISLANDS, BRITISH
- VIRGIN ISLANDS, U.S.
- WALLIS AND FUTUNA
- WESTERN SAHARA
- YEMEN
- ZAMBIA
- ZIMBABWE

#### Note

The system uses a cache to ensure that the picklist values are available in Recruiting. If a country/region name is not available in the picklist even after the update, wait up to 30 minutes for the changes to be reflected.

## 21.1.1.8 Configuring the Candidate Profile Template for Candidate Summary Display Options

Configure the Candidate Profile template to control the fields available as display options on the legacy Candidate Workbench.

### Prerequisites

- For the fields to be displayed on the legacy Candidate Workbench, the fields must be declared on the Application XML.
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Custom fields must be made reportable in the XML template.

## Context

### 📘 Note

This page describes functionality for the legacy Candidate Workbench.

### ⚠ Caution

The Candidate Summary Display options do **not** respect permissions outlined in the XML. Do not configure fields as a Display column if they contain secure data or data that can't be shared across roles.

## Procedure

1. Add the `candidate-summary-display-options-config` node to the Candidate Profile template after the `<button-permission>` node.

### 📘 Note

You can only have one `<candidate-summary-display-options-config>` node per template.

2. Define the required categories to group the display options on the legacy Candidate Workbench.

### 📄 Sample Code

```
<category id="candidateContactData" name="candidateContactData">
  <label xml:lang="en_US"><![CDATA[Candidate Contact and Application Data]]</
label>
</category>
```

3. Add fields to the category.

```
<column field-ref="cellPhone" select-by-default="true" gridOrder="1"/>
```

Where:

- `<column field-ref>` corresponds to the standard or custom field ID.
- `<select-by-default>` controls if the field is selected in the [Display Options](#) panel by default.
- `<gridOrder>` controls the order of the fields within the category. Each value for `<gridOrder>` must be unique for the category.

### 📘 Note

The `<select-by-default>` attribute configured in the template is no longer taken into consideration and the display option won't appear unless selected by the user. This is due to the prioritization of user preference over the configurations present in the application template. Therefore, the user selection for display options is going to be used. If the Application template configuration was used, anyone accessing the candidate workbench would see additional or less fields, and they would not be aware of the reason for this selection. To avoid confusion, the system considers the user's choice for the preference they have selected in the instance.

4. To make any custom fields reportable, go to [Provisioning](#) > [Configure Reportable Custom Fields](#).
5. Enter the field names for the custom fields in the *XML Custom Field ID* column.

#### Note

Ensure that you map the type of the custom field with the types available in [Provisioning](#). There are 100 text fields, 40 number fields, 110 picklist fields, and 30 date fields available as reportable custom fields for each XML entity. The number of available fields isn't configurable.

6. To update the reportable data, select [Synchronize Existing Data](#).
7. Upload the modified Candidate Profile XML Template.

#### Sample Code

```
<candidate-summary-display-options-config>
  <category id="candidateContactData" name="candidateContactData">
    <label xml:lang="en_US"><![CDATA[Candidate Contact and Application
Data]]></label>
    <column field-ref="cellPhone" bge-ref="none" select-by-default="true"
gridOrder="1"/>
    <column field-ref="contactEmail" bge-ref="none" select-by-default="true"
gridOrder="2"/>
    <column field-ref="country" bge-ref="none" select-by-default="false"
gridOrder="3"/>
  </category>

  <category id="referralData" name="referralInfo">
    <label xml:lang="en_US"><![CDATA[Referral Info]]></label>
    <column field-ref="referralName" bge-ref="none" select-by-default="true"
gridOrder="4"/>
  </category>
</candidate-summary-display-options-config>
```

## 21.1.1.9 When to Request a Reindex of the Candidate Profile Template

When you've performed an import of candidates using the legacy import into SAP SuccessFactors, you can request an instance reindex.

### When to Request Reindexing

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## When to Request Reindexing

| Scenario                                                                           | Required or Not Required |
|------------------------------------------------------------------------------------|--------------------------|
| Legacy Candidate Data import using .CSV file.                                      | Required                 |
| SFAP and OData imports                                                             | Not Required             |
| Using the <a href="#">Mass Import</a> feature via .CSV or <a href="#">Resume</a> . | Not Required             |
| Using the <a href="#">Add a Candidate</a> feature                                  | Not Required             |
| <a href="#">Candidate Profile Extension</a>                                        | Not Required             |
| SAP SuccessFactors Recruiting Management enabled for first time                    | Not Required             |

### ⓘ Note

When implementing SAP SuccessFactors Recruiting Management for the first time, allow 2 hours for data to populate.

### ⓘ Note

Don't change a field type in your [Candidate Profile Template](#). This action cause application error due to inconsistent data type between database and new field type in [Candidate Profile Template](#).

### ⓘ Note

When in the [Edit Candidate Profile Template](#) page in provisioning, there's now a note that reads: **You do not need to trigger the reindexing when performing changes to Candidate Profile Template. You need to trigger the reindexing of candidate data only after an import of new candidates using legacy import.** Similar message can also be found in the [Manage Templates](#) tool that's available from [Admin Center](#).

## 21.1.1.10 Candidate to Employee Conversion

When you hire an external candidate and process as a new SAP SuccessFactors user, the system spawns an employee profile. Depending on the [Careers](#) tab, permissions, and data privacy consent statement, the system could also spawn an [Internal Candidate Profile](#).

When the system spawns an [Internal Candidate Profile](#), the [External Candidate Profile](#) remains intact. The new [Internal Candidate Profile](#) duplicates the [External Candidate Profile](#). The candidate now has two candidate profile records, one external and one internal. The new [Internal Candidate Profile](#) usually contains little data.

When you have configured Candidate to Employee Conversion, the system deletes the empty new [Internal Candidate Profile](#). The system then associates the employee profile with the existing [External Candidate Profile](#). The system then classifies the profile as Internal instead of External. The sm-mapped data from the [External Candidate Profile](#) syncs into the employee profile.

## Need to Know

- A new reportable field called [Candidate Type When Hired](#) is populated when the candidate is moved into a Hired-category status so reliable historical reporting is available.
- After an external Candidate Profile is converted, the candidate can no longer log on using the external career site. If the customer is using Recruiting Marketing, the candidate can log into their Recruiting Marketing profile in the Talent Community, but can't access Recruiting Management external career site through candidate Single Sign-On (SSO).
- Conversion works for customers with DPCS 1.0, DPCS 2.0, or without DPCS. Conversion doesn't depend on the employee accepting the data privacy consent statement. The external Candidate Profile converts and sm-mapping of data works even before the internal candidate accepts the Data Privacy Consent Statement (DPCS).
- If an existing internal candidate profile has one or more applications associated to it, the conversion is designed to fail. The system doesn't convert the profile or overwrite important historical application data.
- When the candidate conversion job runs, it looks for a hidden option on hired external candidates and tries to find a matching Employee Profile for the candidate. If no Employee Profile is found, an error message is displayed. If the Employee Profile is found, the external candidate profile is converted and the option gets disabled. Only Employee Profiles created since the last run of the scheduled job attempts to convert.
- The hire date of the user on the [Employee Profile](#) must be after the external candidate hire date. If the [Employee Profile](#) hire date falls before the external candidate hire date, the conversion job can't convert the candidate. Customers must move the candidate to the [Hired](#) status before the creation of the user record.
- In ► [Recruiting](#) ► [Manage Recruiting Settings](#) ► [External to Internal Candidate Profile Conversion Settings](#) ►, the system displays the first run date of the conversion job. This allows for easier troubleshooting of the conversion job.

### 21.1.1.10.1 Configuring Candidate to Employee Conversion

Configuring Candidate to Employee Conversion can be broadly described as a three-step process. You prepare a unique ID that works with customer instance, set up the unique ID and enable email templates, and set up and run a scheduled job.

## Prerequisites

- In [Edit Applicant Status Configuration](#), select the hired status and set [Hirable Options](#) to [Hired](#).
- New hire process is set up and running successfully to manage users (creation, update, or deactivation).
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Go to ► [Provisioning](#) ► [Manage Recruiting](#) ► [Edit Candidate Profile Template](#) ► and configure `postConvExtContactEmail` standard text field as read only.
1. [Preparing a Unique ID That Works with Customer's Process \[page 926\]](#)  
To associate an external Candidate Profile with a newly created Employee Profile, there must be a common piece of unique data present on both records.
  2. [Setting Up the Unique ID and Enabling Email Templates \[page 928\]](#)  
Set up the unique ID that works the customer's process in Admin Center so that the system uses this ID to convert a Candidate to an Employee. Also enable email template to notify the successful conversion of Candidate to Employee.
  3. [Managing Scheduled Jobs in Provisioning \[page 928\]](#)  
Use the Provisioning application to create, manage, and monitor all scheduled jobs, for any job type.
  4. [Setting Up and Running a Scheduled Job in Provisioning \[page 939\]](#)  
Set up and run an automatic job in [Provisioning](#) to perform External to Internal Candidate Profile Conversion.

## 21.1.1.10.1.1 Preparing a Unique ID That Works with Customer's Process

To associate an external Candidate Profile with a newly created Employee Profile, there must be a common piece of unique data present on both records.

### Prerequisites

► [E-Mail Notification Templates Settings](#) ► [Enable External To Internal Candidate Profile Conversion Success Notification](#) ► is enabled in Admin Center.

### Context

As each customer has a unique business process, SAP SuccessFactors doesn't prescribe a standard field for this data. Instead, you must discuss the customer's business process with them as part of configuration planning. Based on their process, advise them on the best way to capture a unique ID.

Consider the following important factors and best practices for selecting a unique ID:

- **Unique:** The Employee Profile attempts to look up a matching external Candidate Profile. If multiple Candidate Profile matches are found during the lookup, an error can occur or can lead to conversion of an incorrect candidate profile.
- **Well-maintained:** The Candidate to Employee Conversion is a process that relies on good data and proper timing. The customer must plan carefully to ensure that the unique ID is available in accordance with the new hire process. It's preferable to work with unique IDs managed through an automated process to eliminate possible human error.

- For customers using SAP SuccessFactors Employee Central, the system issues a unique Employee ID for the new employee when the Recruiting Management to Employee Central integration runs successfully. This ID is automatically added to the external Candidate Profile. No manual process is required.

#### → Recommendation

Although you can use any field on the Employee Profile in the lookup against any field defined on the Candidate Profile XML, the fields listed are best practices.

## Procedure

Configure the employee ID for the specifications of the system.

- With Employee Central
  - Configure the **employeeId** standard field on the Candidate Profile XML.
  - Configure the **empId** in the Succession Data Model, and populate it with the Employee ID issued by Employee Central. You can map other fields for the Recruiting Management to Employee Central integration.
- With a third-party HRIS
 

You can explicitly declare the HRIS username as the standard **primaryEmail** field. You can populate this field with either an email address or a candidate-generated alphanumeric string, depending on the customer's Provisioning settings.

#### → Recommendation

It's recommended that you include **primaryEmail** in the new hire export file. Then, capture the data in the HRIS and include the data as part of the user import from the HRIS to the SAP SuccessFactors HCM suite. This way, the **primaryEmail** is available on both the external Candidate Profile and the Employee Profile, and it's available to use for the Candidate to Employee Conversion process.

To use the HRIS-issued Employee ID, ensure that the HRIS Employee ID is added to the Candidate Profile after the new hire is processed in the HRIS. This action can be performed manually or using a custom-built web services integration.

#### ⓘ Note

Manual maintenance of data isn't recommended. Using contact email address or phone number is also not recommended, since SAP SuccessFactors doesn't verify these fields for unique values.

- With SAP HCM and prebuilt New Hire Integration
 

Configure the **employeeID** standard field on the Candidate Profile XML. Configure the **userId** field on the Success data model. This field must contain the **userSysId**.

#### ⓘ Note

You can also configure the **assignment\_id\_external** field for adding a unique ID on the Success data model. This field contains the assignment ID of the user.

When using the SAP-provided prebuilt integration pack, SAP HCM updates the Employee ID field on the external Candidate Profile when a new hire is successfully processed. No manual process is required.

**Task overview:** [Configuring Candidate to Employee Conversion \[page 925\]](#)

**Next task:** [Setting Up the Unique ID and Enabling Email Templates \[page 928\]](#)

## 21.1.1.10.1.2 Setting Up the Unique ID and Enabling Email Templates

Set up the unique ID that works the customer's process in Admin Center so that the system uses this ID to convert a Candidate to an Employee. Also enable email template to notify the successful conversion of Candidate to Employee.

### Procedure

1. Click ▾ arrow next to the  icon on the application home page and go to [Recruiting](#) > [Manage Recruiting Settings](#) > [External To Internal Candidate Profile Conversion Settings](#) .
2. Select from the drop downs to specify the appropriate fields to be used in the conversion lookup.

#### → Recommendation

After the initial job runs, this setting displays the date of the first run of the job. Candidates hired after the displayed date are eligible for conversion.

3. Click [Save](#).
4. Click ▾ arrow next to the  icon on the application home page and go to [Recruiting](#) > [E-Mail Notification Templates Settings](#) > [Enable External To Internal Candidate Profile Conversion Success Notification](#) .

**Task overview:** [Configuring Candidate to Employee Conversion \[page 925\]](#)

**Previous task:** [Preparing a Unique ID That Works with Customer's Process \[page 926\]](#)

**Next:** [Managing Scheduled Jobs in Provisioning \[page 928\]](#)

## 21.1.1.10.1.3 Managing Scheduled Jobs in Provisioning

Use the Provisioning application to create, manage, and monitor all scheduled jobs, for any job type.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.



**Parent topic:** [Configuring Candidate to Employee Conversion \[page 925\]](#)

**Previous task:** [Setting Up the Unique ID and Enabling Email Templates \[page 928\]](#)

**Next task:** [Setting Up and Running a Scheduled Job in Provisioning \[page 939\]](#)

## 21.1.1.10.1.3.1 Creating Job Requests

As a company provisioner, you can create job requests to schedule jobs in Job Scheduler.

### Context

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to Provisioning and choose the company name.
2. Choose *Managing Jobs* under *Managing Job Scheduler*.
3. On the *Manage Scheduled Jobs* page, choose *Create New Job*.
4. In the *Job Definition* section, enter the following information.

| Option                | Description                                                                                                                                                                                                         |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Name</b>       | The name given to the job.                                                                                                                                                                                          |
| <b>Job Owner</b>      | The user by whom that the job is run. The user needs to be valid and have the permission to run the job, otherwise the job fails.                                                                                   |
| <b>Job Type</b>       | The type of the job that you want to schedule.                                                                                                                                                                      |
| <b>Job Parameters</b> | This field may be required depending on the job type that you select. For information on commonly used job types and the associated job parameters, see <i>Notes on Some Common Job Types</i> in the related links. |

5. For an FTP job, the following *Server Access* information is required.

| Option                   | Description                                                                                                                                                                                                   |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Host Address             | Address of the FTP server that is used to import or export the file. If the job uses an SF-hosted FTP server, you can check the <i>SF hosted SFTP Server</i> checkbox, and the field is automatically filled. |
| FTP Login                | FTP/SFTP server account.                                                                                                                                                                                      |
| FTP Password             | Password of the FTP/SFTP server account.                                                                                                                                                                      |
| FTP Passive Mode         | Check with Operations team before you select this mode.                                                                                                                                                       |
| SFTP Protocol            | Select this field only if the job uses an SFTP server.                                                                                                                                                        |
| Test Connection          | You can test your connection to the FTP server without running the job.                                                                                                                                       |
| Test File Put Permission | You can check whether your FTP/SFTP account has the write permissions for export jobs without running the job.                                                                                                |

#### Note

We recommend you use an SFTP server for stability and security.

6. For an FTP job, the following File Access information is required.

| Option          | Description                                                                                                                                                                                                                                                |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| File Path       | Location of the file to be imported or exported.                                                                                                                                                                                                           |
| File Name       | <p>Name of the file to be imported or exported.</p> <p>For an import job, ensure that the file has an extension name such as .csv or .txt, otherwise the job fails.</p> <p>For file that is encrypted using PGP, add .pgp to the end of the file name.</p> |
|                 | <div> <div>Note</div> <p>The file name cannot have any spaces or any of the following characters: \, /, :, *, ?, ", &lt;, &gt;, and  .</p> </div>                                                                                                          |
| Date Format     | Format of the date when the job request is created. The date is appended to the file name.                                                                                                                                                                 |
| File Encryption | <p>Select PGP if you use PGP to encrypt your files. For an export job, you need to provide a PGP encryption key.</p> <p>For more information on PGP file encryption, see <i>PGP Keys Used in Scheduled Jobs</i> in the related links.</p>                  |

7. In the *Job Occurrence & Notification* section, define how frequently you want the job to run and who receive email notifications besides the job owner.

| Option     | Description                                                                                                                                                  |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Occurrence | <ul style="list-style-type: none"> <li><i>One-Time</i>: The job runs only once.</li> <li><i>Recurring</i>: The job runs at a specified frequency.</li> </ul> |

| Option | Description                                                                                                                   |
|--------|-------------------------------------------------------------------------------------------------------------------------------|
|        | <ul style="list-style-type: none"> <li><i>Dependent of:</i> The job runs only when its prerequisite job completes.</li> </ul> |

The new job request shows in the list.

## Next Steps

After you create a job request, submit the job request so the job can run as scheduled.

You can choose *Run It Now* to immediately run the job without submitting the job request. This option allows you to get the job done right away and find out job error (if any) before the scheduled time.

## Related Information

[Notes on Some Common Job Types \[page 932\]](#)

[PGP Keys Used in Scheduled Jobs](#)

## 21.1.1.10.1.3.2 Submitting Job Requests

After you create a job request, you need to submit the job request so that the job can run as scheduled.

## Prerequisites

You have created a job request.

## Context

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to Provisioning and choose the company name.
2. Choose [Managing Jobs](#) under [Managing Job Scheduler](#).
3. On the [Manage Scheduled Jobs](#) page, find your job request and choose [Submit](#) from the dropdown list.
4. In the confirmation dialog, choose [Yes](#) to submit.

The status of the job request turns [Submitted](#).

## Next Steps

You can choose [Run It Now](#) to immediately run the job. This option allows you to get the job done right away and find out job error (if any) before the scheduled time.

### 21.1.1.10.1.3.3 Notes on Some Common Job Types

Learn more about some of the more common job types and what they do.

#### Note

This **isn't** a complete list of all available job types. It describes some of the more commonly-used job types, including notes with additional information or links to more documentation.

For modules, please use the conkeyrefs from the What's New Viewer referable content topics if available. WNV Modules: SuccessFactors or simply copy/paste from the following: Analytics Career Development Compensation Employee Central Employee Central Payroll Learning Onboarding Onboarding 1.0 Opportunity Marketplace Performance and Goals (Note: This conkeyref will be deprecated in b2305. Choose from among the more precise modules such as 360 Reviews, Goal Management, and so on.) Platform Recruiting Succession Planning Time Tracking If your module supports a new job type but there's no module-specific information or limitations you want to call out, you don't need to add an entry to the table. If a cell contains multiple entries that should appear individually in the dropdown list (Module and Feature columns), make it a simple list by using the <sl> in parentheses instead of <p> tag.

| Module    | Job Type                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Platform  | Refresh Synthetic Group Data     | <p>In job parameters, you can select:</p> <ul style="list-style-type: none"> <li>• <a href="#">All</a>: Refreshes all user data of all group types.</li> <li>• <a href="#">Common Data Model Content Deep-Link Access User Group (deepLinkActivationPermission)</a>: Refreshes the data of all modules that use SAP SuccessFactors Platform for user management. Products or configurations that <b>don't</b> use SAP SuccessFactors Platform for user management are excluded. For example, it excludes some configurations of Learning, Onboarding, and Recruiting.</li> <li>• <a href="#">Mobile Access User Group (mobileAccessPermission)</a>: refreshes the data of users who have access to the SAP SuccessFactors Mobile app.</li> <li>• <a href="#">Story Reports Access User Group (embeddedAnalyticsAccessPermission)</a>: Refreshes the data of users who have Report Center permissions.</li> </ul> |
| Platform  | Refresh RBP Model                | A one-time job type to refresh RBP permission list. For this job type, you need to wait for one job to finish before starting another.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Analytics | Ad Hoc Reports Export            | To regularly synchronize the HRIS data between third-party clients and SAP SuccessFactors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Platform  | Bulk Export Profile Photos       | <p>To export profile photos for employees in bulk</p> <p>The job can run up to 10 times each day in the Admin Center.</p> <p>For more information, refer to <a href="#">Exporting Multiple Profile Photos</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Platform  | Bulk Upload Profile Photos       | <p>To upload profile photos for employees in bulk</p> <p>The job can run up to 10 times each day in the Admin Center.</p> <p>For more information, refer to <a href="#">Uploading Multiple Profile Photos</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|           | Benefits Birthday Job            | To automatically trigger claims for a birthday benefit for all eligible employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|           | Benefits Service Anniversary Job | To automatically trigger claims for a service anniversary benefit for all eligible employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Module           | Job Type                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee Central | Business Configuration Audit Job           | <p>To fetch Business Configuration UI change audit job report.</p> <div> <p><b>Note</b></p> <p>The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.</p> <p>To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.</p> </div> <p>The maximum times that the job can run each day in the Admin Center:</p> <ul style="list-style-type: none"> <li>1 time a day.</li> <li>There's no recurring schedule for this job.</li> </ul> <p>For more information, refer to <a href="#">Business Configuration Audit Job in Scheduled Job Manager</a>.</p> |
| Platform         | Delete All Profile Photos                  | To delete all the profile photos before instance refresh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Employee Central | EC Alerts and Notifications                | <p>To regularly check which records are valid for alerts and create and send alert messages accordingly</p> <p>The maximum times that the job can run each day in the Admin Center:</p> <ul style="list-style-type: none"> <li>10 times a day.</li> <li>1 time for a recurring job.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                  | Employee Data Replication Element Deletion | To manually delete the records in Data Replication Monitor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                  | Feedback Migration To JPB Job              | To migrate competency related data from Performance Management forms to the Job Profile Builder                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  | Goal notification email                    | <p>To enable email notifications in Goal Management</p> <p>In job parameters, you can select:</p> <ul style="list-style-type: none"> <li>Start Date and End Date</li> <li>Today</li> <li>Yesterday</li> </ul> <p>For more information, refer to <a href="#">Creating a Scheduled Job for Using Goal Modification Notifications</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Module           | Job Type                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee Central | Sync HRIS Data                                                                   | <p>To sync data from Employee Central to the user data tables</p> <p>The maximum times that the job can run each day in the Admin Center.</p> <ul style="list-style-type: none"> <li>3 times for a <i>One-Time</i> job</li> <li>3 times for a <i>Recurring</i> job</li> </ul> <p>For more information, refer to <a href="#">HRIS Sync Jobs</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Employee Central | Sync HRIS Data for Specific Users                                                | <p>To sync all Employee Central data about the employees listed in an FTP file to user data tables</p> <p>The job can run up to 3 times a day in the Admin Center.</p> <p>For more information, refer to <a href="#">HRIS Sync Jobs</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Employee Central | Automated Hierarchy Adaptation                                                   | <p>You can only create one job of this type.</p> <p>Only employees with an active employment are set as managers by the Automated Hierarchy Adaptation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Employee Central | Automated "Position to Job Information" Synchronization Job                      | <p>You can only create one job of this type.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Employee Central | Automated "Position Matrix Relationship to Job Relationship" Synchronization Job | <p>You can only create one job of this type.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Platform         | Live Profile Export                                                              | <p>To export extended user data files respectively for personal information, background information, or trend information</p> <p>For background information, you can export a type of background information by selecting <i>Export selected background information</i> under the <i>Job Parameters</i> section.</p> <div> <p><b>Note</b></p> <p>The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.</p> <p>To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.</p> </div> <p>For more information, refer to <a href="#">Extended User Information</a>.</p> |

| Module   | Job Type                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Platform | Live Profile Import                                              | <p>To add or update extended user information, including personal information, background information, and trend information</p> <div> <p><b>Note</b></p> <p>The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.</p> <p>To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.</p> </div> <p>For more information, refer to <a href="#">Extended User Information</a>.</p> |
|          | MDF Object Definition To DB SYNC                                 | <p>To sync changes of pre-delivered MDF object definitions to database</p> <p>Jobs of this type are triggered automatically when changes are made to pre-delivered MDF objects. You don't need to do anything about these jobs except when they fail continually, then you can contact Technical Support.</p>                                                                                                                                                                                                                                                                                                                                            |
|          | MDF Solr Indexing Job                                            | <p>To index MDF Position objects for search</p> <p>Jobs of this type are automatically triggered when you have enabled Solr indexing for MDF Position objects. Solr indexing for MDF Position objects isn't required and not recommended in most cases.</p>                                                                                                                                                                                                                                                                                                                                                                                              |
|          | Competency Library Export                                        | To export competencies from Platform to Learning                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|          | Instance Synchronization                                         | To sync data artifacts from the source instance to target instance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|          | Job Requisition Import<br>Candidate Import<br>Application Import | To import recruiting data to your system, including job requisition, candidate, and application data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|          | OnStartDateStatusChange                                          | To link Onboarding user records from your external HRIS with the corresponding employee records in SAP SuccessFactors HCM suite in a batch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|          | Position Job Requisition Processing                              | To ensure that the requisitions planned for creation in the future are created from the Position Org chart                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|          | RCM Entity Anonymization Job                                     | To prepare for using candidate and application purge with DRM 2.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|          | RCM Rule Execution Job                                           | To schedule a business rule for Recruiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



| Module           | Job Type                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Platform         | Recalculate the Percentage Complete of People Profile | <p>To update the percentage complete of People Profile in the system, including on the UI and in reporting, for all active users whose percentage complete is not updated on the current date. Note that this job doesn't affect those users who don't have data of percentage complete.</p> <p>The percentage complete of a People Profile page is calculated when employees visit the profile or edit the profile through the <a href="#">Complete Profile</a> widget. So the percentage complete of some users is probably outdated. By running this job, you ensure that the percentage complete for all active users is up-to-date.</p> |
|                  | Internal to External Candidate Profile Conversion     | To automatically convert an internal candidate profile to an external candidate profile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                  | External to Internal Candidate Profile Conversion     | To automatically convert an external candidate profile to an internal candidate profile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                  | Send Pending Nomination Emails                        | <p>To automatically send emails to remind approvers of the nominations requiring their approval</p> <p>In job parameters, you can select:</p> <ul style="list-style-type: none"> <li>Resend emails to approvers if nominees have not yet been approved</li> </ul> <p>For more information, refer to <a href="#">Enabling Pending Approval Emails</a>.</p>                                                                                                                                                                                                                                                                                    |
| Employee Central | Synchronize Business Configuration                    | <p>To automatically push updates in Business Configuration to Succession Data Model</p> <p>The maximum times that the job can run each day in the Admin Center:</p> <ul style="list-style-type: none"> <li>1 time a day.</li> <li>There's no recurring schedule for this job.</li> </ul> <p>For more information, refer to <a href="#">Synchronize Business Configuration Job in Scheduled Job Manager</a></p>                                                                                                                                                                                                                               |
| Employee Central | Workflow Action Reminder                              | <p>To automatically send batch reminders for all stalled workflows in the system</p> <p>The maximum times that the job can run each day in the Admin Center:</p> <ul style="list-style-type: none"> <li>1 time a day.</li> <li>1 time for a recurring job.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                        |
| Employee Central | Workflow Auto Approval                                | To automatically check and approve steps of stalled workflows                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Module           | Job Type                                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee Central | Workflow Auto Escalation                                                                                                                                     | <p>To check for stalled workflows that meet a specified escalation criterion and trigger escalation</p> <p>The maximum times that the job can run each day in the Admin Center:</p> <ul style="list-style-type: none"> <li>• 1 time a day.</li> <li>• 1 time for a recurring job.</li> </ul>                                                                                                                                                                                                      |
|                  | Schedule Form Creation                                                                                                                                       | <p>To launch forms for a recurring review</p> <div> <p><b>Note</b></p> <p>The job owner and additional email recipients don't receive email notifications on job start, failure, or completion.</p> </div>                                                                                                                                                                                                                                                                                        |
|                  | Employee Data Import                                                                                                                                         | <p>To schedule a specific type of employee data import</p> <div> <p><b>Note</b></p> <p>The recurring job request for this job type is canceled automatically if during the past 90 days, all recurring jobs have failed and there are at least 100 failed jobs for the job request. The job owner and concerned recipients get email notifications accordingly.</p> <p>To ensure that the jobs run as expected, we recommend that the job owner manages the failed jobs once notified.</p> </div> |
|                  | Auto Route Based on Due Date                                                                                                                                 | <p>To automatically route forms to the next step on the due date</p> <div> <p><b>Note</b></p> <p>There should only one job scheduled for this job type.</p> </div>                                                                                                                                                                                                                                                                                                                                |
| Employee Central | Push Date of Birth and Anniversary Data for Cards on Last Home Page (Daily)<br>Push Date of Birth and Anniversary Data for Cards on Last Home Page (Monthly) | <p>To check birthday and service anniversary event of employees, and show the information on the manager's home page</p> <div> <p><b>Note</b></p> <p>The monthly job should be run on the first day of the month, and both jobs should be run at UTC 00:00.</p> </div>                                                                                                                                                                                                                            |
|                  | Initialize migration of picklist fields payscale area and types to mdf objects                                                                               | <p>The maximum times that the job can run each day in the Admin Center:</p> <ul style="list-style-type: none"> <li>• Only 1 time for each instance.</li> <li>• Recurring isn't applicable for this job.</li> </ul>                                                                                                                                                                                                                                                                                |

| Module                 | Job Type                                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee Central       | HRIS PayComponentGroup Sums Sync                                                    | <p>The maximum times that the job can run each day in the Admin Center:</p> <ul style="list-style-type: none"> <li>• 1 time a day.</li> <li>• 1 time for a recurring job.</li> </ul>                                                                                                                                                                                                                                                   |
| Employee Central       | Compensation Information Effective Date                                             | In Provisioning, the system only runs jobs with the <a href="#">One-Time</a> occurrence option. To use other job occurrence options, manage the job in the Admin Center.                                                                                                                                                                                                                                                               |
| Employee Central       | Off Cycle Event Batch Processing Job                                                | <p>With the help of an Off Cycle Event Batch, you can configure your system to execute a customized set of instructions in the background for transactions that are recurring. As a result, the periodic requirement for manually updating the employee records is practically eliminated.</p> <div> <p><b>Note</b></p> <p>The BizX Daily Rule Processing Batch job is now renamed to Off Cycle Event Batch Processing Job.</p> </div> |
| Goal Management        | Migrate Goal Data to the Latest Home Page Job                                       | This job is triggered after you configure the setting <a href="#">Trigger Completion</a> in ► <a href="#">Admin Center</a> ► <a href="#">Manage Templates</a> and choose the <b>Refresh</b> button. The job is view-only.                                                                                                                                                                                                              |
| Performance Management | Auto-Complete Inactive Users' Performance Management Forms for Configured Templates | To route inactive users' forms to completion. For more information, refer to the entry "Auto-complete inactive users' Performance Management forms if the job is scheduled" in <a href="#">Configuring Form Template Settings</a> .                                                                                                                                                                                                    |

## 21.1.1.10.1.4 Setting Up and Running a Scheduled Job in Provisioning

Set up and run an automatic job in [Provisioning](#) to perform External to Internal Candidate Profile Conversion.

### Prerequisites

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Job Scheduler](#) ► [Manage Scheduled Jobs](#) ► [Create New Job](#) ►.
2. Configure the settings using the explanations from the following table.

| Field                        | Expected Data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Name                     | Any descriptive text to define the job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Job Owner                    | Select a dummy user in the customer's instance.<br><br>Selecting a live user can cause the job to fail if that user becomes inactive.<br><br>Tie this dummy user to an email address that is monitored regularly so that the confirmation and failure notifications are received by an appropriate client contact.                                                                                                                                                                                                                                                                                                                    |
| Job Type                     | External to Internal Candidate Profile Conversion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Occurrence                   | <p>Recurring</p> <p>Set this job up to immediately follow the user import job to allow enough time for the user import job to complete. How long the job takes varies based on the number of candidates; small number of candidates can take minutes, larger number of customers can take hours.</p> <p>If clients are doing manual user creation or web services-based user creation instead of flat file imports, discuss the ideal timing with the client. Nightly conversion jobs are recommended, but more frequent scheduling can be accommodated by setting up multiple recurring jobs at different points during the day.</p> |
|                              | <div><p>→ Recommendation</p><p>Try to keep the conversion job as closely timed to user creation as possible to ensure a seamless experience for users and prevent any recruiting users from accessing the to-be-deleted internal candidate profile before conversion</p></div>                                                                                                                                                                                                                                                                                                                                                        |
| Start Date                   | Enter the date and time of when the conversion process begins running.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Additional E-mail Recipients | The Job Owner receives email notifications related to the success or failure of the conversion job. Use this field to specify additional email addresses that also receive a notification.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Send E-mail when Job Starts  | If the customer wishes to receive notification at the point when the job begins, select this option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

3. Save and run the job once.

By performing this step, no candidates convert. However, this action sets the baseline so that during the next run, this job looks to convert candidates whose Employee Profiles were created since the initial run.

## Next Steps

Customers need to base certain reports off the *Candidate Type When Hired* field. This reflects data from a point in time, rather than on any field that reflects the candidate's current external or internal status.

**Task overview:** [Configuring Candidate to Employee Conversion \[page 925\]](#)

**Previous:** [Managing Scheduled Jobs in Provisioning \[page 928\]](#)

## Related Information

[Managing Scheduled Jobs](#)

### 21.1.1.10.2 Frequently Asked Questions About Candidate to Employee Conversion

Learn answers to frequently asked questions about Candidate to Employee Conversion.

#### How is candidate to employee conversion triggered?

1. Verify all the necessary unique ID data is present on the Candidate Profile.
2. Move the external candidate into a status set up as "Hired" in the Hireable Options (as defined in [Admin Center > Recruiting > Edit Applicant Status Configuration](#)).
3. Allow the user import to run and create a new SAP SuccessFactors user account for the new hire.
4. Allow the candidate to employee conversion job to run.
5. The external candidate is converted to an internal candidate.

#### Why are no matches found when the scheduled job runs?

- The unique ID fields don't contain exactly matching data.
- The new SAP SuccessFactors user account was created before the most recent run of the Candidate to Employee Conversion scheduled job.

#### Does the candidate receive an email notification after the profile is converted?

Yes. The content of this email can be configured in [Admin Center > Company Settings > E-Mail Notification Templates Settings > External To Internal Candidate Profile Conversion Success Notification](#).

#### Does Candidate to Employee Conversion work if the newly hired employee doesn't have Career tab privileges?

No. By design if the employee doesn't have Career tab permissions, Candidate to Employee Conversion is unsuccessful.

### **Will Candidate Profile data populate the Employee Profile after conversion?**

Yes. If fields and/or background elements are sm-mapped between the Candidate Profile and Employee Profile, at point of conversion the data syncs from the converted internal Candidate Profile to the Employee Profile automatically.

### **Are converted candidates searchable?**

Internal candidate searchability depends on the client's DPCS settings. If internal candidate DPCS is enabled, the converted candidates aren't searchable until the DPCS is accepted.

### **How to make sure that the candidates are searchable?**

Ensure that the Candidate Profile is created along with the Candidate to Employee Conversion job for the internal candidate to be searchable.

### **When the conversion is first set up, does it convert all previous hires in the system?**

No. The conversion scheduled job runs only on new hires from the point the scheduled job is enabled; it's not retroactive to past hires. Existing duplicate external and internal Candidate Profiles aren't affected when the conversion feature is enabled.

### **If an external candidate is erroneously converted to an internal candidate on an unrelated employee, is there a way to undo the conversion?**

No. There's no way to manually split a converted internal Candidate Profile back into two separate external and internal Candidate Profiles if an erroneous conversion is performed.

### **What happens to applications made by an external candidate before conversion?**

The candidate continues to be tied to their previous applications. Any applications the external candidate made before being converted continue to show as external applications. The application status is unaffected by the conversion. These applications appear on the Jobs Applied portlet for the converted internal candidate. The internal candidate can access the applications from their Job Applications tab.

### **Is conversion logged in the audit trail?**

Yes. The conversion activity, including before and after field values, is included in the Candidate Profile audit trail if field-level auditing is enabled.

## **21.1.1.11 Candidate-to-Employee Deconversion**

When an employee user account is deactivated, their internal candidate profile is deactivated as well, and subject to any data purge rules that are set up.

Configure Employee-to-Candidate Conversion to preserve the internal candidate profile data for use in future recruiting activity. By using Employee-to-Candidate Conversion, you can convert the internal candidate profile to an external candidate profile so that it's disassociated from the deactivated employee user account.

Consider the data protection and privacy implications of employee-to-candidate conversion before you implement it. For example, review language in the Data Privacy Consent Statement and ensure that there are no legal concerns with retaining the data of former employees.

- If DRM 2.0 is enabled, the scheduled job must run before the DRM purge job runs to assure the data isn't purged before it's converted.

- When an internal candidate is converted to an external candidate, the system issues a primaryEmail value that becomes the user's login to the external career site.
- If field-level auditing is enabled, conversion activity is included in the Candidate Profile audit trail.

## 21.1.1.11.1 Configuring Candidate to Employee Deconversion

Converting an Internal Candidate Profile to an External Candidate Profile is called deconversion. To deconvert a profile, configure an automatic job.

### Prerequisites

- Set up the user information management process and ensure it's running successfully so that you can manage user creation, updates, or deactivation.
- Ensure that you have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Go to [Provisioning](#) > [Manage Recruiting](#) > [Edit Candidate Profile Template](#) and configure the [postConvExtContactEmail](#) standard text field as read only. This field stores the external candidate e-mail address after conversion, so that it can be used in deconversion to reissue the logon username of the candidate.

### Procedure

1. Go to [Provisioning](#) > [Manage Scheduled Jobs](#) > [Create New Job](#).
2. Configure the settings using the explanations from the following table.

| Field    | Expected Data                           |
|----------|-----------------------------------------|
| Job Name | Any descriptive text to define the job. |

| Field                        | Expected Data                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Owner                    | <p>Select a dummy user record in the customer instance. To insure that a client contact monitors the confirmation and failure notifications, make sure that this dummy user record is tied to an active e-mail address.</p> <div>  <b>Caution</b> <p>If you select a live user record that later becomes inactive, rather than a dummy record, the job can fail.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Job Type                     | Internal to External Candidate Profile Conversion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Occurrence                   | <p>Recurring</p> <p>Set this job up to follow the user import job immediately. Allow enough time for the user import job to complete. A small number of candidates can take minutes; a large number can take hours.</p> <p>If DRM 2.0 is enabled, ensure that the conversion job is scheduled, so that it completes before the DRM 2.0 purge job runs. If the Candidate Profile data is purged before it's converted, no subsequent conversion is possible. There's no way you can restore the purged data.</p> <p>If the customer isn't doing flat file imports, but instead is doing manual user creation or web-services-based user creation, discuss the ideal timing with the client. Nightly conversion jobs are recommended, but more frequent scheduling can be accommodated by setting up multiple recurring jobs at different points during the day.</p> <p>The primary consideration on scheduling is to try to keep the conversion job ahead of the DRM 2.0 purge job to prevent any data loss.</p> |
| Start Date                   | Enter the date and time for the conversion process to begin.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Additional E-Mail Recipients | The job owner receives e-mail notifications related to the success or failure of the conversion job. If other e-mail addresses also need to receive a notification, specify those recipients.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Send E-Mail when Job Starts  | If the customer wishes to receive a notification before the job begins, select this option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



## 21.1.1.11.2 Internal to External Candidate Profile Deconversion

A conversion job analyzes the predefined conditions to convert the internal Employee Candidate Profile to External Candidate Profile.

When an employee leaves the organization, the employee's user account is inactivated. The corresponding internal candidate profile is converted to external candidate profile. A deconversion process does the conversion from internal to external candidate profile.

The following table describes flow of conversion job to convert an internal candidate profile to external candidate profile.

Convert an Internal Candidate Profile to External Candidate Profile

| Pre-Condition                                                                   | Conversion Process                                                                                                    | Result                                                                 |
|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Employee's user account has been inactivated since the last conversion job ran. | Remove the association between the Employee Profile and candidate profile and converts to external candidate profile. | Internal candidate profile is converted to External candidate profile. |

If an inactive employee has an internal candidate profile, a unique primary e-mail address is required to convert it to an external candidate profile. Using the primary e-mail address, the candidate can access the account in the external career site. To set a unique primary e-mail address for a candidate, the conversion job considers the following criteria for the deconversion:

1. Restore the **candidate's primary e-mail address**. (If external to internal conversion was done for the employee)
2. Restore the **candidate's contact e-mail address**, if the **candidate's primary e-mail address** doesn't exist (external candidate profile wasn't converted to internal candidate profile).
3. Use **employee's contact e-mail** address if **Candidate's contact e-mail address** is unavailable or it exists for another user account.

If any one of the conditions is met, the internal candidate profile is converted to an external candidate profile.

If all the conditions fail, then an error occurs stating the duplicate profiles exist, or no contact e-mail address found for the employee.

If duplicate candidate profile exists, use [Manage Duplicate Candidates](#) to merge them into one profile.

After merging the duplicate profile or setting the unique e-mail address, if the conversion job doesn't pick the inactivated candidate profile for deconversion, then set date of the conversion job.

From ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Internal To External Candidate Profile conversion settings](#). ► Set the [Employees marked as inactive in last \[\] weeks](#) field value to set the last run date of the conversion job. Candidates inactivated on or after the set date are converted to external candidate when the conversion job is run.

Lets consider an example where an employee was inactivated on 22 June, and conversion job was run on 24 June. The conversion job fails because external candidate profile exists. Now, merge the duplicates candidate profiles and run the conversion Job. The inactivated profile isn't picked for deconversion because the employee profile was inactivated before the last job run.

Set the Employee marked as inactive in last [] weeks value as 1. The field sets the last run date of the conversion job to 17 June. The conversion job converts the inactivated candidate profile to external profile.

## Configure E-Mail Notifications to Candidate

Configure e-mail notifications to send e-mails to the candidate after the profile is converted to external.

► [Admin Center](#) ► [E-Mail Notification Templates Settings](#) ► [External to Internal Candidate Profile Conversion Success Notification](#). ►

Sends an e-mail notification to the e-mail address of the candidate saved in the records. If the e-mail address of the candidate is unavailable in the records, no e-mail notification is sent.

### 21.1.1.12 Candidate Profile with HR Master Data

Candidate Profile in Recruiting provides the capability to reuse HR Master data (data defined in other modules) using Foundation Object and Generic Object. If you aren't looking for implementing Candidate Profile with HR Master data, you can skip this section.

#### [Configuring Candidate Profile Template \[page 946\]](#)

Add, modify, and remove UI fields, permissions, and picklists in the Candidate Profile template.

#### [Future-Dated Foundation Objects and Generic Objects for Candidate Profile \[page 948\]](#)

Candidates cannot save their profiles with objects that are inactive as of today, or which get activated in the future.

#### [Field Criteria Definition for Candidate Profile \[page 948\]](#)

Just like cascading picklists are used to filter or restrict values on a field based on the value selected for another related field, Field Criteria is used to filter on objects (Foundation Object and Generic Object).

#### [Permissions for Candidate Profile \[page 949\]](#)

There are three types of permissions for the Candidate Profile.

#### [Foundation Objects and Generic Objects in Candidate Profile \[page 950\]](#)

Supported areas for Foundation Objects and Generic Objects in Candidate Profile.

#### [OData Operation for Candidate Profile \[page 950\]](#)

The Foundation Object/Generic Object fields that are defined in the Candidate Profile template are available for OData API operations under the following conditions:

#### [Foundation Object and Generic Object Fields in Ad Hoc Reports for Candidate Profile \[page 951\]](#)

While generating Ad Hoc reports in SAP SuccessFactors, you can include Foundation Object and Generic Object fields defined in the Candidate Profile template.

### 21.1.1.12.1 Configuring Candidate Profile Template

Add, modify, and remove UI fields, permissions, and picklists in the Candidate Profile template.

## Prerequisites

You have access to Provisioning.

## → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

The XML attribute **object-type** helps to define Foundation Object and Generic Object field types in the Candidate Profile template. To enable Foundation Object and Generic Object field types in the Candidate Profile template, contact SAP Cloud Support.

### 📘 Note

- You can maintain [Candidate Profile Template](#) for Foundation Object and Generic Object field types using [Manage Templates](#).
  - Background elements and SM-Mapping aren't supported.
- The XML attribute **object-type** is the type of Foundation Object or Generic Object.
  - The attribute type is always set to **object**.

### 📘 Note

You can configure only custom fields as Foundation object or Generic Object on Candidate Profile.

For example, this snippet shows the definition for an object of type **Custom Department**.

```
<field-definition id="cust_department" type="object"
  required="false" custom="true" object-type="Department">
  <field-label><![CDATA[Custom Department]]></field-label>
  <field-label lang="de_DE"><![CDATA[Custom Department]]></field-label>
  <field-description><![CDATA[Custom Department]]></field-description>
</field-definition>
```

You can define custom fields of type Foundation Object and Generic Object. Here, the objects can be both standard and custom Generic Objects or standard Foundation Objects.

## Procedure

1. In Provisioning, choose [company name](#).
2. Choose [Edit Candidate Profile Template](#) in the [Manage Recruiting](#) area.
3. Modify the contents of the candidate profile template in the [Edit Candidate Profile Template](#) page.
4. Save your changes by choosing [Save Form](#).

## 21.1.1.12.2 Future-Dated Foundation Objects and Generic Objects for Candidate Profile

Candidates cannot save their profiles with objects that are inactive as of today, or which get activated in the future.

## 21.1.1.12.3 Field Criteria Definition for Candidate Profile

Just like cascading picklists are used to filter or restrict values on a field based on the value selected for another related field, Field Criteria is used to filter on objects (Foundation Object and Generic Object).

To apply field criteria, the objects need to be associated in the object definition in MDF on the [Configure Object Definitions](#) page.

A sample definition is as shown. Here, the child object has an association defined to the parent object. You can see only the **Business Units** (child objects) that are under the **Legal Entity** (parent object) that you selected earlier.

Employee Central maintains field criteria in the Succession Data Model (SDM). To use associations in Recruiting Management, field criteria has to be defined in the candidate profile template. Associations defined in the Succession Data Model aren't automatically copied to the candidate profile template.

Field criteria can only be defined for fields of **type="object"**.

Field criteria is applicable in the following scenarios:

- UI
- OData

### Note

- We recommend avoiding the following configuration for any operator:
  - Parent field - Editable
  - Child field - Read Only

If there's such a configuration, you can't change the child field value. The system displays an error message informing that such an action isn't possible due to configuration issues. This is applicable when the [Location](#) field is both single select and multi-select.

The XML attribute **field-criteria** is defined from the child field to the parent field to form a child to parent relationship. For example, if **Location** is the parent field and **Legal Entity** is the child field, the field criteria must be included in the Legal Entity definition.

```
<field-definition id="custom_legalentity" type="object" required="false"
custom="true" object-type="LegalEntity">
<field-label><![CDATA[Custom Legal Entity]]></field-label>
<field-label lang="de_DE"><![CDATA[Custom Legal Entity]]></field-label>
<field-description><![CDATA[Custom Legal Entity]]></field-description>
<field-criteria sourceFieldName="cust_location.externalCode"
destinationFieldValue="custom_location"/>
</field-definition>
```

There are two tags available in **field-criteria**. They are:

- **sourceFieldName**

Field Criteria Behavior for Parent and Child Field Permissions

| Parent Field Permission | Child Field Permission | Field Criteria Behavior                                                                                                                                                 |
|-------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| READ                    | WRITE                  | Field criteria is applied as defined in the Candidate Profile template.                                                                                                 |
| READ                    | READ                   | Since parent and child have Read only permissions, there aren't any changes to the values and the field criteria is ignored.                                            |
| No READ and WRITE       | READ                   | As the child value can't be changed, the field criteria isn't applied.                                                                                                  |
| No READ and WRITE       | WRITE                  | Even though the child field has Write permission, you don't see any values in the child field dropdown as the parent doesn't have Read and Write permissions.           |
| WRITE                   | READ                   | While it's possible to save the offer on changing the parent value, even if the child value is incorrect. It's recommended that you don't modify the template this way. |
| WRITE                   | WRITE                  | As both parent and child fields have Write permissions, the field criteria is applied as defined.                                                                       |

- **destinationFieldValue**

The field ID of the parent field as defined in the candidate profile template.

## 21.1.1.12.4 Permissions for Candidate Profile

There are three types of permissions for the Candidate Profile.

The permissions are Template role permissions, Object level permissions, and Target Population. These permissions are executed in a specific sequence. At any point in time, if one of these permissions fail, the next set of permissions are not executed. You can define permissions based on the type of candidate (internal or external) and on the country/region of the candidate.

## 21.1.1.12.5 Foundation Objects and Generic Objects in Candidate Profile

Supported areas for Foundation Objects and Generic Objects in Candidate Profile.

You can include custom fields of type Foundation Objects and Generic Objects in **Candidate Profile**, **Candidate Search**, **Candidate Application** (more info section), **Candidate** and [Application history](#), and **Tokens**. Customers can search candidate profiles based on the stored Foundation Objects and Generic Objects data on their profiles.

You can't import Candidate Profiles with Foundation Object and Generic Object fields in bulk through the candidate profile import job in Provisioning. However, you can import candidate profile with other fields in bulk.

### Note

- Legacy data migration bulk imports don't support Foundation Objects and Generic Objects on candidate profile.
- Integration Center doesn't support upserting/updating Foundation Objects and Generic Objects on candidate profile.
- Internal and External Career Sites, Mobile Apply, new Internal Career Site support Foundation Objects and Generic Objects in candidate profile.

## 21.1.1.12.6 OData Operation for Candidate Profile

The Foundation Object/Generic Object fields that are defined in the Candidate Profile template are available for OData API operations under the following conditions:

### Generic Object Fields

- The Object definition (MDF Entity) must have the API Visibility set appropriately (Editable or Read-only).
- Under Object definition, if the Generic Object field isn't marked as Secured, no permissions are considered while accessing data for the Generic Object.

For the secured Generic Object,

- If the API user has OData MDF Admin access ([Admin access to MDF OData API](#)), no RBP permissions are considered
- If the API user doesn't have the permission, apply RBP Object Level permission and Target Population permission.

### Note

#### API validations for Generic Object fields

Permission validation is performed on data retrieval and modification.

### Note

Following are the prerequisites for any operation on MDF entities:

- [Metadata Framework](#) > [Read/Write Permission on Metadata Framework](#) > )

- [Admin access to ODATA API](#) > [Manage Integration Tools](#) > )

### Foundation Object Fields

- If the API user has [Employee Central API](#) permissions, no RBP permissions are considered. The user can access all Foundation Object data on the Requisition.
- If the API user doesn't have the permission, RBP Permissions (Under Manage Foundation object types) on the entity is considered

#### Note

- **API validations for Foundation Object fields.**  
Permission validation is performed on data retrieval and modification.  
Data validation such as externalCode and field criteria validations are performed only on data modification (INSERT/UPSERT/UPDATE).
- SFAPI doesn't support Foundation Objects and Generic Objects in Candidate Profile.

## 21.1.1.12.7 Foundation Object and Generic Object Fields in Ad Hoc Reports for Candidate Profile

While generating Ad Hoc reports in SAP SuccessFactors, you can include Foundation Object and Generic Object fields defined in the Candidate Profile template.

For custom Foundation Object and Generic Object fields types on the Candidate Profile to be available in Ad Hoc reports, it must be configured in [Provisioning](#) > [Managing Recruiting](#) > [Configure reportable custom fields](#) > . These fields would then also be available for filtering and can be used to filter records in a report.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

#### Note

For the Foundation Object and Generic Object fields, the Role-Based Permissions and Target Population are not honored while viewing, generating, sharing, or downloading a report.

RBP and Target Population permissions are considered while viewing, generating, sharing, or downloading a report. If you don't have the required permissions (a minimum of Read permission on the Entity), the values aren't visible. The values are blanked out even when you try to filter based on these values when you don't have permissions.

In Ad hoc reports, you can display the effective-dated version of the Foundation Object and Generic Object - externalName.

To display the effective-dated version of externalName object, the [Allow users to select only those instances that are active as of the date in the Start Date field in the Job Requisition, Application and Offer Detail pages](#) option must be enabled in [Admin Center](#) > [Manage Recruiting Settings](#) > [Generic Object / Foundation Object \(GO/FO\) field types](#) > .

If this option is not enabled, the current system date is used as the value for the `externalName` object, in the Ad hoc report.

| Status   | Description                                                                                                                                                                                                          |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disabled | The name is as of the current system date.                                                                                                                                                                           |
| Enabled  | RBP and Target Population permissions are considered while viewing, generating, and sharing reports. The value displayed is always from the effective-dated version (active or inactive), that is, as of 31-12-9999. |

### 21.1.1.13 Configuring Dynamic Groups to Associate Permissions

The Candidate Profile template is an XML file that contains the fields defined by the customer. The visibility of the fields can be controlled through permissions.

#### Prerequisites

Ensure that [Dynamic Groups V2 \(My Groups\)](#) is enabled in [Provisioning](#).

##### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

#### Context

You can configure editing permissions so recruiting users in a dynamic group have write access to fields and background elements on the candidate profile. Otherwise, only candidates have write permissions for fields and background elements. Fields can be hidden, read or write for candidates, and can be read or write for recruiting users.

Groups are associated only with the user who creates those groups. While creating groups, make sure that the creator proxies using a dedicated user account that is always activated. This action ensures that the group persists and can be located and managed.

#### Procedure

1. Log in as an admin user who manages this group.
2. Click the profile and select [Options](#).



3. Go to [Groups](#) and click [Create New Group](#).
4. Select your inclusion and exclusion categories per [People Pool](#) and save it.
5. Associate this dynamic group (for example, Recruiters) in the Candidate Profile XML.

#### Sample Code

```
<field-permission type="write">
  <role-name group-name="Recruiters"><![CDATA[Dynamic Group]]></role-name>
  <country><![CDATA[*]]></country>
  <source><![CDATA[*]]></source>
  <field refid="firstName"/>
  <field refid="middleName"/>
  <field refid="lastName"/>
  <field refid="homePhone"/>
  <field refid="cellPhone"/>
  <bg-element refid="insideWorkExperience" data-field-id="*" />
</field-permission>
```

## Next Steps

Upload the modified Candidate Profile XML template in [Provisioning](#).

## 21.1.2 Candidate Profile Creation

Candidate Profiles are created in different ways, depending on how the candidate is added to the Recruiting system.

Candidate profiles are typically created when a candidate applies to a job and enters their personal information into the Recruiting system.

For customers using a Recruiting Marketing and Recruiting Management integrated instance, the behavior is unique. The Recruiting Marketing system creates the candidate profile as an external candidate and passes the candidate data to Recruiting Management. If the customer is using SSO, the system passes the candidate directly to Recruiting Management without the users required to configure or enter another password.

Candidates can also be created when external candidates are loaded into the instance during data migration.

### Note

There are scenarios where candidates sometimes create more than one candidate profile. In such situations, you have to merge the profiles. Managing duplicate candidates is an administrative function.

## Related Information

[Recruiting Data Migration \[page 1395\]](#)

[Scheduling Jobs](#)

## 21.1.2.1 Configuring Fields for Candidate Profile Creation

Configure fields for use in candidate profiles.

### Context

If fields for the Candidate Profile aren't explicitly configured or configured correctly in the Candidate Profile XML, they don't work correctly when manually adding a candidate. For example, if the country/region field picklist is configured with non-ISO country/region values, those picklist items are missing from the country/region dropdown menu on the account creation screen.

#### Note

You've to ensure that the common standard fields that are configured in the Candidate Profile template are also configured in the Application template. If this configuration isn't done, when an application is purged, the data in the [More Information](#) section won't be purged.

Candidates manually added into the system receive an email notification providing information about how to reset their password and access their account to manage or delete their data.

This email template can be configured, or the email trigger can be enabled or disabled.

#### → Tip

In some countries, particularly in EMEA region, recruiters are required by law to notify candidates when their personal data is stored, and to provide them the option to edit, or delete their data. Remind customers to check with their legal department to make certain that disabling this email doesn't violate data privacy laws.

### Procedure

1. Navigate to **Admin Center** > **E-Mail Template Notifications Settings** > **Recruiting Manual Candidate Creation Notification**.
2. To enable this trigger, check the **Enable** box.  
  
By default the system enables this notification for candidate profiles in all countries.
3. To enable the automatic notification for specific countries/regions, select one or more countries/regions from the **Enable for Country/Region:** dropdown menu. Candidate profiles in the countries/regions selected receive this notification.

## 21.1.2.2 Configuring Fields on Candidate Profile Creation Page for an External Candidate

You can configure the fields in Provisioning, so that these fields are available on the [Candidate Profile Creation](#) page. The external candidates can then add all the required information while creating an account.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

An external candidate selects ► [Sign In](#) ► [Create an account](#) ► on a career site page. The candidate fills in the required field on the account creation page and selects [Create Account](#).

#### ⓘ Note

Linking directly to this account creation page isn't supported.

### Procedure

1. Configure username options by going to ► [Provisioning](#) ► [Company Settings](#) ► [Recruiting](#) ► [Use email as external applicant userID](#) ►.
  - Selecting this field uses the email address of the candidate as their usernames and sets the same value for both the `primaryEmail` and `contactEmail` fields.
  - Not selecting this field splits the candidate logon username and the candidate email address into two separate fields: `primaryEmail` and `contactEmail`.  
If this field isn't selected, configure the `primaryEmail` field in the Candidate Profile XML so the logon username candidate is visible to recruiting users.

#### ⚠ Caution

When this option isn't selected, there's no method for candidates who forget their username to retrieve it, unless a recruiting user looks it up on their candidate profile.

2. Configure password options in ► [Admin Center](#) ► [Manage External Password Policy](#) ► page.

When this option is selected, users with permissions for the feature can set password validation criteria.

3. Control the display of CAPTCHA verification codes. Go to ► [Provisioning](#) ► [Company Settings](#) ► [Disable CAPTCHA on the External Career Site for Account Creation](#) ►.

When this option is selected, the verification code doesn't show. When you don't select this option, the CAPTCHA code is displayed during account creation.

4. Allow candidates to choose who can view their profiles. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Edit Candidate Privacy Options](#) ► and select [Ask external candidates to set their visibility settings when creating an account or profile](#) option.

When this option is selected, the [Make My Profile Visible To](#) section appears on the candidate profile creation page.

- To allow recruiters to set the visibility of manually added candidates, enable [Allow internal users with appropriate add candidate permissions to set external candidate visibility upon manually adding a candidate](#).  
When this option is enabled, a recruiter can set candidate visibility options when manually creating a candidate.
- To allow agency users to set the visibility of manually added candidates, select [Allow agency users with appropriate add candidate permissions to set external candidate visibility upon manually adding a candidate](#) option.  
When this option is enabled, an agency user can set candidate visibility options when manually creating a candidate.
- For [Only Recruiters managing jobs I apply to](#), there's no search feature available. The candidate profile is visible only when coming from the application page. But the operator (or teamOperator) can't search for the same candidate in the candidate search page. With this option, we have visibility but not searchability.
- For [Only Recruiters in 'y of my country of residence](#), if the country/region of the candidate and the user match, you can view the profile and also search for the candidate. This is because no application is involved. With this option, we have both visibility and searchability.

5. Enable email validation. Go to ► [Admin Center](#) ► [Recruiting Email Triggers](#) ► and select [Career Site E-Mail Notification](#) option.

When this option is selected, the candidate is prompted to log in to their email and validate their active email account.

## Results

All the configured fields are available on the candidate profile account creation form.

### 21.1.2.3 Locale Consideration for E-Mails Sent to Manually Created Candidates

There are two scenarios in which e-mails are sent to candidates. These include automatic e-mails (using e-mail trigger) and e-mails sent to candidates by users when they manually create candidates from the [Candidate Search](#) or the [Candidate Summary](#) page.

#### Locale for E-Mails Sent to Manually Created Candidates Through an E-Mail Trigger

As soon as the candidates are created manually, an e-mail is sent to the candidate using [Recruiting Manual Candidate Creation Notification](#) e-mail trigger. The language in which the e-mail is sent depends on the locale of the logged-in user.

##### ⓘ Note

At the time of Candidate creation, the manually created candidates don't have a locale assigned to them.

A check is done to validate whether the e-mail template configured in the e-mail trigger has the same locale as the logged-in user. If both the locales are same, the e-mail content is fetched with the logged-in user's locale. If logged-in user's locale isn't found, the RCM default language is used to get the e-mail content.

##### ⓘ Note

The RCM default language is set in ► [Admin Center](#) ► [Manage Recruiting Languages](#) ►.

#### Locale for E-Mails Sent by the User to Manually Created Candidates

Whenever the e-mails are sent to the manually created candidates from [Candidate Search](#) or [Candidate Summary](#) page, the user can select the language and e-mail template for an e-mail before it's sent to the candidate.

### 21.1.2.4 Candidate Creation Scenarios

You can create both external and internal candidates so that they can enter their personal information into the Recruiting system.

#### External Candidates Creation Scenarios

- Using [Add Candidate](#) option in ► [Recruiting](#) ► [Candidates](#) ►, you can manually add candidate to the Recruiting Management system.
- Candidate can be also added to the system through OData API.
- When user creates an account in [External Career Site](#).

## Internal Candidates Creation Scenarios

- If DPCS is enabled for internal candidate profile:
  - Candidate profile is created when the internal user first accesses ► [Careers](#) ► [My Profile](#) ► and accepts the DPCS.
  - When employee clicks [Apply](#) for the first time and accepts the DPCS, the candidate profile is created.
- If DPCS isn't enabled for internal candidate profile:
  - When, a Recruiter has searched for the Recruiting candidate and clicked on the candidate profile.
  - When the employee accesses ► [Careers](#) ► [My Profile](#) ►.
  - Employee applies for a job.
  - **Synchronous creation on Add New Employee:** If Employee Central is enabled and when an employee is created using the [Add New Employee](#) option on the UI, the internal candidate profile is synchronously created. In this case, the effective start date of the new hire isn't in the future.
  - **Asynchronous creation:** Creation of internal candidate profiles can be done using [RCMDailyRuleBatch](#) job. In instances with Employee Central, the [RCMDailyRuleBatch:Processor:CANDIDATE\\_CREATION\\_EC\(job ID\)](#) job processor handles the processing. For instances without Employee Central, the [RCMDailyRuleBatch:Processor:CANDIDATE\\_CREATION\\_NON\\_EC\(job ID\)](#) processor is used instead. This ensures processing is optimized based on the setup. You can monitor the candidate profile creation using the [Recruiting Daily Rules Processing Batch Job](#) job type in the [Scheduled Job Manager](#) tool available in [Admin Center](#) and Provisioning.

### ⓘ Note

- In case the Admin user (**v4admin**) is either inactive or invalid in the Company, it's required to assign another Admin user as **Job Owner** to the [RCMDailyRuleBatch:Processor:<jobID>](#) job to ensure that the job execution is successful. To perform this action, go to ► [Provisioning](#) ► [Managing Job Scheduler](#) ► and select [Recruiting Daily Rules Processing Batch Job](#) as the *Job Type*.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### ⓘ Note

If SAP Customer Data Cloud migration has been completed in your preview environment, then it requires the email to be valid and unique. Once candidate migration begins, any newly created candidates must meet these validations for the contact email field.

## Related Information

[Scheduling Jobs](#)

## 21.1.2.5 Creating a Candidate Profile

You can create individual candidate profiles, manually.

### Procedure

1. A recruiting user who has candidate search permissions clicks [Add Candidate](#).
2. A recruiting user who has candidate search permissions and an open requisition can also click [Add Candidate](#) from the requisition. If a candidate is added by this link, the completed candidate profile is automatically associated to the requisition in the Forwarded status.
3. The recruiting user completes the required user account information and clicks Create Profile. This screen isn't configurable.
4. At this point, the candidate account is created but contains little data. The recruiting user can attach a resume and cover letter. Attachments are immediately saved to the record even if no additional required fields are filled out and saved. In this way, a recruiting user can create a searchable candidate profile with little data entry.
5. The recruiting user can also enter field and background element data into the candidate profile record. In this case, the recruiting user must enter all required fields before saving changes. If the recruiting user has no write permissions to the candidate profile, this is the only opportunity for them to enter data in the record.

## 21.1.2.6 Accessing and Managing a Candidate Profile

Candidates can edit their profile to add or modify information.

After external candidates create or log in to their account, or internal candidates access the Careers tab, the candidates can click their candidate profile and populate it with data on the [My Candidate Profile](#) sub tab.

Candidates can be prompted to complete their candidate profile when applying for a job, before they see the application page. This occurs when the [Provisioning](#) > [Company Profile](#) > [Complete Profile before Application](#) setting is checked.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

In this case, candidates see a [Next](#) button on the bottom of the candidate profile, since completing the profile is the first step in a two-step application process.

Candidates can delete the standard cover letter and resume attachments from their candidate profile. This action can be performed by clicking the delete icon  next to the resume, as long as the cover letter and resume fields aren't required.

## 21.1.2.7 Change History of Candidate Profile

Recruiting users can view a change history of changes to the candidate profile record.

You can access the change history by clicking the blue clock icon in the top corner of the candidate profile record.

The change history shows changes made on the field level.

## 21.1.2.8 Tagging a Candidate

Recruiting users can use tags and tag searches to add more information to a candidate's profile to increase the candidate's searchability.

Before you can tag a candidate, make sure indexes are created for the instance.

### Prerequisites to Using Tags

- [Candidate Profile XML is configured](#) is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Relevant roles have the following permissions:
  - [User Permissions](#) > [Recruiting Permissions](#) > [Candidate Tagging Permission](#)
  - [User Permissions](#) > [Recruiting Permissions](#) > [Standalone Search Permission](#)

### Tag a Candidate

A recruiting user with candidate permission opens a candidate profile or application record, clicks "Add" in the Tags portlet and types in the desired tag. As the user types, the system prompts the user with possible tag matches based on tags previously entered into the system. Note that tags and type-ahead are case-sensitive, which isn't configurable.

The system suggests only tags entered in the locale of the user tagging the candidate. This is intuitive, but can be less intuitive when working with the en\_US and en\_UK language packs where users can expect tags to be available across multiple locales.

#### ⓘ Note

Candidate tags become searchable content.



There's no way to restrict users to selecting tags only from a predefined list, although it's possible for implementation consultants to load tag definitions to prebuild the type-ahead prompts.

As an alternative to restricting users to selecting from a list of predefined tags, customers can consider configuring a custom background element on the Candidate Profile XML. The custom background element can include picklists of the desired searchable options.

## Sort Candidate Profile Tags

Candidate profile tags are sorted according to the order in which they were added into the system. When a tag is added to the candidate profile, a Tag ID is assigned to it. If you remove it and add the same tag again, it's reused and sorted accordingly.

## Example

1. Go to Candidate Profile and add the tag **C#**. The system creates a new record in the database and sets the Tag ID as **1**.
2. Add another tag, **AngularJS**. The system then sets the Tag ID as **2**.
3. Go to another candidate profile and add the same two tags, but in a different order. You see that the order is set according to the Tag ID.
4. Now, let's say that in the other candidate profile, you add another new tag **JAVA**, for example. This Tag has the ID as **3**, so automatically it's the last one.

## Related Information

[Candidate Search \[page 858\]](#)

## 21.1.2.9 Enabling People to Forward Candidates to a Colleague

Enable the *Forward To Colleague* functionality so that recruiting users can share a candidate with another user.

## Prerequisites

- Recruiting is enabled in Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- The Candidate Profile template is configured.
- Indexes are created for the instance.

## Context

Candidate forwarding to a colleague can be restricted based on the Candidate Visibility settings for that candidate profile.

The [Forward To Colleague](#) allows a recruiting user to select a single recipient and add some explanatory text. The recipient receives an e-mail notification with the candidate's name and the explanatory text. Name of the candidate is rendered as a hyperlink in the e-mail. This link allows the user to access a candidate's profile directly. Optionally, you can choose to allow the recruiting user to attach the candidate's resume and cover letter to the e-mail notification.

The default message text isn't configurable. Only the resume and cover letter documents are supported as e-mail notification attachments.

Only a single recipient can be selected and there's no CC or BCC functionality.

## Procedure

1. Go to ► [Provisioning](#) ► [Company Settings](#) ►.
2. Select [Enable Forward Candidate to Colleague for Internal Employees](#) to make the [Forward To Colleague](#) available on the search results, candidate profile record, or application record pages.
3. Select [Allow Attach Resume and Cover Letter](#).

### 21.1.3 Email Candidates

Recruiting users may initiate outgoing emails to candidates from within the product.

To email candidates, select the boxes next to several candidates in the search results and click [Email](#).

The [Send Email](#) screen allows the user to select from the recruiting email templates. The language field defaults to the recruiting user's language but the recruiting user can select an alternative language.

The tokens render and each user listed in the [Candidates](#) field and [CC](#) field receives an independent copy of the email; candidates cannot see each others' email addresses.

The e-mail sender is anonymized (like actual name and e-mail ID of the sender are masked) and a generic e-mail sender is displayed when sending mails to candidates using Java Apache Mail Enterprise Server (James server) for e-mail correspondence.

If desired, the recruiting user can attach one or more documents that will appear as attachments to the email. In case the template already has attachments they are displayed on this screen.

## 21.1.4 Enabling Email Verification for Candidate Account Simplification

Enable e-mail verification in a Candidate Account Simplification (CAS) enabled instance to send e-mail verifications to candidates when they create an account from an external career site.

The e-mail verification is done for mobile apply and nonmobile apply.

### Note

E-mail verification isn't supported for CAS enabled instances when *Quick Apply* is enabled for a job requisition application.

To enable the e-mail verification setting for an instance, enable the following options:

- Define the recruiting e-mail templates in ► [AdminCenter](#) ► [Manage Recruiting Email Templates](#) ►.
- Enable **Recruiting Email Triggers** option in **Admin Center**.
- Enable **Career Site E-Mail Notification** in ► [Admin Center](#) ► [Recruiting Email Triggers](#) ►.

### Note

- Beginning in Q4 2019, the option "Enable e-mail Verification for Career Site" is removed from [Company Settings](#) in [Provisioning](#). Instead, enable the "Career Site E-Mail Notification" option to send the verification emails in the CAS enabled instances. The "Career Site E-Mail Notification" option is available in, ► [Admin Center](#) ► [Recruiting Email Triggers](#) ►. Previously, if you've enabled the *Career Site E-Mail Notification option*, it's enabled by default in Q4 2019 CAS enabled instances.
- When the one-time password for email address verification is enabled, the setting of [Career Site E-Mail Notification](#) email trigger is ignored (if enabled).

A verification e-mail is sent to candidates when the candidates create an account from the Recruiting Marketing search pages through:

- View Profile
- Apply Now
- Subscribe
- Talent Community
- Social Apply
- Social Subscribe
- Create Alert

On creating a candidate account, the candidate gets a verification e-mail that has a link to [Thank You](#) page to act. The content of the [Thank You](#) page can be the default message or a customized one.

To customize the message on the *Thank You* page, go to ► [Admin Center](#) ► [Manage Recruiting Aettings](#) ► ["Email Verification Thank You Page" for Recruiting Marketing Career Site](#) ►, and select the *Custom Message* radio button to customize the message.

- If candidate has created an account after using the **Apply** and **Social Apply** option on Recruiting Marketing pages, the *Thank You* page has **Continue to Apply** and **Back to Job Listing**. Clicking the **Continue to Apply** option, the candidate is redirected to **Apply** page to apply for the posted jobs. If candidate hasn't signed in, *Sign In* page appears. Once signed in, that candidate is redirected to the **Recruiting** to the applied job postings. Clicking the *Back to Job listing* button redirects the candidate to *Recruiting Marketing* job search page.
- If candidate has created an account from *View Profile*, *Subscribe*, *Social Subscribe*, *Talent Community*, *Create Alerts*, the candidate can click *View Profile* or *Back to Job Listing* on the *Thank You* page. The *View Profile* button redirects the candidate to Sign In page. Once signed in, the candidate is redirected to the *Candidate Profile* page. The *Back to Job listing* button redirects the candidate to Recruiting Marketing job search page.

## 21.1.5 Configuring Resume Parsing

Set up the resume parsing function, which reads information from candidates' resumes and automatically enters it in the corresponding candidate profile fields.

### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have configured background elements on the Candidate Profile template.

### Context

Resume parsing requires a third party to know exactly where data is placed. Third-party sources are mapped to standardized fields and you have to map these standardized fields to the configuration of your preferences.

#### 📘 Note

- Resume parsing is only supported in the following languages: Dutch, English, German, French, Spanish, Swedish, Danish, Polish, Romanian, Italian, Slovak, Czech, Russian, Portuguese, and Chinese.
- Resume parsing isn't always 100% accurate. This is a known limitation.
- The creation of candidates through API does not support parsing.

## Procedure

1. Enable the function under [Provisioning](#) [Company Settings](#) [Recruiting](#) [Resume Parsing](#).
2. Go to [Admin Center](#) [Recruiting](#) [Configure Standardization Mapping](#).
3. Select [Candidate Standardization](#) for any Recruiting users with the ability to add a candidate manually.

The standardized data fields of standardized background fields are displayed.

4. Select the appropriate template fields and the accompanying values for these fields.
5. Choose [Save](#).
6. Go to [Provisioning](#) and configure standardization mapping in the Candidate Profile XML template.

When using resume parsing, separate candidate profile XML permissions are required for internal and external candidates. If you don't separate these permissions, the recruiting user sees the internal candidate name update with the parsed information from the resume. This can cause problems if you're mapping to the Employee Profile.

```
<field-permission type="write">
  <role-name><![CDATA[Candidate]]></role-name>
  <country><![CDATA[*]]></country>
  <source><![CDATA[External]]></source>
  <field refid="customKnownAs"/>
  <field refid="firstName"/>
  <field refid="middleName"/>
  <field refid="lastName"/>
  <field refid="contactEmail"/>
  <field refid="cellPhone"/>
  <field refid="address"/>
  <field refid="customAddress2"/>
  <field refid="city"/>
  <field refid="country"/>
  <field refid="state"/>
  <field refid="zip"/>
  <field refid="customTravel"/>
  <field refid="resume"/>
  <field refid="coverLetter"/>
  <bg-element refid="outsideWorkExperience" data-field-id="*" />
  <bg-element refid="education" data-field-id="*" />
  <bg-element refid="certificates" data-field-id="*" />
  <bg-element refid="languages" data-field-id="*" />
</field-permission>

<field-permission type="write">
  <role-name><![CDATA[Candidate]]></role-name>
  <country><![CDATA[*]]></country>
  <source><![CDATA[Internal]]></source>
  <field refid="customTravel"/>
  <field refid="resume"/>
  <field refid="coverLetter"/>
  <bg-element refid="outsideWorkExperience" data-field-id="*" />
  <bg-element refid="mobility" data-field-id="*" />
  <bg-element refid="languages" data-field-id="*" />
  <bg-element refid="education" data-field-id="*" />
  <bg-element refid="certificates" data-field-id="*" />
</field-permission>
```

## 21.1.6 Working with Resume Parsing

After resume parsing has been configured.

In the ► *Candidate Profile* ► *My Profile tab* ►, you're prompted to upload a resume for parsing.

After uploading a file, the system processes the resume and parses the information. The candidate sees an acceptance message when the resume is successfully parsed.

You can upload resume with **DOCX**, **PPT**, and **TXT** format. You can also upload **TIFF**, **JPG**, **BMP**, and **GIF** image types for parsing resumes.

If you wish to edit the resume, click on the edit button and upload the latest resume. You can see a confirmation screen to either keep the current profile or overwrite the profile with the information extracted from the updated resume.

SAP SuccessFactors uses the third-party software Textkernel to parse resume data. Supported languages are listed there.

## 21.1.7 Candidate Profile Frequently Asked Questions

Answers to frequently asked questions about Candidate Profile.

### **Candidate Search isn't working for the background Element 'Raise Your Hand'.**

This can be a permissioning issue. The field from the Candidate Profile Template and sm-mapping on the Candidate Profile Template creates one-to-one relationship between the Candidate Profile Template field and Succession Data Model field.

For example, `<background-element id="placeholder" type-id="94" sensitive="false">` from the Candidate Profile Template and `<sm-mapping field-id="placeholder" map-to="placeholder" />` from the sm-mapping on the Candidate Profile Template creates one-to-one relationship. In this example, the field is mapped to an Employee Profile field. So, the Candidate Search returns results only if it's permitted to read the data from the Employee Profile.

To provide permission, you have to edit the Succession data model so that the field is readable. This solution applies to any field element that is sm-mapped on the Candidate Profile.

### **Candidates aren't able to see the Job Country from External Career site.**

Even though the Job Requisition template has proper values for Job Country, it can so happen that you can't see the Job Country on the External Career site.

Ensure that field-label element used is unique and has the write permission in the Application template.

### **OnStartDateChange Job Fails in Provisioning.**

For sm-mapping, field-id must have a value corresponding with either the ID attribute from a field-definition element, or with the ID attribute of a background element, but not with `<search-display-options-config>`.

## 21.2 The Redesigned Applicant Management Tool

The redesigned Applicant Management tool is an update to the legacy Candidate Workbench, and provides an improved user experience for searching, filtering, and displaying individuals who have applied for specific jobs.

### Note

The main difference between the redesigned Applicant Management tool and legacy Candidate Workbench is in the user experience. The tool is enabled by default, and administrators need not set configurations from scratch nor do they have to reimplement Recruiting.

When new users log in to Recruiting for the first time, the legacy Candidate Workbench tool is the default version that displays. Users can switch to the redesigned Applicant Management if they want, and the system will remember this setting for the next connection. You can't completely disable the redesigned Applicant Management in your settings.

Administrators can configure and control the set of fields available as columns and filters in Applicant Management by using the *Recruiting User Personalization Object Configuration* MDF object in ► [Admin Center](#) ► [Manage Data](#) ► tool. A default set of the most used standard fields is available as a starter kit. You can add or remove fields to this selection.

When you enable the feature, Recruiting users can easily toggle back and forth between the latest and legacy versions by clicking on the link at the top right of the page.

The redesigned Applicant Management tool offers the following major features for the Recruiting user:

| Redesigned Feature      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The applicant list page | <p>The ability to see all applicants with information defined as columns (such as applicant type and country/region). Recruiting users can also perform actions on individual or multiple applicants at once, such as changing their status using the <a href="#">Move</a> button, or adding them to a talent pool from a quick actions menu.</p> <p>The list page also includes intuitive, easy-to-use search refinement capabilities through standard search, as well as filtering based on applicant status, as well as customer-configurable categories such as education and language proficiency that the user can perform.</p> <p>Filtering also allows you to perform keyword searches in resumes and cover letters.</p> |
| The detail view         | <p>The ability to select one or more persons from the list of applicants to view full details of their application. The detail view consists of organized tabs, with information separated into labeled portlet sections.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Considerations

Rather than a cosmetic update to the legacy Candidate Workbench, the Applicant Management tool provides a redesigned user experience. The following list provides some considerations as well as notable differences between

the two. Recruiting users who need to perform an action that's only available in the legacy Candidate Workbench can easily switch to it in the user interface.

- Applicants for job requisitions that were closed before January 1, 2023 don't appear in the applicant list in the redesigned Applicant Management. Switch to the legacy Candidate Workbench to view applicants for job requisitions that were closed before 2023.
- When you enable the General Display Name feature for your instance, you can see the chosen names of operators and internal applicants. This includes any updates to the chosen name.
- By default, the applicant list is sorted by Application Date (with the newest at the top), or by Forwarded Date for forwarded candidates who haven't yet applied.
- Unexpected results in the keyword search in resume and cover letter can appear if you use OpenText, a third-party product that manages data.
- Candidate and applicant data that are imported through Provisioning are available in the redesigned Applicant Management tool. Data provided by customers that the SAP SuccessFactors Operations team imports through the command prompt, however, aren't.
- Legacy imports and attachments that were added through Provisioning aren't indexed in the redesigned Applicant Management tool.
- In the redesigned Applicant Management tool, Recruiting users see dates and times based on where they are, regardless of the location specified in their profile. For example, the tool displays Eastern Time as your local time zone while you temporarily work in the New York office, even though you're based in Seattle (and the screen displays Pacific Time when you return).

#### Note

The redesigned Applicant Management tool lets Recruiting users control **all** applicant status changes through the [Move](#) button. For this reason, Applicant Management ignores any existing business rule scenario for job applications that uses a field change (OnChange) rule to update the applicant status field. Refer to *The Move Button in the Redesigned Applicant Management and Status Change Triggers in Business Rules* for more information.

## Related Information

[The Move Button and Status Change Triggers in Business Rules \[page 986\]](#)

[The Applicant List Page \[page 979\]](#)

[The Detail View \[page 987\]](#)

## 21.2.1 Setting Up Applicant Management

This section describes how a Recruiting administrator can set some configurations for using the redesigned Applicant Management tool.

1. [Enabling Role-Based Permissions for Applicant Management \[page 969\]](#)  
Set role-base permissions for *Recruiting User Personalization Object Configuration* to allow access to the redesigned Applicant Management tool.



2. [Viewing and Editing Standard and System Fields \[page 970\]](#)  
View and edit the most commonly used standard and system fields that appear by default as filters and display columns in the redesigned Applicant Management tool.
3. [Adding a New Field as a Display or Filter Option \[page 972\]](#)  
Add fields and configure the display and filter options so they appear in the applicant list page of the redesigned Applicant Management tool.
4. [Enabling the Redesigned Applicant Management Tool \[page 976\]](#)  
Enable the redesigned Applicant Management tool if you want to have it available for Recruiting users.

### 21.2.1.1 Enabling Role-Based Permissions for Applicant Management

Set role-base permissions for [Recruiting User Personalization Object Configuration](#) to allow access to the redesigned Applicant Management tool.

#### Procedure

1. Go to [Admin Center](#) > [Manage Permission Roles](#).
2. Set permissions for [Recruiting User Personalization Object Configuration](#) by going to [Administrator](#) > [Manage MDF Recruiting Objects](#) > [Recruiting User Personalization Object Configuration](#).
  - a. Go to [Visibility](#) > [View](#).
  - b. Go to [Actions](#) to select [Edit](#) and [View](#) permissions.
3. Set permissions for [Recruiting User Personalization Field Configuration](#) by going to [Administrator](#) > [Manage MDF Recruiting Objects](#) > [Recruiting User Personalization Field Configuration](#) and selecting all of the following:
  - [View](#)
  - [Correct](#)
  - [Create](#)
  - [Adjust Order](#)
  - [Delete](#)
4. Select [Done](#) to save and exit from the [Permissions settings](#) dialog box.
5. Select [Save Changes](#) to finish.

#### Next Steps

Decide what fields you want to have appear as filters and display columns in the [Recruiting User Personalization Object Configuration](#) MDF object, as described in [Viewing and Editing the Starter Kit Fields](#).

**Task overview:** [Setting Up Applicant Management \[page 968\]](#)

**Next task:** [Viewing and Editing Standard and System Fields \[page 970\]](#)

## Related Information

[Using Role-Based Permissions](#)

### 21.2.1.2 Viewing and Editing Standard and System Fields

View and edit the most commonly used standard and system fields that appear by default as filters and display columns in the redesigned Applicant Management tool.

## Context

There are two types of fields: Standard fields, and system fields.

### System Fields

You don't need to configure system fields in the templates, as they are supported by default.

#### Note

Any changes that Recruiting administrators want to make on the filters and display options (such as adding a new field or changing the visibility of a field) need to edit the [Recruiting User Personalization Object Configuration](#) Metadata Framework (MDF) object.

Supported System Fields

| Field ID                 | Displayable | Filterable | Description                                                   |
|--------------------------|-------------|------------|---------------------------------------------------------------|
| sysApplicantType         | Yes         | Yes        | Tells you whether the applicant is internal or external.      |
| sysApplicationDate       | Yes         | Yes        | Shows the date when the application was created.              |
| sysApplicationReadStatus | Yes         | Yes        | Specifies whether or not the application has been opened yet. |
| sysAverageRating         | Yes         | No         | Shows the score related to the screening questions.           |
| sysForwardedBy           | Yes         | No         | Contains the name of the person who forwarded the candidate.  |

| Field ID            | Displayable | Filterable | Description                                                                                                                                                                                                               |
|---------------------|-------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sysForwardedFromReq | Yes         | Yes        | Shows the requisition ID from which the applicant was forwarded.<br><br>To enable filtering on this field, set ► <a href="#">Manage Data</a> ► <a href="#">sysForwardedFromReq</a> ► <a href="#">Filterable</a> ► to Yes. |
| sysForwardedOn      | Yes         | Yes        | Shows the date when the candidate is forwarded.                                                                                                                                                                           |
| sysLastUpdated      | Yes         | Yes        | Shows the date when the application is last updated.                                                                                                                                                                      |

## Standard Fields

Standard fields are part of the [Recruiting User Personalization Object Configuration](#) Metadata Framework (MDF) object, and appear only if you've configured them in your application or profile templates. The following table lists the standard fields on the application template.

Standard Fields on the Application Template

| Field ID     | Displayable | Filterable |
|--------------|-------------|------------|
| cellPhone    | Yes         | No         |
| city         | No          | Yes        |
| contactEmail | Yes         | No         |
| country      | No          | Yes        |
| coverLetter  | No          | Yes        |
| resume       | No          | Yes        |
| statusId     | Yes         | Yes        |

### Note

You can't remove this field from the MDF object because it's needed for displaying the statuses on the list page.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ► to control the most commonly used set of fields for columns and filters in redesigned Applicant Management tool.
2. In the first Search field, select [Recruiting User Personalization Object Configuration](#).

3. In the second Search field, select *List Page Type: JOB APPLICATION*.
4. To add a new field or to change the settings on the starter kit fields, select  *Make Correction* from the *Take Action* dropdown list on the top right.

Refer to *Supported Field Types for Applicant Management* for information on what data types are supported in the *Recruiting User Personalization Object Configuration* MDF object.

The fields and their settings become editable, so that you can change the display or filter settings, change the order in which the fields appear, or add new fields.

#### Note

System fields continue to be displayable and filterable even when you remove them. If you don't want anyone to view or filter them, keep them in the MDF object and change the configuration to either of the following:

- Filtrable: No; Displayable: Yes
- Filtrable: Yes; Displayable: No

5. Choose *Save* to save any changes you make to the MDF object.

**Task overview:** [Setting Up Applicant Management \[page 968\]](#)

**Previous task:** [Enabling Role-Based Permissions for Applicant Management \[page 969\]](#)

**Next task:** [Adding a New Field as a Display or Filter Option \[page 972\]](#)

## Related Information

[Supported Field Types as Display or Filter Option for Applicant Management \[page 974\]](#)

[Implementing the Metadata Framework \(MDF\)](#)

### 21.2.1.3 Adding a New Field as a Display or Filter Option

Add fields and configure the display and filter options so they appear in the applicant list page of the redesigned Applicant Management tool.

## Prerequisites

- In order for fields to be available to configure, the fields IDs have been defined in your application templates or the candidate profile template.
- *Recruiting User Personalization Object Configuration* and *Recruiting User Personalization Field Configuration* role-based permissions are enabled, as described in [Enabling Role-Based Permissions for Applicant Management \[page 969\]](#).

- The set of fields for columns and filters in the [Recruiting User Personalization Object Configuration](#) MDF object have been viewed and edited, as described in [Viewing and Editing Standard and System Fields \[page 970\]](#).

## Context

- You can configure fields from all active job application and candidate profile templates in the [Manage Data](#) tool, except for sensitive fields.

### Note

If you convert a field into a sensitive field, check that the field isn't already configured as a filter or display option in Applicant Management.

Using [Manage Data](#) means that the display and filter options in the template configurations are no longer necessary nor supported when using Applicant Management.

- Data types and labels defined in the candidate profile template take precedence over data types and labels defined in job application templates.
- To add these fields to the [Recruiting User Personalization Object Configuration](#) object, they need to be defined in either the job application or candidate profile template. The same field IDs can't be in multiple application templates and configured with different data types.
- The display and filter options don't respect role-based permissions or permissions outlined in the templates.
- Find the IDs of the fields that you'd like to add to the personalization object by viewing your candidate profile template and job application templates using the [Manage Templates](#) tool.

### Tip

Only one set of fields for display and filter options is allowed per instance. There's only one object in the [Recruiting User Personalization Object Configuration](#) dropdown list.

## Procedure

1. Go to [Admin Center](#) [Manage Data](#), then in the first [search](#) field, search for and select [Recruiting User Personalization Object Configuration](#).
2. Go to the next [search](#) field and select the available object.  
The [Recruiting User Personalization Object Configuration](#) page appears.
3. In the top-right corner, select [Take Action](#) [Make Correction](#) to open the [Recruiting User Personalization Object Configuration](#) page in edit mode and perform the following configurations in the [fields](#) section:

| Option   | Description                                                            |
|----------|------------------------------------------------------------------------|
| Field ID | Enter the field IDs you want to add to the display and filter options. |

| Option             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | <p>→ Recommendation</p> <p>To ensure the best user experience, avoid adding more than 30 fields.</p>                                                                                                                                                                                                                                                                                                                                                         |
| <b>Displayable</b> | <p>Set the options by selecting <a href="#">Yes</a> for every field you want to appear in a column.</p> <p>Column order is controlled by Recruiting users in <a href="#">Manage Columns</a> from the  <a href="#">Settings</a> icon in the redesigned Applicant Management tool. The <a href="#">Name</a> column, however, frozen by default and can't be unselected.</p> |
| <b>Filterable</b>  | Set the options by selecting <a href="#">Yes</a> for every field you want to appear in a column.                                                                                                                                                                                                                                                                                                                                                             |
| <b>Actions</b>     | Fields can be moved up or down in the list, or deleted.                                                                                                                                                                                                                                                                                                                                                                                                      |

4. Select [Save](#) to finish.

**Task overview:** [Setting Up Applicant Management \[page 968\]](#)

**Previous task:** [Viewing and Editing Standard and System Fields \[page 970\]](#)

**Next task:** [Enabling the Redesigned Applicant Management Tool \[page 976\]](#)

## Related Information

[Manage Templates \[page 1602\]](#)

[Choosing Column Display Options for the Applicant List \[page 995\]](#)

[Enabling Role-Based Permissions for Applicant Management \[page 969\]](#)

[What Is the Metadata Framework?](#)

[Viewing and Editing Standard and System Fields \[page 970\]](#)

[Supported Field Types as Display or Filter Option for Applicant Management \[page 974\]](#)

### 21.2.1.3.1 Supported Field Types as Display or Filter Option for Applicant Management

The list of supported and unsupported data types and unsupported fields in the redesigned Applicant Management tool.

#### ⓘ Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

## Supported Data Types

You can configure fields in the [Recruiting User Personalization Object Configuration](#) MDF object using the following supported data types:

- text
- date
- bool – the field type is configured as bool but displays in the user interface as [Yes](#) or [No](#).
- enum
- percent
- number
- currency
- picklist
- percent
- bgElement – you can configure only background elements and not the data fields.
- textarea – supported only for filterable fields.
- richText – supported only for filterable fields.

## Unsupported Data Types

Error messages display if you configure a field with these unsupported data types:

- textarea
- richText
- hyperlink
- instruction
- multiattachment
- multiattachmentselection
- Foundation Objects
- Generic Objects
- derived

## Unsupported Fields

You see error messages on the screen when you try to configure these fields in the [Recruiting User Personalization Object Configuration](#) MDF object:

- bkgrndChkStatus
- candidateId
- candidateSource
- comments
- gender
- id
- jobsApplied
- lastModified
- onBoardingSubmissionStatus
- overdueInterviews
- questionResponse

- `referralSource`
- `reviewDate`
- `source`

## 21.2.1.4 Enabling the Redesigned Applicant Management Tool

Enable the redesigned Applicant Management tool if you want to have it available for Recruiting users.

### Procedure

1. From the Admin Center, go to [Manage Recruiting Settings](#).
2. Go to the [Candidate Summary](#) section and turn on the [Enable Latest Applicant Workbench](#) setting.
3. [Optional] If you want to hide access to the legacy workbench, choose [Hide Legacy Workbench](#).  
By enabling this setting, the [New Applicant Management Experience](#) switch in the redesigned Applicant Management tool will be hidden.
4. Select [Save](#) to save your settings.

### Results

You've now enabled the redesigned Applicant Management tool.

**Task overview:** [Setting Up Applicant Management \[page 968\]](#)

**Previous task:** [Adding a New Field as a Display or Filter Option \[page 972\]](#)

## 21.2.2 Allowing Attachment Deletions

The redesigned Applicant Management tool allows Recruiting administrators to enable the deletion of files added to fields defined as [multiattachmentsselection](#) field types.

### Prerequisites

The redesigned Applicant Management tool is enabled.



## Context

The [multiattachmentselection](#) field type is designed to allow applicants or Recruiting users to upload files into a field defined on the application template.

A [multiattachmentselection](#) field can have multiple documents uploaded and attached, acting as a mini-library where all uploaded documents are stored for later reuse without requiring they be uploaded again.

In single-stage environments, applicants are allowed to add attachments in a [multiattachmentselection](#) field as long as the field is empty. In multistage environments, applicants can add or delete documents in the [multiattachmentselection](#) field based on the permissions defined for their role.

In the legacy Candidate Workbench, the [multiattachmentselection](#) field becomes unchangeable as soon as applicants add a file. The redesigned Applicant Management tool, however, continues to allow Recruiting users to be able to delete attachments.

## Procedure

- If the Recruiting user already has write permission for the [multiattachmentselection](#) field, there's nothing for the administrator to configure.

The user can add or delete documents from the [multiattachmentselection](#) field type in the redesigned Applicant Management.

- If the Recruiting user doesn't have write permission, go to ► [Manage Templates](#) ► [Recruiting Management](#) ► [Job Application](#) ► and assign write permission to the user's role for the [multiattachmentselection](#) field.

## Related Information

[Deleting Resumes and Attachments \[page 1006\]](#)

## 21.2.3 Enabling the Ability to Edit Applicant Names

The redesigned Applicant Management tool allows Recruiting users to be able to edit applicant names, such as to fix typos or correct spelling errors.

## Prerequisites

The redesigned Applicant Management tool is enabled.

## Context

The legacy Candidate Workbench doesn't allow anyone to edit an applicant's name until after the applicant is hired and added into Employee Central.

These steps explain how Recruiting administrators can set proper permissions to allow Recruiting users to be able to edit applicant names in the [Profile Information](#) portlet in the redesigned Applicant Management tool.

### Note

Even after you give Recruiting users permission, they can't edit names long as they're in the legacy Candidate Workbench. They can, however, make edits just by switching to the redesigned Applicant Management view.

## Procedure

1. In the Admin Center, go to ► [Manage Templates](#) ► [Recruiting Management](#) ► [Job Application](#) ► and select the template you're using for Applicant Management.
2. Select the field definition link to go to the [Fields](#) dialog:
  - a. Find all of the fields related to the applicant name that's been set up in your system, such as `firstName`, `middleName`, `lastName`, and so on.
  - b. For each of these name-related fields, verify that *Is Read Only* is set to `False`.
  - c. Choose [Done](#) to save the field definition settings.
3. Select the button permissions link to go to the [Button Permissions](#) dialog:
  - a. In the [Button Permission Button](#) dropdown list, choose `EDIT_CANDIDATE_SNAPSHOT`.
  - b. In the [Button Permission Role Name](#) dropdown list, choose all of the Recruiting roles you want to give edit access to.
  - c. Choose [Done](#) to save this button permission setting.
4. Choose ☑ [Publish](#) to save and publish your settings.

## Results

Applicant names can now be edited and corrected in the redesigned Applicant Management tool in the [Profile Information](#) portlet.

## Related Information

[Editing Applicant Names \[page 999\]](#)

## 21.2.4 The Applicant List Page

The applicant list page in the redesigned Applicant Management tool allows you to see all applicants that have applied to your job requisition, with information defined as columns (such as candidate type and country/region). Recruiting users can also perform quick actions, including mass actions on multiple applicants at once.

### Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

| Functionality                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Search for name</a>    | Located at the top above the applicant list, the search field lets you search for individuals by name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Status and Filters</a> | <p>☒ <a href="#">Status</a> – Located on the left pane, <a href="#">Status</a> lets you refine your applicant list based on status. Statuses that display the &gt; (right arrow) are collapsed. Selecting the icon expands to show all of the substatuses.</p> <p>If you choose a checkbox for a collapsed status, the list displays applicants whose substatuses match.</p> <p>☒ <a href="#">Filters</a> lets you refine the applicant list based on values for various fields, such as language skills or country/region.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Applicants</a>         | <p>The list of applicants associated with the job requisition.</p> <p>The list displays 25 applicants at a time by default. Click on <a href="#">More</a> at the bottom of the page to load additional sets of 25 applicants.</p> <p>The list of applicants provides the following functionality:</p> <ul style="list-style-type: none"><li>• See when applicants update their applications – with the <b>Updated</b> value in the <a href="#">Unread</a> column when you enable multistage application.</li><li>• See a visual distinction (in the form of icons) that differentiates among internal, external, agency, and referred candidates in the <a href="#">Applicant Type</a> column. The icons are:<ul style="list-style-type: none"><li>•  <a href="#">Internal</a></li><li>•  <a href="#">External</a></li><li>•  <a href="#">Agency</a></li><li>•  <a href="#">Referred</a>: Employee Referral Program needs to be enabled for this applicant type.</li></ul></li></ul> <p>A new applicant type that's identified with the new symbol in the list page when the Employee Referral Program is enabled. Filter and display options for <a href="#">Applicant Type</a> now includes <a href="#">Referred</a> as an addition to</p> |

the existing *External*, *Internal*, and *Agency* types. When viewing a referred applicant in the detail view, clicking the ⓘ *Candidate Forwarded* icon shows additional information.

- See applicants who haven't been viewed at all yet appear in bold to make them easier to spot.
- View the details of an individual candidate by clicking on their name.
- With *Skills Compatibility*, you can have a high-level understanding of how the applicant's skills match with the job description.
- Drag & drop functionality allows recruiters to move candidates across the recruiting pipeline efficiently while ensuring permissions and business rules are adhered to. The drag and drop functionality supports the following features:
  - Single applicant movement.
  - Multiple applicant movement (Bulk Action): If all applicants are in the same initial status, they are moved successfully with the required action or eligibility checks as for a single applicant. If applicants are in different statuses, the system handles partial success, requiring user actions for eligibility checks.
  - Permission check and eligibility: The system checks permissions for each move action to ensure the recruiting user is authorized to perform the move. Eligibility checks are performed to ensure applicants can be moved to the desired status.
  - User feedback and error handling: If a user lacks permission or if there are eligibility issues, the system provides feedback explaining why the action cannot be completed. Dependencies on intermediate statuses are clearly communicated to the user.

The Recruiting user can control exactly which columns appear, in what order, in the list.

#### ⓘ Note

The list page doesn't display anonymized applicants.

As soon as an applicant has one of the following statuses in the redesigned Applicant Management tool — *Deleted On Demand by Candidate*, *Deleted On Demand*

| Functionality                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                              | <p><a href="#">By Admin</a>, or <a href="#">Declined DPCS</a> — the applicant immediately disappears from the system because there's nothing you can do with the applicant anymore.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">Move</a> button                                                                                  | <p>Change statuses with the <a href="#">Move</a> button. The most frequently performed action on the applicant list is to forward the status of one or more applicants. The button is located prominently on the top-right corner of the list, and lets you open the <a href="#">Move Applicants</a> dialog directly for your selected applicants.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| ... <a href="#">More</a>                                                                                     | <p>Perform some quick actions for applicants you select from the list page. Refer to <i>Quick Actions from the Applicant List Page</i> for descriptions.</p> <p>From the list of applicants, Recruiting users can perform the following actions:</p> <ul style="list-style-type: none"> <li>• <a href="#">Add Comment</a></li> <li>• <a href="#">Add to Requisition</a></li> <li>• <a href="#">Add Tags</a></li> <li>• <a href="#">Add to Talent Pool</a></li> <li>• <a href="#">Contact</a></li> <li>• <a href="#">Download Documents</a></li> <li>• <a href="#">Forward</a> &gt; <a href="#">Forward as Applicant</a></li> <li>• <a href="#">Forward</a> &gt; <a href="#">Forward to Colleague</a></li> <li>• <a href="#">Forward</a> &gt; <a href="#">Forward to Requisition</a></li> <li>• <a href="#">Initiate Background Check</a></li> <li>• <a href="#">Initiate Onboarding</a></li> <li>• <a href="#">Invite Late Stage Applicant</a></li> <li>• <a href="#">Invite to Apply</a></li> <li>• <a href="#">Re-invite to Apply</a></li> <li>• <a href="#">View Details</a></li> </ul> |
| ↓↑ <a href="#">Sort</a>                                                                                      | <p>Choose any column on the list page to sort the list of applicants. You can view the list in ascending or descending order, and choose which column to sort by. The sorted list carries over to the detail view, and stays sorted for the session. Sort up to 150 applicants in the list page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  <a href="#">Settings</a> | <p>Customize display options to show, hide, or move the display order of columns on the list page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

## 21.2.4.1 Quick Actions from the Applicant List Page

The redesigned Applicant Management tool allows you to perform some quick actions for individual, as well as multiple applicants from the applicant list page.

### Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

The following options (from left to right), located on the top right of the applicant list in the redesigned Applicant Management tool lets you perform the following actions:

- [Move](#) button: Select one or more applicants, then choose the button to open the [Move Applicants](#) dialog to move them to a different status.
- [Sort](#) icon allows you to sort the applicants for the job requisition based one of the columns visible on the list.
- [More](#) icon (described on this page): Perform some quick actions for applicants you select from the list page:
  - For multiple applicants – select their names, then choose [More](#), located next to the [Move](#) button.
  - For a single applicant – choose the [More](#) icon in the farthest right location of the column for that applicant.
- [Settings](#) icon: Customize display options to show, hide, or move the display order of columns on the list page.

### Note

- Applicant statuses were previously known as the Talent Pipeline.
- You can perform a mass action on up to 500 applicants at a time.

### Note

- Mass actions will be processed asynchronously using an event-driven architecture or the Job Scheduler.
- While a mass action is in progress, the recruiter cannot start another mass action on the same job requisition until the current one is complete.
- However, recruiters can still view and update individual applications during this time.
- As of 2H 2025,
  - Mass action for the [Add to Talent Pool](#) action is not supported.
  - The limit for mass actions on the [Contact](#) action has been raised from 50 applicants to 150 applicants.
- The available actions are based on your organization's configuration, such as if Late Stage is enabled or if you use SAP SuccessFactors Onboarding.
- Actions that are grayed out on the list mean they're not valid for your selected applicants.

| Action                      | Description                                                                                                                                |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Add Comment</a> | Opens the <a href="#">Add Comment</a> dialog, where you can enter comments about the applicants you select. Choose <a href="#">Show on</a> |

| Action                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | <p><a href="#">Candidate Profiles</a> if you want the comment to be visible in their profiles.</p> <p>This action shows candidate eligibility <b>before</b> triggering the action itself, as well as success or failure messages after the <b>action</b> is triggered.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Add Tags</a>           | <p>Opens the <a href="#">Add Tags</a> dialog, where you can add and create tags for multiple applicants simultaneously.</p> <p>You can update the tags for a single applicant by selecting the <a href="#">Manage Tags</a> option on the applicant's profile.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Add to Requisition</a> | <p>Available only for individuals who are in <b>Forwarded</b> or <b>Invited to Apply</b> status, and only if your organization has enabled the Late Stage Applications feature. Choosing this option applies the <b>New Applicant</b> status to the selected individuals and adds them to the current job requisition.</p>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Add to Talent Pool</a> | <p>Opens the <a href="#">Add to Talent Pool</a> dialog for you to add the selected applicants to an existing talent pool, as well as specify their talent pool status.</p> <p>This action shows candidate eligibility <b>before</b> triggering the action itself, as well as success or failure messages after the <b>action</b> is triggered.</p>                                                                                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Contact</a>            | <p>You can choose to contact the agency, the applicant, or both when dealing with agency-managed applicants. provides flexibility and ensures communication preferences are respected</p> <p>Opens a form, where you can specify the language, marketing brand, email template, as well as provide the subject and body of the message. If your system is configured to send text messages, you can use this form to send both email and SMS messages.</p> <p>Choosing <a href="#">Next</a> takes you to a preview page where you can view the formatted email, then send it by selecting <a href="#">I'm Done</a>. The label <a href="#">Email Applicant</a> appears instead if your system isn't configured to send text messages.</p> |
| <a href="#">Download Documents</a> | <p>Allows you to easily access and download various application data, such as resumes, cover letters, and so on, for up to 50 selected applicants simultaneously. The default behavior is to download both documents, but you can choose to only download one or the other. If you select multiple applicants, the dialog also tells you what type of document is available for each applicant.</p>                                                                                                                                                                                                                                                                                                                                      |

| Action                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                  | <p>You can download comprehensive application data, including resumes, cover letters, and other attachments, as a single PDF or ZIP file.</p> <ul style="list-style-type: none"> <li>You can download documents for one or multiple applicants.</li> <li>For a single applicant, downloads are available only in PDF format.</li> <li>For multiple applicants, you can choose between PDF or ZIP formats.</li> </ul> <div> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>An email notification is sent when the file is ready for download.</li> <li>Once the file is ready for download, it will be available for 24 hours, after which it will be deleted.</li> <li>If a file is already available for download, starting a new request will delete the previous file.</li> <li>You cannot start a new download request until the current file download is complete.</li> </ul> </div> |
| <a href="#">Forward</a> > <a href="#">Forward as Applicant</a>   | <p>Allows you to forward a candidate as an applicant to a job requisition as though the candidate has applied to it. This action isn't specific to Evergreen and can be used generally.</p> <p>You can filter <a href="#">Forward as Applicant</a> by requisition ID, recruiter, hiring manager, and child requisition. You can also filter by job posting type if you enable <a href="#">Allow forwarding of candidates to unposted jobs</a> in <a href="#">Admin Center</a> &gt; <a href="#">Manage Recruiting Settings</a>.</p>                                                                                                                                                                                                                                                                                                                                                                   |
| <a href="#">Forward</a> > <a href="#">Forward to Colleague</a>   | <p>Allows you to select single or multiple individuals to forward them to a colleague.</p> <p>You can add some explanatory text and attach the candidate's resume and cover letter to send to that recipient. The recipient then receives an email notification with the candidate's name and the explanatory text. The candidate's name is rendered as a hyperlink in the email, which allows your recipient to access that candidate's profile directly.</p> <p>This action shows candidate eligibility <b>before</b> triggering the action itself, as well as success or failure messages after the <b>action</b> is triggered.</p>                                                                                                                                                                                                                                                               |
| <a href="#">Forward</a> > <a href="#">Forward to Requisition</a> | <p>Allows you to select single or multiple individuals to forward them to another job requisition.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



| Action                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             | <p>Candidates don't receive email notifications when they're forwarded to requisitions.</p> <p>You can filter <a href="#">Forward to Requisition</a> by requisition ID, recruiter, hiring manager, and child requisition. You can also filter by job posting type if you enable <a href="#">Allow forwarding of candidates to unposted jobs</a> in ► <a href="#">Admin Center</a> ► <a href="#">Manage Recruiting Settings</a> ►.</p>                                                                                                                                                      |
| <a href="#">Initiate Background Check</a>   | <p>Allows you to initiate background checks on applicants. Once initiated, the <a href="#">Background Check</a> portlet appears in the <a href="#">Activity</a> tab.</p> <p>You can use First Advantage or other third-party vendors for the background checks.</p> <p>The action is controlled through the <a href="#">Background Check Initiate Permission</a> role-based permission.</p> <p>Refer to <a href="#">Third-Party Integration with SAP SuccessFactors Recruiting</a> for more information.</p>                                                                               |
| <a href="#">Initiate Onboarding</a>         | <p>Allows you to perform initiate onboarding on an applicant with <a href="#">Hireable</a> status.</p> <p>The <a href="#">Initiate Onboarding Summary</a> popup displays real-time information on the onboarding eligibility and submission status.</p> <p>Refer to <a href="#">Permission Settings for Onboarding Portlet and Initiate Onboarding</a> for more information on permission settings.</p>                                                                                                                                                                                    |
| <a href="#">Invite to Apply</a>             | <p>Invite individuals to apply for a job if they haven't already applied. They then receive email notifications that use the <a href="#">Invite Candidate to Apply</a> email template with a link to the job application for that specific job requisition.</p> <p>This action shows candidate eligibility <b>before</b> triggering the action itself, as well as success or failure messages after the <b>action</b> is triggered.</p> <div data-bbox="818 1549 1427 1688"> <p>→ Remember</p> <p>The job requisition must be posted in order to invite an individual to apply.</p> </div> |
| <a href="#">Invite Late Stage Applicant</a> | <p>This option is available when you enable the Late Stage Applications feature, and allows you to invite individuals to apply for a job. They then receive email notifications with a link to the job application for that specific job requisition.</p>                                                                                                                                                                                                                                                                                                                                  |

| Action                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | <p>This action shows candidate eligibility <b>before</b> triggering the action itself, as well as success or failure messages after the <b>action</b> is triggered.</p> <div> <p>→ Remember</p> <p>The job requisition must be posted in order to invite a candidate to apply.</p> </div>                                                                                                                                                                                                                                            |
| <a href="#">Re-invite to Apply</a> | Re-invite individuals to apply for a specific job application if they've already been invited to apply but haven't completed the application process. You can continue to use the <a href="#">Re-invite to Apply</a> action until the individual completes the application.                                                                                                                                                                                                                                                          |
| <a href="#">View Details</a>       | <p>Opens the detail view for the selected applicant, just as when you choose their name from the applicant list. When you select <a href="#">View Details</a> for multiple applicants, they move to a "mini list" in the left pane, allowing you to see the detailed view of your selected applicants.</p> <p>For the selected applicants, the <a href="#">View Details</a> action lets you switch between their information. You can also download documents like resumes and cover letters from each applicant's details page.</p> |

## 21.2.4.2 The Move Button and Status Change Triggers in Business Rules

The redesigned Applicant Management tool lets Recruiting users control **all** applicant status changes through the [Move](#) button. For this reason, Applicant Management ignores any OnChange rules configured on Status.

The redesigned Applicant Management tool **ignores** the following OnChange rules:

- An onChange rule that's set to automatically modify the value of [Status](#).  
Example: If the value for Rating is < 5 = set Status to disqualify
- An onChange rule that's set on the Status field itself.  
Example: When [Status](#) is changed to "Interview" = set Interview Picklist to "To be scheduled" and raise alert "Please make sure to schedule interview"

With the exception of onChange rules on Status, all other onChange and onSave rules behave the same way between the redesigned Applicant Management tool and legacy Candidate Workbench. For this reason, if you set an onChange rule on Status with the legacy Candidate Workbench, you can convert it to an onSave rule.

Note some minor differences between onChange and onSave rules:

- You can't raise alerts with onSave rules.
- While onSave changes the value stored in the database, onChange only changes what users see on the screen. Users can modify the value presented to them from onChange before saving the information, which means onChange acts more as a suggestion.

- onSave rules are triggered when users choose [Save](#) or [Move](#), and can also be triggered through OData APIs (for example, in third-party integrations). onChange rules, on the other hand, are triggered only through the user interface when modifying a value in the portlet, and can't be triggered through OData APIs.

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

### 21.2.5 The Detail View

Selecting an applicant from the list view takes you to that applicant's detail page, where different tabs display various portlets in an organized way.

Which portlets are visible to Recruiting users in the detail view depends on either role-based permissions, or permissions configured with the job requisition, application, or candidate profile template.

Selecting an applicant from the list view takes you to their detail page. The list of selected applicants slides to the left side of the screen. In addition to their names, you can see their individual  [Action](#) icon to perform an action on that applicant, separate from the main applicant whose detail page you're viewing.

The following icons appear to the right of the applicant name:

- The [Move](#) button lets Recruiting users forward multiple applicants at once to a different status.

#### Note

All status changes in the redesigned Applicant Management tool are made in the [Move Applicants](#) dialog, which the [Move](#) button opens. Refer to *Changing the Status of Applicants Using Move* for details.

- The [Contact](#) button takes you to the [Contact Applicant](#) form, where you can send email to the applicant. If your system is configured for SMS text messages, the form gives you the option to send email, an SMS, or both.
- The [View Profile](#) button navigates to the Candidate Profile page for an applicant.

#### Note

As of 2H 2025, we do not support the candidate privacy option selected during profile creation. The [View Profile](#) button is displayed regardless of that selection, and the candidate's profile remains accessible.

-  [More](#) icon: Perform some quick actions for applicants you select from the list page.
- < (left arrow) icon: Navigates to the previous applicant.
- > (right arrow) icon: Navigates to the next applicant.
-  [full screen](#) icon: Expands the detail view of the applicant.

When an agency forwards a candidate to a job, you can see the details of the specific agency by choosing

 [Candidate Forwarded](#) next to the applicant's name.

Below the name of the applicant are the following:

- Email address – presented as a `mailto` link.

- Phone number – selecting the number opens the user's default phone application.
- Application URL – selecting the icon copies the applicant's detail view URL into the user's clipboard.
- Status – displays the applicant's status, such as **New**.
- Type – displays whether the applicant is internal, external, or referred by an internal employee or submitted by an agency.

### Note

The following is a list of available portlets, in the order that they appear on the screen. Not all portlets are visible to the Recruiting user depending on what functionality is enabled and configured. Administrators can also control what portlets Recruiting users can see, add to or edit, based on the permissions they've been assigned.

The detail view displays the following information:

| Detail View Tab                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Applicant Information</a> | <p>Displays the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">Application Information</a> – basic information from the application.</li> <li>• <a href="#">Screening Details</a> – answers provided by the applicant to screening questions.<br/>In the <a href="#">Screening Information</a> section, you can also view historical results to derive insights about an applicant by viewing the screening questions and responses from other jobs that the applicant has applied.</li> <li>• <a href="#">Profile Information</a> – contact information such as address. Recruiting users with the appropriate permissions can edit an applicant's name in the <a href="#">Profile Information</a> portlet. The tab can also include background elements that are configured in the profile template. These elements consist of user-defined portlets such as formal education, language skills, and outside work experience.</li> <li>• <a href="#">Talent Pools</a> – any talent pools the applicant has been added to. Users with the appropriate permission can choose the <a href="#">Add to Talent Pool</a> option here.</li> </ul> |

| Detail View Tab                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i><a href="#">Resume and Documents</a></i> | <p>Displays three buttons on the top of the page - <i><a href="#">Resume</a></i>, <i><a href="#">Cover Letter</a></i>, and <i><a href="#">Other Documents</a></i>, to view the contents of the applicant's resume, cover letter, and any additional documents, such as work samples, portfolio, or certificates.</p> <p>With the appropriate permissions, you can view resumes and cover letters directly on the screen. You don't have to download the files first, or have to open a different application to view them.</p> <p>Depending on how attachment fields are configured, some onscreen previews aren't available for additional documents. Such documents would need to be downloaded.</p> <p>Users with the appropriate permissions can also upload documents from here directly.</p> <p>If you are using the <i><a href="#">View Details</a></i> quick action from the list page to view a selected list of applicants, you can download documents of each applicant when you switch between their details.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <i><a href="#">Skills Compatibility</a></i> | <p><i><a href="#">Skills Compatibility</a></i> gives you a detailed view of the applicant's skills that can be used to take informed decisions in the hiring process. The Skills Compatibility tab categorizes skills as <i><a href="#">Job Skills</a></i> and <i><a href="#">Other Applicant Skills</a></i> section to view the following skill set:</p> <p><i><a href="#">Job Skills</a></i> - Skills defined in the job description as primary and secondary skills by a recruiter when a job is posted.</p> <ul style="list-style-type: none"> <li>• <i><a href="#">Primary Skills</a></i> - Skills identified as a must for the job in a job description and are available in the applicant's skill set.</li> <li>• <i><a href="#">Secondary Skills</a></i> - Skills that improve an applicant's ability to perform a specific job but aren't required. An applicant also has skills besides the required skills relevant to the job.</li> </ul> <p><i><a href="#">Other Applicant Skills</a></i> - Skills derived from applicant's resume and did not match the job skills identified in the job description.</p> <ul style="list-style-type: none"> <li>• <i><a href="#">Relevant Skills</a></i> - The relevant skills are additional skills of an applicant that are relevant for the job but not identified as the required skills. The relevant skills are from the applicant's resume or manually added by the applicant on the career site.</li> <li>• <i><a href="#">Unmatched Applicant Skills</a></i> - Additional skills of an applicant that may not be relevant for the job.</li> </ul> |

| Detail View Tab                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Comments</a>          | <p>Displays comments that are part of the applicant's record.</p> <p>Select <a href="#">Add Comment</a> from the top right of the page to add a new comment. The <a href="#">Add Comment</a> dialog allows you to choose whether to make your comment visible on the candidate profile.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <a href="#">Activity</a>          | <p>Displays various activities associated with the applicant, organized into the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">Correspondence</a> – communication with the applicant. In addition to email, the list can include SMS if you've included text messaging in your configuration.</li> <li>• <a href="#">Interviewers</a> – displays a list of interviewers, as well as interview date, time, and any notes regarding the interviews.</li> <li>• <a href="#">Interview Results</a> – displays interview results that are completed in Interview Central. It includes overall ratings, ratings per competency/skill, recommendations, and comments from interviewers. A link from the portlet takes you to the <a href="#">View Candidate Ratings</a> page, where you can view all rated applicants on your job requisition.</li> <li>• <a href="#">Offers</a> – displays offer details, with the ability to view offer letters that have been generated.</li> <li>• <a href="#">Assessments</a> – displays the assessment for the applicant. You can also view historical results to derive insights about an applicant by viewing the status and score of the assessments that were initiated for other applied jobs applied, and decide if an assessment is needed for your current job requisition. You could also compare the results with the assessment made for your job requisition.</li> <li>• <a href="#">Background Check</a> – displays a list of background checks, and becomes visible when a Recruiting user performs the <a href="#">Initiate Background Check</a> action.</li> </ul> |
| <a href="#">Applicant History</a> | <p>Displays the <a href="#">Jobs Applied</a> portlet, which lists job requisitions the applicant has applied to.</p> <p>You can also view historical results of screening questions and candidate assessments in the <a href="#">Screening History</a> and <a href="#">Assessment History</a> sections, respectively.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <a href="#">Audit Information</a> | <p>Displays audit-related information in the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">Application Status Audit Trail</a> – a list of statuses through which the candidate has passed.</li> <li>• <a href="#">Change History</a> – all of the actions made in the applicant record.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Detail View Tab                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Candidate Profile Extension</a> | <p>Displays additional details about the candidate.</p> <p>Create custom fields for the candidate profile in ► <a href="#">Admin Center</a> ► <a href="#">Configure Object Definition</a> ► <a href="#">Candidate Profile Extension</a> ►.</p> <div> <p><b>Note</b></p> <p>If there are no custom fields configured, the <a href="#">Candidate Profile Extension</a> will not be visible on the UI.</p> </div> <p>You can also edit candidate details on the details page. Select <a href="#">Edit</a> from the top right of the page to edit the candidate details and save your changes.</p> |

## Related Information

[Changing the Status of Applicants Using Move \[page 1000\]](#)

[Candidate Profile Element: Background Information \[page 902\]](#)

## 21.2.5.1 Visibility of Standard and Custom Field in Portlets

Information on which portlets standard and custom fields appear in the redesigned Applicant Management tool.

### Standard Fields

#### Note

Standard fields are displayed in the applicant detail view only if they are permissioned in the application or candidate profile template with either read or write permission

#### Standard Fields that Display in the [Profile Information](#) Portlet

In the redesigned Applicant Management tool, defining the following standard fields in both candidate profile and application templates results in their being displayed in the [Profile Information](#) portlet:

- [contactEmail](#)
- [firstName](#)
- [lastName](#)
- [middleName](#)

- *address*
- *phoneCountryCode*
- *cellPhone*
- *homePhone*
- *faxNumber*
- *city*
- *state*
- *country*
- *zip*
- *currentTitle*
- *currentCompany*
- *postConvExtContactEmail*

### **Standard Fields that Display in the *Application Information* Portlet**

In the redesigned Applicant Management, defining the following standard fields in both candidate profile and application templates results in their being displayed in the *Application Information* portlet:

- *primaryEmail*
- *gender*
- *ethnicity*
- *race*
- *dateOfAvail*
- *optInCellNumber*
- *dateOfBirth*
- *disabilityStatus*
- *minAnnualSal*
- *preferredLoc*
- *ssn*
- *veteranStatus*
- *soure*
- *forwardedBy*
- *forwardedFrom*
- *forwardedOn*
- *rating*
- *lastModified*
- *name*
- *status*
- *applicationDate*
- *bkgrndChkStatus*
- *employeeId*
- *comments*



## Custom Fields

When you configure a custom field in the legacy Candidate Workbench in both the candidate profile and application templates, the field displays under **both** [Application Information](#) and [Profile Information](#) portlets (honoring respective candidate profile and application template read and edit permissions).

However if you configure that same custom field in both candidate profile and application templates in the redesigned Applicant Management tool, the field displays **only** in [Application Information](#) (honoring only application template read and edit permissions).

For this reason, a custom field that a Recruiting user sees in the legacy Candidate Workbench might not appear in the redesigned Applicant Management tool. If this happens, you have two options:

- Grant your users read and edit permissions on the custom field in the application template so that the field is visible to them in the [Application Information](#) portlet. If you have multistage applications enabled, you also want to grant them permission in the job requisition template.
- Remove the custom field from the application template altogether, and keep it only in the candidate profile template. That way, the custom field only shows up in the [Profile Information](#) portlet..

## 21.2.6 Using the Redesigned Applicant Management Tool

You can use the redesigned Applicant Management tool to search, and filter for applicants. This feature includes configurable filters, personalized columns, and search options to help accelerate the screening phase of the hiring process.

### Prerequisites

**Optional:** The administrator has reviewed and updated the Field Display and Filter Options using the [Manage Data](#) tool. Refer to [Adding a New Field as a Display or Filter Option \[page 972\]](#) for details.

### Context

#### 📘 Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

## Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ►.
2. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

### → Tip

From the redesigned Applicant Management tool, if you want to go to other sections within a specific requisition, such as Job Postings or Job Profile, click on the job title in the breadcrumb trail.

You initially see 150 applicants listed. To see more data, you can scroll down the list page and select [More](#), to load 300, 450 and 600 applications.

The applicant list shows all individuals who applied, including applicants who are in the Forwarded and Invited to Apply statuses.

3. From your list of applicants, you can the following options:
  - Select one or more applicants. Choose the [Move](#) button to open the [Move Applicants](#) dialog to forward them to a different status.
  - Choose the [More](#) icon to perform some quick actions for those applicants you select from the list.
  - Select an applicant from the list to view the individual's detail page.

## Results

When you log back in after your session times out then go to the [Candidate Summary](#) page, the system automatically displays the latest or legacy version of the workbench based on your previous session.

### ⓘ Note

The system doesn't save your filter settings when you switch between the latest and legacy versions. For example, if you filter for a country/region in the legacy Candidate Workbench then switch to the redesigned Applicant Management tool, you see the full list of applicants from all countries/regions.

## 21.2.6.1 Choosing Column Display Options for the Applicant List

You can customize display options for the applicant list page in the redesigned Applicant Management tool, to show, hide, or move the column display order.

### Prerequisites

#### ⓘ Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

- The fields are configured as displayable in [Recruiting User Personalization Object Configuration](#). Refer to [Adding a New Field as a Display or Filter Option \[page 972\]](#) for instructions.
- The redesigned Applicant Management tool is enabled in your system, and you have applicants for specific job requisitions.

### Context

The following options (from left to right), located on the top right of the applicant list in the redesigned Applicant Management lets you perform the following actions:

- [Move](#) button: Select one or more applicants then choose the button to open the [Move Applicants](#) dialog to forward them to a different status.
- [More](#) icon: Perform some quick actions for applicants you select from the list page.
- [Described on this page] [Settings](#) icon: Customize display options to show, hide, or move the display order of columns on the list page.

#### ⓘ Note

This option shows all the fields that have been defined as display columns. They might not be used on the template used for the job requisition the user is viewing at the time. In addition, field-level permissions are ignored.

The most commonly used fields are selected by default.

### Procedure

1. From the Admin Center, go to [Recruiting > Job Requisitions](#).

2. Select [Candidate Summary](#) from any job requisition.
3. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

4. Select the  [Settings](#) icon.

The [Manage Columns](#) dialog box appears with the [Name](#) column already selected by default. You can't unselect this column.

5. Select additional columns in [Manage Columns](#) to display for you.

#### Note

You can't remove the [Name](#) column.

You can choose up to nine (9) additional columns.

You can't predefine selected columns for a user, a set of users, or for specific roles.

To access specific applicant data that's not available in [Manage Columns](#), use the [Manage Data](#) tool. Refer to [Setting Up Field Display and Filter Options to the Redesigned Applicant Management Tool](#) for instructions.

6. **Optional:** Use the ^ [up](#) and v [down](#) arrows to change the display order of the columns you selected.
7. Select [OK](#) to save your display options.

The data now appear under your selected columns for those fields that have been completed by the candidate when applying or being forwarded.

## Related Information

[Adding a New Field as a Display or Filter Option \[page 972\]](#)

### 21.2.6.2 Using Filters to Refine the Applicant List

Use the status and filter settings to refine the view of the applicant list to help identify the most qualified applicants for a job.

## Prerequisites

#### Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

The fields have been configured as filterable in [Recruiting User Personalization Object Configuration](#). Refer to [Adding a New Field as a Display or Filter Option \[page 972\]](#) for instructions.

## Context

The system doesn't save your filter settings when you switch between the redesigned Applicant Management tool and the legacy Candidate Workbench. For example, if you filter for a country/region in one then switch to the other, you see the full list of applicants from all countries/regions.

Both the filter and status settings apply to **all** applicants for the job requisition, and not just the applicants you see on the page.

The text fields in the filters allow you to enter partial words, but numbers must be an exact match.

## Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ►.
2. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

### → Tip

From the redesigned Applicant Management tool, if you want to go to other sections within a specific requisition, such as Job Postings or Job Profile, click on the job title in the breadcrumb trail.

3. **Refine by status** – select the  [Status](#) button on the left column of the page to view all of the available statuses for the job requisition, with the number of applicants listed next to each status.

- a. Select one or more statuses from the list.

A label for each selected status appears at the top of the list next to the [Search for name](#) field. The list is shortened to those applicants who match your status selection.

4. **Refine using filters.**

You can use filters to look at applicants based on different criteria. Only picklist type filters indicate the applicant count, and Recruiting users can select different combinations of filters to refine the list of applicants that appear on the page. The filter doesn't show the count when text or date fields are defined as filters. When you filter, it updates the list of applicants that contain that text.

- a. Select the  [Filters](#) button on the left column of the page to see a list of all the fields you can filter by.
- b. Select and expand a filter field, and enter the value you want to filter by.

Depending on the settings for a field, filters can appear in different formats, such as keyword text searches, checkboxes, date pickers, and so on.

### → Recommendation

For better system performance, avoid using more than 25 filters at a time.

A label for each selected filter appears at the top of the list next to the [Search for name](#) field. Some of the filter options include:

- Background information, such as their education or work experience. This information doesn't display in the columns on the applicant list.  
If an applicant has more than a single background element, the applicant count for a filter and the number of applicants displayed in the list don't match.
- Localized text search in resume and cover letter.
- Applicant counts for picklist fields, such as Country/Region.

5. To clear statuses and filters, choose one of the following methods:

- You can select x in that specific filter itself at the top of the page.
- Deselect the filter criteria under the [Status and Filters](#) column.
- Select [Reset](#) to remove all selected status and filter options. Using this option reverts your applicant list to the previous state.

## 21.2.6.3 Searching for Applicants by Name

Use the search field at the top of the applicant list to search for applicants by name.

### Prerequisites

#### 📘 Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

### Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ►.
2. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

You initially see 25 applicants listed. To see more data, you can scroll down the list page and select [More](#), which then loads the next 25 applicants.

The applicant list shows everyone who applied, including individuals who are in the Forwarded and Invited to Apply statuses.

### 3. Search for applicants by name in the search field.

You can search applicants by first name, last name, or middle name if they're configured in your templates. You can also search by chosen name for internal applicants if the General Display Name feature is enabled. The search looks at all applicants, not just persons who are displayed on the screen. The search option is located at the top of the applicant list and returns relevant results by ignoring any special characters, or leading or trailing white spaces from the search criteria.

If you search for names that include accented characters (such as à, è, ì, ò, ù, À, È, Ì, Ò, Ù), the system ignores the accents. For example, if you search for Schäfer with the umlaut character ä, the search returns both Schäfer and Schafer.

#### ⓘ Note

If you can't find an applicant you know was in the system, the reason can be because of a change in status. As soon as an applicant has one of the following statuses in the redesigned Applicant Management tool — [Deleted On Demand by Candidate](#), [Deleted On Demand By Admin](#), or [Declined DPCS](#) — the applicant immediately disappears from the system because there's nothing you can do with the applicant anymore.

## 21.2.6.4 Editing Applicant Names

Use the redesigned Applicant Management tool to update an applicant name so that you can do things like make corrections on spelling errors.

### Prerequisites

- The Recruiting administrator has configured the settings for the redesigned Applicant Management tool.
- The Recruiting administrator has enabled the [EDIT\\_CANDIDATE\\_SNAPSHOT](#) button permission in the application template for you.

### Context

You can only use this functionality in the redesigned Applicant Management tool. Even if the admin has enabled appropriate permissions for you, you can't change applicant names while you're viewing applicants in the legacy Candidate Workbench. If your Recruiting system is only using the legacy version, you have to wait until applicants are hired to update their names in Employee Central.

## Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ►.

2. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

3. Select an applicant by choosing their name.

The applicant's detail view appears.

4. In the default [Applicant Information](#) tab, scroll down to the [Profile Information](#) portlet, where you see the applicant's first and last name.

5. Choose [Edit](#) for the portlet.

If you don't see the [Edit](#) button, you either don't have permission to change the information in this portlet, or your Recruiting administrator hasn't enabled Edit Candidate Snapshot functionality.

You've gone into edit mode when you see the portlet expand to show all available fields, and they become editable.

6. Edit the applicant's name, as well as any additional information in the portlet that needs to be updated.
7. Select [Save](#) at the top-right corner of the [Profile Information](#) portlet.

You've successfully changed the applicant's name.

## Related Information

[Job Application Button Permission Configuration \[page 1098\]](#)

### 21.2.6.5 Changing the Status of Applicants Using Move

Use the [Move](#) button to move applicants to different statuses.

## Prerequisites

### ⓘ Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.



The redesigned Applicant Management tool is enabled in your system, and you have applicants for specific job requisitions.

## Context

The following options (from left to right), located on the top right of the applicant list in the redesigned Applicant Management lets you perform the following actions:

- [Described on this page] [Move](#) button: Select one or more applicants then choose the button to open the [Move Applicants](#) dialog to forward them to a different status.  
If you want to move just a single applicant, you can choose [Move Applicant](#) from the [More](#) icon, located in the far right of applicant's name instead. Both of options open the same [Move Applicants](#) dialog.
- [More](#) icon: Perform some quick actions for applicants you select from the list page.
- [Settings](#) icon: Customize display options to show, hide, or move the display order of columns on the list page.

### Note

The [Move Applicants](#) dialog is the only way that you can change the status of applicants. Any automatic updates to statuses that the administrator set up in the legacy Candidate Workbench don't happen in the redesigned Applicant Management tool.

## Procedure

1. From the Admin Center, go to [Recruiting > Job Requisitions](#).
2. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

### Tip

From the redesigned Applicant Management tool, if you want to go to other sections within a specific requisition, such as Job Postings or Job Profile, click on the job title in the breadcrumb trail.

You initially see 25 applicants listed. To see more data, you can scroll down the list page and select [More](#), which then loads the next 25 applicants.

The applicant list shows everyone who applied, including individuals who are in the Forwarded and Invited to Apply statuses.

3. Check the ☐ [checkbox](#) of the applicants who you want to move.
4. Select the [Move](#) button from the top right of the applicant list.

The [Move Applicants](#) dialog appears, and you see the applicant or list of applicants you selected to move.

If any of your selected applicants aren't eligible to have their status moved, you see a warning at the top of the dialog similar to the following:

5 of 6 applicants are eligible to move statuses.  
Others may need more input to be eligible.

Accompanying this message is a second tab in the dialog with the label *Not Eligible to Move*, which lists applicants who can't be moved, and why. For example, you could be prevented from extending an offer if your organization requires candidates to formally apply for the job.

The *Not Eligible to Move* tab is for your information. You can't change those applicants from this dialog, and nothing happens to them when you confirm your status move.

5. Select a status from the dropdown list in the *Update Status* field.

#### Note

You can only choose a single status in this field. If you select multiple applicants, you move all of them to the same status at the same time, except for applicants who appear in *Not Eligible to Move*. Choose *Not Eligible to Move* to view the applicants in this group, as well as why they aren't eligible to move to the status you chose.

The *Move* confirmation button in the dialog becomes selectable when you choose a status.

6. **Optional:** Provide text in the *Comments* field.

You can enter up to 1,000 characters in your comment.

7. Choose the *Move* confirmation button.

If you choose *Cancel*, the dialog closes, and you return to the applicant list without moving any applicants.

The *Move Applicants* dialog closes and you see the updated statuses for the applicants in the applicant list.

## 21.2.6.6 Choosing to Forward Applicants to Additional Job Requisitions

Use the *Forward to Requisition* option to forward applicants to additional job requisitions in the redesigned Applicant Management tool.

### Prerequisites

#### Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

## Context

[Forward to Requisition](#) allows you to select single or multiple individuals to forward them to another job requisition.

### Note

[Forward to Requisition](#) isn't the same as [Add to Requisition](#). The latter is available only for individuals who are in Forwarded or Invited to Apply status, and only if your organization has enabled the Late Stage Applications feature.

## Procedure

1. From the Admin Center, go to [Recruiting > Job Requisitions](#).

2. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

3. From the applicant list, choose the applicants whom you want to forward to another job requisition by selecting the checkboxes by their names.

You can choose one or multiple applicants at once.

4. Select [More](#) from the top right of the page, then select [Forward > Forward to Requisition](#).

The [Forward to Requisition](#) dialog appears.

The dialog displays 10 job requisitions by default. To view additional job requisitions, select [More](#) at the bottom of the list.

5. **Optional:** Refine your list of requisitions by using the search fields at the top of the dialog.

| Option                | Description                                                                               |
|-----------------------|-------------------------------------------------------------------------------------------|
| <b>Keyword</b>        | Choose to search for the keyword in the job title and description, or just the job title. |
| <b>Requisition ID</b> | The job requisition ID.                                                                   |
| <b>Recruiter</b>      | The name of a recruiter.                                                                  |
| <b>Hiring Manager</b> | The name of a hiring manager.                                                             |
| <b>Job Posting</b>    | Specify either all jobs, or only those jobs that have been posted.                        |

### Note

Unlike the legacy Candidate Workbench, these options are hard-coded in the redesigned Applicant Management tool and are not configurable.

6. Select the checkboxes for the job requisitions you want to forward the applicants to, then choose [Next](#).

A summary appears in the dialog that shows the job requisitions and applicants you chose.

7. Choose either *Forwarded* or *New* as the status for the selected applicants.
8. Choose *Allow applicants who have not yet accepted latest DPCS statement* to allow the forwarding of applicants who haven't signed their data privacy consent statements.

You don't see this option depending on the *Country/Region Specific Consent Settings* in the Admin Center, or what applicants choose for their *Make My Profile Visible To* candidate profile setting.

9. Choose *Forward*.

## Related Information

[Impact of Candidate Privacy Settings While Forwarding Candidates to Job Requisitions \[page 1064\]](#)

[Configuring Candidate Privacy Options \[page 865\]](#)

## 21.2.6.7 Downloading and Uploading Resumes and Cover Letters

Use the redesigned Applicant Management tool to download and upload resumes, cover letters, and other documents related to applicants.

## Prerequisites

### Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

## Context

If you just want to view applicant resumes and cover letters without downloading them, go to the *Resume and Documents* tab in the applicant's detail view.

## Procedure

1. From the Admin Center, go to **Recruiting** > *Job Requisitions*.
2. Select a job requisition and choose the number from the *Candidates* column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

3. To download resumes or other documents, choose one of the following:

| Option                                                                                                                                                                                                                                                                                                                                                                                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Multiple applicants at once</b>                                                                                                                                                                                                                                                                                                                                                                                            | <ol style="list-style-type: none"><li>1. From the applicant list, choose the applicants whose resumes and cover letters you want to manage by selecting the checkboxes by their names.</li><li>2. Select <b>...</b> <a href="#">More</a> from the top right of the page, then select <a href="#">Download Documents</a>.<br/>If the <a href="#">Download Documents</a> option is grayed out, none of the selected applicants have any resumes or cover letters in the system.<br/>The <a href="#">Download Documents</a> dialog appears.<br/>If you selected multiple applicants, the dialog indicates which documents are available for which applicants.</li><li>3. Select whether you want to download resumes or cover letters, then choose <a href="#">Download</a>.<br/>The files are downloaded to your machine.</li></ol> |
| <div><div> <b>Note</b></div><div>You can download documents for up to 50 applicants at once. Also, you can download up to 100 documents in a single download. Furthermore, the selected documents are zipped and downloaded in the background, allowing you to continue with other tasks while the download proceeds eventually.</div></div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>A single applicant</b>                                                                                                                                                                                                                                                                                                                                                                                                     | <ol style="list-style-type: none"><li>1. Select the individual from the applicant list to view their detail page, then go to the <a href="#">Resume and Documents</a> tab.</li><li>2. Choose <a href="#">Resume</a>, <a href="#">Cover Letter</a>, or <a href="#">Other Documents</a>.</li><li>3. Choose <a href="#">Download</a> from the top-right corner above the document.<br/>The file downloads to your machine or storage location.</li></ol>                                                                                                                                                                                                                                                                                                                                                                             |

4. To upload a resume or cover letter, go to the [Resume and Documents](#) tab for the applicant and perform the following:
  - a. Choose [Resume](#), [Cover Letter](#), or [Other Documents](#).
  - b. Choose [Upload](#) from the top-right corner above the document.

The file upload dialog appears, where you can choose which file to upload from your machine or storage location.

## 21.2.6.8 Deleting Resumes and Attachments

The redesigned Applicant Management lets you delete or update a resume, whether it was uploaded by an applicant or a recruiter.

### Prerequisites

- The Recruiting administrator has enabled the redesigned Applicant Management tool.
- The administrator has given you write permission for [multiattachmentsselection](#).
- Find out from the administrator which field is associated with the [multiattachmentsselection](#) field type.

### Context

What you can do depends on whether you're using the redesigned Applicant Management tool or the legacy Candidate Workbench.

#### Note

This page describes functionality for the redesigned Applicant Management tool. If you can't see this feature, make sure you're not in the legacy Candidate Workbench by toggling back to the redesigned Applicant Management tool.

The [multiattachmentsselection](#) field type in the Job Application template lets applicants upload their own resumes, cover letters, and additional documents. In the legacy Candidate Workbench, once an applicant uploads a file themselves, the system places a lock so that Recruiting users can't delete any files uploaded into the [multiattachmentsselection](#) field. This behavior is true even if the administrator gives users write permission for [multiattachmentsselection](#).

This lock doesn't exist in the redesigned Applicant Management tool, so that Recruiting users with Write permission can delete documents that were uploaded by applicants.

These instructions explain how you can delete files you or another Recruiting user uploaded for the applicant, as well as files uploaded by the applicant directly.

### Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ►.
2. Select a job requisition and choose the number from the [Candidates](#) column.

Choosing from the [Active Candidates](#) column, which doesn't include individuals who withdrew their applications or whose applications were rejected, simply takes you to the same list.

If you see the legacy Candidate Workbench, toggle the [New Applicant Management Experience](#) switch on the top-right of the page.

3. Select an applicant by choosing their name.

The applicant's detail view appears.

While you're in the [Applicant Information](#) tab, check the [Application Information](#) portlet to verify that files have been uploaded for this application.

#### → Tip

Look for the field name you got from the admin that uses the [multiattachmentselection](#) field type. This field is what you're looking for if you want to delete a file that the applicant uploaded.

If there are no documents listed in this portlet, it means that there are no uploaded documents for you to delete.

4. Go to the ► [Resume and Documents](#) ► [Other Documents](#) ►.
5. Select the X for uploaded file you want to delete.

You've successfully deleted the file.

## 21.2.6.9 Adding Skills in a Job Application Using AI

Add and validate skills in a job application using AI capabilities.

### Prerequisites

- You've purchased the **AI units** license. For more information about **AI units** license, please contact your Account Executive.
- The setting ► [Admin Center](#) ► [AI Services Administration](#) ► [Assisted Applicant Screening](#) ► is enabled.
- The option ► [Admin Center](#) ► [Manage Recruiting Sites](#) ► [Enable Mobile Apply](#) ► is enabled.
- You have an external or internal candidate account.

### Context

On the application page of a career site, applicants can provide skills as part of their application, in the following ways:

- Uploading a resume. Then, skills are automatically derived from the resume, using AI, and shown in the [My Skills](#) section.
- Use the [Suggest Skills](#) option to get recommended skills, based on the skills they've added to their skill set. Then, applicants can choose which of the recommended skills to add to the [My Skills](#) section.
- Use the skills search bar under [Add Skills](#) and add skills manually.

## Procedure

1. Go to the application page.
2. In the [My Documents](#) section, upload a resume.

If a resume is not available for upload, go to **Step 3**.

On successful upload, skills from the resume are automatically extracted and populated in the [Skills](#) section.

3. Go to the [Skills](#) section.

If you had uploaded a resume in **Step 2**, then the extracted skills will be populated in the [My Skills](#) section.

4. In the [Add Skills](#) field, search and select skills that are suited for the application.

The [Suggest Skills](#) option generates skills suggestions that are based on the skills added in the [My Skills](#) section and that are required for the job.

### → Remember

A minimum of one skill must be added to the [My Skills](#) section to enable the [Suggest Skills](#) option. If skills were extracted from the resume as a result of **Step 2**, then this option would be enabled automatically.

- a. In the [Add Skills](#) field, enter a skill and add it to [My Skills](#).
- b. Choose [Suggest Skills](#) to receive suggestions.

Upto 10 suggestions are displayed from which you can select and add them to the [My Skills](#) section.

- c. Select skills and choose [Add to My Skills](#) to add them to [My Skills](#)

### ⓘ Note

A maximum of 100 skills can be added to the application. Retain skills that best suit the job application.

The selected skills are added to the [My Skills](#) section.

5. Choose [Save](#) to save your application as draft without submitting it.  
The skills in **My Skills** section will be saved along with the rest of the application.
6. Choose [Apply](#) to validate and submit the application.

## Results

The skills validated by the applicant are submitted for the job. Recruiters will use these skills information in the applicant screening process.

The skills validated by the applicant at this point are eventually used for applicant skills match, which uses AI capabilities that help recruiters view detailed information of the applicant skills and understand how these skills suit the job requisition.

Applicant validated skills provides:

- Candidates to have more clarity and control on the skills they provide as part of their application.
- Recruiters to have accurate skills-related information in the [Skills Compatibility](#) section in the Applicant Management workbench, as these skills have been fully managed and validated by the applicant.



## Related Information

[Notes about AI-Assisted Skills Mapping](#)

### 21.2.6.9.1 AI-Assisted Skills Validation for Applicants

AI-Assisted Skills Validation allows applicants to add and manage skills that they want to share with the recruiter, as part of their application.

In the application page of the career site, applicants have the following ways to provide skills as part of their application:

- Uploading a resume. Here, the skills are automatically derived from the resume using AI capabilities and populated in the [My Skills](#) section.
- Using the skills search bar under [Add Skills](#), the applicants can search and add skills that are suitable for the application.
- Using the [Suggest Skills](#) functionality, applicants can get recommended skills based on the skills that they've added to their skill set. Applicant's can carefully choose from these recommended skills and add them to [My Skills](#).

Applicants can manage their skills by removing and adding skills from the [My Skills](#) section. They retain skills that add value to their skills profile.

#### Note

This feature is applicable for new and existing candidates in a career site.

Skills can be managed only using:

- Mobile Apply career site Candidate Profile page.
- Mobile Apply career site Job Application page

Applicants can't manage their skills using:

- Quick Apply
- ODATA API
- Forwarded Candidates

#### Note

Once applicants have submitted a validated skill set using this feature, this skill set is used if they are forwarded to a job requisition prior to that. This applies to all the Forward Candidate scenarios (Agency forward, employee referral, forward to requisition, forward as applicant).

- Non-mobile Apply Career Sites

The skills validated by the applicant at this point are eventually used for applicant skills match, which uses AI capabilities that help recruiters view detailed information on the applicant skills and understand how these skills suit the job requisition.

With applicant skills match in the [Applicant Management](#) tool, the recruiter can view a list of applicants whose skills are computed using AI capabilities. The skills are displayed in the [Skills Compatibility](#) section in the Applicant List view and the Applicant Details view. The skills displayed are derived from:

- Skills that were validated by the applicant in their Candidate Profile or the application page.
- Or, skills that were found in the applicant's resume (without skills validation)

## Candidate Snapshot

A candidate snapshot refers to a snapshot of the applicant's skills when an applicant is reviewed by the recruiter in the Applicant Details view.

The candidate snapshot avoids

- Propagation of updated skills from the candidate profile to an applicant during an application review for a specific job requisition.
- Repetitive reviews by the recruiter every time a candidate updates their skills in the Candidate Profile.

### 21.2.6.10 Viewing Skills Compatibility for an Applicant in Applicant Management

[Skills Compatibility](#) in Application Management gives a detailed view of the applicant's skills that recruiters or hiring managers can use to make informed decisions in your hiring process.

## Prerequisites

- You've purchased the **AI units** license. For more information about **AI units** license, please contact your Account Executive.
- Enable [Assisted Applicant Screening](#) in ► [Admin Center](#) ► [AI Services Administration](#) ► [Feature Settings](#) ► [Recruiting](#) .
- Recruiting administrators have to [Configure AI-Assisted Skills Matching Eligibility for Job Requisition](#) rule scenario in the [Business Rules Admin](#) page to control which job requisition uses the AI-assisted skills matching feature. Without any rule, the functionality will be active for all job requisitions by default.

## Context

You've received applications for your Job Requisition, and you wish to understand the applicants' suitability for the job with enhanced insight into the applicant skills that are derived using AI capabilities.

## Procedure

1. Go to [Recruiting](#) > [Job Requisitions](#) .
2. Select a job requisition from the list. Hover over the job requisition for [Actions](#) and choose [Candidate Summary](#) under [Candidate Actions](#) to view the list of applicants who applied for the job on the Application Management list view.
3. From the [Settings](#) option, choose [Skills Compatibility](#) to include the [Skills Compatibility](#) column on the applicant's list page.
4. Choose an applicant's name to navigate to the [Applications](#) page.
5. On the [Applications](#) page, in the [Skills Compatibility](#) column, a selected applicant, displays the number of skills that match the total number of skills identified by a recruiter in a job requisition.
6. Choose an applicant's matched skills to view AI-driven skills information relative to the skills required in a job requisition on the [Skills Compatibility Details](#) page:
  - **Primary Skills** - Skills identified as a must for the job in a job description and are available in the applicant's skill set.
  - **Secondary Skills** - Skills that improve an applicant's ability to perform a specific job but aren't required. An applicant also has skills besides the required skills relevant to the job.
7. Choose [View Details](#) to view where the skills are matched on the job description and the applicant's resume on the [Skills Compatibility](#) tab.
8. The [Skills Compatibility](#) tab categorizes skills as [Job Skills](#) and [Other Applicant Skills](#) section to view the following skill set:
  - **Job Skills** - Skills defined in the job description as primary and secondary skills by a recruiter when a job is posted.
  - **Other Applicant Skills** - Skills derived from applicant's resume and did not match the job skills identified in the job description.
    - **Relevant Skills** - The relevant skills are additional skills of an applicant that are relevant for the job but not identified as the required skills. The relevant skills are from the applicant's resume or manually added by the applicant on the career site.
    - **Unmatched Applicant Skills** - Additional skills of an applicant that may not be relevant for the job.
9. Choose a skill to view where the applicant's skill or the job skills match in the job description or on the resume or whether skills were added by an applicant manually while applying for a job in the [Occurrences](#) window in the [Phrase](#), [Type](#), and [Occurs](#) sections.

### Note

[Skills Compatibility](#) isn't evaluated for a job requisition if it has already been receiving applications before the [Assisted Applicant Screening](#) option was enabled.

## Related Information

[AI-Assisted Skills Matching for Assisted Applicant Screening \[page 1013\]](#)

[Validating Skills in a Job Description \[page 339\]](#)

## 21.2.6.10.1 Configuring Business Rule for AI-Assisted Skills Matching for Applicant Screening

Configure the business rule that allows you to define job requisitions that will use the AI-assisted Skills Matching for Applicant Screening feature during the hiring process.

### Prerequisites

You have the *Billing And Subscription Configuration* permission and the corresponding *Actions: View, Edit* and *Import/Export* enabled under ► *Admin Center* ► *Manage Permission Roles* ► *Admisitrator Permissions* ► *Manage MDF Recruiting Objects* ►.

### Context

As a recruiting administrator, you can control which job requisitions use the AI-assisted Skills Matching feature. The rule is executed when a job requisition is created or updated (onSave). If the job requisition satisfies the criteria defined in the rule, then AI units are deducted when a candidate is hired for that job requisition.

### Procedure

1. Go to ► *Admin Center* ► *Configure Business Rules* ►.

The *Business Rules Admin* page appears.

2. Choose **+** (*Create New Rule*).
3. Expand the *Recruiting* section and choose *Configure AI-Assisted Skills Matching Eligibility for Job Requisition*.
4. Configure the required details and choose *Continue*.

You get to the *Configure Business Rules* page.

5. Create conditions in the *If* section as required.
6. Choose *Save* to save the rule.

### Next Steps

Assign this rule to the *Recruiting Billing and Subscription Configuration* object under *Manage Data*.

## Related Information

[Assigning Rule to an Object \[page 1013\]](#)

### 21.2.6.10.1.1 Assigning Rule to an Object

This section describes how to assign the business rule *Configure AI-Assisted Skills Matching Eligibility for Job Requisition* to an object in *Manage Data*.

## Prerequisites

You have created a rule.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Data](#) ►.
2. In the [Search](#) field, choose the *Recruiting Billing and Subscription Configuration* object.
3. From the [Take Action](#) dropdown, choose *Make Correction*.
4. In [External Code](#) field, choose *Default Billing and Subscription Configuration*.
5. For the *AI Skills Eligibility for Job Requisition Rule* field object, choose the rule you want to assign.
6. Choose [Save](#).

## Results

You have successfully assigned the *Configure AI-Assisted Skills Matching Eligibility for Job Requisition* rule to the *Billing and Subscription Configuration* object.

### 21.2.6.10.2 AI-Assisted Skills Matching for Assisted Applicant Screening

AI-assisted skills matching for assisted applicant screening provides visibility into the applicant's skills and how they match the skills required for the job.

The AI-Assisted Applicant Screening feature uses AI with a universal taxonomy to extract skills rather than relying on custom libraries defined in the instance (Job Profile Builder (JPB) skills/competencies). Skills matching not only identifies skills that are exact matches but also identifies additional relevant skills related to the skills in the job

description. It also suggests skills the applicant has knowledge about or could easily acquire that are relevant to the job.

*Skills Compatibility* in the applicant list view and the applicant details page is derived using AI by comparing skills in the applicant's resume with those mentioned in the job description. The applicant's skills displayed as part of *Skills Compatibility* are derived either from the skills manually added and validated by the applicant or skills automatically derived from the applicant's resume and validated in their Candidate Profile.

#### Note

Skills Compatibility is primarily computed using the skills validated by the candidate. If the candidate's validated skills are not available for computation, Skills Compatibility is instead computed using the applicant's resume.

## Important Notes

- Skills Compatibility data is not available if:
  - Job requisition-related:
    - The business rule is not active for a job requisition
    - Some applicants applied for a job before the feature was enabled. Ensure there are no active applications during feature activation to compute applicant skills.
    - The AI Skills functionality supports none of the job requisition posting languages.
    - Internal service error occurred.
  - Applicant-related
    - The AI Skills functionality does not support the language of the applicant's resume.
    - The applicant did not provide the resume.
- When a job description is updated, the applicant skills compatibility is recalculated as follows:
  - If a recruiter or hiring manager validates skills in a job description are not validated, then the skill set is updated along with the job description update. Then, the compatibility of the skills will be recalculated for all the applicants to reflect the new job skills.
  - If a recruiter or hiring manager validates the skill set in a job description, then updating the job description will neither recalculate the job's skill set nor the applicant's skills compatibility.
- When a recruiter or hiring manager manually updates the job's skill set, the applicant skills compatibility is recalculated.
- Skills compatibility is recalculated as follows when a candidate's resume is updated:
  - If the feature *Allow Applicant to Manually Add Skills* is enabled:
    - Before snapshot: The skills compatibility is not recalculated. The candidate has provided a validated skill set. In that sense, an update on the application resume will not recalculate the skills for this application. The candidate has to update skills from the candidate profile *Skills* section for updating skills.
    - After snapshot: The skills compatibility is not recalculated. Neither changes from the application resume nor from the candidate profile *Skills* section will trigger a skills compatibility recalculation. Once the candidate snapshot is taken, updates by the candidate on the application aren't considered.
  - If the feature *Allow Applicant to Manually Add Skills* is disabled:
    - Before snapshot: The skills compatibility is recalculated. As the skills are automatically derived from the resume, an application resume update will recalculate the skills compatibility.

- After snapshot: As the candidate snapshot has been taken, the newly derived skills are not recalculated and the skills compatibility is not updated.
- When a candidate manually updates the job skill set from the [My Skills](#) section, the skill compatibility is calculated as follows:
  - Before the candidate snapshot: The skills compatibility is recalculated. The candidate manually updates the skills before the candidate snapshot.
  - After the candidate snapshot: The skills compatibility is not recalculated. The candidate manually updates the skills, but the candidate snapshot does not allow for the compatibility of the skills to be recalculated

## Related Information

[Viewing Skills Compatibility for an Applicant in Applicant Management \[page 1010\]](#)

## 21.3 The Legacy Candidate Workbench

This section describes display and filter options for the legacy Candidate Workbench.

### 📌 Note

The legacy Candidate Workbench has been updated with the redesigned Applicant Management tool, which provides an improved experience for Recruiting users to search for, filter, and view individuals who have applied for specific jobs. Refer to *The Redesigned Applicant Management Tool* for details.

You can configure the display and filter options when you configure the Job Application XML, Candidate Profile XML, and [Manage Templates](#).

You can choose from configured fields to control your view of the candidate list within the legacy Candidate Workbench view. You can group the fields you want to display within categories. Categories are created by adding them to the Candidate Profile XML template itself that are within the `<search-display-options-config>` section or by editing that template using the [Manage Templates](#) tool. Fields for legacy Candidate Workbench don't respect permissions, which means anyone having access to Recruiting can view all configured fields that display for every status.

Examples of display and filter options include candidate data, and candidate application data.

### → Recommendation

Since every category requires translation, only use up to three categories. Don't exceed five.

## Related Information

[The Redesigned Applicant Management Tool \[page 967\]](#)

## 21.3.1 Field Behavior for Candidate Summary Display Options

Configure fields on the Candidate Profile and Job Application templates so that they can become visible on the legacy Candidate Workbench.

### Note

This page describes functionality for the legacy Candidate Workbench.

You can configure all standard and reportable custom fields as display option columns on the legacy Candidate Workbench as long as they meet these conditions:

- Fields are configured in either the Candidate Profile or Job Application template.
- Fields as configured to be reportable.

Fields that don't meet these conditions are invisible, nor do they get populated with data. Marking custom fields as reportable also makes them sortable on screen.

Configure fields on the template where they're already declared — application fields on the Job Application template and candidate profile fields on the candidate profile template.

Fields that pull data from the candidate profile template only show a snapshot of data, not live data from the candidate profile — except for forwarded candidates or candidates who have yet to apply. Fields that pull data from the Job Application template show live data sourced from the application.

A set of default fields always appears in the legacy Candidate Workbench. These fields appear together in the first category grouping of the workbench:

- Forwarded By
- Rating
- Source
- Candidate Source
- Phone (Cell Phone)
- Last Updated

The *Name*, *Status*, and *Actions* columns appear by default, and don't appear as options in the *Display Options* panel.

When you use Career Site Builder or Recruiting Posting, the *Candidate Source* column is automatically populated; for example, with the name of the job board the applicant used to apply. The prerequisite for this is that the candidate applies through the URL, which includes the `jobPipeline` parameter. Configure this case-sensitive parameter during the setup of Recruiting Posting or Career Site Builder. The value of this parameter in the URL is automatically stored in the Recruiting Management database and is displayed in the *Candidate Source* column. To report on candidate source in ad-hoc reports, use the schema Recruiting V2 / Referral Linked on Candidate.

Tags are handled differently because they aren't template-based. You can configure tags as one of the columns in the `<candidate-summary-display-options-config>` node in the Job Application template.

### Sample Code

```
<column name="tags" select-by-default="true" gridOrder=2/>
<label><![CDATA[default column label]]></label>
<label xml:lang="es_ES"><![CDATA[column label - English]]></label>
<label xml:lang="fr_FR_SF"><![CDATA[column label - French]]></label>
</column>
```



## Note

Tags are associated with the `name` attribute, not the `field-ref` attribute.

## More Information About Source and Candidate Source

**Source** is the medium through which the candidate is onboarded to the external career site. The source can be through Agency or employee referral, through which they've created the candidate account. For example, Jobvite is an external application through which a candidate can apply for any of the open job requisitions. The **Source** here is Jobvite as the candidate came to know about this job requisition through Jobvite.

**Candidate Source** is the method through which the candidate who was created by one of the sources has applied for a specific job requisition. That is, the method through which the candidate has received information to apply for a job requisition.

Source and Candidate Source

| Source                         | Candidate Source               |
|--------------------------------|--------------------------------|
| Jobvite                        | Jobvite                        |
| Recruiting Marketing: Source 1 | Recruiting Marketing: Source 1 |
| Recruiting Marketing: Source 2 | Recruiting Marketing: Source 2 |
| Internal Site                  | Internal Site                  |
| Internal Site                  | Recruiter Sourced              |
| Corporate: Site Name           | Recruiter Sourced              |
| Corporate: Site Name           | Corporate: Site Name           |
| Corporate: Site Name           | Employee Referral              |
| Corporate: Site Name           | Agency 1                       |
| Corporate: Site Name           | Agency 2                       |
| Job Board: Job Board 1         | Job Board: Job Board 1         |

In this table, when the **Source** is internal site and the **Candidate Source** is recruiter-sourced, the recruiter has navigated to an internal site and forwarded that candidate. Recruiter-sourced means that the candidate was forwarded by someone. When the **Source** is a corporate site and **Candidate Source** is Agency 1, the candidate could have applied through the corporate site but their actual source was Agency.

Types of Candidate Sources

| Candidate source | Definition                                                                                                                                                                                                                                                       |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Direct           | Candidate is directed to a specific page on the career site (it can be a job, content, category, or search) and there's no referring URL.                                                                                                                        |
| Social Network   | Recruit candidates using social platforms as talent databases or for advertising. Social recruiting uses social media profiles, blogs, and other Internet sites to gather information about candidates. For example, LinkedIn, Twitter, Facebook, and Instagram. |

| Candidate source              | Definition                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Career Site                   | <p>Candidates can search through the job postings in a company and apply. For example, RCM Redirect and career site.</p> <p>RCM Redirect source type refers to candidates who are re-directed from Recruiting Management to RMK. Career Site source type refers to candidates who accesses the career site directly to search for jobs.</p> |
| Search Engine                 | A web search engine searches for information on the world-wide Web. For example, Google, Bing, and Yahoo.                                                                                                                                                                                                                                   |
| Career Site Service           | A subscription-based cloud solution where career pages integrate with the employer Web site to provide a job portal for candidates. For example, Search box.                                                                                                                                                                                |
| Job Boards - Niche            | A Web site that offers easy job access to candidates. These industry-specific sites allow companies to post job openings so that the targeted candidates can find them in one location. For example, Glass Door and Job Rapido.                                                                                                             |
| Sourcing                      | A customized service solution to meet the individual needs of a recruiter. For example, Sourcing LinkedIn and Sourcing Indeed.                                                                                                                                                                                                              |
| Blogs                         | A database of candidate information, which offers data-driven pieces of useful tips for recruiters and hiring managers. Blogs include some of the best educational and actionable content available to for recruitment.                                                                                                                     |
| Email and Email Subscriptions | Recruiting emails and Talent Community email alerts. The email alerts are automatically tagged from the RMK platform with accurate tracking. For example, email subscription, online email, email Job to Friend in Recruiting Management, email signature, and Recruiting Management job alerts.                                            |

## 21.3.2 Configuring the Job Application Template for Display Options

Configure the Job Application template to control the fields available as display options on the applicant list page of the redesigned Applicant Management tool and legacy Candidate Workbench.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

### Note

These settings apply to the legacy Candidate Workbench, and also automatically apply to the redesigned Applicant Management tool.

- Before fields can be made visible for the applicant list in the redesigned Applicant Management and on the legacy Candidate Workbench, they need to be declared in the job application template.
- Custom fields must be made reportable in the template.

### Caution

The display options don't respect permissions outlined in the XML. Don't configure fields containing secure data or data that can't be shared across roles a Display column.

## Procedure

1. Add the `candidate-summary-display-options-config` node to the job application template after the `<button-permission>` node.

### Note

You can only have one `<candidate-summary-display-options-config>` node per template.

2. Define the categories you need in order to group the display options on the legacy Candidate Workbench.

```
<category id="candidateContactData" name="candidateContactData">
  <label xml:lang="en_US">
    <![CDATA[Candidate Contact and Application Data]]</label>
  </category>
```

3. Add fields to the category.

```
<column field-ref="cellPhone" select-by-default="true" gridOrder="1"/>
```

Where:

- `<column field-ref>` corresponds to the standard or custom field ID.
- `<select-by-default>` controls if the field is selected in the [Display Options](#) panel by default.
- `<gridOrder>` controls the order of the fields within the category. Each value for `<gridOrder>` must be unique for the category.

4. Enter names for the custom fields in the [XML Custom Field ID](#) in [Provisioning](#) > [Configure Reportable Custom Fields](#) to make them reportable.

### Note

Make sure to map the type of the custom field with the types available in Provisioning. There are 100 text fields, 40 number fields, 110 picklist fields, and 30 date fields available as reportable custom fields for each XML entity. The number of available fields isn't configurable.

5. Select [Synchronize Existing Data](#) to update reportable data.
6. Upload the modified job application template.

You can change the labels of Assessment fields to be displayed in the [Application Candidate Summary Display](#) options. Change the labels in the assessment vendor packages CSV file and not in the Application XML template.

The header name for the assessment fields column displayed in the [Candidate Summary Display](#) options is taken from the `SHORT_NAME` that's in the file. If you need to change the header label, change the `SHORT_NAME`.

If you want to display the name of vendor in the labels of the fields Score, Recommendation and Assessment Status simply add the `SHORT_NAME` at the beginning following the column name. The display options show the following:

- 'name of vendor' Score
- 'name of vendor' Recommendation
- 'name of vendor' Assessment Status

#### Sample Code

```
<candidate-summary-display-options-config>
  <category id="candidateContactData" name="candidateContactData">
    <label xml:lang="en_US"><![CDATA[Candidate Contact and Application
Data]]></label>
    <column field-ref="cellPhone" bge-ref="none" select-by-default="true"
      gridOrder="1"/>
    <column field-ref="contactEmail" bge-ref="none" select-by-default="true"
      gridOrder="2"/>
    <column field-ref="country" bge-ref="none" select-by-default="false"
      gridOrder="3"/>
  </category>

  <category id="referralData" name="referralInfo">
    <label xml:lang="en_US"><![CDATA[Referral Info]]></label>
    <column field-ref="referralName" bge-ref="none" select-by-default="true"
      gridOrder="4"/>
  </category>
</candidate-summary-display-options-config>
```

## 21.3.3 Configuring the Candidate Profile Template for Candidate Summary Display Options

Configure the candidate profile template to control the fields available as display options in the legacy Candidate Workbench.

### Prerequisites

- Fields are declared on the Candidate Profile Template file.
- You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Custom fields have been made reportable in the template.

## Context

### Note

This page describes functionality for the legacy Candidate Workbench.

### Caution

The Candidate Summary Display options don't respect permissions outlined in the template. Don't configure fields containing secure data or data that can't be shared across roles as a Display column.

## Procedure

1. Add the `candidate-summary-display-options-config` node to the candidate profile template after the `<candidate-search-display-options>` node.

### Note

You can only have one `<candidate-summary-display-options-config>` node per template.

2. Define the categories you need in order to group the display options in the legacy Candidate Workbench.

```
<category id="candidateContactData" name="candidateContactData">
  <label xml:lang="en_US"><![CDATA[Candidate Contact and Application
Data]]></label>
</category>
```

3. Add fields to the category.

```
<column field-ref="cellPhone" select-by-default="true" gridOrder="1"/>
```

Where:

- `column field-ref` corresponds to the standard or custom field ID.
  - `select-by-default` controls whether the field is selected in the *Display Options* panel by default.
  - `gridOrder` controls the order of the fields within the category. Each value for `gridOrder` must be unique for the category.
4. Make custom fields reportable at [► Provisioning ► Configure Reportable Custom Fields ►](#).
  5. Enter the field names for the custom fields in the *XML Custom Field ID* column.

## Note

Make sure to map the type of the custom field with the types available in Provisioning. There are 100 text fields, 40 number fields, 110 picklist fields, and 30 date fields available as reportable custom fields for each XML entity. You can't change the number of available fields.

6. Select [Synchronize Existing Data](#) to update reportable data.
7. Upload the modified candidate profile template:

## Sample Code

```
<candidate-summary-display-options-config>
  <category id="candidateProfile" name="Profile">
    <label xml:lang="en_US"><![CDATA[Candidate Profile Data]]></label>
    <column field-ref="homePhone" bge-ref="none" select-by-default="true"
gridOrder="1">
      </column>
    <column field-ref="cust1" bge-ref="none" select-by-default="true"
gridOrder="2">
      </column>
    <column field-ref="firstName" bge-ref="none" select-by-default="true"
gridOrder="3">
      </column>
    </category>
    <category id="geoData" name="candidateGeoData">
      <label xml:lang="en_US"><![CDATA[Candidate Geo Data]]></label>
      <column field-ref="state" bge-ref="none" select-by-default="true"
gridOrder="1">
        </column>
      <column field-ref="city" bge-ref="none" select-by-default="true"
gridOrder="2">
        </column>
      </category>
    </candidate-summary-display-options-config>
```

## Related Information

[Candidate Profile in SAP SuccessFactors \[page 884\]](#)

## 21.3.4 Configuring Extra Columns for Candidate Search Display

Recruiting users can configure extra columns of data to include in their candidate search results.

### Context

#### 📘 Note

These settings apply to the legacy Candidate Workbench, and also automatically apply to the redesigned Applicant Management tool.

Including the optional `search-display-options-config` element in the Candidate Profile XML template adds a gear icon to the Candidate Search screen. You can't remove, replace, or change the standard display options that appear on the page, such as breaking apart the name into first or last name.

You can use any standard or custom field, or background element field as a display option as long as the field is defined in the profile template. If you use a custom field, it must be made reportable in Provisioning and successfully synchronized; otherwise the display option content appears blank.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Set the category element with an ID and Name attribute that consist of alphanumeric values and are unique:

```
<category id="candidateProfileData" name="candidateProfileData">
```

Define at least one category. There's no limit on the number of categories you can define. You can include fields in the categories the way the customer requires.

2. Set the label for the category:

```
<label><![CDATA[Basic Candidate Data]]></label>
```

The label appears in the user interface as the category header.

The CDATA content within the label element can be configured with any client-defined text.

3. Set at least one column element to add a field to the display options category. There's no limit to how many column elements you can set.

```
<column field-ref="cellPhone" bge-ref="none" select-by-default="false" gridOrder="1"/>
```

The column element uses the following attributes:

| Option                   | Description                                                                                                                                                                                                                                                                                                                                             |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>field-ref</b>         | The <b>field-ref</b> attribute can point to either the ID attribute from a field-definition element, or the ID attribute of a data-field element from a background element. Whatever IDs are defined as <b>field-ref</b> become selectable fields to include in the Candidate Search result Display Options.                                            |
| <b>bge-ref</b>           | This attribute stands for background element and must be filled out if the column element ID attribute is pointed to a data-field element from a background element. In that case, the <b>bge-ref</b> attribute must contain the background-element ID. If referring to a <b>field-definition</b> , this attribute must be available but set to "none". |
| <b>gridOrder</b>         | The <b>grid-order</b> attribute determines the order of the fields in the search results table.                                                                                                                                                                                                                                                         |
| <b>select-by-default</b> | This attribute can be set to true or false. If true, it isn't required to click the display options gear to add the data to their search results. The data automatically appears on the search results, but a user can hide this data.                                                                                                                  |

#### 4. **Optional:** Include candidate tags as a display option.

There's a special configuration to include candidate tags in display options, even though the tags aren't set up as a field in the Candidate Profile XML.

1. As a prerequisite, you have to set up Candidate Tags. For more information, see <Tagging a Candidate>.
2. Add the following XML, as is, to the display options:

```
<category id="tag" name="tag">
  <label><![CDATA[Tags]]></label>
  <column name="tags" select-by-default="true" gridOrder="1999">
    <label><![CDATA[tags]]></label>
  </column>
</category>
```

- **Configuration:**

Add the following XML, as is, to the display options:

```
<search-display-options-config>
  <category id="candidateProfileData"
    name="candidateProfileData">
    <label><![CDATA[Basic Candidate Data]]></label>
    <label xml:lang="en_US"><![CDATA[Basic Candidate Data]]></label>
    <column field-ref="contactEmail" bge-ref="none"
      select-by-default="false" gridOrder="1"/>
    <column field-ref="primaryEmail" bge-ref="none"
      select-by-default="false" gridOrder="3"/>
  </category>
  <category id="tag" name="tag">
    <label><![CDATA[Tags]]></label>
    <column name="tags" select-by-default="true"
      gridOrder="1999">
      <label><![CDATA[tags]]></label>
    </column>
  </category>
</search-display-options-config>
```



## 21.3.5 Supported Standard and System Fields for Filter Options

Learn about supported standard fields that can be configured for legacy Candidate Workbench display and filter settings.

### Note

These settings apply to the legacy Candidate Workbench, and also automatically apply to the redesigned Applicant Management tool.

All fields represented in this table are:

- Standard fields
- Visible
- Filterable
- Sortable

When viewing this topic in a web browser, you can filter and sort on the column, show or hide columns, or use full-text search to find what you are looking for. For example, if you want to filter your results by [Template Name](#), select the filter link for the [Template XML Name](#) column to select which template you want to view standard fields. For all other columns, if you can view by field ID name, enter **address** in the [Field ID](#) column of the table.

Supported Fields for Filter Options

| Template Type                     | Field ID or Field Label Name                | Field Data Type  | System Field? | Comments                                                                               |
|-----------------------------------|---------------------------------------------|------------------|---------------|----------------------------------------------------------------------------------------|
| Job Application                   | averageRating                               | number           | No            |                                                                                        |
| Job Application Candidate Profile | applicationDate                             | date             | Yes           |                                                                                        |
| Job Application Candidate Profile | name<br>firstName<br>middleName<br>lastName | text             | Yes           |                                                                                        |
| Job Application Candidate Profile | lastModified                                | date             | Yes           |                                                                                        |
| Job Application Candidate Profile | contactEmail                                | text             | Yes           |                                                                                        |
| Job Application Candidate Profile | address                                     | text             | No            |                                                                                        |
| Job Application Candidate Profile | city                                        | picklist<br>text | Yes           |                                                                                        |
| Job Application Candidate Profile | state                                       | picklist<br>text | Yes           | You can use as a cascading picklist with <a href="#">country/region</a> as the parent. |

| Template Type                                   | Field ID or Field Label Name | Field Data Type  | System Field? | Comments                                                                                                  |
|-------------------------------------------------|------------------------------|------------------|---------------|-----------------------------------------------------------------------------------------------------------|
| Job Application Candidate Profile               | zip                          | text             | Yes           | There are two data types: <b>text</b> and <b>picklist</b> .<br><br><b>⚠ Restriction</b><br>Use only text. |
| Job Application Candidate Profile               | country                      | picklist         | Yes           | Always a picklist.<br><br><b>📌 Note</b><br>Field label is <i>Country/Region</i> .                         |
| Job Application Candidate Profile               | candType                     | picklist         | Yes           | Always visible when configured in display option for either XML template.                                 |
| Job Application Candidate Profile               | dateOfBirth                  |                  | No            |                                                                                                           |
| Job Application Candidate Profile               | disabilityStatus             | picklist<br>text | No            |                                                                                                           |
| Application Template Candidate Profile Template | minAnnualSal                 | number           | No            |                                                                                                           |
| Job Application Candidate Profile               | preferredLoc                 | picklist<br>text | No            |                                                                                                           |
| Job Application Candidate Profile               | veteranStatus                | picklist<br>text | No            |                                                                                                           |
| Job Application Candidate Profile               | curentTitle                  | text             | Yes           | Always visible when configured in display option for either XML template.                                 |
| Job Application Candidate Profile               | currentCompany               | text             | Yes           | Always visible when configured in display option for either XML template.                                 |

| Template Type                        | Field ID or Field Label Name        | Field Data Type | System Field? | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------|-------------------------------------|-----------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Onboarding                           | <i>Onboarding Initiation Status</i> |                 | Yes           | <p>Always visible when configured in display option. <i>Onboarding Initiation Status</i> shows the submission status and can have the following values:</p> <ul style="list-style-type: none"> <li>• Success</li> <li>• Canceled</li> <li>• Success (reinitiated)</li> <li>• Failed</li> </ul> <div> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• The <b>Onboarding Initiation Status</b> only indicates if the onboarding request was successfully submitted or not. It doesn't indicate the status of the onboarding workflow.</li> <li>• <i>Onboarding Initiation Status</i> field doesn't exist in either the <i>Application</i> or <i>Candidate Profile</i> XML template.</li> </ul> </div> |
| Onboarding                           | <i>Onboarding Status</i>            |                 |               | <p>Always visible when configured in display option. The following statuses are supported for <i>Onboarding Status</i>:</p> <ul style="list-style-type: none"> <li>• Workflow Canceled</li> <li>• Workflow Pending</li> <li>• Workflow Returned</li> <li>• Workflow Completed</li> <li>• Workflow Rejected</li> <li>• Pending</li> <li>• Success</li> <li>• Error</li> <li>• Canceled</li> </ul> <div> <p><b>Note</b></p> <p><i>Onboarding Status</i> field doesn't exist in either the <i>Application</i> or <i>Candidate Profile</i> XML template.</p> </div>                                                                                                                                                 |
| Job Application<br>Candidate Profile | <i>Viewed</i>                       | enum            | Yes           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Job Application<br>Candidate Profile | <i>Forwarded From</i>               | enum            | Yes           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

#### 📘 Note

All *System Fields* are under the *System Fields* category.

## 21.3.6 Supported Data Types of Custom Fields for Display and Filter Options

There are a number of supported data types for custom fields you can configure for the display and filter options.

#### 📘 Note

These settings apply to the legacy Candidate Workbench, and also automatically apply to the redesigned Applicant Management tool.

Supported data types of custom fields are available in both the job application and candidate profile templates. They're also:

- Visible
- Sortable
- Filterable

Supported data types for custom fields:

- Boolean
- Derived
- number
- text
- date
- picklist
- enum
- percent
- currency

## 21.3.7 Configuring Display Options Using Manage Templates

Use the *Manage Templates* tool to adjust the Display Options configuration of the legacy Candidate Workbench.

### Prerequisites

- *Manage Recruiting Templates* is enabled in Upgrade Center.
- Manage Recruiting Templates role-based permission is enabled.

- All fields are reportable.
- The <candidate-summary-display-options-config> is configured in the job application template so that the *Candidate Summary Display Option* tab appears in *Manage Templates*.

## Context

### ⓘ Note

These settings apply to the legacy Candidate Workbench, and also automatically apply to the redesigned Applicant Management tool.

## Procedure

1. Go to ► *Admin Center* ► *Manage Templates* ►.
2. Select the *Recruiting Management* tab and choose the template you want to configure:
  - *Job Application*
  - *Candidate Profile*

You're directed to your selected template's list page.

3. Select the template you want to configure:
  - *Candidate Summary Display Options*
  - *Candidate Search Display Options*

You're directed to the *General Settings* page for your template.

4. Select ► *General Settings* ► *Candidate Summary Display Option* ►

The link to *Display Options Columns defined. Click to modify* appears on the page.

5. Select the display options link.
6. Click *Add display options column*.

You see the *Display Options Columns* dialog box that contains currently available fields by category name.

7. Enter the following:

| Option                                                                                                                   | Description                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| <i>Category Id</i>                                                                                                       | Use either a new or existing category ID.                                                          |
| <i>Category Name</i>                                                                                                     | Use either a new or existing category name.                                                        |
| <i>Category Label</i>                                                                                                    | The text that appears on the user interface. You can add localized labels for different languages. |
| <div> <div>ⓘ Note</div> <div>You can add localized labels for different languages in <i>Category Label</i>.</div> </div> |                                                                                                    |
| <i>Grid Order</i>                                                                                                        | Specify a unique grid order number.                                                                |

8. Select [Done](#) to save changes and close the dialog box.

Choose [Save as Draft](#) to save and review all changes, or [Publish](#) to publish your changes to the candidate profile template temporarily.

## 21.3.8 Customizing the Display Options View in the Legacy Candidate Workbench

You can customize to either show or hide columns in the candidate list table and whether you want to freeze the first column or the table header.

### Prerequisites

- Fields are configured in either the Candidate Profile or Application template to appear in the [Display Options](#) screen.
- All fields are reportable.

### Context

#### Note

This page describes functionality for the legacy Candidate Workbench.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Job Requisitions](#) ► that takes you to the [Job Requisition](#) list page.
2. Access the legacy Candidate Workbench:
  - a. Select the job requisition you want that take you to the [Job Requisition Detail](#) page.
  - b. Select [CANDIDATES](#) tab.

When you select the [CANDIDATES](#) tab, you're directed to that job requisition's candidate list in the legacy Candidate Workbench.

3. Customize the [First and Last Name Display](#) field:
  - a. Go to ► [Recruiting](#) ► [Preferences](#) ► [My Display Preferences](#) ►.
  - b. Select either of these two options:
    - [First Name, Last Name](#)
    - [Last Name, First Name](#)
  - c. Select [Save](#) to finish.

4. From the workbench, select  [Display Options](#).

The [Display Options](#) dialog appears.

5. Select any column header checkbox for categories you want to view fields for, then select the individual fields that you want to appear as columns in your view.
6. Choose one of the [Freeze Options](#) settings:
  - [Freeze the first column \(candidate name\)](#)
  - [Freeze the table headers](#)

#### Restriction

You can't freeze both the first column and table header at the same time.

7. Choose [Update Screen](#) to save your settings.

## Results

The legacy Candidate Workbench now displays based on your settings.

## Next Steps

When you've configured which fields you want, you can select fields to be added to Filter Options. Using Filter Options, you can view candidates that fit specific criteria that you want.

### 21.3.9 Using Legacy Candidate Workbench Display and Filter Options

Recruiters and operators can use [Filter Options](#) in the legacy Candidate Workbench to limit the number of items you want to see, or to include multiple fields at one time on the candidate list table itself. More fields include [Current company](#), [Current title](#), [Veteran status](#), and custom fields.

## Prerequisites

- The Job Application and Candidate Profile templates are configured in the [Manage Templates](#) tool with the fields you want to display.
- Custom fields are reportable.

## Context

### Note

This page describes functionality for the legacy Candidate Workbench.

*Filter Options* details:

- Special characters are allowed in the text fields.
- Partial matches are allowed when entering data.
- The country/region, state, and city fields use cascading picklists.
- The *Zip or Postal Code* field is a text field, and the system validates the value entered into the field based on the country/region selected.

## Procedure

1. Go to ► *Admin Center* ► *Recruiting* ► *Job Requisitions* ► that takes you to the *Job Requisition* list page.
2. Access the legacy Candidate Workbench:
  - a. Select the job requisition you want to take you to the *Job Requisition Detail* page.
  - b. Select *CANDIDATES* tab.

When you select the *CANDIDATES* tab, you're directed to that job requisition's list of candidates.

3. From the top left above the table, select  *Display Options*.

The *Display Options* dialog appears.
4. In the *Display Options* dialog, choose the options to show or hide the columns in the table, then choose *Update Screen* to save your settings.
5. Select  *Filter Options* to select which fields to filter.
6. Select  *Filter Options*, located to the right of *Display Options*.

The *Filter Options* dialog appears.
7. In the *Filter Options* dialog, add the values to the system fields that you want to filter your list by, then choose *Apply* to save your settings.

## Results

You now see a list of candidates based on the filters you set.



## 21.3.9.1 Deriving ZIP Code/Postal Code and Creating Application Snapshot

In general, an application snapshot is created and displayed in the legacy Candidate Workbench when the user clicks on the applicant for the first time.

### Note

This page describes functionality for the legacy Candidate Workbench.

This snapshot takes the fields specified in the candidate profile during the first click. The filter is always available on the data that is displayed in the legacy Candidate Workbench. Therefore, for all candidates who have applied to the requisition, the filter is applied on the application snapshot if it exists, or else it's applied on the data specified during application. For Forwarded candidates, the filter is applied on the Country/Region and ZIP/postal code that is provided in the candidate profile.

### Note

This filter is only available when the **Country/Region** field is configured in candidate profile template.

- External Candidate (or internal candidate if no **sm-mapping** to Employee Profile exists) – The entered ZIP/postal code in the Application page overrides the field specified in candidate profile and also updates the candidate profile with this ZIP/postal code from the Application page.  
Accessing the legacy Candidate Workbench before selecting the candidate displays the ZIP/postal code given in Application page.  
After selecting the candidate for the first time, a snapshot is created which updates the ZIP/postal code with the latest value from candidate profile. Any further changes to the profile after the first click doesn't update the snapshot.  
Before selecting the candidate for the first time, we can also view and filter on the ZIP/postal code specified in the Application page.  
Selecting the candidate once creates an application snapshot with the latest ZIP/postal code value from candidate profile (Changed from APP999 to 55667).
- Forwarded Candidates – The ZIP/postal code displayed is always from the candidate profile. On inviting the candidate to apply, the ZIP/postal code value is taken from the Application page and snapshot is created with ZIP/postal code from candidate profile.

### ZIP/Postal Code Field Configured in Application, but not in Candidate Profile.

The value entered in the Application page is stored in the RCM\_APPLICATION and RCM\_CANDIDATE table, but it isn't visible anywhere on the screen.

### ZIP/Postal Code Field Configured in Candidate Profile, but not in Application.

The value is always taken from Candidate Profile and snapshot is created like explained in Scenario 1.

### Other Example – External Candidate (Internal Candidate without **sm-mapping**):

1. A candidate maintains the candidate profile with ZIP/postal code 123.
2. The candidate applies to a requisition and during the application process, 123 gets changed to 456. When they complete the application process, 456 is then also transferred to the candidate profile.
3. The candidate then opens their candidate profile and updates the code to 789.

**Scenario 1:** In the applicant list page (legacy Candidate Workbench), the candidate's application shows up. The Recruiting user viewing at that page hasn't clicked on the candidate yet. The ZIP/postal code is derived from the application and displays 456.

This candidate shows up if the filter is looking for 456, but not if the filter is looking for 789.

**Scenario 2:** As soon as the Recruiting user clicks on the candidate, the application snapshot gets created. The ZIP/postal code is derived from Candidate Profile and is the basis for the application snapshot. The ZIP/postal code is displayed as 789.

This candidate doesn't show up if the filter is looking for 456, but does if the filter is looking for 789.

The following table shows the ZIP/postal code behavior for different candidate types before and after the first click.

| Candidate Types                                          | Candidate Profile | During Application Process                                                                             | Candidate Profile | Data Change After Application              | Legacy Candidate Workbench |                                                                         |
|----------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------|----------------------------|-------------------------------------------------------------------------|
|                                                          |                   |                                                                                                        |                   |                                            | Before First Click/View    | After First Click/View (Snapshot is Created)                            |
| External candidate                                       | APPXXX            | APP999                                                                                                 | APP999            | No data change                             | APP999                     | APP999                                                                  |
| Internal candidate <b>without sm-mapping</b>             |                   | Written to the Candidate Profile.                                                                      |                   |                                            |                            | Snapshot is created based on latest information from Candidate Profile. |
| External candidate                                       | APPXXX            | APP999                                                                                                 | APP999            | 55667                                      | APP999                     | 55667                                                                   |
| Internal candidate <b>without sm-mapping</b>             |                   | Written to the Candidate Profile.                                                                      |                   | Changes to 55667 in the Candidate Profile. |                            | Snapshot is created based on latest information from Candidate Profile. |
| Internal candidate with <b>sm-mapping</b><br>(Example 1) | APPXXX            | APP999                                                                                                 | APPXXX            | No data change                             | APP999                     | APPXXX                                                                  |
|                                                          |                   | The ZIP/postal code changes, but isn't written to the Candidate Profile because of <b>sm-mapping</b> . |                   |                                            |                            |                                                                         |

| Candidate Types                                   | Candidate Profile | During Application Process                                                                                   | Candidate Profile | Data Change After Application                           | Legacy Candidate Workbench |                                              |
|---------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------|----------------------------|----------------------------------------------|
|                                                   |                   |                                                                                                              |                   |                                                         | Before First Click/View    | After First Click/View (Snapshot is Created) |
| Internal candidate with sm-mapping<br>(Example 2) | APPXXX            | APP999<br><br>The ZIP/postal code changes, but isn't written to the Candidate Profile because of sm-mapping. | APPXXX            | 55667<br><br>Changes to 55667 in the Candidate Profile. | APP999                     | 55667                                        |

## 21.4 Validations on Applicant Workbench

Validations are performed in the applicant workbench when an applicant status changes to [Hireable](#), and you see new validation messages on the applicant workbench.

### Note

These validations only apply if you're using the Manage Pending Hires tool to hire the applicants. These validation messages let you know why certain applicants won't appear in the Manage Pending Hires tool.

| Validation Scenario                                                                                                                                                                                                                                                                                                                                                                                            | Result                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Both Manage Pending Hires and Onboarding are enabled in your instance, and one of the following conditions apply: <ul style="list-style-type: none"> <li>Not set any rule in the <a href="#">Onboarding Integration Setup</a> admin tool, or;</li> <li>Selected the <a href="#">Apply Onboarding to All Job Requisitions</a> option in the <a href="#">Onboarding Integration Setup</a> admin tool.</li> </ul> | In this case, the applicant can only be hired through Onboarding. The applicant doesn't appear in the Manage Pending Hires tool. |
| An applicant is already hired through Onboarding or Manage Pending Hires, and the recruiter later moves this applicant status from <a href="#">Hired</a> to <a href="#">Hireable</a> .                                                                                                                                                                                                                         | The applicant appears available to be hired again. But, the hiring process fails because the applicant has already been hired.   |
| The <a href="#">Candidate to Employee Integration</a> template isn't configured in Provisioning or doesn't exist in your instance.                                                                                                                                                                                                                                                                             | The hiring process fails with an error.                                                                                          |
| <h3>Note</h3> <p>This scenario can only be present in a new Recruiting-enabled instance. Once this template is configured, the configuration can't be deleted or removed from this template.</p>                                                                                                                                                                                                               |                                                                                                                                  |

| Validation Scenario                                                                                           | Result                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The applicant is eligible for the Manage Pending Hires process and the applicant's offer approval is pending. | The applicant will not be listed in the Manage Pending Hires tool.                                                                                                                            |
| Multiple <i>Hireable</i> and <i>Hired</i> statuses are configured in the applicant status set.                | The hiring process fails in the Manage Pending Hires tool. Resolving the issue requires correcting the statuses using <a href="#">Admin Center &gt; Edit Applicant Status Configuration</a> . |
| The <i>Hired</i> status isn't configured in the applicant status set.                                         | The hiring process fails in the Manage Pending Hires tool. Resolving the issue requires configuring the status using <a href="#">Admin Center &gt; Edit Applicant Status Configuration</a> .  |

## 21.5 Applicant Status in SAP SuccessFactors

Applicant statuses are used to track a candidate's progress through the recruiting process. They're also used for recruiting metrics, compliance, and process control.

As part of core Recruiting configuration, you need to:

1. Set up the base status set in Provisioning, from which all other applicant status sets are created.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

2. Create applicant status sets.
3. For each set, configure the applicant statuses.

Once status sets and statuses are defined, you can use them in other configurations, like job requisition templates or integrations with Employee Central.

Then you can use applicant status to manage applicants during the recruiting process.

## Related Information

[Configuring the Base Status Set \[page 1037\]](#)

[Creating an Applicant Status Set \[page 1039\]](#)

[Configuring an Applicant Status \[page 1040\]](#)

## 21.5.1 Configuring the Base Status Set

Configure a base set of statuses that can be used to create applicant status sets used in the recruiting process.

### Prerequisites

- Recruiting is enabled in Provisioning.
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

The base status set contains a set of predefined applicant statuses that are necessary for the recruiting process to run correctly. You can add more statuses to the base set, as required by your recruiting process.

#### 📘 Note

- You can't delete the base status set.
- You can't delete a status from the base status set. However, you can disable it.

### Procedure

1. Go to ► [Provisioning](#) ► [Manage Recruiting](#) ► [Applicant Status Configuration](#) 🔗.
2. Choose [Edit Base](#).
3. Choose what you want to do.
  - To add a status to the base set, choose [Add New Status](#).
  - To edit an existing status in the base set, choose ► [Take Action](#) ► [Edit](#) 🔗.

#### ⚠ Caution

The following statuses are predefined when you enable Data Privacy Consent Statement 2.0. **Don't manually add them to the base set.**

- Declined DPCS
- Deleted On Demand By Admin
- Deleted On Demand By Candidate
- Withdrawn By Candidate

4. Select a status type:

| Option       | Description                                               |
|--------------|-----------------------------------------------------------|
| In Progress  | Use when the candidate's application is being processed.  |
| Disqualified | Use when the candidate's application has been rejected.   |
| Onboard      | Use when the candidate's application has been successful. |

5. Enter then save a name and category.

#### Caution

To avoid localization issues, ensure that you provide labels for all statuses in the system.

6. Repeat these steps for all the statuses you want to add to the base set.
7. Save your changes.

## Results

Applicant statuses in the base set can now be used to create different applicant status sets.

## Next Steps

Create the applicant status sets required by your recruiting process, either in Admin Center or in Provisioning.

### 21.5.1.1 Applicant Statuses Predefined by the System

By default, the newly created status set contains certain system statuses. These system statuses are required in order to ensure that the process runs correctly.

| System Status    | Functionality                                                                                                                                                                                                                               |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Forwarded        | Status for candidates a Recruiting user has attached to a job requisition.                                                                                                                                                                  |
| Invited To Apply | Status for forwarded candidates who have been invited to apply to a requisition by a recruiter.                                                                                                                                             |
| Default          | Status for newly applied candidates, as well as for forwarded candidates who have been added by a Recruiting user through the <a href="#">Add to Requisition</a> option (available in instances with late-stage application functionality). |

| System Status                  | Functionality                                                                                                                                                                                                                                                                                                         |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Auto Disqualified              | <p>Status for candidates whose applications are automatically disqualified by the prescreen questions.</p> <div>  <b>Note</b><br/>           There is no functionality that supports status disqualification reasons.         </div> |
| Requisition Closed             | Status for applicants when they're placed in an In Progress status when the requisition is closed.                                                                                                                                                                                                                    |
| Hired on Other Requisition     | Status for applicants when they're placed into a Hired status on another requisition.                                                                                                                                                                                                                                 |
| Declined DPCS                  | <p>(Predefined when you enable Data Privacy Consent Statement 2.0)</p> <p>Status for candidates who have revoked their acceptance of the data privacy consent statement after applying to requisitions.</p>                                                                                                           |
| Deleted On Demand By Admin     | <p>(Predefined when you enable Data Privacy Consent Statement 2.0)</p> <p>Status for candidates whose candidate profile was deleted by an administrator.</p>                                                                                                                                                          |
| Deleted On Demand By Candidate | <p>(Predefined when you enable Data Privacy Consent Statement 2.0)</p> <p>Status for candidates who have deleted their candidate profile.</p>                                                                                                                                                                         |
| Withdrawn By Candidate         | <p>(Predefined when you enable Data Privacy Consent Statement 2.0)</p> <p>Status for candidates who withdraw a previously submitted application.</p>                                                                                                                                                                  |

## 21.5.2 Creating an Applicant Status Set

Combine base statuses to create a new applicant status set that is used in Recruiting.

### Prerequisites

- You've added all the required statuses in the base status set.

## Context

### ⚠ Caution

- You can't delete an applicant status set after it's created.
- You can't delete a status from an applicant status set after it's added. However, you can disable it.

## Procedure

1. Go to ► [Admin Center](#) ► [Edit Applicant Status Configuration](#) ►.
2. Choose a method of creating a new applicant status set.
  - To create one from scratch, choose [Add New](#).
  - To create one based on a similar existing one, go to ► [Take Action](#) ► [Duplicate](#) ►.

A new status set is created. By default, it contains a set of predefined applicant statuses that are necessary for the recruiting process to run correctly.

3. Enter the name of a new status set. You can also give it a description.
4. To add a status to the status set, choose [Add New Status](#) and select the statuses you want to add in the dropdown menu. Then scroll to the bottom of the menu and choose [Add](#).

The dropdown menu contains a list of the statuses in the base set configured in Provisioning.

5. To add a status group to the status set, click [Add New Status Group](#).
6. To edit the status group, enter a [Status Group Name](#) and a [Status Group Label](#). The [Status Group Label](#) appears on the Talent Pipeline. Select the statuses to include in the group from the list of statuses of the same type.

### 📌 Note

To require a status before the candidate can progress through the pipeline, select [Require candidate to be in at least one status in this group before moving to the next group](#). If you don't select this option, candidates can bypass the entire status group.

7. Save your changes.

## 21.5.3 Configuring an Applicant Status

Add a new status or edit an existing status, in an existing applicant status set.

## Prerequisites

Before you configure applicant statuses, ensure that at least one language is enabled at ► [Admin Center](#) ► [Manage Recruiting Languages](#) ►. You can't save changes to a status unless at least one language is enabled.



## Context

### 📘 Note

Although you can set a status for only internal or only external applicants, there's no conditionality (if/then logic) in the status workflow.

You can't configure a hard stop that prevents candidates from moving past a given status in the application until they complete the application.

## Procedure

1. Go to ► [Admin Center](#) ► [Edit Applicant Status Configuration](#) ►
2. Select the relevant applicant status set.
3. Open the status you want to configure:
  - To add and configure a new status, choose [Add New Status](#).
  - To edit the configuration of an existing status, find and select the status name to start editing.
4. Configure the applicant status settings as required.

For more, see: [Applicant Status Settings \[page 1041\]](#).
5. To translate labels and messages, repeat these steps for each language in the [Language to Translate](#) menu.
6. Select [Save](#).

### 21.5.3.1 Applicant Status Settings

Learn about the configuration settings for an applicant status.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

#### Applicant Status Settings

| Setting Name | Description                                                   |
|--------------|---------------------------------------------------------------|
| Status ID    | A unique ID number generated by the system. Can't be changed. |

| Setting Name    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Status  | <p>The unique name of the status as specified in <a href="#">Provisioning</a> &gt; <a href="#">Managing Recruiting</a> &gt; <a href="#">Applicant Status Configuration</a> &gt; <a href="#">Edit Base</a>.</p> <p>There is a limit of 100 characters for the candidate label, and 1,000 for the next steps fields, including spaces.</p> <p>The setting can't be changed while editing the applicant status set. Although the setting can be changed in Provisioning in <a href="#">Edit Base</a>, avoid changes if possible. If you must make changes, proceed with caution.</p> <p>Any changes to Name of Status must consider the following dependencies:</p> <ul style="list-style-type: none"> <li>• In ad hoc reports. It can be saved as a filter or used by third parties who are integrating with Ad Hoc flat file exports.</li> <li>• By the SFAPL.</li> <li>• By the Requisition XML feature-permission.</li> </ul>                                                                                                                                                           |
| Required        | <p>If a status is required, the expected behavior is:</p> <ul style="list-style-type: none"> <li>• On the application page in the applicant status dropdown, the status is the last visible In-Progress status until placing the applicant there. After placing the applicant into this status, the subsequent statuses become visible, up through the next status marked "Required."</li> <li>• On the application list page, applicants who aren't already in or past the Required status can't be moved to the next status by using the <a href="#">Action</a> &gt; <a href="#">Move</a> option. These applicants appear grayed out and aren't placed into the desired status.</li> </ul> <div> <p><b>Note</b></p> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>• Forwarded</li> <li>• Invite to Apply</li> <li>• Auto Disqualified</li> <li>• Withdrawn by Candidate</li> <li>• Declined DPCS</li> <li>• Deleted on demand by Admin</li> <li>• Deleted on demand by Candidate</li> <li>• Requisition Closed</li> </ul> </div> |
| Internal Label  | How the <a href="#">Status</a> column appears to internal recruiting users in all areas of the Re-recruiting tab                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Candidate Label | How the contents of the <a href="#">Status</a> column appear to candidates viewing their progress in the requisition table of the <a href="#">Careers</a> > <a href="#">Job Management</a> or <a href="#">External career site</a> > <a href="#">Jobs Applied</a> tabs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Setting Name                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Next Step Text                                                                             | How the contents of the Next Step column appear to candidates viewing their progress in the requisition table of the ► <a href="#">Careers</a> ► <a href="#">Job Management</a> ► or ► <a href="#">External Career Site</a> ► <a href="#">Jobs Applied</a> ► tabs.                                                                                                                                                                                                                                                                                                                                                                                                        |
| Employee Referral Program Settings: Visible to Referrer                                    | Whether the status is visible to the Referrer (employee). Only applies to instances with Employee Referral.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Employee Referral Program Settings: Referrer Label                                         | The label the Referrer (employee) is displayed when their Referral is in the corresponding status. Only applies to instances with Employee Referral.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Employee Referral Program Settings: Referrer Next Step Text                                | The text the Referrer (employee) is displayed when their Referral is in the corresponding status. Only applies to instances with Employee Referral.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Employee Referral Program Settings: Referrer Email                                         | Select an email template that is automatically sent to the Referrer (employee) when their Referral is moved to the corresponding status. Only applies to instances with Employee Referral.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Options: Hide the status from users who don't have application status Visible To privilege | <p>Select to hide the status from users who don't have <a href="#">Visible To</a> permission. The applicant count for that status is also hidden.</p> <p>This setting encompasses the <a href="#">Hide applicant count from users</a> setting, and takes precedence if both are selected.</p> <div> <p><b>Note</b></p> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>Forwarded</li> <li>Invite to Apply</li> <li>Auto Disqualified</li> <li>Withdrawn by Candidate</li> <li>Declined DPCS</li> <li>Deleted on demand by Admin</li> <li>Deleted on demand by Candidate</li> <li>Requisition Closed</li> </ul> </div> |

| Setting Name                                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Options: Hide applicant count from the users who don't have application status Visible To privilege. | <p>Select to hide applicant count from the users who don't have <a href="#">Visible To</a> permission.</p> <p>The number of applicants in the hidden status is also subtracted from the overall applicant count. Users can still see the status.</p> <div> <p><b>Note</b></p> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>Forwarded</li> <li>Invite to Apply</li> <li>Auto Disqualified</li> <li>Withdrawn by Candidate</li> <li>Declined DPCS</li> <li>Deleted on demand by Admin</li> <li>Deleted on demand by Candidate</li> <li>Requisition Closed</li> </ul> </div>                                                                                                                                                                                                                                                                             |
| Collect comment if this status is skipped.                                                           | <p>This option is grayed out if the status is required. There's no way to skip the status.</p> <p>If you select this option, recruiting users can bypass this status and move an applicant to a status beyond this one. To complete this action, the recruiting user must add a free text comment to explain why they're bypassing this step.</p> <p>There's no way to replace the free text comment with a predefined picklist of reasons, or add rich text editing, spellcheck, or a Legal Scan.</p> <div> <p><b>Note</b></p> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>Forwarded</li> <li>Invite to Apply</li> <li>Auto Disqualified</li> <li>Withdrawn by Candidate</li> <li>Declined DPCS</li> <li>Deleted on demand by Admin</li> <li>Deleted on demand by Candidate</li> <li>Requisition Closed</li> <li>Disqualification</li> </ul> </div> |

| Setting Name                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable this status for internal candidates. | <p>This option enables a status for only internal candidates. If it's selected along with <a href="#">Enable this status for external candidates only</a>, the status is visible to both internal and external candidates. If neither option is selected, the status is disabled.</p> <p>Applicant statuses can't be deleted. Deselecting both <a href="#">Enable this status</a> options disables a status, preventing recruiting users from seeing it in the pipeline or in any status drop-downs, and from placing applicants in the status.</p> <p>Before disabling a status, advise clients to run a report on all applicants currently in the status, then move the applicants to another status. If a status is disabled while it contains applicants, the applicants become inaccessible to recruiting users in the user interface. However, the requisition count of total applicants still includes applicants in this disabled status. Such applicants also remain reportable through ad hoc reports.</p> <div> <p><b>Note</b></p> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>Forwarded</li> <li>Invite to Apply</li> <li>Auto Disqualified</li> <li>Withdrawn by Candidate</li> <li>Declined DPCS</li> <li>Deleted on demand by Admin</li> <li>Deleted on demand by Candidate</li> </ul> </div> |
| Enable this status for external candidates. | <p>This option enables a status only for external candidates. If selected in combination with <a href="#">Enable this status for internal candidates only</a> the status becomes visible to both internal and external candidates. If neither of the option is selected, the status is disabled.</p> <p>Applicant statuses can't be deleted. Deselecting both <a href="#">Enable this status</a> options disables a status, preventing recruiting users from seeing it in the pipeline or any status drop downs, and from placing applicants in the status.</p> <div> <p><b>Note</b></p> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>Forwarded</li> <li>Invite to Apply</li> <li>Auto Disqualified</li> <li>Withdrawn by Candidate</li> <li>Declined DPCS</li> <li>Deleted on demand by Admin</li> <li>Deleted on demand by Candidate</li> </ul> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Setting Name                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hirable Options                                    | <p>These settings are required for the integration between SAP SuccessFactors Recruiting and Employee Central. Set these options to manage the transfer of candidate data from Recruiting to Employee Central.</p> <div> <div>⚠ Caution</div> <p>For each set, we recommend that you configure only <b>one</b> status with the <i>Hire</i> setting and <b>one</b> status with the <i>Hirable</i> settings. If you configure multiple statuses with the same hireable option, it can cause issues in the hiring process.</p> </div> <p>Candidates with an approved Offer Approval in the <i>Hireable</i> status appear in the <i>Manage Pending Hires</i> workflow. Designating a status as <i>Hireable</i> creates an intermediate step for review before the candidate moves to a <i>Hired</i> status.</p> <div> <div>📌 Note</div> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>Forwarded</li> <li>Invite to Apply</li> <li>Auto Disqualified</li> <li>Withdrawn by Candidate</li> <li>Declined DPCS</li> <li>Deleted on demand by Admin</li> <li>Deleted on demand by Candidate</li> <li>Requisition Closed</li> </ul> </div> <p>A candidate with or without an offer in the <i>Hireable</i> status can be initiated for onboarding.</p> <p>Offer approval requirement based on flows (for both Internal and External Hire candidates):</p> <ul style="list-style-type: none"> <li>Mandatory: <b>Recruiting - Manage Pending Hires - Employee Central</b> and <b>Recruiting - Employee Central</b>.</li> <li>Not mandatory: Recruiting - Onboarding (<b>Recruiting - Onboarding - Manage Pending Hires</b> and <b>Recruiting - Onboarding - Employee Central</b>).</li> </ul> <p>This requirement is applicable to both Onboarding 1.0 and Onboarding 2.0</p> |
| External Candidate: Select Template                | <p>Stores a selected email template to be sent to external candidates whenever the applicant enters this status.</p> <p>For a Nonapplicant, the email token <code>[[APPLICATION_PAGE_URL]]</code> is resolved similar to the <b>Invite to Apply</b> URL hyperlink. The hyperlink label for the token is <i>Job Title</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| External Candidate: Don't send if agency candidate | <p>Select this option to prevent the system from sending email to any external candidates currently owned by an agency.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Internal Candidate                                 | <p>Selects an email template to be sent to internal candidates whenever the applicant enters this status.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Setting Name                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internal Candidate's Current Manager | Selects an email template to be sent to an internal candidate's current manager whenever the applicant enters this status.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Agency User                          | Selects an email template to be sent to the agency user whenever the applicant enters this status. The agency user is either the user who submitted the candidate to the requisition, or the user who currently owns the candidate. This email is sent only when the agency owns the candidate.                                                                                                                                                                                                                                                                                                                                                      |
| Job Req Originator Email             | Selects an email template to be sent to the user who originated the requisition whenever the applicant enters this status.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Operator Emails                      | <p>For each operator listed, select an email template to be sent to the user in this operator field whenever the applicant enters this status:</p> <ul style="list-style-type: none"> <li>• Hiring Manager Email</li> <li>• Recruiter Email</li> <li>• Sourcer Email</li> <li>• Recruiting Coordinator Email</li> <li>• Second Recruiter Email</li> <li>• VP of Staffing Email</li> <li>• Hiring Manager Team Email</li> <li>• Recruiter Team Email</li> <li>• Sourcer Team Email</li> <li>• Recruiting Coordinator Team Email</li> <li>• Second Recruiter Team Email</li> <li>• VP Of Staffing Team Email</li> <li>• Approver Team Email</li> </ul> |
| Selectable By                        | <p>Specifies that users associated with a given operator field (and, if applicable, users associated to the related team field) can move an applicant into this status.</p> <div> <p><b>Note</b></p> <p>This setting doesn't apply to the following statuses:</p> <ul style="list-style-type: none"> <li>• Forwarded</li> <li>• Invite to Apply</li> <li>• Auto Disqualified</li> <li>• Withdrawn by Candidate</li> <li>• Declined DPCS</li> <li>• Deleted on demand by Admin</li> <li>• Deleted on demand by Candidate</li> <li>• Requisition Closed</li> </ul> </div>                                                                              |

## 21.5.4 Help with Applicant Status Configuration

Find the right place to get help with configuring applicant statuses.

The [Applicant Status Configuration](#) tool is used to create applicant status sets and configure applicant statuses. Applicant statuses are used to track a candidate's progress through the recruiting process. When you make a change to your recruiting process, you sometimes need add new applicant statuses to the system or update the configuration of existing statuses.

People who use the [Applicant Status Configuration](#) page to add or edit applicant statuses sometimes run into the following common problems.

For more information about applicant statuses, see:

- [Applicant Status in SAP SuccessFactors \[page 1036\]](#)
- [Job Requisition Element: Application Status Set \[page 178\]](#)
- [Configuring Applicant Status for Employee Central Integration \[page 1285\]](#)

### Can't save changes

When you're adding or editing an applicant status, if the [Save](#) action is disabled and you can't save changes, check that at least one language is enabled at ► [Admin Center](#) ► [Manage Recruiting Languages](#) ►. You can't save changes to a status unless at least one language is enabled.

For help, see: [Configuring an Applicant Status \[page 1040\]](#).

### No languages listed in language menu

When you're adding or editing an applicant status, if no languages are listed in the [Language to Translate](#) menu, check that at least one language is enabled at ► [Admin Center](#) ► [Manage Recruiting Languages](#) ►. The menu only includes languages that are enabled for use in Recruiting.

For help, see: [Configuring an Applicant Status \[page 1040\]](#).

### Status name not translated

When viewing statuses in a status set, the [Status Name](#) column doesn't reflect translated labels you've configured in the [Internal Label](#) and [Candidate Label](#) fields. The status name is always in English, regardless of which language you choose in your user settings. It's an internal name that's only visible in administration tools.

However, during the recruiting process, Recruiting users and candidates **do** see the translated labels you've configured in the [Internal Label](#) and [Candidate Label](#) fields.

For help, see: [Applicant Status Settings \[page 1041\]](#).



## Configuring Hirable Options for an applicant status

*Hirable Options* settings are required for the integration between SAP SuccessFactors Recruiting and Employee Central. Set these options to manage the transfer of candidate data from Recruiting to Employee Central.

When applicants are moved to the status that's configured as *Hirable*, they appear in the *Manage Pending Hires* workflow in Employee Central. This status creates an intermediate step for review before the candidate moves to the *Hired* status.

When applicants are moved to the status that's configured as *Hirable*, they're scheduled for conversion to "internal candidates".

For help, see: [Applicant Status Settings \[page 1041\]](#)

## Can't initiate onboarding process

When you try to initiate onboarding for an applicant and are shown the message *"We were unable to initiate this onboarding process (2.0). An unknown error occurred."*, it may be caused by 2 or more statuses being configured as the *Hired* or *Hirable* option in the status set.

For each set, there should be only 1 status configured as the *Hired* status and 1 status configured as the *Hirable* status (under *Hirable Options* in status settings).

For help, see: [Applicant Status Settings \[page 1041\]](#)

## 21.5.5 Applicants in the Applicant Status Workflow

When a candidate completes an application or is forwarded to a requisition by a Recruiting user, the candidate is associated with an applicant status on the requisition.

Recruiting users who have appropriate permissions can move the application through the status pipeline. All status changes are tracked for reporting and compliance purposes. You can view status change history:

- [Application Audit Trail](#)
- [Application Status Audit Trail](#) folder in Recruiting and V2 Secured reporting schemas

The applicant status pipeline acts as navigation for filtering the applicant list by status. A Recruiting user can click a status and view only applicants in that status. To see all applicants, click [View all candidates](#). Select multiple statuses by holding down the **CTRL** key and selecting the desired statuses.

Grouped statuses display as a dropdown menu in the candidate pipeline. Recruiters can assign a candidate to any of the statuses in the configured group.

The following options are available for the *Forwarded* and *Withdrawn* status sets:

- Hide the status from users who don't have application status *Visible To* privilege
- Hide applicant count from the users who don't have application status *Visible To* privilege

Corresponding statuses or count are either displayed or hidden within the status pipeline and job requisition landing pages for these statuses:

- [Forwarded](#)
- [Withdrawn](#)

#### 📌 Note

Users can view applicants only in statuses to which they have [Visible To](#) access.

#### ⚠ Caution

Operator Designators roles are available for selection in the [Selectable By](#) and [Visible To](#) section of status settings. Select [All Others](#) for individuals who have the [V](#) or [Relational Operators](#) role.

Recruiting users can place applicants only into statuses for which they have [Selectable By](#) access even if they don't have [Visible To](#) access for that status. Users see an error if they try to place the applicant in a status for which they don't have [Selectable By](#) access.

Recruiting users can see a quick overview the applicant status pipeline directly from the [Requisition List](#) page. Disabled statuses don't appear in the progress pipeline overview.

## Related Information

[Recruiting Operators \[page 80\]](#)

## 21.5.5.1 Allowing Permission to Access Default Status

You can choose the [Selectable by](#) option in the default application status to provide permission to required operators to access the default application status.

## Prerequisites

You must have admin role assigned to you.

## Context

With this option, you can provide permissions only to operators who need to change application status.

## Procedure

1. Go to ► [Admin Center](#) ► [Edit Applicant Status Configuration](#) ►.
2. In the [Edit Applicant Status Configuration](#) page, select the required status from the [Status Set Name](#) column.
3. In the [<status set name>](#) page, choose [Default](#) in the [Status Name](#) column.
4. In the [Edit Status Settings](#) dialog box, select the operators that need permission to access the default application status.
5. Choose [Save](#).

### 21.5.5.2 Forward Candidates to a Requisition

You can forward candidates to a requisition from candidate search results, the Candidate Profile record, or the Application record.

The job requisition search filters contain a mix of standard filters and filters set up in ► [Provisioning](#) ► [Managing Recruiting](#) ► [Internal and External Applicant Search Settings](#) ►.

To include the [Job Language](#) field as a filter option in the [Forward to Requisitions](#) page, enable the [Enable Multi-language Job Search](#) in ► [Provisioning](#) ► [Company Settings](#) ► [Recruiting](#) ► [Enhanced Job Search UI](#) ►.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Additionally, certain filter options can be enabled in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►:

- You can enable or disable a role filter using the [Disable "Add Role" on Forward to Requisition](#) setting. This allows the user to conduct a search using the Families and Roles library, and return requisitions matching the role selection.
- You can sort on columns in the [Forward to Requisition](#) dialog search results.
- This allows you to forward internal candidates to jobs that are posted internally or externally. For external candidates, you can also forward to jobs posted internally or externally. If this setting is disabled, you can forward internal candidates only to internally posted jobs, and external candidates only to externally posted jobs.

The system ensures that job search results are relevant only to the types of candidate you're presently forwarding, and displays a message to that effect at the top of the job search popup. For example, if you're trying to forward an external candidate, only external job postings display in the search results.

If forwarding candidate fails, the confirmation message you receive includes a detailed listing of the failure reasons. For example, attempting to forward an internal candidate to an externally posted requisition or attempting to forward a candidate to a requisition that violates the candidate's privacy settings.

When candidates are successfully forwarded to a requisition, the candidate is associated with the requisition in the Forwarded status. There's also an available column in the Applicant Status Pipeline, [Forwarded By](#), which shows the user who forwarded the candidate.

Candidates don't receive e-mail notifications when they're forwarded to requisitions. Forwarded candidates aren't considered applicants; therefore certain functionalities are limited. For instance, only candidate profile data (not

application data) is available on the application record, no data is reportable, the requisition doesn't appear in the candidate's Jobs Applied portlet, and candidates can't be dis-positioned.

A warning message appears at the top of the application record for forwarded candidates, reminding recruiting users the candidate hasn't yet completed the application.

## 21.5.5.2.1 Choosing to Forward Candidates with Application Data Intact

Forward candidate to a job requisition with application data intact.

### Prerequisites

Enable late-stage applications to forward candidates with application data intact.

### Context

If an application is a late stage application, then the **required** field validation is skipped for the following fields:

- Fields with attribute `public=true`.
- Fields of type `multiattachment` and `multiattachmentselection`.
- Profile summary fields.

#### Note

The option to enable forwarding with application data intact isn't available in the Admin Center if you don't enable late-stage applications.

When a candidate is forwarded to a job requisition with **Default** status, the field values are copied to the corresponding application based on the criteria in the following table:

Behavior of Forward Data Intact for Standard and Custom Fields

| Criteria                                                                                                                                                                  | Behavior                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| If field type and field ID match in both the profile and application template, and the value is present in candidate profile.                                             | Then it's copied from the profile (honoring the candidate profile template value).                                                                                   |
| If field type and field id match in both the candidate profile and application template and value isn't present in candidate profile but value is present in application. | Then it's copied from the application.                                                                                                                               |
| If the field isn't configured in candidate template.                                                                                                                      | Then field value from the application is copied from the application. This feature only supports standard fields as per the list, and doesn't support custom fields. |

| Criteria                              | Behavior                                                                                                           |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| If multistage application is enabled. | The system always forwards every field that was filled at any stage, up to the time when application is forwarded. |

## Procedure

- Go to [Admin Center](#) > [Manage Recruiting Settings](#) > [Applicant Profile Setting](#) and select the checkbox for *Enable forwarding with application data intact*.
- Add `forward-intact` attribute for fields in job application template and set it true. For example:

```
<field-definition id="comments" type="text" required="false" custom="false"
public="false"
readOnly="false" anonymize="false" forward-intact="true" sensitive="false">
```

### Note

- When a candidate is forwarded to a job requisition with **Forwarded** status, there's no job application created. In this case, the `forward-intact` configuration in the job application template isn't applicable.
- Profile data for candidates in the *Forwarded* status is populated into their application snapshot. If a candidate is later moved into the *Default* status via [Add to Requisition](#), previous application data is forwarded intact.
- If the candidate is forwarded directly to the *Default* status, any missing data on the candidate's most recent application is prepopulated from the current candidate profile.
- Forwarded candidates can move through the pipeline without completing required application fields.

## Related Information

[Enabling and Configuring Late Stage Applications \[page 1124\]](#)

## 21.5.5.2.1.1 Job Application Fields Behavior with Data Intact

Job Application Fields Behavior with Data Intact

| Fields that don't forward with data intact                                                                                                            | Fields that forward if forward-intact="true"                                                                                                                   | Fields forward from the candidate profile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| jobTitle<br>averageRating<br>applicationDate<br>lastmodified<br>source<br>questionsResponse<br>statusId<br>id<br>interviewResult<br>overdueInterviews | reviewDate<br>comments<br>referralSource<br>bkgrndChkStatus<br>bkgrndChkAttachment<br>formerEmployee<br>startDate<br>currentTitle<br>currentCompany<br>country | <div> <b>Note</b><br/>These fields forward with data intact from the candidate profile if present. If not, fields are copied from the job application if defined as <b>forward-intact="true"</b>.</div><br>contactEmail<br>firstName<br>lastName<br>middleName<br>gender<br>ethnicity<br>race<br>address<br>availability<br>cellPhone<br>homePhone<br>faxNumber<br>city<br>state<br>zip<br>dateOfBirth<br>disabilityStatus<br>minAnnualSal<br>preferredLoc<br>ssn<br>veteranStatus<br>resume<br>coverLetter |

## 21.5.5.2.2 Choosing to Forward Candidates from Requisition Candidate Search Results

Forward candidates from job requisition candidate search results.

### Procedure

1. Go to ► [Recruiting](#) ► [Job Requisitions](#) ►.
2. Select the job requisition you want to find candidates for and select [Candidate Search](#).
3. Enter your search parameters and choose [Search](#).
4. If you find a candidate you'd like to recommend for the job, select the check box next to the candidate's name, then choose [Forward Selected to Requisition](#).

The candidate is forwarded to the requisition you initially selected. After you've confirmed your selection, the applicant list page for the selected requisition appears.

## 21.5.5.2.3 Choosing to Forward Candidates from General Candidate Search Results

Forward candidates from general candidate search results.

### Procedure

1. Go to ► [Recruiting](#) ► [Candidates](#) ►.
2. Enter your search parameters and choose [Search](#).
3. If you find a candidate you'd like to recommend for a job, select the check box next to the candidate's name, then choose [Forward Selected to Job Requisitions](#).
4. Search for requisitions by entering the search parameters for the requisition and choose [Search](#).

#### ⓘ Note

The forward to requisition job search produces the 10 results that best match the search criteria. If you don't see the requisition that you want in search, click [Refine Search](#), and specify additional filtering criteria.

5. Select one or more requisitions and choose [Forward to Selected](#).

#### ⓘ Note

If you would like the candidate to appear in any status other than [Forwarded](#), select the desired status from the dropdown menu at the top of the requisition search.

## 21.5.5.2.4 Choosing to Forward Candidates from the Application Record

If while viewing a candidate's application the recruiter or hiring manager would like to send the candidate to a different job requisition, they can forward the candidate from their applicant record.

### Context

Forwarding candidates from the applicant record is for candidates who have already applied for a job with a company.

### Procedure

1. Go to [Job Requisitions](#) and hover over the requisition you'd like to see applicants for, then choose [Candidate Summary](#).
2. From the list of applicants, select the applicant you wish to forward.
3. In the application record, choose ► [Take Action](#) ► [Forward](#) ► [Forward To Requisitions](#) ►.

You can also access a candidate's application record from the Interview Central pipeline.

4. Search for requisitions by entering the search parameters for the requisition and choose [Search](#).

#### ⓘ Note

The forward to requisition job search produces the 10 results that best match the search criteria. If you don't see the requisition that you want in search, choose [Refine Search](#), and specify additional filtering criteria.

5. Select one or more requisitions and choose [Forward To Selected](#).

#### ⓘ Note

If you would like the candidate to appear in any status other than [Forwarded](#), select the desired status from the dropdown list at the top of the requisition search.

## 21.5.5.2.5 How the System Handles Forwarded Candidates

The system distinguishes between forwarded candidates and actual applicants, despite the continuation of the data, so clients can follow legal best practices.

- For requisitions that are configured with override fields, a candidate sees only the fields dictated by the override. For example, if a candidate applies for a job in the United Kingdom that asks for personal information, and then the candidate is forwarded to a US requisition, they don't see the personal information fields if the US requisition doesn't require them.



- Forwarded data populates to fields, regardless of the stage where the candidate sees the fields in a multistage application environment.
- Forwarding candidates using a combination of synchronous and asynchronous processes. Data syncs immediately for new applications when a recruiting user is completing 20 actions or fewer. This can be any combination of candidates and requisitions. For example, forwarding 2 candidates to 10 requisitions, 1 candidate to 20 requisitions or 20 candidates to 1 requisition. Once the 20-action threshold is reached, a scheduled job runs to forward the data.
- The recruiting user can select which status the applicants is placed into: Forwarded or Default. To place applicants into the *Default* status, you must have late-stage applications enabled. If *Forwarded Candidate only* is enabled, all candidates are placed into the forwarded status.

## 21.5.5.2.6 Forward as Applicant

Forward a candidate as an applicant to a job requisition as though the candidate has applied to it.

### ⓘ Note

**The Forward as applicant feature isn't specific to Evergreen and can be used generally.**

Recruiters or hiring team can forward the candidates as an applicant to a job requisition in to the Default status. So, Forward as Applicant functionality creates an application for a candidate as though the candidate has applied to the job requisition.

### ⓘ Note

While forwarding a candidate as an applicant, operators can only view and select default status.

Considerations:

- (only relevant if *Make My Profile Visible to* is configured) Forward as applicant is based on the Privacy setting that a candidate sets on the *My candidate Profile, Make My Profile Visible to* option. The candidate privacy settings affect forwarding a candidate using the Forward As Applicant functionality. While forwarding the candidates as an applicant, if the candidate privacy setting has restricted view then the candidate isn't forwarded to a requisition.

### ⓘ Note

The restriction does not apply to evergreen requisition. As a recruiter, you can forward a candidate as an applicant from an evergreen requisition to its child requisition, irrespective of the candidate visibility option.

- For Forward as Applicant functionality, late-stage isn't a prerequisite. While setting the application status as new application, if single stage is enabled, application creation fails if mandatory fields aren't provided. If multistage is enabled, mandatory fields are validated for the default state.

### ⓘ Note

If the data for the mandatory fields are missing, then the application creation fails.

## 21.5.5.2.6.1 Configuring Forward as Applicant

Configure the Application XML template to add Forward as Applicant Button to forward a candidate as an applicant.

### Note

The Forward as applicant feature isn't specific to Evergreen and can be used generally.

### Sample Code

```
<button-permission>
<role-name><![CDATA[O]]></role-name>
<role-name><![CDATA[G]]></role-name>
<role-name><![CDATA[T]]></role-name>
<role-name><![CDATA[S]]></role-name>
<button-id><![CDATA[ForwardAsApplicant]]></button-id>
</button-permission>
```

## 21.5.5.2.6.2 Choosing to Forward a Candidate as an Applicant

Recruiting users with the appropriate permissions can forward the candidates as an applicant to a job requisition as Default status.

### Context

### Note

The Forward as applicant feature isn't specific to Evergreen and can be used generally.

Recruiting users can forward the candidates as an applicant to a job requisition as Default status. So, Forward as Applicant functionality creates an application for a candidate as if candidate has applied to the job requisition and saved in Recruiting.

### Procedure

1. Forward the selected candidate's application using one of the following ways:

| Option            | Description                                                                                                                                             |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidate Summary | Go to ► <a href="#">Recruiting</a> ► <a href="#">Job Requisition</a> ► <a href="#">Candidates</a> ► to open the <a href="#">Candidate Summary</a> page. |

| Option                       | Description                                                                                                                                                                                                                                 |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <p>Select one or more candidates and choose ► <a href="#">Action</a> ► <a href="#">Forward as Applicant</a> ►.</p> <p>You can also select the candidate menu (icon) next to candidate, and select <a href="#">Forward as Applicant</a>.</p> |
| <b>Candidate Application</b> | <p>To open the application, select a candidate from the candidate summary page, and choose ► <a href="#">Take Action</a> ► <a href="#">Forward</a> ► <a href="#">Forward as Applicant</a> ►.</p>                                            |
| <b>Job Applied Portlet</b>   | <p>To open candidate's application in the application profile popup, select a job title of a requisition. Choose ► <a href="#">Take Actions</a> ► <a href="#">Forward as Applicant</a> ►.</p>                                               |

- Choose the [Forward as Applicant](#) button to open a dialog.
- Select the application status as [New Application](#) before adding the candidates to the selected job requisition. The candidate application is set to default status.
- Select [Allow candidate\(s\) who have not yet accepted latest DPCS Statement](#) to forward candidate as an applicant even if the candidate hasn't selected the latest version of the Data Privacy Consent Statement.  
Note: You can forward candidates using a combination of synchronous and asynchronous processes. Data synchronizes immediately for new applications when a Recruiting user is completing up to 20 actions, in any combination of candidates and requisitions. For example, forwarding 2 candidates to 10 requisitions, 1 candidate to 20 requisitions or 20 candidates to one requisition. A scheduled job runs to forward the data when the 20-action threshold is reached.
- Search for the job requisitions, and choose [Forward to Selected](#). Candidates are forwarded to the selected requisitions.
- Choose [Refine Search](#) to create a new search criteria.
- Select the job requisitions to which the candidate was forwarded as applicant. Select a candidate link to open the candidate workbench and select a candidate that was forwarded as an applicant.

A banner displays that the candidate is forwarded as an applicant to the selected job requisitions.

In the internal and external Career portal (mobile and nonmobile apply), candidates can view the applications to which they were forwarded as an applicant in the Jobs Applied section. In Candidate Workbench, Recruiters or hiring managers can view the banner message that indicates that the application is created through Forward as Applicant.

### 21.5.5.2.6.3 Forwarding Candidate as Applicant with Application Data Intact

Forward candidate as applicant with the application data intact.

#### 📘 Note

The Forward as applicant feature isn't specific to Evergreen and can be used generally.

- Late-stage applications aren't a prerequisite to forward candidate an applicant.
- If the forward-intact attribute is set to true, the candidate application is forwarded with intact data. This is irrespective of if the [Enable Late Stage Applications](#) and the [Enable forwarding with application data intact](#) options are enabled or disabled. The Field Data Forwarding Behavior remains the same as the existing forward behavior.
- If the forward-intact attribute is set to true for the multiattachment selection field, then the data is forwarded to the new application always from the current application. The data is never forwarded from the candidate profile. The data is forwarded only when fields ID on both the applications match with the custom fields. When data is missing, the forward fails with an error.

#### Note

Data is always forwarded from the current application to new application in [Forward as Applicant](#) feature only and isn't applicable for the [Forward as Requisition](#) feature.

- When a candidate is 'Forwarded as Applicant' to a requisition and is added to the default status, the data used to populate the candidates application is taken from the current application. Information in any other application isn't considered in the Forward as Applicant action. If the data for the mandatory fields isn't available, then applicant creation fails.

## Related Information

[Choosing to Forward Candidates with Application Data Intact \[page 1052\]](#)

### 21.5.5.2.6.4 Viewing Assessment Information, Background Check Results, and Interview Results

Recruiters can view an indication on the [Jobs Applied](#) portlet to access Assessment information, background check results, interview results, and so on, on the application from which the candidate was forwarded as applicant.

## Prerequisites

Enable the [Display interview results and overall ratings on Candidate Summary page](#) option in [Admin Center](#), [Manage Recruiting Settings](#).

## Context

Once a candidate is forwarded as applicant, and a new application is created in a default state. The [Jobs Applied](#) portlet displays an indication "Forwarded as an applicant from this requisition".

## Note

Assessment information, background check results, and interview results are not carried forward to a new application. Instead, you can view the information from the new application.

(External Candidate)

Application Resume Historical Results

Save update Cancel update Contact Candidate Take Action

**i Candidate Forwarded as Applicant**  
Candidate was forwarded as an applicant by Pete q Davidson (adminjiff)

**Application**

\* Status: New Application

Phone Screen Completed: MM/DD/YYYY

Background Check Passed: Yes

Reference Check Completed:

Drug Test Completed:

Background Check C: 2.00

Current or Former Employer:

Current Employer: Interviewer Pete q Davidson Date 09/14/2019 08:30 PM Notes Ratings 2.00 Overall Comments

Highest Level of Education: No Selection

Source:

If Employee Referral, Provide Name:

Job title: PROGRAM MANAGER (19883)  
Recruiter: Pete Davidson  
Status: Interview2

Job title: PROGRAM MANAGER (10002)  
Recruiter: RACHEL STILLWELL  
Status: New Application b1905

Job title: Senior Product Manager (19884)  
Recruiter: Pete Davidson  
Status: New Interview1

Job title: Senior Engineer 3 (19283)  
Recruiter: Pete Davidson  
Status: New Interview1

Candidate was forwarded as an applicant View Interview Results

Show More (5)

## Procedure

1. The *Job Applied* portlet has an indication on the requisition from which candidate was forwarded as applicant.
2. Click on the title of the requisition to open the application popup view.
3. Access interview feedback, comments, answers to prescreening questions, assessment results, and background check results, and so on.
4. Click the *View Interview Results* link to view interview results of the application from which the candidate was forwarded.
5. The job requisition displays *Forwarded as an applicant from this requisition* indication.
6. Click the *View Interview Results* link to view interview results of the application from which the candidate was forwarded.

## Note

Since forwarded applications aren't available on the *Jobs Applied* portlet, it isn't possible to view the details of the candidates on such applications from the *Jobs Applied* portlet. Interview results link is available only if *Display interview results and overall ratings* on *Candidate Summary* page option is enabled on the instance

## 21.5.5.2.6.5 Forward as Applicant on User Interface

Identify the Forward as Applicant applications with the message banner shown on the UI.

### Note

**The Forward as applicant feature isn't specific to Evergreen and can be used generally.**

Recruiter can identify the Forward as Applicant applications with the message banner shown on the UI.

### Note

The *Forward as Applicant* button isn't available from the *Candidate Search* page. Thus, you can't forward a candidate as an applicant from *Candidate Search* page.

The pages where the banner text appears are as follows:

### Note

The applications that are forwarded to a job requisition using the forward as applicant functionality works in the same way that you work with an applicant that a candidate applied.

- Candidate view: In the internal and external career portal (mobile and nonmobile apply) candidates can now view the applications to which the candidate was forwarded as an applicant in the Recruiter view: When the recruiter views the application that was created by forward as applicant then a banner is shown that the application is created using forward as applicant functionality. *Jobs Applied* section. The candidate's application that was forwarded as an applicant by the recruiter is shown as a banner stating you've been forwarded as applicant to a job requisition.
- Job Applied Portlet: Open a candidate application from ► *Job Requisitions* ► *Candidates* ►. A banner text shows a Forward as Applicant message.

## 21.5.5.2.6.6 Forward as Applicant Trigger

New Forward as Applicant trigger to send email notifications to candidates.

### Note

**The Forward as applicant feature isn't specific to Evergreen and can be used generally.**

Enhancing the email trigger frame work to provide Forward as Applicant trigger where the *Category* is candidate with relevant tokens and with configured email template. Whenever a candidate is forwarded as applicant to a requisition, the trigger sends email notification to the candidates about being added as an applicant on a requisition.

The email trigger takes precedence over the email settings under *Edit Applicant Status Configuration*, under the default status. The email is sent to candidate based on the template that is configured in the trigger and not from the template configured in *External Candidate* or *Internal Candidate*. The email trigger configured is also sent when the asynchronous batch job runs.

If the Forward as Applicant trigger isn't configured and the email is configured in *Edit Applicant Status Configuration* settings for the external and internal candidate, then the configured email is sent to the candidates.

The supported tokens:

| Tokens           | List of Tokens                                                                |
|------------------|-------------------------------------------------------------------------------|
| Supported Tokens | Candidate Email [[CANDIDATE_EMAIL]]                                           |
|                  | Candidate First Name [[CANDIDATE_FIRST_NAME]]                                 |
|                  | Candidate Full Name [[CANDIDATE_FULL_NAME]]                                   |
|                  | Candidate ID [[CANDIDATE_ID]]                                                 |
|                  | Candidate Last Name [[CANDIDATE_LAST_NAME]]                                   |
|                  | Career Site Forgot Password URL [[CAREER_SITE_FORGOT_PASSWORD_URL]]           |
|                  | Career Site URL [[CAREER_SITE_URL]]                                           |
|                  | Company Name [[COMPANY_NAME]]                                                 |
|                  | Hiring Manager Full Name (as defined by Requisition) [[HIRING_MGR_FULL_NAME]] |
|                  | Job Requisition Number [[JOB_REQ_ID]]                                         |
|                  | Job Title [[JOB_REQ_TITLE]]                                                   |
|                  | Login URL [[LOGIN_URL]]                                                       |
|                  | Company's Logo [[LOGO]]                                                       |
|                  | Originator Full Name [[ORIGINATOR_FULL_NAME]]                                 |
|                  | Recruiter Full Name [[RECRUITER_FULL_NAME]]                                   |
|                  | Recruiting Applicant Name [[RECRUITING_APPLICANT_NAME]]                       |
|                  | Second Recruiter Full Name [[SECOND_RECRUITER_FULL_NAME]]                     |
|                  | Sourcer Full Name [[SOURCER_FULL_NAME]]                                       |
|                  | Today's date (for example, January 31, 2009) [[TODAY]]                        |
|                  | VP Of Staffing Full Name [[VP_STAFFING_FULL_NAME]]                            |
|                  | URL of the application page [[APPLICATION_PAGE_URL]]                          |

## 21.5.5.2.6.7 Forward as Applicant on Job Requisition Summary Page

View the changes on the [Job Requisition Summary](#) page.

### ⓘ Note

The Forward as applicant feature isn't specific to Evergreen and can be used generally.

The forward as Applicant is tracked under the [Source](#) columns. You can't filter the [Source](#) field, but you can order by clicking the header.. The [Source](#) columns track the values as follows:

Forward as Applicant on Job Requisition Summary Page: Scenario 1

| Forward Scenario                                                                                   | Source                 | Candidate Source  |
|----------------------------------------------------------------------------------------------------|------------------------|-------------------|
| Candidate is forwarded in 'Forwarded' status or 'Default Status' to job requisition 1.             | Forwarded              | Recruiter Sourced |
| Candidate is forwarded as an applicant from job requisition 1 to job requisition 2 by a Recruiter. | Forwarded as applicant | Recruiter Sourced |

Forward as Applicant on Job Requisition Summary Page: Scenario 2

| Forward Scenario                                                                                   | Source                   | Candidate Source         |
|----------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| Candidate applies to job requisition 1.                                                            | Corporate Site : Default | Corporate Site : Default |
| Candidate is forwarded as an applicant from job requisition 1 to job requisition 2 by a Recruiter. | Corporate Site : Default | Recruiter Sourced        |

## 21.5.5.2.6.8 Impact of Candidate Privacy Settings While Forwarding Candidates to Job Requisitions

The candidate privacy settings affect forwarding a candidate to a job requisition.

The candidate privacy settings affect forwarding a candidate using any of the [Forward To Requisition](#), [Forward To Colleague](#), and [Forward As Applicant](#) features.

The [Forward To Requisition](#) and [Forward As Applicant](#) options are disabled for candidates where the privacy option is set to [Any company Recruiter in my country/region of residence](#) and [Only recruiters managing jobs I apply to](#) in the [Candidate Summary](#) page, and the [Forward To Colleague](#) option doesn't allow the forward. Similarly, the [Forward](#) option is disabled in the candidate application. Hovering the mouse over the [Forward](#) option displays that the forward option is disabled due to the candidate privacy option.

The following table lists the candidate privacy options that a candidate can set for a profile:

Options in the Make My Profile Visible to Field in the Candidate Profile

| Privacy Option                                  | Description                                                                                                                                                                    |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Any company recruiter worldwide</a> | Recruiter with the search permissions can search the candidate. <a href="#">Any company Recruiter worldwide</a> is the default setting if the Privacy feature isn't turned on. |



| Privacy Option                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Any company recruiter in my country/region of residence</a> | <p>A recruiter in the candidate's country/region of residence can view the candidate in a candidate search. The country/region value (option ID) of a person doing the search is matched with the candidate's country/region.</p> <p>Based on the option ID, the country/region value for a recruiter is tracked in an employee data file. If the recruiter is in the candidate's country/region of residence, but a country/region value isn't in their employee profile, this results in an error.</p> <div> <p><b>Note</b></p> <p>This option can be removed from the <a href="#">Make My Profile Visible to</a> field in the candidate profile form when the administrator chooses <a href="#">Hide "Any company recruiter in candidate's country/region of residence" candidate profile visibility</a> in <a href="#">Manage Recruiting Settings</a> &gt; <a href="#">General Data Privacy Settings</a>.</p> </div> |
| <a href="#">Only recruiters managing jobs I apply to</a>                | <p>Only visible on the job requisitions the candidate has applied to. The candidate can't be forwarded to a colleague. Attempts to forward the candidate prevent colleagues from being found in the search bar to select the colleague without explaining the reason.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

To view what privacy option a candidate has opted for in the legacy Candidate Workbench, hover the padlock next to the candidate name on the Candidate Summary page. If a candidate selects the most restrictive option "Only recruiters managing jobs I apply to", then the candidate's visibility is restricted to a specific job requisition. The candidate isn't forwarded or listed on the candidate search using any of the Forward To Requisition, Forward To Colleague, Forward As Applicant options.

## 21.5.5.2.7 Additional Information You Can Track During Forwards

Learn about the fields related to Forward functionality that is introduced for the job requisitions in [Candidate Summary](#) page.

The following fields are now available in the [Candidate Summary](#) page.

- [Forwarded From Job Requisitions ID](#): Displays the ID of the job requisition from where the candidate is forwarded. You can apply the [Display Options](#) and [Filter Options](#) on the field on the [Job Requisition Summary](#) page.
- [Date Forwarded](#): Displays the date when the candidate was forwarded to a job requisition. You can view the field in [Candidate Summary](#) page after you enable the [Date Forwarded](#) field in the display options.
- [Forwarded By](#): Displays who forwarded the candidate to the requisition.

#### 📌 Note

Also, when you forward a candidate from [Candidate Search](#) page, the *Forwarded From Job Requisition ID* isn't updated.

## 21.5.5.2.8 Additional Information You Can Track During Forwards in Reports

View the forward related fields in Ad hoc and Story reports.

The following fields are reportable and filterable in Story reports:

- Forwarded from Requisition ID
- Forwarded By
- Date Forwarded
- Forwarded As Applicant

## 21.5.5.3 Invite Forwarded Candidates to Apply

Forwarded candidates can be invited to apply to a requisition in one of two ways:

Before forwarded candidates can be invited to apply, select ► [Admin Center](#) ► [Recruiting Email Triggers](#) ► [Enable Invite Candidate to Apply](#) ►

#### → Recommendation

Don't use status triggered emails with Invite to Apply. Use only the [Enable Invite Candidate to Apply](#) email trigger.

- ► [Select candidate checkbox](#) ► [Action](#) ► [Invite Candidate to Apply](#) ►
- ► [Select candidates \(checkboxes if selecting multiple candidates\)](#) ► [drag and drop into Invited to Apply status](#) ►

You receive a confirmation prompt screen to verify.

When candidates are invited to apply they receive an e-mail notification that uses the [Invite Candidate to Apply](#) e-mail template. This e-mail informs the candidate of the invitation and includes a link to apply to the job. An invited candidate can apply to a requisition only if it's posted.

If a candidate has been invited to apply but hasn't completed the application, a recruiter can reinvite them to apply. This action can be performed by clicking [Re-Invite Candidate to Apply](#) on the application. The recruiter can continue to initiate the [Re-Invite to Apply](#) until the candidate completes the application.

No further action can be taken on the candidate by a recruiting user until the candidate applies to the requisition, unless the client has chosen to enable the Late Stage Application feature.

### 📘 Note

When a Recruiter invites a candidate to apply, the e-mail is sent to the candidate in the locale of the logged-in user. For example, if the Recruiter has logged in using **Deutsch (German)** locale, the candidate receives an e-mail in the German language. This condition also applies to the [Late State Application](#).

## 21.5.5.4 Using Manage Applicant Status

Manage applicant status.

### Prerequisites

- Manage Applicant Status requires initial configuration in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Select ► [Application XML](#) ► [statusID field permissioned to the appropriate operators](#) ►

#### → Tip

Enable this setting even in multistage application environments. You can enable this setting even though the other field permissions are configured in the Requisition XML.

### Procedure

1. Go to ► [Candidate Summary page](#) ► [Select Applicants](#) ► [Actions](#) ► [Move Candidate](#) ► [Select Status](#) ►, and select the desired status.

#### → Tip

In Progress statuses, include only the most advanced status a candidate is eligible for. That is, you only see the In Progress statuses up until the next required status in the pipeline for the candidate who is already furthest in the pipeline.

Candidates who can't be moved into the selected status because they haven't passed through the prerequisite required statuses, appear grayed out in the candidate list.

2. Select ► [Check](#) ► [Actions](#) ► [Advance](#) ► [Automatically selects next status](#) ►.
3. Check ► [Actions](#) ► [Disqualify](#) ► [Select disqualification status](#) ► and select the desired status.

#### → Tip

You see only disqualification statuses. These statuses are useful for clients who want to have a single disqualification stage with multiple disqualification statuses.

4. Drag and drop a single applicant using the drag handles (three lines next to the applicant's name).
5. Confirm the application status change.
6. Check multiple desired applicants, then drag and drop using the three-lined drag handles.
7. Confirm the application status change.

Candidates who can't be moved into the selected status because they haven't yet passed through the prerequisite required statuses, appear grayed out in the candidate list.

8. [▶ Open record ▶ change status drop down ▶ Save ▶](#). Changing an applicant status in this way requires all required fields on the application visible to this operator in this status to be filled in.
9. Open a candidate record and click [Move Candidate](#).
10. Select the desired status.

## 21.5.5.5 Hired Statuses

Statuses in the [Hired](#) category have special characteristics.

For example, when an applicant is placed into a hired category status the **number of openings** field subtracts an opening. Every applicant status set must include at least one status in the [Hired](#) category. You designate a status in the [Hired](#) category when you create or add it to the base status set. This is a different setting than the status's Hireable options. To view a category's status, navigate to [▶ Provisioning ▶ Managing Recruiting ▶ Applicant Status Configuration ▶](#) or [▶ Admin Center ▶ Edit Applicant Status Configuration ▶](#) and choose the appropriate status set.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## 21.5.5.6 Additional Statuses

In addition to Hired status, the applicant can also be in [Default](#), [Auto-Disqualified](#), or [Withdrawn By Candidate](#) status.

### Default Status

All applicants must pass through the Default status at least once. This status is labeled New Application, Applied, or similar, according to the client's preference.

We recommend configuring a [Thank you for applying](#) e-mail that is sent to the candidate recipient upon entry to this status.

## Auto-Disqualified Status

Recruiting users can establish a set of prescreening questions on the requisition that have disqualifying questions or a passing score requirement. Applicants who fail the prescreen are automatically placed into the Auto-Disqualified status.

There's presently no way to auto-disqualify applicants based on application data, when another applicant is hired, or when the requisition is closed. Disposition those applicants manually.

## Withdrawn by Candidate Status

Applicants (internal or external) can withdraw their 'nondisqualified' applications anytime. A withdrawn application is automatically moved to the [Withdrawn By Candidate](#) status.

The applicant can resubmit a withdrawn application only until the job is posted. The withdraw and the resubmit functionalities can't be disabled.

The following conditions would hold while resubmitting a withdrawn application:

- In a single-stage application environment, the application is immediately resubmitted, without allowing changes by the applicant.
- In a multistage application environment, the applicant can modify the application and then confirm the resubmission.

In either case, the prescreen question responses are re-evaluated and the application is placed in the [Default](#) or the [Auto-Disqualified](#) status accordingly.

The following table explains the working of the withdraw application feature.

| When Job Requisition State... | When Application Status... | When Job Posting date.. | Can You withdraw an application? |
|-------------------------------|----------------------------|-------------------------|----------------------------------|
| Closed                        | Qualified                  | N/A                     | Yes                              |
| Approved (open)               | Not yet qualified          | Expired/Non Expired     | Yes                              |
| Approved (open)               | Disqualified               | Expired/Non Expired     | No                               |
| Closed                        | Disqualified               | N/A                     | No                               |

## 21.5.5.7 Status-Triggered E-Mails

A candidate entering a status can trigger e-mail notifications to various operators.

Set up these e-mail notification triggers and associated templates in ► [Admin Center](#) ► [Edit Applicant Status Configuration](#) ►.

To track status-triggered e-mails sent to candidates, use the [Application Correspondence](#) portlet. You can't track status-triggered e-mails sent to other operators in the [Correspondence](#) portlet. Status-Triggered e-mails don't work with Candidate Profile e-mail tokens. Only Job Application and Job Requisition tokens are supported in status-triggered e-mails.

### → Recommendation

Status-Triggered e-mails are sent when a status changes. You can't configure a delay in sending status-triggered e-mails, except for e-mails to disqualified candidates.

## 21.5.5.8 Enabling or Disabling Status Change Comments

You can configure a free text comment box that allows recruiting users who are performing the status change to capture additional information.

### Prerequisites

You have the ► [Administrator](#) ► [Manage Recruiting](#) ► [Manage Recruiting Settings](#) ► permission.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. In the [Applicant Profile Settings](#) section, select or deselect the [Allow users to optionally provide comments on application status change](#) setting.

The comment box is optional and can't be made required. No additional fields can be added to the comments page. Spell Check, Legal Scan, and rich text editor features aren't supported in the comments box.

## 21.5.5.9 Applicant Status Frequently Asked Questions

Answers to frequently asked questions about applicant status.

**Can I require either status A or status B, and prevent applicants from progressing through the pipeline until they've passed through one of those statuses?**

This option isn't supported.

#### Can I configure a conditional applicant status workflow?

This option isn't supported, but you can set a status as external or internal only.

#### How do I configure a different status workflow for requisitions in different countries/regions, departments, and so on?

Requisitions and applications have a one-to-one relationship; set up a different requisition template for every application. The recruiting must then open the correct type of requisition based on the applicant status workflow.

#### Can I prevent an applicant from progressing in the status workflow until there's an approved offer?

Assign [Selectable By](#) privileges to the user for the status you're attempting to move the applicant to.

Configure the `statusId` field in the Application XML file (**Not** the Requisition XML file, even if you're using multistage application) for the operator you're using.

Configure all required fields for all operators for the status to which the applicant is currently assigned. Perform this action even if you can't see the fields when logged in as one user. There can be required fields that are visible to another user that need to be populated with data in that status.

#### Can I prevent an applicant from progressing in the status workflow until a forwarded applicant has completed their application?

If late-stage application is enabled, there's no support for a hard stop status. If late stage application isn't enabled, the applicant can't progress beyond [Invite to Apply](#) unless the applicant completes the application.

#### Caution

If [Multi Stage Application](#) and [Late Stage Application](#) are enabled, forwarded application required fields aren't validated when changing the status. [Late Stage Application](#) is designed to skip the validation on required fields.

## 21.5.5.10 Sending E-Mail Notifications to Disqualified Candidates

Configure your system to make sure that e-mail notifications are sent to candidates who are disqualified.

### Context

The configured delay applies to the following disqualification actions:

- Manual disqualification
- Automatic disqualification
- API-based disqualification

## Moving Between Disqualification Statuses

The system handles email notifications differently based on how candidates move between statuses:

- **Manual Disqualification:** If a candidate is moved to a disqualified status manually, the email is sent after the configured number of hours.
- **Re-qualification Before Delay Ends:** If the candidate is moved to a qualified status from a disqualified status before the delay expires, no email is sent.
- **Switching Between Disqualified Statuses Before Delay Ends:**
  - Email for the new disqualified status will be sent after the remaining delay.
  - Email for the previous disqualified status will not be sent.

### Note

The delay does not reset because the candidate remains in the Disqualified category.

- **Switching After Delay Has Expired:**
  - Email for the previous status is sent immediately (since the delay expired).
  - Delay resets for the new status, and its email will be sent after the configured delay.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Enable the [Delay Emails to Disqualified Candidates \(in hours\)](#) option and enter the delay in hours.

### Note

- If the option is enabled but no hours are provided, emails will not be sent.

3. Select a Job Owner user.

### Note

Ensure that you select an active user. If the job owner becomes inactive, the emails won't be sent.

4. Save your changes.

## Results

E-mail notifications are sent out to the disqualified candidates.

### Note

Candidates will not receive email notifications in the following scenarios:

- There is no candidate-facing email template linked to the disqualification status.
- Job Owner user is inactive.
- Overlap in delay hours with [Don't send emails older than \(in days\)](#).



## 21.6 Nudging Interviewers For Pending Feedback

Sort applicants by pending interview feedback in the new Applicant Workbench to identify candidates awaiting interviewer ratings and send timely reminders to interviewers.

### Prerequisites

Before you begin, ensure that:

- You have access to the new Applicant Workbench.
- The sysOverdueInterview system field is configured as a column in your workbench view.

### Context

Use the Interview Feedback Pending column to track which candidates are waiting for interviewer ratings. This helps prevent applicants from getting stuck in the interview process by enabling you to quickly identify and follow up with interviewers who haven't yet submitted their feedback. The *Pending* icon appears when a candidate is in an Interview status and at least one interviewer hasn't submitted feedback. The icon remains visible until all pending feedback is submitted, even if the candidate's status changes.

#### Note

The *Pending* label remains visible regardless of whether the candidate is disqualified or the To-Do items are removed.

### Procedure

1. In the new Applicant Workbench, locate the *Feedback Pending* column.  
If the column is not visible, you may need to add it to your workbench view by configuring the column settings.
2. Select the column header to sort applicants in ascending or descending order based on the presence of the "Feedback Pending" icon.  
Applicants with pending interview feedback are grouped together, making it easier to identify candidates requiring follow-up.
3. Choose the *Feedback Pending* icon for a specific applicant.  
A dialog box opens displaying the names of interviewers with pending feedback and the date each interviewer was last nudged.
4. Select one or multiple interviewers by using the checkboxes next to their names.
5. Choose *Nudge* to send reminder emails to the selected interviewers.  
The system displays a success message if all interviewers were successfully nudged, or an error message if at least one interviewer wasn't nudged.

6. If the nudge fails, choose [Retry](#) to return to the dialog box with the failed interviewers already preselected, then choose [Nudge](#) again.

## Results

You have successfully identified applicants with pending interview feedback and sent reminder emails to interviewers. The [Pending](#) icon will disappear from the column once all interviewers have submitted their feedback.

## 21.7 Job Applications in SAP SuccessFactors

Candidates submit a job application to job postings they're interested in. With SAP SuccessFactors Recruiting you can configure the job application process.

### Related Information

[Configuring the Job Application Template in Provisioning \[page 1076\]](#)

### 21.7.1 Sections Displayed on Job Applications

Recruiting users can see different sections on a job application record based on the permission they've been given.

The Recruiting user view of the Application record contains the following sections:

- [Banner](#) – Displays the candidate type (internal, external, or agency candidate with owning agency).
- [Contact Information Line](#) – Displays the contact information such as phone number, e-mail address, cover letter, resume, and profile.  
Additionally, you can copy and share Application URL that allows you to access the application profile directly. The Application URL isn't visible in **Forwarded** and **Invite to apply** status. You can also configure an e-mail token in the template to include the Application URL.

#### ⓘ Note

Ensure that you have access to Job Requisition and necessary permission for the application status to view the application profile.

### Left Side Column

- [Non Applicant Warning](#) – Indicates that the application record is forwarded and the candidate hasn't yet completed the application (appears based on applicant's activity) Cell phone number, contact e-mail address, cover letter, resume, and View Profile link.

- [Application](#) – Contains fields configured in the application XML (always appears).
- [Screening Details](#) – Contains the applicant's responses to prescreening questions (always appears; populated with data based on configuration, and recruiting user and applicant activity).
- [Background Elements](#) – Displays the data present on the candidate profile record at the time the recruiter first viewed the application (always appears).

## Right Side Column

- [Comments](#) – Allows the user to view and enter comments (appears based on configuration).
- [Jobs Applied Portlet](#) – Displays the requisition ID, job requisition title, recruiter name, and the last modified date of the candidate pipeline status. These details appear based on user permissions. Recruiting users with appropriate permissions can also view comments.
- [Correspondence](#) – Cell phone number, contact e-mail Displays the history of emails sent from the system to the applicant in relation to the application (always appears). You can view information on Sender, Date, Subject, and Type up to four rows by default and a [Send Email](#) link in the header.
- [Offer Letter](#) – Displays the history of offer letters generated in relation to the application (always appears).
- [Application Status Audit Trail](#) – Displays the history of the applicant's movement within the applicant status pipeline (always appears).
- [Tags](#) – Allows the user to view and enter tags (appears based on configuration).
- [Background Check](#) – Displays the status of the Verifications Inc background check (appears based on configuration).
- [Onboarding](#) – Displays the status of the Verifications Inc onboarding process (appears based on configuration).
- [Assessment](#) – Displays the status and results of the third-party assessment testing (appears based on configuration).
- [More Information](#) – Displays the data that was present on the candidate profile record at the time the recruiter first viewed the application (always appears).

## 21.7.2 Configure Job Application Templates Using Manage Templates Tool

You can add, and edit your job application templates using Manage Templates tool in Admin Center.

### Adding and Revising Job Application Templates

You can add multiple job application templates and revise existing templates using [Manage Templates](#) tool in [Admin Center](#). You can also specify which templates you want to make active from the list of available templates.

#### → Tip

Do not use special characters, other than underscores, when defining the custom field IDs.

### 📘 Note

Even though the **Field-format** field appears for all field types of a job application template in [Manage Templates](#) tool, it's applicable only to fields of type **number**. You can use the following field formats while configuring a field of type **number**:

#00 - integer

#.00 - number with two decimal places

'##' - prefix '#' to a number. For example, formats '123' to '#123.'

#% - convert to integer and append % to the end.

For more information on enabling [Manage Templates](#) tool, about configuring job application templates, viewing template versions and audit log, refer to the [Related Information](#) section on this page.

## Related Information

[Enabling Template Management in Admin Center \[page 1602\]](#)

[Modifying a Template in the Manage Templates Tool \[page 1603\]](#)

[Viewing Version and Audit Log and Template Versions \[page 1604\]](#)

[Restoring Recruiting Management Template \[page 1605\]](#)

## 21.7.3 Configuring the Job Application Template in Provisioning

Configure the Job Application XML template to set up job applications for your recruiting process.

## Prerequisites

- Recruiting is enabled in Provisioning.
- Candidate Profile XML is configured.
- You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Edit Job Requisition Application Template](#) ►.
2. Copy and paste the entire code from Job Application Template form to an XML editor.
3. Make two copies of the XML code and save them. Mark one copy as the original and archive it. Then work with the second copy.

**Always create two copies of the XML file.** This way, you can revert to the original code at any point if something goes wrong in your working copy.

4. Configure the following sections of the template
  - Template name
  - Field definitions
  - Field permissions
  - Field overrides
  - Button permissions
  - Display options
5. Save the template.
6. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Edit Job Requisition Application Template](#) ►.
7. Copy the modified code from your configured template and paste it into the Job ApplicationTemplate form.
8. Choose [Save Form](#).

## Related Information

[Configuring Reportable Custom Fields for Ad Hoc Reporting \[page 1619\]](#)

[Configuring Custom Recruiting Tokens \[page 1436\]](#)

[Job Application Element: Template Name \[page 1077\]](#)

[Job Application Element: Field Definition \[page 1078\]](#)

[Job Application Element: Field Permissions \[page 1089\]](#)

[Job Application Element: Field Overrides \[page 1092\]](#)

[Job Application Element: Button Permissions \[page 1097\]](#)

[Job Application Element: Display Options \[page 1100\]](#)

### 21.7.3.1 Job Application Element: Template Name

In the Job Application XML, the `<template-name>` tag defines the name. Set this tag with a descriptive name to define the template.

These elements must exist right beneath the candidate-profile-data-model element. The CDATA content can be changed, if desired. The CDATA content doesn't appear anywhere in the instance, in Provisioning, isn't referenced by any other XML, and isn't visible to the client, but the Job Requisition XML Template references template-name CDATA content.

In addition to the name, you can add two more elements:

- *template-name*: The unique ID of the XML template
- *template-desc*: A template-desc element is used to provide descriptive text
- *template-lastmodified*: The last modification date of the candidate template.

#### Sample Code

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE candidate-data-model PUBLIC "-//SuccessFactors, Inc.//DTD Candidate
Data Model//EN" "candidate-data-model.dtd">
<candidate-data-model spell-check="true">
  <template-name><![CDATA[Candidate Detail Info Template]]></template-name>
  <template-desc><![CDATA[This defined candidate detail page.]]></template-desc>
  <template-lastmodified>8/16/06 12:00 AM</template-lastmodified>
```

## 21.7.3.2 Job Application Element: Field Definition

The field-definition elements in the Job Application XML template define the data fields on the job application record.

You need access to Provisioning to work with XML templates.

#### Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

#### Sample Code

```
<candidate-data-model spell-check="true">
  <template-name><![CDATA[Candidate Detail Info Template]]></template-name>
  <template-desc><![CDATA[This defined candidate detail page.]]></template-desc>
  <template-lastmodified>8/16/06 12:00 AM</template-lastmodified>
  <field-definition id="instrManageApp" type="instruction" required="false"
    custom="true" public="false" readOnly="false" anonymize="false">
    <field-label mime-type="text-html" lang="en_US"><![CDATA[<table frame="border"
      width="100%"><tr><td style="background-color:#9988FF" valign="bottom"><b>Manage
      Application</b></td></tr></table>]]></field-label>
    </field-definition>
    <field-definition id="statusId" type="picklist" required="false" custom="false"
      public="false" readOnly="false" anonymize="false">
      <field-label mime-type="text-plain" lang="en_US"><![CDATA[Candidate Status]]></
      field-label>
      <picklist-id>appStatus</picklist-id>
    </field-definition>
    <field-definition id="comments" type="text" required="false" custom="false"
      public="false" readOnly="false" anonymize="false">
      <field-label mime-type="text-plain" lang="en_US"><![CDATA[Comments]]></field-
      label>
    </field-definition>
    <field-definition id="id" type="text" required="false" custom="false"
      public="false" readOnly="true" anonymize="false">
      <field-label mime-type="text-plain" lang="en_US"><![CDATA[Applicant ID]]></
      field-label>
    </field-definition>
    <field-definition id="applicationDate" type="date" required="false"
```

```

custom="false" public="false" readOnly="false" anonymize="false">
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Application Date]]></
field-label>
</field-definition>
<field-definition id="lastModified" type="date" required="false" custom="false"
public="false" readOnly="false" anonymize="false">
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Last Modified
Date]]></field-label>
</field-definition>
<field-definition id="resume" type="richText" required="true" custom="false"
public="true" readOnly="false" anonymize="false">

```

### 21.7.3.2.1 Job Application Field Definition: Attributes

The `field-definition` element contains `<id>`, `<type>`, `<required>`, `<custom>`, `<public>`, `<readOnly>`, and `<anonymize>` attributes. The Application XML template can contain as many fields as the customer desires.

You need access to Provisioning to work with XML templates.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

You need not use all standard fields in the XML; only the standard field IDs a customer requires. If you have to sync between the records at certain point in the application process, make sure the field IDs match the field IDs in the candidate profile XML.

The `field-definition` element uses the following sample attribute structure:

#### Sample Code

```

<field-definition id="firstName" type="text" required="true"
  custom="false" public="false" readOnly="false" anonymize="true">

```

## ID Attribute

#### Sample Code

```

<field-definition id="firstName" type="text" required="true"
  custom="false" public="false" readOnly="false" anonymize="true">

```

Make sure that the `<id>` field identification is unique within the job application XML template. Some products predefine the field-definition IDs.

You can't define default values for any fields in the Job Application XML template.

Don't use special characters, other than underscores, when defining the custom field IDs.

The system views the configured **id** as a custom field if it doesn't follow the standard field list. If you change the field-id, it will be considered as a new system field even if you keep the same label. Using the same label for the field-id doesn't transfer historical data to the new field, but creates a new field with no value.

#### Application Standard Fields

| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| statusId          | picklist   | <p>Values auto-populate through the applicant status workflow set up in the Admin Center.</p> <p>If the data in this field is managed through an API, set up and associate a picklist with values exactly matching the applicant status workflow set up in the Admin Center.</p> <p>When multistage application is enabled:</p> <ul style="list-style-type: none"> <li>• Configure the field permissions in the job requisition XML for candidates to view and act upon.</li> <li>• Configure the field permissions in the job application XML for recruiting users to view and act upon.</li> </ul> |
| resume            | richText   | <p>Appears in the application record contact line even if it isn't configured in the XML.</p> <p>When multistage application is enabled:</p> <ul style="list-style-type: none"> <li>• Configure the field permissions in the job requisition XML for candidates to view and act upon.</li> <li>• Configure the field permissions in the job application XML for recruiting users to view and act upon.</li> </ul>                                                                                                                                                                                    |
| coverLetter       | richText   | <p>When multistage application is enabled:</p> <ul style="list-style-type: none"> <li>• Configure the field permissions in the job requisition XML for candidates to view and act upon.</li> <li>• Configure the field permissions in the job application XML for recruiting users to view and act upon.</li> </ul>                                                                                                                                                                                                                                                                                  |
| contactEmail      | text       | <p>All email sent from the system to the applicant is sent to this email address.</p> <p>Appears in the <a href="#">Contact Info</a> line at the top of the application instead of the normal field list or <a href="#">More Information</a> section.</p> <p>Must be configured in all instances.</p>                                                                                                                                                                                                                                                                                                |
| candidateName     | text       | <p>Must not be made as a visible or editable field.</p> <p>Automatically concatenates name information.</p> <p>If not configured, the candidate name token doesn't populate with data.</p>                                                                                                                                                                                                                                                                                                                                                                                                           |



| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                         |
|-------------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| firstName         | text       | <p>Appears in the <a href="#">Contact Info</a> line at the top of the application instead of the normal field list or <a href="#">More Information</a> section</p> <p>Must be configured in all instances.</p> <p>Appears as a part of the clickable link in the <a href="#">Name</a> column in the applicant list page.</p>  |
| lastName          | text       | <p>Appears in the <a href="#">Contact Info</a> line at the top of the application instead of the normal field list or <a href="#">More Information</a> section.</p> <p>Must be configured in all instances.</p> <p>Appears as a part of the clickable link in the <a href="#">Name</a> column in the applicant list page.</p> |
| middleName        | text       | <p>Appears in the <a href="#">Contact Info</a> line at the top of the application instead of the normal field list or <a href="#">More Information</a> section.</p> <p>Must be configured in all instances.</p> <p>Appears as a part of the clickable link in the <a href="#">Name</a> column in the applicant list page.</p> |
| gender            | picklist   | <p>Values in this optional field is not configurable. Only <a href="#">No Selection</a>, <a href="#">MaleFemale</a> options are supported.</p>                                                                                                                                                                                |
| country           | picklist   | <p>Must be configured in all instances.</p> <ul style="list-style-type: none"> <li>•</li> </ul>                                                                                                                                                                                                                               |
| dateOfBirth       | date       | <p>Advise customers to take special care with respect to data privacy regarding this data.</p>                                                                                                                                                                                                                                |
| ssn               | text       | <div>  <b>Caution</b><br/> Do not use this field. It is not encrypted. </div>                                                                                                                                                              |
| averageRating     | number     | <p>Automatically populated with the total prescreen question results rating information.</p> <p>Displays as <a href="#">Rating</a> in the workbench.</p>                                                                                                                                                                      |
| applicationDate   | date       | <p>Automatically populated with the date of the candidate's initial application.</p>                                                                                                                                                                                                                                          |
| lastModifiedDate  | date       | <p>Automatically populated with the date of the last change to the application data.</p>                                                                                                                                                                                                                                      |
| questionResponse  | text       | <p>Must always be read to all operators. Write permission is not supported for operators.</p> <p>Displays the applicant's answers to prescreening questions.</p>                                                                                                                                                              |

| Standard Field ID | Field Type | Special Functionality                                                                                                                                                                                                                                                                                                                                                            |
|-------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| comments          | text       | Enables and permissions the application comments feature.                                                                                                                                                                                                                                                                                                                        |
| id                | text       | <p>Automatically populated with the system-issued unique ID for the application.</p> <p>After configuring the Application ID in the job application XML template (as any other standard field), iss displayed on the <a href="#">Job Application</a> screen.</p> <div> <p><b>Note</b></p> <p>The Application ID can be used as a token in Recruiting email templates.</p> </div> |
| overdueInterviews | derived    | Contains the number of overdue interviews.                                                                                                                                                                                                                                                                                                                                       |
| interviewResult   | derived    | Contains the average rating of the completed interviews.                                                                                                                                                                                                                                                                                                                         |

## type Attribute

### Sample Code

```
<field-definition id="firstName" type="text" required="true" custom="false"
  public="false" readOnly="false" anonymize="true">
```

The `<type>` attribute defines the data the system accepts in the field.

### Recommendation

Don't change the field type of a field to avoid application errors on existing records storing data that don't match the new field type.

The `<type>` attribute consists of the following options:

| Option      | Description                                                                                                                                                                                                          |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| text        | A single line of alphanumeric text with a 100-character limit (character limit and display are nonconfigurable).                                                                                                     |
| textarea    | Multiple lines of alphanumeric text with a 4000-character limit.                                                                                                                                                     |
| richText    | <div> <p><b>Note</b></p> <p>Standard and custom fields in job applications do not support the type <b>richText</b>.</p> </div>                                                                                       |
| instruction | A noneditable field that stretches left-to-right across the screen, used to display messages to users. Can't be made reportable or writable. Configuring for reportability or writability results in error messages. |

| Option          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| date            | A date manually entered by user or selected from calendar pull-down. Displays mmddyy or ddmmyyy according to user's chosen language pack.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| number          | <p>A numeric value. You can configure a <b>field-format</b> in the <b>field-definition</b> of a <b>number</b> field. Some of the formats include:</p> <p>#00 – integer.</p> <p>#.00 – number with two decimal places.</p> <p>'##' – prefix # to a number. For example, formats 123 to #123.</p> <p>## – converts to integer and appends % to the end.</p> <div data-bbox="461 590 683 627"> <p>Sample Code</p> </div> <pre data-bbox="477 653 1349 810">&lt;field-definition id="cust_number_test" type="number"   required="false" custom="true" public="false"   readOnly="false"&gt;   &lt;field-label&gt;&lt;![CDATA[Number Format Test]]&gt;&lt;/field-label&gt;   &lt;field-format&gt;#00&lt;/field-format&gt; &lt;/field-definition&gt;</pre> |
| percent         | A percent value with 1 decimal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| bool            | True or False (shown as a checkbox). Don't make this required because if you do, must always be selected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| enum            | An enumerated type (shown as a dropdown list) where values are defined in the XML.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| multiattachment | Indicates a field that can have multiple documents uploaded and attached to it only by a Recruiting user. Candidates can't view or upload documents for a field of this type.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Option                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| multiattachments<br>election | <p>A field that can have multiple documents uploaded and attached. Acts as a mini-library where all uploaded documents are stored for later reuse without requiring they be uploaded again. Select the additional checkbox next to all uploaded files and to attach the document to the record and can't be used in candidate facing configurations. Documents uploaded to <a href="#">multiattachmentsselection</a> fields on the candidate profile are automatically available in a field with the same field ID on the application; the applicant can delete the attachment if desired. All file types can be used for <a href="#">multiattachment</a> and <a href="#">multiattachmentsselection</a> except .mp3 and .mp4.</p> <p>What Recruiting users can do in a <a href="#">multiattachmentselection</a> field differs depending on whether the redesigned Applicant Management feature has being enabled:</p> <ul style="list-style-type: none"> <li>• <b>In the redesigned Applicant Management tool</b> – Recruiting users with the appropriate Write permission can add, edit, or delete attachments in a <a href="#">multiattachmentselection</a> at any time.</li> <li>• <b>In the Redesigned Applicant Management</b> – Recruiting users <b>cannot</b> add or edit any values to the <a href="#">multiattachmentsselection</a> field if any of the following conditions are true: <ul style="list-style-type: none"> <li>• If the job requisition is closed.</li> <li>• If candidate is rejected.</li> <li>• If candidate is hired (job application status).</li> </ul> </li> </ul> <p>These are only valid if <a href="#">Add Attachments Post Application</a> permission is selected.</p> <p>For open applications, if applicants attach at least one document, Recruiting users <b>cannot</b> delete the attachment even if with relevant Write permission. If no documents are attached and the field is left blank, Recruiting users can add attachments and save the applications as long as none of the above conditions are true.</p> <p>Applicants can add or delete documents at any time in a multistage environment. In single-stage environments, however, applicants can only add attachments while the field is empty. The field is no longer editable as soon as applicants add a file.</p> <div> <p>→ Recommendation</p> <p>If the fields are configured identically, Candidate Profile content in <a href="#">multiattachmentselection</a> fields can sync over to the application in <a href="#">multiattachmentselection</a> fields at the point when a Recruiting user first views the application. However, since the use of <a href="#">multiattachmentselection</a> fields on the application isn't recommended, this isn't a common configuration. Changes made to Application multistageattachmentsselection fields during the initial application are reflected on the Candidate Profile, but changes made to the application later during multistage applications aren't synced back to the Candidate Profile.</p> </div> |
| hyperlink                    | A field that stores a URL and text to display in place of the URL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| currency                     | <p>A currency value with two decimal places, formatted by locale.</p> <div> <p>ⓘ Note</p> <p>The currency type doesn't display any currency symbol.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| picklist                     | Field options come from a picklist defined in admin center (shown as a dropdown list).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| derived                      | A dropdown or "find value" field (depending on length of list) where values are automatically determined from another area of the system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## Note

Standard and custom fields in job applications do not support *operator*, *operatorTeam*, *competencies*, and *questions* field types.

## required Attribute

### Sample Code

```
<field-definition id="firstName" type="text" required="true"
  custom="false" public="false" readOnly="false" anonymize="true">
```

This attribute defines whether a field is required for an application record to be completed. The field requirement is only enforced, if the user editing the application can write to the field during their edit. If the field is hidden or read only to the user at the time of the edit, the fact that the field is blank doesn't prevent the user from saving the application.

Required fields are required whether the application record is being completed by a candidate or internal recruiting user. Allowable values for the required field are `true` or `false`. Fields can't be made conditionally required on the application record. A field can't be made required for candidates and not required for an internal recruiting user editing the application record. Customers can choose to configure fewer required fields for this reason, or can plan to add a special value to picklists for internal recruiting users to select when adding a candidate without knowing the correct value (such as N/A or Pending) and train the internal recruiting users on the appropriate values to add in required nonpicklist fields.

A field can't be hidden, displayed, or made required based on the answer to an earlier field. It isn't possible to ask a question like, *Have you ever been convicted of a felony?* and then display or require a *Please explain* field, if the candidate selects *Yes*. The suggested workarounds are:

- Make the *Please explain* field unrequired and rename it something like *If yes, please explain*.
- Make the *Please explain field* required and rename it something like *If yes, please explain (enter N/A if not applicable)*.

## custom Attribute

### Sample Code

```
<field-definition id="firstName" type="text" required="true" custom="false"
  public="false" readOnly="false" anonymize="true">
```

There are some field IDs reserved as standard fields. They don't need to be included in the XML configuration, but if used, they must have the appropriate corresponding field type and be marked as `custom="false"`. All other field IDs must be marked as `custom="true"`.

## public Attribute

### Sample Code

```
<field-definition id="firstName" type="text" required="true" custom="false"
  public="false" readOnly="false" anonymize="true">
```

Candidates can't view or edit fields, regardless of permissions, unless the fields are first set as public. This setting for the attribute is most commonly adjusted using field overrides, so even a field marked `public="false"` can, under certain conditions, be made public to certain applicants.

## readOnly Attribute

### Sample Code

```
<field-definition id="firstName" type="text" required="true" custom="false"
  public="false" readOnly="false" anonymize="true">
```

The `readOnly` attribute specifies the field as a read-only field. This is generally a legacy attribute. Read/Write capability is now typically controlled through permissions and not through this attribute. In a new configuration, always set this attribute to **false**.

## anonymize Attribute

### Sample Code

```
<field-definition id="firstName" type="text" required="true" custom="false"
  public="false" readOnly="false" anonymize="true" sensitive="false">
```

SAP SuccessFactors provides the ability to purge user data that you no longer need. The `anonymize` attribute identifies whether a given field needs to be purged. This attribute is used in conjunction with Data Retention Time Management (DRTM) and Legacy Data Retention Management (DRM).

### Note

The **resume** and **cover letter** fields are purged even though you configure them as `anonymize="false"` in the job application or candidate profile templates. Further, if you need to purge certain fields in the candidate profile snapshot, ensure that you configure those fields in the job application template and set the `anonymize` attribute for those fields to `true`.

## Application XML Fields That Don't Support Anonymization

The following standard fields don't support anonymization:

- jobTitle
- applicationDate
- lastModified
- reviewDate
- statusId
- jobsApplied

The following custom fields types don't support anonymization:

- Date
- Percent
- Boolean
- Number
- Instruction
- Currency

## sensitive Attribute

SAP SuccessFactors provides a Read Audit function that helps to determine who has accessed the sensitive personal data of candidates at your company. When Read Audit is enabled, sensitive fields are included in read audit reports if the candidate or someone else accesses sensitive personal data of the candidate.

To configure a field as sensitive, ensure that both the `sensitive` and the `anonymize` attributes for the field are set to `true`.

### Sample Code

```
<field-definition id="race" type="text" required="true" custom="false"
  anonymize="true" sensitive="true">

<field-definition id="customPersonal1" type="text" required="true"
  custom="true" anonymize="true" sensitive="true">
```

For more information about configuring fields as sensitive for Read Audit, refer to the *Setting Up and Using Data Protection and Privacy* guide.

## forward-intact Attribute

### Sample Code

```
<field-definition id="firstName" type="text" required="true" custom="false"
  public="false" readOnly="false" anonymize="true" forward-intact="true">
```

When set to `"true"`, this attribute identifies if a given data for a field is preserved when a customer uses **Forwarding Candidates with Application Data Intact**.

## Related Information

[Job Application Element: Field Overrides \[page 1092\]](#)

[Setting Up and Using Data Protection and Privacy](#)

[Job Application Template Standard Fields \[page 1105\]](#)

### 21.7.3.2.2 Job Application Field Definition: Field Label

The field-label element usually controls the appearance of the field name in the user interface, but doesn't control all UI field labels. On certain fields, the Succession Data Model controls the field label and for the other fields, Provisioning settings control the label used throughout the system.

You need access to Provisioning to work with XML templates.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

The label element isn't conditional, that is, a single field can't display one label to internal candidates and a different label to external candidates. It isn't possible for one field to display one label to candidates and a different label to internal recruiting users.

The `field-definition` element must contain at least one field-label element.

#### ↗ Sample Code

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

## mime-type Attribute

#### ↗ Sample Code

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

Mime-type determines whether or not the system renders any html tags defined in the CDATA content. The two supported mime types are:

- `text-plain`: Unformatted plain text.
- `text-html`: HTML-formatted text.



## CDATA Content

The CDATA content can be configured to contain any customer-defined text.

### Sample Code

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

### Tip

Use the following HTML in the CDATA value to define a table with a background color to separate sections of the Job Requisition. Replace the background hex color code with the preferred brand color as per the customer requirement and replace the field label as appropriate to the field.

### Sample Code

```
<table frame="border" width="100%"> <tr><td style="background-color:#6699FF"
  valign="bottom"><b>FIELD LABEL</b></td></tr> </table>
```

## 21.7.3.3 Job Application Element: Field Permissions

For single stage applications, the recruiting operator and candidate field access are determined through the **<field-permission>** Element configured in the job application template. For multistage applications, all field permissions for recruiting operator roles except for **resume**, **coverLetter**, and **statusId** fields must be moved to the job requisition template. However, **CoverLetter** and **resume** fields are defined in the job requisition template for candidates and can also be defined by status.

You need access to Provisioning to work with XML templates.

### Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Field permissions are read and applied top to bottom in the order they appear in the XML template. This means that the latter permissions override the former if there's a conflict. For example, you can define all read permissions for all operators first and the write permissions after all read permissions are set up. That way, if there are any conflicts between permissions, the greater permissions rule.

### Recommendation

Set up a separate permission block for each operator. Even if two operators have the same permission set, define the appropriate permissions separately. This makes it easy to make small changes later to the permission structure as per the customer request. Permission structures that group field permission together for different operators are more difficult to adjust at a later date without an Implementation Partner.

### Sample Code

```
<field-permission type="read">
  <description><![CDATA[Write Permissions]]> </description>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <role-name><![CDATA[GM+]]></role-name>
  <field refid="id"/>
  <field refid="applicationDate"/>
  <field refid="lastModified"/>
</field-permission>
<field-permission type="read">
  <description><![CDATA[Write Permissions]]> </description>
  <role-name><![CDATA[R]]></role-name>
  <field refid="id"/>
  <field refid="applicationDate"/>
  <field refid="lastModified"/>
  <field refid="questionResponse"/>
  <field refid="averageRating"/>
</field-permission>
<field-permission type="write">
  <description><![CDATA[Write Permissions]]></description>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <role-name><![CDATA[GM+]]></role-name>
  <field refid="statusId"/>
  <field refid="comments"/>
</field-permission>
<field-permission type="write">
  <description><![CDATA[Write Permissions]]></description>
  <role-name><![CDATA[R]]></role-name>
  <field refid="statusId"/>
  <field refid="comments"/>
  <field refid="recruiterPhoneScreenDate"/>
  <field refid="screeningNotes"/>
</field-permission>
```

## 21.7.3.3.1 Job Application Field Permission Configuration

The field-permission element defines what fields can recruiting users and candidates can access. The field-permission element carries various attributes such as type, description, role-name, field element, and refid.

You need access to Provisioning to work with XML templates.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Sample Code

```
<field-permission type="read">
  <description><![CDATA[Write Permissions]]></description>
  <role-name><![CDATA[O]]></role-name>
  <field refid="statusId"/>
  <field refid="additionalInformation"/>
  <field refid="workSamples"/>
```

```
</field-permission>
```

## type Attribute

```
<field-permission type="read">
```

The type attribute of the field permission element determines what permissions are applied in the permissions block. An unlimited number of field-permission elements can be included in the Application XML.

The type attribute must be set to one of the following types:

| Types         | Description                                                                                                                                                                                          |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| read          | The field can be read by internal and external users in the specified roles. This is applicable only for the open Job Requisitions.                                                                  |
| write         | The user can both read and write the fields after the Job Requisition is open.                                                                                                                       |
| external-view | Use this field type for field <code>refid="comments"</code> . This provides users with appropriate permissions to view the comments when reviewing other applications from the Jobs Applied portlet. |

There's no "none" or "hide" type. To remove a field from view, omit it from any permissions blocks.

The only conditional control available for field permissioning is through multistage application, where applicant status can adjust field permissions. Currently, you can't change field permission based on internal versus external candidate type, or country/region.

## description Element

The description element is most useful as a brief description of what the field permission block is intended to do. This is an optional element. Only one description element can be contained within the field-permission element.

### Sample Code

```
<field-permission type="read">
  <description><![CDATA[Write Permissions]]></description>
  <role-name><![CDATA[0]]></role-name>
  <field refid="statusId"/>
  <field refid="additionalInformation"/>
  <field refid="workSamples"/>
</field-permission>
```

## role-name Element

The role-name element defines the impacted operators by the permission block. Each permission block supports multiple role elements. The role-name CDATA content must contain only valid roles and relational roles such as O, R, RM, GH, and so on.

### Sample Code

```
<field-permission type="read">
  <description><![CDATA[Write Permissions]]></description>
  <role-name><![CDATA[O]]></role-name>
  <field refid="statusId"/>
  <field refid="additionalInformation"/>
  <field refid="workSamples"/>
</field-permission>
```

## field Element and refid Attribute

Specify all field ids that must be impacted by the permission block.

### Sample Code

```
<field-permission type="read">
  <description><![CDATA[Write Permissions]]></description>
  <role-name><![CDATA[O]]></role-name>
  <field refid="statusId"/>
  <field refid="additionalInformation"/>
  <field refid="workSamples"/>
</field-permission>
```

## 21.7.3.4 Job Application Element: Field Overrides

When you want specific fields displayed for a specific candidate type and for the country/region of the job requisition, you can use the `</override>` element to change the field definition attributes for those fields.

## Field Attribute Override

You can set the field attribute override in one of two ways:

- The *Manage Templates* tool
- *Edit Job Requisition Application Template* in Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

You can change field attribute override values either by editing the Job Application XML file itself or by using the [Manage Templates](#) tool. The field attribute override settings are located under the `field-attr-override` element.

To change your field overrides using the [Manage Templates](#) tool, the settings are located under the [General Settings](#) of the selected Job Application XML. You can add multiple field attribute override settings.

### Note

Common mistakes include declaring overrides that restate the attribute configuration in the field definition or declaring two overrides that conflict with each other.

You can set the following overrides for the following attributes.

### public

The [public](#) override attribute displays specific field only to external candidates from the United States.

### Sample Code

```
<field-attr-override>
  <override>
    <description><![CDATA[For US internal and external applicants only.]]></description>
    <country><![CDATA[US]]></country>
    <field-attr attribute="public" value="true" applicant="external"/>
  </override>
  <field refid="citizen"/>
  <field refid="visaNum"/>
  <field refid="visaCustom"/>
</field-attr-override>
```

### Note

When you want fields to display for both internal and external candidates, you can indicate by entering `applicant="both"/>`

### Required

Displays specific fields as optional for internal candidates from the United States.

### Sample Code

```
<field-attr-override>
  <override>
    <description><![CDATA[For US internal and external applicants only.]]></description>
    <country><![CDATA[US]]></country>
    <field-attr attribute="required" value="true" applicant="internal"/>
  </override>
  <field refid="citizen"/>
```

```
<field refid="visaNum"/>
<field refid="visaCustom"/>
</field-attr-override>
```

#### 📘 Note

When you want fields to display for both internal and external candidates, you can indicate by entering `applicant="both"/>`

## Field Override Behaviors with Different Application Stage Types

For multistage and late stage applications, field overrides are validated when fields are configured as `field-attr attribute="required" value="false"`. When fields are configured as `field-attr attribute="required" value="true"`, field overrides are ignored and that field's always required no matter the candidate type or the country/region of the requisition. When you want to manipulate any fields, the field attribute must be set to `field-attr attribute="required" value="false"`, and make it true by adding overrides.

For single stage application types, the overrides are always validated no matter on how the field was defined, because there isn't any status configuration in the *Job Requisition XML* template. See related links for more information about multistage and late stage application types.

## Related Information

[Different Application Stage Types \[page 1112\]](#)

### 21.7.3.4.1 Job Application Field Override Configuration

The `field-attr-override` element defines overrides. This element contains the override conditions and the list of fields impacted by the override. Multiple `field-attr-override` elements can be configured in the Job Application XML.

You need access to Provisioning to work with XML templates.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

```
<field-attr-override>
  <override>
    <description><![CDATA[]]></description>
    <country><![CDATA[US]]></country>
    <field-attr attribute="public" value="true" applicant="both"/>
  </override>
```

```

<field refid="instrSelfID"/>
<field refid="eeoInstruction"/>
<field refid="gender"/>
<field refid="ethnicity"/>
<field refid="race"/>
<field refid="veteranStatus"/>
<field refid="disabilityStatus"/>
</field-attr-override>

```

## override Element

The override element specifies under which conditions the attribute change takes effect and what needs to be changed in the attribute as a result.

The full contents of the override element can be read in natural language as "On a **US** requisition, change the **public** attribute to be **true** if the **applicant** is **external**."

### Sample Code

```

<override>
  <description><![CDATA[]]></description>
  <country><![CDATA[US]]></country>
  <field-attr attribute="public" value="true" applicant="external"/>
</override>

```

## description Element

### Sample Code

```

<description><![CDATA[]]></description>

```

The description element is most useful as a brief description of what the field override block is intended to do. This is an optional element. Only one description element can be contained within the field override element.

## country Element

The country element identifies that the override takes effect when the requisition has a particular country/region value. For this feature to function properly, the country element CDATA must be set to a valid two-digit country/region value.

Multiple country elements can be available in one override.

### Note

1. You can't use the asterisk (\*) symbol to set up an override.
2. Country element uses the country/region of the job requisition and not the candidate.

### Sample Code

```
<country><![CDATA[US]]></country>
```

## field-attr Element

The `field-attr` element declares the changes to the attribute that occur when the conditions are met.

### Sample Code

```
<field-attr attribute="public" value="true" applicant="both"/>
```

The `value` item identifies how the attribute in the field-definition is to be changed. For instance, if the `public` attribute in the field is defined as `"false"`, but the conditions in the override are met, specifying `"true"` in the value attribute of the override replaces the field-definition `public` attribute value with `"true"`.

The `applicant` attribute declares an additional condition, based on the applicant type, that must be met for the override to take effect. The override can be set to take effect for applicants who are internal, external, or both.

The following fields defined in the Job Application template are having attribute `public` as `"true"`, which means both internal and external candidates have access to these fields:

1. `cust_instrScreeningQuestion`
2. `cust_salaryExpect`
3. `cust_felony`
4. `cust_whyFelony`
5. `cust_legalAuthUS`
6. `cust_formerEmployee`
7. `cust_formerEmployee2`
8. `cust_relatedToEmployee`

If you want to display the fields only to external candidates, we recommend you to set the value of `public` attribute to `false` for the field definition. Then, create override for these fields with attribute `public` as `true` for external applicants alone.

### Sample Code

```
<field-attr-override>
  <override>
    <description><![CDATA[C]]></description>
    <country><![CDATA[US]]></country>
    <field-attr attribute="public" value="false" applicant="internal"/>
  </override>
</field-attr-override>
```

### Note

If the override applies to both internal and external candidates in the same way, don't configure two separate overrides. Instead, configure a single override and set `applicant="both"`. If the system is configured such



that two separate overrides exist, one for applicant="external" and another for applicant="internal", the override doesn't work correctly.

## field Element and refid Attributes

Specify all field ids that need to be impacted by the override.

### Sample Code

```
<field-attr-override>
  <override>
    <description><![CDATA[]]></description>
    <country><![CDATA[US]]></country>
    <field-attr attribute="public" value="true" applicant="both"/>
  </override>
  <field refid="instrSelfID"/>
  <field refid="eeoInstruction"/>
  <field refid="gender"/>
  <field refid="ethnicity"/>
  <field refid="race"/>
  <field refid="veteranStatus"/>
  <field refid="disabilityStatus"/>
</field-attr-override>
```

## 21.7.3.5 Job Application Element: Button Permissions

Button permissions specify which operators have access to use specific buttons on the application record.

You need access to Provisioning to work with XML templates.

### Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Sample Code

```
<button-permission>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <role-name><![CDATA[GM+]]></role-name>
  <role-name><![CDATA[GH+]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[RM+]]></role-name>
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[W]]></role-name>
  <button-id><![CDATA[Save]]></button-id>
  <button-id><![CDATA[Cancel]]></button-id>
</button-permission>
<button-permission>
  <role-name><![CDATA[R]]></role-name>
  <button-id><![CDATA[EDIT_CANDIDATE_SNAPSHOT]]></button-id>
```

```
</button-permission>
```

### 21.7.3.5.1 Job Application Button Permission Configuration

The `button-permission` block allows the defined roles to access the buttons on the application record. Multiple `button-permission` elements can be declared in the Job Application XML.

You need access to Provisioning to work with XML templates.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

The `button-permission` element requires the following two inputs:

- `role-name`: This CDATA value stores the valid roles. You can list multiple `role-name` elements within the `button-permission` block.
- `button-id`: This CDATA value stores the valid buttons. You can list multiple `button-id` elements within the `button-permission` block. Valid button values are Save, Cancel, Forward, Open, Close, and Reopen.

#### Sample Code

```
<button-permission>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <button-id><![CDATA[Save]]></button-id>
  <button-id><![CDATA[Cancel]]></button-id>
</button-permission>
```

### role-name Element

The `role-name` element defines which operators are impacted by the button permission block. Multiple role elements are supported within each `button-permission` block. The `role-name` CDATA content must contain only valid roles and relational roles such as O, R, RM, GH, and so on.

#### Sample Code

```
<button-permission>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <button-id><![CDATA[Save]]></button-id>
  <button-id><![CDATA[Cancel]]></button-id>
</button-permission>
```

## button-id Element

Multiple `button-id` elements can be declared in one button permission block.

- **Save** Allows the user access to the Save button on the application. This permission is typically granted to most or all operators.
- **Cancel**: Allows the user access to the Cancel button on the application. This permission is typically granted to most or all operators.
- **Close**: Do not use in new configurations; this is a legacy element.

### Note

When the application is closed from consideration, the application doesn't appear as an **Active** candidate on the Job Application Summary page.

- **Reopen**: Do not use in new configurations; this is a legacy element.
- **Forward**: Allows the user to use the **Forward to Req** button on the application record to associate the candidate to another requisition.
- **EDIT\_CANDIDATE\_SNAPSHOT**: Grants a user permission to edit the contents of the candidate profile snapshot associated to the application.

### Sample Code

```
<button-permission>
  <role-name><![CDATA[0]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <button-id><![CDATA[Save]]></button-id>
  <button-id><![CDATA[Cancel]]></button-id>
</button-permission>
```

## EDIT\_CANDIDATE\_SNAPSHOT

This permission allows the user to update the name, phone number, email, CV, and cover letter fields. This permission must be used together with Candidate Profile permissions that are defined by dynamic group and if those same field IDs exist on the Job Application XML the permissions have to match the permissions of users that are part of the dynamic group.

### Note

Recruiting users can **only** change the names of candidates when the redesigned Applicant Management tool is enabled. Even if you give permission, users can't update candidate names in the legacy Candidate Workbench.

When **EDIT\_CANDIDATE\_SNAPSHOT** is **not** enabled:

- The snapshot is created the first time the Application page is opened. In that case data from the Candidate Profile are copied in the Application snapshot.
- Any later change on the Candidate Profile isn't reflected in the Application snapshot.
- The Application snapshot isn't editable because the feature isn't enabled.

At the moment that the recruiter first opens the Application page, the fields from Candidate Profile are copied over to the Application. This way the recruiter sees the latest data from the candidate and decides to move forward with the candidate or to disposition them. If the fields are later edited by the candidate on the Candidate Profile, the changes aren't considered. Also, the Application snapshot isn't editable because **EDIT\_CANDIDATE\_SNAPSHOT** isn't enabled.

When *EDIT\_CANDIDATE\_SNAPSHOT* is enabled:

- The snapshot is created the first time the Application page is opened. In that case data from the Candidate Profile are copied in the Application snapshot.
- If you're using the legacy Candidate Workbench, any change on the Candidate Profile isn't reflected in the Application snapshot, no matter which permissions are defined. The changes have only one possible direction: from Application to Candidate Profile.  
This is not the case in the redesigned Applicant Management tool, where Recruiting users can edit applicant names in the *Profile Information* portlet.
- All fields of the snapshot are editable, no matter which permissions are defined in the candidate profile template, with or without dynamic group.
- There's no way to select some fields of the Application snapshot to make them editable or not. In the Application template, this is a button permission. Permissions are defined by role and not by field.
- A user is one of the roles in the button permission has the permission to edit the snapshot. If this user is also part of a dynamic group with write permission in the Candidate Profile, then the change made in the application snapshot is also copied in the candidate profile. This action is one direction only from the snapshot to the Candidate Profile.

## 21.7.3.6 Job Application Element: Display Options

Display Options on the application allow an end user to select the columns appearing on the applicant list page.

You need access to Provisioning to work with XML templates.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### ↗ Sample Code

```
<candidate-summary-display-options-config>
  <category id="candidateContactData" name="candidateContactData">
    <label xml:lang="en_US"><![CDATA[Candidate Contact and Application Data]]></label>
    <column field-ref="cellPhone" select-by-default="true" gridOrder="1">
    </column>
    <column field-ref="contactEmail" select-by-default="true" gridOrder="2">
    </column>
    <column field-ref="country" select-by-default="false" gridOrder="3">
    </column>
    <column field-ref="applicationDate" select-by-default="false" gridOrder="12">
    </column>
    <column field-ref="lastModified" select-by-default="false" gridOrder="13">
    </column>
  </category>
  <category id="candidateSourceData" name="candidateSourceData">
    <label xml:lang="en_US"><![CDATA[Candidate Source Data]]></label>
    <column field-ref="referralSource" select-by-default="false" gridOrder="4">
    </column>
  </category>
  <category id="candidateScreeningData" name="candidateScreeningData">
    <label xml:lang="en_US"><![CDATA[Candidate Screening Data]]></label>
    <column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7">
    </column>
  </category>
</candidate-summary-display-options-config>
```

```

        <column field-ref="drugScreenResults" select-by-default="false"
gridOrder="8">
        </column>
        <column field-ref="assessmentResults" select-by-default="false"
gridOrder="9">
        </column>
        <column field-ref="averageRating" select-by-default="false" gridOrder="11">
        </column>
    </category>
</candidate-summary-display-options-config>

```

### 21.7.3.6.1 Display Option Configurations for Job Application

The `candidate-summary-display-options-config` element defines display options on the Applicant List page. You can't disable or alter the standard columns in the applicant list table.

You need access to Provisioning to work with XML templates.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

#### 🔗 Sample Code

```

<candidate-summary-display-options-config>
  <category id="candidateScreeningData" name="candidateScreeningData">
    <label xml:lang="en_US"><![CDATA[Candidate Screening Data]]></label>
    <column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7"/>
    <column field-ref="drugScreenResults" select-by-default="false"
gridOrder="8"/>
    <column field-ref="assessmentResults" select-by-default="false"
gridOrder="9"/>
  </category>
</candidate-summary-display-options-config>

```

## category Element

The `category` element divides the display option selections into columns on the user interface. Multiple categories are supported in the `candidate-summary-display-options-config`.

#### 🔗 Sample Code

```

<candidate-summary-display-options-config>
  <category id="candidateScreeningData" name="candidateScreeningData">
    <label xml:lang="en_US"><![CDATA[Candidate Screening Data]]></label>
    <column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7"/>
    <column field-ref="drugScreenResults" select-by-default="false"
gridOrder="8"/>
    <column field-ref="assessmentResults" select-by-default="false"
gridOrder="9"/>
  </category>

```

```
</candidate-summary-display-options-config>
```

### id and name Attributes

The id and name specify a unique ID for the category. For simplicity, these attributes must be set to the same unique alphanumeric value.

#### Sample Code

```
<category id="candidateScreeningData" name="candidateScreeningData">
```

## label Element

This element specifies the value for the label shown at the top of each column (in the display options). It uses the text-plain or text-html mime types and content is translatable.

#### Sample Code

```
<candidate-summary-display-options-config>
  <category id="candidateScreeningData" name="candidateScreeningData">
    <label xml:lang="en_US"><![CDATA[Candidate Screening Data]]></label>
    <column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7"/>
    <column field-ref="drugScreenResults" select-by-default="false"
      gridOrder="8"/>
    <column field-ref="assessmentResults" select-by-default="false"
      gridOrder="9"/>
    </category>
  </candidate-summary-display-options-config>
```

## column Element

The column element equates to an item available in the display options for a user to select as an additional column in the Applicant List page. Multiple columns are supported in the category element.

#### Sample Code

```
<candidate-summary-display-options-config>
  <category id="candidateScreeningData" name="candidateScreeningData">
    <label xml:lang="en_US"><![CDATA[Candidate Screening Data]]></label>
    <column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7"/>
    <column field-ref="drugScreenResults" select-by-default="false"
      gridOrder="8"/>
    <column field-ref="assessmentResults" select-by-default="false"
      gridOrder="9"/>
    </category>
  </candidate-summary-display-options-config>
```

### field-ref Attribute

The `field-ref` attribute determines what field the new display option column is mapped to. Note that the display options don't display any data until the fields they refer to are set up as Custom Reportable Fields and synchronized successfully.

#### Sample Code

```
<column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7"/>
```

#### **select-by-default Attribute**

The `select-by-default` attribute determines whether the display option is selected or not selected by default. Based on the setting, the recruiting user needs to select the display option, or the display option is selected by default and requires the recruiting user to clear it.

#### Sample Code

```
<column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7"/>
```

#### **gridOrder Attribute**

The `gridOrder` attribute determines the order of display for the option column in the applicant list table from left to right. All configured display options are displayed to the left of the standard columns in the applicant list table.

#### Sample Code

```
<column field-ref="bkgrndChkStatus" select-by-default="false" gridOrder="7"/>
```

## 21.7.3.7 Configuring Permissions for the History Results Table

To view an applicant's history with their associated job requisition in the legacy Candidate Workbench, configure permissions for the Historical Results table on the job application page.

### Prerequisites

You have access to Provisioning.

#### Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

*FADV background check* displays for customers who use First Advantage for background checks (FADV). Customers using Verifications Inc (VI) see a corresponding menu, and customers migrating from VI to FADV see both.

Configure feature permissions for each of the available History of Results tables separately in the Job Requisition template.

Recruiting users with the necessary permission can access the History of Results tables on the job application page to see the following information:

- Applicant's previous results for assessments.
- Background checks.
- Prescreening questions and answers.

## Procedure

1. Configure permission for the *Background Check* Historical Results table by adding the `historicalBackgroundCheckResults` feature permission block to the Job Requisition template:

### ❖ Example

```
<feature-permission type="historicalBackgroundCheckResults">
  <description><![CDATA[View Background Check Results]]></description>
  <role-name><![CDATA[R]]></role-name>
  <status><![CDATA[Interview]]></status>
</feature-permission>
```

2. Configure permission for the *Assessment Integration* Historical Results table by adding the `historicalAssessmentResults` feature permission block to the Job Requisition template:

### ❖ Example

```
feature-permission type="historicalAssessmentResults">
  <description><![CDATA[View Assessment Results]]></description>
  <role-name><![CDATA[R]]></role-name>
  <status><![CDATA[Interview]]></status>
</feature-permission>
```

3. Configure permission for the *Questions & Answers* Historical Results table by adding the `historicalQuestionAnswers` feature permission block to the Job Requisition template:

### ❖ Example

```
<feature-permission type="historicalQuestionAnswers">
  <description><![CDATA[View Question & Answers]]></description>
  <role-name><![CDATA[R]]></role-name>
  <status><![CDATA[Interview]]></status>
</feature-permission>
```



## Results

After you configure the Historical Results table in Job Requisition template, you can expand the individual menus on the Job Application page to display the historical results along with their associated job requisition.

## Next Steps

Define reportable custom fields and custom tokens.

### 21.7.3.8 Job Application Template Standard Fields

Learn about standard fields in the job application template.

You need access to Provisioning to work with XML templates.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Public fields are ones that can appear on the job application form that a candidate fills out when applying for a job, whether from the career site or internally. Only the standard fields with a Yes in the public column can be set to `public = "true"`.

| Standard Field ID | Field Type | Public | Notes                                                                                                                                                                                                                                                                                  |
|-------------------|------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| id                | text       | No     | If you want to display the application ID in the application detail, define this field in the application template.<br><br>If you have enabled multistage applications, set the field as <code>public = "false"</code> and <code>readOnly="true"</code> and permissioned as read-only. |
| candidateName     | text       | No     |                                                                                                                                                                                                                                                                                        |
| jobTitle          | text       | No     |                                                                                                                                                                                                                                                                                        |
| averageRating     | number     | No     | Automatically populated with the total prescreen question results rating information.<br><br>Appears as <i>Rating</i> on the screen, and is linked to Screening Questions when weighting is used.                                                                                      |
| applicationDate   | date       | No     |                                                                                                                                                                                                                                                                                        |
| lastModified      | date       | No     | Set the permission for this field as read-only.                                                                                                                                                                                                                                        |
| reviewDate        | date       | No     | Set the permission for this field as read-only.                                                                                                                                                                                                                                        |

| Standard Field ID | Field Type       | Public | Notes                                                                                                                                                                                                                                                                              |
|-------------------|------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| source            | enum             | No     |                                                                                                                                                                                                                                                                                    |
| questionResponse  | text             | No     |                                                                                                                                                                                                                                                                                    |
| comments          | text             | No     |                                                                                                                                                                                                                                                                                    |
| statusId          | picklist         | No     |                                                                                                                                                                                                                                                                                    |
| referralSource    | picklist         | Yes    | referralSource is linked to a picklist, but it also takes the user name who referred the candidate.                                                                                                                                                                                |
| jobsApplied       | text             | No     |                                                                                                                                                                                                                                                                                    |
| contactEmail      | text             | Yes    |                                                                                                                                                                                                                                                                                    |
| firstName         | text             | Yes    |                                                                                                                                                                                                                                                                                    |
| lastName          | text             | Yes    |                                                                                                                                                                                                                                                                                    |
| middleName        | text             | Yes    |                                                                                                                                                                                                                                                                                    |
| gender            | picklist         | Yes    | Values aren't configurable. Only <i>No Selection</i> , <i>Female</i> , and <i>Male</i> options are supported.<br><br>This field isn't required.                                                                                                                                    |
| ethnicity         | text or picklist | Yes    |                                                                                                                                                                                                                                                                                    |
| race              | text or picklist | Yes    |                                                                                                                                                                                                                                                                                    |
| address           | text             | Yes    |                                                                                                                                                                                                                                                                                    |
| cellPhone         | text             | Yes    | Configured phone number fields have validation that prevents users from entering alpha characters.                                                                                                                                                                                 |
| homePhone         | text             | Yes    | Configured phone number fields have validation that prevents users from entering alpha characters.                                                                                                                                                                                 |
| faxNumber         | text             | Yes    |                                                                                                                                                                                                                                                                                    |
| city              | text or picklist | Yes    |                                                                                                                                                                                                                                                                                    |
| state             | text or picklist | Yes    |                                                                                                                                                                                                                                                                                    |
| country           | picklist         | Yes    |                                                                                                                                                                                                                                                                                    |
| zip               | text or picklist | Yes    |                                                                                                                                                                                                                                                                                    |
| dateOfBirth       | date             | Yes    | The Job Application dateOfBirth field can be hidden from Ad hoc reporting schemas.<br><br>Configure this option in ► <a href="#">Admin Tools</a> ► <a href="#">Manage Recruiting Settings</a> ► <a href="#">Hide standard job application Date Of Birth from Ad Hoc Reports</a> ►. |
| disabilityStatus  | text or picklist | Yes    |                                                                                                                                                                                                                                                                                    |
| minAnnualSal      | number           | Yes    |                                                                                                                                                                                                                                                                                    |
| preferredLoc      | text or picklist | Yes    |                                                                                                                                                                                                                                                                                    |

| Standard Field ID   | Field Type       | Public | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ssn                 | text             | Yes    | <p>If the <i>Enable field level validation on standard Social Security Number field on Application</i> switch is enabled in <a href="#">Admin Center &gt; Manage Recruiting Settings</a>, the Job Application SSN field allows only 9 numeric characters, and the data in the field is masked in the user interface.</p> <p>The Job Application SSN field can be hidden from Ad hoc reporting schemas. Configure this option in <a href="#">Admin Tools &gt; Manage Recruiting Settings &gt; Hide standard job application Social Security Number from Ad Hoc Reports</a>.</p> |
| veteranStatus       | text or picklist | Yes    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| resume              | richText         | Yes    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| coverLetter         | richText         | Yes    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| bkgrndChkStatus     | text or picklist | Yes    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| bkgrndChkAttachment | multiattachment  | No     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| formerEmployee      | bool             | Yes    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| startDate           | date             | No     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| currentTitle        | text             | Yes    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| currentCompany      | text             | Yes    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| interviewResult     | derived          | No     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| overdueInterviews   | derived          | No     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

### 21.7.3.9 Configuring OData API for Job Application

When configured, application features are supported through OData API. These features include basic application data, application attachments, question and response, and application comments. Recruiting Management now supports a number of general and application features with an OData API.

#### Context

Recruiting permissions are incorporated into the job requisition OData API. The recruiting user can do the following: review the list of job requisitions, review the list of fields of a particular job requisition, edit the job requisition details, and communicate with SAP SuccessFactors Recruiting Management to make the changes to a job requisition in a conversational style. `JobRequisitionFieldControls` defines the permissions of the properties of OData entities with one-to-one mapping with all the fields in the `JobRequisition` entity.

For a list of role-based permissions, refer to *Using Role-Based Permissions*.

## ⓘ Note

- Recruiting users with **Operator** permission can use SAP SuccessFactors mobile app (both iOS and Android platforms). The mobile app enables Recruiting users to get the list of job applications on a particular job requisition organized by their applicant status to have pipeline overview in an external client. They can also modify a job application and its details in clients, other than the SAP SuccessFactors web and mobile applications. Nonadmin users who are operators of a particular job requisition can view only those job applications. The fields in these job applications (including multistage applications) can be now read or updated based on the permissions for the job application template. Admin users aren't impacted by this change.
- Recruiting users without **OData Export** permission may notice an increase in the queries execution time. This is an expected behavior as these users aren't considered as Recruiting admins and the system validates all their permissions against Recruiting templates to retrieve only relevant data.

For more information on job application OData API, refer to *JobApplication OData API*.

## Procedure

1. Assign the user with [Provisioning](#) > [Company Settings](#) > [Web Services](#) > [SF Web Service](#) permission to access an OData entity. By default, OData API is enabled in the [SF Web Service](#) option in the [Web Services](#) section.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

2. Go to [Admin Center](#), create an API admin user, and assign [OData API RCMAApplication Export](#) role-based permission.

## Related Information

[Using Role-Based Permissions](#)

[JobApplication OData API](#)

## 21.7.3.10 Configuring Locale for Communication with Candidate

Locale for Communication with Candidate determines the email communication language with candidates.

### Context

The Value comes from the [Application Locale](#) and [Candidate Locale](#).

The [Application Locale](#) and [Candidate Locale](#) cannot be defined. They are database fields. The [Candidate Locale](#) comes from the [Candidate Profile](#) for external candidates and from the [User Profile](#) for internal candidates.

### Procedure

1. If the expected default locale does not appear, check the Job Requisition XML default locale.

#### Sample Code

```
<field-definition id="defaultLanguage" type="text" required="false"
custom="false">
  <field-label><![CDATA[Default Language]]></field-label>
  <field-description><![CDATA[Default Language]]></field-description>
  <default-value>en_US</default-value>
</field-definition>
```

#### Note

When applications don't appear as the correct language for your company instance's locale, it's because the requisition wasn't posted in that language. When the requisition isn't translated for the language that's selected by the candidate, job application fields won't appear for that selected language.

2. If the expected default locale still does not appear, check the default language in  [Admin Center](#)  [Recruiting](#)  [Manage Recruiting Languages](#) .
3. If the default locale is not displayed, check the default company language in  [Provisioning](#)  [Company Settings](#)  [Default Language](#) .

## 21.7.3.11 Frequently Asked Questions About Job Application Configuration

Learn answers to frequently asked questions about job application configuration.

### Changing Basic Contact, Resume, and Cover Letter Information

Contact information change isn't supported for recruiting operators. For multistage applications, you can set the fields to be editable. You can use a combination of dynamic groups, candidate profile field, and profile snapshot feature permissions to change resume and cover letter fields.

### Hiding Country/Region, and Candidate Override Fields from Recruiting Operators

You can set permissions for country/region override fields for recruiting operators and candidates in the job requisition template. The table contains information on attribute values needed in order to set the country/region override fields visible or hidden for recruiting operations or candidates.

| Role                 | Configured as an Override Field?<br>(Yes/No) | Visibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recruiting Operators | Yes                                          | <p>When configured as a country/region override field and the attribute is set to public=true:</p> <ul style="list-style-type: none"><li>Country/Region fields are visible to recruiting operators when they're in the specific country/region.</li></ul> <p>When configured as a country/region override field and the attribute is set to public=false:</p> <ul style="list-style-type: none"><li>Country/Region fields aren't visible to the recruiting operator.</li></ul> |
| Recruiting Operators | No                                           | Country/Region fields are visible to recruiting operators based on read/write permissions.                                                                                                                                                                                                                                                                                                                                                                                     |

| Role       | Configured as an Override Field?<br>(Yes/No) | Visibility                                                                                                                                                                                                                                                                                                   |
|------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidates | Yes                                          | <p>When the attribute is set to public=true:</p> <ul style="list-style-type: none"> <li>Country/Region fields aren't visible to candidates</li> </ul> <p>When the attribute is set to public = false:</p> <ul style="list-style-type: none"> <li>Country/Region fields are visible to candidates.</li> </ul> |

## Portlet Permissions on the Application Page

You can set portlet visibility in candidate applications for recruiting operators the specified templates defined in the table. Refer to the note that follows the table for portlets that are always visible in candidate applications.

| Recruiting Feature | Template                                                                                                                                                                                                  |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interview Central  | Job requisition                                                                                                                                                                                           |
| Jobs Applied       | Job requisition                                                                                                                                                                                           |
|                    | <p><b>Note</b></p> <p>You can configure comments to be visible or hidden under this portlet. Hiding candidate data isn't supported.</p>                                                                   |
| Offer Letter       | Job requisition                                                                                                                                                                                           |
|                    | <p><b>Note</b></p> <p>Dates are displayed as the logged in user's time zone for these two fields:</p> <ul style="list-style-type: none"> <li>Offer Extended On</li> <li>Candidate Responded On</li> </ul> |
| Comments           | <p>Candidate profile</p> <p>Job application</p>                                                                                                                                                           |
|                    | <p><b>Note</b></p> <p>You can't add additional fields or configure as rich text.</p>                                                                                                                      |
| Candidate tags     | <p>Candidate profile</p> <p>Job application</p>                                                                                                                                                           |

### ⓘ Note

You can't hide the following application portlets:

- Application
- Screening Details
- Background Elements
- Correspondence
- Application Status Audit Trail

### ⓘ Note

Reordering, renaming, or adding new portlets isn't supported.

## About Rating Columns in Applications.

For the rating column and calculated values by weight and score options appear in the [Questions](#) section once the recruiter sets up the prescreening questions in the requisition, so that candidates can complete them when they apply for jobs. Rating columns appear in candidate application when you configure these fields:

| Fields                                 | Template        |
|----------------------------------------|-----------------|
| <a href="#">questionResponses</a>      | Job Application |
| <a href="#">questions</a>              | Job requisition |
| <a href="#">Prescreening questions</a> | Job requisition |

## 21.7.4 Different Application Stage Types

You can set up your instance as a single stage, multistage, or a late stage application. These settings help to accommodate when candidates complete job application data and if they can view or edit the application later.

## Application Stages Breakdown

There are three different application stage types:



## Application Stage Types

| Stage Application Type       | Definition                                                                                                                                                                                                                                                                                                                                             | Field Visibility Options                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Add/Edit Data Later? (Yes/No) | Field Permissions (template name)                                                                                                              |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Single Stage</a> | <p>Candidate completes the application data at the initial application point and can't change or add to their data later.</p> <div> <p><b>Note</b></p> <p>Single client can't include both single stage and multi-stage application types.</p> </div>                                                                                                  | <p>All fields are visible for all statuses:</p> <ul style="list-style-type: none"> <li>Recruiting Operator Roles</li> <li>Candidates</li> </ul> <div> <p><b>Remember</b></p> <p>Candidates can view all fields for all statuses. You can, however restrict for specific recruiting operator roles, the ability to select, or view fields by specified statuses. You can edit the <a href="#">Selectable By</a> and <a href="#">Visible To</a> using the <a href="#">Applicant Status Configuration</a> tool for specific statuses or edit the <a href="#">feature-permission</a> section of the <a href="#">Application XML</a> template by status.</p> </div>                                                                                                                                              | No                            | <a href="#">Application XML</a>                                                                                                                |
| <a href="#">Multistage</a>   | <p>Candidate completes set of application data at the initial application and can be granted permissions to either access other fields or edit their data depending on the status of their application. Recruiters operator role can view and write to different fields depending on the configuration for specified applicant status permissions.</p> | <p>You can configure the ability to select and view fields for both:</p> <ul style="list-style-type: none"> <li>Recruiting Operator Roles</li> <li>Candidates</li> </ul> <div> <p><b>Tip</b></p> <p>You can configure read/write permissions in the <a href="#">Requisition XML</a> template for both the candidate and for specified recruiting operator roles.</p> </div> <div> <p><b>Caution</b></p> <p>Recruiting operators ability to view and to select fields have restrictions based on applicant status. You can restrict visibility and the ability to select fields by applicant status for recruiting operators. You can configure permissions either by editing the <a href="#">Requisition XML</a> template or by using the <a href="#">Application Status Configuration</a> tool.</p> </div> | Yes                           | <a href="#">Requisition XML</a> <div> <p><b>Note</b></p> <p>For application data completed during initial application process only.</p> </div> |

| Stage Application Type     | Definition                                                                                                                                                           | Field Visibility Options                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Add/Edit Data Later? (Yes/No) | Field Permissions (template name) |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----------------------------------|
| <a href="#">Late Stage</a> | Some clients or customers allow recruiting users place a candidate in the main applicant status pipeline even when the candidate hasn't completed their application. | <p>You can configure the ability to select and view fields for both:</p> <ul style="list-style-type: none"> <li>Recruiting Operator Roles</li> <li>Candidates</li> </ul> <div> <p>→ Tip</p> <p>You can configure read/write permissions in the <a href="#">Requisition XML</a> template for both the candidate and for specified recruiting operator roles.</p> </div> <div> <p>⚠ Caution</p> <p>Recruiting operators ability to view and to select fields have restrictions based on applicant status. You can restrict visibility and the ability to select fields by applicant status for recruiting operators. You can configure permissions either by editing the <a href="#">Requisition XML</a> template or by using the <a href="#">Application Status Configuration</a> tool.</p> </div> | Yes                           | <a href="#">Requisition XML</a>   |

#### 📘 Note

An instance can be set up as a single-stage application environment or a multistage application environment. When multistage application is enabled, most of the application field permissions are read out of the [Job Requisition XML](#) instead of the [Application XML](#).

## OData Upsert Queries

For multistage applications, when you use [OData](#) upsert queries to add or edit applications within job requisitions, it's not possible to add information to random set of application fields. You can upsert information when you choose to provide information to all mandatory fields, regardless of application status for candidates.

## 21.7.5 Enabling Multistage Applications

You can turn on multistage applications in Provisioning.

### Prerequisites

- Applicant statuses are configured.
- Job requisition and job application templates are configured.
- Field permissions are configured in the job application template.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

When using the multistage application setting, all required fields for all status operators must be filled out before Recruiting users are able to change the applicant status to any *In Progress* status. That applicant can be moved to a disqualification status at any point regardless whether any required fields are completed. When configuring multistage applications, all statuses must be defined or the candidate can view all fields.

You can configure country/region-specific application fields that are visible to different operator roles other than the candidate by configuring overrides in the template file.

### Procedure

1. Log into Provisioning and select the company instance that you want.
2. Go to *Company Settings*.
3. Go to *Recruiting* section and select *Enable Multi Stage Application*.
4. Save your changes to finish.

#### → Recommendation

Rename both templates you plan to use for multistage applications. You can update the template names in the templates themselves from the `<template-name>` line using an XML editor.

1. [Configuring the Job Application Template for Multistage Applications \[page 1116\]](#)  
When you've enabled multistage applications in Provisioning, you must prepare your job application template.

2. [Configuring the Job Requisition Template for Multistage Applications \[page 1119\]](#)  
Perform these steps to configure your job requisition template so that you can run multistage applications.
3. [Enabling and Disabling Instruction Field Types for Multistage Applications \[page 1123\]](#)  
You can configure whether instruction fields appear to candidates when they view their application after a job requisition has closed.

## Related Information

[Manage Templates \[page 1602\]](#)

[Configuring the Job Requisition Template \[page 151\]](#)

[Configuring the Job Application Template in Provisioning \[page 1076\]](#)

[Job Requisition Element: Field Permission \[page 171\]](#)

[Job Application Element: Field Permissions \[page 1089\]](#)

## 21.7.5.1 Configuring the Job Application Template for Multistage Applications

When you've enabled multistage applications in Provisioning, you must prepare your job application template.

### Prerequisites

- Applicant statuses are configured.
- Field permissions are configured in the job application template.
- Multistage application is turned on in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Single-stage applications, the Recruiting operator, and candidate field access are determined through the `<field-permission>` element configured in the job application template. For multistage applications, however, you need to move **all** field permissions for Recruiting operator roles except for `id`, `resume`, `coverLetter`, `statusId`, and `comments` fields to the job requisition template. The `coverLetter` and `resume` fields are defined in the job requisition template for candidates and can also be defined by status. Refer to the Related Information section

of this topic to learn more about field permission configuration and behavior for your company job application template.

## Procedure

1. Go to [Provisioning](#) > [<Company Instance>](#) > [Manage Recruiting](#) > [Edit Job Requisition Application Template](#)
2. Download your job application template.
3. Use an XML editor to update the name of your job application template, in the `<template-name>` line.

### → Recommendation

Rename your template file to reflect that it's being used for multistage applications.

4. Update `feature-permission` elements in your job application template:
  - a. Open your renamed job application template.
  - b. Copy and paste everything under these field permissions over to a text file:
    - `<field-permission type="read">`
    - `<field-permission type="write">`
  - c. Save the text file to your hard drive.

This information is copied to your job requisition template later.
  - d. Return to the job application template you plan to use for multistage applications and remove all `refid` field elements except for the following:
    - `<field refid="statusId"/>`
    - `<field refid="resume"/>`
    - `<field refid="coverLetter"/>`
    - `<field refid="comments"/>`
    - `<field refid="id"/>`

### 📌 Note

The `resume` and `coverLetter` fields are read-only, but `statusId` field is writeable.

- e. Save your job application template.

### 🔗 Example

Field permissions in the job application template appear similar to this code snippet:

```
<field-permission type="read">
  <description><![CDATA[[Grant recruiter, sourcer, hiring manager and
    admin read access to the following fields]]></description>
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <field refid="resume"/>
  <field refid="coverLetter"/>
```

```

    <field refid="id"/>
    <field refid="comment"/>
  </field-permission>
  <field-permission type="write">
    <description><![CDATA[Grant recruiter, sourcer and hiring manager
      write access to the following fields]]></description>
    <role-name><![CDATA[S]]></role-name>
    <role-name><![CDATA[R]]></role-name>
    <role-name><![CDATA[T]]></role-name>
    <role-name><![CDATA[O]]></role-name>
    <role-name><![CDATA[G]]></role-name>
    <field refid="statusId"/>
  </field-permission>

```

5. Import your job application template in Provisioning.

## Results

You've prepared your job application template for multistage applications.

## Next Steps

You can now prepare your job requisition template.

**Task overview:** [Enabling Multistage Applications \[page 1115\]](#)

**Next task:** [Configuring the Job Requisition Template for Multistage Applications \[page 1119\]](#)

## Related Information

[Applicant Status in SAP SuccessFactors \[page 1036\]](#)

[Job Application Element: Field Permissions \[page 1089\]](#)

[Job Application Field Permission Configuration \[page 1090\]](#)

## 21.7.5.2 Configuring the Job Requisition Template for Multistage Applications

Perform these steps to configure your job requisition template so that you can run multistage applications.

### Prerequisites

- Applicant statuses are configured.
- The job application template has been prepared for multistage applications.
- Multistage application is turned on in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

In a multistage application environment, the applicant status set manages the interaction between statuses and the application field permissions. When you configure multistage applications, you have to define all statuses in the status set in the candidate permissions model in order for the candidates to be able to view all fields. To understand more about how application status sets and field permissions work for multistage applications, refer to the topics in the Related Information section.

### Procedure

1. Go to  [Provisioning](#)  [<Company Instance>](#)  [Manage Recruiting](#)  [Import/Update/Export Job Requisition Template](#) .
2. Download your job requisition template.
3. Update your job requisition template you want to use for multistage applications:

| Job Requisition Template Changes                  | Detailed Steps                                                                                                                                                                                      |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Update the name of your job requisition template. | You can change the name of your template as part of the <code>job-req-template</code> block, in the <code>&lt;template-name&gt;</code> element. Enter the name of the recently updated job applica- |

tion template in your job requisition template by following these steps:

1. Locate the `</application-status-config>` line in your job requisition template. Enter the name of your job application template you want to use for multi-stage applications in the *application-template-name* element.
2. Save your changes.

### Preparing field permissions for recruiting operator roles

Locate the text document where you saved the original field permission element from the job application you want to use for multistage applications.

1. Copy the original field permission for recruiting operators from your saved text file.
2. Paste the saved feature permission elements into the job requisition template between the *application-status-set name* element and before the feature permission block.
3. For all feature permissions pasted from the job application template, replace the *field refid* element with *field application-field-id*.
4. Update your field permissions.
5. Save your template.

#### → Recommendation

Suggested field permissions:

- Use read permissions for common application fields such as name and contact information that also include **resume**, and **coverLetter** fields. Same permissions for fields during system statuses such as *Auto Disqualified*, *Requisition Closed*, and all other system statuses.
- Use write permissions for interview statuses that include *phoneScreenDate*, *phoneScreenDetails*, and all other interview statuses. Same permissions apply towards all background check statuses.

### Preparing field permission block for candidates

Read permissions block for candidates for the *Default* status must be added for instruction fields and write permissions for the same statuses for fields that candidates can answer.

1. Locate *application-status-set name*.
2. Add your read permissions for instruction fields.



## Job Requisition Template Changes

## Detailed Steps

3. Add your write permissions for fields that candidates can answer.

4. Prepare and update your field permissions for recruiting operators:

## Job Requisition Template Changes

## Detailed Steps

### Recruiting operator roles

Locate the text document where you saved the original field permission element from the job application you want to use for multistage applications.

1. Copy the original field permission for recruiting operators from your saved text file.
2. Paste the saved feature permission elements into the job requisition template between the *application-status-set name* element and before the feature permission block.
3. For all feature permissions pasted from the job application template, replace the *field refid* element with *field application-field-id*.
4. Update your field permissions.
5. Save your template.

### → Recommendation

Suggested field permissions:

- Use read permissions for common application fields such as name and contact information that includes *resume*, and *coverLetter* fields. Same permissions for fields during system statuses such as *Auto Disqualified*, *Requisition Closed*, and all other system statuses.
- Use write permissions for interview statuses that include *phoneScreenDate*, *phoneScreenDetails*, and all other interview statuses. Same permissions apply towards all background check statuses.

5. Prepare and update your field permissions for candidates:

## Job Requisition Template Changes

## Detailed Steps

### Field permissions for candidates

Read permissions block for candidates for the *Default* status must be added for instruction fields and write permissions for the same statuses for fields below the status set element in the job requisition template.

1. Locate *application-status-set name*.

2. Add your read permissions for instruction fields.
3. Add your write permissions for fields that candidates can answer.

#### Note

If candidates can update their applications in other statuses, you can add permission blocks for them. If you have external candidates that are invited to complete the [Background Check](#) for remaining application fields, they can be added with write permissions.

6. Add the [candQuestions](#) feature permissions so that candidates can access and fill out prescreening questions for the default status.

#### Note

Ensure that all feature permissions are correctly set for interviews and offers for recruiting roles.

7. Save and import your job requisition template in Provisioning.

## Next Steps

You can now create emails to be sent to candidates to invite them to complete the rest of the application fields. Candidate emails can be associated with the respective status in the [Applicant Status Configuration](#). When the candidate moves to that respective status, email is sent out to the candidate automatically. To understand more about how sending out emails to candidates work, refer to that topic in the Related Information section.

**Task overview:** [Enabling Multistage Applications \[page 1115\]](#)

**Previous task:** [Configuring the Job Application Template for Multistage Applications \[page 1116\]](#)

**Next task:** [Enabling and Disabling Instruction Field Types for Multistage Applications \[page 1123\]](#)

## Related Information

[Configuring Recruiting Email Triggers \[page 1449\]](#)

[Job Requisition Element: Field Permission \[page 171\]](#)

[Job Requisition Element: Application Status Set \[page 178\]](#)

[Job Requisition Application Status: Field Permission \[page 179\]](#)

## 21.7.5.3 Enabling and Disabling Instruction Field Types for Multistage Applications

You can configure whether instruction fields appear to candidates when they view their application after a job requisition has closed.

### Prerequisites

- Multistage application is turned on in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- The job application and job requisition templates have been prepared for multistage applications.
- Instruction fields configured for multistage applications

#### 📘 Note

SAP Cloud Support can't perform configuration or template changes for the multistage environment.

### Context

All instruction fields appear to candidates by default when they view their application after the job requisition is closed. Perform these steps to change this behavior.

### Procedure

1. Go to [Admin Center](#) > [Manage Recruiting Settings](#) > [Applicant Profile Setting](#).
2. Select the *Hide Instruction fields on the Job Application when the Requisition is closed (for multistage applications)* checkbox.
3. Select *Save*.

**Task overview:** [Enabling Multistage Applications \[page 1115\]](#)

**Previous task:** [Configuring the Job Requisition Template for Multistage Applications \[page 1119\]](#)

## 21.7.6 Enabling and Configuring Late Stage Applications

The late stage application feature allows recruiting users to place a candidate in the main applicant status pipeline, even if the candidate has yet to complete an application.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Select ► [Provisioning](#) ► [Company Settings](#) ► [Enable Late Stage Applications](#) ►.
2. Select ► [Admin Tools](#) ► [Recruiting Email Triggers](#) ► [Enable Invite Candidate to Apply](#) ►.

When late stage application is enabled in Provisioning, an [Add To Requisition](#) option becomes available in the [Actions](#) menu and as a button on the applicant record of forwarded candidates.

3. Select [Add to Requisition](#) to move a candidate out of the Forwarded or Invited to Apply status and into the Default status.

If any e-mail is to be sent to candidates when they enter the Default status, an exception exists for forwarded candidates who are added to the requisition. These candidates don't receive the e-mail configured for candidates in the Default status.

At this point, certain additional functionalities like comments, status-triggered emails, and other application status features become available. However, the candidate is still not considered an applicant. The forwarded candidate warning message still appears on the application.

#### 📌 Note

Organizations must design a business process that ensures all candidates complete an application before an offer is extended. This is important for technical, functional, and compliance reasons.

4. To prompt the candidate to complete the application, the recruiting user chooses [Invite Candidate to Apply](#) on the application, or selects the checkbox next to the candidate in the applicant list and selects ► [Action](#) ► [Invite Late Stage Applicant](#) ►.

You can add [feature-permissions](#) for any status or operator role that's required.

You can use the [Invite Late Stage Applicant](#) multiple times. When [Late Stage](#) is used with multistage applications, candidates that respond to the invitation are able to view all fields for all statuses that include their current status.

## Note

When a Recruiter invites a candidate to apply, the email is sent to the candidate in the locale of the logged-in user. For example, if the Recruiter has logged in using **Deutsch (German)** locale, the candidate receives an e-mail in the German language.

Here are two **examples** of the *feature-permission* section of the *Job Requisition XML* template that defines which roles can access the *Invite to Apply* and *Invite Late Stage Applicant* by status:

```
<feature-permission type="lateStageApp">
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[W]]></role-name>
  <status><![CDATA[Default]]></status>
</feature-permission>
<feature-permission type="lateStageApp">
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[W]]></role-name>
  <status><![CDATA[Reviewed]]></status>
</feature-permission>
```

## 21.7.6.1 Using Late Stage Applications

Some organizations want to allow recruiting users to place a candidate in the main applicant status pipeline, even if the candidate hasn't yet completed an application. The late stage application feature supports this need.

### Prerequisites

- Late Stage Applications is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Recruiting Email Triggers is configured.
- *Invite Candidate to Apply* recruiting email template is enabled.

### Context

You can add candidates for *Late Stage* applications that are in either one of these two statuses in the candidate list for specific job requisitions:

- [Forward to Requisitions](#)
- [Invited to Apply](#)

## Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Job Requisitions](#) ►.

You're directed to the [Job Requisitions List](#) page.

2. Select the job requisition that you want.
3. Go to the [CANDIDATES](#) tab that directs you to the candidate list for that requisition.
4. Select the candidates you want.
5. Go to ► [Action](#) ► [Invite Late Stage Applicant](#) ►.

When you select [Add to Requisition](#) to move a candidate out of the [Forwarded](#) or [Invited to Apply](#) status, that candidate is moved to Default status. When you configure e-mails to send out to candidates in default status, candidates that originally started from forwarded status don't receive the e-mails.

6. Add the feature-permission section of the [Job Requisition XML](#) template to define which roles can access [Invite to Apply](#) and [Invite Late Stage Applicant](#) by status:

```
<feature-permission type="lateStageApp">
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[W]]></role-name>
  <status><![CDATA[Default]]></status>
</feature-permission>
<feature-permission type="lateStageApp">
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[W]]></role-name>
  <status><![CDATA[Reviewed]]></status>
</feature-permission>
```

### Note

You can use the [Invite Late Stage Applicant](#) action multiple times. When [Late Stage](#) is used with multistage applications, candidates that respond to the invitation are able to view all fields for all statuses that include their current status.

## Results

The candidate has been invited as a Late Stage Applicant. Once the candidate completes the application using the link provided in the [Invite Late Stage Applicant](#), that action is recorded under [Applicant Audit Trail](#).

## 21.7.7 Multistage and Late Stage Application Preview Tool

You can use the [Multistage and Late Stage Application Preview](#) to identify hidden fields to help you troubleshoot permission issues.

### Troubleshooting Field Configuration Issues

The [Multistage and Late Stage Application Preview](#) tool help you identify and troubleshoot which job application fields aren't configured correctly by specific job requisition templates. There's validation that looks at the following common permission configuration issues in the [Requisition XML](#) and [Job Application XML](#) templates:

- Country/Region Override permission for selected country/region is correctly configured.
- Permissions for applicant status for specific roles are correctly configured.
- Required permissions are configured correctly.
- Read and Write permissions are configured correctly.

### Enabling the Multistage and Late Stage Application Preview Tool

You can enable the [Manage Multistage and Late Stage Application Preview Tool](#) using role-based permissions. Once enabled, it's available from Admin Center.

### Multistage and Late Stage Application Preview Filters

You can filter permission issues for the following fields:

| Filter Name                              | More Information                                                                                                                                       |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Job Requisition Template</a> | You can filter by specific job requisition template.                                                                                                   |
| <a href="#">Operator</a> Role            | Operator role permissions you want to troubleshoot.                                                                                                    |
| <a href="#">Status</a>                   | Candidate status permissions you want to troubleshoot.                                                                                                 |
| <a href="#">Country</a>                  | Country/Region override permissions you want to troubleshoot.                                                                                          |
| <a href="#">Applicant Type</a>           | Filter one of these two applicant types: <ul style="list-style-type: none"><li>• <a href="#">INTERNAL</a></li><li>• <a href="#">EXTERNAL</a></li></ul> |

### → Tip

When you want to filter *Late Stage* applications only, select the *Late Stage* checkbox.

## Viewing Visible Fields Section

When you expand *Visible Fields* section for a specific job requisition, operator, candidate status, country/region, and Applicant Type, that there are two columns:

- *Editable*: Fields that have write permissions enabled in the *Requisition XML* and *Job Application XML* template.
- *Read Only*: Fields that have read permissions enabled in the *Requisition XML* and *Application XML* template.

## Troubleshooting Hidden Fields

Fields that have permission configuration issues show up under the *Hidden Fields* section. When you select the



icon next to the field you want to troubleshoot, a tooltip appears. This tooltip contains information about the permission configuration issue for that field.

## 21.7.7.1 Using the Multistage and Late Stage Application Preview Tool

When you've enabled the *Manage Multistage and Late Stage Application Preview*, you can view which fields weren't configured correctly based on filtered criteria.

### Prerequisites

- Multistage and Late Stage Applications enabled for your company instance.
- *Manage Multistage and Late Stage Application Preview* role-based permission enabled.

### Procedure

1. Go to ► *Admin Center* ► *Manage Multistage and Late Stage Application Preview* ► that directs you to that page.
2. Select the filters you want to use and select the *Submit* button.

When you select the *Submit* button, the list of visible and hidden fields are available to review.



## Results

You can now review hidden fields for issues.

## 21.7.8 Job Applications with HR Master Data

Job Applications in Recruiting provides the capability to reuse HR Master data (data defined in other modules) using Foundation Object and Generic Object. If you aren't looking for implementing job Applications with HR Master data, you can skip this section.

### 21.7.8.1 Configuring Job Application Template

This section describes how to configure Foundation Objects and Generic Objects within the Job Application template.

#### Prerequisites

- You have access to Provisioning.

##### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Or, you have access to Manage Templates.

#### Context

The XML attribute *object-type* helps to define Foundation Object and Generic Object field types in the job application template. To enable Foundation Object and Generic Object field types in the Job Application template, contact SAP Cloud Support.

##### 📘 Note

You can maintain *Job Application Template* for Foundation Object and Generic Object field types using *Manage Templates*.

- The XML attribute *object-type* is the type of Foundation Object or Generic Object.
- The attribute type is always set to *object*.

### Note

- FO/GO in the application do not support multiselect configuration.
- You can configure only custom fields as Foundation object or Generic Object for Job Applications. Even standard object fields such as Division, Department and Location need to be defined as `<custom = true>`.

For example, this snippet shows the definition for an object of type **Custom Department**.

```
<field-definition id="cust_department" type="object"
                  required="false" custom="true" object-type="Department">
  <field-label><![CDATA[Custom Department]]></field-label>
  <field-label lang="de_DE"><![CDATA[Custom Department]]></
field-label>
  <field-description><![CDATA[Custom Department]]></field-
description>
</field-definition>
```

## Procedure

1. In Provisioning, choose `<company name>`.
2. Choose [Edit Job Application Template](#) in the [Manage Recruiting](#) area.
3. Download the template and modify the contents of the job application template in the [Edit Job Application Template](#) page.
4. Upload the modified template.
5. Save your changes by choosing [Save Form](#).

## 21.7.8.2 Effective-Dated Foundation Objects and Generic Objects for Job Application

A Job Application can be created with fields of type Foundation Objects and Generic Objects that have currently inactive values, that become active in future.

For example, a Hiring Manager can start the hiring process for a new Location, which will become active in a month.

The standard application field with ID [startDate](#) is used to identify the date on which to validate, if a value is active or not. It ensures that the validation is not restricted to the current system date. If [startDate](#) field is not defined in the application template then the system uses the standard requisition [jobStartDate](#) field. If the Job Requisition [jobStartDate](#) field it is not defined in the Job Requisition template, then current system date is taken as default.

To configure the Foundation Objects and Generic Objects fields on the [startDate](#), go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) ► [Allow users to select only those instances that are active as of the date in the Start Date field in the Job Requisition, Application and Offer Detail pages](#) ►.

In general, the working is similar to that of [Job Requisition Details](#) page.

## 21.7.8.3 Field Criteria Definition for Job Applications

Just like cascading picklists are used to filter or restrict values on a field based on the value selected for another related field, Field Criteria is used to filter on objects (Foundation Object and Generic Object).

To apply field criteria, the objects need to be associated in the object definition in MDF on the Configure Object Definitions page.

A sample definition is as shown. Here, the child object has an association defined to the parent object. You can see only the Business Units (child objects) that are under the Legal Entity (parent object) that you selected earlier.

Employee Central maintains field criteria in the Succession Data Model (SDM). To use associations in Recruiting Management, field criteria has to be defined in the application template. Associations defined in the Succession Data Model aren't automatically copied to the application template.

Field criteria can only be defined for fields of type="object".

Field criteria is applicable in the following scenarios:

- UI
- OData

### Note

We recommend avoiding the following configuration for any operator:

- Parent field - Editable
- Child Field - Read Only

If there's such a configuration, you can't change the child field value. The system displays an error message informing that such an action isn't possible due to configuration issues. This is applicable when the Location field is both single select and multi-select.

The XML attribute field-criteria is defined from the child field to the parent field to form a child to parent relationship. For example, if Location is the parent field and Legal Entity is the child field, the field criteria must be included in the Legal Entity definition.

```
<field-definition id="custom_legalentity" type="object" required="false"
custom="true" object-type="LegalEntity">
  <field-label><![CDATA[Custom Legal Entity]]></field-label>
  <field-label lang="de_DE"><![CDATA[Custom Legal Entity]]></
field-label>
  <field-description><![CDATA[Custom Legal Entity]]></field-
description>
  <field-criteria sourceFieldName="cust_location.externalCode"
destinationFieldValue="custom_location"/>
</field-definition>
```

There are two tags available in **field-criteria**. They are:

- **sourceFieldName**

## Field Criteria Behavior for Parent and Child Field Permissions

| Parent Field Permission | Child Field Permission | Field Criteria Behavior                                                                                                                                                 |
|-------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| READ                    | WRITE                  | Field criteria is applied as defined in the Job Application template.                                                                                                   |
| READ                    | READ                   | Since parent and child have Read only permissions, there aren't any changes to the values and the field criteria is ignored.                                            |
| No READ and WRITE       | READ                   | As the child value can't be changed, the field criteria isn't applied.                                                                                                  |
| No READ and WRITE       | WRITE                  | Even though the child field has Write permission, you don't see any values in the child field dropdown as the parent doesn't have Read and Write permissions.           |
| WRITE                   | READ                   | While it's possible to save the offer on changing the parent value, even if the child value is incorrect. It's recommended that you don't modify the template this way. |
| WRITE                   | WRITE                  | As both parent and child fields have Write permissions, the field criteria is applied as defined.                                                                       |

## Field Criteria Association

| Parent field type       | Child field type        | sourceFieldName value (format               | Example                                                                                                                                                             |
|-------------------------|-------------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Generic Object | Standard Generic Object | <name of the association in MDF>.internalId | Parent field type: Division<br>Child field type: Department<br>Name of Association in MDF: cust_to_Division<br>sourceField-Name= <b>cust_to_Division.internalId</b> |

| Parent field type                                                    | Child field type                                                       | sourceFieldName value<br>(format)                               | Example                                                                                                                                                                                                                               |
|----------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Generic Object<br>(Effective dating= <b>Basic</b> )         | Custom Generic Object<br>(Effective dating= <b>Basic</b> )             | <name of the association in<br>MDF>.internalId                  | Parent field type: Division<br><br>Child field type: Cust_Unit<br><br>Name of Association in MDF:<br>cust_to_Division<br><br>sourceField-<br>Name= <b>cust_to_Division.in-<br/>ternalId</b>                                           |
| Standard Generic Object<br>(Effective dating= <b>Basic</b> )         | Custom Generic Object<br>(Effective dating= <b>From Pa-<br/>rent</b> ) | parent.internalId                                               | sourceFieldName= <b>parent.in-<br/>ternalId</b>                                                                                                                                                                                       |
| Custom Generic Object<br>(Effective dating= <b>Basic/<br/>None</b> ) | Custom Generic Object<br>(Effective dating= <b>From Pa-<br/>rent</b> ) | parent.mdfSystemInternal-<br>Code                               | sourceFieldName= <b>pa-<br/>rent.mdfSystemInternal-<br/>Code</b>                                                                                                                                                                      |
| Custom Generic Object<br>(Effective Dating= <b>Basic</b> )           | Custom Generic Object<br>(Effective Dating= <b>Basic</b> )             | <name of the association<br>in MDF>. mdfSystemInter-<br>nalCode | Parent field type:<br>cust_GO_Parent<br><br>Child field type:<br>cust_GO_Child<br><br>Name of Association in MDF:<br>cust_Child to_Parent<br><br>sourceField-<br>Name= <b>cust_Child to_Pa-<br/>rent. mdfSystemInter-<br/>nalCode</b> |
| Standard Foundation Object<br>Example, LocationGroup                 | Standard Foundation Object<br>Example, Location                        | <Name of the parent field<br>Foundation Object>                 | Parent field type: Loca-<br>tionGroup<br><br>Parent field ID: loca-<br>tionGroup_obj<br><br>Child field type: Location<br><br>Child field ID: location_obj<br><br>sourceFieldName= <b>loca-<br/>tionGroup_obj</b>                     |

| Parent field type                                                                                                                                                                                                                                                                                                                                                                      | Child field type                  | sourceFieldName value (format)            | Example                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Foundation Object                                                                                                                                                                                                                                                                                                                                                             | Standard or Custom Generic Object | <WrapperGOForParentFO>.externalCode       | Parent field type: Location<br><br>Child field type: cust_State_GO<br><br>Name of Association in MDF: cust_State_to_Location<br><br>sourceFieldName= <b>cust_State_to_Location.externalCode</b> |
| <div>  <b>Note</b> <ol style="list-style-type: none"> <li>1. First a wrapper Generic Object is created for the parent Foundation type.</li> <li>2. An association is then defined from the child Generic Object to the Parent type Wrapper Generic Object of the Foundation Object.</li> </ol> </div> |                                   |                                           |                                                                                                                                                                                                 |
| Standard Generic Object                                                                                                                                                                                                                                                                                                                                                                | Standard Foundation Object        | <Name of the Parent field Generic Object> | Parent field type: Department<br><br>Parent field ID: department_obj<br><br>Child field type: Location<br><br>Child field ID: location_obj<br><br>sourceFieldName: Department                   |

- **destinationFieldValue**  
The field ID of the parent field as defined in the job application template.

## 21.7.8.4 Permissions for Job Applications

There are three types of permissions for object fields in Application templates.

- Template role permissions
- Object level permissions
- Target population

These permissions are executed in a specific sequence. At any point in time, if one of these permissions fail, the next set of permissions are not executed. You can define permissions based on the type of Job Application and on the country/region of the candidate.

## 21.7.8.5 Foundation Object and Generic Object Fields in Ad Hoc Reports for Job Applications

While generating Ad Hoc reports in SAP SuccessFactors, you can include Foundation Object and Generic Object fields defined in the Job Application template.

For custom Foundation Object and Generic Object fields types on the Job Application to be available in Ad Hoc reports, it must be configured in ► [Provisioning](#) ► [Managing Recruiting](#) ► [Configure reportable custom fields](#) ►. These fields would then also be available for filtering and can be used to filter records in a report.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### ⓘ Note

For the Foundation Object and Generic Object fields, the Role-Based Permissions and Target Population are not honored while viewing, generating, sharing, or downloading a report.

RBP and Target Population permissions are considered while viewing, generating, sharing, or downloading a report. If you don't have the required permissions (a minimum of Read permission on the Entity), the values aren't visible. The values are blanked out even when you try to filter based on these values when you don't have permissions.

In Ad hoc reports, you can display the effective-dated version of the Foundation Object and Generic Object - `externalName`.

To display the effective-dated version of `externalName` object, the *Allow users to select only those instances that are active as of the date in the Start Date field in the Job Requisition, Application and Offer Detail pages* option must be enabled in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) ►.

If this option is not enabled, the current system date is used as the value for the `externalName` object, in the Ad hoc report.

| Status   | Description                                                                                                                                                                                                          |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disabled | The name is as of the current system date.                                                                                                                                                                           |
| Enabled  | RBP and Target Population permissions are considered while viewing, generating, and sharing reports. The value displayed is always from the effective-dated version (active or inactive), that is, as of 31-12-9999. |

## 21.7.8.6 Foundation Objects and Generic Objects for Job Applications

Supported areas for Foundation Objects and Generic Objects in Job Application.

You can include custom fields of type Foundation Objects and Generic Objects in the application template. Changes to values are captured in the Application history. You can also use these fields as tokens. Customers can search job applications based on object fields in the new applicant workbench.

If you wish to populate data into FO/GO fields on the application from the Job Requisition, you can create business rules to auto-populate. This is different to how data flows from FO/GO on the Offer Template.

Business rules on objects within the application template support change rule (onChange) and save rule (onSave) types.

Objects on the application template only allow a single value to be selected.

Objects support role-based permissions (RBP) and permissions defined in the XML template just like any other field.

Objects within the application template are only supported on the new application workbench, the fields are not visible on the legacy workbench.

Objects on the application are supported to map data to flow to Offer Approval Template, Onboarding and Employee Central. Mapping to Onboarding is done from the admin page called Recruit-to-hire. Mapping to EC is done via a transformation template configured in Provisioning.

You can configure objects on the application to be tokens to be used in email or offer templates, this is configured in provisioning.

You can import Candidate Applications with Foundation Object and Generic Object fields in bulk through the job applications import job in Provisioning. However, you can import job applications with other fields in bulk.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### ⓘ Note

- Legacy data migration bulk imports are supported using Scheduled Job for Foundation Objects and Generic Objects in job applications.
- Integration Center doesn't support upserting/updating Foundation Objects and Generic Objects in job applications.

## 21.7.8.7 OData Operation for Job Application

The Foundation Object/Generic Object fields that are defined in the Candidate Application template are available for OData API operations under the following conditions:

### Generic Object Fields



- The Object definition (MDF Entity) must have the API Visibility set appropriately (Editable or Read-only).
- Under Object definition, if the Generic Object field isn't marked as Secured, no permissions are considered while accessing data for the Generic Object.

For the secured Generic Object,

- If the API user has OData MDF Admin access ([Admin access to MDF OData API](#)), no RBP permissions are considered
- If the API user doesn't have the permission, apply RBP Object Level permission and Target Population permission.

#### ⓘ Note

##### API validations for Generic Object fields

Permission validation is performed on data retrieval and modification.

#### ⓘ Note

Following are the prerequisites for any operation on MDF entities:

- ▶ [Metadata Framework](#) ▶ [Read/Write Permission on Metadata Framework](#) ▶ )
- ▶ [Admin access to ODATA API](#) ▶ [Manage Integration Tools](#) ▶ )

### Foundation Object Fields

- If the API user has [Employee Central API](#) permissions, no RBP permissions are considered. The user can access all Foundation Object data on the Requisition.
- If the API user doesn't have the permission, RBP Permissions (Under Manage Foundation object types) on the entity is considered

#### ⓘ Note

- **API validations for Foundation Object fields.**  
Permission validation is performed on data retrieval and modification.  
Data validation such as externalCode and field criteria validations are performed only on data modification (INSERT/UPSERT/UPDATE).
- SFAPI doesn't support Foundation Objects and Generic Objects in Candidate Profile.

## 21.7.9 Using Applications

### 21.7.9.1 Identify New and Updated Applications

Recruiting users viewing the candidate summary page can identify new and updated applications by viewing the [New](#).

The [New](#) column contains one of the following values:

- [New](#): This value appears for applicants that the recruiting user hasn't yet opened up. As soon as the recruiting user opens the applicant, the "New" flag disappears.

- **Updated:** This value is only available in environments that have multi-stage application functionality enabled. This value appears when the candidate has edited the application since the recruiting user last viewed the application. This value disappears once the recruiting user opens the applicant.
- **Blank:** The applicant doesn't fit in either of the scenarios, New or Updated.

#### ⓘ Note

The flag that indicates that there are new candidates appear for job requisitions appear only appear for new candidates that you've never selected previously.

## 21.7.9.2 About Sending Emails From Candidate Application

Recruiting users can initiate outgoing emails to applicants from within the product.

To email en masse, check the boxes next to several applicants in the [Candidate Summary](#) page on the requisition and click [Contact Candidate](#).

The send email screen allows the recruiting user to select from the Recruiting Email templates. The language field defaults to the recruiting user's language but the recruiting user can select an alternative language.

The email sends as shown, except that each user listed in the Candidates and CC field receives an independent copy of the email; candidates can't see each other's email addresses.

If desired, the recruiting user can attach one or more documents that appear as attachments on the email.

Emails sent to an applicant through the Recruiting Management product is in the Correspondence portlet on the application record.

While emailing Agency candidates through the job applications, use the [Send to Agency](#), or [Send to Candidate](#), or [Send to Both](#) options to send emails.

## 21.7.9.3 Print or Save Applications

A Recruiting user can choose to print the application's hard copy, or save the applications to their local computer.

- While a Recruiting user can collapse some sections of an application, you can't change the default the print view to hide or display different sections.
- Resumes can also be printed en masse from the inline resume viewer as accessed from the candidate summary page.

#### ⓘ Note

Customizing the print layout isn't supported.

### Working with Candidate Profile Printing

When viewing a candidate summary page, the Recruiting user can check the boxes next to several applicants and select ► [Actions](#) ► [Print or Save](#) ►.

A pop-up window prompts the Recruiting user to select which elements of the application they wish to include in the PDF document being printed or saved. The Recruiting user can select between only candidate-entered data, or from all data saved on the application.

After making appropriate content selections, the Recruiting user can choose [Print Preview](#) or [Save to File](#).

[Print Preview](#) pulls up a print-friendly PDF copy of the selected applications. The act of creating the PDF can take a few moments, during which a loading screen displays.

Once the PDF is created, the Recruiting user sees a single PDF document containing all the relevant content, and can easily print in a single action.

[Save to File](#) pulls up a compressed (zipped) file that contains a PDF copy of the application, resume, and cover letter for each selected applicant. The act of creating the zipped file can take a few moments, during which a loading screen displays.

When finished, the Recruiting user is prompted to download the zipped file.

The Recruiting user can then save the zipped file to the desired location on their computer.

Alternatively, the Recruiting user can choose to print one applicant at a time from within the application record using the [Print Application Detail](#) button.

A print-friendly version of the application appears.

The Recruiting user can choose to collapse sections of the application, leaving the section heading visible in the printed copy. The Recruiting user can also select [Display Options](#) and unselect sections of the application, which removes them altogether from the printed copy. Resumes and cover letters can't be included in this single-record print approach.

## 21.7.9.4 Save a Partially Completed Application

Candidates can fill in part of an application and return later to finish the remaining application and apply.

It's possible to configure the system to allow the applicant to save an in-progress application and return to complete it at a later date. When enabled, a Save button displays on the application and a Saved Applications tab is available to logged-in candidates.

### Quick Facts:

- It isn't possible to complete a draft application after the job posting has expired or been removed.
- It isn't possible to report on whether or not a candidate has a draft application, or report on data from a draft application
- There's no notification reminder or email option for candidates who have incomplete, draft applications.

## 21.7.9.5 Application Prescreen Questions for Candidates

When the requisition includes prescreen questions, candidates applying to the job are presented with the prescreen questions on the application.

These questions are found at the bottom of the application page during their initial application. If some of the questions are set up as cascading questions, more questions can appear as the candidate completes the visible questions.

### ⚠ Restriction

If you're creating requisitions with free-text questions and the candidate applies for this job, then answers can't include end-of-line characters.

## Related Information

[Requisition Pre-Screen Questions \[page 282\]](#)

## 21.7.9.6 View Completed Application Prescreen Questions

Recruiting users with appropriate permissions to the `questionResponse` field see a [Screening Details](#) section on the application page. This section lists all the applicant's responses to the prescreen questions.

Recruiting users with appropriate permissions see [Rating](#) (from the `averageRating` field) that contains the total sum of all points assigned to weighted questions.

Rating is also available in the candidate summary display options and can be used to sort applicants to find the highest-rated applicants.

## 21.7.9.7 Enabling the Addition of Attachments to a Previously Submitted Application

Enabling this setting allows users to upload attachments after they've already applied to a job.

## Prerequisites

You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

Navigate to **Provisioning** > **Company Settings** and select *Enable Additional Attachments Post Application*.

*Application XML* contains one or more attachments — or `<multiattachmentselection>` — fields.

- In a multistage application environment, this task is best done by using the multistage functionality.
- The language on this option is adjusted automatically depending on the instance settings:
  - Multistage and Enable Additional Attachments: View/Edit Application and Add Attachments
  - Single Stage and Enable Additional Attachments: View Application and Add Attachments (only if the attachment field is empty and candidates didn't add attachments during the initial application process.)
  - Multistage and disable Additional Attachments: View/Edit Application
  - Single Stage and disable Additional Attachments: View Application

### Note

Uploaded documents won't appear unless you configure the field as `<multiattachment>` or as `<multiattachmentselection>`.

## Results

Candidates can now upload attachments to an existing job application by selecting *View/Edit Application and Add Attachments*. However, if it's a **Single Stage** application environment, then candidates can upload attachments only if they didn't add them during the initial application process.

### Note

Candidates can delete the standard resume and cover letter attachments from the Application. Once attachments have been deleted, they aren't searchable. You can still view the file's content and it's still visible in the audit record, but the content isn't editable.

## 21.8 Interviews in SAP SuccessFactors

Interviews are an important part of the candidate selection process. With SAP SuccessFactors Recruiting you can schedule interviews, communicate with candidates about interviews, and assess candidates after the interview.

## Related Information

[Configuring Interview Central \[page 1168\]](#)

[Configuring Interview Scheduling \[page 1142\]](#)

## 21.8.1 Configuring Interview Scheduling

Configure interview scheduling to enable recruiters to specify their availability for interviews, organize interviews with other interviewers, and email candidates about available interview times.

### Prerequisites

- At least one pipeline step with the Interview Assessment permission is configured in the Job Requisition template.

```
<feature-permission type="interviewAssessment">
  <description><![CDATA[The following roles can launch interviews]]></description>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[W]]></role-name>
  <role-name><![CDATA[Q]]></role-name>
  <status><![CDATA[Interview]]></status>
</feature-permission>
```

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have the [Enable Calendar](#) and [Enable Interview Scheduling Permission](#) permissions.
- All relevant Recruiting users have the [Calendar](#) and [Interview Scheduling](#) permissions.
- V12 Career Site is enabled.
- If using Data Retention Management, DRM 2.0 is required. DRM 1.0 isn't supported.

### Context

#### ⚠ Caution

Don't enable interview scheduling if your organization needs to use the OData API to create/update/upsert the `JobApplicationInterview` entity or related navigational properties, like `interviewer` or `interviewOverallAssessment`.

When interview scheduling is enabled, the OData API isn't supported for interview-related entities or navigational properties. Use the UI to manage interview records, such as scheduling interviews or providing ratings, instead.

## Procedure

1. Use picklist management tools in Admin Center to configure a picklist for interview virtual location and interview location.
2. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► and check *Enable Interview Scheduling*.
3. [Set virtual interview locations](#) and [Set face-to-face interview locations](#) to map the two interview scheduling picklists.
4. Go to ► [Admin Center](#) ► [Recruiting Email Triggers](#) ► and configure the following email triggers:
  - Candidate Self-Schedules Interview
  - Interview Confirmation to Candidate
  - Interview Confirmation to Organizers
  - Interview Confirmation to Interviewers
  - Interview Delete Notification
  - Interview Availability Notification
  - Interview Cancellation to Organizers
  - Booked Interview Cancellation to Interviewers
  - Booked Interview Cancellation to Organizers
  - Booked Interview Reschedule Email to Candidate
  - Candidate Interview Response Reminder
  - Booked Candidate Interview Update
  - Cancel Interview Notification
  - Interview Invite Failure Notification to Organizers

## Results

You can now start scheduling interviews at ► [Recruiting](#) ► [Interview Scheduling](#) ►.

The [Interviewers](#) section on the job application no longer exists.

## Next Steps

You can now choose to integrate interview scheduling with Microsoft Office Outlook or enable text message notifications for interviews. If you choose to integrate interview scheduling with Microsoft Office Outlook, you can choose to integrate either using basic authentication or modern authentication.

If you need to delete requisitions after interview scheduling is enabled, use the [Job Requisition Delete](#) feature in the Admin Center.

## Related Information

[Setting Up Short Message Service \(SMS\) Notifications with Recruiting List of Role-Based Permissions](#)

### 21.8.2 Interview Scheduling with Winston

If have a license for *SmartRecruiters Winston for SAP SuccessFactors*, you can enable candidates to self-schedule their interview using SmartRecruiters Winston.

As an interview coordinator, you can use [Interview Scheduling](#) to send an email invitation to candidates that enables them to use Winston to schedule their own interview.

#### Note

Currently, this feature is only made available on request. If you're interested in using this feature, please contact your Account Executive to get started.

For more information, refer to [SmartRecruiters Winston for SuccessFactors](#)  (requires sign-in with a SmartRecruiters account).

### 21.8.3 Microsoft Outlook Integration for Interview Scheduling

Outlook Integration for Interview Scheduling enables you to access and use the Microsoft Outlook Calendar for scheduling interviews, viewing meeting times, and using invitations.

You can schedule interviews using up-to-date interviewer availability information that is made available through Microsoft Outlook Calendar. Times that are blocked for meetings or other activities doesn't show on the availability grid.



START 0.5 hour 1 hour 1.5 hours 2 hours 2.5 hours 3 hours

Add Interviewer by  
☒ Name ☐ Role in Requisition

Available Time Slots  
 Central Daylight Time (UTC - 05:00) ☐ Show slots even if some interviewers are not available 1 candidates can book same slot.

< 09/07/2015 >

|                         | Monday, 7                                                                                                                                                                                                                                                                                                                              | Tuesday, 8                                                                                                                                                                                                                                                                                 | Wednesday, 9                                                                                                                                                                                                                                                                               | Thursday, 10                                                                                                                                                                                                                                                                               | Friday, 11                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                            |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Early Morning (1am-9am) | 08:00AM to 08:30AM<br>08:30AM to 09:00AM                                                                                                                                                                                                                                                                                               | 08:00AM to 08:30AM<br>08:30AM to 09:00AM                                                                                                                                                                                                                                                   | 08:00AM to 08:30AM<br>08:30AM to 09:00AM                                                                                                                                                                                                                                                   | 08:00AM to 08:30AM<br>08:30AM to 09:00AM                                                                                                                                                                                                                                                   | 08:00AM to 08:30AM<br>08:30AM to 09:00AM                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                            |
| Day Time (9am-5pm)      | 09:00AM to 09:30AM<br>09:30AM to 10:00AM<br>10:00AM to 10:30AM<br>10:30AM to 11:00AM<br>11:00AM to 11:30AM<br>11:30AM to 12:00PM<br>12:00PM to 12:30PM<br>12:30PM to 01:00PM<br>01:00PM to 01:30PM<br>01:30PM to 02:00PM<br>02:00PM to 02:30PM<br>02:30PM to 03:00PM<br>03:00PM to 03:30PM<br>04:00PM to 04:30PM<br>04:30PM to 05:00PM | 09:00AM to 09:30AM<br>09:30AM to 10:00AM<br>10:00AM to 10:30AM<br>10:30AM to 11:00AM<br>11:00AM to 11:30AM<br>12:00PM to 12:30PM<br>12:30PM to 01:00PM<br>01:30PM to 02:00PM<br>02:00PM to 02:30PM<br>02:30PM to 03:00PM<br>03:00PM to 03:30PM<br>04:00PM to 04:30PM<br>04:30PM to 05:00PM | 09:00AM to 09:30AM<br>09:30AM to 10:00AM<br>10:00AM to 10:30AM<br>10:30AM to 11:00AM<br>11:00AM to 11:30AM<br>12:00PM to 12:30PM<br>12:30PM to 01:00PM<br>01:30PM to 02:00PM<br>02:00PM to 02:30PM<br>02:30PM to 03:00PM<br>03:00PM to 03:30PM<br>04:00PM to 04:30PM<br>04:30PM to 05:00PM | 09:00AM to 09:30AM<br>09:30AM to 10:00AM<br>10:00AM to 10:30AM<br>10:30AM to 11:00AM<br>11:00AM to 11:30AM<br>12:00PM to 12:30PM<br>12:30PM to 01:00PM<br>01:30PM to 02:00PM<br>02:00PM to 02:30PM<br>02:30PM to 03:00PM<br>03:00PM to 03:30PM<br>04:00PM to 04:30PM<br>04:30PM to 05:00PM | 09:00AM to 09:30AM<br>09:30AM to 10:00AM<br>10:00AM to 10:30AM<br>10:30AM to 11:00AM<br>11:00AM to 11:30AM<br>12:00PM to 12:30PM<br>12:30PM to 01:00PM<br>01:30PM to 02:00PM<br>02:00PM to 02:30PM<br>02:30PM to 03:00PM<br>03:00PM to 03:30PM<br>04:00PM to 04:30PM<br>04:30PM to 05:00PM | 09:00AM to 09:30AM<br>09:30AM to 10:00AM<br>10:00AM to 10:30AM<br>10:30AM to 11:00AM<br>11:00AM to 11:30AM<br>12:00PM to 12:30PM<br>12:30PM to 01:00PM<br>01:30PM to 02:00PM<br>02:00PM to 02:30PM<br>02:30PM to 03:00PM<br>03:00PM to 03:30PM<br>04:00PM to 04:30PM<br>04:30PM to 05:00PM |
|                         | Evening (5pm-1am)                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                            |

0 time slots selected to cover 3 interview sessions

Selected Available Already sent

You can send meeting invites to interviewers to help them track and attend the interview on time. You can also get their responses using hello. The email invite sent to an interviewer allows the interviewer to accept, decline, provide a tentative response, or propose a new time by choosing the corresponding response buttons.

Candidate interviews can be rescheduled as necessary and interviewers can remove previously scheduled interviews using the Microsoft Outlook Calendar.

The HCM suite dashboard displays candidate responses. To view the candidate's response to the meeting invite, go to [Recruiting](#) [Scheduling](#).

### Note

The back-end system updates interviewer and room availability statuses once an hour.

From 1H 2024 onwards, you can set up custom service connection and grant admin consent to enable Microsoft Outlook for SAP SuccessFactors processes, using the [Work Tech Configuration](#) page. For more information, refer **Related Information**.

### Note

- The [Set Up Interview Scheduling Outlook Integration](#) page will no longer be supported for scheduling interview using Microsoft Outlook.
- For existing customers, all configurations and set up for Microsoft Outlook in Interview Scheduling is moved to [Work Tech Configuration](#).
- You can use the [Work Tech Configuration](#) page to set up new configurations or modify exiting configurations.

## Related Information

[Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes](#)

### 21.8.3.1 Technical Details for Interview Scheduling Outlook Integration Using Modern Authentication

Learn about using Modern Authentication for Interview Scheduling Outlook Integration (ISOI) with Microsoft Exchange Online and Microsoft Office 365.

Interview Scheduling Outlook Integration (ISOI) supports integration with Microsoft Exchange Online and Microsoft Office 365 using Modern Authentication. Exchange Online supports this integration with or without multifactor authentication enabled. ISOI connects to Exchange Online using Microsoft Graph and Microsoft Authentication libraries, which implement OAuth 2.0 token-based authorization.

Integrating Interview Scheduling with Exchange Online and Outlook 365 using Modern Authentication follows these two tasks:

1. Registering an application for your Service Account in Microsoft Azure portal and noting down the credentials. For more information, refer to the *Important Considerations While Registering an Application on the Azure Portal* section in this topic.
2. Setting up connection for ISOI with Exchange Online on the ► [Admin Center](#) ► [Work Tech Configuration](#) ▾ page. For more information, refer to *Integrating Interview Scheduling with Microsoft Office Outlook Using Modern Authentication*.

### Important Considerations While Registering an Application on the Azure Portal

Azure Active Directory (Azure AD) manages the connectivity of Office 365 with Interview Scheduling and Exchange Online. To set up this integration, you must register an application with Azure AD and use the information generated in Azure AD to configure ISOI. For detailed information about the steps to register an application on the Azure portal, refer to **Microsoft documentation**.

While registering your application on the Azure portal, ensure that you complete the following actions:

- Note down the following information generated in Azure AD:
  - Application (client) ID
  - Directory (tenant) ID
  - Client secret value

#### Note

To prevent problems that can occur when a client secret expires, you can set the client secret to “never expires” when you register your application on the Azure portal.

- Note down the email ID of the Service Account associated with your application. For example: `Interview.Scheduling@customerdomain.com`.

### Note

If you're switching over from Basic Authentication to Modern Authentication, use the same email ID associated with the Service Account in Exchange Web Server. This ensures that previously scheduled interviews and meetings, and settings for email triggers are retained in the new setup.

- Ensure that you choose the following API permissions and grant admin consent to allow ISOI to access the required Graph APIs for sending or receiving emails, and accessing the calendars of organizers and interviewers:
  - [Delegated permissions](#)  
Calendars: `Calendars.Read.Shared` and `Calendars.ReadWrite.Shared`
  - [Application permissions](#)  
Calendars: `Calendars.Read` and `Calendars.ReadWrite`  
Mail: `Mail.ReadWrite` and `Mail.Send`  
With these permissions, you can attach files up to 3 MB to the meeting invites.

### Note

If you need to attach files greater than 3 MB to the meeting invites, Microsoft recommends enabling the `Mail.ReadWrite` Application permission.

## Service Account

The ISOI feature uses a Service Account to authenticate and to interact with Microsoft Exchange Online. The Service Account is a normal Exchange account and all interaction with Exchange Online is done through this Service Account. The Service Account creates, sends, updates, or deletes meeting requests for any users and resources you want to include in the interviewing process.

## Security Considerations

The ISOI acts as a client or user to read free and busy times and manages meeting notices sent from the Service Account. ISOI doesn't store any schedule or email data except interview data managed by SAP SuccessFactors.

### Note

Customer security teams need to understand the implications of implementing ISOI in their specific situations. SAP SuccessFactors encourages customer security teams to discuss the implementation of Exchange Online with the customer Exchange support staff or the email service provider.

## Questions and Answers

1. Does ISOI support multiple domains in a tenant?  
No.

2. Can meetings scheduled in Outlook 365 be retained when switching over from Basic Authentication to Modern Authentication?  
Yes. While creating your account in Azure AD, ensure that you use the same email ID associated with your Service Account in Microsoft Exchange Web Server (EWS). By retaining the same email ID, meetings scheduled in Outlook 365 for upcoming interviews are automatically migrated to Azure AD.
3. Is there a way to test this connection?  
Yes. The ISOI Admin Tool can test the connection. This test can be run at any time and must be completed successfully before ISOI is enabled.
4. Does ISOI support HTTP protocol while using Modern Authentication to connect with Exchange Online?  
No. ISOI supports only HTTPS protocol to connect with Exchange Online.
5. Does ISOI support Modern Authentication if Multifactor Authentication (MFA) is enabled for only few users in Exchange Online?  
Yes. ISOI supports Modern Authentication irrespective of whether MFA is enabled for all or few users in Exchange Online.
6. Are there any known limitations that I must be aware of while switching over from Basic Authentication to Modern Authentication?  
In ISOI using Basic Authentication, you can forward an interview email notification to an existing interviewer in a booked interview. You can find this option by expanding the interview panel and choosing the interviewer's photo.  
ISOI using Modern Authentication is designed to support this functionality. However, the Microsoft API necessary for this functionality to work is currently not available.
7. Is a hybrid Outlook landscape with some users using on-premise Outlook and others using Office-365 (Cloud) supported?  
No.

## Related Information

[Integrating Interview Scheduling with Microsoft Office Outlook Using Modern Authentication \[page 1148\]](#)

### 21.8.3.2 Integrating Interview Scheduling with Microsoft Office Outlook Using Modern Authentication

Learn how to use Modern Authentication to integrate Interview Scheduling with Microsoft Azure Active Directory and Exchange Online.

## Context

Set up custom service connection and grant admin consent to enable both Microsoft Outlook and Teams online meetings for SAP SuccessFactors processes, such as interview scheduling using Outlook and Teams online meetings.

## Procedure

1. Go to [Admin Center](#) > [Manage Recruiting Settings](#).
2. Choose [Verify and Connect](#) from [Microsoft Integrations with Interview Scheduling](#) > [Validate your connection with Microsoft 365 using this option](#).
3. Choose [Enable Microsoft Outlook Integration](#).
4. Choose [Save](#).
5. To Set up custom service connection and grant admin consent to enable Microsoft Outlook meetings for SAP SuccessFactors processes, such as interview scheduling using Outlook, refer to [Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes](#) link in the **Related Information** section.

## Related Information

[Enabling Microsoft Outlook and Teams Online Meetings for SAP SuccessFactors Processes](#)

### 21.8.3.3 Booking Rooms with Outlook Integration

Room bookings are supported with Outlook integration.

## Context

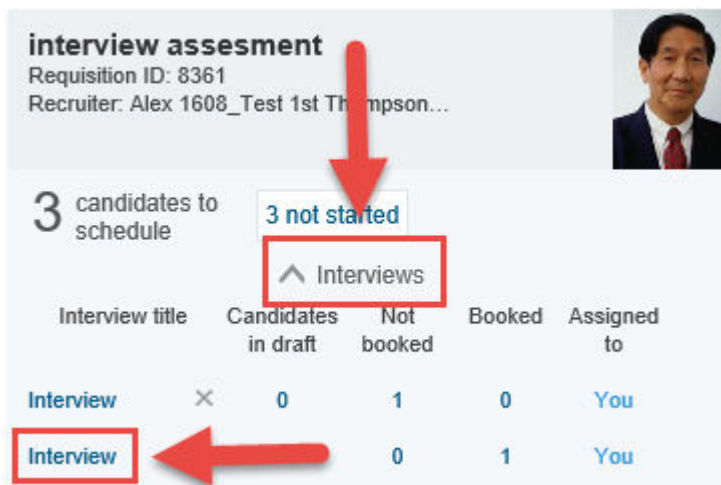
Admins must keep a record of the file to make updates. Rooms can't be downloaded from the Admin page and a full file needs to be uploaded each time. Uploading only delta rooms clears the existing rooms.

## Procedure

1. To configure rooms, import a list of meeting rooms and details using [Recruiting](#) > [Manage Recruiting Settings](#) > [Microsoft Integrations with Interview Scheduling](#) > [Import Interview Rooms](#). The file format must be comma-separated value (CSV).

Column headings in the CSV file must be in uppercase and must follow this order: email, room\_name, location, phone, capacity, and status. Appropriate values for the status are active or inactive (case sensitive, lowercase).

2. Navigate to [Recruiting](#) > [Interview Scheduling](#).
3. Choose a candidate profile and click [Interviews](#) > [Interview](#).



4. Select the rooms. Organizers see a link to add possible rooms to the interview. They can include multiple rooms that can be suitable for the interview, and the system picks the first room that is available in no particular order. Pick multiple rooms if you're doing Candidate Self-Scheduling to improve the chances of room availability by the time the candidate books.
5. Receive room confirmation. Once the slot is booked, the Interviewers and first available room receive a meeting invitation, and the room appears in the *location* field on the meeting invite. If rooms are unavailable, the Organizer receives an e-mail notification saying the room declined (assuming the *Outlook Response to Interview Organizer* e-mail trigger is configured). If the room declines, the Organizer can go to the *Interview Scheduling* dashboard and change the room by clicking on the room icon on the *Candidate Card* in *Booked*.

### 21.8.3.4 Setting Up E-Mail Notifications for Interview Scheduling Responses

Set up e-mail notifications and e-mail triggers for the Outlook Integration for Interview Scheduling, so that a notification is triggered when interviewers and rooms respond to a meeting invitation.

#### Procedure

1. Go to ► *Admin Center* ► *Manage Recruiting Email Templates* ► to enable the e-mail trigger.
2. Configure a template including the tokens *Outlook\_Interview\_Respondent* and *Outlook\_Interview\_Response*.
3. Go to ► *Admin Center* ► *Manage Recruiting Email Triggers* ► and enable the *Outlook Response to Interview Organizer* trigger.

## Results

The e-mail trigger automatically sends an email notification to all of the assigned Organizers. Customers can also choose to include any Recruiting Roles on the e-mail.

### 21.8.4 Microsoft Teams Integration for Interview Scheduling

Microsoft Teams Integration for Interview Scheduling enables you to include Microsoft Teams meeting information when you schedule an interview.

You can do the following:

- Add a Microsoft teams virtual conference room and meeting information as part of the interview scheduling process.
- Select single or a panel of interviewers when scheduling the online interview with Microsoft Teams.
- Trigger emails which includes Microsoft Teams meeting information based on the action of candidates, interviewers, and organizers.

#### Note

- For an existing customer who is already using the Outlook Integration for Interview Scheduling, this option is enabled by default in the Admin Center.
- For a new customer opting for the Microsoft Teams Integration for Interview Scheduling feature, you've to set up the integration between your SAP SuccessFactors system and Microsoft 365 in the Work Tech Configuration page.

#### 21.8.4.1 Technical Details for Interview Scheduling Teams Integration

Learn about Interview Scheduling Teams Integration with Microsoft Exchange Online and Microsoft Office 365.

Microsoft Teams Integration with Interview Scheduling supports integration with Microsoft Exchange Online and Microsoft Office 365. Microsoft Teams connects to Exchange Online using Microsoft Graph and Microsoft Authentication libraries, which implement OAuth 2.0 token-based authorization.

Integrating Interview Scheduling with Exchange Online and Outlook 365 using Modern Authentication follows these two tasks:

1. Registering an application for your Service Account in Microsoft Azure portal and noting down the credentials. For more information, refer to the *Important Considerations While Registering an Application on the Azure Portal* section in this topic.
2. Setting up a connection for Interview Scheduling Microsoft Teams Integration with Exchange Online in the [Admin Center](#) > [Microsoft Integration with Interview Scheduling](#) > [Verify and Connect](#) page.

## Important Considerations While Registering an Application on the Azure Portal

Azure Active Directory (Azure AD) manages the connectivity of Office 365 with Interview Scheduling and Exchange Online. To set up this integration, you must register an application with Azure AD and use the information generated in Azure AD to configure Microsoft Teams Integration for Interview Scheduling. For detailed information about the steps to register an application on the Azure portal, refer to **Microsoft documentation**.

While registering your application on the Azure portal, ensure that you complete the following actions:

- Note down the following information generated in Azure AD:
  - Application (client) ID
  - Directory (tenant) ID
  - Client secret value

### Note

To prevent problems that can occur when a client secret expires, you can set the client secret to “never expires” when you register your application on the Azure portal.

- Note down the email ID of the Service Account associated with your application. For example: Interview.Scheduling@customerdomain.com.
- Ensure that you choose the following API permissions and grant admin consent to allow Microsoft Teams Integration for Interview Scheduling to access the required Graph APIs for sending or receiving emails, and accessing the calendars of organizers and interviewers:

#### Application Permissions

- For Online Meetings: `OnlineMeetings.Read.All` and `OnlineMeetings.ReadWrite.All`
- For Online Meeting Artifact: `OnlineMeetingArtifact.Read.All`
- For Calendars: `Calendars.Read` and `Calendars.ReadWrite`

## Service Account

The Interview Scheduling Microsoft Teams Integration feature uses a Service Account to authenticate and to interact with Microsoft Exchange Online. The Service Account is a normal Exchange account and all interaction with Exchange Online is done through this Service Account. The Service Account creates, sends, updates, or deletes meeting requests for any users and resources you want to include in the interviewing process.

## Security Considerations

The Interview Scheduling Microsoft Teams Integration acts as a client or user to read free and busy times and manages meeting notices sent from the Service Account. ISOI doesn't store any schedule or email data except interview data managed by SAP SuccessFactors.



## Note

Customer security teams need to understand the implications of implementing ISOI in their specific situations. SAP SuccessFactors encourages customer security teams to discuss the implementation of Exchange Online with the customer Exchange support staff or the email service provider.

## Related Information

[Setting Up Interview with Microsoft Teams \[page 1154\]](#)

[Enabling Microsoft Teams Online Meetings for SAP SuccessFactors Processes](#)

## 21.8.4.2 Configurations and Requirements for the Microsoft Teams Integration

Start setting up the Microsoft Teams Integration by enabling these prerequisites and doing the necessary configurations.

Prerequisites and Configurations for Different Roles

| As a Microsoft Exchange Administrator                                                                                                                                                                                                 | As a SuccessFactors Administrator                                                                                                                                                                                                                                                                                                                                 | As a SuccessFactors Recruiting Administrator                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Create an application registry and enable the following permissions to integrate SAP SuccessFactors Recruiting and Microsoft Teams:                                                                                                   | <ul style="list-style-type: none"><li>• Role-based Permission - <a href="#">Enable Access to OAuth Configurations</a> in <a href="#">Administrator Permissions</a> <a href="#">Manage Security Center</a>.</li><li>• Enable <a href="#">Work Tech Configuration</a> <a href="#">Administrator Permissions</a> <a href="#">Manage System Properties</a>.</li></ul> | Ensure to enable the necessary prerequisites for Interview Scheduling feature. |
| <ul style="list-style-type: none"><li>• <code>OnlineMeetings.Read.All</code></li><li>• <code>OnlineMeetings.ReadWrite.All</code></li><li>• <code>OnlineMeetingArtifact.Read.All</code></li><li>• <code>User.Read.All</code></li></ul> |                                                                                                                                                                                                                                                                                                                                                                   |                                                                                |

| As a Microsoft Exchange Administrator                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | As a SuccessFactors Administrator                                                                                                                                                                                                                    | As a SuccessFactors Recruiting Administrator                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The permissions mentioned in the previous row allows specific recruiting users to include the meeting information such as meeting ID, link, and passcode in the emails sent to candidates, interviewers, and organizers.</p> <p>Organizers and interviewers must enable the following permissions to reserve time slots on the calendar within the Microsoft Teams Application:</p> <ul style="list-style-type: none"> <li>• <code>CalendarRead</code></li> <li>• <code>CalendarReadWrite</code></li> </ul> | <p>Navigate to the <a href="#">Security Center</a> page and input the required information in the <a href="#">OAuth Configuration</a> section. You can copy the information from the Microsoft Exchange portal and proceed to save the settings.</p> | <p>Run a scan to validate your configurations by clicking on the <a href="#">Verify and Connect</a> option. The verification initiates some background processes to confirm that integration is working correctly.</p> <p>After successful verification, select the <a href="#">Enable Microsoft Teams Integration</a> option from the <a href="#">Interview Settings</a> <a href="#">Manage Recruiting Settings</a> page.</p> |
| <p>To configure these settings, contact the Microsoft Exchange Administrators within your organization. Note that these administrators aren't from SAP SuccessFactors.</p>                                                                                                                                                                                                                                                                                                                                     | <p>Access the <a href="#">Work Tech Configuration</a> page, and after successfully connecting and authenticating the Microsoft Teams for online meetings, proceed to enable the integration.</p>                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>For more information, go to <a href="https://learn.microsoft.com/en-us/graph/outlook-calendar-online-meetings?tabs=java">https://learn.microsoft.com/en-us/graph/outlook-calendar-online-meetings?tabs=java</a>.</p>                                                                                                                                                                                                                                                                                        | <p>For more information, go to <a href="#">Integrating SAP SuccessFactors with Microsoft 365</a>.</p>                                                                                                                                                | <p>For more information, go to <a href="#">Enabling Microsoft Teams Online Meetings for SAP SuccessFactors Processes</a>.</p>                                                                                                                                                                                                                                                                                                  |

## 21.8.4.3 Setting Up Interview with Microsoft Teams

Interview scheduling supports Microsoft Teams meeting information as part of the interview process.

### Prerequisites

- Ensure that you've configured [Interview Scheduling](#).
- Verify and connect to Microsoft Exchange Online. A service account is set up on the Microsoft Exchange Web Server.
- The following application permissions must be enabled to use Microsoft Teams.
  - For Online Meetings: `OnlineMeetings.Read.All` and `OnlineMeetings.ReadWrite.All`
  - For Online Meeting Artifact: `OnlineMeetingArtifact.Read.All`
  - For Calendars: `Calendars.Read` and `Calendars.ReadWrite`
- Ensure that you've the Application access policy to enable the Microsoft Graph APIs or Microsoft Teams integration.
- Ensure that you've enabled [Enable Microsoft Teams Integration with Interview Scheduling](#) option in [Admin Center](#) [Manage Recruiting Settings](#).

## Context

Interviewers and candidates can use the Microsoft Teams meeting to attend phone, virtual, or face-to-face meetings during an interview process.

## Procedure

1. Navigate to [Recruiting](#) > [Interview Scheduling](#).
2. Go to the [Job Requisitions](#) tab.

Recruiters can see all the job requisitions they have `interviewAssessment` permissions for, provided they have `VisibleTo` permissions for the status set.

3. Select the candidate for which you would like to schedule an interview and choose [Start Scheduling](#).
4. Enable [Microsoft Teams](#) option available as part of the Online meeting options.
5. Select [Save](#) and [Continue](#).

## Results

An email with the details about the interview and Microsoft teams meeting link is sent to the candidate.

### Note

- The email that is sent out using the [Candidate Self-schedules Interview](#) trigger doesn't include Microsoft Teams meeting information.
- The emails that are sent out after an interview confirmation, using the following triggers include Microsoft Teams meeting information:
  - [Interview Confirmation to Candidate](#)
  - [Interview Confirmation to Interviewers](#)
  - [Interview Confirmation to Organizers](#)
- For reschedule scenarios, applicable trigger emails include the Microsoft Teams meeting information.

## Related Information

[Enabling Microsoft Teams Online Meetings for SAP SuccessFactors Processes](#)

## 21.8.4.4 Expected Behavior for Interview Scheduling Teams Integration

- For customers who have enabled Outlook integration, the configurations and setup are maintained separately in the [Set Up Interview Scheduling Outlook Integration](#) page until this solution is migrated to Work Tech. The probability of updates to the existing configuration is less.
- Short Message Service (SMS) is not supported for Microsoft Teams. The Microsoft Teams meeting information is not sent as part of any SMS specific triggers that work with Interview Scheduling.
- The Microsoft Teams meeting doesn't include information such as call in details, phone numbers, and toll free numbers as these are specific to the service account defined in the Azure portal and isn't country/region-specific.
- The Microsoft Teams meeting information and other details aren't displayed in the [My Calendar](#) section of the interviewer.
- If an interview requires multiple interviewers and a candidate, a consolidated email is sent to the candidate with multiple meeting information (different meeting ids) in a tabular format. Each interviewer receives an email with the corresponding meeting id and other information. This is valid for both interview creation and reschedule scenarios.
- If a recruiter selects the option to schedule an interview using Microsoft Teams, the option is always enabled. If the same interview is rescheduled, the recruiter can't convert the Teams meeting to an offline interview. However, you can reschedule the interview by deleting the earlier interview slot. The recruiter can update the meeting option to choose an online or offline interview.
- When the recruiter reschedules an interview, an option to enable the toggle is available to the interview organizer even if the Microsoft Teams toggle was disabled initially. Also, for a rescheduled interview, the recruiter can convert the initial offline interview to an online interview.
- The email confirmation sent to a candidate for an interview with one or more interviewers includes Microsoft Teams meeting information, interviewers details, and the candidate information.
- If you are an external candidate, wait for the recruiter or interviewer to admit you into the meeting, irrespective of whether you use Outlook integration. This restriction doesn't apply to the internal candidates as they're already part of the system.

## 21.8.5 Interviews in the SAP SuccessFactors Application in Microsoft Teams

You can use SAP SuccessFactors application to manage the interview process in Microsoft Teams.

During an interview process, you can assist interviewers by notifying them about an upcoming interview and providing them with generated interview questions based on the job description in the SAP SuccessFactors application.

The interviewers are notified about an upcoming interview in the SAP SuccessFactors application in Microsoft Teams which helps them prepare in advance to interview the candidate. Additionally, you can also provide feedback after an interview and view the evaluation results.

## 21.8.5.1 Generating Interview Questions

Assists interviewers by providing them with generated interview questions based on the job description.

### Prerequisites

- You've purchased the **AI units** license. For more information about **AI units** license, please contact your Account Executive.
- You've enabled the [Admin Center](#) > [Manage Recruiting Settings](#) > [Interview Settings](#) > [Interviews in Microsoft Teams SAP SuccessFactors App](#) > [Enable Interview Alerts in Microsoft Teams](#) option.
- You've enabled the [Admin Center](#) > [AI Services Administration](#) > [Feature Settings](#) > [Recruiting](#) > [Assisted Interview Questions](#) setting.
- You have the [User Permissions](#) > [AI Access](#) > [Assisted Interview Questions](#) permission.

### Context

Interviewers receive a notification 24 hours before an upcoming interview in the SAP SuccessFactors application in Microsoft Teams, which helps them to prepare in advance.

### Procedure

You receive an [Applicant Information](#) section along with the upcoming interview notification. This section provides the applicant name and the applied position details. You can do the following in this section:

1. Generate questions based on job description using the [Generate Interview Questions Using AI](#) option.

#### Note

The **AI Usage Acknowledgment** dialog is not applicable for generating interview questions using generative AI capabilities.

2. Navigate to the applicant profile in SAP SuccessFactors system using the [View Applicant Profile](#) option.

### Results

The [Suggested Interview Questions](#) section appears displaying interview questions that are generated based on the job description using AI.

### ⓘ Note

The suggested interview questions are generated using AI. Ensure that you review the results and make the necessary changes.

## Next Steps

You can view the skills and competencies that are used to evaluate the applicant and manually prepare additional questions for an interview using the [Interview Evaluation](#) section. This section also appears in the SAP SuccessFactors application in Microsoft Teams 24 hours before the interview.

## Related Information

[Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams](#)

[Data Protection and Privacy](#) 

[SAP SuccessFactors Generative AI Multilingual Creation- Recruiting Management](#) 

## 21.8.5.2 Evaluating Interviews and Viewing Results

You can view the skills and competencies to evaluate an applicant and provide interview feedback using Microsoft Teams in SAP SuccessFactors.

## Prerequisites

- You've set up the integration between your SAP SuccessFactors system and Microsoft 365 in the Work Tech Configuration page. For more details, refer to the **Related Information** section.
- You've selected the following options in the [Interviews in Microsoft Teams SAP SuccessFactors App](#) section in [Admin Center](#):
  - [Enable Interview Alerts in Microsoft Teams](#)
  - [Enable Interview Assessment in Microsoft Teams](#)

## Context

The [Interview Evaluation](#) card appears in the SAP SuccessFactors application in Microsoft Teams 24 hours before the interview.

## Procedure

1. Choose [Provide Feedback](#) option in the [Interview Evaluation](#) card to evaluate the applicant.

The [Interview Evaluation](#) card expands to display the applicant name, applied position, and the assessment form where you can provide rating for the configured competencies and skills.

2. Provide your rating for individual skills in the [Interview Evaluation](#) card.

The values for ratings of each skill are configurable in the SAP SuccessFactors system.

3. You can also provide an [Overall Rating](#) for the applicant, which allows you to choose whether they're [Recommended](#) or [Not Recommended](#) in the [Interview Evaluation](#) card.

4. Choose [Submit](#) once you complete evaluating the applicant in the [Interview Evaluation](#) card.

An [Interview Evaluation Completed](#) card appears after you submit the feedback.

5. You can choose one of the following options in [Interview Evaluation Completed](#) section to view the evaluation results:

- [View Evaluation](#) option to view the results of the evaluation in Microsoft Teams itself.
- [View in Interview Central](#) SAP SuccessFactors system.

## Related Information

[Enabling Basic Integration Between SAP SuccessFactors and Microsoft Teams](#)

### 21.8.6 Setting Up an Interview Schedule Without Interviewer Details

Enable recruiters to reserve custom interview time slots in advance for a job requisition.

## Prerequisites

Ensure that you configure [Interview Scheduling](#).

## Context

Each requisition displays the total number of candidates available for an interview and displays the interview status as either [Booked](#) or [Not Booked](#). You can set up interview availability on an on demand or recurring basis.

When [Interview Scheduling](#) is configured, interview setup is no longer configured through the [Interviewers](#) portlet on the application. The [Interviewers](#) portlet is hidden.

## Procedure

1. Go to the [Job Requisitions](#) tab.

Here, recruiters can see all the job requisitions they have `interviewAssessment` permissions for, provided they have `VisibleTo` permissions for the status set.

2. Choose [Interview Steps](#) to display details about candidate's position in the interview process.
3. Choose the [X not started](#) button to schedule a new interview.
4. Select the candidate for which you would like to schedule an interview and choose [Start Scheduling](#).
  1. On this screen, you can provide a title for the interview, assign other users to help with scheduling, set the interview type (phone, virtual, or face-to-face), and choose a location for the interview. Assigned participants in an interview can edit the schedule.
  2. You can also set up a group candidate interview by increasing the number of candidates who can book the same time slot to greater than one.

### Note

- If your system has been configured with two-level cascading picklist, then you see two levels for the [Location](#) dropdown. If it has been configured for three levels, then you see three levels. If you've it as a single level, then you see only one [Location](#) field.
- You can add a new location value for face-to-face interviews by selecting [Add New](#) from the first picklist dropdown list. However, the second and third picklist dropdown lists don't get updated with any value.
- If tokens for second and third picklist dropdown lists aren't configured in the [Manage Recruiting Settings](#) page, then they don't resolve for face-to-face interviews, and virtual interviews.
- For [Add New](#) field, tokens for second and third picklist dropdown lists don't resolve as only one level picklist is supported.
- Organizers sometimes schedule interviews for participants who are in distant time zones from themselves. For example, the candidate and interviewer could be 12 or more hours ahead of the organizer's time zone. When using [Add Custom Slot](#) to choose a [From](#) and [To](#) date and time, the system allows the organizer to schedule interviews for any time of day, even beyond midnight in the recruiter's own time zone.

5. Under the [Choose a time slot](#) section, select [Add Custom Slot](#), and add the appropriate time slots. Select [Continue](#).
6. Select an email template and language, and edit the default template if necessary. Add any relevant attachments.

If the organizer selects only one time slot for the interview, organizers can confirm this time on behalf of the candidate or candidates. A checkbox appears on the [Contact Candidate](#) screen that says [Book this slot for candidates](#). If this box is checked, the candidate or candidates are booked into this time.

Organizers can also book a candidate for an interview time slot without forcing the candidate to log on. They can book the interview for all interviewers, including creating an [Interview Assessment](#) form in [Interview Central](#).

If the organizer hasn't received a response or must send an invitation again, they can do so from the [Booked Candidates](#) popup by choosing the interviewer's photo.

7. Choose [Send to Candidate](#).



After the time slot is scheduled, the candidate receives an invitation email, to invite them to select an interview session or confirm the appointment. Organizers can choose to update an interview schedule without sending an email to the candidate.

If a change is necessary after an interview has been sent, the organizer can reschedule or update the details in the interview. The candidate is notified via email.

The organizer can also delete the entire interview and the system notifies all relevant participants of the change via email.

## Next Steps

If interview was scheduled without adding interviewers, organizers need to update the interview later to include interviewers.

## Related Information

[Updating and Rescheduling an Interview \[page 1166\]](#)

[Configuring Recruiting Email Triggers \[page 1449\]](#)

## 21.8.7 Setting Up an Interview Schedule with Interviewer Details

Enable recruiters to reserve interview time slots for interviewers and candidates in advance for a job requisition.

## Prerequisites

Ensure that you configure [Interview Scheduling](#).

## Context

Each requisition displays the total number of candidates available for an interview and displays the interview status as either [Booked](#) or [Not Booked](#). You can set up interview availability on an on demand or recurring basis.

When [Interview Scheduling](#) is configured, the interview setup is no longer configured through the [Interviewers](#) portlet on the application. The [Interviewers](#) portlet is hidden.

## Procedure

1. Go to the [Job Requisitions](#) tab.

Here, recruiters can see all the job requisitions they have `interviewAssessment` permissions for, provided they have `VisibleTo` permissions for the status set.

2. Choose [Interview Steps](#) to display details about a candidate's position in the interview process.
3. Choose the [X not started](#) button to schedule a new interview.
4. Select the candidate for which you would like to schedule an interview and choose [Start Scheduling](#).
  1. On this screen, you can provide a title for the interview, assign other users to help with scheduling, set the interview type (phone, virtual, or face-to-face), and choose a location for the interview. Assigned participants in an interview can edit the schedule.
  2. You can also set up a group candidate interview by increasing the number of candidates who can book the same time slot to greater than one.

### Note

- If your system has been configured with two-level cascading picklist, then you see two levels for the [Location](#) dropdown. If it has been configured for three levels, then you see three levels. If it has been configured as a single level, then you see only one [Location](#) field.
- You can add a new location value for face-to-face interviews by selecting [Add New](#) from the first picklist dropdown list. However, the second and third picklist dropdown lists aren't updated with any value.
- If tokens for second and third picklist dropdown lists aren't configured in the [Manage Recruiting Settings](#) page, then they don't resolve for face-to-face interviews, and virtual interviews.
- For [Add New](#) field, tokens for second and third picklist dropdown lists don't resolve, as only single level picklist is supported.

5. Complete the following steps:

1. Select the interviewers, then choose [Find Availability](#) to see available times the interviewers have in common.  
Interviewers can be added by name or requisition recruiting role. Recruiting teams can also be used.

### Note

If interviewers have set up the Microsoft Outlook Calendar integration, then interviewer availability is obtained directly from their Microsoft Outlook Calendar. Otherwise, it's obtained from the available slots that they've added under [Interview Scheduling > My Calendar](#).

There's no optional attendees function for interviewers. You can configure back-to-back interviews where several interviewers attend the interview one after another and each interviewer has their own allocated time slot to attend the interview.

To view availability on a specific date in the future, you can type the date in the [Date](#) field apart from choosing the [>](#) button to move to the next date.

2. Click and drag to move the bar to change the interview order. Or, schedule a break between interviews to create back-to-back interviews (interviews with different interviewers who aren't all present at the same time).

### Note

If a user is an interviewer on an active application or job requisition, the user isn't purged as part of the purge inactive user job.

3. Set the interview duration.

#### Note

Interviews have a default 30-minute time interval.

4. To create a panel interview, select an interviewer, extend the bar to set the duration, and add the rest of the interviewer team.

#### Note

When looking for time slot availability:

- Dark Gray time slots are times common to both interviewers and fully available.
- Lighter Gray time slots are common to both interviewers, but have been sent for another interview, although they aren't yet booked.
- Blue time slots are ones the recruiting user has selected, or slots that have already been sent for that interview.
- If there aren't enough available time slots left to schedule an interview, organizers can choose to view time slots where some interviewers are unavailable by selecting [Show slots even if some users are unavailable](#). The system shows who is unavailable in each case and provides a link to email this person to ask if they can be available. This option to display partially available time slots shows slots only where up to two interviewers are available.

Organizers can add time slots on behalf of an interviewer in case the interviewer is available but hasn't yet added their available time into the system using the [Add Custom Slot](#) link. Organizers can also choose a specific start time, even if the time doesn't show on the availability finder.

Organizers sometimes schedule interviews for participants who are in distant time zones from themselves. For example, the candidate and interviewer could be 12 or more hours ahead of the organizer's time zone. When using [Add Custom Slot](#) to choose a [From](#) and [To](#) date and time, the system allows the organizer to schedule interviews for any time of day, even beyond midnight in the recruiter's own time zone.

By default, the availability time slots are hidden. To see availability, select [Show Slots](#).

Once you have designated available time for interviews, organizers can see upcoming appointments and cancel interviews. If an interview is canceled, the booked candidate receives a reminder to book a new interview time. If no times are available, the candidate sees a link to contact the recruiter. The ability to cancel interviews isn't configurable.

5. Click [Continue](#).
6. Select an email template and language, and edit the default template if necessary. Add any relevant attachments.

If the organizer selects only 1 time slot for the interview, the organizer can confirm this time on behalf of the candidate or candidates. A checkbox appears on the [Contact Candidate](#) screen that says [Book this slot for candidates](#). If this box is checked, the candidate or candidates are booked into this time.

Organizers can also book a candidate for an interview time slot without forcing the candidate to log on. They can book the interview for all interviewers, including creating an [Interview Assessment](#) form in [Interview Central](#).

If the organizer hasn't received a response or must send an invitation again, they can do so from the [Booked Candidates](#) popup by choosing the interviewer's photo.

7. Choose [Send to Candidate](#).

After the time slot is scheduled, the candidate receives an invitation email, to invite them to select an interview session or confirm the appointment.

If a change is necessary after an interview has been sent, the organizer can reschedule or update the details in the interview. The candidate is notified by email.

The organizer can also delete the entire interview and the system notifies all relevant participants of the change through email.

## Results

Once the candidate confirms an interview time, the interviewers receive an email confirmation and a to-do list item to complete the [Interview Assessment](#) in [Interview Central](#).

## 21.8.8 Selecting Locations for Face-To-Face Interviews

Select specific locations by narrowing down your choice for face-to-face interviews using cascading dropdown lists. You can therefore speed up the task of setting up interview locations, instead of going through a long list of available locations.

## Prerequisites

Ensure that you have checked [Enable Interview Scheduling](#) in [Manage Recruiting Settings](#).

## Context

You can configure up to three levels of selection for face-to-face interview location. Lower-level picklist value is dependent on the top-level picklist value. Similarly, lowest level picklist value is dependent on the lower-level picklist value. In the [Interview Scheduling](#) tab, you can select entries for the first picklist dropdown list. The next picklist values get filtered based on the value selected in the top level. You can enter your own labels in multiple languages using [Change Language](#) dropdown list.

For all the face-to-face interviews that are scheduled before updating the top-level picklist ID, the [Interview Scheduling](#) tab displays existing value of the picklist. For interviews that are scheduled after you configure values for all the three picklists, the changes are applied to the [Interview Scheduling](#) tab. You can then view the [Location](#) field in the [Interview Scheduling](#) tab.

Candidates can view these labels and the selected values for an interview location under [My Interviews](#) tab. Both internal and external career sites display these values after you schedule an interview. The system displays these labels for all three level picklists according to the selected language in the Career Site.

## → Remember

Changing the picklist ID values for face-to-face interview locations in [Manage Recruiting Settings](#) is going to impact interview locations for draft interviews, and for interviews that aren't booked in [Interview Scheduling](#).

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Find the [Interview Central](#) section on the page.
3. Select picklist IDs for the following fields in the [Set face-to-face interview locations](#): screen area.
  - Set face-to-face interview location top-level picklist:
  - Set face-to-face interview location lower-level picklist:
  - Set face-to-face interview location lowest level picklist:

### 📌 Note

- You can create your own labels in multiple languages using the [Change Language](#) dropdown list.
- You can enter values for your own choice for [Picklist Labels](#). These values reflect as field names for the picklist dropdown lists in [Interview Scheduling](#) tab.
- Define your picklist labels in the [Manage Recruiting Settings](#) page in any other language that you want to use for them to be displayed in those languages in the [Interview Scheduling](#) page.

4. Choose [Save](#).

### 📌 Note

If your configurations don't save correctly, it might be due to a data issue in your location picklists. Try this workaround:

1. Go to ► [Manage Recruiting Settings](#) ► [Interview Settings](#) ► [Set face-to-face interview locations](#) ►.
2. Use the [Change Language](#) menu to select a language that doesn't have any picklist configured (such as the troubleshooting locale English Debug).
3. For [Picklist ID](#), choose "No Selection". For [Picklist Label](#), clear the field so there's no value.
4. Save.
5. Use the [Change Language](#) menu to select the language you want to set picklists for.

Now, you should be able to configure and save the settings.

## Results

You can see these three picklist dropdown lists when choosing face-to-face interview locations in the [Interview Scheduling](#) tab.

## 21.8.9 Interview Scheduling - Candidate View

In the [Careers](#) tab, the candidate sees a new tab called [My Interviews](#). This tab displays any scheduled interviews that need confirmation, upcoming confirmed interviews, or previous interviews.

Candidates can choose to cancel an interview or decline and reschedule. Candidates can't reschedule a confirmed interview within 24 hours of the scheduled interview time.

Candidates can see scheduled interview time with time zone on the Candidate Portal (internal and external). All the interview screens display the interview time along with the time zone to make sure that candidates don't miss interviews. These issues can occur if a candidate is traveling or if the candidate uses a VPN connection. In these cases, the time gets converted to a time zone that isn't the intended one.

## 21.8.10 Updating and Rescheduling an Interview

Organizers can reschedule or update a previously scheduled interview.

### Prerequisites

Ensure that the following email triggers are enabled:

- [Email Notification to Interviewers for Rescheduled or Updated Interview](#)
- [Email Notification to Organizers for Rescheduled or Updated Interview](#)
- [Email Notification to Candidates for Rescheduled or Updated Interview](#)

### Context

As an organizer, you can update interviews that are in the [Booked](#) or [Not Booked](#) states to make the following changes:

- Add or delete interviewers.
- Modify interview location, interview type, interview date, time slots, or interview duration.

#### Note

You can't reschedule an interview if one or more candidates on the interview are already rated.

### Procedure

1. Go to  [Recruiting](#)  [Interview Scheduling](#)  and choose the [Job Requisition](#) tab.

2. Select the interview title to edit and reschedule the interview.
3. Modify the details, as required.

#### 📘 Note

- You can update the details of an interview only if you don't edit the list of candidates in the interview.
- To change the status of a *Booked* interview to *Not Booked*, first change the date or the time of the interview and make sure that the *Book this slot for candidates* checkbox isn't selected.
- The *Previously Selected Slots* section retains details about the previously reserved time slots. You can use these details for reference when you update the time slots in the interview.
- When interviewers are added to a *Booked* interview, they see the complete list of candidates on the *Interview Central* page upon logging on to SAP SuccessFactors Recruiting.
- Organizers sometimes reschedule interviews for participants who are in distant time zones from themselves. For example, the candidate and interviewer could be 12 or more hours ahead of the organizer's time zone. When using *Add Custom Slot* to choose a new *From* and *To* date and time, the system allows the organizer to reschedule interviews for any time of day, even beyond midnight in the recruiter's own time zone.

4. Select the *Book this slot for candidates* checkbox on the *Contact Candidate(s)* page, if you need to book candidates for the updated interview.
5. Do one of the following:
  - Select an email template and language, and edit the default template, if necessary. Add any relevant attachments and click *Send to Candidate* to send an email notification to the candidate.
  - Choose *Skip Email* to save the changes without sending an email notification to the candidate.

#### 📘 Note

If integrated with Microsoft Outlook Calendar, when interviewers are added or removed from an interview, all interviewers (existing, removed, or newly added) receive an email notification stating that the interview has been updated. However, the newly added or removed interviewers aren't sent a specific email notification stating that they've been added or removed from the interview.

## Related Information

[Configuring Recruiting Email Triggers \[page 1449\]](#)

[Setting Up an Interview Schedule Without Interviewer Details \[page 1159\]](#)

## 21.8.11 Timezone Impact on Interview Scheduling

Information on timezones and how they relate to the internal and external candidates.

The following table depicts timezone explanations that affect both internal and external candidates, unless otherwise indicated.

| Scenario                        | The interview notification to interviewers displays in the interviewer's timezone and includes the expanded value. For instance, "Pacific Standard Time" instead of "PST". | The interview notification to organizers displays in the organizer's timezone and includes the expanded value. For instance, "Pacific Standard Time" instead of "PST". | The interview notification to candidates displays in the candidate's timezone and includes the expanded value. For instance, "Pacific Standard Time" instead of "PST". | The interview notification to the candidate is determined by the candidate's GMT offset in their browser settings, which displays along with the interview time. For instance, 1:00 - 1:30 pm GMT -8:00. |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Booked on behalf of candidate   | X                                                                                                                                                                          | X                                                                                                                                                                      | X                                                                                                                                                                      | N/A                                                                                                                                                                                                      |
| Candidate confirms interview    | X                                                                                                                                                                          | X                                                                                                                                                                      | Internal Candidates Only                                                                                                                                               | External Candidates Only                                                                                                                                                                                 |
| Interview canceled by candidate | X                                                                                                                                                                          | X                                                                                                                                                                      | Internal Candidates Only                                                                                                                                               | External Candidates Only                                                                                                                                                                                 |
| Candidate removed from card     | X                                                                                                                                                                          | X                                                                                                                                                                      | X                                                                                                                                                                      | N/A                                                                                                                                                                                                      |
| Interview rescheduled           | X                                                                                                                                                                          | X                                                                                                                                                                      | Internal Candidates Only                                                                                                                                               | External Candidates Only                                                                                                                                                                                 |
| Interview deleted               | X                                                                                                                                                                          | X                                                                                                                                                                      | X                                                                                                                                                                      | N/A                                                                                                                                                                                                      |

### Note

If there are multiple interviewers in different timezones, the interview notification picks one of their timezones to mark the interview time. An e-mail goes to all interviewers, and the timezone is expanded so the interviewers notice it and can adjust it to their own timezone.

## 21.8.12 Configuring Interview Central

Configure Interview Central so that interviewers can use Interview Assessment forms to provide feedback on an applicant.

### Prerequisites

You have access to Provisioning.



## → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

Interview Assessment forms pull competencies, skills, and interview questions from the requisition. This allows interviewers to provide a numeric rating and comments on each competency and skill. Additionally, interviewers can provide an overall for the applicant by choosing **Recommended** or **Not Recommended**, add overall comments, and possibly attach documents to their feedback.

### Note

This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Here are some important things to keep in mind before you start using it:

- Interviewers can provide only one set of feedback to each applicant. If one or more interviews take place, one set of competency ratings is saved for each interviewer. The overall rating is then calculated as the average of all ratings provided by interviewers for each applicant.
- Once an interviewer has rated a candidate, don't change the competencies, skills, rating scale, or reverse scale option in the Job Requisition template as it causes incorrect data to appear in the Interview Assessment form.
- Recruiters add Interview questions to a Job Requisition through the Job Profile. Interviewers can view these interview questions linked to a Job Requisition in the *Print and Go* pack in *Interview Central*.

## Procedure

1. Go to **Provisioning** > **Company Settings** and select the following options:
  - *Enable Interview Central and Set up Interviewers Popup*
  - *Enable Stack Ranker style Interview Assessments*
2. Perform the following in Job Requisition template.
  - a. Set up the competencies field ID in the Job Requisition template. We recommend that you make it a required field.

### Sample Code

```
<field-definition id="competencies" type="competencies" required="false"
custom="false">
  <field-label mime-type="text-plain"><![CDATA[Interview
Competencies]]></field-label>
  <field-label mime-type="text-plain"><![CDATA[Interview
Competencies]]></field-label>
</field-definition>
```

- b. Set up the assessment scale element and a valid rating scale in the Job Requisition template. Note that only competencies and skills can be rated on the Interview Assessment form. Other data elements can't be shown.

#### Sample Code

```
<assessment-scale reverse-scale="false">
  <scale-id><![CDATA[Interview Scale]]></scale-id>
</assessment-scale>
```

The reverse-scale option in the Job Requisition template is used when lower scores are visually portrayed as preferable on the [Interview Assessment](#) and [View Candidate Ratings](#) screens.

- c. Specify the interviewAssessment feature-permissions for the relevant statuses (one feature-permission block for each status) in the Job Requisition template.

#### Sample Code

```
<feature-permission type="interviewAssessment">
  <description><![CDATA[description]]></description>
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <status><![CDATA[Interview]]></status>
</feature-permission>
```

#### → Tip

The customer can prefer to have the same permission for interview statuses and all statuses beyond interview. Because in practice, there's no difference between accessing interview setup and accessing interview results.

- d. Set up the Interview Guide in the Job Requisition template.

#### Sample Code

```
<field-definition id="interviewGuide" type="multiattachment"
  required="false" custom="false">
  <field-label mime-type="text-plain"><![CDATA[Interview Guide Documents]]></field-label>
  <field-description><![CDATA[Interview Guide Documents]]></field-description>
</field-definition>
```

- e. Set up the Hiring Manager note in the Job Requisition template. When adding permissions for this field, ensure that the Hiring Manager has Edit permissions.

#### Sample Code

```
<field-definition id="hiringManagerNote" type="textarea" required="false"
  custom="true">
  <field-label><![CDATA[Hiring Manager Note]]></field-label>
  <field-description><![CDATA[Hiring Manager Note]]></field-description>
</field-definition>
```

3. Perform the following in the Job Application template.

- a. To display interview-related data on the application record and make some interview information reportable and tokenized, define the `interviewResult` and `overdueInterviews` fields.

#### Sample Code

```
<field-definition id="interviewResult" type="derived" required="false"
custom="false" public="false" readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Interview Result]]></field-label>
  <field-description><![CDATA[average rating of the interviews
completed]]></field-description>
</field-definition>
<field-definition id="overdueInterviews" type="derived" required="false"
custom="false" public="false" readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[overdueInterviews]]></field-label>
  <field-description><![CDATA[number of overdue interviews]]></field-description>
</field-definition>
```

The `interviewResult` field contains the average rating of the completed interviews and the `overdueInterviews` field contains the number of overdue interviews. An overdue interview is one that's incomplete, has no start date, or has a start date in the past. The [overdue interview](#) option appears after the scheduled date of the interview. If there's no scheduled date, that status is always displayed.

- b. If using single stage application, add permissions for the `interviewResult` and `overdueInterviews` fields in the Job Application template. If using multistage application, add the permissions in the Job Requisition template.
- c. Optionally, define the field-refs in the Job Application template display options.

#### Sample Code

```
<candidate-summary-display-options-config>
  <category id="invCategory" name="invCategory">
    <label><![CDATA[Interview Results]]></label>
    <column field-ref="interviewResult" select-by-default="false"
gridOrder="1"></column>
    <column field-ref="overdueInterviews" select-by-default="false"
gridOrder="2"></column>
  </category>
</candidate-summary-display-options-config>
```

When these fields are defined in the display options, the system doesn't respect the [Display Interview Result and Overdue Interviews in candidate summary page](#) option in [Manage Recruiting Settings](#).

4. Go to [Admin Center](#) [Manage Recruiting Settings](#) and do the following:
  - a. To allow interviewers to access the application page of the applicant they're interviewing, scroll down to the [Interview Central](#) section and select the access level for the [Grant Interviewers the access level of](#) option. If interviewers don't need to have application access level, set this option to [No Selection](#).

#### Note

Interviewers with the access-level setting can also access the applicant's information in the redesigned Applicant Management tool.

- b. If you want to display interview-related options on the applicant list page even if `interviewResult` and `overdueInterviews` fields aren't configured as display options in the Job Application template, scroll

down to the [Candidate Summary](#) section. Then, select [Display Interview Result and Overdue Interviews](#) on the candidate summary page.

## 21.8.12.1 Setting Up Interview Competencies and Skills

Interviewers can use competencies and skills added in a job requisition to evaluate applicants and provide ratings in Interview Central.

Interview Central works without competencies and skills present on the requisition. However, with competencies and skills, the user experience is enhanced when an interviewer views the Interview Assessment form.

The [Expected Rating](#) and [Weight %](#) columns aren't used in the Interview Central functionality. There's no way to disable these unused columns.

When a candidate is moved to the **Hired** status, the skills assessed during the interview process, specifically those matched to the job requisition and those evaluated by interviewers, are automatically transferred into the new employee's Growth Portfolio once the [Manage Pending Hires](#) step is completed. The Growth Portfolio can be accessed from the employee profile.

For example, If a job requisition has 4 skills and the candidate matches 3 of the skills, the matched skills that are present in the [Talent Intelligence Hub](#) will be added to candidate's Growth Portfolio once hired. If the skills are not present in [Talent Intelligence Hub](#), they will be placed in an inferred state until they are reviewed and approved by an administrator.

### Note

Only skill names are transferred to the Growth Portfolio. Proficiency levels must be updated manually.

## 21.8.12.2 Setting Up Interviewer Data for Sending E-Mails

Set up a list of interviewers, apply the list of interviewers to applicants, and send e-mail notifications to the interviewers.

### Prerequisites

- You must be a recruiting user with the required feature permissions.
- You are in a status to see the `interviewAssessment` feature of an applicant.

### Procedure

1. Locate the [Interviewers](#) screen area, and choose [Set up Interviewers](#).

2. Set up an interview team by adding names of interviewers you want in the team.

When setting up a list of interviewers, you can specify a date and time for the interview, as well as notes. These fields can't be made required.

### Note

You can enter dates and times for the interview for individual interviewers.

- **Name:** Only active SAP SuccessFactors HCM suite users can be selected as interviewers.
- **Date-Time:** This field is optional and can't be made required. There's no calendar integration. Therefore, this field has no relation to a calendar-based interview scheduling.  
Date and time display in the Employee Profile time zone of the logged in user. If another user in a different time zone views the information, it automatically adjusts to the correct date and time for the time zone in their Employee Profile. Interviewers who receive an e-mail notification see the date and time in the time zone stored in their Employee Profile.
- **Notes:** This field is optional and can't be made required. The **Notes** field has a 2,000 character limit.
- **Same people as last time:** If an interviewer list has previously been set up on another applicant on the requisition, the recruiting user can use this button to instantly apply the same list to the applicant being viewed.
- **Apply Interviewer List To All Applicants:** This button allows the recruiting user to define the same list of interviewers for every applicant. This list applies to every applicant presently in interview status and applicants who are placed in an interview status in the future.  
**Apply Interviewer List To All Applicants** only works for in progress statuses that have been set up with **interviewAssessment** feature permissions in the XML. the default status isn't supported.  
If the interviewer list is being applied to many applicants, then a scheduled job is set up automatically to process adding the interviewers to all applicants. It can take a few minutes to fully apply the interviewers to the applicants. This helps to maintain page load speed and user experience since the user isn't waiting for the confirmation page to load.
- **Include in the invitation e-mail:** Selects the attachments to be included in the e-mail notification to the interviewer. Only resume, cover letter from the application record, and the standard **interviewGuide** field from the requisition can be included in the e-mail notification. Note the **interviewGuide** field can be set up as a multiattachment field if the client wishes to include many requisition-related attachments.
- **Save:** Saves the interviewer list and adds Interview Assessment forms on the Interview Central tab without sending an e-mail notification to the interviewers.
- **Send e-mail:** Saves the interviewer list, adds Interview Assessment forms on the Interview Central tab, and sends an e-mail notification to the interviewers.  
If you click **Send e-mail** after changing an existing interviewer list, the system prompts you to select whether the e-mail is sent to **All Interviewers** or only **Added/Updated Interviewers**.  
It's also possible to include a resume or an interview guide as attachments. If attachments need to be included, disable the document management service, as follows: In **Provisioning**, click **Company Settings** and then, deselect **Enable Document Management Service**.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

The text of the interviewer e-mail notification is defined in ► [Admin Center](#) ► [E-mail Notification Templates Settings](#) ► [Recruiting Interviewer Notification](#) ►. The interview e-mail has several special tokens to allow certain interview-specific content to populate into the e-mail.

- [Close](#): Closes the interviewer setup popup window without saving changes.

## 21.8.13 Assigning and Editing Ratings in Interview Assessments

Completing assessment for an interview helps in capturing ratings for evaluating candidates. This helps in identifying candidates that are best suited for a requisition.

### Context

Recruiting supports rating scales with whole number value only for interview assessments. If you have any rating scale with decimal value, we recommend you to change the rating scale to whole number in ► [Admin Center](#) ► [Rating Scales](#) ►.

Interview Assessment forms remain available on the [Interview Central](#). The *Print and Go!* pack contains the date and time of the overall interview schedule. If there are multiple interviewers in the schedule, then individual start times aren't displayed.

#### ⚠ Caution

Using \ in a job title can cause an issue on print preview when viewing interview results.

### Procedure

1. From Recruiting, select the [Interview Central](#) tab.  
A list of requisitions appears.
2. Expand each requisition to see the list of applicants.
3. Choose [Rate now](#) for an applicant to open the interview assessment form. If you've already rated the candidate and would like to edit the ratings, choose [Edit ratings](#).
4. Complete the interview assessment form by providing ratings for each skill set.

You can now review the assessment results. Once you complete an assessment, you can review the interview results and flags for overdue interviews on the candidate summary page. Hovering over a value reveals more detailed information about the interview feedback. You can also see a [View Candidate Ratings](#) link on the interviewer portlet.

You can also open and view the candidate's application record from the interview assessment form, based on the permission level selected by your administrator. If competencies are defined on the requisition, the interviewer can select ratings for each competency that calculates the summary rating. You can use the [Stack Ranker](#) on the right-hand side to compare candidates in summary or competency by competency to identify the top-rated candidate in each category.

## 21.8.14 Reviewing Interview Assessment Results

View the results of the interview assessment.

### Context

On the [Interview Assessment](#) screen, interviewers can only view their own ratings.

Interviewers can open and view the applicant's application record from the interview assessment form. The interviewer sees data on the application based on the permission level selected by the administrator in [Manage Recruiting Settings](#).

The application can only be accessed from the interview assessment form. The applicant's name on the Interview Central dashboard doesn't appear on the interview assessment form.

### Procedure

- **Applicant List Page**

Recruiting users with the appropriate permissions can see Interview Results and a flag for overdue interviews on the candidate summary page. Hovering over a value reveals more detailed information about the interview feedback.

The list of interviewers is sorted based on the User IDs of the interviewers found in the user data file.

- **Application**

Recruiting users can view the total interview result and interview status data as fields on the application record if the `interviewResult` and `overdueInterview` fields are configured. If these fields are configured on the Application XML, users with reporting access can report on this data, and administrators can use this data in Recruiting email notifications.

- **Candidate Ratings Page**

Recruiting users can see a [View Candidate Ratings](#) link on the interviewer portlet once the interview assessment forms are completed. It's beneficial to leave the `interviewAssessment` feature-permission set up in all statuses past Interview.

#### Note

There is no role-based permission specifically for [View Candidate Ratings](#). If an operator has permissions to view an application, then the link will be available. The applicant needs to have interview ratings for the link to show up.

The Candidate Ratings page displays the names of applicants arranged in alphabetical order and shows a summary of all interviewer ratings on each competency and a total summary rating. Hovering over a competency allows the Recruiting user to view the ratings and comments from each interviewer.

Choose [Print Preview](#) on the Candidate Ratings screen or select the print icon that appears when you hover over the applicant's name to produce a full overview of all interactive activity.

- **Mobile**

Permissioned users can access the interview portlet and view both overall interview feedback and Candidate Ratings using mobile devices.

## 21.8.15 Generating Interview Feedback Insights

Use generative AI capabilities to consolidate individual interview feedback into comprehensive insights.

### Prerequisites

- You've purchased the **AI units** license. For more information about **AI units** license, contact your Account Executive.
- You've enabled *Assisted Interview Feedback Insights* from ► [Admin Center](#) ► [Manage Permission Roles](#) ► [User Permissions](#) ► [AI Access](#) ►.
- You've enabled *Assisted Interview Feedback Insights* from ► [Admin Center](#) ► [AI Services Administration](#) ► [Recruiting](#) ►.
- You've enabled the *View Candidate Rating* feature permission in the Job Requisition template.
- You're allowed to view or edit a Job Requisition.

### Context

The AI-generated insights provides a comprehensive evaluation, incorporating assessments of skills and competencies, overall comments, notes, skill-specific feedback, and the final recommendation.

You can generate, view, and regenerate the insights as needed. As interviewers provide new inputs during the candidate's interview process, regenerating the results ensures it reflects the latest insights. With each update, the insights becomes more comprehensive, helping recruiters and hiring managers make well-informed and efficient decisions.

#### 📘 Note

To generate the insights, at least one interviewer must provide at least one input. Without any inputs, the insights can't be generated.

You can view the interview feedback insights audit data in the ► [Applicant Information](#) ► [Change History](#) ► section in the redesigned Applicant Management tool.



## Procedure

1. Go to [Recruiting > Job Requisitions](#).
2. Select a job requisition in the list to open and view its details.
3. Choose the [View Candidate Ratings](#) tab.
4. In the [Summary > AI Interview Feedback Insights](#) section, choose [Generate](#) for a candidate.
  - The insights window for the selected candidate is displayed.

### → Remember

The AI-generated insights consolidates inputs from multiple interviewers to provide a comprehensive overview. While AI can process vast amounts of data, it may have limitations in fully understanding context, complex human emotions, and nuanced feedback. Keep these factors in mind when interpreting the insights. We recommend using your expertise and judgment to make well-informed decisions.

- You can review the interviewer input data used to generate these results in the [Data Referenced](#) section.
5. Choose [Regenerate](#) to regenerate the interview feedback insights.  
A new version of the insights is displayed.
  6. Choose [Close](#) to return the View Candidate Ratings page.  
Once the insights are generated for a candidate, it is saved and can be viewed anytime. The [Generate](#) button is replaced with the [View](#) button for that candidate.
  7. Choose [View](#) to view the previously generated insights for the candidate.

## Related Information

[Interview Feedback Insights Frequently Asked Questions \[page 1177\]](#)

### 21.8.15.1 Interview Feedback Insights Frequently Asked Questions

Find answers to common questions about Interview Feedback Insights in the FAQs below:

#### Permissions and Access

- What permissions are required?  
Users with access to the "View Candidate Ratings" page can generate and view summaries.
- Can I assign separate View or Edit permissions to different roles ( Recruiters, Managers and so on)?  
No, currently, separate View or Edit permissions cannot be assigned to different roles.

#### Data Privacy and Processing

- Are interviewer names included in the generated summary? Is personal data sent to the LLM?

No, actual interviewer names are replaced with dummy names before sending data to the LLM. The LLM returns results using these dummy names, which are then mapped back in the UI before displaying the summary.

### Insights Generation

- Can I generate insights for all my candidates at once?  
No, to ensure fairness, insights are generated individually. Candidates may be at different interview stages or have varying levels of feedback quality, which is considered when using this functionality.
- What data is used to generate the insights?  
The insights are based on:
  - Unstructured data: Interview notes (DOCX, PDF, TEXT), free-text comments
  - Structured data: Skills/competency ratings, recommended flag

### LLM Context and Customization

- What context is provided to the LLM? Can we configure additional context?  
It is not possible to manually configure additional fields for the LLM. However, predefined standard fields that are defined in the system will be used to provide context about the position, interviewer, or candidate.
  - job\_req\_title
  - job\_req\_description
  - job\_req\_locale
  - candidate\_current\_role
  - candidate\_locale
  - interviewer\_name
  - interviewer\_department
  - interviewer\_locale
  - interviewer\_role

## 21.8.16 Interview Central Commonly Asked Questions

Answers to commonly asked questions about Interview Central.

**If interviewers are removed from the list and the [Mass Apply](#) button is clicked, what happens to those interviewers on other applicants?**

Absent interviewers who haven't begun to provide feedback are removed from all applicants and they can't access their interview assessment forms. If one of the removed interviewers had already begun to provide feedback on the interview assessment form, then that interviewer isn't removed from the interviewer list for that applicant. This is done to ensure that all collected data remains available.

**Is it possible to manually adjust the interviewer list on a single applicant after Mass Applying an interview list?**

Yes, manual adjustments are saved. Clicking the [Mass Apply](#) button again later overrides the manual adjustments.

**Can I remind interviewers of their overdue interview?**

To remind interviewers of overdue interviews, you can configure these features:

- **overdueInterview** field: Configuring this field displays an e-mail icon to automatically resend the Recruiting Interviewer Notification e-mail. This feature doesn't support automatic overdue interview emails. You can't

configure this feature to send a different e-mail template. Configure the Recruiting Interviewer Notification in [Admin Center > E-mail Notification Template Settings](#).

- Interview Assessments Outstanding e-mail trigger: When configured, this e-mail trigger automatically emails the interviewer, depending on the defined conditions for the trigger. Configure these conditions in [Admin Center > Managing Recruiting > Recruiting Email Triggers](#).

These features can be configured together or individually.

#### How do I enable the "Outlook integration" calendar icon?

Go to [Admin Center > Company System and Logo Settings > Outlook Calendar Integration](#).

Outlook calendar integration provides an icon on the application page. Clicking the [Create Meeting](#) icon pops up an ics file (appears as an Appointment in Outlook) with the applicant's name populated in the Subject line. This isn't an interview scheduling integration. No additional data flows into the appointment record (no interviewers, date and time, and applicant data). No acceptance data is passed from the appointment into Recruiting.

Disabling this feature is recommended because most clients are seeking full interview integration. This is an enhancement request and under consideration, but enabling the Outlook Calendar Integration may open a conversation about this need that could lead to increased client dissatisfaction.

#### How do I change the content of the calendar popup or integrate interviewing to Outlook or another e-mail client?

This action isn't supported.

#### If ratings are not provided for a disqualified candidate, will the [Pending](#) label remain visible even if the To-Do item is removed?

Yes. As per the legacy workbench design, the [Pending](#) label in the Interview Feedback column remains visible even after disqualification.

## Related Information

[Configuring Interview Central \[page 1168\]](#)

## 21.9 Reimagined Candidate Experience

The reimagined Candidate Experience introduces a seamless, efficient, and user-friendly application process designed to enhance engagement for both internal and external candidates. The experience is built on three core components: [Guided Application Experience](#), [My Applications](#), and [My Profile](#), each offering features that work together to optimize the candidate journey.

### Guided Application Experience: Streamlined and Adaptive Application Flow

The guided application experience provides a smoother and more intuitive application process. With its adaptive design, it adjusts to the scope of information required for each job, offering either a wizard-based or form-based

template. You can create business rules to further customize the experience so that it adapts dynamically to the information provided. This ensures that candidates are only required to provide the most relevant information, making the application process simple and quick.

## My Applications: Centralized Management and Tracking

The [My Applications](#) page provides a centralized hub where applicants can efficiently manage their entire application journey. Using intuitive, logically arranged cards, applicants can track the status of their submissions, manage in-progress drafts, and act on any required tasks. The [My Applications](#) page ensures that everything related to the application process is easily accessible in one place, eliminating the need for multiple systems or unnecessary navigation.

## Manage Account

The [Manage Account](#) page enables candidates to manage their account settings, ensuring a seamless and secure experience on your career site. They can update passwords, set job alerts, manage privacy preferences, and even delete their account if necessary.

## My Profile

The [My Profile](#) page serves as a centralized hub that provides a holistic view of a candidate's qualifications, skills, past employment, and other relevant details. Candidate profiles help streamline the application process and enable recruiters to match candidates with the right opportunities.

## Important Notes

- If you're an existing customer, there are no configurations required. All your existing setup and configurations are integrated within the reimagined Candidate Experience, when you've enabled in your instance.
- If you're a new customer, you need to set up successfully complete all prerequisites and also configure the following templates - Job Requisition, Candidate Profile, Job Application, and Offer, as per your business requirement. For information on prerequisites and template configurations, refer to **Enabling the Reimagined Candidate Experience** and **Recruiting Configuration Templates** in the **Related Information** section.
- As of 1H 2025, the following features aren't supported:
  - Document upload for Dropbox and Google Drive.
  - Applying for jobs using LinkedIn
  - Saved Jobs
  - Employee referral for Internal Candidate Search
  - Fields configured as picklists or object-type fields cannot be masked when marked as sensitive.

- Quick Apply is implemented with the existing UI and application process, maintaining continuity for candidates.

## Recommendations to Optimize your Candidate's Experience

The following features help to optimize the overall candidate experience:

- SAP Customer Data Cloud Authentication for External Candidates - provides a general framework for setting and enforcing authentication methods for external candidates applying for jobs within the Career Site.
- Unified Data Model - Enhances the integration between Career Site Builder and other parts of SAP SuccessFactors Recruiting.

## Related Information

[Enabling the Reimagined Candidate Experience \[page 1181\]](#)

[Candidate Guided Experience \[page 1183\]](#)

[My Applications \[page 1184\]](#)

[Manage Account \[page 1185\]](#)

[My Profile \[page 1187\]](#)

[SAP Customer Data Cloud based Authentication in Recruiting \[page 128\]](#)

[Unified Data Model for Career Site Builder \[page 410\]](#)

[Recruiting Configuration Templates \[page 77\]](#)

[Business Rules for the Candidate Application \[page 1521\]](#)

## 21.9.1 Enabling the Reimagined Candidate Experience

Learn now to enable the reimagined Candidate Experience in your instance.

### Prerequisites

- Set up the integration with Career Site Builder, including Mobile Apply and Candidate Account Simplification. Career Site Builder (CSB) must be enabled for both internal and external career sites as this feature is available independently for each user. Enabling it for both internal and external career sites ensures consistent experience.

#### Note

The reimagined Candidate Experience doesn't support uploading of documents from Dropbox and Google Drive.

- Verify that the Sign-In Widget and Locale Selector options are enabled on your career site:

1. In Career Site Builder, go to [Appearance > Styles > Headers > <Locale> > <Brand>](#).
  2. For both [Desktop Layout](#) and [Mobile Layout](#), ensure that the [Sign-In and Language](#) component is added and that the [Use Sign In Widget](#) and [Use Locale Selector](#) settings are enabled in both layouts.
- You use DPCS 2.0 for consent agreements.

#### Note

If you're an existing customer with the required configurations in place, no additional setup is needed. Your existing configurations automatically integrate into the reimagined Candidate Experience upon enablement.

## Context

You have successfully set up your templates - **Job Requisition**, **Candidate Profile**, **Job Application** and **Offer**, based on your business needs and you're ready to enable the reimagined candidate experience. For information, refer **Recruiting Configuration Templates** in the **Related Information** section.

## Procedure

1. Go to [Admin Center > Manage Recruiting Settings > Career Sites](#).
2. Choose the [Enable Candidate Experience for Career Site](#) setting.
3. Choose [Save](#) to save your changes.

## Results

The reimagined Candidate Experience is now enabled for your instance. Candidates who register or log in to the Career Site see the Guided Application Experience, My Applications, and My Profile page.

## Next Steps

- You can create business rules to control the behavior of fields in the application flow.
- For each brand configured in Career Site Builder, you can configure a corresponding theme in [Theme Manager](#), to ensure consistent branding throughout the candidate experience.

## Related Information

[Integrating Career Site Builder with SAP SuccessFactors Recruiting \[page 360\]](#)

[Migrating from DPCS 1.0 to DPCS 2.0 \[page 1506\]](#)

[Recruiting Configuration Templates \[page 77\]](#)

[Business Rules for the Candidate Application \[page 1521\]](#)

[Creating a Brand in Career Site Builder \[page 501\]](#)

## 21.9.2 Candidate Guided Experience

The guided application experience provides a smoother and more intuitive application process. With its adaptive design, it adjusts to the scope of information required for each job, offering either a wizard-based or form-based template. This adaptation ensures that candidates provide only the most relevant information in the quickest possible time, making the application process simple.

### 📘 Note

- For new customers, you need to configure the following templates - **Job Requisition**, **Candidate Profile**, **Job Application** and **Offer Letter**, based on your business requirement. The configurations define the application sections that are displayed to the candidate in the guided application experience. For details on how to configure these templates, refer to **Configurations for the Candidate Journey** in the **Related Information** section.
- Existing customers need not make any template configuration changes when switching to the reimagined Candidate Experience. All the existing setup and configurations are seamlessly integrated within the new experience.
- As of the 1H 2025 release, **Apply with LinkedIn** isn't supported.

### → Remember

- When configuring background elements in the Candidate Profile template—such as Professional Experience, Education, Certifications, Language Skills, Geographic Mobility, and Travel Preferences—ensure that **Professional Experience** and **Education** are set as the first and second elements. This configuration ensures a logical flow and a better user experience, as these two elements are always displayed up front in the application wizard. Other background elements are placed under the **Additional Information** section, which appears only when needed.
- In high-volume scenarios, failing to configure **Professional Experience** and **Education** as recommended causes them to be hidden in the **Additional Information** section instead of being displayed up front in the wizard.

## Key Functionalities

- Adaptive application process - The system presents either a wizard-based or form-based application template based on the Job Application Template configuration. If there are more than two sections in the template, the wizard-based application is used.
- Resume upload and Pre-Fill - Candidates can upload a resume to extract relevant information and pre-fill sections of the application. Alternatively, they can manually enter or edit their details..

- **AI-Assisted Skill Suggestions** – The system analyzes the resume to extract skills and leverages AI to suggest relevant skills based on the job description. Candidates can review, select, or modify these suggestions as needed.
- **Job Description Access** - The [View Job Description](#) button allows candidates to check the job details they're applying for at any stage of the application.
- **Flexible Navigation** – Candidates can navigate back to and edit any section of the application wizard at any time during the application process.
- **Review and Submission** - Once all the required information is filled in, candidates are taken to a review page where they can verify all details before submission.
- **Post-Submission Actions** – After submission, candidates can withdraw their application using the **Withdraw Application** button. If withdrawn, they can reapply for the same job using the **Re-Apply** button, provided the job is still active.

## 21.9.3 My Applications

The [My Applications](#) page provides a centralized hub where applicants can efficiently manage their entire application journey. Using intuitive, logically arranged cards, applicants can track the status of their submissions, manage in-progress drafts, and act on any required tasks.

It consists of three key sections:

- Take Actions
- Continue Applying
- View Applications

### Note

When a candidate registers on the career site but doesn't apply for a job, they're initially redirected to this page. From here, they can either explore available job opportunities or navigate to their [My Profile](#) page to update personal and professional information. Maintaining an updated profile enhances their chances of securing suitable roles and allows recruiters to consider them for relevant opportunities in the talent pool.

## Take Actions

The [Take Actions](#) section contains a list of action cards that appear once an application progresses and requires further inputs from the candidate. These actions include: Providing additional details, Confirming an interview schedule, Taking an assessment, Accepting an offer and so on.

Action cards are dynamically displayed based on the status of an application. Once the hiring team initiates a request, the corresponding action card appears in this section, prompting the candidate to take the necessary steps.



## Continue Applying

The [Continue Applying](#) section displays a list of draft applications that a candidate has started but hasn't yet completed. If an application was left incomplete for any reason, it appears in this section along with the corresponding job title.

Candidates can click on these draft application cards to resume and submit their applications. This design ensures that no potential opportunity is missed due to an unfinished application.

## View Applications

The [View Applications](#) section provides an overview of all submitted applications. Each application card displays the current status of the job application, such as: Reviewing your application, Hiring Manager Interview, Application Withdrawn, Not Proceeding and so on.

### Note

In the reimagined Candidate Experience, the **My Interviews** and **My Offers** links are no longer available in the Options menu. Instead, candidates can access these pages directly from the application cards, where links to their interviews and offers are provided for future reference. These cards remain visible until the application is purged from the system.

If no applications or actions are available, candidates can explore new jobs using [Explore All Jobs](#) or update their profile using [My Profile](#) to improve their visibility to recruiters.

## 21.9.3.1 Manage Account

The [Manage Account](#) page enables candidates to personalize and control their account settings, ensuring a seamless and secure experience while using the career site. The following actions are available:

### Change Password

Candidates can update their account password to enhance security and ensure continued access to their profile.

### Manage Two-Factor Authentication

The Manage Two-Factor Authentication setting is available only when SAP Customer Data Cloud is enabled in your instance. For more information, refer to **SAP Customer Data Cloud based Authentication in Recruiting** in the **Related Information** section.

Two-Factor Authentication (TFA) adds an additional layer of security to your user authentication flows. After the user enters their credentials, SAP Customer Data Cloud generates a code and sends it to the user via phone (voice message/SMS) or Time-Based One Time Password (TOTP). The user then enters this code to complete their authentication.

The Two-Factor Authentication method used for an authentication session depends on the Risk-Based Authentication (RBA) rules configured by the Admin in the SAP Customer Data Cloud console.

### Preferred Language

The Preferred Language setting allows you to select the language in which you want to view your account- related pages - [My Applications](#), [My Profile](#), and [Manage Account](#), ensuring a personalized user experience.

#### Preferred Language - Default Behavior

| Candidate Type     | Scenario                                          | Resulting Preferred Language Behavior                                                                                                                                        |
|--------------------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| External Candidate | New candidate exploring the public career site.   | Applies directly for a job.                                                                                                                                                  |
|                    |                                                   | Creates an account but doesn't apply for any job.                                                                                                                            |
|                    | Returning candidate (pre-existing before feature) | Logs in to apply or view account                                                                                                                                             |
|                    |                                                   | By default, the language in which the job application is submitted becomes the candidate's preferred language.                                                               |
|                    |                                                   | By default, the language used to explore the career site becomes the default preferred language in the candidate's account.                                                  |
|                    |                                                   | By default, the language used in the last applied job is set as the preferred language for all account-related pages. Candidates can manually change the preferred language. |
|                    |                                                   | The system retains the updated preferred language until changed again by the candidate.                                                                                      |
| Internal Candidate | Candidate enters the internal career site         | Preferred language will be set to the language selected by the employee in their settings, by default. If required, the employee can update their preferred language.        |

#### Note

- In the **Candidate Guided Experience** pages, the application content is presented in the language specified in the job posting, while the header and footer are displayed in the preferred locale.
- To ensure candidates have a seamless experience, ensure that the list of languages chosen in the Career Site Builder aligns with the languages chosen in the [Manage Recruiting Languages](#) page.

### Manage Job Alerts

Candidates can create, modify, or delete job alerts based on their preferences. This feature ensures they receive notifications about relevant job opportunities.

### Update Preferences

Manage profile visibility settings to control how recruiters can discover the candidate's profile. Candidates can also enable or disable email notifications for job-related campaigns.

### Data Privacy

View the **Data Privacy Consent Statement (DPCS)** that was agreed to during registration. If needed, candidates can revoke their consent to the DPCS. However, doing so would make their account non-compliant with company policies, leading to the permanent deletion of their account.

### Delete Account

Permanently remove the account, including all personal and application-related data.

## 21.9.4 My Profile

The [My Profile](#) serves as a centralized hub that provides a holistic view of a candidate's qualifications, skills, past employment, and other relevant details, helping streamline the application process and enabling recruiters to match candidates with the right opportunities.

Candidates who register on the career site but haven't yet applied for a job are guided to the [My Profile](#) page through the [Applications](#) page, where they can update and maintain their information. Keeping their profile up-to-date increases their chances of getting shortlisted in the candidate pool and reduces the time needed to apply for future opportunities.

For existing customers, the candidate's profile and application-specific data were previously combined in a single form within a single-page view. With the reimagined Candidate Experience, the **My Profile** is now a standalone page, while application-specific details are maintained within the [My Applications](#) page. This improvement allows candidates to manage their career journey more efficiently, without needing to update their information for every job application. Existing customers experience this streamlined approach seamlessly, without requiring any configuration changes.

## 21.10 Setting Up and Enabling LinkedIn Recruiter System Connect (RSC) Integration

Learn how to set up and enable LinkedIn RSC to create a more efficient hiring process, saving time and improving data quality.

### Prerequisites

- You'll need administrative access to both LinkedIn Recruiter and SAP SuccessFactors Recruiting
- LinkedIn Requirements:
  - Your organization has at least one **Recruiter Corporate** or **Recruiter Professional Services** license with LinkedIn. For details, refer to the **LinkedIn Recruiter** product page in the **Related Information** section.
  - You've reviewed and accepted the LinkedIn cookie policy.
  - When data is synced from SAP SuccessFactors Recruiting to LinkedIn, it is stored in LinkedIn owned and operated data centers in the United States, and processed with security measures in place and in compliance with customers' instructions. For details, refer to **Related Information** section.

- Ensure that you have the following permissions:
  - ► [User Permissions](#) ► [MDF Recruiting Permissions](#) ► [LinkedInDeveloperApplication](#) ►
  - ► [User Permissions](#) ► [MDF Recruiting Permissions](#) ► [LinkedInIntegrationConfiguration](#) ►
- You've enabled the [Manage LinkedIn Setup and Implementation](#) permission from ► [Administrator Permissions](#) ► [Manage Integration Tools](#) ►.

## Context

The typical set-up workflow for LinkedIn RSC integration will follow these steps in [Security Center](#):

1. Creating and signing-in to a customer LinkedIn account.
2. Selecting a relevant contract for RSC.
3. Enabling RSC from the [Recruiter System Connect](#) plug-in.

LinkedIn RSC is enabled once the data synchronization between LinkedIn and SAP SuccessFactors Recruiting has been initiated and completed successfully.

Data synchronization involves exchange of the following data: Job Requisition, Job Applications and Candidate data.

- SAP SuccessFactors Recruiting to LinkedIn: Job Requisitions, Candidates and Applications (pre-configured fields and not available in the UI)
- LinkedIn to SAP SuccessFactors Recruiting: Candidate data only.

## Procedure

1. Go to ► [Admin Center](#) ► [Security Center](#) ► [LinkedIn Account Setup](#) ►
2. Select [Enable Customer LinkedIn Account](#) option.  
The [Create Customer LinkedIn Account](#) button appears.
3. Choose [Create Customer LinkedIn Account](#).  
The [Recruiter System Connect](#) plugin is displayed and the [Status](#) is [Inactive](#).
4. Choose [Enable](#).  
You will notice that the [Status](#) has changed to [Pending Contract](#) and a new button [Select Contract](#) is displayed.
5. Choose [Select Contract](#).  
A prompt to sign in to LinkedIn will be displayed.
6. Choose [Sign in](#) and sign into LinkedIn using the provided credentials.  
You'll need to select a contract to proceed. At this moment, the RSC contract status is inactive.
7. Once you've selected the contract to proceed with, choose [Continue](#).  
The LinkedIn widget is loaded where you can choose the required integrations for RSC.
8. Choose [Choose Integrations](#).  
The integrations are made available for selection.
9. Select the [Recruiter System Connect](#), and choose [Save](#).
10. Choose [Close](#).

In the RSC plugin, the *Status* will change to *Pending Contract Selection*. A link *Review Sync Configuration* is available.

11. Choose *Review Sync Configuration*.

You are redirected to the *LinkedIn Recruiter System Connect Sync Configuration* page.

For a quick understanding of what the *LinkedIn Recruiter System Connect Sync Configuration* page contains, choose *View Information*.

By default, you will land on the *Data Transfer to LinkedIn* tab.

12. In the *General Settings* section, verify the candidate type, permissions and privacy reference settings and make changes based on your requirement.

#### → Remember

These settings cannot be changed once a data sync has been initiated. Ensure that you have verified these settings before you proceed.

13. In the *Field Mapping* section, verify the default field mapping values for both *Job Requisition* and *Candidate* tabs to suit your business requirement.

#### 📌 Note

The *Job Requisition* and *Candidate* fields are preconfigured with default mappings. You can customize these mappings to meet your business needs, or proceed to start the data sync using the default mappings.

To modify an existing *SAP SuccessFactors Recruiting Field ID* in the *Job Requisition* or the *Candidate* tab, use the following steps:

- a. Choose *Edit*.
  - b. In the *SAP SuccessFactors Recruiting Field ID* column, identify the field you want to modify and choose the value picker  icon.
  - c. Identify the fields that you require, and choose *Select*.
  - d. Choose *Save* to save the changes.
14. Go to the *Data Transfer from LinkedIn* tab.

To modify an existing *LinkedIn Field ID* in the *One-Click Export* section, use the following steps:

    - a. Choose *Edit*.
    - b. In the *LinkedIn Field ID* column, identify the field you want to modify and choose the value picker  icon.
    - c. Identify the fields that you require, and choose *Select*.
    - d. Choose *Save* to save the changes.
  15. Go to the *Data Sync and Monitoring* tab.
  16. Choose *Initiate Sync* from the *SAP SuccessFactors Recruiting to LinkedIn Sync* section.

#### 📌 Note

This button triggers a full historical sync of the last two years of data.

- It can only be used once every 24 hours to prevent system overload.
- Once triggered, the button will remain disabled until the 24-hour period has passed.
- Use *Initiate Sync* only to perform a full sync. A delta sync runs automatically every 30 minutes to process newly added or corrected records, so a full sync is not required for routine updates.

## Results

Your data sync has been initiated, and the LinkedIn RSC integration has been activated. You can monitor the data sync details in the [SAP SuccessFactors Recruiting to LinkedIn Sync](#) section on the [Data Sync and Monitor](#) tab. Use the [Refresh](#) button to view the latest sync progress.

### → Remember

- LinkedIn processes data sync from any SAP SuccessFactors Recruiting environment as live updates. To avoid unintended changes, please sync only from your Production environment.
- If you've synced your test data with LinkedIn's live system, reach out to LinkedIn Support to help delete your test data.

## Related Information

[LinkedIn Recruiter](#) ➦

[LinkedIn ATS Integrations - Data Security](#) ➦

[Field Mapping Information \[page 1191\]](#)

[LinkedIn RSC Frequently Asked Questions \[page 1197\]](#)

## 21.10.1 Forward Candidates to Recruiting using LinkedIn Recruiter System Connect (RSC)

You can retrieve and process candidate data from LinkedIn with the integration of LinkedIn's Recruiter System Connect (RSC) with SAP SuccessFactors Recruiting

Recruiters can forward candidates from LinkedIn to job requisitions using [One-Click Export](#). [One-Click Export](#) refers to the data synchronization from LinkedIn to Recruiting. Candidates exported in this manner will have the [Forwarded](#) status displayed in the [Applicant Workbench](#).

### 📘 Note

If the candidate's email ID is unavailable, the candidate will not be forwarded to the requisition and the recruiter will receive an email informing them that the export wasn't successful.

## Candidate Matching

When exporting candidate data from LinkedIn, it's important to ensure that records are accurate and up-to-date. The candidate information is updated using two key identifiers: Person URN and email address. A Person URN (Uniform Resource Name) is a unique identifier assigned to each LinkedIn profile. It helps systems distinguish between candidates, even if they have similar names.

- **Person URN Match, No Email Match:** If the Person URN matches an existing record but the email does not, the system will not update the candidate.
- **Person URN and Email Match:** If both the Person URN and email match, the system updates the existing candidate's details.
- **No Person URN, Email Match:** If the Person URN isn't found but the email matches an existing record, the system checks for a different URN linked to that email.
  - If there's no other URN, the new URN is added and the candidate's details are updated.
  - If a different URN is already associated with that email, no update occurs to avoid confusion.
- **No Person URN, No Email Match:** If neither the Person URN nor the email matches any existing record, a new candidate profile is created.

## Related Information

[Forward as Applicant \[page 1057\]](#)

## 21.10.2 Field Mapping Information

### Candidate

| Destination Field ID   | Description                                                             | Required | Source Field ID                  | Field Type                         |
|------------------------|-------------------------------------------------------------------------|----------|----------------------------------|------------------------------------|
| atsCandidateId         | ATS candidate id.                                                       | Yes      | RCM_CANDIDATE =><br>CANDIDATE_ID | System                             |
| address.city           | A list of the candidate's addresses May be empty array if not available | Yes      |                                  |                                    |
| address.country        | Address city.                                                           | Yes      | RCM_CANDIDATE =><br>CITY         | Standard - Editable (Replace only) |
| address.geographicArea | Address country/region. ISO 3166-2 2 Character Country Code             | Yes      | RCM_CANDIDATE =><br>COUNTRY_CODE | Standard - Editable (Replace only) |
| address.geographicArea | State of the Province of this address.                                  | No       | RCM_CANDIDATE =><br>STATE        | Standard - Editable (Replace only) |

| Destination Field ID | Description                                                                                                         | Required | Source Field ID                                  | Field Type                         |
|----------------------|---------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------|------------------------------------|
| geographicAreaType   | The type of the geographic area. Possible values:<br>1. State<br>2. Province                                        | No       | Not supported                                    | Not applicable                     |
| latLong              | Geographical coordinates of the address.                                                                            | No       | Not supported                                    | Not applicable                     |
| latitude             | Latitude in decimal degrees                                                                                         | No       | Not supported                                    | Not applicable                     |
| longitude            | Longitude in decimal degrees                                                                                        | No       | Not supported                                    | Not applicable                     |
| address.line1        | First line of the address.                                                                                          | No       | RCM_CANDIDATE => ADDRESS                         | Standard - Editable (Replace only) |
| line2                | Second line of the address.                                                                                         | No       | Not supported                                    | Not applicable                     |
| line3                | Third line of the address.                                                                                          | No       | Not supported                                    | Not applicable                     |
| line4                | Fourth line of the address.                                                                                         | No       | Not supported                                    | Not applicable                     |
| address.postalCode   | Postal code of the address.                                                                                         | No       | RCM_CANDIDATE => ZIP                             | Standard - Editable (Replace only) |
| atsCreatedAt         | Date record was created in your ATS. Must be greater than 0.                                                        | Yes      | RCM_CANDIDATE => CREATION_DATE                   | System                             |
| atsLastModifiedAt    | Date record was last updated in your ATS. Must be greater than 0. Must be greater than or equal to atsCreatedAt     | Yes      | RCM_CANDIDATE => LAST_MODIFIED                   | System                             |
| currentCompanyName   | Name of the candidate's current employer                                                                            | Yes      | RCM_CANDIDATE => CURRENT_COMPANY                 | Standard - Editable (Replace only) |
| currentJobTitle      | Candidate's current job title                                                                                       | Yes      | RCM_CANDIDATE => CURRENT_TITLE                   | Standard - Editable (Replace only) |
| doNotContact         | flag to indicate if candidate should be contacted                                                                   | No       | Not supported                                    | Not applicable                     |
| emailAddresses       | List of candidate email addresses.                                                                                  | Yes      | RCM_CANDIDATE => EMAIL_ADDRESS1 & EMAIL_ADDRESS2 | Standard - Editable (Replace only) |
| externalProfileUrl   | Link to Profile in RSC. A URL that points to the candidate's external profile page, other than the LinkedIn profile | Yes      | DEEPLINK                                         | System                             |



| Destination Field ID | Description                                                                                                                                                         | Required | Source Field ID                          | Field Type                         |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------------|------------------------------------|
| firstName            | Candidate's first name                                                                                                                                              | Yes      | RCM_CANDIDATE => FIRST_NAME              | Standard - Non Editable            |
| lastName             | Candidate's last name                                                                                                                                               | Yes      | RCM_CANDIDATE => LAST_NAME               | Standard - Non Editable            |
| linkedInProfileUrl   | A URL that points to the candidate's LinkedIn profile page. Can be used to facilitate profile matching within LinkedIn. String value cannot be empty or blank space | No       | RCM_CANDIDATE => LINKEDIN_PROFILE_URL    | System                             |
| middleInitial        | Candidate's middle initial                                                                                                                                          | No       | RCM_CANDIDATE => MIDDLE_NAME             | Standard - Non Editable            |
| phoneNumbers         | A list of the candidate's phone numbers. May be an empty array if not available                                                                                     | Yes      |                                          |                                    |
| phoneNumbers.number  | Formatted String of the phone number. The length should be no more than 25.                                                                                         | Yes      | CONTACT_NUMBER & HOME_PHONE & CELL_PHONE | Standard - Editable (Replace only) |
| extension            | Formatted String of the extension                                                                                                                                   | No       | Not supported                            | Not applicable                     |
| countryCode          | If countryCode is provided, it must be in the ISO 3166 country code set.                                                                                            | No       | Not supported                            | Not applicable                     |
| prefix               | The candidate's name prefix                                                                                                                                         | No       | CUSTOM_FIELD                             | Custom                             |
| skills               | Candidate's skills.                                                                                                                                                 | No       |                                          |                                    |
| sources              | List of Candidate's source                                                                                                                                          | No       |                                          |                                    |

| Destination Field ID | Description                                                                                                                                                                                                                                                                                                                                        | Required | Source Field ID                                                | Field Type |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------|------------|
| sourceCategory       | <p>Category of where the candidate originated from. Must be one of these source category type:</p> <ul style="list-style-type: none"> <li>• LINKEDIN</li> <li>• EMAIL</li> <li>• SOCIAL MEDIA</li> <li>• EVENT</li> <li>• CAREER SITE</li> <li>• AGENCY</li> <li>• REFERRAL</li> <li>• INTERNAL</li> <li>• JOB POSTING</li> <li>• OTHER</li> </ul> | Yes      | Derived value based on Referral details.                       | System     |
| sourceDetail         | Where the candidate originated from.                                                                                                                                                                                                                                                                                                               | Yes      | Same value as source.                                          | System     |
| suffix               | The candidate's name suffix                                                                                                                                                                                                                                                                                                                        | No       | CUSTOM_FIELD                                                   | Custom     |
| tags                 | Candidate's tags                                                                                                                                                                                                                                                                                                                                   | No       | RCM_CAND_TAG_MAP.<br>RCM_TAG => LOCALE<br>where VISIBILITY = 1 | System     |

## One-Click Export

| Destination Field ID | Description                                                                                              | Required | Source Field ID                         | Field Type                         |
|----------------------|----------------------------------------------------------------------------------------------------------|----------|-----------------------------------------|------------------------------------|
| currentEmployerNames | Names of the member's current employers. Empty if the member does not have any current employers listed. | Yes      | RCM_CANDIDATE =><br>CURRENT_COMPANY     | Standard - Editable (Replace only) |
| firstName            | First name of the member.                                                                                | Yes      | RCM_CANDIDATE =><br>FIRST_NAME          | Standard - Non Editable            |
| lastName             | Last name of the member.                                                                                 | Yes      | RCM_CANDIDATE =><br>LAST_NAME           | Standard - Non Editable            |
| member               | Unique Id of the member in the LinkedIn system.                                                          | Yes      | RCM_CANDIDATE<br>=> LINKEDIN_PERSON_URN | System                             |

| Destination Field ID       | Description                                                                           | Required | Source Field ID                                  | Field Type                         |
|----------------------------|---------------------------------------------------------------------------------------|----------|--------------------------------------------------|------------------------------------|
| profileUrl                 | URL of the member's public LinkedIn profile.                                          | Yes      | RCM_CANDIDATE => LINKEDIN_PROFILE_URL            | System                             |
| emailAddresses             | List of candidate email addresses manually entered by the user during 1-Click Export. | Yes      | RCM_CANDIDATE => EMAIL_ADDRESS1 & EMAIL_ADDRESS2 | Standard - Editable (Replace only) |
| yearsOfExperience          | Years of experience calculated based on member's LinkedIn profile.                    | No       | CUSTOM_FIELD                                     | Custom                             |
| positions                  | The most recent two experiences from a member's profile.                              | No       | BG_TYPE                                          | Custom                             |
| position.companyName       | Company name as entered by the member                                                 | No       | CUSTOM_FIELD                                     | Custom                             |
| position.description       | Description for this position.                                                        | No       | CUSTOM_FIELD                                     | Custom                             |
| position.title             | Title name of the position.                                                           | No       | CUSTOM_FIELD                                     | Custom                             |
| position.startMonth-Year   | The joining date. Month and Year of Joining.                                          | No       | STARTDATE                                        | Custom                             |
| position.endMonthYear      | The last date. The Month and Year of last day.                                        | No       | ENDDATE                                          | Custom                             |
| educations                 | The member's education history.                                                       | No       | BG_TYPE                                          | Custom                             |
| educations.school-Name     | School name                                                                           | No       | CUSTOM_FIELD                                     | Custom                             |
| educations.degree-Name     | Degree attained at this school.                                                       | No       | CUSTOM_FIELD                                     | Custom                             |
| educations.fiel-dOfStudy   | Degrees achieved in respective fields of study.                                       | No       | CUSTOM_FIELD                                     | Custom                             |
| educations.startMonth-Year | Start date of the education.                                                          | No       | STARTDATE                                        | Custom                             |
| educations.endMonth-Year   | End date of the education.                                                            | No       | ENDDATE                                          | Custom                             |

## Job Requisition

| Destination Field ID     | Description                                                                                                  | Required | Source Field ID                          | Field Type                         |
|--------------------------|--------------------------------------------------------------------------------------------------------------|----------|------------------------------------------|------------------------------------|
| accessRestricted         | Flag indicating whether the job requisition is ACL-protected.                                                | Yes      |                                          | System                             |
| externalJobRequisitionId |                                                                                                              | Yes      | RCM_JOB_REQ => JOB_REQ_ID                | System                             |
| title                    | Title of the job requisition.                                                                                | Yes      | RCM_JOB_REQ_LOCAL => EXTERNAL_TITLE      | System                             |
| description              | Description of the job requisition.                                                                          | Yes      | RCM_JOB_REQ_LOCAL => EXT_JOB_DESCRIPTION | System                             |
| externalCreatedAt        | Time at which the Job Requisition was created.                                                               | Yes      | RCM_JOB_REQ => DATE_CREATED              | System                             |
| externalLastModifiedAt   | Time at which the Job Requisition was last modified.                                                         | Yes      | RCM_JOB_REQ => LAST_MODIFIED             | System                             |
| targetedStartAt          | Target start date for candidates hired using this particular job requisition.                                | No       | RCM_JOB_REQ => JOB_REQ_START_DATE        | Standard - Non Editable            |
| locations                | Location array which contains all locations corresponding to the Job Requisition.                            | Yes      | LOCATION, LOCATION_OBJ                   | Standard - Editable (Replace only) |
| locationName             | The actual location, e.g. "San Francisco, California", "Los Angeles, California, United States"              |          |                                          | Standard - Editable (Replace only) |
| locationType             | Type of the location - UNKNOWN, PRIMARY and ALTERNATE                                                        |          |                                          | System                             |
| categories               | Job-specific duties (e.g., Accounting, Marketing, Sales), similar to a "department" for the Job Requisition. |          | RCM_JOB_REQ_job-Function                 | Standard - Non Editable            |
| workplaceTypes           | The workplace nature of the job - On-site, Hybrid or Remote.                                                 |          | CUSTOM_FIELD                             | Custom                             |
| industries               | The industries of the job or company.                                                                        |          | RCM_JOB_REQ => INDUSTRY                  | Standard - Non Editable            |
| employmentStatus         |                                                                                                              |          |                                          | Standard - Non Editable            |

| Destination Field ID | Description                                                                                                                                                                                                                                                                                                                             | Required | Source Field ID                       | Field Type |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------|------------|
| requisitionStatus    | Status of the Job Requisition. Possible values are Open or Closed.<br>Available options are: <ul style="list-style-type: none"> <li>• OPEN</li> <li>• CLOSED</li> </ul>                                                                                                                                                                 | Yes      | RCM_JOB_REQ => INTERNAL_STATUS        | System     |
| requisitionType      | Type of Job Requisition representing whether it is a standard requisition or an evergreen (pipe-line) requisition. Note that EVERGREEN requisition should not contain parentJobRequisitionId. Available options are: <ul style="list-style-type: none"> <li>• STANDARD</li> <li>• EVERGREEN.</li> </ul> STANDARD is the default option. | No       | RCM_JOB_REQ => REQUISITION_TYPE       | System     |
| owners.firstName     | First name of the owner.                                                                                                                                                                                                                                                                                                                | No       | USERS_SYSINFO => USERS_SYS_FIRST-NAME | System     |
| owners.lastName      | Last name of the owner.                                                                                                                                                                                                                                                                                                                 | No       | USERS_SYSINFO => USERS_SYS_LAST-NAME  | System     |
| owners.emailAddress  | Email address of the owner. This is mandatory.                                                                                                                                                                                                                                                                                          | Yes      | USERS_SYSINFO => USERS_SYS_EMAIL      | System     |
| numberOfOpenings     | Number of Openings that need to be closed with this particular Job Requisition                                                                                                                                                                                                                                                          | Yes      | RCM_JOB_REQ => NUMBER_OPENING         | System     |
| parentRequisitionId  | Used to represent parent requisition ID for a particular requisition.                                                                                                                                                                                                                                                                   | No       | RCM_JOB_REQ => PARENT_JOB_REQ_ID      | System     |

## 21.10.3 LinkedIn RSC Frequently Asked Questions

### What is the time frame for the Historical Sync?

Historical Sync includes the last two years of data, calculated from today. This is a fixed time frame that cannot be modified.

### How often is data synced?

- Historical sync: A one-time manual activity when we click on 'Initiate Sync' button that syncs the last two years of data. It should not be run repeatedly. Once started, delta sync also begins automatically.
- Delta sync: Runs automatically every 30 minutes for new and updated records.
- One Click Export: Near real-time
- Access Control List (ACL) job: Runs automatically once every 24 hours to refresh ACL data for job requisitions.
- InMail Stub Profile job: Runs once every 24 hours to retrieve profile data of LinkedIn members who have replied to InMails sent from Recruiter seat holders and have consented to share their contact information. The retrieved stub profile data is then updated in SAP SuccessFactors Recruiting.

### Where is LinkedIn data stored?

When data is synced from SAP SuccessFactors Recruiting to LinkedIn, it is stored in LinkedIn owned and operated data centers in the United States, and processed with security measures in place and in compliance with customers' instructions.

### Is LinkedIn RSC available for all SAP SuccessFactors data centers?

Yes. It is a customer configured feature available across all SAP SuccessFactors data centers. Customers are responsible for enabling and maintaining the integration and ensuring compliance with local privacy regulations.

### Who is responsible for GDPR/DPA compliance?

Customers are responsible for ensuring compliance with GDPR, the Data Protection Act, and local privacy regulations. SAP provides the technical integration but does not enforce regional legal obligations.

### Can the *General Settings* in the *LinkedIn Recruiter System Connect Sync Configuration* page be modified after a successful sync?

No, General Settings in mapping are one-time and cannot be changed after the first sync is initiated.

### What happens after clicking the *Initiate Sync* button in the *LinkedIn Recruiter System Connect Sync Configuration* page?

Once the *Initiate Sync* button is triggered, both the *Initiate Sync* and *Edit* buttons are disabled for 24 hours. This prevents repeated changes or multiple sync triggers, which could otherwise overload the system or cause data inconsistencies.

### Why is it recommended to perform the data sync in the Production instance only?

LinkedIn does not have a test system. A sync from any SAP SuccessFactors Recruiting environment will be treated as live updates in LinkedIn's system. To remove inconsistent data or test data, customers must create a ticket with the LinkedIn team.

### What should customers do if sync errors occur?

- Check that the LinkedIn contract is active and RSC is enabled in Security Center.
- Review the field mapping and configuration. Ensure that all mandatory fields are mapped and that those fields contain valid values otherwise the sync will fail.
- Check the error message, if any, for details on rejected fields.
- If the issue remains unresolved, raise a ticket with SAP Technical Support.

### What is the current scope of ACL?

Currently, ACL is only for job requisitions.

### **Are Application fields customizable?**

No, Application fields are not customizable and are currently hardcoded.

### **How is consent handled for candidate profiles in SAP SuccessFactors Recruiting?**

Even if a candidate has given consent on LinkedIn to share information with SAP SuccessFactors Recruiting, this consent is not automatically recognized. The candidate must accept the customer's DPCS statement before the data is considered consented. Additionally, if DPCS hasn't been accepted and a recruiter clicks [View LinkedIn Profile](#), the system will display the message "No Candidate Found."

### **How is sync handled if there are multiple DPCS consents?**

If there are multiple DPCS consents, the sync will proceed if at least one consent is given, even if it is not the latest one.

### **Under what conditions will one-click export not be performed?**

If the URN is different but the email ID is the same, one-click export will not be performed.

### **What happens during the one-click export flow if DPCS has not been accepted?**

When a candidate is created in SAP SuccessFactors via LinkedIn and forwarded to a job requisition, the candidate will not be synced back to LinkedIn if DPCS has not been accepted. This means updates made in SAP SuccessFactors will not sync back to LinkedIn. Data in SAP SuccessFactors cannot be synced back to LinkedIn without DPCS or explicit customer permission.

### **How is candidate privacy handled?**

SAP does not accept LinkedIn consent as valid. Candidates must accept the customer's DPCS statement in SAP. Sensitive fields marked in SAP are excluded from sync. Audit logs capture candidate creation and updates.

### **What if LinkedIn seat information changes?**

Seat data is refreshed once daily. Any seat changes in LinkedIn seats are reflected in SAP SuccessFactors Recruiting after the next refresh job.

### **What if a customer uses multiple LinkedIn contracts?**

Customers can configure multiple contracts in [Security Center](#). Only the selected active contract is used for sync. Inactive contracts may block integration.

### **What if duplicate candidates exist across SAP SuccessFactors Recruiting and LinkedIn?**

SAP SuccessFactors Recruiting tries to map candidates via identifiers like email and URN. If no match is found, duplicates may be created. Customers are responsible for the duplication.

### **What happens if the data in SAP SuccessFactors Recruiting is more up-to-date than the information on LinkedIn?**

In some cases, candidate information in SAP SuccessFactors Recruiting may be more current than what is available on LinkedIn. When the recruiter performs a One-Click Export, the data from LinkedIn will overwrite the corresponding fields in SAP SuccessFactors. This action is based on the recruiter's decision, as One-Click Export always transfers the latest data available in LinkedIn Recruiter to the SAP SuccessFactors Recruiting system.

### **What happens if a preconfigured field, such as Address, is deleted from the mapping page?**

Some fields, such as Address, appear by default in the mapping page because they are mandatory as per LinkedIn's schema. If a recruiter deletes such a field in mapping page, it cannot be added back manually from

the list, as it may not exist in the customer's template. To restore it, simply cancel and reopen the mapping screen - the default mandatory fields will reappear automatically.

#### Why don't I see all fields in the mapping dropdown?

We only show common fields across all templates. If a field exists only in one specific template, it will not appear in the mapping list.

#### Is deletion of standard fields allowed from the mapping pages?

No, deletion of standard fields or leaving them unmapped is not supported. Standard fields that were previously synchronized can only be replaced with other available fields. If the mapping is saved without selecting a replacement field, the system retains the previously mapped values after save.

## 21.11 Using the Inline Resume Viewer

Use the inline resume viewer to view resumes and cover letters directly in a web browser, without downloading them and opening them in a separate application.

### Prerequisites

[Enable inline viewing of resumes](#) is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

#### 📘 Note

- Resumes and cover letters are converted to images when the candidate uploads them.
- When you choose to view a cover letter or a resume in the inline resume viewer, the system checks whether there's an image copy available. If no image is found, the system attempts to convert the documents to image format.
- No migration or extra configuration is required for resumes that are already available in the system before this feature is enabled.
- Few resumes (roughly 2%) are formatted in such a way that they fail during the image conversion process. When this issue occurs, you can choose to download the original file.
- Certain Microsoft Word features aren't readable as part of the image conversion process, notably:
  - Content gets stored in Microsoft Word **Content controls**. These content control components are a proprietary technology that treats a Word document like any data entry form. However, the method in which Word saves this information isn't readable by all programs.



- Microsoft Word image cropping. An image that appears cropped in the Word document appears in full in the converted image.
- You can mass print and mass save candidate resumes and cover letters from directly within the inline resume viewer.
- You can add comments to the application when viewing a resume from the inline resume viewer.

## Procedure

Launch the inline resume viewer in any of the following ways:

- Go to [Candidate Search Results](#) and select the checkboxes next to several candidates and click [View Resume button](#).
- Go to [Application List Page](#) and select the checkboxes next to several applicants and click [▶ Action ▶ View Resume ▶](#).
- Go to [▶ Application Page ▶ Resume ▶](#).

## 21.12 Configuring Candidate Purge Email Notification

You can configure email alerts to be sent to inactive candidates. The email notifications ensure that the candidate can perform necessary actions in advance to avoid the permanent deletion of their profiles from the system.

### Prerequisites

Enable Intelligent Services Center framework.

### Context

You can set up this functionality for both DRM 2.0 and DRTM 2.0 to send advance email notifications to inactive candidates.

## Procedure

1. Go to [▶ Admin Center ▶ Recruiting Email Triggers ▶](#).
2. Enable the [Imminent Candidate Purge Notification](#) trigger.

3. Add an appropriate email template based on the notification content that has to be sent to the candidates. Save the email trigger.
4. Go to ► [Admin Center](#) ► [Data Retention Management](#) ► and click [Create New Purge Request](#).
5. Select the request type.
  - In DRM 2.0, choose the [Purge Inactive Candidate](#) request type.
  - In DRTM 2.0, choose the [DRTM Inactive Candidate Purge](#) request type.
6. In the [Notify candidates before...](#) section, specify the number of days before which the affected candidates should receive the email notification before the candidate profiles are purged. This value is configurable.
7. Schedule the purge request. Ensure that you've selected a schedule start date, which allows for lead time.

For example, the [Notify candidates before...](#) value is set to 7 days. Set the schedule to begin 7 days after the email notification date. The system calculates and sends the Imminent Candidate Purge Email Notification to the affected candidates before their profiles are purged due to inactivity.

#### Note

The [Period of Inactivity](#) must be greater than the [Notify candidates before...](#) value.

8. Go to [Purge Request Monitor](#) and approve the purge. Navigate to the preview report to see which candidates should receive the email notification before their candidate profiles are purged.

## 21.13 Short Message Service (SMS) Integration with Recruiting

By integrating SMS with Recruiting, you can send texts on demand or trigger them automatically.

Send texts on demand for the following:

- Contact Candidate
- ► [Interview Scheduling](#) ► [Contact Candidates](#) ►.

Trigger texts automatically for the following situations:

- When a candidate opts-in to receive SMS texts.
- When you need to inform a candidate about status changes.
- When you want to send interview scheduling notifications to the list of candidates in [Not Booked](#) and [Booked](#) statuses.

For more information, refer to *Integrating Short Message Service (SMS) Notifications with Recruiting*.

## Related Information

[Integrating Short Message Service \(SMS\) Notifications with Recruiting](#)

## 22 Job Offers in SAP SuccessFactors

When you've found a good candidate to fill an open position, you need to prepare an offer. You can define job offer details and set up the internal approval process using SAP SuccessFactors Recruiting. After it's approved, you can create a job offer letter or employment contract for the candidate to accept or decline.

A recruiter or an appropriate individual enters the details of the offer. Details consist of all the necessary information, along with an ad-hoc list of approvers. They then send the offer for an approval. Approvers can approve or reject with comments. The offer process starts when an authorized person decides to hire a candidate to fill a job requisition. The offer process consists of the following:

- Job Offer Detail Template – configured in advance so that all job offers use the same formatting. The offer details are extended out to candidates, and routed to approvers.
- Job Offer Letter Templates – create rich-text templates that are specific to country/region, company, business unit, and so on.
- Job Offer Letters – allows you to select a template, update the contents, and generate a letter with offer details and language for use in negotiating and finalizing offer terms with a candidate.
- Job Offer Approvals – when the candidate has advanced to Offer status, the offer is created and sent out to approvers to approve or decline.

### Related Information

[Job Offer Detail Templates \[page 1203\]](#)

[Job Offer Letter Templates \[page 1213\]](#)

[Job Offer Letters \[page 1219\]](#)

[Job Offer Approvals \[page 1242\]](#)

[Job Offer with HR Master Data \[page 1277\]](#)

### 22.1 Job Offer Detail Templates

Configure the Job Offer Detail Template so that you don't have to format each job offer individually.

Use either of these two methods to configure the template:

- The *Import/Update/Export Offer Detail Template* tool in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- The [Manage Templates](#) tool in Admin Center.

## Related Information

[Offer Details Template Using Manage Templates Tool \[page 1204\]](#)

[Configuring the Job Offer Detail Template in Provisioning \[page 1206\]](#)

[Job Offer Detail Element: Template Name \[page 1207\]](#)

[Job Offer Detail Element: Field Definition \[page 1208\]](#)

[Job Offer Detail Element: Mobile Fields \[page 1213\]](#)

## 22.1.1 Offer Details Template Using Manage Templates Tool

You can add, and edit your offer detail templates using Manage Templates tool in Admin Center.

### Offer Details Template Page

You can configure multiple offer details templates and specify which templates you want to make active from the Offer Details Template List page. The list comprises the following columns:

| Column Name                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Template Name</a>        | Name of your offer details template.                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Active</a>               | You can mark which templates you want to make active.                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Version</a>              | The version of that Offer detail template.                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                      | <div>  <b>Note</b><br/>           You can view all version by selecting the hyperlinked version number under this column that opens up the <a href="#">Version and Audit Log</a> dialog box. When viewing the <a href="#">Version and Audit Log</a>, the <a href="#">Changed On</a> date displays the time in the logged in user's time zone.         </div> |
| <a href="#">Updated On</a>           | The date when the offer details template was last updated. The date stamp displays the logged in user's time zone.                                                                                                                                                                                                                                                                                                                              |
| <a href="#">Template Description</a> | Description that was entered for that offer detail template.                                                                                                                                                                                                                                                                                                                                                                                    |

## Adding and Revising Offer Detail Templates

You can add multiple offer detail templates or revise existing templates using [Manage Templates](#) tool in Admin Center. When you add new offer detail templates, you can add fields sourced from job application, requisition templates, and for mobile. You can also add Offer Approver steps from the [General Settings](#) menu for your offer template.

### → Remember

When you've added new offer detail templates, you must configure your offer approval permissions in the job requisition template.

For more information on using [Manage Templates](#) tool, about offer approver steps, and configuring offer approval permissions in the job requisition templates, refer to the [Related Information](#) section of this topic.

## Predefined Approvers

You can add predefined offer approvers by going to ► [Manage Templates](#) ► [Job Offer Template](#) ► [General Settings](#) ► [Offer Approvers](#) ►.

## Additional Information

Refer to related links at the end of this topic to learn more about:

- How to manage, modify, view version and audit log of recruiting templates using [Manage Templates](#) tool.
- How to add predefined approvers using [Manage Templates](#) in your offer detail template.
- Configure offer approval permissions in job requisition template.

## Related Information

[Configuring the Job Offer Detail Template in Provisioning \[page 1206\]](#)

[Job Offer Detail Element: Template Name \[page 1207\]](#)

[Job Offer Detail Element: Field Definition \[page 1208\]](#)

[Job Offer Detail Element: Mobile Fields \[page 1213\]](#)

[Manage Templates \[page 1602\]](#)

[Configuring Predefined Approvers \[page 1251\]](#)

[Enabling Template Management in Admin Center \[page 1602\]](#)

[Modifying a Template in the Manage Templates Tool \[page 1603\]](#)

[Viewing Version and Audit Log and Template Versions \[page 1604\]](#)

[Job Requisition Element: Offer Approval Permission \[page 176\]](#)

## 22.1.2 Configuring the Job Offer Detail Template in Provisioning

Configure the Job Offer Detail XML template to set up job offers for your recruiting process.

### Prerequisites

- [Enable Offer Approval](#) is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Job Requisition, Job Application, and Candidate Profile templates are configured.

### Context

#### 📘 Note

If you don't have access to Provisioning, configure your templates in the [Manage Templates](#) tool in the Admin Center.

Setting up job offer details involves many steps, including setting up your offer approval permissions in the job requisition template. There are specific ways that offer detail templates handle data fields:

- You can't set different permissions at the field level. All recruiting operators that have recruiting permissions can view the same fields.
- The template doesn't contain read/write permission information.
- You can't anonymize or purge stand-alone fields from template. You can, however, create application fields to use in the offer details template.
- The template doesn't allow you to add an unlimited number of stand-alone fields, unless you source them from other templates. Like the stand-alone fields, you also can't anonymize or purge these sourced fields.

### Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Update/Export Offer Detail Template](#) ►.
2. Copy and paste the entire code from the Job Offer Detail Template form to an XML editor.
3. **Required:** Make two copies of the XML code and save them.

Mark one copy as the original and archive it. Then work with the second copy. This way, you can revert to the original code at any point if something goes wrong in your working copy.

4. Configure the following sections of the template:
  - Template name
  - Field definitions
  - Mobile fields
5. Save the template.
6. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Update/Export Offer Detail Template](#) ►.
7. Copy the modified code from your configured template and paste it into the Job Offer Detail Template form.
8. Choose [Save Form](#).

## Next Steps

Proceed to configure Offer Approval Permission in the Job Requisition template.

## Related Information

[Job Requisition Element: Offer Approval Permission \[page 176\]](#)

[Offer Details Template Using Manage Templates Tool \[page 1204\]](#)

[Job Offer Detail Element: Template Name \[page 1207\]](#)

[Job Offer Detail Element: Field Definition \[page 1208\]](#)

[Job Offer Detail Element: Mobile Fields \[page 1213\]](#)

## 22.1.3 Job Offer Detail Element: Template Name

In the Offer Detail XML, the <template-name> tag defines the template name. Use a descriptive name to define the template.

You can also add <template-desc> element to define a description of the template and also the `template-lastmodified` element to get the last modification date of the offer detail list.

Both the `template-name` and `template-desc` elements must immediately follow the `offer-detail-data-model` element. You can change the CDATA content as it does not appear anywhere in the instance or in Provisioning, is not referenced by any other XML, and is invisible to the customer.

### Sample Code

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE offer-detail-template PUBLIC "-//SuccessFactors, Inc.//DTD Offer
Detail
Template//EN" "offer-detail-template.dtd">
<offer-detail-template>
  <template-name>
    <![CDATA[Offer Details]]>
  </template-name>
```

```

<template-desc>
<![CDATA[Offer Details]]>
</template-desc>
<template-lastmodified>10/9/28 9:58 AM</template-lastmodified>

```

## Related Information

[Job Offer Detail Element: Field Definition \[page 1208\]](#)

[Job Offer Detail Element: Mobile Fields \[page 1213\]](#)

[Offer Details Template Using Manage Templates Tool \[page 1204\]](#)

[Configuring the Job Offer Detail Template in Provisioning \[page 1206\]](#)

## 22.1.4 Job Offer Detail Element: Field Definition

Field definitions in the Offer Detail XML template specify the fields visible to all users when making an offer. Unlike other Recruiting components, you can't configure specific permissions for certain fields based on who the user is.

The leading best practices are:

- Field labels in *Job Offer Detail* templates exactly the same as field labels in the Job Requisition or Job Application templates.
- If possible, pull fields from the Job Requisition or Job Application templates into the Job Offer Detail template, instead of using standalone Job Offer fields.
- Use business rules to select *Job Offer Detail* templates you want to use.
- Use business rules to update the candidate's decision to accept or decline the job offer.

### Sample Code

```

<field-definition id="title" type="textarea" required="true" custom="false"
  template-type="job-req" anonymize="false">
  <field-label mime-type="text-plain">
    <![CDATA[Internal Business Title]]>
  </field-label>
</field-definition>
<field-definition id="jce_customString2" type="jobCode" required="true"
  custom="false"
  template-type="job-req" anonymize="false">
  <field-label mime-type="text-plain">
    <![CDATA[Grade Level]]>
  </field-label>
</field-definition>
<field-definition id="workSamples" type="multiattachment" required="true"
  custom="true"
  template-type="job-application" anonymize="false">
  <field-label mime-type="text-plain">
    <![CDATA[Work Samples Attach]]>
  </field-label>
</field-definition>
<field-definition id="firstName" type="text" required="false" custom="false"
  template-type="job-application" anonymize="false">
  <field-label mime-type="text-plain" lang="en_US">
    <![CDATA[First Name]]>
  </field-label>
</field-definition>

```



```

    </field-label>
  </field-definition>
  <field-definition id="lastName" type="text" required="false" custom="false"
    template-type="job-application" anonymize="false">
    <field-label mime-type="text-plain" lang="en_US">
      <![CDATA[Last Name]]>
    </field-label>
  </field-definition>
  <field-definition id="candStartDate" type="date" required="false"
    custom="true"
    template-type="job-application" anonymize="false">
    <field-label mime-type="text-plain" lang="en_US">
      <![CDATA[Projected Start Date]]>
    </field-label>
  </field-definition>
  <field-definition id="candSalary" type="currency" required="false"
    custom="true"
    template-type="job-application" anonymize="false">
    <field-label mime-type="text-plain" lang="en_US">
      <![CDATA[Annual/Hourly Base Salary]]>
    </field-label>
  </field-definition>
  <field-definition id="currency" type="enum" required="false" custom="false">
    <field-label mime-type="text-plain"><![CDATA[Currency]]></field-label>
    <enum-value value="EUR">
      <enum-label><![CDATA[EUR]]></enum-label>
    </enum-value>
    <enum-value value="GBP">
      <enum-label><![CDATA[GBP]]></enum-label>
    </enum-value>
    <enum-value value="USD">
      <enum-label><![CDATA[USD]]></enum-label>
    </enum-value>
    <default-value>USD</default-value>
  </field-definition>

```

## Related Information

[Job Offer Detail Element: Template Name \[page 1207\]](#)

[Job Offer Detail Element: Mobile Fields \[page 1213\]](#)

[Offer Details Template Using Manage Templates Tool \[page 1204\]](#)

[Configuring the Job Offer Detail Template in Provisioning \[page 1206\]](#)

[Job Offer Detail Field Definition: Attributes \[page 1209\]](#)

[Job Offer Detail Field Definition: Field Label \[page 1212\]](#)

### 22.1.4.1 Job Offer Detail Field Definition: Attributes

The `field-definition` element serves as the container for defining the data and attributes of fields.

The `field-definition` element carries various attributes such as `id`, `type`, `required`, `custom`, `template-type`, and `anonymize`.

```
<field-definition id="title" type="text" required="true">
```

```
custom="false" template-type="job-req" anonymize="false">
```

## id Attribute

Field definition is used when you want to define the unique name of the field. When the field definition is referenced from another template such as job requisition or job application; the field definition ID in the Offer Details templates must match the ID in the referenced template.

These custom fields appear as stand-alone fields in the Offer Details template. Stand-alone fields appear this way in the Offer Detail template.

```
<field-definition id="title" type="text" required="true"
  custom="false" template-type="job-req" anonymize="false">
```

| Custom Field ID                    | Field Data Type |
|------------------------------------|-----------------|
| customString1 – customString15     | text            |
| customLong1 – customLong10         | number          |
| customDate1 – customDate10         | date            |
| customPicklist1 – customPicklist10 | picklist        |

### Note

The **number** data type for these standalone fields show as decimals on the screen. Saving them, however, removes any numbers entered after the decimal, and replaces them with 00.

These field IDs are the same IDs used on the Job Requisition for Job Code Entity fields. To prevent conflicts, preface the Job Code Entity fields with **jce** when referenced in the Offer Details XML. For example, **jce\_customString1**.

If the offer stand-alone fields are configured in multiple Offer Detail XML templates in the same instance, configure the fields identically in each template.

You can only reference certain field IDs from the Job Requisition XML and Job Application XML. The following table lists the fields that aren't supported for referencing on offer details:

| Field ID           | Source Template |
|--------------------|-----------------|
| mfield1 – mfield15 | Job Requisition |
| cellPhone          | Job Requisition |
| numberOpenings     | Job Requisition |
| extTitle           | Job Requisition |

Ensure that all Job Requisition and Job Application fields defined in the Offer Details XML are set up and synced as custom reportable fields in Provisioning. Otherwise, these fields aren't editable, not populated correctly or unavailable as tokens.

## type **Attribute**

In addition to the stand-alone offer detail fields, the following field types are supported when referenced from the Job Requisition XML or Job Application XML.

```
<field-definition id="title" type="text" required="true"
  custom="false" template-type="job-req" anonymize="false">
```

### → Recommendation

Don't change field type in the Offer Detail template to avoid application errors for existing records. The field data type must match with the field from the referenced template.

## Required **Attribute**

The `required` attribute specifies whether or not a field is required. If not required, the field can be left empty.

```
<field-definition id="title" type="text" required="true"
  custom="false" template-type="job-req" anonymize="false">
```

## custom **Attribute**

True or false value that declares whether a field is custom or standard. Don't change the position of reportable custom fields once defined in the offer detail template, because changing reportable custom fields can cause fields to report incorrect values.

```
<field-definition id="title" type="text" required="true"
  custom="true" template-type="job-req" anonymize="false">
```

## template-type **Attribute**

Attribute required for any field pulled from the Requisition or Application XML. This attribute must be set to either [job-req](#) or [job-application](#). If the field is an Offer Details stand-alone field, omit this attribute.

```
<field-definition id="title" type="text" required="true"
  custom="false" template-type="job-req" anonymize="false">
```

## anonymize **Attribute**

SAP SuccessFactors provides the ability to purge user data that you don't need. The **anonymize** attribute identifies whether a field needs to be purged, and this attribute is used in Data Retention Time Management (DRTM) and Legacy Data Retention Management (DRM)

```
<field-definition id="title" type="text" required="true"
  custom="false" template-type="job-req" anonymize="false">
```

## 22.1.4.2 Job Offer Detail Field Definition: Field Label

The field-label element usually controls the appearance of the field name in the user interface.

However, this label does not control all the field labels in the user interface. On certain fields, the Succession Data Model controls the field label and on other fields, there are Provisioning settings that control the label used in the system.

The label element is not conditional. It is not possible for one field to display one label to internal candidates and a different label to external candidates. Likewise, it is not possible for one field to display one label to candidates and a different label to internal recruiting users.

The field-definition element must contain at least one field-label element:

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

### Note

Make sure this label matches the label in the Job Requisition XML or Job Application XML template if you're referencing fields from the requisition or application.

## mime-type **Attribute**

Mime-type determines whether or not the system renders any HTML tags that are defined in the CDATA content. The two supported mime types are:

- **text-plain**: Unformatted plain text.

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

## CDATA Content

You can configure CDATA content to contain the preferred text of the client.

```
<field-label mime-type="text-plain"><![CDATA[First Name]]></field-label>
```

## 22.1.5 Job Offer Detail Element: Mobile Fields

If SAP SuccessFactors mobile option is enabled, Offer Details can be approved through the mobile application by configuring mobile fields in the Offer Detail XML template.

Specify the existing field IDs in the `mobile-fields` element:

```
<mobile-fields>
  <field refid="title"/>
  <field refid="firstName"/>
  <field refid="lastName"/>
  <field refid="candStartDate"/>
  <field refid="candSalary"/>
</mobile-fields>
```

### Related Information

[Job Offer Detail Element: Template Name \[page 1207\]](#)

[Job Offer Detail Element: Field Definition \[page 1208\]](#)

[Offer Details Template Using Manage Templates Tool \[page 1204\]](#)

[Configuring the Job Offer Detail Template in Provisioning \[page 1206\]](#)

## 22.2 Job Offer Letter Templates

You can create different rich text templates that are used to generate offer letters for job offers for candidates in specific country/region, company, division, or business unit.

When you've configured your Offer Detail template, you can configure *Job Offer Letter* template to define what's presented to candidates that accept or decline job offers. Offer letter templates are used in order to use standard tokens that act as variables that autopopulate data into the body of the job offer letters sent out to candidates.

Tokens are derived from any of these templates:

- [Job Requisition](#)
- [Job Application](#)
- [Job Offer Detail](#)

### Related Information

[The Use of Tokens for Offer Letters \[page 1280\]](#)

[Tokens for Foundation Object and Generic Object Fields \[page 233\]](#)

[Enabling Role-Based Permissions for Offer Letter Templates \[page 1214\]](#)

[Creating Offer Letter Templates \[page 1215\]](#)

[Creating Page Breaks in Offer Letters \[page 1240\]](#)

## 22.2.1 Enabling Role-Based Permissions for Offer Letter Templates

You can enable the role-based permission to restrict which Recruiting users can view and select specific offer letter templates.

### Context

#### ⓘ Note

Role-based permissions aren't honored for Foundation and generic object fields in ad-hoc reports for offers. Users can view Foundation and generic objects in ad-hoc reports that they don't have role-based permissions.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Go to the [Offer Letter](#) section and select [Enable Role-Based Permissions for Offer Letter Templates](#).
3. Select [Save](#) in the [Offer Letter](#) section to finish.

### Next Steps

You can now set up permissions for offer letter templates. To understand more about using role-based permissions, refer to [Using Role-Based Permissions](#).

### Related Information

[Using Role-Based Permissions](#)

## 22.2.2 Creating Offer Letter Templates

You can create offer letter templates that use rich text formatting to generate offer letters.

### Prerequisites

You have the following permissions enabled to configure the offer letter templates:

- [Manage Offer Letter Templates](#) role-based permissions, located in ► [Administrator Permissions](#) ► [Manage Recruiting](#) ► [Manage Offer Letter Templates](#) .
- [Recruiting Offer Letter Templates](#), located in [User Permissions](#). Select *All* when you want to give access to all items from the list and *Others* to select specific items for that role.

### Context

Creating multiple offer letter templates allows Recruiting users to select from a list of offer letter templates to send out offer letters to candidates. The [Manage Offer Letter Templates](#) tool groups offer letter templates by country/region and language, and the templates appear alphabetically in the list. You can't change the groupings. For example, U.S. recruiters view U.S. offer letter templates only.

The [Manage Offer Letter Templates](#) column headers identify offer letter templates by name, status, translated languages, and the last modified date. The last modified time displays the local time zone of the person viewing this page.

Standard tokens act as variables that autopopulate requisition, application, and offer details data into the body of the offer letter template.

### Offer Letter Template-Related Business Rule Scenarios

The following business rule scenarios allow you to create rules and triggers for offer letters:

- [Configure Rule to Preselect Offer Letter Templates](#): This scenario allows you to configure business rules to automatically identify which specific template to use when a new offer letter is created.
- [Configure Business Rules to Add Conditional Sections in Offer Letters](#): This scenario allows you to configure business rules to populate dynamic tokens on offer letters.

Refer to *Creating Business Rules for Recruiting* and *Business Rules for Offer Letters* for more information.

### General Display Name and Internal Candidates

You can display the chosen name of internal candidates in the offer letter template. Select the [Enable adoption of General Display Name](#) option in ► [Admin Center](#) ► [Company System and Logo Settings](#) . and insert the `[[CANDIDATE_FULL_NAME]]` token in the template.

Organizations that consider an offer letter to be a legal document should address internal candidates by their legal name. To use their legal name, insert the `[[CANDIDATE_PROFILE_NAME]]` token instead.

Note that the `[[CANDIDATE_FULL_NAME]]` won't display correctly in the offer letter when you're using the `candidateName` field in the offer approval template. To avoid this, don't use `candidateName` in the offer approval

template. Otherwise, use the [ [CANDIDATE\_PROFILE\_NAME] ] token in the offer letter template instead and have the offer letter display the internal candidate's legal name.

Refer to *Adoption of General Display Name in Recruiting* for more information about this setting.

## Procedure

1. Go to [Admin Center](#) [Manage Offer Letter Templates](#).

You see a list of grouped offer letter templates.

2. Select [Create New Template](#).

The [Manage Offer Letter Templates: Add New Offer Letter Template](#) page appears.

3. Complete the fields in the template.

| Option                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Change Country/Region &amp; Language</b> | <p>Choose the country/region and language you want from the dropdown lists.</p> <div><p><b>Note</b></p><p>Choose the country/region carefully. After you save your template, this field becomes read-only and can't be changed.</p></div> <p>The form only lets you select one language at a time. To provide an offer letter template in multiple languages, you create and save this template first, then edit it to save additional copies of that template in different languages. Refer to <a href="#">Editing Offer Letter Templates</a>.</p>                |
| <b>Template Name</b>                        | (Required) Enter a unique name for the offer letter template.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Status</b>                               | <p>Choose <a href="#">Enabled</a> or <a href="#">Disabled</a>.</p> <p>If you don't choose a status, the system saves the template in disabled status.</p>                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Subject</b>                              | <p>(Required) Enter the email subject line.</p> <p>The text you enter in <a href="#">Subject</a> automatically appears in the subject line of the email that uses the template.</p>                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Body</b>                                 | <p>(Required) Enter text and any tokens.</p> <p>To insert standard tokens, select <a href="#">Insert Job Requisition Field</a> in the rich text editor. This opens a dialog box with the list of standard job requisition fields you can use.</p> <p>Any custom tokens require setup in Provisioning. Refer to <a href="#">Configuring Custom Recruiting Tokens</a> for more information.</p> <div><p><b>Note</b></p><p>If you change the position of any reportable custom field, tokens saved in an offer letter template can render the wrong values.</p></div> |

4. Verify that all links in the offer letter template are valid.
5. Choose [Save Changes](#) to save your settings.



## Results

You've now created a new offer letter template, and it should now be listed in the [Manage Offer Letter Templates](#) summary page.

## Next Steps

If you want to make your offer letter template available in additional languages, refer to *Editing Offer Letter Templates*.

## Related Information

[Adoption of General Display Name in Recruiting \[page 90\]](#)

[Business Rules for Job Offers \[page 1567\]](#)

[Configuring Custom Recruiting Tokens \[page 1436\]](#)

[Editing Offer Letter Templates \[page 1217\]](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

## 22.2.3 Editing Offer Letter Templates

You can easily edit to make changes to your offer letter template from the [Manage Offer Letter Templates](#) page, including making the template available in multiple languages.

## Prerequisites

- [Manage Offer Letter Templates](#) role-based permissions are enabled.
- You already have an offer letter template you've created and saved.

## Context

To provide an offer letter template in multiple languages, you first create the template, then save additional copies of that template in different languages.

### Note

Offer letter templates don't support language assembly when using *If* conditions in business rules.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Offer Letter Templates](#) ►, which directs you to [Manage Offer Letter Templates](#) with the list of templates.
2. Go into edit mode for a template by selecting the name of the offer letter template in the [Template Name](#) column, or by selecting the pencil picker icon in the [Action](#) column.
3. Make any necessary changes.
4. **Optional:** To provide your offer letter template in an additional language, use the following settings:

| Option                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Change Country/Region &amp; Language</b> | <p>The <a href="#">Country/Region</a> field was set when you first created the offer letter template. The field is read-only, and can't be changed.</p> <p>From the <a href="#">Language</a> dropdown list, choose a language other than what's already selected.</p> <p>For example, if you chose <b>English US (English US)</b> when you initially created the template and you want to provide the same template in Spanish, select <b>Español (Spanish)</b> for <a href="#">Language</a>.</p> <div><b>Note</b><br/>When you choose a different language, the rest of the form becomes blank so that you can provide content in the new language.</div> |
| <b>Template Name</b>                        | (Required) Enter a template name. For improved usability, consider using the same language you're specifying here.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Status</b>                               | You can ignore this field. The status is set by the main offer letter template.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Subject</b>                              | (Required) Enter the email subject line in the language you're using for this version of the template.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Body</b>                                 | <p>(Required) Enter text in the additional language, and any tokens.</p> <div><b>Tip</b><br/>You can initially save this language version with a blank <a href="#">Body</a> field. After you save this additional language, you can copy and paste the body of the original template and translate it here, so that the content is similar across languages.</div>                                                                                                                                                                                                                                                                                         |

5. Select [Save Changes](#) to finish.

If you edited the template to add an additional language, your main offer letter template is now available in the multiple languages you configured. To verify success, go to the [Manage Offer Letter Templates](#) summary page. The multiple locales are now listed in the [Translated In](#) column for the template.

## 22.2.4 Deactivating Offer Letter Templates

When you no longer need an offer letter template, you can choose to deactivate it.

### Context

You can edit offers associated with a deactivated offer detail template, by reactivating the offer letter template. When you've changed the offer, you can deactivate that template. When you deactivate the offer detail template, you also can't edit the associated offer letter template.

#### ⓘ Note

[Manage Offer Letter Templates](#) doesn't let you delete templates.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Offer Letter Templates](#) ►, which directs you to the [Manage Offer Letter Templates](#) with the list of templates.
2. Edit the template using one of the following options:
  - Select the hyperlinked template name that you want.
  - Select the pencil picker icon under the [Action](#) column of the template that you want.
3. Select [Disabled](#) to deactivate your offer letter template.

## 22.3 Job Offer Letters

The Offer Letter feature in SAP SuccessFactors Recruiting you to select a prebuilt template, update the contents, and generate a letter containing offer details and language for use in negotiating and finalizing offer terms with a candidate.

These are the delivery options available for offer letters:

| Offer Letter Distribution Type               | Description                                                                        |
|----------------------------------------------|------------------------------------------------------------------------------------|
| <a href="#">Online Offer with eSignature</a> | An online offer that allows candidates to sign their offer letters electronically. |

#### ⓘ Note

This feature requires DocuSign.

| Offer Letter Distribution Type | Description                                                                                                                                                             |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Online Offer</i>            | An online offer that doesn't request an electronic signature from candidates. Candidates can accept and decline offers from the career site when they log in.           |
| <i>Email as PDF attachment</i> | You're sent to a screen to send the candidate an e-mail. The offer letter is a PDF document, and any attachments on the offer letter are attached to this e-mail.       |
| <i>Email as text</i>           | When you choose to proceed from a confirmation screen, the candidate is sent an e-mail containing the offer letter text, including any attachments to the offer letter. |
| <i>Print</i>                   | The system prompts you to download or save a PDF copy of the offer letter.                                                                                              |
| <i>Verbal Offer</i>            | The system only records the offer letter without sending it to the candidate.                                                                                           |

## Supported Attachment File Extensions

Offer letters support the following file extensions: doc, pdf, htm, gif, png, jpg, jpeg, html, rtf, bmp, docx, txt, docm, and tif.

## 22.3.1 Offer Letter Permissions for Recruiting Operators

You can add the Offer Letter feature permission in the job requisition XML in all stages where recruiting operators require access to offer letter information.

### Offer Letter Permissions

You can specify which recruiting operator roles have access to [Offer Letter](#) under the `<feature-permission type="offerLetter">` section in the job requisition template. Here's a sample code snippet:

#### Sample Code

```
<feature-permission type="offerLetter">
  <description><![CDATA[R can launch offer letters during statuses
    with an Offer category.]]></description>
  <role-name><![CDATA[T]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <status><![CDATA[Offer Negotiation]]></status>
</feature-permission>
```

### Note

The feature permission `offerLetterPortlet` gives visibility to the portlet but doesn't allow the creation of an offer letter.

The feature permission `offerLetter` gives the user the ability to create an offer letter; that is, the action.

If the permission `offerLetterPortlet` isn't configured, then everyone can view the portlet regardless of status.

Then by default, if an operator role has `offerLetter` permission, they then automatically get a view of the portlet as well.

As a best practice, configure the offer letter or approvals in all steps where users require access to the offer information. When you allow a recruiter or a hiring manager create an offer approval, they also have access to other steps after approvals such as:

- Offer Extended
- Background Check
- Hired

You can declare multiple roles as `role-name` tags, but use only one status tag.

## Restricting View Access to the Offer Letter Portlet in a Candidate Application

You can set permissions for which recruiting operator role can view offer letter information under the [Offer Letter](#) portlet of the candidate application profile.

### Note

If you don't include these code blocks in the template, the offer letter section is visible to anyone with access to candidate application profiles. When the read permission is removed, the offer letter section isn't visible.

You can define the recruiting operator roles under the `<application-status-config>` section in the job requisition template. Here's a code sample snippet:

### Sample Code

```
<feature-permission type="offerLetterPortlet">
  <field-permission type="read">
    <description><![CDATA[DESCRIPTION HERE]]></description>
    <role-name><![CDATA[ROLE]]></role-name>
    <role-name><![CDATA[ROLE]]></role-name>
    <status><![CDATA[STATUS NAME]]></status>
  </feature-permission>
```

## 22.3.2 Configuring Online Offers in Manage Recruiting Settings

You can configure online offers in [Manage Recruiting Settings](#).

### Context

The [Online Offer](#) option doesn't include the ability for candidates to accept offers using an electronic signature. Electronic signatures are only available with the [Online Offer with eSignature](#) option, which requires integration with DocuSign. Refer to [Configuring Online Offers with eSignature in Manage Recruiting Settings](#) for details.

### Procedure

1. Go to the [Offer Letter](#) section in [Admin Center](#) [Manage Recruiting Settings](#) and configure the following settings:

| Option                                                    | Description                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Role-Based Permissions for Offer Letter Templates  | Select this option to control who can view and select offer letter templates.                                                                                                                                                                                                                                         |
| Set date format to be displayed in Offer Letters          | Use the dropdown list to choose the way dates display in offer letters.                                                                                                                                                                                                                                               |
| Allow candidates to accept offers online                  | Select this option so that candidates can accept offers online.                                                                                                                                                                                                                                                       |
| Enable electronic signature for offer letters             | <div><b>⚠ Restriction</b><br/>Do <b>not</b> select this option.</div> <p>This field is used to turn on the Online Offer with eSignature option, which requires an integration with DocuSign. Refer to <a href="#">Configuring Online Offers with eSignature in Manage Recruiting Settings</a> for instructions.</p>   |
| Allow candidates to email job requisition operator        | <p>Select this optional field if you want to allow candidates to email the job requisition operator.</p> <div><b>ℹ Note</b><br/>When you select this option, the candidate <a href="#">Email Recruiter</a> history doesn't display under the <a href="#">Offer Letter</a> portlet in the candidate application.</div> |
| Select an operator who will receive emails from candidate | If you enabled <a href="#">Allow candidates to email job requisition operator</a> , use the dropdown list to choose which recruiting operator role receives email from candidates.                                                                                                                                    |

2. Choose [Save](#) to finish.

## Next Steps

You can now send online offer letters.

## Related Information

[Configuring Online Offers with eSignature in Manage Recruiting Settings \[page 1223\]](#)

[Choosing Online Offer Option \[page 1234\]](#)

### 22.3.3 Configuring Online Offers with eSignature in Manage Recruiting Settings

As an SAP SuccessFactors Recruiting administrator, configure [Manage Recruiting Settings](#) to enable Online Offer with eSignature so that you can get DocuSign electronic signatures from candidates in offer letters.

## Prerequisites

- Your organization needs a DocuSign account. If your organization already has a DocuSign account for use with any other SAP SuccessFactors application (such as Onboarding), you can also use it for SAP SuccessFactors Recruiting. If you don't have an existing DocuSign account, contact your SAP SuccessFactors Account Executive to purchase a subscription of SAP Signature Management from DocuSign.
- DocuSign eSignature allows one e-mail address to be tied to one SAP SuccessFactors Recruiting user account per DocuSign environment (Demo and Production). Even when testing, each recruiting user that uses Online Offers with eSignature requires a unique e-mail address.
- The user's e-mail address and name, including the middle name or initial, must be an **exact** match between the DocuSign system and the HCM suite. If candidates have a middle name or initial in one system, their name must match exactly in the other system.
- Your DocuSign eSignature administrator account doesn't require password reset questions. The account does, however, need the following permissions granted in the DocuSign system:
  - Account-Wide Rights
  - Send On Behalf Of Rights (API)
- The [eSignature Sender](#) role-based permission is enabled.

## Context

### Note

To increase security, DocuSign switched to OAuth authentication in September 2023. If you had Online Offer with eSignature enabled but didn't make the switch, you need to update your settings, as well as grant

Recruiting permission to access DocuSign on your account's behalf. Until you do, Online Offer with eSignature doesn't work in your system. Follow the instructions here, as if you never had the feature enabled.

DocuSign is an electronic signature and digital transaction management service provider. You can use eSignature, a service provided by DocuSign, to electronically sign documents on any device, from almost anywhere, at any time. A digital signature prevents documents signed with DocuSign from edits.

- The Online Offer with eSignature feature uses only DocuSign eSignature, and doesn't support other eSignature options.
- DocuSign refers to transactions as "envelopes," which are equivalent to offer letters (or the act of sending an offer letter) in SAP SuccessFactors.
- This feature includes only the Candidate eSignature process to be assigned through the SAP SuccessFactors system. However, you can add additional signers on demand within the DocuSign portal.
- Online Offer with eSignature follows existing online offer functionality. For example, if you create a new online offer with eSignature while an existing offer is pending, the existing offer and eSignature request expire.
- The DocuSign system triggers any email specific to eSignature functionality. You can't modify the branding and content of the e-mail in the SAP SuccessFactors system.
- Contact DocuSign if you need additional users beyond your limit.

#### → Tip

To avoid manually adding and placing the *Signature* and *Date Signed* fields to every offer letter, go to your DocuSign account and configure the *AutoPlace* feature for these fields.

#### ⓘ Note

Using the DocuSign eSignature option requires you to log in to DocuSign. This step involves leaving your SAP Cloud Services for a third-party web service.

Any use of the third-party web service and any information you provide will be governed by the terms of the third-party web service and not the terms of SAP, including those relating to data privacy and security. Unless otherwise expressly agreed, SAP is not in any way associated with the operator of the third-party web service or responsible or liable for any service offered by the third-party web service.

## Procedure

1. Log in to your DocuSign account and get your User ID and API Account ID information, which you need to enable DocuSign eSignature for offer letters.

You can find both fields in your DocuSign account's *My Apps & Keys* page, and are long alphanumeric strings that include hyphens.

Contact your DocuSign administrator for assistance if you don't know, or have forgotten your DocuSign password.

2. Go to SAP SuccessFactors, and configure the following settings in the *Offer Letter* section in ► *Admin Center* ► *Manage Recruiting Settings* ⌵:



| Option                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enable Role-Based Permissions for Offer Letter Templates</b>  | Select this option to control who can view and select offer letter templates.                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Set date format to be displayed in Offer Letters</b>          | Select the display format of the offer letter date from the dropdown list.                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Allow candidates to accept offers online</b>                  | Select this option to allow candidates to accept offers online.                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Enable electronic signature for offer letters</b>             | <p>Select this option so that candidates can provide electronic signatures in their offer letters using DocuSign eSignature. This option appears when you enable <a href="#">Allow candidates to accept offers online</a>.</p> <p>If you don't enable this option, SAP SuccessFactors Recruiting only displays the <a href="#">Online Offer</a> option, instead of both <a href="#">Online Offer</a> and <a href="#">Online Offer with eSignature</a>.</p> |
| <b>Allow candidates to email job requisition operator</b>        | Select this optional field if you want to allow candidates to send e-mail to the job requisition operator.                                                                                                                                                                                                                                                                                                                                                 |
| <b>Select an operator who will receive emails from candidate</b> | <p>If you enabled <a href="#">Allow candidates to email job requisition operator</a>, use the dropdown list to choose which recruiting operator role receives email from candidates.</p> <div> <p><b>Note</b></p> <p>When you select this option, the candidate <a href="#">Email Recruiter</a> history doesn't display under the <a href="#">Offer Letter</a> portlet in the candidate application.</p> </div>                                            |
| <b>Third-Party eSignature Environment</b>                        | <p>Use the dropdown list to specify whether you want to enable eSignature for DocuSign's Demo or Production environment.</p> <div> <p><b>Caution</b></p> <p>Selecting incorrect options can produce authentication errors.</p> </div>                                                                                                                                                                                                                      |

- Go to the [DocuSign eSignature](#) section, and open the [Grant Access](#) link in the [DocuSign Consent](#) field.  
The link opens a new browser tab for you to log in to DocuSign.
- Log in to your DocuSign account.  
When you log in, you see a message similar to **SAP SuccessFactors Recruiting is requesting permission to.**
- Select [ACCEPT](#).  
Selecting this option grants permission for SAP SuccessFactors Recruiting to access DocuSign on behalf of your account.  
If you select [CANCEL](#), the eSignature option for offer letters won't be available.  
You see a confirmation message.
- Return to [Manage Recruiting Settings](#), and enter the following [DocuSign eSignature](#) fields using the information you got from your DocuSign account's [My Apps & Keys](#) page, as described in step 1:

| Option                  | Description                                          |
|-------------------------|------------------------------------------------------|
| DocuSign User ID        | Enter the user ID from your DocuSign account.        |
| DocuSign API Account ID | Enter the API account ID from your DocuSign account. |

- Choose [Save](#) to finish.

## Results

You've successfully enabled and configured DocuSign eSignature for offer letters, so that is now available as an option.

## Related Information

[Add Fields Automatically with AutoPlace \(DocuSign.com\)](#) 

## 22.3.4 Granting Access for Online Offers with eSignature

Recruiters and SAP SuccessFactors Recruiting users who have an active DocuSign account can choose to grant permission to SAP SuccessFactors Recruiting to access DocuSign on their behalf before they initiate any new offer letters.

## Prerequisites

- Settings have been configured in [Manage Recruiting Settings](#) by an administrator, as described in *Configuring Online Offers with eSignature in Manage Recruiting Settings* and *Updating DocuSign eSignature Integrations in Manage Recruiting Settings*.
- You have a DocuSign login that lets you use the DocuSign eSignature functionality in SAP SuccessFactors Recruiting. Contact your DocuSign administrator for assistance if you don't know, or have forgotten your DocuSign password.

## Context

You can log in to your DocuSign account in advance to grant permission to SAP SuccessFactors Recruiting to access DocuSign on your behalf. When you do, offer letters are sent seamlessly to DocuSign when you choose [Online Offer with eSignature](#), and display in a browser window.

Performing this step in advance is for your convenience, and is optional. You can also choose to wait to grant access when you're initiating an offer letter.

## Note

Using the DocuSign eSignature option requires you to log in to DocuSign. This step involves leaving your SAP Cloud Services for a third-party web service.

Any use of the third-party web service and any information you provide will be governed by the terms of the third-party web service and not the terms of SAP, including those relating to data privacy and security. Unless otherwise expressly agreed, SAP is not in any way associated with the operator of the third-party web service or responsible or liable for any service offered by the third-party web service.

## Procedure

1. Choose the environment you want to grant access in, then copy the appropriate URL string and paste it as a single line in a separate browser window:

| Option                            | Description                                                                                                                                                                                                                                                                               |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Demo (nonproduction) environments | <code>https://account-d.docusign.com/oauth/auth?client_id=77f4be2e-6aa7-47f6-b5e5-158425b1aeaf&amp;scope=signature%20impersonation&amp;response_type=code&amp;prompt=login&amp;redirect_uri=https://static-content.successfactors.com/static-content/consent_agreement_result.html</code> |
| Production environments           | <code>https://account.docusign.com/oauth/auth?client_id=77f4be2e-6aa7-47f6-b5e5-158425b1aeaf&amp;scope=signature%20impersonation&amp;response_type=code&amp;prompt=login&amp;redirect_uri=https://static-content.successfactors.com/static-content/consent_agreement_result.html</code>   |

The URL is a static address that lets DocuSign know you're granting access for SAP SuccessFactors Recruiting specifically. Do not replace any values in this URL string.

2. Select [ACCEPT](#).

Accepting this one-time request informs DocuSign that you're granting SAP SuccessFactors Recruiting access to DocuSign on your behalf, and is required before you can use the Online Offer with eSignature functionality. This means that choosing [CANCEL](#) prevents you from using eSignature functionality with online offers.

## Results

You've granted permission to SAP SuccessFactors Recruiting to access DocuSign on your behalf, so that choosing [Online Offer with eSignature](#) in a new offer letter immediately displays the DocuSign view of the offer letter in your browser window.

## Related Information

[Choosing Online Offer with eSignature Option \[page 1231\]](#)

### 22.3.5 Locales and Time Zones When Using DocuSign eSignature

Understand the behavior of locales and time zones when using DocuSign eSignature.

The DocuSign portal is translated to the candidate's locale. Candidates can override this function by selecting a language on the DocuSign site.

For external candidates, the dates that display for these fields are based on their browser time zone:

- *Offer Date*
- *Accepted Date*
- *Declined Date*
- *eSignature status: Signed on*

For internal candidates, these fields display dates based on their login time zones.

### 22.3.6 Creating Offer Letters

You can start the offer letter process once you have a specific applicant you want to extend an offer to.

#### Prerequisites

- Recruiting operator with feature permissions for offer letters in the requisition template.
- You have the appropriate offer letter permission.

#### Context

##### Note

This page describes functionality available in both the redesigned Applicant Management tool and legacy Candidate Workbench.

## Procedure

1. Go to ► [Recruiting](#) ► [Job Requisitions](#) ►.

2. Select a job requisition and choose the number from the [Candidates](#) column.

If you're using the legacy Candidate Workbench, you can also choose the job title and select the [CANDIDATES](#) tab.

The applicant list for the job appears.

3. Select the applicant to go to their detail view, then launch the offer letter form using the following method:

| Option                                 | Description                                                                                                                                      |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Legacy Candidate Workbench</b>      | Select ► <a href="#">Take Action</a> ► <a href="#">Offer</a> ► <a href="#">Offer Letter</a> ► to launch the offer letter form for the applicant. |
| <b>Redesigned Applicant Management</b> | Select the <a href="#">More</a> icon for the applicant, then choose <a href="#">Offer Letter</a> .                                               |

The offer letter form for the applicant appears.

4. Select the values you want for these fields:

| Option                | Description                                                                                                                                             |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Country/Region</b> | Choose the country/region from the dropdown list.                                                                                                       |
| <b>Language</b>       | Choose the locale from the dropdown list.                                                                                                               |
| <b>Template</b>       | Choose the offer letter template you want to use from the dropdown list.                                                                                |
| <b>Subject</b>        | This field is automatically filled with the email subject text you set up in the offer letter template. You can manually change the text in this field. |

### ⚠ Caution

The applicant's e-mail address populates the [To](#) field. Do **not** edit the address directly in this field. Doing so causes the DocuSign integration to fail in the Online Offer with eSignature option.

5. **Optional:** Make any changes to the offer letter from what's provided in the template.

The Offer Letter [Message](#) field populates with the offer letter template name. You can edit this field in the iFrame. The Recruiting user can then drag and drop tags onto the offer letter.

Select [Reset Template](#) if you want to revert your offer letter back to the original template.

6. **Optional:** Choose [Save as Draft](#) if you want to save the offer letter, but don't want to send the offer letter to the applicant yet.

Selecting [Cancel](#) closes the offer letter and returns you to the candidate workbench.

7. Choose [Next](#).

A draft is automatically saved in the system, and you see a preview of the offer letter.

### 📘 Note

The [Preview](#) button performs the same function as [Next Step](#). The result is the same regardless of which option you choose.

8. Verify that the tokens are populated with values in the preview.

If you see any blank tokens, you need to either select [Back](#) to go back and replace them manually, or make sure you have values associated with the tokens you use in the template. Otherwise, your candidate receives the offer letter with incomplete information.

9. **Optional:** Choose [Print](#) if you want to convert the offer letter content from HTML to a PDF file that's downloaded to your local environment.

The [Print](#) option doesn't automatically send the offer letter to a printer, and it also doesn't send the offer letter to the candidate. The PDF only uses the Arial Unicode MS font. Other font selections are honored when Offer Letter contents are sent using the [Email as Text](#) option.

## Results

You've completed the setup of the offer letter to a specific candidate, and you're now ready to send it.

## Next Steps

Choose the delivery type for the offer letter:

- [Online Offer with eSignature](#)
- [Online Offer](#)
- [Verbal Offer](#)
- [Email as text](#)
- [Email as PDF attachment](#)

### ⚠ Caution

You can't cancel an offer once you send it to a candidate. Your only option for "cancelling" a current offer is to send a new offer. When you send a new offer, the candidate is alerted to the voided and new offers.

## Related Information

[Offer Letter Permissions for Recruiting Operators \[page 1220\]](#)

## 22.3.6.1 Choosing Online Offer with eSignature Option

After you've started the offer letter process to specific candidates, you can choose to send out online offer letters to them with eSignature using DocuSign by selecting the [Online Offer with eSignature](#) option.

### Prerequisites

- Settings have been configured in [Manage Recruiting Settings](#) by an administrator, as described in *Configuring Online Offers with eSignature in Manage Recruiting Settings*.
- Completed the fields in the offer letter as described in *Using Offer Letters*.

### Context

By default, all DocuSign notifications for candidates and recruiting users are enabled. Individuals can change these settings to manage their notifications. Additionally, the [Recruiting E-mail Triggers](#) setting allows you to enable e-mail notifications when candidates choose to accept or decline an offer.

#### Note

Using the DocuSign eSignature option requires you to log in to DocuSign. This step involves leaving your SAP Cloud Services for a third-party web service.

Any use of the third-party web service and any information you provide will be governed by the terms of the third-party web service and not the terms of SAP, including those relating to data privacy and security. Unless otherwise expressly agreed, SAP is not in any way associated with the operator of the third-party web service or responsible or liable for any service offered by the third-party web service.

### Procedure

1. Select [Online Offer with eSignature](#) in your draft online offer.
2. Follow the instructions based on what you see when you selected [Online Offer with eSignature](#):

| Option                                                        | Description                                                                                                                                                                                                                                                |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>The offer letter appears in a DocuSign browser window.</b> | <p>This means that you have a DocuSign login <b>and</b> you've already granted permission for SAP SuccessFactors Recruiting to access DocuSign on your behalf.</p> <p>Proceed to your eSignature offer letter.</p>                                         |
| <b>You're directed to the DocuSign login page.</b>            | <p>This means that you have a DocuSign account, but you still need to grant permission for SAP SuccessFactors Recruiting to access DocuSign on your behalf:</p> <ol style="list-style-type: none"><li>1. Enter your DocuSign login and password.</li></ol> |

| Option                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                              | <p>A message similar to <b>SAP SuccessFactors Recruiting is requesting permission</b> asks you to allow SAP SuccessFactors Recruiting to access DocuSign on your behalf.</p> <p>2. Choose <a href="#">ACCEPT</a>.</p> <p>You can now proceed to your eSignature offer letter.</p>                                                                 |
| <b>You see a message that SAP SuccessFactors Recruiting created a DocuSign login for you and that you got email with an activation link.</b> | <p>This means that you don't yet have a DocuSign login.</p> <p>Activate your DocuSign login from the link provided in your email. After you set up your account, you're asked to grant permission, for SAP SuccessFactors Recruiting to access DocuSign on your behalf. Accept this, so that you can proceed to your eSignature offer letter.</p> |

The eSignature-enabled offer letter displays in the Recruiting browser window.

- From the [Standard Fields](#) section, drag and drop any standard field for your eSignature offer letter, including the following:

| Option                         | Description                                                                   |
|--------------------------------|-------------------------------------------------------------------------------|
| <a href="#">Signature icon</a> | The location where you want candidates to sign their offer letter.            |
| <a href="#">Date Signed</a>    | The location that displays the date when candidates sign the letter.          |
| <a href="#">Initial</a>        | The location where you want candidate initials to appear in the offer letter. |

#### ⚠ Caution

While in the DocuSign user interface:

- Do not change the email ID or candidate name in the DocuSign user interface. Changing the email or name can lead to an error when the candidate tries to add an electronic signature in the offer letter.
- Do not use the [Back](#) button in the DocuSign window.

#### → Tip

If you don't want to add and place the [Signature](#) and [Date Signed](#) fields to every offer letter manually, you can go to your DocuSign account and configure the [AutoPlace](#) feature for these fields.

- Add any other fields that you want to use.
- Make all necessary changes to the offer letter.
- Optional:** Select one of the following to return to [Offer Method Selection](#):
  - [Cancel eSignature offer](#)
  - [Go Back](#)
  - [Discard Changes](#)

#### ⚠ Caution

Don't choose [Save Draft](#). This option is **not supported**. If you select this option, you lose the work instead of saving it.



7. Select [Send](#) for the online offer with eSignature option.

When successful, you see a message that contains the [Continue to Candidate](#) button. At the same time, candidates receive e-mail from DocuSign that includes a link to the offer letter.

8. Select [Continue to Candidate](#) to go to that candidate's profile.

## Results

After you send the offer letter, the candidate receives e-mail from DocuSign with a link to the online offer. Refer to *The Candidate Experience for Online Offer with eSignature* for details.

You can view the record of the eSignature offer that was sent out under the [Offer Letter](#) section of the candidate profile.

## Related Information

[Configuring Online Offers with eSignature in Manage Recruiting Settings \[page 1223\]](#)

[Granting Access for Online Offers with eSignature \[page 1226\]](#)

### 22.3.6.1.1 The Applicant Experience for Online Offer with eSignature

This topic describes the general process that candidates experience when you use the Online Offer with eSignature option to send them an offer letter.

#### Note

Applicants don't need a DocuSign account to provide an eSignature.

The general process that applicants experience is as follows:

1. Applicants receive email from DocuSign that includes a link, labeled [View Documents](#), to the offer. The link takes them to the sign-in page for the internal or external career site, based on the applicant type.
2. Applicants sign in to the career site, then see the details of their offer display in [My Offers](#).
3. Applicants view the online offer, and accept or decline the offer, or send email to the recruiter. When applicants select [Accept & eSign](#), the DocuSign screen is visible.

#### Note

In public career sites and internal career sites powered by Career Site Builder, the DocuSign screen opens in the existing window. In internal career sites not implemented through Career Site Builder, the DocuSign screen opens in a popup window.

Applicants see a disclosure statement — configured in the DocuSign admin — then can choose one of the following:

- [Review Document](#)
  - [Decline](#) – updates the eSignature status to [Declined by Candidate](#).
  - [Finish Later](#) – returns applicants to [My Offers](#) so that they can go through the eSignature process later.
4. Applicants select [Review Document](#).
  5. Applicants choose their signature, then they can sign and complete the document.

When applicants accept the offer, hiring managers are notified, and you can view the results from the [Offer Letter](#) section within their application profile.

## 22.3.6.2 Choosing Online Offer Option

After you initiate offer letters for your candidates, you can choose [Online Offer](#) to send online offers to candidates that don't require an electronic signature.

### Prerequisites

- Online offers is configured in [Manage Recruiting Settings](#).
- Candidate Relationship Management is enabled.
- If you're using a Career Site Builder-enabled career site:
  - Brand and Email Layouts are configured in Career Site Builder.
  - Candidate Relationship Management is enabled.

### Context

If you prefer to obtain an electronic signature from your candidates, you need to choose [Online Offer with eSignature](#) instead of [Online Offer](#).

### Procedure

1. Select [Online Offer](#) in your offer letter draft that opens up the [Email link to Online Offer Letter](#) page.
2. Select the appropriate locale from the [Language](#) menu.
3. Specify the following if you're using Career Site Builder for your career site:
  - [Brand](#) – select the brand you want to use.
  - [Email Layout](#) – this field appears when you select the brand. Choose the email layout you want to use.
4. Go to [Template](#) to choose the online offer letter that you want.
5. Make any changes that you want to the online offer letter.
6. Select [Next](#) to go to the [Preview Offer Letter](#) page to view how it appears to the candidate.

7. Choose [Back](#) to edit your offer letter, or [Send](#) to finish.

When you've sent out the offer letter, all offer letter options are grayed out except for the following choices:

- [Online Offer with eSignature](#)
- [Verbal Offer](#)

8. Select [I'm Done](#) to finish.

## Results

When the online offer is generated, candidates receive an email that notifies them that they've received an offer and which contains a link to view and accept the offer.

After you send the online offer, the Offer Letter portlet shows you when the letter was sent, if it was accepted or is pending acceptance, and if the candidate has viewed the letter or not. You can also see comments the candidate has left on the Offer Letter in the portlet. You can't print comments from the Application screen, but they're reportable through ad-hoc Reporting. Online Offers are reportable through ad-hoc Reporting, as with any other offer letter. Once an online offer has been extended to a candidate, you can select [Cancel Offer](#) in the Offer Letter portlet. Only the individual who created the offer can cancel it. Configure the [Online Offer Cancelled by Sender](#) and [Online Offer Cancelled by Sender Candidate Notification](#) email triggers to send notifications about offer cancellations.

## Related Information

[Configuring Online Offers in Manage Recruiting Settings \[page 1222\]](#)

[Creating Email Layouts in Career Site Builder \[page 520\]](#)

### 22.3.6.2.1 The Applicant Experience for Online Offers

This topic describes the general process that applicants experience when you use the Online Offer option to send them an offer letter.

The general process the applicants experience is as follows:

1. Applicants receive email notifying them that they've received an offer.  
The email contains a link that takes applicants to the sign-in page for the internal or external career site, based on the applicant type.
2. Applicants sign in to the career site, then see the details of their offer and job description display in [My Offers](#).
3. Applicants can view the online offer, which includes the offer date, as well as the following:
  - Start date – this is taken from the standard application field called [startDate](#) if configured on the application template.
  - Job location – this is either taken from the offer approval or job requisition depending on the configuration.Applicants can then choose to accept or decline the offer, or — if the option to contact an operator is enabled — e-mail the recruiter.

Choosing any of these options opens a rich text editor where applicants can enter comments before performing the action. An applicant comment is required to decline the offer.

The [My Offers](#) tab supports multiple versions of an Offer Letter for the same job requisition, but the applicant can only accept the most recent version. Applicants can view older offer letters, offers for other requisitions, or any expired offers on the [My Offers](#) tab. Once enabled, you can add the `[[CANDIDATE_OFFER_URL]]` token to the offer letter to create a direct link to the online offer.

When the applicants accept the offer, hiring managers are notified, and you can view the results from the [Offer Letter](#) section within their application profile.

## Related Information

[Redirect Candidates to Complete Multistage Application Fields After Accepting Offers \[page 1242\]](#)

### 22.3.6.3 Choosing Verbal Offer Option

You can send out verbal offers when you've initiated the offer letter process for the specific candidate.

## Context

The [Verbal Offer](#) option becomes available at the bottom of the email template form after you've initiated the offer letter for your candidate and advanced to the next step.

## Procedure

1. Select [Verbal Offer](#) in your offer letter draft.

The prompt at the top of the page states that the verbal offer has been recorded.

2. Select [I'm Done](#) to finish.

## Results

When a verbal offer is sent, the Offer Letter portlet for in the candidate's application detail page is updated, so that the [Send Mode](#) field shows the value [verbal](#).

## 22.3.6.4 Choosing Email as Text Option

You can use the [Email as Text](#) option when you want to send a job offer in the body of an email to a candidate.

### Context

The [Email as text](#) option becomes available at the bottom of the email template form after you've initiated the offer letter for your candidate and advanced to the next step.

### Procedure

1. Select [Email as text](#) in your offer letter draft.
2. Select [Send](#) when the [Confirm Email as Text](#) dialog box appears on your screen.

When you've sent out the offer letter, all offer letter options are grayed out except for the following choices:

- [Online Offer with eSignature](#)
  - [Verbal Offer](#)
3. Select [I'm Done](#) to finish.

## 22.3.6.5 Choosing Email as PDF Attachment Option

You can send offer letters as emails that contain a PDF attachment of the offer letter for company instances with or without Career Site Builder configured.

### Prerequisites

If you're using a Career Site Builder-enabled career site:

- Brand and Email Layouts are configured in Career Site Builder.
- Candidate Relationship Management is enabled.

### Context

The [Email as PDF Attachment](#) option becomes available at the bottom of the email template form after you've initiated the offer letter for your candidate and advanced to the next step.

## Procedure

1. Select [Email as PDF Attachment](#)

You're taken to the [Email Offer Letter as PDF Attachment](#) page.

2. Select the appropriate locale from the [Language](#) menu.
3. Specify the following if you're using Career Site Builder for your career site:
  - [Brand](#) – select the brand you want to use.
  - [Email Layout](#) – this field appears when you select the brand. Choose the email layout you want to use.
4. Select the offer template you want to use.
5. Make any changes that you want to the offer letter.
6. Select [Next](#) to see a preview of how the offer email appears to the candidate.
7. Choose [Send](#) to finish.

When you've sent out the offer letter, all offer letter options are grayed out except for the following choices:

- [Online Offer with eSignature](#)
  - [Verbal Offer](#)
8. Select [I'm Done](#) to finish.

## 22.3.7 Offer Letter Portlet Fields

After an online offer is sent, you see an entry in SAP SuccessFactors Recruiting for the offer letter in the Offer Letter portlet.

The Offer Letter portlet is part of the application detail page.

### ⚠ Caution

Modifying permissions for individual fields in the portlet can directly impact such things as the candidate experience and integration settings. Refer to *SAP Note 3098726 – Modifying Offer Letter Portlet permission through Manage Templates – Recruiting Management* for details.

The following table describes the fields you see in the portlet.

| Field                     | Description                                |
|---------------------------|--------------------------------------------|
| <a href="#">Author</a>    | The person who initiated the offer letter. |
| <a href="#">Send Mode</a> | A link to view the offer.                  |

| Field                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">View Certificate</a>       | <p>This field is visible only if the offer letter used eSignature functionality. The link allows you to view the DocuSign certificate of the audit history of the signing process.</p> <p>You can track signers in the certification document available from the Offer Letter portlet. The Offer Response status doesn't update based on the additional signers. <a href="#">View Certificate</a> lets you view the response from additional signers.</p> <p>If selecting <a href="#">View Certificate</a> takes you to a message similar to <b>SAP SuccessFactors Recruiting is requesting permission</b>, choose <b>ACCEPT</b>. Refer to <i>Granting Access for Online Offers with eSignature</i> for more information.</p> |
| <a href="#">Offer Extended On</a>      | Displays the date the recruiting user sent the offer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">Offer Response</a>         | <p>Displays the candidate's response to the offer. Possible values are:</p> <ul style="list-style-type: none"> <li>• <a href="#">Accepted</a></li> <li>• <a href="#">Declined</a></li> <li>• <a href="#">Expired</a> – displays when an offer has expired because of a creation of a new online offer.</li> <li>• <a href="#">Canceled</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                         |
| <a href="#">Candidate Responded On</a> | Displays the date when the candidate responded to the offer. This isn't necessarily the date of the eSignature response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">eSignature Response</a>    | <p>This field is visible only if the offer letter used eSignature functionality. Possible values are:</p> <ul style="list-style-type: none"> <li>• <a href="#">Pending with Candidate</a></li> <li>• <a href="#">Declined by Candidate</a></li> <li>• <a href="#">Declined</a> – implies additional recipient added, not candidate.</li> <li>• <a href="#">Completed</a></li> <li>• <a href="#">Expired</a> – eSignature has expired because of a creation of a new offer.</li> <li>• <a href="#">Canceled</a></li> </ul>                                                                                                                                                                                                     |

## Related Information

[Granting Access for Online Offers with eSignature \[page 1226\]](#)

[SAP Note 3098726](#) 

## 22.3.8 Creating Page Breaks in Offer Letters

You can manually insert a page break using HTML code when viewing your offer letter as a PDF, using the Print command, or when you use the [Email as PDF attachment](#) delivery option.

### Prerequisites

You've launched an offer letter form for an applicant, as described in [Creating Offer Letters \[page 1228\]](#).

### Context

There are two generic page break elements work across multiple browsers:

- Add the following to a paragraph or heading at the **top** of the next page:

```
<p style="page-break-after: always;"> </p>
```

- Add the following to a paragraph at the **bottom** of your page, above the intended break:

```
<p style="page-break-before: always;"> </p>
```

Using the `always` syntax forces the page to break after the principle box in the CSS code. Page break doesn't work when you have a floated parent container. Page break elements must be blocks, not inline. When using Chrome, you need to use both `Page-break-before: always` and `Page-break-after: always` — the same code works in most browsers. Refer to *Guidelines for Creating Page Breaks in Offer Letters* for more information.

### Procedure

1. Select the offer letter where you want to insert the page break.
2. In the offer letter, insert the following after the text where you want the page to break:

```
<p style="page-break-after: always;"> </p>
```

#### ⓘ Note

You can also use the following **before** the text where you want the line to break:

```
<p style="page-break-before: always;"> </p>
```

3. Select [Next Step](#) to continue.
4. Select [Print](#).
5. You can either save the PDF file or select [Open](#) to review the page break in the offer letter.

Don't choose [Preview](#); it doesn't allow you to see the inserted page break.



6. Choose the offer letter delivery type that you want to use.
7. Select *I'm Done* to finish.

## 22.3.8.1 Guidelines for Creating Page Breaks for Offer Letters

There are guidelines you can follow in order to create page breaks when you want to manually insert a page break when viewing your offer letter: as a PDF, using the Print command, or when you use the [Email as PDF attachment](#) delivery option.

When you use the **Always** as your generic page break value, it forces a page break after the principal box. The **Always** generic break immediately generates a page break for paged media. When you generate page break, it's done using CSS, you use either one of the two page break values:

| Values                                  | Description                                                                                                                                                                                   |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>page-break-after: always;</code>  | <p>Insert this code after a paragraph at the bottom of your page before you intend to break.</p> <p>This property is compatible with Microsoft Edge.</p>                                      |
| <code>page-break-before: always;</code> | <p>Insert this optional code before the paragraph, heading, or other block level element at the top of the next page.</p> <p>This property is compatible with Firefox and Microsoft Edge.</p> |

### Note

Chrome isn't technically supported using the **Always** generic break, but is supported for paged media.

## Cascading Style Sheets (CSS)

Consider the following when using style sheets:

- Include without a default media attribute such as `media="screen"`
- Use print media query to wrap the CSS for printers. In your CSS, you can add a section like this example:

```
@media print { /*styles for printers */ }
```

- Page breaks don't work when a parent container is floated. That means that for all the content you want to print with page breaks, you need to disable all of the floats of parent containers by setting them to `'float: none !important;'`
- Use on block elements. Elements that contain the `page-break-after: always;` or `page-break-before: always;` are blocks and aren't inline.  
Block elements include **DIV**, **P**, and **OL**. Inline elements include **SPAN**, **INPUT**, **textarea**, and **script**.

## 22.3.9 Redirect Candidates to Complete Multistage Application Fields After Accepting Offers

In the default setting, candidates who finish accepting an offer see an option to view the offer. If recruiting users need to capture additional information from candidates after they accept an offer, such candidates can be redirected to the job application page to complete the required information.

This functionality is available for both Online Offer and Online Offer with eSignature when the following are configured:

- Mobile Apply
- Multistage application
- Business rule for candidate's decision on offer letter to move candidates to the next stage

If this functionality is enabled for:

- Online Offer with eSignature: The [Continue to Next Step](#) button appears after a candidate accepts a job offer. This button appears only if there are mandatory fields that need to be reviewed and completed by the candidate in the job application. By clicking this button, the candidate is navigated to the [Job-Specific Information](#) page to fill in the necessary information.
- Online Offer: Candidates are automatically redirected to the [Job-Specific Information](#) page if there are mandatory fields that need to be completed.

### Related Information

[Business Rules in Recruiting \[page 1511\]](#)

[Enabling Multistage Applications \[page 1115\]](#)

## 22.4 Job Offer Approvals

When the candidate has advanced to [Offer](#) status, the offer is created and sent out to [ad-hoc](#) approvers to approve or decline.

There are two types of job offer approvals: Legacy offer approvals and mass offer approvals.

### Note

When you enable Mass Offer Approvals, you can still continue to use legacy offer approvals providing that you select the correct offer template. Selecting the incorrect offer template leads to error messages, because all standards fields that's supported for legacy offer approvals are supported for Mass Offer Approvals.

| Offer Approval Type    | Where You Can Initiate Offers                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legacy Offer Approvals | Candidate <a href="#">Application Profile</a>                          | <p>For Legacy Offer Approvals, you can only view, create, edit, decline, or cancel offers when you select a specific offer from the Candidate Offers list for one offer at a time.</p> <ul style="list-style-type: none"> <li>• Originators can create offer approvals from a single candidate <a href="#">Application Profile</a> by selecting <a href="#">Offer Approvals</a> from the <a href="#">Take Action</a> menu.</li> <li>• Originators can edit, or cancel single offer approvals, as well as create new offer approval versions for any offers in declined, completed, or canceled status from the Candidate Offers page.</li> <li>• Approvers can approve or decline single offers when selecting the candidate from the Candidate Offers page.</li> </ul> |
| Mass Offer Approvals   | Candidate <a href="#">Application Profile</a><br>Candidate Offers page | <p>You can select multiple offers from the Candidate Offers page.</p> <ul style="list-style-type: none"> <li>• Originators can create, edit, or cancel offer approvals, as well as create new offer approval versions for any offers in declined, completed, or cancelled status.</li> <li>• Approvers can approval a single offer for a candidate or approval all for multiple candidates, as well as decline offers one at a time.</li> </ul>                                                                                                                                                                                                                                                                                                                         |

## Ad hoc Approvers and Predefined Approvers

You can configure predefined approvers as a workflow so that they appear as [Approver 1](#) under the [Approvers](#) section of any offer. When there aren't predefined approvers, that field appears as [Ad hoc Approver](#). When you predefine approvers, only one workflow option can be associated per offer template. However, you can use multiple offer templates.

## 22.4.1 Offer Details Considerations

Some of the important points to be considered while working with Offer Details.

- Comments upon routing for approval cannot be disabled or required.
- Users can add custom help text on Offer Approval fields.
- The [Default Due Date](#) option in Form Template Settings drives the Offer Approval due dates.
- If an Offer Approval is denied, originators see a [Cancel](#) option that cancels the Offer Approval, irrespective of the current status of the candidate and removes the corresponding item from the To Do list of the user.
- A column named [Job Start Date](#) is available on the Offer Approval Summary page. This column is sortable and the value of this column is fetched from the offer approval standard field **job start date**. If the value is not available in the offer approval, the value is fetched from the start date of the Job Requisition. If this value cannot be fetched either from the Offer Approval or the Job Requisition, this value remains blank. Additionally, the existing [date](#) column is renamed to [Last Modified date](#).
- In [Admin Center](#) > [Recruiting Settings](#), there is a switch "Do not pull updated job application and job requisition field data on the offer approval when an offer approval is edited or a new version is created." This is effective for those fields of offer which are write enabled including custom fields.

## 22.4.2 Enabling Offer Approvals

[Offer Approvals](#) can be enabled in Provisioning so that job offers for candidates are sent to [Ad hoc Approvers](#) to approve or decline.

### Procedure

1. Go to [Provisioning](#) > [Company Settings](#) > [Recruiting](#) and select [Enable Offer Approvals](#).
2. Select **Save** to finish.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your Implementation Partner. If you're no longer working with an Implementation Partner, contact SAP Cloud Support.

### Results

When [Enable Offer Approvals](#) is turned on in recruiting, you can now use Job Offer Approval functionality in recruiting.

### 📘 Note

Once offer approvals are turned on, don't use the legacy `<offer-fields>` section within the job requisition template that can cause errors in offer letters.

## 22.4.3 Supported Field Types for Offer Approvals

When you want to include fields referenced from job requisition and job application templates, here are the supported data types for fields for job offer approvals.

All field types in the [Supported for Mass Offer Approvals](#) table are supported for legacy job approvals. However, not all are supported for Mass Offer Approvals. See the [Supported for Mass Offer Approvals](#) column to view that information.

### → Tip

When viewing this document in a web browser, you can filter and sort on the column, show or hide columns, or use full-text search to find what you are looking for. For example, if you want to filter your results by Field Type or Mass Offer Approvals Support columns.

#### Standard Field Types

| Field Type               | Mass Offer Approvals Support | Referenced Template                | Notes                    |
|--------------------------|------------------------------|------------------------------------|--------------------------|
| boolean                  | Supported                    | Job Application                    |                          |
| currency                 | Supported                    | Job Application<br>Job Requisition |                          |
| date                     | Supported                    | Job Application<br>Job Requisition |                          |
| derived                  | Unsupported                  | Job Application<br>Job Requisition |                          |
| enum                     | Supported                    | Job Application<br>Job Requisition |                          |
| multiattachment          | Supported                    | Job Application<br>Job Requisition |                          |
| multiattachmentselection | Supported                    |                                    | Standalone custom field. |
| number                   | Supported                    | Job Application<br>Job Requisition |                          |
| operator                 | Supported                    | Job Requisition                    |                          |
| percent                  | Supported                    | Job Requisition                    |                          |

| Field Type | Mass Offer Approvals Support | Referenced Template                | Notes                                                                                                                |
|------------|------------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| picklist   | Supported                    | Job Application<br>Job Requisition |                                                                                                                      |
| richText   | Supported                    | Job Application                    | richText is supported only for <b>resume</b> and <b>coverLetter</b> fields for both legacy and mass offer approvals. |
| text       | Supported                    | Job Application<br>Job Requisition |                                                                                                                      |
| textarea   | Supported                    | Job Application                    |                                                                                                                      |

## 22.4.4 Supported Standard Fields for Job Offer Approvals

When you want to include fields referenced from job requisition and job application templates, here are the fields that are supported for job offer approvals.

### Foundation and Generic Object Field Permissions in Ad-Hoc Reporting

Role-based permissions aren't honored for Foundation and generic object fields in ad-hoc reports for offers. Users can view Foundation and generic objects in ad-hoc reports that they don't have the granted role-based permissions for.

### Custom Fields

Custom fields from job requisition and application template must be reportable in order for them to be editable for offer approvals. Refer to the [Related Information](#) to configure reportable custom fields in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Field Information in Table

All fields in the [Supported Standard Field Names for Job Approvals](#) table are supported for legacy job approvals. Mass Offer Approvals, however, isn't supported by all fields. See the [Mass Offer Approvals Support](#) column. When viewing this topic in a web browser, you can filter and sort on the column, show or hide columns, or use full-text search to find what you're looking for. For example, if you want to filter your results by the field type, use [Field Type](#) to select the filter link for that column to view information on fields that you want. You can also sort by field data type to see all fields that use that data type.

## Supported Standard Field Names for Job Approvals

| Field ID               | Field Type       | Mass Offer Approvals Support | Referenced plate | Tem- | Read/Write mission | Per-<br>Notes    |
|------------------------|------------------|------------------------------|------------------|------|--------------------|------------------|
| adCode                 | picklist         | Supported                    | Job Requisition  |      | Read               |                  |
| address                | text             | Supported                    | Job Application  |      | Write              |                  |
| averageRating          | number           | Supported                    | Job Application  |      | Read               |                  |
| bkgndChkStat<br>us     | text<br>picklist | Supported                    | Job Application  |      | Read               |                  |
| cellPhone              | text             | Supported                    | Job Application  |      | Read               |                  |
| city                   | picklist<br>text | Supported                    | Job Application  |      | Write              |                  |
| comments               | text             | Unsupported                  | Job Application  |      | Read               |                  |
| commission             | currency         | Supported                    | Job Requisition  |      | Write              |                  |
| contactEmail           | text             | Supported                    | Job Application  |      | Write              |                  |
| costCenter_obj<br>j    | object           | Unsupported                  | Job Requisition  |      | Read               |                  |
| costOfHire             | currency         | Supported                    | Job Requisition  |      | Read               |                  |
| coverLetter            | richText         | Supported                    | Job Application  |      | Read               |                  |
| currency               | enum             | Supported                    | Job Requisition  |      | Write              |                  |
| currentTitle           | text             | Supported                    | Job Application  |      | Read               |                  |
| customDate1-1<br>0     | date             | Supported                    | Offer Details    |      | Write              | Standalone field |
| customLong1-1<br>0     | number           | Supported                    | Offer Details    |      | Write              | Standalone field |
| customPicklis<br>t1-10 | picklist         | Supported                    | Offer Details    |      | Write              | Standalone field |
| customString1<br>-15   | text             | Supported                    | Offer Details    |      | Write              | Standalone field |
| dateOfBirth            | date             | Supported                    | Job Application  |      | Read               |                  |
| defaultLanguage        | text             | Supported                    | Job Requisition  |      | Read               |                  |
| department             | enum             | Supported                    | Job Requisition  |      | Read               |                  |
| department_obj<br>j    | object           | Unsupported                  | Job Requisition  |      | Read               |                  |
| disabilitySta<br>tus   | picklist         | Supported                    | Job Application  |      | Read               |                  |
| division               | enum             | Supported                    | Job Requisition  |      | Read               |                  |
| division_obj           | object           | Unsupported                  | Job Requisition  |      | Read               |                  |

| Field ID                | Field Type       | Mass Offer Approvals Support | Referenced Template | Tem- | Read/Write permission | Per- | Notes                                                                                                                                                                       |
|-------------------------|------------------|------------------------------|---------------------|------|-----------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| eeoJobCat               | picklist         | Supported                    | Job Requisition     |      | Write                 |      |                                                                                                                                                                             |
| ethnicity               | picklist text    | Supported                    | Job Application     |      | Read                  |      |                                                                                                                                                                             |
| extTitle                | text             | Supported                    | Job Requisition     |      | Read                  |      |                                                                                                                                                                             |
| facility                | picklist text    | Supported                    | Job Requisition     |      | Read                  |      |                                                                                                                                                                             |
| filter1-15              | picklist         | Unsupported                  | Mass Offer          |      | Read                  |      |                                                                                                                                                                             |
| firstName               | text             | Supported                    | Job Application     |      | Write                 |      |                                                                                                                                                                             |
| formerEmployee          | bool             | Supported                    | Job Application     |      | Read                  |      |                                                                                                                                                                             |
| gender                  | picklist         | Supported                    | Job Application     |      | Read                  |      |                                                                                                                                                                             |
| hiringManagerName       | operator         | Supported                    | Job Requisition     |      | Read                  |      |                                                                                                                                                                             |
| homePhone               | text             | Supported                    | Job Application     |      | Write                 |      |                                                                                                                                                                             |
| id                      | text             | Supported                    | Job Requisition     |      | Read                  |      |                                                                                                                                                                             |
| interviewGuide          | multiattachme nt | Supported                    | Job Requisition     |      | Read                  |      |                                                                                                                                                                             |
| interviewResult         | derived          | Unsupported                  | Job Application     |      | Read                  |      |                                                                                                                                                                             |
| jce_<custom_field_name> | jobCode          | Unsupported                  | Job Requisition     |      | Write                 |      | The complete list of Job Code Entity fields is shown in the <a href="#">Supported Job Code Entity (JCE) Field Names for Job Approvals</a> table at the bottom of this page. |
| jobCode                 | text             | Supported                    | Job Requisition     |      | Write                 |      |                                                                                                                                                                             |
| jobLevel                | text             | Supported                    | Job Requisition     |      | Write                 |      |                                                                                                                                                                             |
| jobPostLanguage         | text             | Unsupported                  | Job Requisition     |      | Read                  |      |                                                                                                                                                                             |
| lastName                | text             | Supported                    | Job Application     |      | Write                 |      |                                                                                                                                                                             |
| legalEntity_object      | object           | Unsupported                  | Job Requisition     |      | Read                  |      |                                                                                                                                                                             |
| location_obj            | object           | Unsupported                  | Job Requisition     |      | Write                 |      |                                                                                                                                                                             |
| middleName              | text             | Supported                    | Job Application     |      | Read                  |      |                                                                                                                                                                             |



| Field ID          | Field Type       | Mass Offer Approvals Support | Referenced Template | Temp | Read/Write Permission | Permissions | Notes |
|-------------------|------------------|------------------------------|---------------------|------|-----------------------|-------------|-------|
| mfield1-15        | picklist         | Unsupported                  | Job Requisition     |      | Read                  |             |       |
| numberOpenings    | number           | Supported                    | Job Requisition     |      | Read                  |             |       |
| overdueInterviews | derived          | Unsupported                  | Job Application     |      | Read                  |             |       |
| positionNumber    | text             | Supported                    | Job Requisition     |      | Read                  |             |       |
| relocationPack    | picklist         | Supported                    | Job Requisition     |      | Write                 |             |       |
| requiredTravel    | picklist         | Supported                    | Job Requisition     |      | Read                  |             |       |
| resume            | richText         | Supported                    | Job Application     |      | Read                  |             |       |
| salAccepted       | currency         | Supported                    | Job Requisition     |      | Write                 |             |       |
| salaryBase        | currency         | Supported                    | Job Requisition     |      | Write                 |             |       |
| salaryMax         | currency         | Supported                    | Job Requisition     |      | Read                  |             |       |
| salaryMin         | currency         | Supported                    | Job Requisition     |      | Read                  |             |       |
| start             | date             | Supported                    | Job Requisition     |      | Write                 |             |       |
| status            | picklist         | Supported                    | Job Requisition     |      | Read                  |             |       |
| std_position_obj  | object           | Unsupported                  | Job Requisition     |      | Write                 |             |       |
| stockPackage      | text             | Supported                    | Job Requisition     |      | Write                 |             |       |
| targetBonusAmount | currency         | Supported                    | Job Requisition     |      | Write                 |             |       |
| title             | text             | Supported                    | Job Requisition     |      | Read                  |             |       |
| veteranStatus     | picklist<br>text | Supported                    | Job Application     |      | Read                  |             |       |
| zip               | picklist<br>text | Supported                    | Job Application     |      | Write                 |             |       |

### Supported Job Code Entity Field Names for Job Approvals

This table includes all the Field Names for the Job Code Entity (JCE) ID. Use theses Field IDs instead of the placeholder text (jce\_<custom\_field\_name>) shown in the previous table.

| Field ID           | Notes                                                                                                                                                                                                                                         |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| jce_description    | To make this Field ID writeable, go to ► <a href="#">Admin Center</a> ► <a href="#">Manage Recruiting Settings</a> ► <a href="#">Offer Approval</a> ► <a href="#">Enable Job Code Entity fields to be editable</a> ► and select the checkbox. |
| jce_customDate1    |                                                                                                                                                                                                                                               |
| jce_customDate2    |                                                                                                                                                                                                                                               |
| jce_customDate3    |                                                                                                                                                                                                                                               |
| jce_customDate4    |                                                                                                                                                                                                                                               |
| jce_customDate5    |                                                                                                                                                                                                                                               |
| jce_customLong1    |                                                                                                                                                                                                                                               |
| jce_customLong2    |                                                                                                                                                                                                                                               |
| jce_customLong3    |                                                                                                                                                                                                                                               |
| jce_customLong4    |                                                                                                                                                                                                                                               |
| jce_customLong5    |                                                                                                                                                                                                                                               |
| jce_customString1  |                                                                                                                                                                                                                                               |
| jce_customString2  |                                                                                                                                                                                                                                               |
| jce_customString3  |                                                                                                                                                                                                                                               |
| jce_customString4  |                                                                                                                                                                                                                                               |
| jce_customString5  |                                                                                                                                                                                                                                               |
| jce_customString6  |                                                                                                                                                                                                                                               |
| jce_customString7  |                                                                                                                                                                                                                                               |
| jce_customString8  |                                                                                                                                                                                                                                               |
| jce_customString9  |                                                                                                                                                                                                                                               |
| jce_customString10 |                                                                                                                                                                                                                                               |
| jce_customString11 |                                                                                                                                                                                                                                               |
| jce_customString12 |                                                                                                                                                                                                                                               |
| jce_customString13 |                                                                                                                                                                                                                                               |
| jce_customString14 |                                                                                                                                                                                                                                               |
| jce_customString15 |                                                                                                                                                                                                                                               |

## Related Information

[Configuring Reportable Custom Fields for Ad Hoc Reporting \[page 1619\]](#)

## 22.4.5 Configuring Predefined Approvers

You can define offer approvals to automatically populate the [Approver](#) field with individuals that belong to specific recruiting operator roles, recruiting groups, or specific users.

### Context

Predefining the approval workflow prevents approvers being added incorrectly and also populates the approvers in the [Ad hoc](#) field of the approval request. You can predefine three types of approvers:

- Recruiting operator role
- Recruiting group
- Specific individual.

You can specify number of approvers and the order in which they appear on the approval request and the ability to reorder approvers when you select the up and down arrow icons.

When a recruiting group is set for an approver, the recruiting user working with the offer approval can select other users within that recruiting group using the [Advanced Search](#) feature.

Predefine your approver workflow using the [Manage Template](#) tool.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Manage Templates](#) ►.

The [Manage Templates](#) page appears.

2. Go to ► [Recruiting Management](#) ► [Offer Detail](#) ► to view the list of templates.
3. Select the template that you want to use.
4. Expand [General Settings](#) and choose [Add New](#)

The [Offer Approvers](#) page appears.

5. Choose [True](#) for the following two fields in the [Offer Approvers](#) page:

| Option                                     | Description                                                            |
|--------------------------------------------|------------------------------------------------------------------------|
| <a href="#">Approval Workflow Editable</a> | <a href="#">True</a> lets you edit the different approver step fields. |
| <a href="#">Approval Workflow Reorder</a>  | <a href="#">True</a> lets you reorder predefined approvers.            |

6. Select the hyperlinked [Offer Approval Steps defined. Click to modify](#) text to open the [Offer Approval Steps](#) dialog box.
7. Select [Add Offer Approval Step](#) to open up your approval step configuration options:

| Option                                 | Description                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Step Id</a>                | <p>This required field is the step approver ID name you want to use.</p> <div>  <b>Caution</b><br/> Name must start with a letter, colon, or an underscore and can't start with any variation of letters that contain the word <code>xml</code>. </div> |
| <a href="#">Approver Step Editable</a> | The same values you've previously selected appears here, which should be <a href="#">True</a> .                                                                                                                                                                                                                                          |
| <a href="#">Edit Invalid User</a>      | Select to enable editing when the individual in the approver field is no longer an employee or an approver.                                                                                                                                                                                                                              |
| <a href="#">Approver Type</a>          | <p>Use the dropdown list to choose a type:</p> <ul style="list-style-type: none"> <li>• <a href="#">role</a> – the operator role</li> <li>• <a href="#">user</a> – the approver</li> <li>• <a href="#">recruitinggroup</a> – the recruiting group</li> </ul>                                                                             |
| <a href="#">Approver Value</a>         | <p>Enter a name for the approver type in the text field:</p> <ul style="list-style-type: none"> <li>• A name for the operator role</li> <li>• A name for the approver</li> <li>• A name for the recruiting group</li> </ul>                                                                                                              |
| <a href="#">Step Label</a>             | Step label name you want to use.                                                                                                                                                                                                                                                                                                         |
| <a href="#">Add More+</a>              | Select this to open the Configure New Labels dialog, where you can add label names for locales in other languages. If you have more than one locale, you can use this dialog to choose the default locale.                                                                                                                               |

8. Select [Done](#) to save.

## Results

When you configure your approver workflow step, code snippets appear for each approver type in the offer detail template. Refer to the Related Information section to learn more about recruiting groups and recruiting operator roles.

| Approver Type            | Sample Code Snippet                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recruiting Operator Role | <p>Individuals that belong in a recruiting operator role.</p> <pre>&lt;offerApprovalStep id="recruiterApproval" editable="false" editInvalidUser="false"&gt;   &lt;field-label&gt;&lt;![CDATA[Approver 1]]&gt;&lt;/field-label&gt;   &lt;field-label lang="en_US"&gt;&lt;![ CDATA[Approver 1 US]]&gt;&lt;/field-label&gt;   &lt;default-user type="role"&gt;&lt;![ CDATA[R]]&gt;&lt;/default-user&gt; &lt;/offerApprovalStep&gt;</pre> <p>The Recruiter operator role is represented by the letter R within the [CDATA] tag.</p>                                     |
| Recruiting Group         | <p>Individuals that belong in a recruiting group.</p> <pre>&lt;offerApprovalStep id="recruitingGroup" editable="true" editInvalidUser="false"&gt;   &lt;field-label&gt;&lt;![CDATA[Group Approver 3 US]]&gt;&lt;/field-label&gt;   &lt;field-label lang="en_US"&gt;&lt;![ CDATA[Group Approver 3 US]]&gt;&lt;/field- label&gt;   &lt;default- user type="recruitinggroup"&gt;&lt;![ CDATA[rcm]]&gt;&lt;/default-user&gt; &lt;/offerApprovalStep&gt;</pre> <p>rcm is the name of the recruiting group that's within the [CDATA] tag for this sample code snippet.</p> |
| Recruiting User          | <p>When Approver is set to specific individual.</p> <pre>&lt;offerApprovalStep id="specificUser1" editable="true" editInvalidUser="false"&gt;   &lt;field-label&gt;&lt;![CDATA[Approver 1]]&gt;&lt;/field-label&gt;   &lt;field-label lang="en_US"&gt;&lt;![ CDATA[Specific Approver 1 US]]&gt;&lt;/field- label&gt;   &lt;default-user type="user"&gt;&lt;![ CDATA[sfadmin]]&gt;&lt;/default-user&gt; &lt;/offerApprovalStep&gt;</pre> <p>sfadmin is the user name of the approver within the [CDATA] tag.</p>                                                      |

## Related Information

[Manage Templates \[page 1602\]](#)

[Creating and Editing Recruiting Groups \[page 46\]](#)

[Recruiting Operators \[page 80\]](#)

## 22.4.6 Legacy Offer Approvals

You can generate offer approvals from the candidate application profile for one candidate at a time.

### Approving Single Offers

Legacy Offer Approvals supports the following from job requisition and application template:

- Standard and custom fields.
- Generic Object standard fields.

### Working on Single Offers

You as an originator can create, edit, or cancel single offers. Approvers can approve or decline single offers. You can filter by:

- *All*
- *Draft*
- *Pending*
- *Completed*
- *Cancelled*
- *Declined*

#### → Remember

For Legacy Offer Approvals, you can only view, create, edit, decline, or cancel offers when you select a specific offer from the Candidate application profile for one offer at a time.

### Related Information

[Supported Standard Fields for Job Offer Approvals \[page 1246\]](#)

## 22.4.6.1 Creating Legacy Offer Approvals

You can create offer approvals for single candidates from the candidate application profile.

### Prerequisites

[Permission to Create Forms](#) role-based permission is enabled, in ► [User Permissions](#) ► [General User Permission](#) ►. Select [All](#) when you want to give access to all items from the list and [Others](#) to select specific items for that role.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Job Requisitions](#) ►, and access Applicant Management using one of these methods:
  - Select the candidate link under the [Candidates](#) column of the job requisition list that you want.
  - Select the job requisition that takes you to the [JOB REQUISITION](#) default tab, then select the [Candidates](#) tab.
2. Select the candidate that you want from Applicant Management for your requisition to open the candidate's application profile.
3. Go to ► [Take Action](#) ► [Offer Approvals](#) ► from that candidate application profile.

The candidate offer details page appears.
4. Choose [Select Offer Template](#) to select the template that you want.

All of the fields appear on the candidate [Job Offer Detail](#).
5. Make your necessary changes to the offer approval.
6. Go to [Ad hoc approver](#) to select the approver that you want.

The time next to the approver's name displays the local time zone of the person viewing this page.

#### Note

You can also predefine your approvers. Those approvers appear in fields other than [Ad hoc approver](#) field. Refer to [Configuring Predefined Approvers](#) for details.

The approver's name appears in that field. The date stamp displays the local time zone of the person viewing this page.

7. **Optional:** Select [Save](#) to edit the form without sending it.
8. When you're ready to send your offer, select [Send for Approval](#).
9. Select [Yes](#) to continue, or [Cancel](#).

## Related Information

[Configuring Predefined Approvers \[page 1251\]](#)

## 22.4.6.2 Editing Legacy Offer Approvals

As an originator or as an approver, you can edit any offer approval that's in declined, completed, or canceled status. When you edit legacy offer approvals, a new version is created.

## Prerequisites

## Context

You can use the filter to locate your offer approval, which can be in draft, declined, completed, or canceled status.

## Procedure

1. Go to ► [Recruiting](#) ► [Job Requisitions](#) ► [Offers](#) ► that takes you to the Candidate Offers list page.

### Note

The displayed time under the [Last Modified Date](#) appears in the logged in user's time zone.

2. Select the candidate that you want from the list. When you select the candidate you want, you're directed to the [Candidate Offer Detail](#) page.
3. Select [Edit Offer Detail](#).
4. Make the necessary changes.
5. Choose **Save** or **Send for Approval**.

### Note

Only originators can choose [Save](#). Approvers can't edit offer approvals.



## Results

A new version is generated when you edit a candidate offer approval. You can view multiple versions when you select the navigation arrow at the top of the page.

The screenshot displays the SAP Offer Approval interface for 'Mateo Salazar for Project Manager'. It features a side-by-side comparison of two versions of the offer. The left pane shows the current version, and the right pane shows a previous version (Version 1 (07/21/2020)). Both panes display the same offer details, including Language (English US (English US)), Template Name (Standard Offer Details), Requisition ID (101), Title (Project Manager), Position Number (500300212), Hiring Manager (Geoff Hill), Division (Manufacturing (MANU)), and Department (Production US (50150011)).

| Field                | Current Version          | Previous Version (07/21/2020) |
|----------------------|--------------------------|-------------------------------|
| Language             | English US (English US)  | English US (English US)       |
| Template Name        | Standard Offer Details   | Standard Offer Details        |
| Requisition ID       | 101                      | 101                           |
| Title                | Project Manager          | Project Manager               |
| Position Number      | 500300212                | 500300212                     |
| Hiring Manager       | Geoff Hill               | Geoff Hill                    |
| Division             | Manufacturing (MANU)     | Manufacturing (MANU)          |
| Department           | Production US (50150011) | Production US (50150011)      |
| Location of Position |                          | San Francisco (1710-2003)     |

Side-by-Side View of Multiple Offer Versions

## 22.4.7 Mass Offer Approvals

You can create, edit, cancel approve multiple offers using the Mass Offer Approvals feature.

### Originators

Originators can perform the following:

- Create, edit, or cancel offer approvals.
- Create new offer approval versions for any offer in declined, completed, or cancelled status.
- Filter offer approvals using the following fields when Mass Offer Approvals is enabled:
  - Approval Status
  - Requisition Template
  - Offer Template
  - Candidate Type
  - Job Title

These filters aren't available when using [Legacy Offer Approvals](#) feature. Refer to [Offer Approval Status and Filter Action Options](#) for more details.

### Approvers

Approvers can approve or decline offer approvals, with the following specifics:

- Approve a single offer for a candidate or approve offers for all selected candidates.

- Decline only one offer at a time.

## Related Information

[Offer Approval Status and Filter Action Options \[page 1261\]](#)

### 22.4.7.1 Configuring Feature Permissions for Offers in Not Started Status

When the originator permission role isn't included in the `feature-permission` type, they can't view offers in *Not Started* status. You can edit the feature permission definition for *offerApproval* feature permission type to include the operator role permissions.

## Prerequisites

The *Visible To* setting for the *Operator* role is selected for the *Offer Approval* status in the *Edit Applicant Status Configuration* in the Admin Center.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Templates](#) ► [Recruiting Management](#) ► [Job Requisition](#) ►.
2. [Manage Templates Create/Edit Template page](#).
3. Go to ► [General Settings](#) ► [Application Status Configuration](#) ►.

There's a page where you can select the *Application Status Configuration* *Select the job requisition that you want that direct you to the* status set you want to use. You can edit field permissions and feature permissions from this page.

4. Verify the status set you want to use. Otherwise, select a different one from the *Application Status Configuration* menu.
5. Select the *Feature Permissions Defined. Click to modify* link to add the *Offer Approval* to feature permissions that opens up the *Feature Permissions* dialog box.
6. Select *Add feature permission*.
7. Enter the feature permission description.

The following roles can launch offer approvals during statuses with an Offer category.

8. Go to *Feature Permission Type* and select *offerApproval*.
9. Go to *Feature Permission Role Name* to add the necessary permission roles.
10. Go to *Feature Permission Status* *Select the job requisition that you want that direct you to the* and select *Offer*.

11. Select [Done](#) to save your changes that closes up [Feature Permissions](#).
12. Select [Save as Draft](#) if you just want to save. When you want to finish, select [Publish](#).

## Results

The code snippet in the requisition XML file looks similar to this once you've saved the new defined feature permissions so that originators have permissions to view offers in [Not Started](#) status.

### Sample Code

```
<feature-permission type="offerApproval">
  <description><![CDATA[The following roles can launch offer approvals
during specified status]]></description>
  <role-name><![CDATA[S]]></role-name>
  <role-name><![CDATA[O]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <role-name><![CDATA[G]]></role-name>
  <status><![CDATA[offerApproval]]></status>
</feature-permission>
```

## 22.4.7.2 Special Handling of Field Types for Mass Offer Approvals

There are fields and field data types that aren't supported for Mass Offer Approvals feature.

The following field types are not supported:

| Field Type                   | More Information                                                                                |
|------------------------------|-------------------------------------------------------------------------------------------------|
| <a href="#">object</a>       | Includes both Foundation and generic objects in the <a href="#">Offer Details XML</a> template. |
| <a href="#">jobcode</a>      | <a href="#">Offer Details XML</a> template.                                                     |
| <a href="#">mfields</a>      | <a href="#">Offer Details XML</a> template.                                                     |
| <a href="#">derived</a>      | <a href="#">Offer Details XML</a> template.                                                     |
| <a href="#">questions</a>    | <a href="#">Offer Details XML</a> template.                                                     |
| <a href="#">competencies</a> | <a href="#">Offer Details XML</a> template.                                                     |
| <a href="#">comments</a>     | Referenced from the <a href="#">Application XML</a> template.                                   |

### Note

Cascading picklists **are** supported.

When you select a candidate to either create or edit offer approvals, an error message appears at the top of the Offer Details Page for Selected Candidates that specifies when you're using fields or field data types that aren't supported for Mass Offer Approvals feature.

## 22.4.7.3 Basic Filters and Column Behavior for Candidate Offers Page

You can sort and filter your data that appear in the Candidate Offers page columns. Not all columns are sortable and data in specific columns doesn't appear for all approval statuses.

The following table shows the basic filters for Mass Offer Approvals that appear in the Candidate Offers page.

| Filter Label                                        | Description                                                                                                                                                         |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Status</a>                              | Filter your candidate list by offer approval status.                                                                                                                |
| <a href="#">Filter by Requisition Template Name</a> | Filter your candidate list by job requisition template.                                                                                                             |
| <a href="#">Filter by Offer Template</a>            | Filter your candidate list by offer template.                                                                                                                       |
| <a href="#">Candidate Type</a>                      | Filter your candidate list by candidate type using these selections: <ul style="list-style-type: none"><li>• All</li><li>• External</li><li>• Internal</li></ul>    |
| <a href="#">Job Title</a>                           | Filter your candidate list by job title that is an autocomplete field that allows you to enter in a few letters of the job title to open up the list of job titles. |

The Candidate Offers contains standard columns, but not every column appears for all approval statuses. The following table shows the standard columns and behavior for the Candidate Offers page.

### Note

All columns are sortable except for [Approval Version](#).

| Column Header Title                  | Column Data                                                                                                                       | Additional Information                            |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <a href="#">Candidate Name</a>       | Column data appear for all statuses.                                                                                              |                                                   |
| <a href="#">Job Title</a>            | Column data appear for all statuses.                                                                                              |                                                   |
| <a href="#">Requisition Template</a> | Column data appear for all statuses.                                                                                              |                                                   |
| <a href="#">Offer Template</a>       | Column data doesn't appear for these statuses: <ul style="list-style-type: none"><li>• Not Started</li><li>• All Offers</li></ul> | <a href="#">Approval Version</a> is not sortable. |
| <a href="#">Approval Version</a>     | Column data doesn't appear for these statuses: <ul style="list-style-type: none"><li>• Not Started</li><li>• All Offers</li></ul> |                                                   |
| <a href="#">Location</a>             | Column data appear for all statuses.                                                                                              |                                                   |
| <a href="#">Offer Status</a>         | Column data appear for all statuses.                                                                                              | Data appear for all Statuses.                     |

| Column Header Title                | Column Data                          | Additional Information                                              |
|------------------------------------|--------------------------------------|---------------------------------------------------------------------|
| <a href="#">Currently With</a>     | Column data appear for all statuses. | Can be an approver or the originator for the offer.                 |
| <a href="#">Job Start Date</a>     | Column data appear for all statuses. | For offers without job start dates, no data appears in this column. |
| <a href="#">Last Modified Date</a> | Column data appear for all statuses. | The displayed date stamp appears in the logged in user's time zone. |
| <a href="#">Recruiter</a>          | Column data appear for all statuses. |                                                                     |
| <a href="#">Req ID</a>             | Column data appear for all statuses. |                                                                     |

## 22.4.7.4 Offer Approval Status and Filter Action Options

When you want to create or edit offer approvals for multiple candidates, there are a number of different filtering options. The table in this topic maps out what actions are available based on approval status and other filter options.

The [Status](#) filter allows you to view offers in specific status such as when recruiter or a hiring manager has moved a candidate to [Offer](#) status, you can view these offers when you choose [Not Started](#) status in that filter. What type of action you can take as an originator or as an approver is dependent on that same filter. However, when checkboxes are visible or selectable is dependent on conditions stated in the [Checkbox Visibility](#) column in the [Offer Approval Status and Filter Action Options](#) table.

When viewing this table in a web browser, you can filter and sort on the column, show or hide columns, or use full-text search to find what you are looking for. For example, if you want to filter your results by [Status Filter](#), select the filter link for that column to view status that you want.

Offer Approval Status and Filter Action Options

| Status Filter | Filter Options                                                                                           | Available Action                         | Checkbox Visibility                                                                                                                                                                                                                 |
|---------------|----------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pending       | <a href="#">Offer Template Name</a><br><a href="#">Candidate Type</a><br><a href="#">Job Title</a>       | <a href="#">Approve or Decline Offer</a> | <p>Checkboxes are visible when both are selected:</p> <ul style="list-style-type: none"> <li>• Offer template</li> <li>• <a href="#">With Me</a> link</li> </ul> <p>Checkboxes are hidden when <a href="#">All</a> is selected.</p> |
| Not Started   | <a href="#">Requisition Template Name</a><br><a href="#">Candidate Type</a><br><a href="#">Job Title</a> | <a href="#">Create Offer</a>             | <p>Checkbox is visible when a job requisition template is selected.</p>                                                                                                                                                             |

| Status Filter | Filter Options                                                                                                                                            | Available Action                                                         | Checkbox Visibility                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Draft         | <a href="#">Requisition Template Name</a><br><a href="#">Filter by Offer Template Name</a><br><a href="#">Candidate Type</a><br><a href="#">Job Title</a> | <a href="#">Edit Offer</a>                                               | <p>Checkbox is visible when both are selected:</p> <ul style="list-style-type: none"> <li>Job Requisition template</li> <li>Offer template</li> </ul>                                                                                                                                                                                                                                                                                                                                 |
| Declined      | <a href="#">Filter by Offer Template Name</a><br><a href="#">Candidate Type</a><br><a href="#">Job Title</a>                                              | <a href="#">Create New Offer Version</a><br><a href="#">Cancel Offer</a> | <p>Checkboxes are visible when both are selected:</p> <ul style="list-style-type: none"> <li>Offer template</li> <li><a href="#">With Me</a> link</li> </ul> <p>Checkboxes are hidden when <a href="#">All</a> is selected.</p>                                                                                                                                                                                                                                                       |
| Completed     | <a href="#">Filter by Offer Template Name</a><br><a href="#">Candidate Type</a><br><a href="#">Job Title</a>                                              | <a href="#">Create New Offer Version</a>                                 | <p>Only Originators can select multiple candidates. Checkboxes are grayed out for approvers.</p> <p>Checkboxes are visible when:</p> <ul style="list-style-type: none"> <li>Any job offer template selected</li> <li>Individual logged in has approval feature permissions in the job requisition template</li> </ul> <div> <p>→ Remember</p> <p>If both conditions don't exist, checkboxes aren't visible.</p> </div> <p>Checkboxes are hidden when both conditions don't exist.</p> |
| Cancelled     | <a href="#">Filter by Offer Template Name</a><br><a href="#">Candidate Type</a><br><a href="#">Job Title</a>                                              | <a href="#">Create New Offer Version</a>                                 | Only Originators can select multiple candidates. Checkboxes are grayed out for approvers.                                                                                                                                                                                                                                                                                                                                                                                             |
| All           | <a href="#">Candidate Type</a>                                                                                                                            | None                                                                     | There are no checkboxes.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

### → Tip

For offer approvals in [Pending](#) or [Declined](#) Approval status, you can view hyperlinked number of total pending requests and the number of requests assigned to you when you're an approver.

## 22.4.7.5 Enabling Mass Offer Approvals

You can now enable Mass Offer Approvals feature from the [Manage Recruiting Settings](#) page.

### Prerequisites

- [Offer Approval](#) is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Go to ► [Manage Recruiting Settings](#) ► [Offer Approval](#) ►.
3. Select [Enable Mass Offer Approval](#).
4. Save your settings.

### Next Steps

You can now use the Mass Offer Approvals feature when you access the Candidate Offers page.

## 22.4.7.6 Viewing the Candidate Offers Page

You can select multiple offers to initiate, create, approve, decline, and cancel offer approvals from the Candidate Offers page.

### Procedure

1. From the Admin Center, go to [Recruiting](#) and select the [Job Requisitions](#) tab on the SAP SuccessFactors Recruiting page.
2. On the [Job Requisitions](#) page, select  [Offers](#).

The Candidate Offers page appears, and displays a list of candidates and their associated offers.

## 22.4.7.7 Creating, Editing, and Submitting Multiple Offers

As the originator, you can create offers, and edit offers that are in draft approval status from the Candidate Offers page.

### Prerequisites

[Permission to Create Forms](#) role-based permission is enabled, in ► [User Permissions](#) ► [General User Permission](#) ►. Select [All](#) when you want to give access to all items from the list and [Others](#) to select specific items for that role.

### Context

You can't use business rules to preselect an offer approval template based on [Job Requisition](#) and [Job Application](#) fields. You can, however, run business rules based on [Offer Detail](#) template fields.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Job Requisitions](#) ►.
2. Display the [Candidate Offer](#) page by selecting  [Offers](#) from the top-right section of the page.

The page contains all configured columns defined in your XML template.

The date in the [Last Modified Date](#) column displays the local time zone of the person viewing this page.

3. Choose an option from the dropdown list in the [Status](#) field:

| Option                      | Description                                                                                                                                                                     |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Not Started</a> | You see the <a href="#">Filter by Requisition Template Name</a> field. Select the requisition template you want.                                                                |
| <a href="#">Draft</a>       | You see both <a href="#">Filter by Requisition Template Name</a> and <a href="#">Filter by Offer Template Name</a> fields. Select the requisition and offer templates you want. |

4. Select the candidates that you want, up to 30 at a time.
5. Choose an offer approval based on the status setting you chose:

| Option                      | Description                                                               |
|-----------------------------|---------------------------------------------------------------------------|
| <a href="#">Not Started</a> | Select <input checked="" type="checkbox"/> <a href="#">Create Offer</a> . |
| <a href="#">Draft</a>       | Select <input checked="" type="checkbox"/> <a href="#">Edit Offer</a> .   |



| Option | Description                                                                                                                                                         |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | You can also select  ( <a href="#">delete</a> ) to delete draft offer approvals. |

The [Language and Offer Template Selection](#) dialog box appears.

- Go to the [Language](#) dropdown list to select the language you want to use in the [Language and Offer Template Selection](#) dialog box.
- Go to the [Offer Template](#) dropdown list to select the offer template you want to use.
- Select [Continue](#).

Your selected candidates appear as an applicant list in the side navigation panel of the Offer Details Page for Selected Candidates. The offer approval form appears for the selected candidate at the top of [Applicant List](#) until you select a different candidate.

- Select the candidate you want from [Applicant List](#).

The selected candidate's [Offer Approval](#) form appears.

- Make any changes you want to the form.
- Optional:** Select [Save](#) to edit the form without sending it.
- Go to [Approvers: Version 1](#) when you're ready to send for approval, and fill out the required fields.
- Add approvers.

The approver's name appears in that field. The date stamp displays the local time zone of the person viewing this page.

#### Note

You can select the approver that you want in [Advanced Search](#). Add additional approvers using [Add Another](#). Delete them using the [Trash](#) icon.

- Choose [Send for Approval](#).

A confirmation dialog appears.

- Saving your changes doesn't change the offer approval status or send approvals for that candidate.
- Complete all required fields before you send offers for approval.
- You can't recall offers after sending them out for approval.

## Results

The selected candidate is now in [Pending](#) status. When there are multiple candidates in your Offer Details Page for Selected Candidates page, you can continue to the next candidate off the same the list.

## Related Information

[Using Advanced Search Options for Mass Offer Approvals \[page 1266\]](#)

[Using Role-Based Permissions](#)

## 22.4.7.8 Using Advanced Search Options for Mass Offer Approvals

You can use advanced search for Mass Offer Approvals when you have defined approver steps for specific individuals, recruiting operator roles, or recruiting groups, or you want to select a different approver other than the listed [Ad-hoc](#) approver or one that's predefined.

### Procedure

1. From the Admin Center, go to [Recruiting](#) [Job Requisitions](#) and select [Offers](#) from the top right section of the page to display the Candidate Offers page.
2. Select candidates you want to create or edit approvals.
3. Select your language and offer template when prompted.

You're directed to the Offer Details Page for Selected Candidates [Applicant List](#) until you select a different candidate.

4. Select the candidate you want from the [Applicant List](#), which contains a list of candidates.

By default, the offer approval form appears for the selected candidate at the top.

5. Go to the candidate's approval form and locate the [Approvers](#) section.
6. Perform your search using one of these methods:

- Select [Search](#) to retrieve the list of approvers; you can search employees in the same recruiting group.
- Search employees with the same recruiting group.

When you specify an approver, you can use the Advanced Search dialog box to select individuals. The advanced search works when you select the [Select Value Help](#) icon of an approver field.

To use the advanced search, you can use the autocomplete feature by entering the first three characters of the approver name so that a list appears where you can select your approver.

#### → Tip

You can view all employees that belong to the [recruiting group](#) already predefined when you select the [Search](#) button in the [Find Employee](#) dialog box that only works for recruiting groups.

Refer to *Supported Advanced Search Standard Fields for Mass Offer Approvals* for the list of supported fields.

7. **Optional:** Add additional approvers by selecting [Add Another](#), or remove by selecting the trash icon.

You can change the order of approvers using the up or down arrows.

8. To finish, select either [Save](#) or [Send For Approval](#).

### Related Information

[Configuring Predefined Approvers \[page 1251\]](#)

## 22.4.7.8.1 Supported Advanced Search Standard Fields for Mass Offer Approvals

Limited standard fields are supported for Mass Offer Approvals when you perform searches by field in the Advanced Search dialog box.

Custom fields are supported in Succession Data Model for advanced search.

| Field Name                | Data Type | Information                                                                                                                                                                                                                      |
|---------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>First Name</i>         | Text      |                                                                                                                                                                                                                                  |
| <i>Middle Name</i>        | Text      | Supported for Mass Offer Approvals only; not supported for legacy offer approvals.                                                                                                                                               |
| <i>Last Name</i>          | Text      |                                                                                                                                                                                                                                  |
| <i>Username</i>           | Text      |                                                                                                                                                                                                                                  |
| <i>Division</i>           | Object    | Use the dropdown list to select the division you want to search.                                                                                                                                                                 |
| <i>Department</i>         | Object    | Use the dropdown list to select the department you want to search.                                                                                                                                                               |
| <i>Location</i>           | Object    | Use the dropdown list to select the location you want to search.                                                                                                                                                                 |
| <i>Job Code</i>           | Object    | Use the dropdown list to select the job code you want to search.                                                                                                                                                                 |
| <i>Groups</i>             | Object    | Use the dropdown list to select a permission group.                                                                                                                                                                              |
| <i>PERSON_ID_EXTERNAL</i> | HRIS      | <p>A unique identifier of an employee. Employees can have multiple user IDs, but can only have one <i>PERSON_ID_EXTERNAL</i>.</p> <p>Requires Employee Central. Global Assignment and Concurrent Employment must be enabled.</p> |

## 22.4.7.9 Choosing to Approve Offers

You can approve job offers for single or for multiple candidates using the Mass Offer Approvals feature for offers that are in pending status.

### Procedure

1. From the Admin Center, go to [Recruiting > Job Requisitions](#) and select [Offers](#) from the top right section of the page to display the Candidate Offers page.
2. Go to the [Status](#) filter and select [Pending](#).

You can now view all offer approvals in pending status. The [Approve or Decline Offer](#) link appears but is not yet interactive.

3. **Required:** Select both of the following so the checkboxes appear:
  - The [With me](#) link.
  - The offer template that you want to use from the [Filter by Offer Template Name](#).
4. Select candidates that you want.
5. Select [Approve or Decline Offer](#).

You're directed to the Offer Details Page for Selected Candidates. The selected [Applicant List](#) appears as your side navigation panel in the Offer Details Page for Selected Candidates page. By default, the offer approval form appears for the selected candidate at the top of the [Applicant List](#) until you select a different candidate.

6. Choose either of the following for approvals:
  - [Action > Approve](#) for the selected candidate only.
  - [Action > Approve All](#) for all candidates from the applicant list and any comments you want to add.
7. Select [Confirm](#) when prompted or cancel.

### Related Information

[Offer Approval Status and Filter Action Options \[page 1261\]](#)

## 22.4.7.10 Choosing to Decline Offers

As an approver, you can decline offers for multiple candidates as a single action from the Offer Details Page for Selected Candidates.

### Context

#### Note

When declining offers for multiple candidates in the Offer Details Page for Selected Candidates page, the [Decline](#) action executes for one candidate at a time.

### Procedure

1. From the Admin Center, go to [Recruiting](#) [Job Requisitions](#) and select [Offers](#) from the top-right section of the page to display the Candidate Offers page.
2. Go to the [Status](#) filter and select [Pending](#).

You can now view all offer approvals in pending status. The [Approve or Decline Offer](#) link appears but isn't yet interactive.

3. **Required:** Select both of the following so the checkboxes appear:
  - The [With me](#) link.
  - The offer template that you want to use from the [Filter by Offer Template Name](#).
4. Select [Approve or Decline Offer](#).

You're directed to the Offer Details Page for Selected Candidates. The selected [Applicant List](#) appears as your side navigation panel in the Offer Details Page for Selected Candidates page. By default, the offer approval form appears for the selected candidate at the top of the [Applicant List](#) until you select a different candidate.

5. Go the [Approvers](#) section and decline the request by entering a comment in the [Comment](#) field.
6. Select [Action](#) [Decline](#).
7. Select [Confirm](#) when prompted, or cancel.

#### Note

When you select [Confirm](#), that candidate disappears from the view. When you've declined approvals for all candidates, the recruiting system directs you to the Candidate Offers page.

### Related Information

[Offer Approval Status and Filter Action Options \[page 1261\]](#)

## 22.4.7.11 Creating New Offer Approval Versions for Multiple Offers

You can now create new offer approval versions when offer approvals are completed, canceled, or declined status from the Candidate Offers for multiple candidates.

### Context

A common scenario is when the first version of the job offer is declined during the approval process because of incorrect details, the second version would contain the correct information. The *Approval Version* column is available when viewing approvals from the Candidate Offers page.

### Procedure

1. From the Admin Center, go to ► *Recruiting* ► *Job Requisitions* ► and select  *Offers* from the top right section of the page to display the Candidate Offers page.
2. Go to the *Status* filter and select any of the following offer approval statuses:
  - *Completed*
  - *Cancelled*
  - *Declined*

3. Go to *Filter by Offer Template Name* and select the offer approval template you want.

Offer template must be selected in order to choose candidates.

4. Select candidates that you want.
5. Select *Create New Offer Version* link.

The *Language and Offer Template Selection* dialog box opens.

6. Go to *Language* menu to select language you want to use in the *Language and Offer Template Selection* dialog box.
7. Go to *Offer Template* menu to select the offer template you want to use.
8. Select *Continue*.

You're directed to the Offer Details Page for Selected Candidates. The selected *Applicant List* appears as your side navigation panel in the Offer Details Page for Selected Candidates page. By default, the offer approval form appears for the selected candidate at the top of the *Applicant List* until you select a different candidate.

9. To finish:
  - Select *Save* when you want to save the offer without sending out for approval.
  - Select *Send for Approval*. The confirmation dialog box opens up that prompts you if you want to send the offer detail for approval.

### → Remember

You can't save or send offer for approval unless all approver fields are populated. You can add additional approvers by selecting [Add Another](#) or remove by selecting the [Trash](#) icon.

## Results

When you view the offer page for any selected candidate, a new version number appears at the top of the page.

## 22.4.7.12 Canceling Multiple Declined Offers

You can cancel declined requests for multiple candidates.

## Context

You can cancel declined offers when you're the originator of the request after the approver has declined it.

## Procedure

1. From the Admin Center, go to [Recruiting](#) > [Job Requisitions](#) and select [Offers](#) from the top right section of the page to display the Candidate Offers page.
2. Go to the [Status](#) filter and select offers in [Declined](#) status.
3. Go to the [Filter by Offer Template Name](#) filter to select the offer template you want.

All declined offers with the selected offer template appear on the screen.

4. Select [With me](#) link so that only offers that list you as the originator appears.

### Note

When you've selected the [With me](#) link, checkboxes appear. You can't cancel requests that were initiated by someone else.

5. Select the candidates that you want.
6. Select [Cancel Offer](#) at the top of the page to go to the Offer Details Page for Selected Candidates page.

By default the offer approval form appears for the selected candidate at the top of the [Applicant List](#) until you select the next candidate.

7. Choose [Cancel](#).
8. When prompted, choose [Confirm](#). If you select [Cancel](#), you are cancelling the cancel request.

When you confirm the cancellation by choosing [Confirm](#), that request disappears and you can move to the next candidate on the list. When you cancel the last candidate on your list, you're directed back to the Candidate Offers page.

## 22.4.7.13 Uploading Common Documents with Specific Job Offer

You can upload and save common documents for use in multiple jobs offers across different candidates.

### Prerequisites

You've set up the `multiattachmentselection` field type in the job offer details template.

### Context

Mass Offer Approvals supports being able to download and upload multiple attachments so you can save them to a library. You can associate the common documents from that library with a specific job offer for multiple candidates. Every attachment you upload for multiple candidates remains visible in your library unless you remove it permanently.

#### Note

You can download attachments from candidate for offers in any status. However, you can't upload and associate documents with offers that are in pending status, since those fields aren't editable.

### Procedure

1. From the Admin Center, go to [Recruiting](#) [Job Requisitions](#) and select [Offers](#) from the top right section of the page to display the Candidate Offers page.
2. Go to [Status](#) filter to select offers using either of the two approval statuses:
  - [Not Started](#)
  - [Draft](#)
3. Select candidates that you want from the Candidate Offers page list.
4. Select your language and offer template when prompted and choose [Continue](#) that directs you to the Offer Details Page for Selected Candidates that contains the [Applicant List](#).
5. Select the candidate you want from the list.
6. Upload your documents:



- a. Select the attachment field to open the [My Library](#) dialog box.
- b. Select **+** to open [My Library](#) dialog box, and browse for the files you want.
- c. Select one document you want to save to your library.

Your document appears in your library as a list.

#### Note

You can only select one document at one time. When the document is uploaded, it's associated to that offer. When you want to disassociate the attachment from specific offer, you can uncheck that document.

7. **Optional:** Associate documents to the job offer:
  - a. Select the custom attachment link to open up [My Library](#) dialog box.
  - b. Selecting any of the documents from the list and it automatically associates those documents with specific job offer.

A success message appears at the top of the dialog box.

## 22.4.7.13.1 The multiattachmentselection Field

The `multiattachmentselection` field type is a standalone custom field in the job offer details template so that you can select and upload multiple attachments to your library, and associate with specific job offers.

Field definition parameters for the `multiattachmentselection` in the offer details template.

```
<field-definition id="Custattachment" type="multiattachmentselection"
  required="false" custom="true" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Additional documents ]]></field-label>
  <field-label mime-type="text-plain" lang="de_DE"><![CDATA[PZusätzliche
  Dokumente]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Additional documents]]></
  field-label>
  <field-description><![CDATA[Additional documents:]]></field-description>
```

## 22.4.7.14 Downloading Documents for Mass Offer Approvals

You can download resumes, cover letters, and other documents using Mass Offer Approvals.

### Context

Mass Offer Approvals supports being able to download and upload multiple attachments so you can save them to a library. You can associate the common documents from that library with a specific job offer for multiple candidates. Every attachment you upload for multiple candidates remains visible in your library unless you remove it permanently.

### Note

You can download attachments from candidates for offers in any status, one candidate at a time. However, you can't upload and associate documents with offers that are in pending status, since those fields aren't editable.

## Procedure

1. From the Admin Center, go to ► [Recruiting](#) ► [Job Requisitions](#) ► and select [Offers](#) from the top right section of the page to display the Candidate Offers page.
2. Select offers in any status.
3. Use filters to select your job requisition and offer template.
4. Select the candidates that you want.
5. Verify your selections in the [Language and Offer Template Selection](#) and select [Continue](#) to go to the Offer Details Page for Selected Candidates.
6. Select [resume](#), [Cover Letter](#), or any document to download.
7. Save the file to your hard drive when prompted.

You don't see a dialog box to save if your browser is configured to download automatically.

## 22.4.8 Changing the Assignment of Offer Approvals

You can reassign active offer approvals to different individuals when offer approvals stall, or they're assigned to an approver who's no longer available.

### Prerequisites

You have the appropriate permissions needed to reassign offers.

[Reassign Offer Approvals](#) role-based permissions enabled.

### Context

## Procedure

1. Go to ► [Admin Center](#) ► [Reassign Offer Approvals](#) ►.

2. Enter the name of the current assignee in the [Find Current Offer Approver](#) to search across active and inactive approvers.
3. Select the name of this current assignee that appears in the result.

If the person is assigned to any pending offers, you see a list of offer approvals.

4. Select the checkbox next to the offer approvals you want to reassign.
5. Enter the name of the user you want to reassign the offer to in [Reassign Offer Approvals to](#) to search active users.
6. Choose [Reassign](#), then confirm your selection in the dialog box.

You see a success message that the offers are reassigned. To Do list items are also reassigned to the new approver.

Both the new approver and the system admin are notified of the reassignment via e-mail.

## 22.4.9 Pending Offer Approvals When Initiator or Approvers Are Deactivated

There are different scenarios when the Initiator or Approver of a pending Job [Offer Approval](#) request is no longer an active employee. Based on specific scenarios ranging from employee termination or via employee import, what happens to the offer and how to approve them.

The following tables describe the various scenarios for pending offers. [Soft Delete](#) refers to whether you can perform a soft delete for job requisitions.

Pending Offer Approval Scenarios for Deactivated Approvers

| Employee Status | Offer Approval Status | Soft Delete | Scenario                                                                                                                                                                                                                      | What Happens to Offer                                                                          | How to Approve Offer                                                                              |
|-----------------|-----------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Inactive        | Current               | No          | Approver is deactivated using <a href="#">Admin Center &gt; Manage Users</a> by setting <a href="#">Active</a> to <a href="#">No</a> and <a href="#">Remove in Progress Documents</a> for instances without Employee Central. | Offer-related data isn't affected.                                                             | Offer Approval can be reassigned from the inactive employee to an active employee as an Approver. |
| Inactive        | Current               | No          | Employee is current Approver for job offer and is deactivated through Employee Central termination process.                                                                                                                   | Offer related data isn't affected.                                                             | Offer Approval can be reassigned from the inactive employee to an active employee as an Approver. |
| Inactive        | Current               | No          | Employee deactivated using Employee Central termination or via Employee Central import process before data purge is performed.                                                                                                | Data purge isn't allowed for deactivated employee when an Approver of a pending offer process. | Offer Approval can be reassigned from the inactive employee to an active employee as an Approver. |

| Employee Status                                                                                      | Offer Approval Status Order | Soft Delete | Scenario                                                                                                                                                                                                                                                 | What Happens to Offer                                                                                                                                                                                                                                                                                             | How to Approve Offer                                                          |
|------------------------------------------------------------------------------------------------------|-----------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Inactive                                                                                             | Current<br>Future           | Yes         | Employee deactivated using Employee Central termination or via Employee Central import process before data purge is performed.                                                                                                                           | Employee record is purged and the job offer is declined since the job requisition has been soft deleted. You can restore the job requisition to reassign job offer to a different Approver.                                                                                                                       | The originator or initiator can opt to create a new version of the job offer. |
| <b>Employee A or Primary Approver = Inactive</b><br><b>Employee B or Secondary Approver = Active</b> | Future                      | No          | <b>Employee A</b> or the <b>Primary Approver</b> is a future Approver in the offer approval process when the offer is currently pending for approval with <b>Employee B</b> or the <b>Secondary Approver</b> . <b>Employee B</b> completes the approval. | <b>Employee A</b> or the <b>Primary Approver</b> is a future Approver in the current process but isn't an active employee. <b>Employee B</b> , or the <b>Secondary Approver</b> . <b>Employee B</b> is the current Approver and the following step is skipped because <b>Employee A</b> isn't an active employee. | Offer Approval isn't blocked.                                                 |

The following table describes the two scenarios for deactivated initiators. There's no Offer Approval status order for these scenarios, and the employee status for both is inactive.

#### Pending Offer Approval Scenarios for Deactivated Initiators

| Soft Delete | Scenario                                                                                                                                                                                                                                 | What Happens to Offer                                                                                                                          | How to Approve Offer                                          |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| No          | Employee is the initiator of offer that's currently pending for approval with the Approver. The initiator is deactivated using Employee Central termination or using the Employee Central import process before data purge is performed. | When the initiator is no longer an employee, the initiator is listed as <i>v4admin</i> . The Approver can either approve or decline job offer. | Pending offer can be either approved or declined by Approver. |
| Yes         | Employee is the initiator of offer that's currently pending for approval with the Approver. The initiator is deactivated using Employee Central termination or using the Employee Central import process before data purge is performed. | When the initiator is no longer an employee, the initiator is listed as <i>v4admin</i> . The Approver can either approve or decline job offer. | Pending offer can be either approved or declined by Approver. |

#### Note

Go to ► [Admin Center](#) ► [Reassign Offer Approvals](#) ► in cases when the job offer must be reassigned to a different Approver that's an active employee.

Refer to *Setting Up and Using Data Protection and Privacy* in the SAP Help Portal.

## Related Information

[Implementing and Managing Data Protection and Privacy](#)

### 22.4.10 To-Do Behavior for Offer Approvals When Job Requisitions Close

As an approver, you can view offer approvals in your to-do list for open job requisitions only.

The following table describes what happens:

| Action                                                                   | Description                                                                                                                                                        |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| When a job requisition is closed and there's a pending offer             | The system moves the pending offer to a cancelled state, and the corresponding to-do entries are removed.                                                          |
| When a job requisition is closed and the approver has declined the offer | The offer is <b>not</b> moved to a cancelled state. Upon reopening the requisition, the to-do list for the initiator of the offer approval is <b>not</b> restored. |

If you'd like to create an offer for a closed requisition, reopen the job requisition and create a new offer approval for it. The system automatically generates a new to-do entry when you create that new offer approval.

## 22.5 Job Offer with HR Master Data

Job Offer in Recruiting provides the capability to reuse HR Master data (data defined in other modules) using Foundation Object and Generic Object. If you are not looking for implementing Job Offer with HR Master data, you can skip this section.

## Related Information

[Offer Template Configuration \[page 1278\]](#)

[Effective-Dated Foundation Objects and Generic Objects for Offer \[page 1278\]](#)

[Field Criteria Definition for Offer \[page 1279\]](#)

[Permissions for Offer \[page 1280\]](#)

[Labels Derivation for Offer \[page 1280\]](#)

[The Use of Tokens for Offer Letters \[page 1280\]](#)

[OData Operation for Offer \[page 1281\]](#)

[Create Multiple Job Offers for the Same Position \[page 1282\]](#)

[Behavior of Position Generic Object on Offer \[page 1282\]](#)

## 22.5.1 Offer Template Configuration

In the **Offer Detail** template, you have an XML attribute **object-type** for which only a field of type Foundation Object and Generic Object can be defined, if the field is derived from the Job Requisition, that is, a field with the attribute **template-type="job-req"**.

You can maintain the Offer Detail Template for Foundation Object and Generic Object field types using [Manage Templates](#).

The following code has these properties:

- **object - type** is the type of Foundation Object or Generic Object.
- The attribute type is always set to **object**.

```
<field-definition id="division_obj" type="object"
  required="false" custom="false" object-type="Division"
  template-type="job-req" anonymize="false">
  <field-label><![CDATA[Division obj offer1]]></field-label>
  <field-label lang="en_GB"><![CDATA[Division obj offer1 UK]]></field-label>
  <field-label lang="fr_FR"><![CDATA[Division obj offer1 FR]]></field-label>
  <field-label lang="ja_JP"><![CDATA[Division obj offer1 JP]]></field-label>
  <field-label lang="th_TH"><![CDATA[Division obj offer1 TH]]></field-label>
  <field-label lang="zh_CN"><![CDATA[Division obj offer1 Chinese]]></field-label>
</field-definition>
```

You can't define fields of type Foundation Object and Generic Object directly in the **Offer Detail** template. Fields of type Foundation Object and Generic Object field types are derived from the Job Requisition.

The Offer Template supports single select option and doesn't support selecting multiple values for Location and Position field, even if it's possible on the Job Requisition.

To configure the standard Position object field in Job Offer, enable one of the following options from Provisioning:

- Enable Position Management
- Succession Management
- JDM v2.0/Skills Management

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## 22.5.2 Effective-Dated Foundation Objects and Generic Objects for Offer

An Offer Approval can be created with fields of type Foundation Objects and Generic Objects that have currently inactive values, that become active in future.

For example, a Hiring Manager can start the hiring process for a new Location **Loc**, which will become active in a month. An Offer Approval can be created for this newly created **currently inactive** Location.

The [jobStartDate](#) field is used to identify the date on which to validate, if the value is active or not. It ensures that the validation is not restricted to the current system date. If the [jobStartDate](#) is not defined directly on the Offer

Detail template, it is derived from the Job Requisition. If it is not defined in both Offer Detail and Job Requisition templates, the current system date is taken as default.

In the preceding example, the *jobStartDate* field is populated with the date on which the currently inactive Foundation Objects and Generic Objects field is expected to be active to hire the candidate. At the time of saving the Offer Approval, the system validates to see if the entered values for Foundation Objects and Generic Objects fields are active as of the *jobStartDate*. If the fields are inactive on the *jobStartDate*, it returns an error and you can save neither *Offer Approval* nor *Send For Approval*.

To validate the Foundation Objects and Generic Objects fields on the *jobStartDate*, go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) ► [Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages](#) ►.

In general, the working is similar to that of *Job Requisition Details* page.

## 22.5.3 Field Criteria Definition for Offer

Field criteria cannot be defined in the *Offer Detail* template. Field criteria for a field with `template - type = "job - req"`, is derived from the Job Requisition template.

If the option, *Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages* is enabled in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Generic Object / Foundation Object \(GO/FO\) field types](#) ►, the field criteria validation happens as of the *jobStartDate*, which is similar to that of *Job Requisition Details* page.

The following table explains the field criteria behavior for parent and child field permissions:

| Parent Field Permission | Child Field Permission | Field Criteria Behavior                                                                                                                                             |
|-------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| READ                    | WRITE                  | Field criteria is applied as defined in the Job Requisition template.                                                                                               |
| READ                    | READ                   | Since parent and child have read-only permissions, there will be no changes to the values, and the field criteria will be ignored.                                  |
| No READ and WRITE       | READ                   | The field criteria isn't applied because the child value can't be changed.                                                                                          |
| No READ and WRITE       | WRITE                  | Even though the child field has write permission, you don't see any values in the child field dropdown because the parent doesn't have read and write permissions.  |
| WRITE                   | READ                   | While it's possible to save the offer on changing the parent value even if the child value is incorrect, you should avoid using that method to modify the template. |
| WRITE                   | WRITE                  | Both parent and child fields have write permissions, so the field criteria will be applied as defined.                                                              |

## 22.5.4 Permissions for Offer

In continuation to the existing behavior, you can't provide Write permission in **Offer** to the standard Generic Object fields.

Following are the standard Generic Object fields for which you can't provide Write permission:

- Legal Entity
- Business Unit
- Division
- Department
- Cost Center
- Position

The standard [Location](#) object and standard [Position](#) object fields are writable by default. They can't be configured as read-only fields. Custom fields derived from the Job Requisition can have Write permission, if they're marked as **Custom Reportable Fields** in ► [Provisioning](#) ► [Managing Recruiting](#) ► [Configure Reportable Custom Fields](#) ►.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## 22.5.5 Labels Derivation for Offer

For Offer-specific fields, all labels are derived from **Offer Detail** template.

### 📘 Note

The labels shown in the Offer and Requisition can be different as the labels for the seven standard Foundation Object/Generic Object fields are not read from the Succession Data Model.

## 22.5.6 The Use of Tokens for Offer Letters

You can use the fields of type Foundation Object and Generic Object defined on the Offer Detail template as tokens. Using tokens for [Offer Letters](#) is similar to using them for job requisitions.

The support for Effective-Dated Foundation Objects and Generic Objects is similar to the Job Requisition.

### Tips for Using Tokens

Here are a few tips when working with tokens for offer letters:



- Tokens with no data to populate appears as the token placeholder and must be removed.
- Tokens often appear with yellow highlighting when inserted. The yellow highlighting can vanish when you use the print preview feature. As a best practice, it's better to adjust the formatting of the letter so that the highlighting doesn't appear.
- A logo token is available to populate the default logo of the company or images can be copied and pasted into the offer letter. Images must be hosted in the same data-center of the client.
- "Letterhead" functionality isn't currently supported, so margins, page number presence, and formatting can't be adjusted. Images can't be inserted behind the offer letter text.

Refer to *Tokens for Foundation Object and Generic Object Fields* more information on using tokens in Job Requisition.

## Related Information

[Tokens for Foundation Object and Generic Object Fields \[page 233\]](#)

[Configuring Custom Recruiting Tokens \[page 1436\]](#)

## 22.5.7 OData Operation for Offer

OData for **Offer** is similar to the behavior of Job Requisition OData.

### Points to remember while operating with OData for Offer

- Custom Foundation Object/Generic Object fields that are listed in ► [Provisioning](#) ► [Configure Reportable Fields](#) ► can be accessed through OData.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Editable standard fields **location\_obj** and **std\_position\_obj** can be updated through Offer OData API.
- Permissions and validations for Foundation Object/Generic Object fields on **Offer** is handled similar to how MDF Foundation Object/Generic Object fields are handled in Requisition.
- When [Allow users to select only those instances that are active as of the date in the Job Start Date field in the Job Requisition and Offer Detail pages](#) option is ON, the OData API works similar to that of [Offer Approval](#) page.
- The Position Generic Object (**std\_position\_obj**) is not supported in SFAPI for Offer entity.

## Related Information

[OData Operations for Job Requisitions \[page 240\]](#)

## 22.5.8 Create Multiple Job Offers for the Same Position

Currently, it's possible to create multiple Offer Approvals for the same Position (values of the field **std\_position\_obj**).

When you try to create an Offer Approval with a same position that is already used in another Offer Approval that isn't in *Canceled* or *Rejected* state, a message about such reuse is displayed on the UI. This message is not displayed as part of Offer OData API operations.

## 22.5.9 Behavior of Position Generic Object on Offer

You can generate a job offer only for those positions (values of the field **std\_position\_obj**) that are selected on the job requisition.

# 23 Suite Integration with SAP SuccessFactors Recruiting

You can integrate SAP SuccessFactors Recruiting with your core HRIS and with other parts of the HCM suite.

## Know Before You Start

- Understand what other SAP SuccessFactors solutions are implemented in the system and how they impact Recruiting configuration.
- If you use MDF picklists, create a lookup object to map the `externalCode` in MDF to `optionId` in Recruiting. Recruiting uses `optionId` to reference picklists.
- If you use Job Profile Builder with Employee Central, ensure that the jobcode type is `JOBCLASSIFICATION`. If use it without Employee Central, the jobcode type is `JOBCODE`.
- When possible, use OData API with any integrations that need to be configured.

## Leading Practices

- Before you integrate Recruiting with other SAP SuccessFactors solutions, complete training in the other solution or work with a counterpart who is trained in the other solution.
- Use OData API for integration, not SFAPI. SFAPIs are being deprecated.

## Related Information

[Integration of Recruiting with Employee Records in Employee Central \[page 1284\]](#)

[Integration of Recruiting with Position Management in Employee Central \[page 1318\]](#)

[Integration of Recruiting with Onboarding \[page 1352\]](#)

[Integration of Recruiting with SAP ERP HCM \[page 1362\]](#)

[Configuring Recruiting Integration with Job Profile Builder \[page 1339\]](#)

## 23.1 Integration of Recruiting with Employee Records in Employee Central

The integration between Recruiting Management to Employee Central provides a seamless way to transition an external candidate record into a new employee account, including issuing an Employee ID.

- Customers using both Recruiting and Employee Central can hire internal and external candidates and automatically sync them into their Employee Central database.
- The integration template can pull from the candidate application, job requisition, and offer letter. To maximize data transfer, make sure these XML templates are configured to include the supported fields listed in the Recruiting-Employee Central Transformation Template:
  - Requisition
  - Application
  - Offer Details
- Because the [Manage Pending Hires](#) list is populated based on offer approval information, a candidate must go through an approved offer approval before being set to [Ready to Hire \(Hirable\)](#).
- Permission to view applicants in [Manage Pending Hires](#) is based on the requisition operators, not on applicant data.

Map the data from Recruiting Management directly to the equivalent fields in Employee Central. This mapping requires Professional Services configuration in both the Recruiting and Employee Central modules. External Candidate Profile background elements are synched to the Employee Profile automatically when correctly mapped.

With this functionality enabled and configured, Recruiting users can:

- Stage a candidate in a prehire status in the Recruiting module
- Access the Employee Central page for creating an employee
- Review and edit new hire account data pulled directly from the Recruiting module
- Submit a new hire for approval (for example, creation and routing of a new employee account)
- Receive automated notifications of the process progress (for example, final approval received)
- Update the Candidate Profile with the Employee ID
- Auto-synch background element information from candidate profile to Employee Profile after the hire

### → Tip

Background elements don't pass to Employee Central. They're synched directly from the external candidate profile to the Employee Profile .

### 23.1.1 Instructions in the Application XML

If you want, you can add one or more instructional fields in the Application XML that describe the integration process and provide instructions to Recruiting users on how to complete the hire process into Employee Central.

Recruiting users usually need to know the exact set of conditions that must be met in order for the candidate to appear in [Manage Pending Hires](#). If they don't know these conditions, there can be confusion when processing new hires.

If you're using multistage application, configure these fields so that they're only visible in the appropriate offer or hire statuses.

## Related Information

[Configuring the Job Application Template in Provisioning \[page 1076\]](#)

## 23.1.2 Configuring Applicant Status for Employee Central Integration

If you're using Employee Central with Recruiting, you must configure the Applicant Status Set with required statuses to initiate the integration.

## Prerequisites

You need access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

For a status set, we recommend you to configure only one status each for *Hire* and *Hirable*. You may see issues in the hiring process if you configure these statuses more than once.

## Procedure

1. Go to [Provisioning](#) > [Managing Recruiting](#) > [Applicant Status Configuration](#).
2. Select [Edit Base](#) to edit the base status set, then select [Add New](#):
  - In the *Type* field, select **In-Progress**.
  - In the *Status Name* field, enter **Hirable**.
  - In the *Category* field, select **Hired**.
3. Save changes and select [Applicant Status Configuration](#) to return to the previous page.

4. Edit the default status set to update the *Hired/Hirable* statuses. To edit, select the name of the status set in the *Status Set Name* column.
5. Select *Hire* in the *Status Name* column:
  - Enter **Hired** in the *Internal Label* field.
  - Select the *Enable this status* options.
  - Under *Hirable Options*, select **Hired**.
6. Create a status for the *Hirable Option* by selecting *Add New*.
  - Select *Hireable*.
  - Select *Add*.
7. Select *Hireable* in the *Status Name* column:
  - Enter **Ready to Hire** in the *Internal Label* field.
  - Enter **Ready to Hire** in the *Candidate Label* field.
  - Select the *Enable this status* options.
  - Under *Hirable Options*, select **Hireable**.
8. Move the **Hirable** status before the *Hire* status to keep a consistent applicant status trail.
9. Save your changes.

## Results

This additional status, *Ready to Hire (Hirable)*, is now available in the applicant status trail in the application.

## 23.1.3 Configuring Transformation Template

When data is sent from Recruiting to Employee Central, you have to configure the transformation template so that data can be transferred.

## Prerequisites

You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Import/Export Candidate to employee integration template](#) ►.
2. Click [Export](#) and [Submit](#) to start configuring the template.

## Results

The default template gets downloaded on to your system and it looks like the following:

### Sample Code

```
<object-mappings integration-type="CandidateToEmployee">
  <entity-details-mapping>
    <mapping-attribute>
      <source entity-type="application" refid="firstName"/>
      <target refid="personalInfo.first-name"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="lastName"/>
      <target refid="personalInfo.last-name"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="custONBPrefLang"/>
      <target refid="personalInfo.native-preferred-lang"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="startDate"/>
      <target refid="personalInfo.start-date"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="middleName"/>
      <target refid="personalInfo.middle-name"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="startDate"/>
      <target refid="employmentInfo.start-date"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="jobrequisition" refid="legalEntity_obj_code"/>
      <target refid="employmentInfo.company"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="customBaseSal"/>
      <target refid="payComponentRecurring.paycompvalue.1002"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="offerletter" refid="currency"/>
      <target refid="payComponentRecurring.currency-code.1002"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="customBasePayFreqCODE"/>
      <target refid="payComponentRecurring.frequency.1002"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="customPayComponent"/>
      <target refid="payComponentRecurring.pay-component.1002"/>
    </mapping-attribute>
    <mapping-attribute>
      <source entity-type="application" refid="startDate"/>
      <target refid="payComponentRecurring.start-date.1002"/>
    </mapping-attribute>
  </entity-details-mapping>
</object-mappings>
```

```

</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="contactEmail"/>
<target refid="emailInfo.email-address.P"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="onbEmailType"/>
<target refid="emailInfo.email-type.P"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="isPrimary"/>
<target refid="emailInfo.isPrimary.P"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="startDate"/>
<target refid="compInfo.start-date"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="customEventReason"/>
<target refid="compInfo.event-reason"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="cellPhone"/>
<target refid="phoneInfo.phone-number.C"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="phoneTypePrimary"/>
<target refid="phoneInfo.phone-type.C"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="isPrimary"/>
<target refid="phoneInfo.isPrimary.C"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="homePhone"/>
<target refid="phoneInfo.phone-number.H"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="phoneTypeAlternate"/>
<target refid="phoneInfo.phone-type.H"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="legalEntity_obj_code"/>
<target refid="jobInfo.company"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="onbPayClass"/>
<target refid="jobInfo.eeo-class"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="onbFLSAStatus"/>
<target refid="jobInfo.flsa-status"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="location_obj_code"/>
<target refid="jobInfo.location"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="positionNumber"/>
<target refid="jobInfo.position"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="startDate"/>
<target refid="jobInfo.start-date"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="jobrequisition" refid="hiringManagerName"/>
<target refid="jobInfo.manager-id"/>

```



```

</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="country"/>
<target refid="homeAddress.country.home"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="startDate"/>
<target refid="homeAddress.start-date.home"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="address"/>
<target refid="homeAddress.address1.home"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="city"/>
<target refid="homeAddress.city.home"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="state"/>
<target refid="homeAddress.province.home"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="state"/>
<target refid="homeAddress.state.home"/>
</mapping-attribute>
<mapping-attribute>
<source entity-type="application" refid="zip"/>
<target refid="homeAddress.zip-code.home"/>
</mapping-attribute>
</entity-details-mapping>
<role-mapping>
<manager-roles>
<role>G</role>
</manager-roles>
<target-roles>
<role>G</role>
<role>G</role>
<role>G</role>
<role>G</role>
<role>G</role>
</target-roles>
</role-mapping>
</object-mappings>

```

### 23.1.3.1 Transformation Template Elements

There are various transformation template elements that let you configure the template so that the validations and transformations occur based on the configuration when the data is sent from Recruiting to Employee Central.

#### object-mappings Element and entity-details-mapping Element

Always declare these elements and attributes at the top of the Candidate to Employee integration XML template that got exported from [Provisioning > Import/Export Candidate to employee integration template](#).

### Sample Code

```
<object-mappings source="RCM" target="EC" integration-type =  
"CandidateToEmployee">  
  <entity-details-mapping>
```

## mapping-attribute Element

Declare one **mapping-attribute** element for every field that you intend to map from Recruiting to Employee Central.

### Sample Code

```
<mapping-attribute>  
  <source refid="firstName" entity-type="application"/>  
  <target refid="personalInfo.first-name" />  
</mapping-attribute>
```

## source Element

Each mapping-attribute Element must contain one source Element. This declares the origin of the data in Recruiting.

### Sample Code

```
<mapping-attribute>  
  <source refid="firstName" entity-type="application"/>  
  <target refid="personalInfo.first-name" />  
</mapping-attribute>
```

## refid Attribute for source Element

Each source element must contain one **refid** attribute. This declares the field in Recruiting that is sent to Employee Central.

### Note

Some fields that contain complex data, such as application comments, questionResponse, competencies are currently not supported.

### Sample Code

```
<source refid="firstName" entity-type="application"/>
```

## entity-type Attribute

Each source element must also contain one **entity-type** attribute. This declares which object the field data pulls from when it is sent to Employee Central. Allowable values are application, jobrequisition, and offerletter.

### Sample Code

```
<source refid="firstName" entity-type="application"/>
```

## target Element

The **target** element defines the mapping of the Recruiting Data into Employee Central.

### Sample Code

```
<mapping-attribute>
  <source refid="firstName" entity-type="application"/>
  <target refid="personalInfo.first-name"/>
</mapping-attribute>
```

## refid Attribute for Target Element

The **refid** attribute for a target element defines what object and field data has to be placed into Employee Central. The refid must be in the format `hrisElementName.hrisFieldName.<entityName>` for all the objects. For phone and email, the entityName (for example, H, P, and so on) has to match the externalCode of the phone/email type picklist on Employee Central.

### Sample Code

```
<target refid="personalInfo.first-name"/>
```

## Examples for Multi-value Configuration for Target Elements

The [1] in each of the following samples represents the first record in the mapping:

### Sample Code

```
<mapping-attribute>
  <source refid="cust_emergencyName" entity-type="application"/>
  <target refid="emergencyContactPrimary.[1].name"/>
</mapping-attribute>
```

### Sample Code

```
<mapping-attribute>
  <source refid="cust_emergencyRelationship" entity-type="application"/>
  <target refid="emergencyContactPrimary.[1].relationship"/>
</mapping-attribute>
```

### Sample Code

```
<mapping-attribute>
<source refid="cust_emergencyPhone" entity-type="application"/>
<target refid="emergencyContactPrimary.[1].phone"/>
</mapping-attribute>
```

## role-mapping Element

The Recruiting-Employee Central transformation template has to include a **role-mapping** element. This element contains two subelements. One is used to control the permissions used in the Manage Pending Hires tool and the other is used to identify which requisition operator is the new employee's manager.

### Sample Code

```
<role-mapping>
<target-roles>
  <role>O</role>
  <role>V</role>
  <role>R</role>
  <role>T</role>
  <role>G</role>
</target-roles>
<manager-roles>
  <role>G</role>
</manager-roles>
</role-mapping>
```

## target-roles Element

Each role-mapping Element must contain one **target-roles** element.

In other areas of the suite, the target permissions in Role-based Permissions are based on the employee data. As the applicant in the Manage Pending Hires tool is not yet an employee, the permissions cannot be based on their data. Instead, the user attempting to process the applicants in Manage Pending Hires can view only the pending hires where one or more of the requisition operators are included in their allowable target population.

### → Tip

Designating the **O** Recruiting operator as the target role can cause complications, because if originating user is inactivated, the originating user does not get changed and the process fails.

Multiple roles can be specified within target-roles.

### Sample Code

```
<target-roles>
  <role>O</role>
  <role>V</role>
  <role>R</role>
  <role>T</role>
  <role>G</role>
</target-roles>
```

## manager-roles Element

Each mapping-attribute Element must contain one **manager-role** element. This declares which requisition operator Employee Central considers to be the manager role. Based on this operator, Recruiting identifies the manager and returns the manager's information. Only one role should be specified in manager-roles.

### Sample Code

```
<manager-roles>
  <role>G</role>
</manager-roles>
```

## Field Mapping for Country/Region-Specific Address Formats

Recruiting Management does not support country/region-specific address formats, limiting the precision of address field mappings in transformation templates. While Employee Central supports these formats, Recruiting Management offers the following standard fields only:

- Address Line 1
- Address Line 2
- State/Province
- Country
- Zip

### Note

If one-to-one field mapping is not possible for your country/region, please configure these fields in your template to align as closely as possible to the format of your country/region. For example, Germany uses *Street* for *Address Line 1*, whereas the UK uses *Building Number and Street*.

## Related Information

[Setting Up the Succession Data Model](#)

## 23.1.3.2 Transformation Template Rules and Data Handling

Familiarize yourself with the transformation template rules and data handling.

During the import process, the template is validated:

- An error is displayed for any invalid Employee Central fields. Warnings are displayed if required Employee Central fields are missing.
- On the Employee Central side, elements and fields are validated while processing the hire in the *Manage Pending Hires* tool. If elements or fields result in validation errors, refer to the *All fields from Recruiting*

*Management are mapped and validated* check in the *Manage Pending Hires* area of the *Check Tool* for proposed solutions.

For some entities, it's necessary to provide an additional attribute to the code. For more information, refer to the sample mappings. The following table describes the additional requirements for specific entities:

| Entity                   | Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| emailInfo                | The entity name and type (for example, <b>H, P</b> in the example template) must match the <b>externalCode</b> of the phone or email type picklist.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| phoneInfo                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| addressInfo              | <p>Recruiting sends a two-character country/region code that converts to a three-character country/region code and identifies the right country/region from the Territory table.</p> <p>To determine the country-specific fields for address, job, and compensation, Employee Central uses the country/region from the <b>address</b> field of Recruiting. During the new hire process, the user can change the Legal Entity on the new hire page, at which point the country-specific fields reset. The value from Recruiting is still displayed for the field.</p> |
| payComponentRecurring    | <p>A single frequency is used for all <b>payComponents</b> sent by Recruiting. The frequency must match the <b>externalCode</b> of the frequency from the <b>FO_FREQUENCY</b> foundation object table. If this doesn't match, the value from Recruiting cannot be displayed due to incompatible data types.</p> <p>The currency sent is used for all <b>payComponents</b> sent by Recruiting.</p>                                                                                                                                                                    |
| payComponentNonRecurring |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

The following table describes how field types are handled when mapping from Recruiting to Employee Central:

| Recruiting        | Employee Central  | Behavior                                                                                                                                                                                                                                                                                                              |
|-------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Foundation Object | Foundation Object | Employee Central identifies the Foundation Object for the autocomplete drop-down by searching by NAME, CODE, NAME (CODE), and DESCRIPTION. The NAME (CODE) form handles the case where a Foundation Object from Employee Central has been synced to <b>users_sys_info</b> and that value is being used by Recruiting. |
| Picklist          | Picklist          | The localized value is sent and Employee Central sets the optionID in the corresponding field by querying the picklist table for that localized value. Use the same picklist with the same translations on both sides to match picklist values.                                                                       |
| Picklist          | Non-picklist      | The Recruiting value displays in the field.                                                                                                                                                                                                                                                                           |

| Recruiting | Employee Central | Behavior                                                                                                                                                                                            |
|------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Boolean    | Boolean          | If the target field in the Employee Central object is of the type Boolean, then you must configure the source field as the type Boolean in your Recruiting templates.                               |
| String     | Number           | Avoid this mapping. Mapping a field of type String to a field of type Number can cause incorrect values. Map fields of type Number in Recruiting only to fields of type Number in Employee Central. |

We recommend using the `std_position_objlist` recruiting field when mapping to the Position field in Employee Central.

## Related Information

[Adding Sync Mapping for Standard Field](#)

### 23.1.3.3 List of Employee Central Objects That Support Data Transfer

Only certain Employee Central objects can receive data from Recruiting. You can choose to collect the data in Recruiting or Onboarding or in a later stage.

Objects

| Employee Central Object | Sample Mapping                                                                                                                                                                                                     |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| personalInfo            | <div> <div>Sample Code</div> <pre>&lt;mapping-attribute&gt;   &lt;source refid="firstName" entity-type="application"/&gt;   &lt;target refid="personalInfo.firstName"/&gt; &lt;/mapping-attribute&gt;</pre> </div> |

personInfo

## Sample Code

```
<mapping-attribute>
  <source entity-type="application"
    refid="country"/>
  <target refid="personInfo.country-
of-birth"/>
</mapping-attribute>
<mapping-attribute>
  <source entity-type="application"
    refid="dateOfBirth"/>
  <target refid="personInfo.date-of-
birth"/>
</mapping-attribute>
```

biographicalInfoLoc

## Note

- You can map only one country/region record, because the required `biographicalInfoLoc.country` key must be unique.
- If the mapping has two or more country/region records, then the [Manage Pending Hires](#) tool in Employee Central accepts only the last one.

Enter the three-digit country/region code to configure a country/region-specific mapping. The following maps `biographicalInfoLoc` for Australia:

## Sample Code

```
<mapping-attribute>
  <source refid="custom_field1"
    entity-type="application"/>
  <target
    refid="biographicalInfoLoc.country"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="custom_field2"
    entity-type="application"/>
  <target refid="biographicalInfoLoc.
[AUS].place-of-birth"/>
</mapping-attribute>
```



## emailInfo

 Note

- You can send multiple emails by mapping a different key for each entity type.
- You have to specify the entity name when mapping **emailInfo**.
- The entity name/type values (for example, **P**, **H**) need to match the externalCode value of the **email** type in the Employee Central picklist.

 Sample Code

```
<mapping-attribute>
  <source refid="contactEmail"
entity-type="application"/>
  <target refid="emailInfo.email-
address.P"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="customPicklist1"
entity-type="offerletter"/>
  <target refid="emailInfo.email-
type.H"/>
</mapping-attribute>
```

## phoneInfo

 Note

- You can send multiple phone numbers by mapping a different key for each entity type.
- You have to specify the entity name when mapping **phoneInfo**.
- The entity name/type values (for example, **O**, **H**) need to match the externalCode value of the **phone** type in the Employee Central picklist.

 Sample Code

```
<mapping-attribute>
  <source refid="homePhone" entity-
type="application"/>
  <target refid="phoneInfo.phone-
number.O"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cellPhone" entity-
type="application"/>
  <target refid="phoneInfo.phone-
number.H"/>
</mapping-attribute>
```

---

employmentInfo Sample Code

```
<mapping-attribute>
  <source entity-type="application"
    refid="startDate"/>
  <target
    refid="employmentInfo.firstDateWorked"
  />
</mapping-attribute>
<mapping-attribute>
  <source entity-type="application"
    refid="startDate"/>
  <target
    refid="employmentInfo.start-date"/>
</mapping-attribute>
<mapping-attribute>
  <source
    entity-type="jobrequisition"
    refid="legalEntity_obj"/>
  <target
    refid="employmentInfo.company"/>
</mapping-attribute>
```

---

homeAddress Sample Code

```
<mapping-attribute>
  <source entity-type="application"
    refid="address"/>
  <target
    refid="homeAddress.address1.home"/>
</mapping-attribute>
<mapping-attribute>
  <source entity-type="application"
    refid="city"/>
  <target
    refid="homeAddress.city.home"/>
</mapping-attribute>
```

---

jobInfo Sample Code

```
<mapping-attribute>
  <source
    entity-type="jobrequisition"
    refid="businessUnit_obj"/>
  <target refid="jobInfo.business-
    unit"/>
</mapping-attribute>
<mapping-attribute>
  <source
    entity-type="jobrequisition"
    refid="legalEntityCode"/>
  <target refid="jobInfo.company"/>
</mapping-attribute>
```

---

paymentInfo

 Note

- This mapping is applicable if you're using *People Profile 3*.
- The values supported for Pay Type are MAIN, PAY-ROLL, BONUS, and EXPENSES.

 Sample Code

```
<mapping-attribute>
  <source refid="custom1" entity-
type="application"/>
  <target
refid="PaymentInformationV3.custom-
field1"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust-paymentmethod"
entity-type="application"/>
  <target refid=
"PaymentInformationDetailV3.
[MAIN].[1].paymentMethod" />
</mapping-attribute>
```

globalInfo

Enter the three-digit country/region code to configure a country/region-specific mapping. The following maps **globalInfo** for the U.S.A.:

 Sample Code

```
<mapping-attribute>
  <source refid="disabiltyStatus"
entity-type="application"/>
  <target refid="globalInfo.
[USA].genericString6"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="race" entity-
type="application"/>
  <target refid="globalInfo.
[USA].custom-string1"/>
</mapping-attribute>
```

compInfo

## Sample Code

```
<mapping-attribute>
  <source refid="cust_isPrimary"
entity-type="application"/>
  <target refid="compInfo.is-
eligible-for-car"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust-paygroup"
entity-type="application"/>
  <target refid="compInfo.pay-
group"/>
</mapping-attribute>
```

workPermitInfo

You can send multiple values by using square brackets:

## Sample Code

```
<mapping-attribute>
  <source refid="country" entity-
type="application"/>
  <target refid="workPermitInfo.
[1].country"/>
</mapping-attribute>
```

personRelationshipInfo (Dependent)

## Sample Code

```
<mapping-attribute>
  <source refid="cust_emergType"
entity-type="application"/>
  <target refid=
"dependentInfo.
[1].personRelationshipInfo.relationship
ip_type"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_isPrimary"
entity-type="application"/>
  <target refid=
"dependentInfo.
[1].personRelationshipInfo.is_benefic
iary"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_emergName"
entity-type="application"/>
  <target refid="dependentInfo.
[1].personalInfo.first-name"/>
</mapping-attribute>
```

---

nationalIdCard

You can set single and multiple mappings:

 Sample Code

```
<mapping-attribute>
  <source refid="country" entity-
type="application"/>
  <target refid="nationalIdCard.
[1].country"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="ssn" entity-
type="application"/>
  <target refid="nationalIdCard.
[1].national-id"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_ssn_type"
entity-type="application"/>
  <target refid="nationalIdCard.
[1].card-type"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_isPrimary"
entity-type="application"/>
  <target refid="nationalIdCard.
[1].isPrimary"/>
</mapping-attribute>
```

emergencyContactPrimary

You can send multiple values by using square brackets. Start with the numeric value of 1 then use ascending values:

 Sample Code

```
<mapping-attribute>
  <source refid="cust_emergName"
entity-type="application"/>
  <target
refid="emergencyContactPrimay.
[1].name"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_emergPhone"
entity-type="application"/>
  <target
refid="emergencyContactPrimay.
[1].phone"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_emergEmail"
entity-type="application"/>
  <target
refid="emergencyContactPrimay.
[1].email"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_emergType"
entity-type="application"/>
  <target
refid="emergencyContactPrimay.
[1].relationship"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="cust_emergTypebool"
entity-type="application"/>
  <target refid=
    "emergencyContactPrimary.
[1].isEmergencyContact"/>
</mapping-attribute>
```

globalAssignmentInfo

## Sample Code

```
<mapping-attribute>
  <source refid="EmpIndicator"
entity-type="application"/>
  <target
refid="employmentIndicator"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="IsPrimaryEmp"
entity-type="application"/>
  <target
refid="isPrimaryEmployment"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="AssignType" entity-
type="application"/>
  <target
refid="globalAssignmentInfo.assignmen
t-type"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="AssignStart" entity-
type="application"/>
  <target
refid="globalAssignmentInfo.start-
date"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="PlannedEnd" entity-
type="application"/>
  <target
refid="globalAssignmentInfo.planned-
end-date"/>
</mapping-attribute>
```

## 23.1.4 Configuring Global Assignment and Concurrent Employment

Although Concurrent Employment and Global Assignment data aren't supported natively in Recruiting Management, it's possible to add configuration to Recruiting. Configuration allows internal candidates to apply for more requisitions without vacating their current employment. Therefore, this information flows on to Employee Central.

### Prerequisites

Both Recruiting and Employee Central V2 must be enabled and configured.

## Procedure

1. Create a custom picklist called `employmentIndicatorPicklist` with values as shown in this table. Make sure that the name is written exactly as indicated.

employmentIndicatorPicklist Values

| External Code | Non-Unique External Code | Label                 |
|---------------|--------------------------|-----------------------|
| 0             | 0                        | Concurrent Employment |
| 1             | 1                        | Global Assignment     |

2. Create the following custom fields in [Application Profile](#). The custom fields can have any name, but you must map them correctly to standard Employee Central Placeholders. For example,

- EmpIndicator type custom picklist created: `employmentIndicatorPicklist`
- IsPrimaryEmp type yes/no picklist
- AssignmentType type standard picklist `global_assignment_type`
- AssignmentStart type date
- AssignmentEnd type date

### Sample Code

```
<field-definition id="EmpIndicator" type="picklist" required="false"
custom="true" public="false" readOnly="false" anonymize="false" forward-
intact="true" sensitive="false">
  <field-label mime-type="text-plain"><![CDATA[Employment Indicator]]></
field-label>
  <field-description><![CDATA[Employment Indicator]]></field-description>
  <picklist-id>employmentIndicatorPicklist</picklist-id>
</field-definition>
```

3. Make these new custom fields reportable.
4. Map these custom fields to the standard Employee Central placeholders in the [Candidate to Employee Integration Template](#)

### Note

The placeholder field names for Employee Central are fixed as defined below and have to be configured precisely in the Recruiting Management Employee Central Integration template to the respective custom fields. Please configure custom field mapping as follows (field names are case-sensitive):

| Custom Field (Example Names) | Standard Employee Central Mapping | Description                                                  |
|------------------------------|-----------------------------------|--------------------------------------------------------------|
| EmpIndicator                 | employmentIndicator               | Mandatory for CE/GA identification                           |
| IsPrimaryEmp                 | isPrimaryEmployment               | Optional. Primary employment indicator, relevant only to CE. |
| AssignType                   | gaAssignmentType                  | Optional. Indicates long-term/short-term assignment for GA.  |
| AssignStart                  | gaAssignmentStart                 | Optional. StartDate of GA                                    |



| Custom Field (Example Names) | Standard Employee Central Mapping | Description             |
|------------------------------|-----------------------------------|-------------------------|
| PlannedEnd                   | gaAssignmentEnd                   | Optional. EndDate of GA |

#### Sample Code

```
<mapping-attribute>
  <source refid="EmpIndicator" entity-type="application"/>
  <target refid="employmentIndicator"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="IsPrimaryEmp" entity-type="application"/>
  <target refid="isPrimaryEmployment"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="AssignType" entity-type="application"/>
  <target refid="globalAssignmentInfo.assignment-type"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="AssignStart" entity-type="application"/>
  <target refid="globalAssignmentInfo.start-date"/>
</mapping-attribute>
<mapping-attribute>
  <source refid="PlannedEnd" entity-type="application"/>
  <target refid="globalAssignmentInfo.planned-end-date"/>
</mapping-attribute>
```

#### Note

The *employmentIndicator* and *isPrimaryEmployment* fields are not displayed in the *Recruit-to-Hire Data Mapping* tool. During provisioning, these fields must be manually mapped in the XML of the *Import/Export Candidate to employee integration template*.

## 23.1.5 Changing the Candidate Status to Hired

After a candidate accepts a job, you can change their status to hired.

### Procedure

1. Ensure that the applicant has a completed and approved Offer Details record.

#### → Tip

Offer Approval populates the *Manage Pending Hires* table in Admin Center. If an applicant doesn't receive an offer approval that is approved before entering the *Ready to Hire* (Hirable) status, they'll **not** show up in the *Manage Pending Hires* list.

2. Change the applicant's status to the *Ready to Hire* (Hirable) status. The applicant appears in the *Manage Pending Hires* list in Admin Center.
3. In *Manage Pending Hires*, the user can then *Hire* the appropriate candidate. Once the candidate is hired:

- a. Candidate is added to Employee Central and all data outlined in the integration template is transferred to Employee Central.
- b. As long as the Employee ID field is included in the external candidate profile, the candidate's new employee ID is visible.
- c. The candidate now has an internal candidate profile. The new internal candidate profile contains minimal data and duplicates the external candidate profile unless Candidate to Employee Conversion is configured.
- d. Candidate to Employee Conversion is done by the system.

## 23.1.6 Automatic Hire

Set up your system to automatically hire applicants coming from Recruiting, or Onboarding, or Recruiting and Onboarding into Employee Central with no manual intervention in the Manage Pending Hires tool. Applicants are processed automatically after the Recruiting and Onboarding processes are completed and the applicant is moved to the *Ready to Hire* status.

You can decide if all applicants from Recruiting or Onboarding are processed using the Automatic Hire process or you can set up rules so a subset of applicants go through the Automatic Hire process without manual intervention in the Manage Pending Hires tool.

Automatic Hire supports the following processes:

- For Recruiting:
  - Regular Hire
  - Concurrent Employment (CE)
  - Global Assignment (GA)
- For Onboarding:
  - Regular Hire
  - Rehire
  - Rehire with New Employment

Automatic Hire doesn't support the following processes:

- For Recruiting:
  - Rehire
  - Rehire with New Employment
  - When matching inactive users are found in the system (based on match user configuration)
  - Internal Transfer
- For Onboarding:
  - Internal Transfer
  - Global Assignment (GA)
  - Concurrent Employment (CE)

### Note

- Automatic Hire doesn't support applicants coming from Onboarding 1.0 and SmartRecruiters.

Automatic Hire supports a subset of rule types depending on how the process is initiated:

- Workflows, **onSave** rules, and **onPostSave** rules are supported for processes initiated through both Recruiting and Onboarding.
- **onChange** rules are supported only when the process is initiated through Recruiting.
- **onInit** and **onView** rules are not supported because Automatic Hire runs in the back end without direct user interaction, and those rules are intended for UI-driven scenarios.
- MDF UI rules are not supported.

For rules that are not supported by Automatic Hire, adapt existing rules to supported types.

Applications that need manual intervention appear in the Manage Pending Hires tool. These scenarios are where there is a pending or sent back workflow for an applicant, or a failure occurred due to invalid or missing data, or there is a duplicate user, or there is a matching existing user (in Recruiting). In some cases, mandatory data may be missing. This missing data then causes the automatic hire process to fail. In situations where workflow is associated with the applicant, the Automatic Hire process continues once the workflow has been processed.

When an application from Recruiting Management appears in the Manage Pending Hires tool, before retriggering automatic hire for further applications, refer to the *All fields from Recruiting Management are mapped and validated* check in the *Manage Pending Hires* area of the *Check Tool* to identify missing fields required in Employee Central.

For Additional details about applicants from Automatic Hire process in the Manage Pending Hires tool, see documentation on the tool.

The »» *Automatic Hire* icon after the applicant name is displayed if the applicant has been through the Automatic Hire process.

#### ⓘ Note

Automatic Hire does not validate cost assignment object if Public Sector Management (PSM) is enabled. This means that an Automatic Hire will be processed successfully without cost assignment.

Automatic Hire does not support Employee Central custom hire templates (*Template Type* = Employee).

## 23.1.6.1 Enabling Automatic Hire

Automatic Hire requires set up in Recruiting, or Onboarding to Employee Central for your company.

### Prerequisites

- You've enabled Manage Pending Hires tool.
- You've integrated Recruiting, or Onboarding or both to Employee Central as the case may be based on how your automatic hire process is designed.

## Context

If you have the mapping of the data fields needed for an employee hire in place, you can set up rules and use the Automatic Hire feature for your company. For more information about the processes involved, refer to the [Automatic Hire \[page 1306\]](#) topic.

## Procedure

1. Enable ► [Admin Center](#) ► [Onboarding General Settings](#) ► [Submit Onboarding Data Using Centralized Services](#) ►.
2. Enable ► [Admin Center](#) ► [Onboarding General Settings](#) ► [Enable Automatic Hiring for Onboarding](#) ►.

When the setting is enabled, this feature can be applied to all applicants in Onboarding. Use the [Trigger Automatic Hiring of Applicants for Onboarding](#) business rule scenario in [Configure Business Rules](#) to exclude or set up conditions.

3. Enable ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Applicant Profile Settings](#) ► [Enable Automatic Hiring for Recruiting](#) ►.

When the setting is enabled, this feature can be applied to all applicants in Recruiting. Use the [Configure Rule to Automatically Hire Applicants from Recruiting to Employee Central](#) business rule scenario in [Configure Business Rules](#) to exclude or set up conditions.

## Next Steps

Your system is now set up to use automatic hiring for applicants.

## Related Information

[Creating a Business Rule to Trigger Automatic Hiring of Applicants for Onboarding](#)  
[Configuring the Rule to Trigger Automatic Hire for Onboarding](#)  
[Creating Business Rules for Recruiting \[page 1512\]](#)

## 23.1.7 Manage Pending Hires

[Configure Columns for Manage Pending Hires](#) renders data on the [Manage Pending Hires](#) page in Recruiting and sends it to Employee Central.

Mapping defined in the Candidate to Employee Integration Template for Recruiting and Employee Central integration is used for rendering the data on the [Manage Pending Hires](#) page.

This section lists the possible scenarios that are the reasons for data being not displayed, or errors displayed on the [Configure Columns for Manage Pending Hires](#) page. You can also do sorting, and filtering of data based on the data types on enhanced [Manage Pending Hires](#).

#### [Validations When Configuring Columns for Manage Pending Hires \[page 1309\]](#)

Understand the validations that apply when you configure columns on the Recruiting tab of the [Configure Columns for Manage Pending Hires](#) tool.

#### [Data Types Support for Recruiting Data on Manage Pending Hires \[page 1312\]](#)

View the supported and unsupported data types for the Recruiting data on the [Manage Pending Hires](#) page.

## 23.1.7.1 Validations When Configuring Columns for Manage Pending Hires

Understand the validations that apply when you configure columns on the Recruiting tab of the [Configure Columns for Manage Pending Hires](#) tool.

### Configuration Validation Errors

The columns you configure determine the layout of the [Recruiting](#) and [Drafts \(Recruiting\)](#) pages in [Manage Pending Hires](#). If an error occurs when you configure a field, refer to the following validations.

| Validation                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Custom Field IDs aren't marked Reportable                                                 | To configure a custom field on the <a href="#">Configure Columns for Manage Pending Hires</a> tool, mark the custom field ID as reportable on the <a href="#">Configure Reportable Custom Fields</a> page in Provisioning. <div><b>→ Remember</b><br/>As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.</div> |
| Source field value not configured in the Recruiting entity template                       | Any field configured in the integration template must also be configured in the Recruiting entity templates, such as the Job Requisition, Job Application, and Job Offer templates.                                                                                                                                                                                                                                                                                         |
| Custom fields in Recruiting offer detail aren't configured with a template-type attribute | The source field for a custom field in Recruiting offer detail is configured in the integration template, but the template-type attribute isn't configured in the offer detail templates (job requisition or job application templates).                                                                                                                                                                                                                                    |

| Validation                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Custom fields in Recruiting offer detail are configured with multiple template-type attributes | <p>The source field for a custom field in Recruiting offer detail is configured in the integration template with multiple template-type attributes in the offer detail templates (job requisition or job application templates).</p> <p>The following sample code shows two offer detail templates with template types job_req and Job-application for the custom field ID Cust-job-classification:</p> <div> <p>↔ Sample Code</p> <p>Offer Detail Template 1</p> <pre>&lt;field-definition id="cust-job-classification" anonymize="false" template-type="job-req" custom="true" required="false" type="picklist"&gt;</pre> </div> <div> <p>↔ Sample Code</p> <p>Offer Detail Template 2</p> <pre>&lt;field-definition id="cust-job-classification" anonymize="false" template-type="Job-application" custom="true" required="false" type="picklist"&gt;</pre> </div> |

## Validation

Multiple mappings for the same target field with different source field combinations in an integration template

## Description

Data doesn't render when an integration template has multiple mappings for the same target field with different source fields.

The following sample code shows different source entity types with the same Recruiting field mapped to the same Employee Central target field:

### Sample Code

```
<mapping-attribute>
<source refid="currency" entity-
type="Jobrequisition"/>
<target refid="payComponentRecurring.currency-
code.OfferSalary"/>
</mapping-attribute>
<mapping-attribute>
<source refid="currency" entity-
type="offerletter"/>
<target refid="payComponentRecurring.currency-
code.OfferSalary"/>
</mapping-attribute>
```

The following sample code shows the same source entity types with different Recruiting fields mapped to the same Employee Central target field:

### Sample Code

```
<mapping-attribute>
<source refid="currency" entity-
type="Jobrequisition"/>
<target refid="payComponentRecurring.currency-
code.OfferSalary"/>
</mapping-attribute>
<mapping-attribute>
<source refid="Custcurrency" entity-
type="Jobrequisition"/>
<target refid="payComponentRecurring.currency-
code.OfferSalary"/>
</mapping-attribute>
```

The following sample code shows different source entity types with different Recruiting fields mapped to the same Employee Central target field:

### Sample Code

Different source entity types with different Recruiting fields mapped to the same Employee Central target field.

```
<mapping-attribute>
<source refid="currency" entity-
type="Jobrequisition"/>
<target refid="payComponentRecurring.currency-
code.OfferSalary"/>
</mapping-attribute>
<mapping-attribute>
```

| Validation | Description                                                                                                                                                                    |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <pre>&lt;source refid="Custcurrency" entity- type="offerletter"/&gt; &lt;target refid="payComponentRecurring.currency- code.OfferSalary"/&gt; &lt;/mapping-attribute&gt;</pre> |

## Recruiting Data Not Rendered in *Manage Pending Hires*

If the field mappings in the integration templates are valid but some field values are still empty on the *Manage Pending Hires* page, verify which field in the integration template the empty field is mapped to, and whether that field contains data.

For example, if the *Hire Date* field value for a candidate is empty and the *Hire Date* is mapped to the *Start Date* field in the Job Requisition, verify whether the *Start Date* field in the job requisition contains data for the candidate to be hired.

**Parent topic:** [Manage Pending Hires \[page 1308\]](#)

## Related Information

[Data Types Support for Recruiting Data on Manage Pending Hires \[page 1312\]](#)

## 23.1.7.2 Data Types Support for Recruiting Data on Manage Pending Hires

View the supported and unsupported data types for the Recruiting data on the *Manage Pending Hires* page.

## Unsupported Data Types for Sorting Recruiting Data

If the data type of the Recruiting field has one of the following data types, then you can't sort the data on the *Manage Pending Hires* page.

The following data types aren't supported for sorting of Recruiting data on the *Manage Pending Hires* page.

- OBJECT
- ENUM
- TEXTAREA



- QUESTIONS
- COMPETENCIES
- RTE
- OPERATOR\_TEAM
- INSTRUCTION
- MULTIATTACHMENT
- MULTIATTACHMENTSELECTION
- JOBCODE
- JOB\_ROLE
- BOOL
- TYPE\_OPERATOR

## Sorting is Unsupported When Custom Field is Configured with Multiple Data Types on Different Templates

For job requisition and job application, if the custom field is configured in more than one template with different data types, the field isn't sorted and filtered on the [Manage Pending Hires](#) page.

Example code snippet for job requisition template where type values of the custom field custJobReqText1 are text, and object and picklist in different templates.

### Sample Code

Job Requisition Template 1

```
<field-definition id="custJobReqText1" type="text" required="false"
custom="true">
```

### Sample Code

Job Requisition Template 2

```
<field-definition id="custJobReqText1" type="object" required="false"
custom="true">
```

### Sample Code

Job requisition Template 3

```
<field-definition id="custJobReqText1" type="picklist" required="false"
custom="true">
```

## Unsupported Data Types to Filter Recruiting Data

For Job Requisition, Job Application, Job Offer, and Candidate Profile templates, the following data types are unsupported for filtering the recruiting data on the [Manage Pending Hires](#) page.

If the data type of the Recruiting field has one of the following data types, such fields don't appear as a filter on the [Manage Pending Hires](#) page:

- JOBCODE
- JOB\_ROLE
- BOOL
- OPERATOR
- TEXTAREA
- QUESTIONS
- COMPETENCIES
- RTE
- OPERATOR\_TEAM
- INSTRUCTION
- MULTIATTACHMET
- MULTIATTACHMENTSELECTION

## Supported Data Types to Include Dropdown Filter for Recruiting Fields

The following data types are supported for dropdown filter of the Recruiting data on the [Manage Pending Hires](#) page.

If the data type of the Recruiting field ID has one of the following data types, then dropdown filter appears for the field:

- OBJECT
- PICKLIST
- ENUM
- DERIVED

## Sorting and Filtering are Unsupported When Standard Field is Configured with Multiple Data Types

A few standard fields in recruiting entities are configured in different templates with different data types. For example, a standard field can have text area, text or picklist or text or picklist data types. Due to multiple data types, the database stores **options lds** for picklist type, or text for **text** or **textarea** data types. Such standards fields are only displayed on the [Manage Pending Hires](#) page and you can't sort or filter them. The list of standard fields that accept multiple data types are as follows:

## Standard Fields

| Job Requisition Template                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Job Application Template                                                                                                                                                                                                              | Offer Letter Template                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• agentInfo</li> <li>• city</li> <li>• commissionPack</li> <li>• defaultLanguage</li> <li>• eeoEstablishment</li> <li>• eeoGroup</li> <li>• eeoJobCat</li> <li>• jobGrade</li> <li>• jobLevel</li> <li>• jobPostLanguage</li> <li>• jobType</li> <li>• jobCode</li> <li>• optionsPack</li> <li>• otherBonus</li> <li>• otherCompensation</li> <li>• relocationPack</li> <li>• stockPackage</li> <li>• bgiAccountId</li> <li>• brand</li> <li>• costCenterId</li> <li>• facility</li> <li>• onboardingPackageId</li> <li>• packageId</li> <li>• postalcode</li> <li>• requiredTravel</li> </ul> | <ul style="list-style-type: none"> <li>• bkgrndChkStatus</li> <li>• city</li> <li>• disabilityStatus</li> <li>• ethnicity</li> <li>• preferredLoc</li> <li>• race</li> <li>• state</li> <li>• veteranStatus</li> <li>• zip</li> </ul> | <ul style="list-style-type: none"> <li>• Offerletter</li> <li>• city</li> <li>• commissionPack</li> <li>• eeoEstablishment</li> <li>• eeoGroup</li> <li>• eeoJobCat</li> <li>• jobGrade</li> <li>• jobLevel</li> <li>• jobType</li> <li>• jobCode</li> <li>• optionsPack</li> <li>• otherBonus</li> <li>• otherCompensation</li> <li>• relocationPack</li> <li>• stockPackage</li> <li>• postalcode</li> <li>• city</li> <li>• state</li> <li>• zip</li> </ul> |

Parent topic: [Manage Pending Hires \[page 1308\]](#)

## Related Information

[Validations When Configuring Columns for Manage Pending Hires \[page 1309\]](#)

## 23.2 Export New Hire Candidates

The New Hire Export functionality allows you to export a CSV file containing candidates in a Hired category status.

To use the New Hire Export, you need the [Administrator Permissions](#) [Manage Recruiting](#) [Export New Hire Candidates](#) permission.

### Note

Many customers find this prebuilt export to be insufficient for their needs. Alternative approaches include integrating with Employee Central, as well as with SAP HCM.

## Related Information

[Integration of Recruiting with Employee Records in Employee Central \[page 1284\]](#)

[SAP New Hire Integration \[page 1371\]](#)

## 23.2.1 Work with the Pre-Built New Hire Export

It's possible to specify the time period from which you wish to extract hired candidates. The dates check against the system-captured hire date, which is recorded when the applicant moves into a status in the Hired category.

When candidates are exported this way, the system sets a hiredOn date. This allows the report to export only candidates who haven't been exported previously.

### Note

The prebuilt SAP new hire integration manages this same data using SFAPI, so it's possible that this date might be set even if the [Export New Hire Candidates](#) feature isn't used.

The [Export already exported candidate](#) option determines whether the criteria used to select the content of the report is restricted to only hired applicants where hiredOn = null or allows all hired applicants, regardless of "exported on" date.

The new hire export includes a preset list of standard fields. The field content of this report isn't configurable and can't be re-mapped. Often these fields are insufficient to meet your needs and so you might choose to build a custom Ad Hoc Report and have an SAP SuccessFactors representative schedule this in [Provisioning](#) > [Managing Job Scheduler](#) > [Manage Scheduled Jobs](#) to export on a scheduled basis to an ftp site for pickup. Alternatively, you may choose to use the SAP New Hire integration pack, or build a custom web-services-based integration.

### Note

The dates that are exported through this [New Hire Export](#) are in Customer Preferred Timezone.

### Standard New Hire Export fields

- CANDIDATE\_USERID
- CANDIDATE\_FIRSTNAME
- CANDIDATE\_MIDDLENAME
- CANDIDATE\_LASTNAME
- CANDIDATE\_CONTACTEMAIL
- CANDIDATE\_GENDER

- CANDIDATE\_ETHNICITY
- CANDIDATE\_RACE
- CANDIDATE\_ADDRESS
- CANDIDATE\_DATEOFAVAIL
- CANDIDATE\_CELLPHONE
- CANDIDATE\_HOMEPHONE
- CANDIDATE\_FAXNUMBER
- CANDIDATE\_CITY
- CANDIDATE\_STATE
- CANDIDATE\_ZIP
- CANDIDATE\_DATEOFBIRTH
- CANDIDATE\_DISABILITYSTATUS
- CANDIDATE\_MINANNUALSAL
- CANDIDATE\_PREFERREDLOC
- CANDIDATE\_SSN
- CANDIDATE\_VETERANSTATUS
- CANDIDATE\_CURRENTTITLE
- CANDIDATE\_CURRENTCOMPANY
- APPLICATION\_CANDIDATEID
- APPLICATION\_FIRSTNAME
- APPLICATION\_MIDDLENAME
- APPLICATION\_LASTNAME
- APPLICATION\_JOBREQID
- APPLICATION\_JOBTITLE
- APPLICATION\_DATEOFAPPLICATION
- APPLICATION\_LASTMODIFIED
- APPLICATION\_REVIEWDATE
- APPLICATION\_SOURCE
- APPLICATION\_STATUS
- APPLICATION\_REFERRELSOURCE
- APPLICATION\_CONTACTEMAIL
- APPLICATION\_GENDER
- APPLICATION\_ETHNICITY
- APPLICATION\_RACE
- APPLICATION\_ADDRESS
- APPLICATION\_DATE\_OF\_AVAILABILITY
- APPLICATION\_CELLPHONE
- APPLICATION\_HOMEPHONE
- APPLICATION\_FAXNUMBER
- APPLICATION\_CITY
- APPLICATION\_STATE
- APPLICATION\_ZIP

- APPLICATION\_DATE\_OF\_BIRTH
- APPLICATION\_DISABILITY\_STATUS
- APPLICATION\_MINANNUALSAL
- APPLICATION\_PREFERREDLOC
- APPLICATION\_SSN
- APPLICATION\_VETERANSTATUS
- JOBREQ\_ID
- JOBREQ\_TITLE
- JOBREQ\_JOBCODE
- JOBREQ\_FORM\_ORIGINATOR\_USER\_ID
- JOBREQ\_RECRUITER\_USER\_ID
- JOBREQ\_HIRING\_MANAGER\_USER\_ID
- JOBREQ\_DEPARTMENT
- JOBREQ\_DIVISION
- JOBREQ\_LOCATION
- JOBREQ\_COUNTRY

## Related Information

[Managing Scheduled Jobs](#)

## 23.3 Integration of Recruiting with Position Management in Employee Central

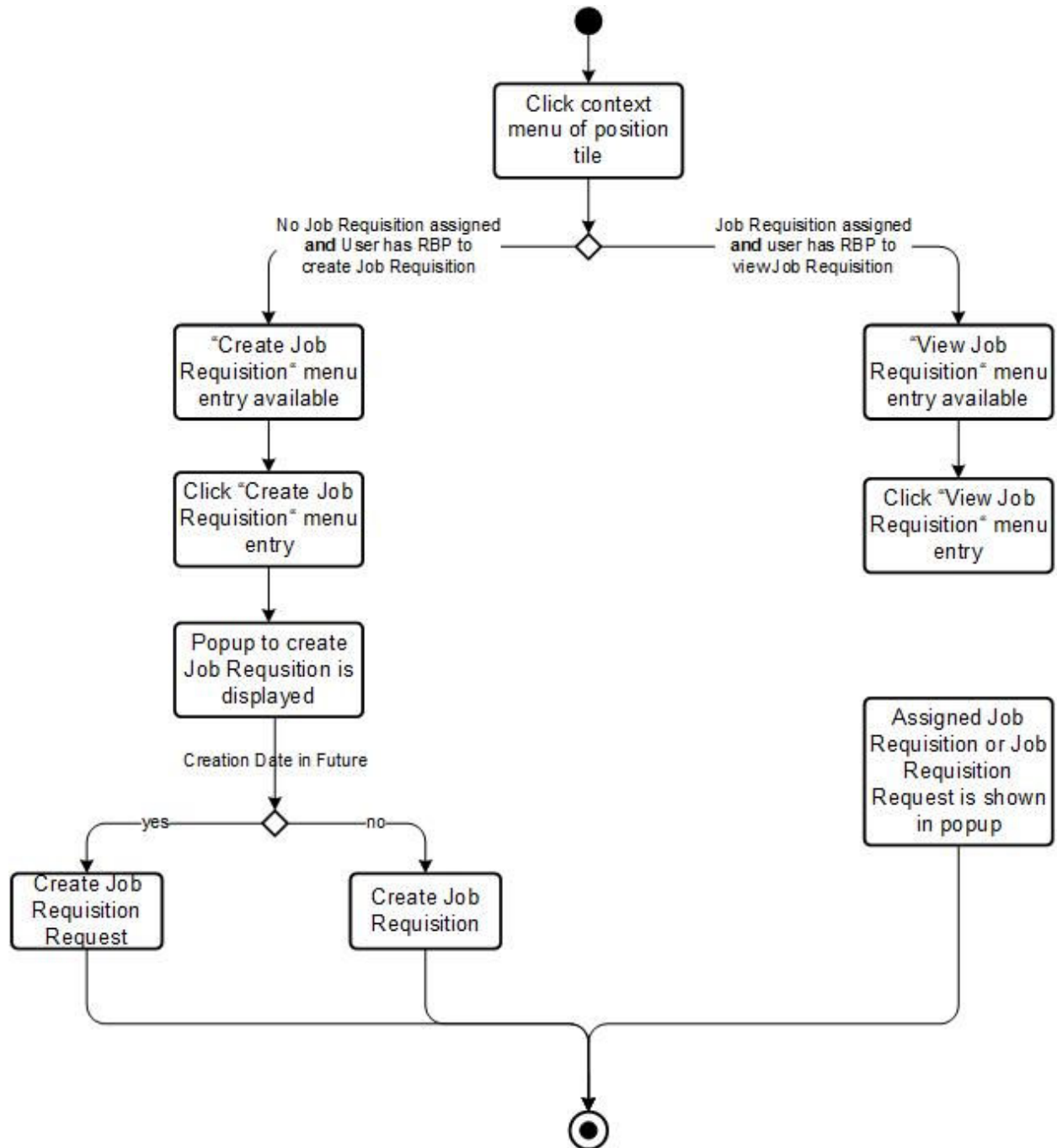
Integrate Recruiting with Position Management in Employee Central.

This integration enables you to:

- Create a Job Requisition from a position in the Position Organization Chart and the [My Team Positions](#) page. By using this method, you can:
  - Automatically determine the job profile for the requisition created.
  - Create a Job Requisition immediately in Recruiting Management, if you create it on the current date.
  - Create a Job Requisition processing request immediately, if you create it as of a future date. The Quartz Job will automatically create a Job Requisition in Recruiting Management on that date.
- View assigned Job Requisitions or Position Requisition Processing Requests on the position tile.
- View more Job Requisition data in the position side-panel.
- Delete a Job Requisition request.
- Use the [Rules Engine](#) to derive the Job Requisition template to be used for the new requisition.
- Use the [Rules Engine](#) to define field mapping between the position and the new requisition.
- Use [Job Scheduler](#) to create the job requisition automatically from request objects.

- Automatically assign the candidate from the requisition in [Pending Hires](#) to the position linked to that Job Requisition.

Here's an illustration of how all this works together.



## Related Information

[Integrating Recruiting and Employee Central Position Management \[page 1320\]](#)

## 23.3.1 Integrating Recruiting and Employee Central Position Management

Integrating Recruiting and Position Management can be broadly classified as a three-step process, where you activate the integration, create rules, and schedule a job.

### Prerequisites

Both Employee Central Position Management and Recruiting have been enabled and configured in the system.

### Procedure

1. Activate Recruiting integration. Go to ► [Admin Center](#) ► [Position Management Settings](#) ►, enter *Yes* in the *Use Recruiting Integration* field on the *Integration* tab.
2. Create the rule to derive the *Job Requisition Template*. You need this rule if you want to create a requisition from the *Position Org Chart*. Create the rule using the *Derive Job Requisition Template in Recruiting Integration* scenario. You can derive the template from any attributes of the Position. The following example shows that the *Standard Job Requisition* template is used if the Position has *company=Terra AG* or *jobCode=Consultant*. In all other cases, a message is raised informing you that you can't create a Job Requisition for this position.

#### → Recommendation

When carrying out this step, you should always use the default name for the Job Requisition template, as changing or translating the name can cause problems when attempting to load the template later.

You can derive the default name from either the Job Requisition template XML file or on the [Manage Templates](#) screen in the [Admin Center](#).



## DeriveJobReqTTemplate (DeriveJobReqTTemplate)

 Insert New Record

Scenario: Derive Job Requisition Template in Recruiting Integration

### Basic Information

Start Date 01/01/1900

Description

### Parameters

| Name                 | Object                            |
|----------------------|-----------------------------------|
| Context              | System Context                    |
| Position             | Position                          |
| Recruiting Parameter | Position Recruiting Integratio... |

[Collapse All](#) | [Expand All](#)

 If

Position.Company is equal to Terra AG (Terra)

Then

Set Recruiting Parameter.Job Requisition Template to be equal to Standard Job Requisition

 Else If

Position.Job Code is equal to Consultant (Consultant)

Then

Set Recruiting Parameter.Job Requisition Template to be equal to Job Requisition for Consultants

 Else

Raise Message " No\_REQ " with Info severity  
It is not allowed to create Requisition for this Position.

3. If you want to use custom fields in your Recruiting Management integration, ensure that those custom fields are visible. To do this, set the attribute **custom** to **true** in the [Job Requisition Template XML](#). If you don't set this attribute to true, you won't be able to map data to this field when you create the requisitions from the position organization chart.

### Note

- The templates used for integration must always have the following standard fields.
  - numberOpenings
  - std\_position\_obj or positionNumberYou don't have to map these fields using a rule. The system fills them automatically.
- If SFAPI-based Position Integration is enabled in the instance, the integration fails when the template configured in the integration only has std\_position\_obj defined as std\_position\_obj isn't supported in SFAPI.  
Templates can either have positionNumber or positionNumber and std\_position\_obj for this integration. This behavior is only relevant for OData integration.

- Now, create the separate rule required to specify the field mapping. Use the [Map Fields from Position to Job Requisition in Recruiting Integration](#) scenario in [Configure Business Rules](#). To populate the *jobcode* and job role field, map the *jobcode* field from position to job requisition in the Position-Requisition mapping rule.

In the rule itself, you can specify field mappings based on the template derived from the first rule or from any other Position attribute.

**GetReqFieldMapping (GetReqFieldMapping)** Insert New Record

| Basic Information |            | Parameters                      |                                   |
|-------------------|------------|---------------------------------|-----------------------------------|
| Start Date        | 01/01/1900 | Name                            | Object                            |
| Rule Type         |            | Context                         | System Context                    |
| Description       |            | Position                        | Position                          |
|                   |            | RecruitingIntegrationParamet... | Position Recruiting Integratio... |
|                   |            | PositionRequisitionMapping      | Position Requisition Mapping      |
|                   |            | <a href="#">Hide More</a>       |                                   |

[Collapse All](#) | [Expand A](#)

---

**If**

RecruitingIntegrationParameters.Job Requisition Template is equal to Standard Job Requisition

**Then**

|                                                 |                                                                                                                                                                                                                                                    |                                                                                                                                                                     |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create PositionRequisitionMapping.Field Mapping | Populate PositionRequisitionMapping.Field Mapping with:<br>Requisition Field: <b>country</b><br>Field Value: <b>Position.Company.Country.Country Code (2 char)</b>                                                                                 | Map the 2 char country code of positions company to field <i>country</i> in Job Requisition                                                                         |
| Create PositionRequisitionMapping.Field Mapping | Populate PositionRequisitionMapping.Field Mapping with:<br>Requisition Field: <b>jobReqLocale.jobTitle</b><br>Field Value: <b>Position.Job Title</b>                                                                                               | Map the positions <i>Job Title</i> to field <i>jobTitle</i> in Job Requisitions navigation target <i>jobReqLocale</i>                                               |
| Create PositionRequisitionMapping.Field Mapping | Populate PositionRequisitionMapping.Field Mapping with:<br>Requisition Field: <b>location</b><br>Field Value: <b>Position.Location.Code</b>                                                                                                        | Map the code of positions location to field <i>location</i> in Job Requisition                                                                                      |
| Create PositionRequisitionMapping.Field Mapping | Populate PositionRequisitionMapping.Field Mapping with:<br>Requisition Field: <b>hiringManager.usersSysId</b><br>Field Value: <b>Get Next Available Manager By Position()</b><br>Position Code: <b>Position.Code</b><br>As Of Date: <b>Today()</b> | Map the result of rule function <i>Get Next Available Manager By Position</i> to field <i>usersSysId</i> in Job Requisitions navigation target <i>hiringManager</i> |
| Create PositionRequisitionMapping.Field Mapping | Populate PositionRequisitionMapping.Field Mapping with:<br>Requisition Field: <b>recruiter.usersSysId</b><br>Field Value: <b>cgrant1</b>                                                                                                           | Map literal <i>cgrant1</i> to field <i>usersSysId</i> in Job Requisitions navigation target <i>recruiter</i>                                                        |

### Note

- The value you type in the **Requisition Field** of the created field-mapping object must be the name of the corresponding job requisition field. You can find the name by going to the [Admin Center](#) and selecting [OData API Data Dictionary](#) (under **Integration Tools**).
- If you want to map fields of type Date, Boolean, or Number, you have to use the format () function.
- If you've mapped the data from the Position to either Division, Department, or Location enum-type field, the system searches the text or value passed from Position and could result in displaying the incorrect values when the requisition is created. The reason being that the values passed from Position anywhere in the name of enum-type is fetched. The leading practice is to use the standard Division, Department, Location Generic Objects.

- To map fields of type Foundation Object or Generic Object from the Position Organization Chart to a Job Requisition, you have to create a rule condition using the following format:

Create **Position Requisition Mapping.Field Mapping**

Populate Position Requisition Mapping.Field Mapping with:  
Requisition Field    **location\_obj.externalCode**  
Field Value        **Position.Location.Code**

When mapping a Generic Object or Foundation Object, ensure that you verify the format of the external code field by reviewing the [Corporate Data Model](#) for the Foundation Object and [Object Definition](#) for the Generic Objects.

- If you want to map fields of type [Country/Region](#), you need to map the **Country Code (2 char)** value. For example, US for United States.
- With your rules now created, you have to register them. To do this, go to ► [Admin Center](#) ► [Position Management Settings](#) ►, then go to the [Integration](#) tab and enter the following settings:

| Field                                                    | Value                    |
|----------------------------------------------------------|--------------------------|
| Use Recruiting Integration                               | Yes                      |
| Rule for Deriving Requisition Template ID                | Get Requisition Template |
| Rule for Mapping Fields Between Position and Requisition | MapReqFields             |

- At this stage, your system is in the default setting, which means that no user is allowed to create or view job requisitions in the Position Organization Chart. To change this, you have to assign the [Create Requisition in Position Organization Chart](#) and [View Requisition on Position Organization Chart](#) permissions.

For more information about role-based permissions, refer to [Using Role-Based Permissions](#).

- To ensure that the requisitions planned for creation in the future are created, you have to schedule a periodic job. To do this, go to Provisioning for the relevant company and choose ► [Manage Scheduled Jobs](#) ► [Create New Job](#) ►.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Select a [Job Name](#) and [Job Owner](#). The job owner has to be an admin user who gets notified when something goes wrong. Select [Position requisition processing](#) as [Job Type](#). Ensure that the job runs at least once a day.

## Results

When the job finishes processing, the admin user receives an email that says whether the creation of the requisitions was successful or not.

## Related Information

[Using Role-Based Permissions](#)

[KBA 2885113 - How to find association fields in a lookup rule for Position Management.](#) ➦

### 23.3.2 Viewing Job Requisitions in the Position Organization Chart

If you have the role-based permission for [View Job Requisition in Position Organization Chart](#), and the corresponding position has a job requisition or position requisition processing request assigned, you can see directly on the [Position](#) tile whether a job requisition or job requisition request is assigned.

Here's the tile showing whether a job requisition is assigned:



If you click the right-hand icon of the two in the tile, you get this side panel showing the detailed information for the job requisition.

My Position (RCM\_TEST)

as of Today

> Position Details

> Position History

Job Requisition Details

Id

1598

Template

Standard Job Requisition

Job Title

Developer

Status

pre-approved

1 Opening

0 Candidates

Job Req Originator

Alan Lake

VP, Operations

0 FTE

Hiring Manager

Grace Griffin

Recruiting Manager

1 FTE

Recruiter

Carla Grant

VP, Sales

0 FTE

Job Requisition created

On

14

Apr 5, 2016

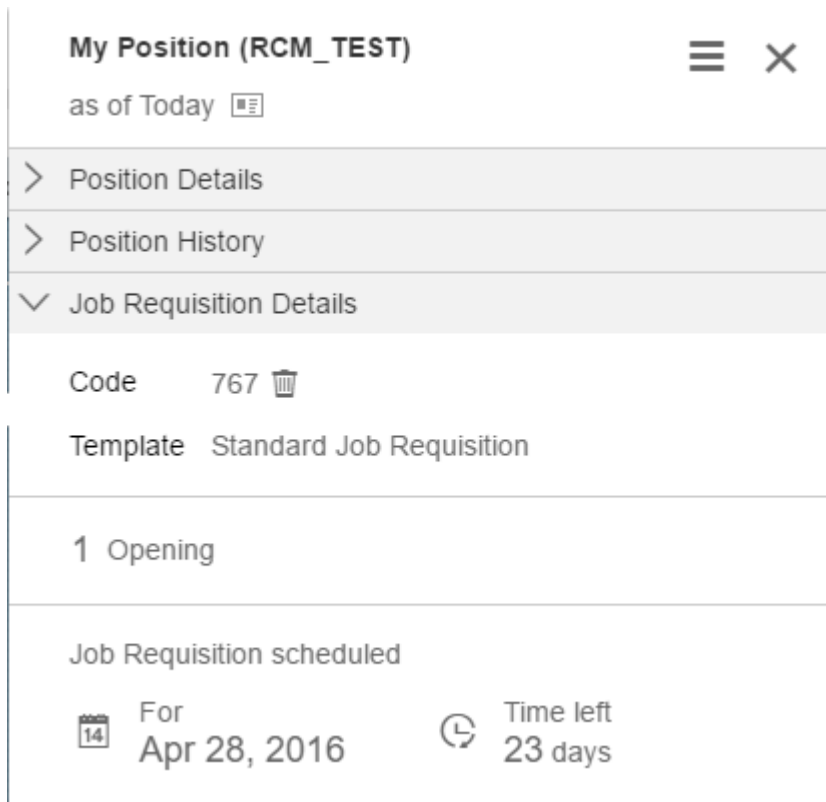
Time elapsed

0 days

Now, here's the tile showing that a job requisition request is assigned.



If you click the right-hand icon of the two in the tile, you get this side panel showing the detailed information for the job requisition request.



While viewing the requisition for which the position is assigned, and the requisition has `std_position_obj` and `positionNumber` fields configured, the job requisition is fetched based on the value stored in `std_position_obj`. If `std_position_obj` is configured and has a blank value, or if the requisition has only `positionNumber` field configured, the `positionNumber` is used to fetch the requisition on the Position Org chart.

If multiple positions are configured on the requisition, the same requisition is fetched for both primary and secondary positions.

You can delete the job requisition by clicking the delete icon:  .

| Requisitions  | Position GO | Position Number | Remarks                                                                                                       |
|---------------|-------------|-----------------|---------------------------------------------------------------------------------------------------------------|
| Requisition 1 | Position 1  | Position 1      | When you search for Position 1, Requisition 1 is returned.                                                    |
| Requisition 2 | Position 2  | -               | When you search for Position 2, Requisition 2 is returned.                                                    |
| Requisition 3 | Position 4  | Position 3      | When you search for Position 3, Requisition 6 is returned, as Position GO value for Requisition 3 isn't null. |
| Requisition 4 | -           | Position 2      | When you search for Position 4, Requisition 3 is returned.                                                    |
| Requisition 5 | -           | Position 5      | When you search for Position 5, Requisition 5 is returned.                                                    |
| Requisition 6 | -           | Position 3      | -                                                                                                             |

### 23.3.3 Creating a Job Profile Builder Requisition from the Position Org Chart

How to create a Job Profile Builder requisition from the position org chart.

#### Prerequisites

- Job Code (Job Classification) must be created in ► [Admin Center](#) ► [Manage Data](#) ►.

Back to: Admin Center

## Manage Data

Search:   [Advanced](#)

History «

04/20/2016 [Take Action](#) ▼

Job Classification : Record created

### Job Classification : POCJPB Code2 (PJ2)

\* Effective as of 04/20/2016

\* Name POCJPB Code2 ⓘ

Job Description POCJPB2Desc ⓘ

custom-string1 POCJPB2CS1 ⓘ

custom-string2 POCJPB2CS2 ⓘ

custom-string3 POCJPB2CS3 ⓘ

custom-string4 POCJPB2CS4 ⓘ

XYZ

XYZ

XYZ

XYZ

XYZ

XYZ

XYZ

XYZ

jobLevel

\* Job Code **PJ2**

\* Status Active

- Map the [jobCode](#) field to the job requisition field mapping rule to auto-populate the job profile when creating a requisition from the Position Org Chart.
- Position must be created in ► [Admin Center](#) ► [Manage Data](#) ► and linked with the created Job Code.



Back to: Admin Center

## Manage Data

Search   [Advanced](#)

History «

04/20/2016 [Take Action ▼](#)

Position: Record created

Position: **POCJPB Pos2 (PosID\_6)**

- \* Code PosID\_6
- Title POCJPB Pos2 ⓘ
- \* Status Active
- \* Start Date 04/20/2016
- Position Title POCJPBP2
- Criticality
- Comment
- Incumbent
- Change Reason
- Description
 

Job Title POCJPB Job2

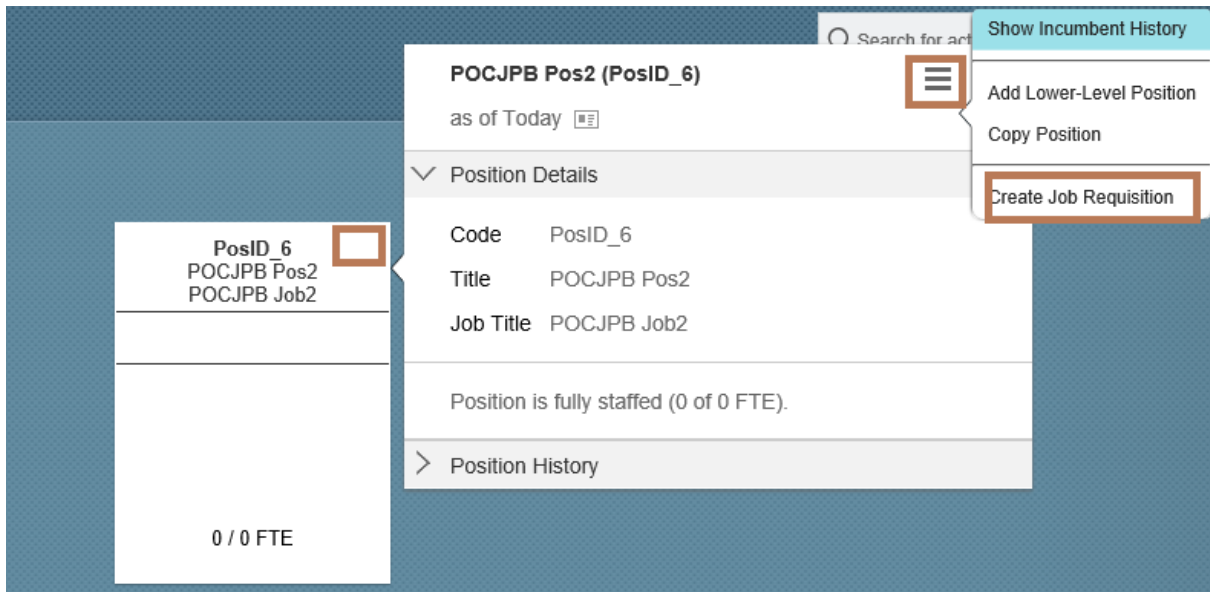
Job Code POCJPB Code2 (PJ2) ⓘ

Job Level

- Create Family and Role. Associate Job Code and Permission to the Role in ► [Admin Center](#) ► [Manage Job Profile Content](#) ⓘ.
- Job Profile Template must be created and associated to the created Family in ► [Admin Center](#) ► [Manage Job Profile Template](#) ⓘ.
- A Job Profile must be created from the created template in ► [Admin Center](#) ► [Manage Job Profile](#) ⓘ.

## Procedure

1. Navigate to ► [Company Info](#) ► [Position Org Chart](#) ⓘ and search for the position created.
2. From the Position card, open the expanded position card and select the menu card. In the menu, click [Create Job Requisition](#).



3. In the window that appears, select the [Job Requisition Template](#) and click [Create](#).
4. Once the Job Requisition has been created, open the Job Requisition from the Position Card.



Job Requisition details such as title, role, code, and position number/standard position object (based on the configuration) can be seen on the Job Requisition Detail page.

## 23.3.4 Creating Requisitions in the Position Organization Chart

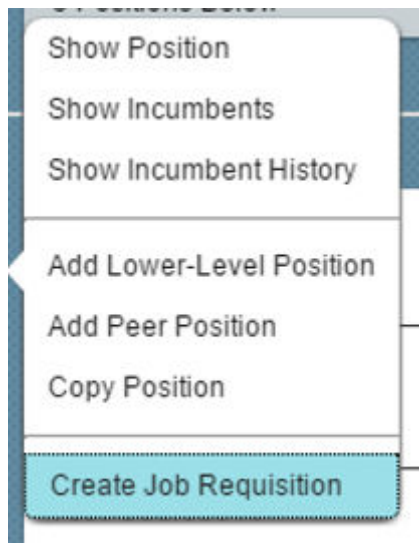
You can save time by creating job requisitions directly from the position organization chart.

If you have the [Create Job Requisition in Position Organization Chart](#) role-based permission and the corresponding position doesn't already have a job requisition or position requisition processing request assigned, the [Create Job Requisition](#) option is available in the menu of the position tile. You can then create a job requisition from the position organization chart.

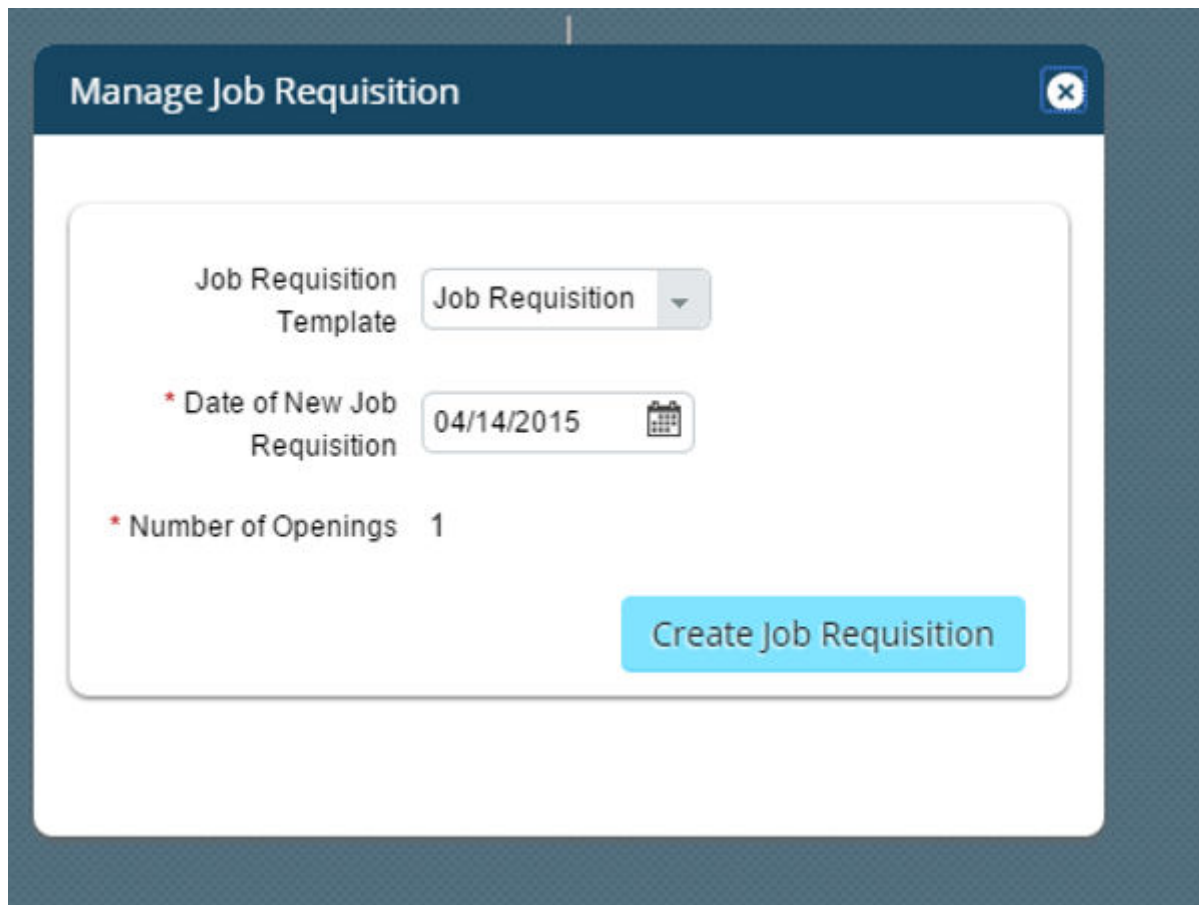
### Note

When you create a requisition through the position organization chart, the default recruiting team isn't added.

Here's the tile, showing the [Create Job Requisition](#) option:



If you choose this menu option, a popup for creating a job requisition appears:

The image shows a screenshot of a web application popup titled "Manage Job Requisition". The popup has a dark blue header bar with the title and a close button (an 'X' in a square). Below the header, the form is white with a light gray border. It contains three input fields: "Job Requisition Template" with a dropdown menu showing "Job Requisition", "\* Date of New Job Requisition" with a date picker showing "04/14/2015", and "\* Number of Openings" with a text input showing "1". A blue button labeled "Create Job Requisition" is positioned at the bottom right of the form area.

If you have the [Select Job Requisition Template in Position Organization Chart](#) role-based permission, you can select from the active job requisition templates when creating your job requisition.

If you choose today's date as the creation date, the system creates a job requisition with values retrieved from the rule used for field mapping. If you choose a future date as creation date, the system creates a position requisition processing request that is automatically converted to a job requisition on the selected creation date.

#### Note

If the originator is filled in the mapping rule and the recruiting setting [Use Originator's preferred language as the default language of a new job requisition](#) is enabled, the default language of the job requisition is the same as the originator's. If the option isn't enabled, the language of the job requisition is the default language from the job requisition template.

## 23.3.5 Auto-Populating the Recruiter Operators on the Job Requisition

By integrating Recruiting with Employee Central Position Management, you can auto-populate the recruiter operators.

### Prerequisites

- Implement Employee Central Position Management and Recruiting Management.
- Ensure that you have **numberOpenings** and **positionNumber** fields on your Job Requisition template.
- Ensure that you match the field types while configuring the Rules. For example, a string field in Employee Central must relate to a text field on the Job Requisition template.

## Auto-Populate Manager of Position

The following snippet allows fetching of the person occupying the position that manages the position for which you want to create the requisition.

Create **PositionRequisitionMapping.Field Mapping**

Populate PositionRequisitionMapping.Field Mapping with:  

|                   |                                                 |
|-------------------|-------------------------------------------------|
| Requisition Field | <b>hiringManager.usersSysId</b>                 |
| Field Value       | <b>Get Next Available Manager By Position()</b> |
|                   | <b>Position Code:</b> <b>Position.Code</b>      |
|                   | <b>As Of Date:</b> <b>Today()</b>               |

## Auto-Populate Roles from Position's Matrix Relationship

The following snippets show fetching of persons whose positions are matrix-related to the position for which you're trying to create the requisition. This allows for fetching of any person using the relationships between positions.

### Note

: It's possible to fetch relationships for the person trying to create the requisition. The system can fetch relationships only for the position for which the requisition is being created.



| <b>Employee Referral</b><br>If this job is eligible under the criteria of the ERS please provide details.                                                                                     |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------|----------|-------------------|-----------|----------|--------------|-------|--------|--|--|--|
| ERP Amount                                                                                                                                                                                    | \$                                                                                                                                                                                                                                                                                     |              |                   |          |                   |           |          |              |       |        |  |  |  |
| <b>Requisition Team</b><br>Provide the key people involved in the recruiting activities for this job requisition. Only these users will be able to access the requisition during the process. |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| * Recruiter (R)                                                                                                                                                                               | Melissa Collins                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| * Hiring Manager                                                                                                                                                                              | Ben Shervin                                                                                                                                                                                                                                                                            |              |                   |          |                   |           |          |              |       |        |  |  |  |
| * HR Manager                                                                                                                                                                                  | William Dart                                                                                                                                                                                                                                                                           |              |                   |          |                   |           |          |              |       |        |  |  |  |
| Recruitment Coordinator                                                                                                                                                                       |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| Internal Job Desc Header                                                                                                                                                                      |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| Internal Job Description                                                                                                                                                                      |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| Internal Job Desc Footer                                                                                                                                                                      |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| External Job Desc Header                                                                                                                                                                      |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| External Job Description                                                                                                                                                                      |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| External Job Desc Footer                                                                                                                                                                      |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| Competencies                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| Questions                                                                                                                                                                                     | <table border="1"> <thead> <tr> <th>Competency</th> <th>Library</th> <th>Category</th> <th>Expected Rating %</th> </tr> </thead> <tbody> <tr> <td>Questions</td> <td>Required</td> <td>Disqualifier</td> <td>Score</td> </tr> <tr> <td colspan="4">Weight</td> </tr> </tbody> </table> | Competency   | Library           | Category | Expected Rating % | Questions | Required | Disqualifier | Score | Weight |  |  |  |
| Competency                                                                                                                                                                                    | Library                                                                                                                                                                                                                                                                                | Category     | Expected Rating % |          |                   |           |          |              |       |        |  |  |  |
| Questions                                                                                                                                                                                     | Required                                                                                                                                                                                                                                                                               | Disqualifier | Score             |          |                   |           |          |              |       |        |  |  |  |
| Weight                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |
| Required Score: 0.0                                                                                                                                                                           |                                                                                                                                                                                                                                                                                        |              |                   |          |                   |           |          |              |       |        |  |  |  |

Result Screen

## 23.3.6 Integrating Recruiting with Employee Central Position Management Frequently Asked Questions

Answers to frequently asked questions about issues in integrating Recruiting with Employee Central Position Management.

### Can I prevent the following error – ‘department invalid, with the index 0’?

Yes. You're getting the error because **Department** doesn't have any active employee assigned. It's recommended that at least one active employee must be assigned to the **Department**.

### Job Title says [Not translated in selected language]. How do I resolve this error?

You're getting this error because, the job title isn't mapped or mapped incorrectly. Use `jobReqLocale.jobTitle`. In some cases, you might have to specify the locale as shown:

`Position.Position Title.English (United Kingdom)`

### I'm getting the following error – ‘formDueDate required, jobReqLocale/jobTitle is required for jobReqLocale/locale en\_GB...’. How do I resolve this?

With SFAPI, the system didn't check if the Job Requisition template had any mandatory fields and one didn't have to include all those fields in the mapping rule.

However, with OData API, the system requires that all the mandatory fields on the Job Requisition template be included in the mapping rule.

If you have a long list of mandatory fields and you don't want to include all of them in the rule, use the **IsDraft** clause to get around the system requirement.

## Can I prevent the following error – ‘Job Requisition has no field with this name that refers to a simple data type’?

Yes. In this case, either the Job Requisition template doesn't have the field defined or is of a different type. For example, the Position field is string and the Job Requisition field is a Picklist.

Also, if the Job Requisition field type is Picklist, then your mapping rule must refer to the external code of the picklist value, for example, **custPayGrade.externalCode**.

## 23.3.7 System Setup Recommendations for Integrating Recruiting with Position Management

### 23.3.7.1 Picklist Mapping

You might request the possibility to use a picklist on the requisition side that is mapped to and prefilled from the position. If not, you can skip this section.

The OData API requires you to map the picklist values from MDF to the optionID of the legacy picklist in Recruiting Management. To do so, define this mapping with the help of an additional object that contains both the code and the optionID value of the legacy picklist.

Set up and maintain the mapping object. Whenever there's a new value in the picklist, you need a new instance of the object. The MDF and the legacy picklist don't have to be manually kept in sync, as there's an automated way of doing so.

Find an example for such a picklist mapping:

MDF Picklist A

| MDF Picklist Code | MDF Picklist Value |
|-------------------|--------------------|
| x                 | Apple              |
| y                 | Orange             |

Legacy Picklist A

| Legacy Picklist Code | Legacy Picklist optionID (system generated) | Legacy Picklist Value |
|----------------------|---------------------------------------------|-----------------------|
| m                    | ab123                                       | Apple                 |
| n                    | cd456                                       | Orange                |



Mapping Object for Pickslit-Tuple A

| MDF Picklist Code | Legacy Picklist optionID |
|-------------------|--------------------------|
| x                 | ab123                    |
| y                 | cd456                    |

### 23.3.7.1.1 Creating a Picklist Mapping Between MDF and Legacy Picklists

Create a picklist-mapping object that enables you to use a picklist in job requisitions that is prepopulated with position information.

#### Procedure

1. Create the mapping object in [Configure Object Definitions](#) with only one custom field called `optionID`.
2. Create a new instance of this object for every mapping. For the mass creation of all values of one or several picklists, it may be best to use the MDF import for the objects.

#### Note

Picklist `optionID` shouldn't contain comma or decimal.

3. Use the mapping object in the field mapping by performing a lookup via the external code.

#### Note

##### Important Points to Consider

- Ensure that the `optionID` in the lookup table matches the `optionID` of the picklist used in the Job Requisition template.
- You can create the rule using the field in Recruiting. For example, the format should be `filter1.id`.

### 23.3.7.2 Job Code Association with Families and Roles

Information on the Families and Roles job code.

There's currently a technical restriction that forces some customers to associate each job code against a role in [Admin Center > Families and Roles](#). These customers aren't using Job Profile Builder (JPB) but wish to use the OData based integration method. The association between roles and job codes hadn't been required to raise a job requisition from the Position Org Chart when using SFAPI-based integration. This dependency will be removed in future versions.

### 23.3.7.3 Recruiting Teams

Recruiting teams now appear as parameters with the OData based method.

It was impossible to use Recruiting teams with SFAPI. However, the actual lookup isn't working yet, so it's impossible to use them in b1608.

| Property Name       | Label               | Type                   |
|---------------------|---------------------|------------------------|
| coordinatorTeam     | CoordinatorTeam     | JobRequisitionOperator |
| hiringManagerTeam   | HiringManagerTeam   | JobRequisitionOperator |
| recruiterTeam       | RecruiterTeam       | JobRequisitionOperator |
| secondRecruiterTeam | SecondRecruiterTeam | JobRequisitionOperator |
| sourcerTeam         | SourcerTeam         | JobRequisitionOperator |
| vTeam               | VTeam               | JobRequisitionOperator |
| vpOfStaffingTeam    | VpOfStaffingTeam    | JobRequisitionOperator |

### 23.3.7.4 Date Fields

Information on Date Fields.

Using OData, it was impossible to fill date fields with b1605 as the system responded with an error message. This issue was due to a missing conversion of the date so that it could be finally consumed by OData. With b1608, you're able to use a new function that performs the necessary conversion. The working name is "Format Date for Position to Job Requisition Mapping()". Please note that this name might still be adapted before the function is released.

### 23.3.7.5 Due Date Available in OData API

Information on due dates in OData API.

In b1605, the due date of a requisition was automatically defaulted to the day in which the Job Requisition had been created when using the OData integration method. You can set the due date to a specific date by using the following parameter:

| Property Name | Label         | Type           |
|---------------|---------------|----------------|
| formDueDate   | Form Due Date | datetimeoffset |

## 23.4 Configuring Recruiting Integration with Job Profile Builder

To populate job requisitions with predefined job profile content, integrate Job Profile Builder (JPB) with Recruiting.

### Prerequisites

- You've enabled and set up Job Profile Builder (JPB). For more information on enabling JPB for your instance, refer to the *Enabling Job Profile Builder in Provisioning* mentioned in the **Related Information** section of this page.
- If you're an existing user of Job Description Manager (JDM) using Families, Roles, and Competencies in requisitions and now choose to migrate to JPB, then refer to *Migrating from Job Description Manager to Job Profile Builder* from the **Related Information** section of this page and ensure that the Provisioning job that's mentioned on that page is completed successfully.

#### Note

If Recruiting instances with Job Description Manager, or Job Profile Builder are integrated with Talent Intelligence Hub, then you can add competencies and skills to job requisitions from Talent Intelligence Hub.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Enable ► [Job Requisition](#) ► [Use Job Profiles in Requisitions](#) ► option.  
By enabling this option, you'll see the [Job Profile](#) tab on [Job Requisitions](#) page.
3. Select [Save](#) to save your changes.

### Related Information

[SAP SuccessFactors Recruiting Integration with Talent Intelligence Hub \[page 1348\]](#)

[Enabling Job Profile Builder in Provisioning](#)

[Migrating from Job Description Manager to Job Profile Builder](#)

[What is Job Profile Builder?](#)

## 23.4.1 Configuring Job Requisition Templates to Use Job Profile Builder

To work with job profiles in your job requisitions, you must add the necessary configurations to your job requisition templates. You can configure the templates either in Provisioning or in Manage Templates admin center tool.

### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have access to [Manage Templates](#) tool in Admin Center.

### Procedure

1. Edit the desired job requisition template.
2. Define a field definition for `jobRole` on the template and permission it appropriately. When defined in the template, the `jobRole` field is supported in the SFAPI, legacy data migration import, ad-hoc reports, offer approval, offer letter, and job requisition tokens.
3. Update the `listingLayout` field permissions on the template to control user access (read or write) to the [Job Profile](#) tab. When the Job Profile Builder integration is enabled, the `extListingLayout` and `competencies` field permissions become irrelevant. The `listingLayout` field permissions control all job profile access.

Even though the `extListingLayout` permissions are controlled by the permissions defined for the `listingLayout`, you need to define `extListingLayout` in the job requisition template for the [Show in external posting](#) option in job profile to work as expected.

## 23.4.2 Migrate Recruiting Data from JDM to JPB

If you're already using Job Description Manager (JDM) and now choose to use Job Profile Builder (JPB), all your JDM data is made available in JPB for your use.

When you enable [Use Job Profiles in Requisitions](#) switch in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►, the action triggers the following background jobs to bring in the competencies and job role tags from JDM to JPB:

- [Migrate Competencies in Job Requisitions from JDM1.0 to JDM2.0](#)
- [Migrate Job Role Tags from JDM to JPB](#)

You receive e-mail notifications about the status of these jobs and can monitor the jobs in Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

You can access the competencies and job role tags on ► [Job Requisitions](#) ► [Job Profile](#) ► page upon successful completion of this migration.

## 23.4.3 Creating Job Requisitions when one Job Code is mapped to Multiple Roles in the Job Profile Builder

Using custom fields in Job Profile Builder, you can map a single job code with multiple job roles.

During a job requisition creation, a job code value determines the value of the job role associated with a job requisition. To map a job code to multiple roles, specific configuration changes are required to ensure the correct value of the job role is associated with the job requisition. You can now use a unique custom field to map a single job code to multiple job roles. A combination of job role and custom field must always be unique before being associated with a job role.

You can allow job codes to be associated with custom fields to fetch unique job roles when using the same job code across different job roles. For example, for a developer job code, you can associate multiple roles like Java Developer, Python Developer, and ABAP Developer. A combination of custom field value and job code will provide a job role for a job requisition.

The following integrations need configuration changes to determine the correct job role association with a job requisition when using one-to-multiple mapping of the job role to job code:

### ⓘ Note

Ensure you've configured the one-multiple mapping of job code: custom field. Refer to the Job Code Association with Multiple Job Roles topic in the Related Information section.

- Creating job requisitions using Position from [Position Org Chart](#).
- Creating job requisitions from [Succession Org Chart](#).
- Creating job requisitions using OData API.

When you map job code to a single job role, no configuration changes are required in your integrations.

### ⓘ Note

The configuration changes do not impact the UI.

## Related Information

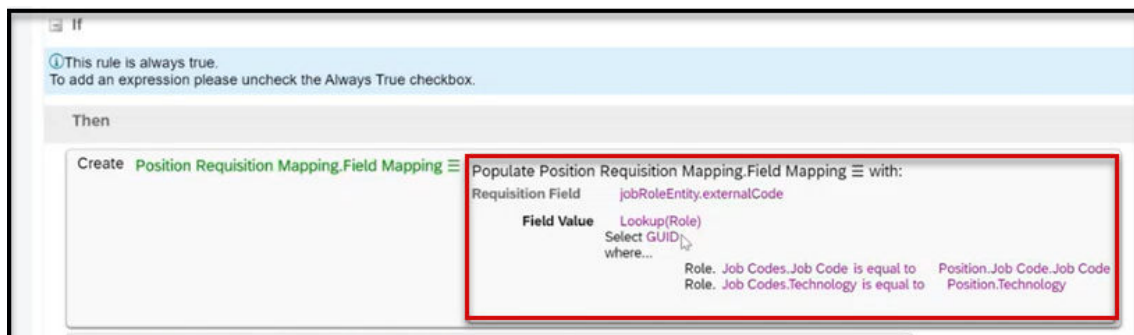
[Configuring Recruiting Integration with Job Profile Builder \[page 1339\]](#)  
[Job Code Association with Multiple Job Roles](#)

## 23.4.3.1 Configuration Changes to the Integrations Using Position Org Chart

Configuration changes are required to map one job code to multiple job roles in integrations using [Position Org Chart](#).

Instances where Job Profile Builder is enabled, ensure you complete the following configuration changes to create job requisitions using Position from [Position Org Chart](#):

- Maintain the value of the custom field and the job code on the position relevant to the job code.
- Configure a custom field on the position object with the same name as the custom field in the Employee Profile.
- Update the custom field with the correct value of the custom field that is relevant to the job code linked to the position.
- Update the position to the job requisition mapping rule to determine the correct job role association with the job requisition. Make the following configuration changes:
  - We recommend using the [Lookup](#) on the [Job Profile Builder](#) job role object and selecting GUID as an [externalCode](#) where values are set similarly to the example in the screenshot. To support [externalCode](#), provide the [jobRoleEntity](#) navigation entity. [jobRoleEntity](#) is the navigation property of the Job Profile Builder's role entity for a job requisition. In the mapping rule, select a new [jobRoleEntity](#) navigation property so the [Requisition Field](#) is set to [jobRoleEntity.externalCode](#). An example business rule that will help map one to multiple mapping of the job role and job code using a Technology as the custom field.



### Note

If you are mapping only a job code in the mapping rule, a random job role may be associated with the job requisition. Use the lookup function to associate the correct job role.

## Related Information

[Creating Requisitions in the Position Organization Chart \[page 1331\]](#)

[Job Code Association with Multiple Job Roles](#)

## 23.4.3.2 Configuration Changes to the Integrations Using Succession Org Chart

Configuration changes are required to map one job code to multiple job roles in integrations using [Succession Org Chart](#).

Instances where Job Profile Builder is enabled, ensure you complete the following configuration changes to create job requisitions from [Succession Org Chart](#):

- When the [Succession nomination method](#) value is set to [MDF Position](#), configure the custom field in position and maintain the exact custom field name and the value for the position. For example, if you selected [custom01](#) in ► [Admin Center](#) ► [Manage Business Configuration](#) ► [Employee Profile](#) ► then the field ID is prefixed with "cust\_" to make it [cust\\_custom01](#).
- When the [Succession nomination method](#) value is set to [Role-Person](#) or [Position](#) or if [Employee Central](#) is disabled in your instance, maintain the custom field value as configured in the employee profile.

### Related Information

[Creating a Job Requisition for a Position](#)

[Job Code Association with Multiple Job Roles](#)

## 23.4.3.3 Changes to the OData API

Changes are required to the OData API to map one job code to multiple job roles.

In the Job Profile Builder enabled instances, use the `jobRoleEntity` property of the `jobRoleEntity` entity in the `JobRequisition` entity to provide a valid job role value while creating a job requisition using Odata API.

#### Note

You can only use the `JobRole` entity or `jobRoleEntity` entity in the OData API payload.

### Related Information

[Job Code Association with Multiple Job Roles](#)

[JobRequisition](#)

### 23.4.3.3.1 Associate a Job Profile to Job Requisition by Providing JobRole externalCode Using OData API

Associate a job profile with a job requisition by providing the `externalCode` property of the `jobRoleEntity` entity in the `JobRequisition` OData API. The `JobRequisition` entity now has a navigation property called `jobRoleEntity`, with the `externalCode` property that determines a job profile in a job requisition.

The `jobRoleEntity` entity supports the Job Profile Builder enhancement to map a job code to multiple job roles in a job requisition. We added the `externalCode` property to the `jobRoleEntity` entity to associate the correct job profile with a job requisition without providing the Internal ID value.

A GET query on the `JobRole` XML field in the `JobRequisition` entity now returns `jobRole` and `jobRoleEntity` entities to represent the job role data. We recommend using the `jobRoleEntity` entity for the [POST](#) query to update a job role on the job requisition. A sample GET query and response are as follows:

- **Sample Code**

GET Query

```
https://qacand-api.hcm.ondemand.com/odata/v2/JobRequisition(32377L)?  
$format=json&$select=jobReqId,jobRole,jobRoleEntity&$expand=jobRoleEntity
```

- **Sample Code**

GET Response

```
{  
  "d": {  
    "__metadata": {  
      "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/  
JobRequisition(32377L)",  
      "type": "SF0Data.JobRequisition"  
    },  
    "jobReqId": "32377",  
    "jobRole": "402002548",  
    "jobRoleEntity": {  
      "__metadata": {  
        "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/  
RoleEntity('1021659')",  
        "type": "SF0Data.RoleEntity"  
      },  
      "externalCode": "1021659",  
      "lastModifiedDate": "/Date(1726824440000+0000)/",  
      "name_localized": "ABAP Developer",  
      "name_cs_CZ": null,  
      "name_ko_KR": null,  
      "createdDateTime": "/Date(1721793114000+0000)/",  
      "name_th_TH": null,  
      "name_cnr_ME": null,  
      "name_fi_FI": null,  
      "name_lt_LT": null,  
      "name_sv_SE": null,  
      "name_nl_NL": null,  
      "mdfSystemRecordStatus": "N",  
      "name_mk_MK": null,  
      "name_ar_SA": null,  
      "name_de_DE": null,  
      "name_zh_TW": null,  
      "subModule": null,  
      "name_es_ES": null,  
      "name_es_MX": null,  
    }  
  }  
}
```



```

        "status": "A",
        "name_ru_RU": null,
        "name_pt_PT": null,
        "name_he_IL": null,
        "name_it_IT": null,
        "name_fr_FR": null,
        "name_en_DEBUG": null,
        "name_ja_JP": null,
        "name_de_CH": null,
        "name_uk_UA": null,
        "name_en_US": "ABAP Developer",
        "name_fr_CA": null,
        "name_zh_CN": null,
        "name_defaultValue": "ABAP Developer",
        "lastModifiedBy": "cgrant",
        "name_en_GB": null,
        "name_iw_IL": null,
        "name_vi_VN": null,
        "createdBy": "cgrant",
        "name_hu_HU": null,
        "createdLocale": "en_US",
        "family": "1021657",
        "name_en_RTL": null,
        "nameTranslationTextNav": {
            "__deferred": {
                "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/nameTranslationTextNav"
            }
        },
        "createdByNav": {
            "__deferred": {
                "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/createdByNav"
            }
        },
        "jobCodeMappings": {
            "__deferred": {
                "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/jobCodeMappings"
            }
        },
        "roleCompetencyMappings": {
            "__deferred": {
                "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/roleCompetencyMappings"
            }
        },
        "roleSkillMappings": {
            "__deferred": {
                "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/roleSkillMappings"
            }
        },
        "statusNav": {
            "__deferred": {
                "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/statusNav"
            }
        },
        "lastModifiedByNav": {
            "__deferred": {
                "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/lastModifiedByNav"
            }
        },
        "mdfSystemRecordStatusNav": {
            "__deferred": {

```

```

    "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/mdfSystemRecordStatusNav"
    },
    "familyNav": {
      "__deferred": {
        "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/familyNav"
      }
    },
    "roleTalentPoolMappings": {
      "__deferred": {
        "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/roleTalentPoolMappings"
      }
    },
    "wfRequestNav": {
      "__deferred": {
        "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/wfRequestNav"
      }
    },
    "roleCompetencyBehaviorMappings": {
      "__deferred": {
        "uri": "https://qacand-api.hcm.ondemand.com/odata/v2/
RoleEntity('1021659')/roleCompetencyBehaviorMappings"
      }
    }
  }
}

```

A sample POST query (when you map a job code with multiple job roles by providing `jobRoleEntity` entity and `externalCode` property) is as follows:

- `{..}` Sample Code

```
{
  "__metadata": {
    "uri": "JobRequisition",
    "type": "SFOData.JobRequisition"
  },
  "templateId": "80",
  "jobRoleEntity": {
    "__metadata": {
      "uri": "RoleEntity('1000435')",
      "type": "SFOData.RoleEntity"
    }
  },
}
```

ⓘ Note

- In your integrations, if you adopt the Job Profile Builder enhancement of mapping one job code to multiple job roles and provide either job code or job role in the OData API Upsert operation, use the `jobRoleEntity` entity and ensure you provide a correct value of the job role. For more information about the Job Profile Builder enhancement of one job code mapped to multiple job roles, see the Job Code Association with Multiple Job Roles topic in the Related Information section.
- If you use one-to-one mapping of the job code and job role, you can continue providing Internal ID for the `JobRoLe` XML field. A random job role will be associated with the job requisition if you provide only

a job code. Hence, we recommended using the `jobRoleEntity` entity to update the job role on the job requisition.

## Related Information

[Job Code Association with Multiple Job Roles](#)

[Creating a Job Requisition for a Position](#)

[JobRequisition](#)

### 23.4.3.4 Important Notes

Notes to consider when mapping a single job code with a unique combination of custom fields and mapping them to multiple job roles.

- Error occurs in the following scenarios when you are using `jobRoleEntity` as the navigation property:
  - The `jobCode` and `jobRole` are provided in the payload, and the `jobCode` is not associated with the `jobRole`.
  - An invalid `externalCode` is provided for the `jobRole` entity.
  - A valid `externalCode` is provided for the `jobRoleEntity`, but not provided the `jobCode`.
  - If both the `jobRole` and `jobRoleEntity` properties are used in the OData API payload.
  - If you do not have read permission for the `jobRoleEntity` field of the `RoleEntity` object type.
  - If you provide a job role to a job requisition already associated with a job code and the new job role is not mapped to the existing job code.

#### Note

If you are providing a valid `externalCode` for the `jobRoleEntity`, but not passing the `jobCode`, the job requisition will be created and the job profile successfully associated; however, the `jobCode` related to the `jobRole` will not be linked to job requisition.

## Related Information

[Creating Job Requisitions when one Job Code is mapped to Multiple Roles in the Job Profile Builder \[page 1341\]](#)

[Job Code Association with Multiple Job Roles](#)

[JobRequisition](#)

## 23.5 SAP SuccessFactors Recruiting Integration with Talent Intelligence Hub

In SAP SuccessFactors Recruiting, you can choose skills and competencies defined in the central attributes library of Talent Intelligence Hub.

To integrate Recruiting with Talent Intelligence Hub:

1. Run the following Recruiting checks via [Check Tool](#) to prepare the data for migration:
  - [Use Job Profiles in Requisitions is enabled](#) for instances integrated with Job Profile Builder
  - [Migration of competencies in job requisitions from JDM1.0 to JDM2.0 is complete](#)
2. Upgrade to Talent Intelligence Hub from ► [Admin Center](#) ► [Upgrade Center](#) ► to use competencies and skills in Recruiting.

### Note

Talent Intelligence Hub is in the early adoption phase and is available only for customers who have enabled Job Description Manager or Job Profile Builder.

- If you're using Job Description Manager, you can upgrade to Talent Intelligence Hub using ► [Admin Center](#) ► [Upgrade Center](#) ►. For more information, refer to **Migrating from Job Description Manager to Talent Intelligence Hub** in the **Related Information** section.
- If you're using Job Profile Builder, you can upgrade to Talent Intelligence Hub using ► [Admin Center](#) ► [Upgrade Center](#) ►. For more information, refer to **Migrating from Job Profile Builder to Talent Intelligence Hub** in the **Related Information** section.

### Note

Skills in Job Profile Builder can't be migrated to Talent Intelligence Hub. So, upgrading to Talent Intelligence Hub doesn't migrate Skill data used as a part of the job profile to Talent Intelligence Hub. As a result, if you're a user who has enabled skills in Job Profile Builder, then you can't enable Talent Intelligence Hub.

### Note

On recruiting instances integrated with Talent Intelligence Hub, you can add skills to a job requisition without using a profile directly from Talent Intelligence Hub. For more information, see the Configuring Skills in the Related Links.

### Note

Competencies on the Job requisition are not accessible via `jobRequisition` OData API if they are added manually for the competencies field on the job requisition when Job Profile builder integration is enabled. Competencies linked to a job profile used in the job requisition are accessible via OData API.

## Related Information

## 23.5.1 Migration Considerations for SAP SuccessFactors Recruiting and Talent Intelligence Hub Integration

Upgrading to Talent Intelligence Hub migrates competency data from Job Description Manager or Job Profile Builder to Talent Intelligence Hub and ensures you continue using the competencies added to job requisitions and interview central.

The *Migrate Recruiting Competencies to Talent Intelligence Hub* job performs the migration, and you can monitor the job in the ► *Admin Center* ► *Schedule Job Manager* ►.

### ⓘ Note

- The toggling of the *Use Job Profiles in Requisitions* option in *Admin Center, Manage Recruiting Settings* isn't allowed when the *Migrate Recruiting Competencies to Talent Intelligence Hub* job is in progress.
- Disabling the *Use Job Profiles in Requisitions* option in *Admin Center, Manage Recruiting Settings* isn't allowed once you upgraded to Talent Intelligence Hub.

## 23.5.2 UI Changes to Support Talent Intelligence Hub Integration

UI changes to support Talent Intelligence Hub integration.

- The existing *Edit* button on the *Job Profile* page is replaced with *Format* and *Add* buttons for the *Skills* and *Competency* sections. The *Format* option enables you to format the title and content style. The *Add* button lets you add competencies and skills from Talent Intelligence Hub.

### ⓘ Note

While adding skills or competencies, you can't filter skills and competencies based on roles.

- ⓘ Note

In Talent Intelligence Hub, when the *AI-Assisted Skills Architecture Creation* upgrade is in progress and when a profile contains inferred skills, these inferred skills are listed in the job requisition created using the profile. You cannot add or remove the inferred skills from the *Add* page and cannot view the skill description. You can only remove these skills from the *Skills* section on the *Job Profile* page.

- On Recruiting instances integrated with Job Profile Builder, the *Library* and *Category* columns are removed from the *Competency* section on the *Job Profile* tab when job requisition isn't using a profile.
- On Recruiting instances integrated with Job Description Manager, the *Library*, *Category*, *Expected Rating %*, and *Weight%* columns are removed from the *Competency* sections.

- The Audit page doesn't display the [Library](#), [Category](#), [Expected Rating %](#), and [Weight%](#) fields.

## 23.5.3 Adding Skills to Job Requisitions Without a Profile

Add skills to a job requisition without a profile when integrated with Talent Intelligence Hub.

To add skills on a job requisition without using a profile, configure a custom field of attribute type SKILL on the job requisition XML template.

### Note

Skills are only supported when the [JDM v2.0/Skills Management](#) option is enabled in [Provisioning](#), and the [Use Job Profiles in Requisitions](#) option is enabled in [Admin Center, Manage Recruiting Settings](#).

## Related Information

[Decision Matrix for Job Profile Builder to Talent Intelligence Hub Migration](#)

### 23.5.3.1 Configuring Skills

Configure a custom field for skills on the job requisition XML template to add skills individually from Talent Intelligence Hub to job requisitions created without using a profile.

Before you configure a custom field for skills on the job requisition template, ensure to meet the following prerequisites:

- Talent Intelligence Hub is enabled.
- The instance is integrated with Job Profile Builder: when the [JDM v2.0/Skills Management](#) option in [Provisioning](#) is enabled.
- The [Use Job Profiles in Requisitions](#) option is enabled in [Admin Center > Manage Recruiting Settings](#).

### Note

Skills aren't supported on Recruiting instances integrated with Job Description Manager (the [JDM v2.0/Skills Management](#) option is disabled in [Provisioning](#)). To add skills to job requisitions from Talent Intelligence Hub, you have to upgrade to Job Profile Builder.

Configure a custom field on the job requisition XML template

### Sample Code

```
<field-definition id="<customer defined>" type="attribute" attribute-
type="SKILL" required="false" custom="true">
  <field-label><![CDATA[Skills]]></field-label>
```

```
<field-description><![CDATA[Select Skill from Talent Intelligence Hub]]></field-description>
</field-definition>
```

### Permission Required

After you upgrade to Talent Intelligence Hub, ensure to provide attribute-level permissions. For more information, refer the Permissions Required for Using Talent Intelligence Hub topic in the Related Information section.

Note the permission required for the skill field is similar to the permissions required for competencies. The `listingLayout` field permission on the job requisition XML template controls the user access (read or write) to the skills data on the [Job Requisition Details](#) page. If you've the `write` field permission for the `listingLayout` field, then you can add or remove skills on the job requisition. The `read` permission on the `listingLayout` field lets you only view the skills added by the other users having the write permission.

Ensure the custom field must meet the following criteria:

- Set the value of the attribute-type field to SKILL.
- Set the value of the `<custom>` to true.
- Configure the attribute-type = SKILL field.
- Maintain a single attribute-type=SKILL field in the job requisition template.
- Maintaining the same `<field-ID>` across all the job requisitions XML templates is mandatory.
- The attribute-type field is required if the value of the `<type>` field is set to attribute.
- The attribute-type field is supported on the job requisition XML template only when you set the value of the type field to attribute.

Skills aren't supported in the following functionalities or pages:

- Business rules
- [Table reports](#) and [Story reports](#) (Hence, you can't configure skill as a reportable custom field.)
- Recruiting V2 Secured reports
- Offer Details Templates
- Manage Pending Hires
- Set Up Onboarding 1.0 Integration and Recruit-to Hire Data Mapping pages.
- Set Up Recruiting Marketing Job Field Mapping page to map Recruiting Marketing fields to job requisition fields.
- OData API and SuccessFactors OData API
- Intelligent Services events published by Recruiting
- Job requisition imports via scheduled jobs
- Recruiting Posting
- FADV (First Advantage for background checks) integration
- Mobile REST API - Skills aren't exposed in mobile rest endpoints to allow evaluation and rating from SAP SuccessFactors Mobile Application.
- Change Audit Logging Reports generated for Interview doesn't audit skills data.
- Tokens - Skills can't be defined as tokens in Interview Central.

## Related Information

[Decision Matrix for Job Profile Builder to Talent Intelligence Hub Migration](#)

[Talent Intelligence Hub](#)

[Permissions Required for Using Talent Intelligence Hub](#)

## 23.6 Integration of Recruiting with Onboarding

Integrating SAP SuccessFactors Recruiting with Onboarding allows you to create a more seamless flow of user data by passing candidate information gathered during the Recruiting process on to Onboarding.

You can integrate Recruiting with either of these versions of Onboarding:

- Onboarding (formerly Onboarding 2.0)
- Onboarding 1.0

### 23.6.1 Integration of Recruiting with Onboarding 1.0

To create a seamless flow of user data, clients can choose to integrate the Recruiting Management, Onboarding 1.0, and Employee Central modules. This passes data gathered from candidates during recruiting through the onboarding process and into their new employment.

In order to do this, you need to ensure that all Onboarding 1.0 fields are mapped to Recruiting fields of the same type.

For example, an Onboarding text field must be mapped to a Recruiting text field. The field value must match exactly (including all upper- and lower case characters). So, if Recruiting uses the value `FullTime`, Onboarding 1.0 must use the same value, including the capitalization and spacing.



Choose from the following topics for detailed information about integrating Onboarding 1.0 with SAP SuccessFactors Recruiting.

[Configuring the Integration Between Recruiting and Onboarding 1.0 \[page 1353\]](#)

Map configuration information between Recruiting and Onboarding 1.0 to integrate the two together.

[Settings for Onboarding 1.0 Integration Setup \[page 1354\]](#)

You can navigate to ► [Admin Center](#) ► [Setup Onboarding 1.0 Integration](#) ► page to configure settings for the Onboarding 1.0 integration and map Job Requisition, Job Application, and Job Offer fields to Onboarding fields.



## 23.6.1.1 Configuring the Integration Between Recruiting and Onboarding 1.0

Map configuration information between Recruiting and Onboarding 1.0 to integrate the two together.

### Prerequisites

- You've set up and configured the Onboarding module.
- You've assigned permissions for Onboarding in the Application XML.
- You've assigned permissions for admin users to access the [Setup Onboarding Integration](#) Admin Page.
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

When configuring [Onboarding](#) fields, you need to assign the field to its [entity](#) so the mapping tool knows which tab the fields appear on. To do this, select the [Fields](#) icon, then change the Namespace to [Entities](#) and assign the field to application, job requisition, or offer.

### Procedure

1. Go to [Provisioning](#) > [Manage Recruiting](#) > [Recruiting V2 Application](#) > [Enable Onboarding Integration](#) and select [BizX Onboarding Integration](#).
2. Go to [Provisioning](#) > [Company Settings](#) > [Recruiting V2 Application](#) > [Enable Onboarding Application](#) and enter the WebService URL and KMS Rest Web Services credentials. Both are required for the integration.

Example:

WebService URL: <https://qa.online-onboarding.com/SF>

KMS Rest Web Services credentials:

- Username: ECTQA04\_ws
- Password: ECTQA04Sws

3. Go to [Admin Center](#) > [Recruiting](#) > [Setup Onboarding Integration](#).

The [Settings](#) tab allows the Recruiting user to enable [Onboarding](#) for either all job requisitions, or only for certain requisitions.

They can use the dropdown menu to set criteria for the requisitions that have *Onboarding* applied. The fields available in the dropdown menu are drawn from the Internal and External Search Settings in Provisioning. You can only limit *Onboarding* to requisitions based on one field or criteria. For example, you might want to onboard hires in the United States and so could make the *Onboarding* options available only on US requisitions.

## Next Steps

Map the Job Requisition and Job Application fields in the Admin Center.

**Task overview:** [Integration of Recruiting with Onboarding 1.0 \[page 1352\]](#)

## Related Information

[Settings for Onboarding 1.0 Integration Setup \[page 1354\]](#)

[Job Requisition Application Status: Feature Permission \[page 182\]](#)

### 23.6.1.2 Settings for Onboarding 1.0 Integration Setup

You can navigate to ► [Admin Center](#) ► [Setup Onboarding 1.0 Integration](#) ► page to configure settings for the Onboarding 1.0 integration and map Job Requisition, Job Application, and Job Offer fields to Onboarding fields.

The *Settings* tab allows you to enable Onboarding either for all job requisitions or only certain requisitions. You can use the provided dropdown field to set criteria for the requisitions, which have Onboarding applied. The dropdown field isn't configurable and it only supports filter fields, mfields, and enum fields. You can limit the requisitions based on only one field or criteria. You can enter a period in days to define restriction on the reinitiation of onboarding. This prevents the same candidate from being onboarded multiple times in the set timeframe.

The fields marked with a red asterisk in the tool require a field mapping. Fields marked with a blue asterisk show up on more than one form, but can only be mapped to one location.

**Parent topic:** [Integration of Recruiting with Onboarding 1.0 \[page 1352\]](#)

## Related Information

[Configuring the Integration Between Recruiting and Onboarding 1.0 \[page 1353\]](#)

[Field Mapping Between Recruiting and Onboarding \[page 1355\]](#)

## 23.6.1.2.1 Field Mapping Between Recruiting and Onboarding

You can map field from the Job Application, Job Requisition, and Job Offer in Recruiting to Onboarding.

### ⚠ Caution

You can't map fields from the Candidate Profile, or any other Recruiting entities.

Some fields are automatically passed from Recruiting to Onboarding. These fields don't require mapping or any other additional configuration.

### Default Onboarding Field Mapping – Job Requisition

| Onboarding Field ID | Recruiting Template Field | Notes                                          |
|---------------------|---------------------------|------------------------------------------------|
| RecruiterID         | Recruiter operator        | recruiterName                                  |
| RecruiterFullName   | N/A                       | Onboarding fetches these fields automatically. |
| RecruitingTitle     | N/A                       |                                                |
| RecruiterEmail      | N/A                       |                                                |
| ManagerID           | N/A                       |                                                |
| ManagerFullName     | N/A                       |                                                |
| ManagerTitle        | N/A                       |                                                |
| ManagerEmail        | N/A                       |                                                |

### Default Onboarding Field Mapping - Job Application

| Onboarding Field ID        | Recruiting Template Field |
|----------------------------|---------------------------|
| <i>Basic Employee Data</i> |                           |
| LastName                   | lastName                  |
| FirstName                  | firstName                 |
| MiddleName                 | middleName                |
| Suffix                     | No Mapping                |
| EMail                      | contactEmail/primaryEmail |
| Address1                   | address                   |
| Address2                   | address                   |
| City                       | city                      |
| CountryTownship            | No Mapping                |

| Onboarding Field ID          | Recruiting Template Field |
|------------------------------|---------------------------|
| State                        | state                     |
| Zip                          | zip                       |
| Zip4                         | zip                       |
| Country                      | country                   |
| PostCode                     | zip                       |
| PhoneAC                      | cellphone/homePhone       |
| EveningPhoneCountryCode      | No Mapping                |
| DaytimePhoneCountryCode      | No Mapping                |
| PhoneNum                     | cellPhone/homephone       |
| MailAddress                  | address                   |
| MailAddress2                 | address                   |
| MailCity                     | city                      |
| MailZip                      | zip                       |
| IsMailingAddressSamePhysical | No Mapping                |
| MailAddressState             | state                     |
| MailAddressState_Text        | state                     |
| MailCountry                  | country                   |
| MailCountry_Text             | country                   |
| MailZip4                     | zip                       |
| <i>EEO Information</i>       |                           |
| DateofBirth                  | dateOfBirth               |
| HispOrLat                    | race                      |
| EthnicGroupCode2             | No Mapping                |
| Ethnicity_text               | ethnicity                 |
| Gender                       | gender                    |
| GenderDesc                   | gender                    |
| VeteranVietnam               | No Mapping                |
| VeteranRecentlySeparated     |                           |
| VeteranDisabled              |                           |
| VeteranAnother               |                           |
| Campaign                     |                           |
| MilitaryEra                  |                           |
| SeparationDate               |                           |
| ArmyBranch                   |                           |
| ArmyBranch_text              |                           |

| Onboarding Field ID              | Recruiting Template Field |
|----------------------------------|---------------------------|
| VeteranStatus                    | veteranStatus             |
| <i>Emergency Contact Details</i> |                           |
| EmergencyCountry                 | No Mapping                |
| EmergencyState                   |                           |
| EmergencyFirstName               |                           |
| EmergencyLastName                |                           |
| EmergencyAddress                 |                           |
| EmergencyCity                    |                           |
| EmergencyZip                     |                           |
| EmergencyZip4                    |                           |
| EmergencyDaytimemPhoneCountry    |                           |
| EmergencyDaytimePhoneNum         |                           |
| EmergencyDaytimePhoneCountry     |                           |
| EmergencyPhoneAC                 |                           |
| EmergencyEveningPhoneCountry     |                           |
| EmergencyEveningPhoneAC          |                           |
| EmergencyEveningPhoneNum         |                           |
| EmergencyWorkPhoneCountry        |                           |
| EmergencyWorkPhoneAC             |                           |
| EmergencyWorkPhoneNum            |                           |
| EmergencyEmail                   |                           |
| EmergencyRelationship_Code       |                           |
| <i>Standard Disability</i>       |                           |
| DisabledPersion                  | disabilityStatus          |
| NeedAccomodation                 | No Mapping                |
| DisabilityStatusText             | disabilityStatus          |
| <i>Job Information</i>           |                           |
| JobReferralSource                | referralSource            |
| JobReferralSourceOther           | No Mapping                |
| JobRefferedByEmployee            |                           |
| HireDate                         |                           |
| OrientationDate                  |                           |
| OrientationTime                  |                           |

→ Tip

There are 54 hard-coded fields, which come from the Onboarding Module. These fields show on the Requisition and Application and aren't updated based on customer.

## 23.6.2 Integration of Recruiting with Onboarding (2.0)

Integrating Recruiting Systems with Onboarding facilitates the seamless flow of user data between Recruiting and Onboarding systems.

### Related Information

[Implementing Onboarding](#)

## 23.6.3 Configuring Initiating Onboarding for Candidates

Once SAP SuccessFactors Onboarding is configured, you can select [Initiate Onboarding](#). You can initiate onboarding for a single or multiple applications of a single Job Requisition.

### Prerequisites

To initiate onboarding for single or more than one application at a time, make sure that you have the following permissions enabled:

| Permission                  | Description                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BizX Onboarding Integration | <p>In <a href="#">Provisioning</a>, go to ► <a href="#">Company Settings</a> ► <a href="#">Recruiting</a> ► <a href="#">Enable Onboarding Integration</a> .</p> <div><p>→ Remember</p><p>As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.</p></div> |

| Permission                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setup Onboarding Integration                                    | Go to <a href="#">Admin Center</a> , in the <a href="#">Tools Search</a> field, enter <a href="#">Setup Onboarding Integration</a> . The settings tab allows you to enable Onboarding for either all Job Requisitions, or only certain Requisitions. You can use the provided dropdown menu to set criteria for the requisitions, which have Onboarding applied. For more information, scroll down to see <a href="#">Setup Onboarding Integration</a> in the Related Links section. |
| Onboarding Initiate Permission                                  | Go to ► <a href="#">Manage Permission Roles</a> ► <a href="#">Recruiting Permissions</a> ►.                                                                                                                                                                                                                                                                                                                                                                                          |
| Grant feature permissions for Onboarding in the Application XML | For more information on feature permissions, scroll down to see <a href="#">feature-permission Elements</a> in the Related Links section.                                                                                                                                                                                                                                                                                                                                            |

## Context

Place the applicants in one of the application statuses configured to initiate Onboarding. You can initiate onboarding for single or multiple applications of a single Job Requisition. You can initiate Onboarding for a single application from the [Take Action](#) menu on the [Application](#) portlet.

The ability for Recruiting users to see the Onboarding portlet is controlled through the "onboarding" feature permission in the job requisition template. Refer to *Permission Settings for Onboarding Portlet and Initiate Onboarding* for details.

Use these steps to initiate onboarding for multiple applications:

## Procedure

1. Go to [Recruiting](#).
2. Go to [Candidate Summary](#) page and select the candidates you want to initiate onboarding.
3. Under [Action](#), select [Initiate Onboarding](#).

Once the onboarding is initiated, there's a one-time send of data based on the Admin Mapping to the onboarding module.

If both Onboarding (formerly Onboarding 2.0) or Onboarding 1.0 are configured in the same instance, you can initiate onboarding for candidates through either of them. Onboarding in Recruiting Management is enabled based on the rules that you set in Onboarding Integration Setup for Onboarding, and Onboarding Integration Setup for Onboarding 1.0. These rules determine the version of Onboarding through which you can initiate candidate onboarding. The first preference is given to Onboarding. If the rules on Onboarding are satisfied, then the onboarding is initiated through Onboarding. If conditions aren't met in Onboarding, then the initiation of onboarding is done through Onboarding 1.0. If both Onboarding and Onboarding 1.0 don't satisfy the conditions, then onboarding isn't initiated.

### Note

- An error occurs if you try to onboard a candidate more than once.

- You can initiate onboarding for a maximum of 150 candidates at once.
- This portlet appears only with the SAP SuccessFactors Onboarding integration, not with the Verifications Inc. onboarding.
- The portlet appears in the Application page and not in the Candidate Summary page. You can initiate Onboarding from the portlet as well.
- With Onboarding 1.0, if you attempt to onboard a candidate more than once, then a popup is displayed saying that the candidate already has been boarded for a job.
- For Onboarding, you can initiate onboarding again if you or an onboarding user has already canceled the action (Submission Status = Canceled).
- Offer approval requirement based on flows (for both Internal and External Hire candidates):
  - Mandatory: **Recruiting - Manage Pending Hires - Employee Central** and **Recruiting - Employee Central**.
  - Not mandatory: Recruiting - Onboarding (**Recruiting - Onboarding - Manage Pending Hires** and **Recruiting - Onboarding - Employee Central**).
 This requirement is applicable to both Onboarding 1.0 and Onboarding 2.0

4. A confirmation popup appears with a list of selected candidates.
5. Select [Confirm](#).

## Results

You receive an email notification to know the onboarding initiation status of the candidate. You can also view the [Onboarding Initiation](#) column, which displays the status of the candidates (success or failed) in the Candidate Summary page.

Select [Filter](#) options to filter on the onboarding initiation status. You can filter on statuses such as [Cancelled](#), [Failed](#), [Success](#), and so on.

### Note

You can't sort on [Onboarding Initiation](#) column.

When using SAP SuccessFactors Onboarding, the [Submission Status](#) can have one of the following values:

| Status                | Definition                                                                                                                                                                                                                  |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Success               | First-time onboarding initiation is successful.                                                                                                                                                                             |
| Canceled              | A user canceled the onboarding process in SAP SuccessFactors Onboarding. You can reinitiate onboarding by selecting <a href="#">Initiate Onboarding</a> .                                                                   |
| Success (reinitiated) | Reinitiation of the onboarding process, after it has been canceled, is successful. This status is displayed for any consecutive successful initiation, starting with the second one.                                        |
| Failed                | If there's a technical issue, the status appears as <a href="#">Failed</a> . In this case, you can choose <a href="#">Initiate Onboarding</a> to try again. In case this status keeps appearing, recheck the configuration. |



### ⚠ Restriction

- The *Initiate Onboarding* action isn't audited.
- In Recruiting Management, it isn't possible to report on the history of *Initiate Onboarding* action, or see the action history on the portlet or on the screen.
- Only the latest action details are displayed on the *Application* portlet.

To automate the onboarding initiation process, administrators can select the *Enable Automatic Initiation for Onboarding* option in the *Onboarding Integration Setup* page. Additionally, a business rule must be configured to trigger the process. For detailed steps and guidance, refer to the **Related Information** section.

## Related Information

[Permission Settings for Onboarding Portlet and Initiate Onboarding \[page 1361\]](#)

[Settings for Onboarding 1.0 Integration Setup \[page 1354\]](#)

[Job Requisition Application Status: Field Permission \[page 179\]](#)

[Automatically Initiating Onboarding](#)

## 23.6.4 Permission Settings for Onboarding Portlet and Initiate Onboarding

The combination of "onboarding" feature permission in the job requisition template and the *Onboarding Initiate Permission* role-based permission allows you to control what Recruiting users can see and do in Recruiting for Onboarding.

- **Perform** the *Initiate Onboarding* action: Set the *Onboarding Initiate Permission* role-based permission.
- **View** the *Onboarding* portlet in both the legacy Candidate Workbench and the redesigned Applicant Management tool: Set the "onboarding" feature permission type in the job requisitions template:

```
<feature-permission type="onboarding">
  <description><![CDATA[View onboarding portlet]]></description>
  <role-name><![CDATA[G]]></role-name>
  <role-name><![CDATA[R]]></role-name>
  <status><![CDATA[On-board]]></status>
</feature-permission>
```

In this example, both the G and R roles have access to the *Initiate Onboarding* portlet when the applicant is in the status On-Board.

For example, Carol the recruiter is assigned both the *Onboarding Initiate Permission* role-based permission and "onboarding" feature permission. Carol can initiate onboarding as well as view the *Onboarding* portlet.

Michael the hiring manager has "onboarding" feature permission to view the *Onboarding* portlet. But Michael doesn't have *Onboarding Initiate Permission* role-based permission, and can't initiate an applicant for onboarding.

| Abilities for Roles                                                                                                                                        | Onboarding Feature Permission | Onboarding Initiate Permission Role-Based Permission |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------------------------------------|
| <ul style="list-style-type: none"> <li>View <a href="#">Onboarding</a> portlet</li> <li>Perform <a href="#">Initiate Onboarding</a></li> </ul>             | Configured                    | Enabled                                              |
| <ul style="list-style-type: none"> <li>View <a href="#">Onboarding</a> portlet</li> <li>Can't perform <a href="#">Initiate Onboarding</a></li> </ul>       | Configured                    | Not enabled                                          |
| <ul style="list-style-type: none"> <li>Can't view <a href="#">Onboarding</a> portlet</li> <li>Can't perform <a href="#">Initiate Onboarding</a></li> </ul> | Not configured                | Not enabled                                          |

The behavior of the action ([Initiate Onboarding](#)) and the visibility of the portlet ([Onboarding](#)) is summarized in the table:

| Feature Permission - Onboarding | Role-based Permission - <a href="#">Onboarding Initiate Permission</a> | Can I view the Onboarding Portlet? | Can I initiate the onboarding action? |
|---------------------------------|------------------------------------------------------------------------|------------------------------------|---------------------------------------|
| Enabled                         | Configured                                                             | Yes                                | Yes                                   |
| Enabled                         | Not Configured                                                         | Yes                                | No                                    |
| Disabled                        | Configured                                                             | No                                 | Yes                                   |
| Disabled                        | Not Configured                                                         | No                                 | No                                    |

## 23.7 Integration of Recruiting with SAP ERP HCM

By integrating your SAP SuccessFactors Recruiting solution with your on-premise SAP ERP HCM system, you can exchange information about candidates and open positions and ensure consistent employee data for seamless end-to-end recruiting.

Information about vacant positions, which you've maintained in the SAP ERP HCM, is transferred to SAP SuccessFactors Recruiting so that the corresponding job requisition can be created there. You can also include existing vacancies in the data transfer. This is useful when you haven't created any job requisitions in SAP SuccessFactors.

Once you've decided to hire a candidate, you can transfer candidate's data back to the SAP ERP HCM system, and then hire the candidate as an employee. The selected candidates are hired, rehired, or transferred to a new position depending on whether the candidate is a new candidate, an alumnus, or an internal candidate.

If the staffing of the positions was completed in the SAP ERP HCM system, the integration ensures that this information is automatically transferred to SAP SuccessFactors Recruiting and the status of the associated job requisition is set to [to be closed](#). Finally, the hiring status is synchronized between SAP ERP HCM and SAP SuccessFactors Recruiting.

### Related Information

## 23.7.1 Prerequisites for Integrating Recruiting and SAP ERP HCM System

Before you start integrating your Recruiting solution with your SAP ERP HCM system, ensure that you've done all the following.

- You have access to Provisioning.

### Note

You can't include any integration user configured in Provisioning in any Recruiting Group. If the user is included in a recruiting group, you can't close or reopen a job requisition.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You've enabled [SFAPI](#) and [SFAPI Webservices](#) in Provisioning.
- You've enabled the [API User Login](#) permission.
- You've granted permissions for all SFAPI functionalities (18 permissions altogether).
- You've set these API Logon Exceptions in [Admin Center](#) > [Password & Login Policy Settings](#) > [Set API Login Exceptions](#) > [Add](#) :
  - Username – Integration user.
  - Maximum password age (days) – Set to -1 days.
  - IP address restrictions – Designated IP addresses or address range for use with the integration.

### ⚠ Restriction

We don't support domain names in this tool at present.

- You've configured route maps.

### → Tip

The route map can't start with the R role, or any other recruiting role without customizing the integration package to include the relevant operator fields.

## Related Information

[Configuring a Route Map for Recruiting \[page 199\]](#)

[Using Role-Based Permissions](#)

## 23.7.2 Job Requisition Trigger Integration

The Requisitions Trigger integration is required to pass the details of vacant position to SAP SuccessFactors Recruiting when a position is ready for hire.

### 📘 Note

A vacant position describes a position that is ready for hire. This can in some cases be a position that is currently occupied, but it's known that the occupant is taking leave.

When a position is set to vacant, an infotype (for example, 1007) is created for the position. For SAP customers using the integration, a new infotype (for example, 1107) is established automatically when the vacancy is created and closed when the vacancy is closed. The new infotype triggers the creation of a Job Requisition in SAP SuccessFactors Recruiting. If you aren't using vacancies at all in SAP, you can trigger an infotype (for example, IT1107) manually in SAP to create a Job Requisition in Recruiting Management.

A scheduled report running regularly triggers the Job Requisition creation process in SAP SuccessFactors. The position is queried in SAP and standard fields configured in the integration are sent to the SAP SuccessFactors Job Requisition. The attributes sent are stored in the infotype (for example, IT1107).

When the next report runs, all positions with that particular infotype are selected. For those without a NEW flag, the next extract is compared to the previous one that is stored on this infotype. If there are any changes, the Job Requisition is selected for an update. Some fields aren't updated for Recruiting reasons. The Job Requisition is sent to the hiring manager (the manager of the position in SAP). First, the hiring manager completes the position details and the other approvers save the requisition and send the job to the next user in the approval chain.

The Job Requisition template ID must be available in SAP HCM ERP system for the integration to work. If there are multiple templates, the standard integration distinguishes between a manager position and an employee position in SAP and selects the right template ID configured in SAP HCM ERP. If there are other templates involved, you can implement your own business logic to define the right template for the position using Business Add-ons.

### → Tip

You can customize this integration to send jobs to a recruiter or another individual, but this requires customizing the integration package on the SAP side.

You can save the Job Requisition to view the route map and send to the next step.

If you're using the SAP New Hire integration, the information from the New Hire integration is cross-referenced against the open Job Requisitions. If this operation fails, the integration updates the applicant status to *TransferredToSAPError*, leaves the *Exported On* field empty, and provides a more detailed error message in the *sapError* field on the application. However, you can correct any issues with the data and restatus the candidate to *SendToSAP* to try again.

### → Remember

- The prebuilt integration pack contains the minimum required fields and a set of commonly used fields. You can choose to remove any fields that aren't part of the minimum requirements. You can also set up your integration to include more fields that aren't part of the default integration.
- As the integration pack uses SAP PI as middleware, you need to have considerable knowledge in all three technologies (SAP HCM ERP, SAP PI, and SAP SuccessFactors Recruiting) to change the prebuilt integration.

## Related Information

[Prerequisites for Integrating Recruiting and SAP ERP HCM System \[page 1363\]](#)

[SAP New Hire Integration \[page 1371\]](#)

### 23.7.2.1 Job Requisition Template: Field Definitions for Trigger Integration

Define fields in the Job Requisition template that are mapped from SAP ERP HCM.

| <i>Field Definition</i> | <i>Required on Job Requisition Template?</i> | <i>Required in Data Feed to SuccessFactors?</i> |
|-------------------------|----------------------------------------------|-------------------------------------------------|
| guid                    | No                                           | Yes                                             |
| originator              | No                                           | Yes                                             |
| title                   | Yes                                          | Yes                                             |
| sapPositionID           | Yes                                          | Yes                                             |
| dateCreated             | No                                           | Yes                                             |
| jobCloseDate            | No                                           | Yes                                             |
| jobReqStatus            | No                                           | Yes                                             |
| status                  | Yes                                          | Yes                                             |
| country                 | Yes                                          | Yes                                             |

#### → Recommendation

You should import as much information as possible about the position to maintain SAP as the source of truth.

More custom fields have to be added to the SAP SuccessFactors Job Requisition template, if more information is required to import from SAP.

In general, avoid picklists in SAP SuccessFactors for the custom fields filled by SAP. The integration fails if picklists aren't properly maintained with values that match SAP. The intention is to reduce the implementation effort, and creating and updating picklists in the application is expensive.

The Job Requisition fields, which are filled by SAP system, have to be read-only fields in the UI. If there's a change in the SAP system, the Job Requisition gets updated, and all fields are overwritten in the application. Operators don't have to change fields that are eventually overwritten. The single source for all fields sent for the job requisition trigger is the SAP HCM Suite system. No data is transferred back to SAP. The process fails if you don't configure your Job Requisition in the recommended state.

#### → Tip

SAP integration fields aren't standard fields in SAP SuccessFactors Recruiting. These are custom fields and must be defined as reportable custom fields.

## Related Information

[Prerequisites for Integrating Recruiting and SAP ERP HCM System \[page 1363\]](#)

[Configuring Reportable Custom Fields for Ad Hoc Reporting \[page 1619\]](#)

[Configuring Custom Recruiting Tokens \[page 1436\]](#)

### 23.7.2.1.1 Field Behavior for Job Requisition Trigger Integration

If you're using Organization Management (OM) and positions, you might have data maintained in OM and thus only require the position to identify the area to which the candidate has to be assigned.

#### Sample Code

```
<field-definition id="id" type="text" required="false" custom="false">
  <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Requisition
Number]]></field-label>
  <field-label mime-type="text-plain" lang="en_US"><![CDATA[Requisition
Number]]></field-label>
  <field-description><![CDATA[SF Job Req ID]]></field-description>
</field-definition>
<field-definition id="sapPositionID" type="text" required="false" custom="true">
  <field-label><![CDATA[Position Object ID]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Position Object ID]]></field-label>
  <field-description><![CDATA[Position Object ID (8-digit)]]></field-description>
</field-definition>
<field-definition id="sapPositionName" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP Position Name]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[SAP Position Name]]></field-label>
  <field-description><![CDATA[Position Object Title]]></field-description>
</field-definition>
<field-definition id="title" type="text" required="false" custom="false">
  <field-label><![CDATA[Job Title]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Job Titel]]></field-label>
  <field-description><![CDATA[Position Title]]></field-description>
</field-definition>
<field-definition id="extTitle" type="text" required="true" custom="false">
  <field-label><![CDATA[External Job Title]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Externer Job Titel]]></field-label>
  <field-description><![CDATA[External Position Title]]></field-description>
</field-definition>
<field-definition id="sapJobDesc" type="richText" required="false" custom="true">
  <field-label><![CDATA[SAP Job Description]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[SAP Jobbeschreibung]]></field-label>
  <field-description><![CDATA[Position Object Description]]></field-description>
</field-definition>
<field-definition id="listingLayout" type="richText" required="false"
custom="false">
  <field-label><![CDATA[Job Description]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="extListingLayout" type="richText" required="true"
custom="false">
  <field-label><![CDATA[External Job Outcome (Job description)]]></field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="division" type="enum" required="false" custom="false">
  <field-label><![CDATA[Company (Code)]]></field-label>
</field-definition>
```

```

<field-definition id="department" type="enum" required="false" custom="false">
  <field-label><![CDATA[Org Unit (Code)]]></field-label>
</field-definition>
<field-definition id="location" type="enum" required="false" custom="false">
  <field-label><![CDATA[Personnel Area (Code)]]></field-label>
</field-definition>
<field-definition id="costCenterId" type="text" required="false" custom="false">
  <field-label><![CDATA[SAP Cost Center]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Kostenstelle]]></field-label>
</field-definition>
<field-definition id="instrComp" type="instruction" required="false"
custom="true">
  <field-label lang="de_DE_SF">
    <![CDATA[<table style="color: white;" frame="border" width="100%">
      <tr><td style="background-color:#708090" valign="bottom"><b>Rate Plan</b></td></tr></table>]]>
  </field-label>
  <field-label lang="en_US">
    <![CDATA[<table style="color: white;" frame="border" width="100%">
      <tr><td style="background-color:#708090" valign="bottom"><b>Rate Plan</b></td></tr></table>]]>
  </field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="sapPayType" type="picklist" required="false" custom="true">
  <field-label><![CDATA[SAP Compensation Plan]]></field-label>
  <picklist-id>sapPayType</picklist-id>
</field-definition>
<field-definition id="jobGrade" type="text" required="false" custom="false">
  <field-label><![CDATA[Pay Grade]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Grade]]></field-label>
  <field-description><![CDATA[SAP Pay Grade]]></field-description>
</field-definition>
<field-definition id="jobLevel" type="text" required="false" custom="false">
  <field-label><![CDATA[Pay Grade Level]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Grade Level]]></field-label>
  <field-description><![CDATA[SAP Pay Grade Level]]></field-description>
</field-definition>
<field-definition id="jobType" type="text" required="false" custom="false">
  <field-label><![CDATA[Pay Grade Type]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Grade Type]]></field-label>
  <field-description><![CDATA[SAP Pay Grade Type]]></field-description>
</field-definition>
<field-definition id="sapPayGradeArea" type="text" required="false"
custom="true">
  <field-label><![CDATA[Pay Grade Area]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Grade Area]]></field-label>
  <field-description><![CDATA[SAP Pay Grade Area]]></field-description>
</field-definition>
<field-definition id="sapPayScaleGroup" type="text" required="false"
custom="true">
  <field-label><![CDATA[Pay Scale Group]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Scale Group]]></field-label>
  <field-description><![CDATA[SAP Pay Scale Group]]></field-description>
</field-definition>
<field-definition id="sapPayScaleLevel" type="text" required="false"
custom="true">
  <field-label><![CDATA[Pay Scale Level]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Scale Level]]></field-label>
  <field-description><![CDATA[SAP Pay Scale Level]]></field-description>
</field-definition>
<field-definition id="sapPayScaleType" type="text" required="false"
custom="true">
  <field-label><![CDATA[Pay Scale Type]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Scale Type]]></field-label>
  <field-description><![CDATA[SAP Pay Scale Type]]></field-description>
</field-definition>

```

```

<field-definition id="sapPayScaleArea" type="text" required="false"
custom="true">
  <field-label><![CDATA[Pay Scale Area]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Scale Area]]></field-label>
  <field-description><![CDATA[SAP Pay Scale Area]]></field-description>
</field-definition>
<field-definition id="sapCap" type="text" required="false" custom="true">
  <field-label><![CDATA[ESG for CAP]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[ESG for CAP]]></field-label>
  <field-description><![CDATA[ESG for CAP]]></field-description>
</field-definition>
<field-definition id="instrSal" type="instruction" required="false"
custom="true">
  <field-label lang="de_DE_SF">
    <![CDATA[<table style="color: white;" frame="border" width="100%">
      <tr><td style="background-color:#708090" valign="bottom"><b>Salary
Information</b></td></tr></table>]]>
  </field-label>
  <field-label lang="en_US">
    <![CDATA[<table style="color: white;" frame="border" width="100%">
      <tr><td style="background-color:#708090" valign="bottom"><b>Salary
Information</b></td></tr></table>]]>
  </field-label>
  <field-description><![CDATA[]]></field-description>
</field-definition>
<field-definition id="currency" type="enum" required="false" custom="false">
  <field-label mime-type="text-plain"><![CDATA[Currency]]></field-label>
  <enum-value value="EUR">
    <enum-label><![CDATA[EUR]]></enum-label>
  </enum-value>
  <enum-value value="GBP">
    <enum-label><![CDATA[GBP]]></enum-label>
  </enum-value>
  <enum-value value="USD">
    <enum-label><![CDATA[USD]]></enum-label>
  </enum-value>
  <default-value>USD</default-value>
</field-definition>
<field-definition id="salaryMin" type="currency" required="false" custom="false">
  <field-label><![CDATA[Amount from]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Grade from]]></field-label>
  <field-description><![CDATA[SAP Pay Grade from]]></field-description>
</field-definition>
<field-definition id="salaryMid" type="currency" required="false" custom="false">
  <field-label><![CDATA[Reference Salary]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Reference Salary]]></field-label>
  <field-description><![CDATA[SAP Reference Salary]]></field-description>
</field-definition>
<field-definition id="salaryMax" type="currency" required="false" custom="false">
  <field-label><![CDATA[Amount to]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Pay Grade to]]></field-label>
  <field-description><![CDATA[SAP Pay Grade to]]></field-description>
</field-definition>
<field-definition id="sapCompTimeUnit" type="text" required="false"
custom="true">
  <field-label><![CDATA[Time Unit]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Time Unit]]></field-label>
  <field-description><![CDATA[Time Unit]]></field-description>
</field-definition>

```

Even if you aren't using Organization Management, you might require other entities at the requisition such as Personnel Area or Subarea, Employee Group or Subgroup, Cost Center, Country, which is required when a candidate has to be hired in SAP SuccessFactors HCM suite. The following fields are also supported in the Requisition Trigger for such cases.



## Sample Code

```
<field-definition id="sapOrgUnitName" type="text" required="false" custom="true">
  <field-label><![CDATA[SAP Org Unit Name]]></field-label>
</field-definition>
<field-definition id="sapOrgUnitID" type="text" required="false" custom="true">
  <field-label><![CDATA[SAP Org Unit ID]]></field-label>
</field-definition>
<field-definition id="sapPersonnelAreaTxt" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP Personnel Area (std)]]></field-label>
</field-definition>
<field-definition id="sapPersonnelAreaIDTxt" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP Personnel Area ID (std)]]></field-label>
</field-definition>
<field-definition id="sapPersonnelSubAreaTxt" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP Personnel Subarea (std)]]></field-label>
</field-definition>
<field-definition id="sapPersonnelSubAreaIDTxt" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP Personnel Subarea ID (std)]]></field-label>
</field-definition>
<field-definition id="sapEEGroupTxt" type="text" required="false" custom="true">
  <field-label><![CDATA[SAP EE Group (std)]]></field-label>
</field-definition>
<field-definition id="sapEEGroupIDTxt" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP EE Group ID (std)]]></field-label>
</field-definition>
<field-definition id="sapEESubGroupTxt" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP EE Subgroup (std)]]></field-label>
</field-definition>
<field-definition id="sapEESubGroupIDTxt" type="text" required="false"
custom="true">
  <field-label><![CDATA[SAP EE Subgroup ID (std)]]></field-label>
</field-definition>
```

## Division, Department, and Locations (Application Standard Fields)

The fields department, division, and location are important fields for the application because they're used for reporting and permissions. The fields are mapped as follows:

- **SFSF Department** > *Org unit or Cost Center*
- **SFSF Division** > *Company code of the org unit the employee is assigned to*
- **Location** > *personnel area of the org unit the employee is assigned to*

The fields are sent as a combination of Name and ID, for example <Name (ID)>.

If the value is an attribute of the User Data File, the Division, Department, and Location can only be sent using API, or else the import fails. For this reason, an example mapping is delivered, but in the standard delivery the mapping shouldn't be delivered as **active**. You've to explicitly activate the mapping for the three fields on the SAP side, as well as define them in the Job Requisition XML.

- **country:** SAP ERP determines the ID of the personnel area from the *Personnel Area* field (PERSA) of the infotype *Account Assignment Features* (1008). For this ID, in the table T500P, the SAP ERP system determines the entry that is stored in the LAND1 field.

#### ⓘ Note

Country is required for SAP SuccessFactors Recruiting Management. The integration fails, if the customer doesn't define country in the HR Master Data or in another way.

- **sapState:** SAP ERP determines the ID of the personnel area from the *Personnel Area* field (PERSA) of the infotype *Account Assignment Features* (1008). For this ID, in the table *Personnel Areas* (T500P), the SAP ERP system determines the key for the region that is stored in the *Region (State, Province, County)* (REGIO) field. This is translated to the name of the region that is stored in the BEZEI field in table T005U.

#### ⓘ Note

If you're using eQuest, the standard State field is required. You might choose to bring sapState across to inform the HM or Recruiters' selection for eQuest State.

- **city:** SAP ERP first determines the ID of the personnel area from the *Personnel Area* field (PERSA) of the infotype *Account Assignment Features* (1008). For this ID, in the table T500P, the SAP ERP system determines the entry that is stored in the ORT01 field.
- **postalcode:** SAP ERP determines the ID of the personnel area from the *Personnel Area* field (PERSA) of the infotype *Account Assignment Features* (1008). For this ID, in the table T500P, the SAP ERP system determines the entry that is stored in the PSTLZ field.

## Default Posting Language

Include the correct language in the following XML parameters, if the Job Requisition is created using the API. You can't update the posting language and default language after the requisition is created. It's necessary to do it when the requisition is first created. If the posting language isn't specified, it defaults to en\_US, regardless of the default language of the site. This can cause errors when creating Job Requisitions using APIs.

- jobPostLanguage
- defaultLanguage

Example XML:

```
<urn:jobPostLanguage>en_GB</urn:jobPostLanguage>
<urn:defaultLanguage>en_GB</urn:defaultLanguage>
```

## Salary Fields

For each of the following fields, regardless of the type of compensation configured, if the field is empty, the SAP ERP system transfers the value 0 to SAP SuccessFactors:

- salaryMin
- salaryMax

- salaryMid

## Compensation Fields

For compensation fields, the infotype *Planned Compensation*(1005) is defined for either the position or the job. If the infotype fields can't be determined for the position, the SAP ERP system uses those for the job.

## Compensation Types and Populating sapPayType

The infotype is divided into three planned compensation types. You can use only one of these planned compensation types per position or job.

The SAP ERP system transfers the information on which planned compensation type is valid for the position or job to the SAP SuccessFactors Application field *sapPayType* on the Job Requisition. This is for reporting purposes in the application, so the Reporting team can use this field to filter reports. The filter options SAP sends SAP SuccessFactors in this field are:

- Salary
- Pay Scale
- Direct

## Related Information

[Mapping of SFSF Fields for Job Requisition Data to SAP ERP Fields](#)

## 23.7.3 SAP New Hire Integration

SAP provides new hire integration between SAP HCM and SAP SuccessFactors Recruiting using an integration pack.

The integration pack allows the transfer of hired applicant data from SuccessFactors into SAP.

To facilitate this integration, SAP HCM and Recruiting must include certain prescribed configuration. The expected functionality and prescribed configuration required in Recruiting for you to use the integration pack out of the box is described here.

- The prebuilt integration pack contains the minimum required fields and a set of commonly used fields. You can choose to remove any fields that aren't part of the minimum requirements. You can also set up the integration to include additional fields that aren't part of the default integration.
- As the integration pack uses SAP PI as middleware, it's required to have considerable knowledge in all three technologies (SAP SuccessFactors platform, SAP PI, and SAP SuccessFactors Recruiting) to change the prebuilt integration.

- Position management integration to create requisitions automatically based on position vacancies is out of scope. A prerequisite to use the new hire integration pack is up to you to create requisitions and maintain necessary position or organizational data on the requisitions manually.

SAP provides an additional guide that details the HCM prerequisites and configuration necessary to support the new hire integration. If there's a contradiction in any details, the SAP guide supersedes this guide.

## Related Information

[Prerequisites for Integrating Recruiting and SAP ERP HCM System \[page 1363\]](#)

[Integration Add-On for SAP ERP HCM and SuccessFactors HCM Suite](#)

### 23.7.3.1 Identify Scenarios for Integration with SAP ERP HCM

SAP's prebuilt integration pack includes an extensive set of fields mapped to SuccessFactors requisition fields, but using this full configuration places a significant burden on you to create and maintain a complex set of picklists.

As a leading practice **Scenario A** is considered as the optimal configuration. Scenario A requires you to adjust the integration pack to remove unused fields.

#### Scenario A: You Use SAP Org. Management and Maintain All Related Data

Detailed data such as personnel area, cost center, and other data is associated to a unique position ID in SAP. That is, as long as SuccessFactors sends the position number from the requisition over to SAP, SAP can look up and populate all the additional organizational data for the hire.

#### Scenario B: You Use SAP Org. Management and Doesn't Maintain All Related Data

Some detailed data such as cost center might be associated to a unique position ID in SAP, but other necessary data such as personnel area isn't associated or you wish to allow this data to be overwritten with data specified on the requisition. That is, SuccessFactors must send both the position number and a many other fields of organizational data to process the new hire.

Decide on how much data you have to transmit from SuccessFactors to SAP. This involves the processing of the hire based on their current use of SAP and also the administrative maintenance burdens involved in maintaining data for the fields in Recruiting Management.

## 23.7.3.2 The SAP New Hire Integration Workflow

To save you time and increase data reliability, SAP automatically extracts requisition, application, and offer data from new hires in SAP SuccessFactors and transfers the data to the Platform tool.

1. SAP job queries SAP SuccessFactors for applications in the applicant status of **SendToSAP**, and extracts the requisition, application, and offer data for the resulting applicants. The job then transfers that data to SAP.
2. For a successful operation, the integration updates the applicant status to **TransferredToSAP** and enters a date into the *Exported On* field.  
If this operation fails, the integration updates the applicant status to **TransferredToSAPError**, leaves the field empty, and *Exported On* provides a more detailed error message in the **sapError** field on the application. You can correct any issues with the data and reset the status of the candidate to **SendToSAP** to try again.
3. After successful transaction, the applicant record is transferred to a staging area in the Platform tool for further data entry and processing.
4. After data entry and processing on the SAP side, the integration updates Recruiting by updating the applicant status to **HiredAtSAP**.

### ⚠ Caution

Once the applicants are successfully transferred to SAP, their data can't be changed and they can't be transferred again.

If a user places an applicant in **SendToSAP** status after the successful applicant transfer, and if the applicant currently exists in Platform, the integration recognizes this as a process failure. The applicant is then placed in **TransferredToSAPError** status with an error message.

If you have to change an applicant's data after successful data transfer, work with the SAP data administrators to make those changes directly in Platform.

## 23.7.3.3 Fields and Permissions in the Application XML

Consider defining fields in the Application XML that are mapped from SAP.

All the fields listed in the XML sample must be defined. You can choose to define additional standard or custom fields. If additional fields are defined for use in the integration, you have to customize the SAP integration to map these fields to fields in SAP.

Any custom fields added must be defined in the reportable custom fields in order for them to be available in Ad Hoc reporting.

### → Tip

The SAP integration manages the content of the **sapError** and **sapExportedOnDate** fields, so generally no operators have **write** privileges to these fields. At the least, the operator responsible for placing the applicant in the *SendToSAP* status has to have **read** permission to these fields for information and troubleshooting purposes.

## Sample Code

```
<field-definition id="statusId" type="picklist" required="true" custom="false"
public="false"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Status: ]]></field-label>
  <field-description><![CDATA[Status ]]></field-description>
  <picklist-id>CandidateStatus</picklist-id>
</field-definition>
<field-definition id="firstName" type="text" required="true" custom="false"
public="true"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[First Name: ]]></field-label>
  <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Vorname: ]]></
field-label>
  <field-description><![CDATA[First Name ]]></field-description>
</field-definition>
<field-definition id="middleName" type="text" required="false" custom="false"
public="true"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Middle Name: ]]></field-label>
  <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Zweitname: ]]></
field-label>
  <field-description><![CDATA[Middle Name ]]></field-description>
</field-definition>
<field-definition id="lastName" type="text" required="true" custom="false"
public="true"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Last Name: ]]></field-label>
  <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Nachname: ]]></
field-label>
  <field-description><![CDATA[Last Name ]]></field-description>
</field-definition>
<field-definition id="gender" type="picklist" required="false" custom="false"
public="false"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Gender: ]]></field-label>
  <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Geschlecht: ]]></
field-label>
  <field-description><![CDATA[]]></field-description>
  <picklist-id>gender</picklist-id>
</field-definition>
<field-definition id="dateOfBirth" type="date" required="false" custom="false"
public="true"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Date of Birth: ]]></field-label>
  <field-description><![CDATA[Date of Birth]]></field-description>
</field-definition>
<field-definition id="address" type="text" required="false" custom="false"
public="true"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Street Address: ]]></field-
label>
  <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Strasse: ]]></
field-label>
  <field-description><![CDATA[address]]></field-description>
</field-definition>
<field-definition id="address1" type="text" required="false" custom="false"
public="true"
  readOnly="false" anonymize="false">
  <field-label mime-type="text-plain"><![CDATA[Street Address: ]]></field-labe
  <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Strasse: ]]></
field-label>
  <field-description><![CDATA[address]]></field-description>
</field-definition>
<field-definition id="city" type="text" required="false" custom="false"
public="true"
```

```

        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[City: ]]></field-label>
        <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Stadt: ]]></
field-label>
        <field-description><![CDATA[city]]></field-description>
</field-definition>
<field-definition id="state" type="picklist" required="false" custom="false"
public="true"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[State: ]]></field-label>
        <field-label mime-type="text-plain" lang="de_DE_SF"><![
CDATA[Bundesland: ]]></field-label>
        <field-description><![CDATA[state]]></field-description>
        <picklist-id>state</picklist-id>
</field-definition>
<field-definition id="zip" type="text" required="false" custom="false"
public="true"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[Zip / Postal Code: ]]></field-
label>
        <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[PLZ: ]]></field-
label>
        <field-description><![CDATA[zip]]></field-description>
</field-definition>
<field-definition id="country" type="picklist" required="false" custom="false"
public="true"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[Country: ]]></field-label>
        <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Land: ]]></
field-label>
        <field-description><![CDATA[country]]></field-description>
        <picklist-id>country</picklist-id>
</field-definition>
<field-definition id="homePhone" type="text" required="false" custom="false"
public="true"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[Evening Phone: ]]></field-label>
        <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Telefon
abends: ]]></field-label>
        <field-description><![CDATA[eve phone]]></field-description>
</field-definition>
<field-definition id="contactEmail" type="text" required="false" custom="false"
public="false"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[Email Address: ]]></field-label>
        <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Email: ]]></
field-label>
        <field-description><![CDATA[email]]></field-description>
</field-definition>
<field-definition id="formerEmployee" type="bool" required="false"
custom="false" public="false"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[Former Employee: ]]></field-
label>
        <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[ehem.
Mitarbeiter: ]]></field-label>
        <field-description><![CDATA[forEmp]]></field-description>
</field-definition>
<field-definition id="startDate" type="date" required="false" custom="false"
public="false"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[Start Date]]></field-label>
        <field-description><![CDATA[Start Date]]></field-description>
</field-definition>
<field-definition id="sapError" type="text" required="false" custom="true"
public="false"
        readOnly="false" anonymize="false">
        <field-label mime-type="text-plain"><![CDATA[SAP Error]]></field-label>

```

```

    <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[SAP Error]]></
field-label>
</field-definition>
<field-definition id="sapExportedOnDate" type="date" required="false"
custom="true" public="false"
    readOnly="false" anonymize="false">
    <field-label mime-type="text-plain"><![CDATA[Exported On]]></field-label>
    <field-label mime-type="text-plain" lang="de_DE_SF"><![CDATA[Exported On]]></
field-label>
</field-definition>

```

## Related Information

[Prerequisites for Integrating Recruiting and SAP ERP HCM System \[page 1363\]](#)

### 23.7.3.4 Configuring the Applicant Status Set for New Hire Integration

You can configure an applicant status set to ensure that status-triggered email notifications are sent to participants involved in the new hire integration process.

## Prerequisites

You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

The participants involved in the new hire integration process are notified about the progress of the applicant using the status-triggered email notifications.

## Procedure

1. Go to  [Provisioning](#)  [Applicant Status Configuration](#)  [Edit Base](#)  [Add New](#) .



2. Add the following statuses with these names as-is: **SendToSAP**, **TransferredToSAP**, **TransferredToSAPError**, and **HiredAtSAP**.

Set the *Category* as *Hired* for all these statuses. SAP recommends you to set the value of *Type* to *Onboard*.

3. Click [Save](#) and then click *I'm Done*.
4. Go to ► [Admin Center](#) ► [Recruiting](#) ► [Edit Applicant Status Configuration](#) ► and select the status set name.
5. Click [Add New](#).
6. Select the statuses that you have created and click [Add](#).
7. Open the newly added status and define labels and preferences according to your requirement.

## Related Information

[Prerequisites for Integrating Recruiting and SAP ERP HCM System \[page 1363\]](#)

### 23.7.3.5 Job Offer Detail Fields for Job Requisition Trigger Integration

Configure offer details to enable the offer approval for routing and approval.

Include the field listed in the XML sample. Also, you can define additional standard or custom fields. If you define additional fields for use in the integration, customize the SAP integration to map these fields to fields in SAP.

```
<field-definition id="startDate" type="date" required="false" custom="true"
  template-type="job-application">
  <field-label mime-type="text-plain"><![CDATA[Start Date]]></field-label>
  <field-description><![CDATA[Start Date]]></field-description>
</field-definition>
```

## Related Information

[Prerequisites for Integrating Recruiting and SAP ERP HCM System \[page 1363\]](#)

### 23.7.3.6 Fields and Permissions in the Requisition XML

Consider defining fields that are mapped from SAP, based on the configuration scenario that you've chosen.

All the fields listed in the scenario must be included, and you might choose to define additional standard or custom fields. If additional fields are defined for use in the integration, you have to customize the SAP integration to map these fields to fields in SAP. Permission these fields according to your preference.

## Scenario A – SuccessFactors sends the position number to SAP

### Sample Code

```
<field-definition id="title" type="text" required="true" custom="false">
  <field-label><![CDATA[Job Title]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Job Titel]]></field-label>
  <field-description><![CDATA[Position Title]]></field-description>
</field-definition>
<field-definition id="sapPositionName" type="text" required="true"
custom="true">
  <field-label><![CDATA[SAP Position Name]]></field-label>
</field-definition>
<field-definition id="sapPositionID" type="text" required="true" custom="true">
  <field-label><![CDATA[SAP Position ID]]></field-label>
</field-definition>
<field-definition id="country" type="derived" required="true" custom="false">
  <field-label><![CDATA[Country]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Land]]></field-label>
  <field-description><![CDATA[Country]]></field-description>
</field-definition>
<field-definition id="hiringManagerName" type="operator" required="true"
custom="false">
  <field-label><![CDATA[Hiring Manager]]></field-label>
  <field-label lang="de_DE_SF"><![CDATA[Einstellender Manager]]></field-label>
  <field-description><![CDATA[This is the hiring manager]]></field-description>
</field-definition>
```

## Scenario B – SuccessFactors sends the position number and organizational data to SAP

Configure all the fields from Scenario A and also configure the following (the integration pack includes all, so anything you choose to omit has to be removed from the SAP integration mapping):

### Sample Code

```
<field-definition id="division" type="enum" required="true" custom="false">
  <field-label><![CDATA[Area]]></field-label>
</field-definition>
<field-definition id="department" type="enum" required="true" custom="false">
  <field-label><![CDATA[Department]]></field-label>
</field-definition>
<field-definition id="location" type="enum" required="true" custom="false">
  <field-label><![CDATA[Location]]></field-label>
</field-definition>
<field-definition id="sapOrgUnitName" type="text" required="true"
custom="true">
  <field-label><![CDATA[SAP Org Unit Name]]></field-label>
</field-definition>
<field-definition id="sapOrgUnitID" type="number" required="true"
custom="true">
  <field-label><![CDATA[SAP Org Unit ID]]></field-label>
</field-definition>
<field-definition id="sapPersonnelArea" type="picklist" required="true"
custom="true">
  <field-label><![CDATA[SAP Personnel Area]]></field-label>
  <picklist-id>sapPersonnelArea</picklist-id>
</field-definition>
<field-definition id="sapPersonnelAreaID" type="picklist" required="true"
custom="true">
  <field-label><![CDATA[SAP Personnel Area ID]]></field-label>
  <picklist-id parent-field-id="sapPersonnelArea">sapPersonnelAreaID</picklist-
id>
</field-definition>
<field-definition id="sapPersonnelSubArea" type="picklist" required="true"
custom="true">
```

```

    <field-label><![CDATA[SAP Personnel Sub Area]]></field-label>
    <picklist-id parent-field-id="sapPersonnelAreaID">sapPersonnelSubArea</
picklist-id>
    </field-definition>
    <field-definition id="sapPersonnelSubAreaID" type="picklist" required="true"
custom="true">
    <field-label><![CDATA[SAP Personnel Sub Area ID]]></field-label>
    <picklist-id parent-field-id="sapPersonnelSubArea">sapPersonnelSubAreaID</
picklist-id>
    </field-definition>
    <field-definition id="sapEEGroup" type="picklist" required="true"
custom="true">
    <field-label><![CDATA[SAP EE Group]]></field-label>
    <picklist-id>sapEEGroup</picklist-id>
    </field-definition>
    <field-definition id="sapEEGroupID" type="picklist" required="true"
custom="true">
    <field-label><![CDATA[SAP EE Group]]></field-label>
    <picklist-id parent-field-id="sapEEGroup">sapEEGroupID</picklist-id>
    </field-definition>
    <field-definition id="sapEESubGroup" type="picklist" required="true"
custom="true">
    <field-label><![CDATA[SAP EE Sub-Group]]></field-label>
    <picklist-id parent-field-id="sapEEGroupID">sapEESubGroup</picklist-id>
    </field-definition>
    <field-definition id="sapEESubGroupID" type="picklist" required="true"
custom="true">
    <field-label><![CDATA[SAP EE Sub-Group]]></field-label>
    <picklist-id parent-field-id="sapEESubGroup">sapEESubGroupID</picklist-id>
    </field-definition>
    <field-definition id="costCenterId" type="picklist" required="false"
custom="false">
    <field-label><![CDATA[SAP Cost Center]]></field-label>
    <field-label lang="de_DE_SF"><![CDATA[Kostenstelle]]></field-label>
    <picklist-id>jobReqStatus</picklist-id>
    </field-definition>

```

If you wish to define additional, fewer, or different fields in the integration, you have to customize the SAP integration to map these fields to fields in SAP.

### ⚠ Caution

If the position name or data fields from Scenario B are configured as “write” on the requisition and users change the data on the requisition, the data changes don't reflect in SAP HCM until the time of the new hire integration.

Consider the following while configuring and permissioning Job Requisition XML for integration scenarios:

- The circumstances under which each system stores different data for the same field.
- Discrepancy between data in those systems during the hiring.
- Which data you wish to become the master data at the point the new hire is processed in SAP HCM.

### ❁ Example

Personnel Area is a position-associated field in SAP HCM storing the value **HR** and Personnel Area is also a field in the requisition. A recruiting user on the requisition manually changes the Personnel Area to **Legal**. What problems does it cause to have this data set up as **Legal** on the requisition and **HR** in SAP HCM during the period when recruiting is actively in progress? An applicant is hired and SuccessFactors Recruiting Management sends the value **Legal** over to SAP HCM. Does SAP ignore **Legal** or use **Legal** to overwrite **HR**?

## Related Information

[Prerequisites for Integrating Recruiting and SAP ERP HCM System \[page 1363\]](#)

### 23.7.3.7 Creating an Ad Hoc Report for New Hire Integration

Under a dummy admin user account, create an Ad Hoc Report named “Importing Recruiting Data from SFSF”.

## Context

#### Note

If the client uses more than one template, create multiple versions of this report and alter the report name to specify which report refers to template A.

## Procedure

1. Define the following fields as columns from the *Application* folder:
  - Application ID
  - Application Status
  - Application Template ID
  - First Name
  - Last Name
  - Gender
  - Date of Birth
  - Any other application fields the client has mapped to SAP
2. Define the following fields as columns from the *Last Offer Details* folder:
  - Start Date
  - Any other offer detail fields the client has mapped to SAP
3. Define the following fields as columns from the *Requisition* folder:
  - All the requisition fields the client has mapped to SAP
  - SAP Position ID
4. Define the following fields as filters, with the specified filter criteria from the *Application* folder
  - Application Status = SendToSAP
  - Template ID = whatever template ID is being used

## 23.7.4 Integration of Recruiting with Third Party HRIS

### 23.7.4.1 Pre-Built New Hire Export

SuccessFactors Recruiting Management includes a prebuilt new hire export capability.

Because of the limitations of this prebuilt export, most clients don't choose to use this method.

### 23.7.4.2 Configuring the Export of Ad Hoc Reports for New Hires

The majority of third-party HRIS clients use an Ad Hoc Report defined to their specifications to facilitate new hire processing.

#### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Recruiting Management is fully configured.
- Set up an SF or client-owned FTP site, with secure username and password.
- All the necessary fields are configured and planned for as part of the Requisition, Application, and Offer Details XML templates and data collection in the recruiting process.

#### Procedure

1. Navigate to ► [Provisioning](#) ► [Company Settings](#) ► [Ad Hoc Report Builder](#) ►
2. Under a dummy admin user account, create an Ad Hoc Report.
3. Configure the columns based on what your client wants.

The client must specify the data that their HRIS requires to process a new hire.

4. Configure the filters your client wants to use.

Clients can choose any approach to filtering, such as filtering on a selected list of applicant statuses, which would use a process flow such as the following:

1. Recruiting user places the applicant in a filtered status.

2. The applicant is left in this status for the appropriate duration necessary to ensure the scheduled report runs.
3. The scheduled report runs and exports the data to the FTP site.
4. The HRIS picks up the file from the FTP site and processes the new hire.
5. A recruiting user changes the applicant's status to a status that isn't included in the filter.
6. The next run of the report no longer includes that applicant.

There's no variable date filter option such as "Today" or "Last 24 hours" or "Last 7 days", so all new hire export filtering must be done on current status or field data. This also means that the data needs to be maintained in order to eliminate the applicant from the export after processing.

Alternatively, you can set up an export to continuously add new hires as part of a running total of hires, and the HRIS can be made responsible to filter out applicants who were previously received and processed. This has the advantage of reducing post-processing data maintenance for the recruiting user, but does require additional work on the HRIS side.

5. Navigate to ► [Provisioning](#) ► [Managing Job Scheduler](#) ► [Manage Scheduled Jobs](#) ► [Create New Job](#) ► and provide the following information:
  - Choose the job type [Ad Hoc Reports Export](#).
  - Choose Report I.D. [Select the User/Report](#).
  - Check [File Available in FTP](#).
  - Enter the Server Access details for your client.
  - Enter the File Access options for your client.
  - Enter the Job Occurrence & Notification options for your client.
6. Click [Save](#), then [Submit](#).

## Related Information

[Scheduling Jobs](#)

### 23.7.4.3 Web Services Integration

New Hires can be extracted and processed using custom web services integration, if necessary .

For more information, please consult the Professional Services Web Services expert team.

## 23.8 Intelligent Services Center

The Intelligent Services Center enables you to easily set up and monitor Intelligent Services. As an HR analyst or an IT or HR administrator, you can use it to model your business processes for Intelligent Services.

Publisher and subscriber activities are referred to as Flows. In general, you can only turn preconfigured activities on or off, but activities that run on the Intelligent Services Center framework can be configured using business rules and timing options.

You can configure, customize, and monitor Intelligent Services events that include:

- Publisher details
- Subscriber actions and notifications
- External Event Connector
- Integrations created through the Integration Center
- Event monitoring

### Related Information

[Implementing and Managing Intelligent Services](#)

### 23.8.1 Events Subscribed to by Recruiting

#### 23.8.1.1 Requisitions Reassigned During Employee Short-Term Disability

If a recruiter, hiring manager, or any other Recruiting user is unable to work for a short period of time, you can assign all their requisitions to another user so that those requisitions continue to be processed.

You can specify the requisitions to be automatically reassigned to the employee's next-level manager, or to another designated user. Associated To-Dos will also be reassigned, and email and web notifications are sent.

##### Note

You can configure the Employee Short-Term Disability Event using either the Event Center or Intelligent Services Center. We recommend that you use the Intelligent Services Center.

### Related Information

[Implementing and Managing Intelligent Services](#)

## 23.8.1.1.1 Subscribing to the Employee Short-Term Disability Event

Subscribe to the *Employee Short-Term Disability* event so that the job requisitions affected by the employee's absence continue to be processed.

### Procedure

1. Go to ► *Admin Center* ► *Intelligent Services Center* ►.
2. Choose the *Employee Short Term Disability* event.
3. Choose *Recruiting* and select **On** to subscribe to this event.
4. Choose *Save*.

## 23.8.1.1.2 Configuring the Processing Behavior for Short-Term Disability

Specify the number of days before an event's effective date that it can be preprocessed.

### Procedure

1. Go to ► *Admin Center* ► *Intelligent Services Center* ►.
2. Choose the *Employee Short Term Disability* event.
3. Choose *Recruiting* and select the *Allow processing of event* checkbox.
4. Specify the relevant number of days in the empty field in the same line.
5. Click *Save*.



### 23.8.1.1.3 Configuring the Duration of Employee Short-Term Disability

You can configure the duration of a short-term disability event in days, after which the related events are processed.

#### Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose [Employee Short Term Disability](#) event.
3. Choose [Recruiting](#).
4. Choose [Configure Recruiting Subscriber Settings for Requisition Reassignment](#).

The [Manage Recruiting Settings](#) page is displayed.

5. Specify the relevant number of days under [Process this event if the duration of the Short Term Disability is \\_\\_\\_ or more days](#).
6. Choose [Save](#).

### 23.8.1.1.4 Reassigning Requisitions to the Next Level Manager or a Designated User

For any requisition templates, you can configure which operators will be reassigned to an employee's next level manager (or to some other designated user) during a short-term disability absence.

#### Procedure

1. Go to ► [Admin Center](#) ► ► [Reassign Job Requisitions](#) ►.
2. From the [Select Template](#) dropdown, select the template that you want to modify.
3. Select the requisitions that you want to reassign and click [Continue](#).
4. Click the [Find user](#) link next to the operator you want to reassign.
5. In the [Find User](#) dialog box, search and select the desired user and click [Done](#).
6. Click [Reassign](#).

## 23.8.1.1.5 Enabling Notifications for Employee Short-Term Disability

Enable or disable web notifications for the employee short-term disability event.

### Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the [Employee Short Term Disability](#) event and go to the [Notifications](#) tab.
3. In the [Recruiting](#) section, enable [Web Notification](#) for [Assigned User notification](#), [Manager notification](#), and [User notification](#).

#### Note

Email notifications are sent by default. You can't turn off these notifications.

4. Choose [Save](#).

## 23.8.1.2 Requisitions Reassigned During Employee Long-Term Disability

If a recruiter, hiring manager, or any other Recruiting user is unable to work for a long period of time, you can assign all their requisitions to another user so that those requisitions can continue to be processed.

You can specify the requisitions to be automatically reassigned to the employee's next-level manager, or to another designated user. Associated To-Dos are reassigned, and email and web notifications are sent.

#### Note

You can configure the Employee Short-Term Disability Event using either the Event Center or Intelligent Services Center. You should always use the Intelligent Services Center.

### Related Information

[Implementing and Managing Intelligent Services](#)

## 23.8.1.2.1 Subscribing to the Employee Long-Term Disability Event

Subscribe to the *Employee Long-Term Disability* event so that the job requisitions affected by the employee's absence continue to be processed.

### Procedure

1. Go to ► *Admin Center* ► *Intelligent Services Center* ►.
2. Select the *Employee Long Term Disability* event.
3. Choose *Recruiting* and select **On** to subscribe to this event.
4. Choose *Save*.

## 23.8.1.2.2 Configuring the Processing Behavior for Long-Term Disability

Indicate the number of days before an event's effective data that it can be preprocessed.

### Procedure

1. Go to ► *Admin Center* ► *Intelligent Services Center* ►.
2. Choose the *Employee Long Term Disability* event.
3. Choose *Recruiting* and select the *Allow processing of event* checkbox.
4. Specify the relevant number of days in the empty field in the same line.
5. Choose *Save*.

### 23.8.1.2.3 Configuring the Duration of Employee Long-Term Disability

Configure the duration of a long-term disability event in days, after which the related events are processed.

#### Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the [Employee Long Term Disability](#) event.
3. Choose [Recruiting](#).
4. Click the [Configure Recruiting Subscriber Settings for Requisition Reassignment](#) link.  
The [Manage Recruiting Settings](#) page is displayed.
5. Specify the relevant number of days under [Process this event if the duration of the Long Term Disability is \\_\\_\\_ or more days](#).
6. Choose [Save](#).

### 23.8.1.2.4 Reassigning Requisitions to the Next Level Manager or a Designated User

For any requisition templates, you can configure which operators will be reassigned to an employee's next level manager (or to some other designated user) during a long-term disability absence.

#### Procedure

1. Go to ► [Admin Center](#) ► [Reassign Job Requisitions](#) ►.
2. From the [Select Template](#) dropdown, select the template that you want to modify.
3. Select the requisitions that you want to reassign, and click [Continue](#).
4. Click the [Find user](#) link next to the operator you want to reassign.
5. In the [Find User](#) dialog box, search for and select the desired user, and choose [Done](#).
6. Choose [Reassign](#).

## 23.8.1.2.5 Enabling Notifications for Employee Long-Term Disability

Enable or disable web notifications for the Employee Long-Term Disability event.

### Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the [Employee Long Term Disability](#) event.
3. On the [Notifications](#) tab, go to the [Recruiting](#) section.
4. Enable [Web Notification](#) for [Assigned User notification](#), [Manager notification](#), and [User notification](#).

#### Note

Email notifications are sent by default. You can't turn off these notifications .

5. Choose [Save](#).

## 23.8.1.3 Subscribing Recruiting to the Employment Termination Event

The Employment Termination event enables you to reassign job requisitions and related notifications for the current assignee, a new assignee, and their manager, when an employment is terminated. Subscribe to this event to receive automatic updates in Recruiting.

### Prerequisites

Your instance has been integrated with Employee Central.

### Context

When the Employee Central event [Employee Termination](#) or [Expiration of Work Order](#) is triggered, the Recruiting module updates the Candidate Profile with details of the user's assignment. You can reassign activities for the Hiring Manager, Recruiting, or Recruiting Manager.

## Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Choose the [Employee Termination](#) event.
3. Under [Activities](#), select [Recruiting](#).
4. Choose [Reassign Requisitions and To-dos for Requisitions](#).

A new flow rule is created. When you click the newly created flow rule, you can configure the web notifications.

5. Go to [Configuration Options](#).

The [Manage Recruiting Settings](#) page is displayed.

6. Go to ► [Recruiting Subscriber Settings](#) ► [Employee Termination](#) ►.
7. Select the desired requisition template, then select the roles you'd like to reassign activities for.

### → Tip

You can reassign activities to either the next level manager or to a specific user.

## 23.8.1.4 Add Global Assignment and End Global Assignment

When an employee goes on global assignment, you can reassign all their open requisitions. When they return,

### Add Global Assignment

When an employee goes on global assignment, the [Add Global Assignment](#) event is triggered. At that point, if an employee is a recruiter, hiring manager, or any other operator (that affects requisitions), all their open requisitions are reassigned. You can specify whether they'll be reassigned to the employee's next level manager or to a specific user.

### End Global Assignment

When the employee comes back from global assignment, the [End Global Assignment](#) event is triggered and those workflow changes are reversed.

When the global assignment ends, the corresponding event is triggered and the workflow changes are initiated. The reassignment of any open requisitions, where the employee is a recruiter, hiring manager, or any other operator, is stopped.

### 📘 Note

Only requisitions in the [Approved](#) and [Pre-approved](#) statuses are reassigned. Requisitions in the [Closed](#) status are ignored.

## 23.8.1.4.1 Configuring Global Assignment Events with Recruiting

Configure the way in which an employee's open requisitions will be reassigned when they go on global assignment.

### Prerequisites

- Recruiting is an active subscriber to the Intelligent Services events [Add Global Assignment](#) and [End Global Assignment](#).
- You've enabled the subscription option in Intelligent Services.

### Procedure

1. Go to ► [Admin Center](#) ► [Intelligent Services Center](#) ►.
2. Select the [Add Global Assignment](#) event.

The [Add Global Assignment](#) page is displayed.

3. Display the [Configuration Options](#) and [Add Rule](#) features. Go to the [Reassign Requisitions and To-Dos for Requisitions](#) activity and click the icon.
4. Select [Configuration Options](#) to continue configuring Global Assignment for an employee.

#### → Remember

You can also choose to add rules for global assignment events. To add rules, select the [Add Rule](#) option.

The [Manage Recruiting Settings](#) page is displayed.

5. Go to ► [Manage Recruiting Settings](#) ► [Recruiting Subscriber Settings](#) ► [Add Global Assignment](#) ► and select a requisition template from the [Select template](#) dropdown.
6. Reassign the activity to the next-level manager. Select the checkbox for each of the three available users, [Hiring Manager](#), [Recruiter](#), and [Recruiting Manager](#).

Alternatively, specify another designated user in the text box.

7. Choose [Save](#).
8. Go to ► [Manage Recruiting Settings](#) ► [Recruiting Subscriber Settings](#) ► [End Global Assignment](#) ► select a requisition template from the [Select template](#) dropdown.
9. Choose [Save](#).

## 23.8.2 Recruiting Events for Intelligent Services

Here's a list of all the Intelligent Services events published by Recruiting, with the corresponding SAP SuccessFactors applications that subscribe to them.

Recruiting Events with Subscribers That Publish Externally

| Event Name                       | Subscribers                      | Description                                                                                   |
|----------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------|
| Update of Job Requisition        | Onboarding                       | This event is raised when a job requisition is updated.                                       |
| Update of Job Application        | Onboarding                       | This event is raised when an application is updated and the applicant is in an applied state. |
| Approval of Offer Detail         | Onboarding                       | This event is raised after the final approval step on an offer detail.                        |
| Update of Job Application Status | None                             | This event is raised when an application status is changed.                                   |
| Update of Candidate Profile      | None                             | This event is raised when update is made to candidate profile.                                |
| Initiate Job Posting             | Automated Job Posting Subscriber | This event is raised when jobs are posted to the external career site.                        |

### 23.8.2.1 Triggers for Update of Candidate Profile Event

This [Candidate Profile](#) event is raised whenever an update is made to the Candidate Profile. Here are the actions that count as updates and that then raise the event.

#### Scenario 1

If Employee Central integration is enabled:

- Posting a Job Requisition with one job application status set to [Hireable](#).
- Moving a candidate to the [Hireable](#) status.
- Going to [Manage Pending Hires](#) and clicking [Hire](#) or [Internal Hire](#).

#### Scenario 2

- Converting an external candidate into an internal candidate through the [External To Internal Candidate Profile Conversion](#) job.



- Triggering an event for the internal and external candidate.
- Deleting the candidate object of the internal candidate, while the candidate object of the original or external candidate remains.

### Scenario 3

- Converting an internal candidate into an external candidate through the [\*Internal To External Candidate Profile Conversion\*](#) job.
- Triggering an event for the internal and external candidate.
- Deleting the candidate object of the external candidate and the candidate object of the original or the internal candidate remains.

# 24 Mass Data Imports to SAP SuccessFactors Recruiting

There are several ways to mass import data into SAP SuccessFactors Recruiting.

## Know Before You Start

- **Recruiting Data Migration**  
Use the Recruiting data migration tool to import data about job requisitions, job applications, and candidate profiles.
- **Integration Center**  
Use Integration Center to import data about job requisitions, job applications, and candidate profiles.
- **Mass import of candidate profile data**  
You can import candidate profile data with a CSV file and bulk upload multiple resumes at once. Many customers do this as part of the candidate relationship management process, when they've gathered profile information offline, such as at a career fair.

## Leading Practices

- Customer is responsible for the data mapping for data imports, as they are generally more familiar with the data.
- Internal candidates generally aren't included in Recruiting imports because information about them is already stored in the employee profile or Employee Central.
- The Legacy Mass Migration has a limit on the number of files that can be processed per day. If you have a lot of files, it may be better to use Integration Center instead.
- After you complete a Legacy Data Migration, request to have the instance indexed.
- Only use Legacy Data Migration for mass data loads, not for daily processing.

## Related Information

[Recruiting Data Migration \[page 1395\]](#)

[Integration Center and Recruiting Management \[page 1415\]](#)

[Creating Candidate Profiles from CSV Files \[page 1430\]](#)

[Uploading Multiple Candidate Resumes in Batches \[page 1433\]](#)

## 24.1 Recruiting Data Migration

If you're a new customer and are migrating Recruiting data from a different Applicant Tracking System, the implementation project might require you to migrate data from their legacy tool into SAP SuccessFactors. You migrate such data through CSV flat file imports.

Data migration involves significant effort from both you and the Professional Services, and therefore has an associated cost. The import files need to be manually created by the Professional Services representative using the final signed-off XML configuration for the instance. For this reason, data migration projects can't begin until after the client accepts their configuration.

Requisitions, candidates (profile, background element attachments, and tags), and applications (records and attachments) can be imported.

### Some other things to keep in mind:

- Flat file data imports can only be done as part of data migration with assistance from your implementation consultant. This isn't supported as an ongoing process.
- Only external candidates can be imported. Internal candidate imports aren't supported.
- Special characters aren't supported in the file name for the resume.
- Data migration imports can only create records. It isn't possible to update or delete records using a data migration import.
- Applications can only be imported when the related requisitions and candidates were also imported. It isn't possible to import applications against requisitions manually created in the UI, by the SFAPI, or Odata.
- When importing Employee Profile data, the overwrite feature doesn't apply the candidate profile background elements after the candidate profile has been manually updated. This is due to the way the data is stored when background elements are sm-mapped between the employee and candidate profiles. If an employee profile data import is completed more than once, the additional imports could cause the background elements to be duplicated in the candidate profile.

### Note

- Ensure that the cost is included in the Schedule A before undertaking any data migration work.
- Ensure that the client has signed off on instance configuration, and that no additional configuration change is planned.

### Note

Importing more than 5000 lines of data in a single job can result in unstable behavior. Split the import jobs accordingly.

## 24.1.1 Prerequisites for Importing Recruiting Data

Before you start importing Recruiting data, ensure you've done the following.

### Job Requisition Import

- All Job Requisition templates have been configured and loaded in the instance. A valid [templateId](#) has been mentioned, and the originator has the permission to create forms.
- The [JobReqGuid](#) is unique.
- For all open (approved) and closed Job Requisitions, a one-step default route map has been used and [Step\\_User](#) has been set as the originator.
- For an unapproved Job Requisition, if no route map is attached to the template, they must be imported with the default one-step route map. These Job Requisitions must be the first step of the route map.
- A valid SAP SuccessFactors user ID has been configured in the CSV file.
- The header row value matches the field ID in the Job Requisition template.
- All picklists have been configured and loaded in the instance. Cascading picklist management must be handled for nested picklist support.
- All the required fields in the configured template have been assigned a CSV field value.
- For filter fields, the field label and picklist ID have been configured in [Career Site Search](#) settings in [Provisioning](#).
- For the enum standard field [Currency](#), valid currency codes have been given. If the value is empty, then the default value configured in the template will be used. For valid currency codes, refer to **currencyTable** in `CompCurrencyBean.java`.
- For the enum standard field [stateProvince](#), the CSV field values are available for all required fields in the template. The value must map to the file in the path `content/Recruiting_Country_States.txt`. For example, for Illinois, [stateProvince](#) must be US-IL in CSV file.
- For the text standard field [function](#), the eQuest function name has been mapped to the file in the path `content/jobFunction.csv`.

### Candidate Import

- The primary email field is unique.
- The attachment has been placed in the same location as the CSV file.
- The CSV file contains the [contactEmail](#) field. This is necessary in case users forget their passwords, as the password reminder will be sent to the email address in that field.

### Candidate Background Import

- The primary email field is unique.
- The attachment has been placed in the same location as the CSV file.

- The [CandidateId](#) (primary email) field contains the current primary email address of the candidate, and is the first column in the CSV file.
- The header for second column is one of the following:
  - outsideWorkExperience
  - education
  - languages
  - certificates
  - positionOfInterest
- The first two columns are static and can't be shuffled.
- There are no internal candidates in the list. Recruiting data migration doesn't support internal candidate import.

## Candidate Attachment Import

- The primary email field contains the current primary email address of the candidate.
- The attachments are stored in the same location as the CSV file.
- The [fieldId](#) field is either [coverLetter](#) or [candidateHistory](#).
- The [Primary email](#), [fieldId](#), and [filePath](#) fields are all mandatory.

## Candidate Tag Definition Import

- The combination of the [Tag](#) and [tagLocale](#) fields is unique.
- The [tagLocale](#) field is in the format xx\_XX (for example, en\_US).
- The [user ID](#) field contains an existing user ID.
- The fields [Tag](#), [user ID](#), and [tagLocale](#) are mandatory.

## Candidate Tag Assignment Import

- The [candidateEmailAddress](#), [tag](#), and [user ID](#) fields already exist in the database.
- The combination of the [candidateEmailAddress](#), [tag](#), and [tagLocale](#) fields is unique.
- The [tagLocale](#) field is in the format xx\_XX (for example, en\_US).
- The fields [candidateEmailAddress](#), [tag](#), [tagLocale](#), and [user ID](#) in the Candidate Tag Assignment CSV have been set as mandatory.
- If the [Tag](#) field is a favorite, the combination of the fields [candidateEmailAddress](#), [tag](#), [tagLocale](#), and [user ID](#) must be unique.

## Application Import

- The *JobAppGUID* field is unique.
- The *JobReqGUID* field contains the *JobReqGUID* of the job for which the application is imported.
- The candidate email address field contains the email address of the candidate for whom the Job Applications are imported.
- The combination of *JobReqGUID* and *Candidate Email* must be unique. This is to ensure that the same candidate can apply for a job only once.
- The job (*JobReqGUID*) used for application import is an open job, and either or both of the fields, *intranet* or *corporate posting* are set to "true".

## Application Attachment Import

- The *Uploaded by* field contains the user ID, **not** the username.

### Note

This field is only required if the attachment field in the template is public.

- The *JobAppGUID* is the *JobAppGUID* of the existing application.
- The *FieldID* is one of the *resumes*, *coverLetter*, or the *fieldID* of a *multiattachment* or *multitattachmentSelection* field defined in the Job Application template.

## Related Information

[Importing Recruiting Data with a Scheduled Job \[page 1398\]](#)

## 24.1.2 Importing Recruiting Data with a Scheduled Job

Import Recruiting data with a scheduled job.

## Prerequisites

- You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You've set up an SAP SuccessFactors or client-owned FTP site with secure username and password.
- You've created a CSV file containing all the data to be imported.

## Procedure

1. Upload your CSV file containing data and attachments (if any) to your FTP path.
2. Log on to Provisioning.
3. Select your company from the [Company Name](#) column.
4. In the [Managing Job Scheduler](#) section, select [Manage Scheduled Jobs](#).
5. Click [Create New Job](#) in the [Manage Scheduled Jobs](#) page.
6. In the [Create New Job](#) page, enter the following details:
  - Job Name
  - Job Owner
  - Job Type
    - For requisition job type, select [Job Requisition Import](#) from the dropdown list.
    - For candidate job type, select [Candidate Import](#) from the dropdown list.

You can select one of the following candidate job types depending on your requirements:

| Candidate job type               | Description                                                               |
|----------------------------------|---------------------------------------------------------------------------|
| Candidate Profile Information    | For importing candidate profile-related information.                      |
| Candidate Background Information | For importing an existing candidate background information.               |
| Candidate Attachments            | For handling all attachments other than resume for an existing candidate. |
| Candidate Tag Definitions        | For importing candidate-specific tags.                                    |
| Candidate Tag Assignments        | For assigning candidates to defined candidate tags.                       |

- For application job type, select [Application Import](#) from the dropdown list.
- You can select one of the following application job types, depending on your requirements:

| Application job type          | Description                                                   |
|-------------------------------|---------------------------------------------------------------|
| Application Import            | For importing job applications of existing candidates.        |
| Application Attachment Import | For handling all attachments for an existing job application. |

7. In the [Server Access](#) section, enter the following details:
  - Host Address
  - FTP Login
  - FTP Password
8. Click [Test Connection](#).

9. Click [Create Job](#).
10. To execute the job, choose [Run It Now](#).

## Results

You have imported recruiting data to your system.

## Related Information

[Scheduling Jobs](#)

### 24.1.3 Templates for Migrating Recruiting Data

When migrating your Recruiting data, we recommend that you use an Excel template with standard labels and validations that always ensure you input clean data.

- The date format should be YYYY-MM-DDThh:mm:ss, and the capital letter "T" should be included between the date and time. For example, [2012-04-01T00:00:00](#).
- Date/time values are stored in the server date/time. For example, let's say your instance is hosted in the US East Coast data center. In order to accurately reflect a last logon date/time of January 1 2010 at 8:00 AM Pacific Time, the value imported will use 2010-01-01T11:00:00.
- Picklist fields use the picklist label value of the locale specified in the import job. The system looks up the appropriate picklist option ID based on this label, and then stores the ID internally for proper multilingual handling.

#### Note

If a picklist value isn't found in the list of picklist definitions, it generates an error that will cause fails the record.

- Parent-child picklist values are validated during the import, and any mismatch in the values will cause the import to fail.
- The data in the file must be from a single locale. Different locales require different files.
- When importing objects that have multiple templates available in the system (such as job requisitions and applications), each import file should include the data for one template.
- Operator fields use the user ID (not the username) of the account.
- The [operatorTeam](#) fields are not supported in the data migration import.
- Fields of type `jobCode` are not supported in the data migration import. Nor do the values automatically populate from the job classification Foundation Object.
- Candidates don't receive any email notifications as a result of data migration imports.
- Imported attachments appear as a [Candidate History Document](#) link.



Refer to [SAP Note 2341614 - Legacy Data Migration - Importing Candidates, Requisitions, Applications via Provisioning - Recruiting Management](#) for more information about data migration.

## Related Information

[SAP Note 2341614](#) 

### 24.1.3.1 Requisition Fields for Data Migration

The Job Requisition fields contained in the template for migrating Recruiting data.

| <i>Required field</i> | <i>Sample data</i>  | <i>Description</i>                                                                                                                                                                                                                                                                                                                  |
|-----------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JobReqGuid            | Test1_201202061316  | Enter a unique ID. We recommend that you include the exact date and time (_130416_1301) in the legacy requisition ID to ensure a unique ID number.                                                                                                                                                                                  |
| jobReqTemplateId      | 302                 | This is the template ID number assigned to the Requisition XML template in Provisioning when you import the Requisition XML.                                                                                                                                                                                                        |
| jobReqLocale          | en_US               | Requisitions can only be imported in a single language. This field shows the default locale of the requisition. It essentially populates the defaultLanguage field in the requisition. <div><b>Note</b><br/>This field needs to match the <a href="#">Supported Locale</a> in the Job Parameters in the Quartz Scheduled Job.</div> |
| templateType          | JOB_REQ             | Always use JOB_REQ. This corresponds to the value in the XML header: <code>job-req-template type="jobReq"</code>                                                                                                                                                                                                                    |
| lastUpdatedDate       | 2012-04-01T00:00:00 | Ensure the date format is YYYY-MM-DDThh:mm:ss, and the capital letter "T" is included between the date and time, as shown.<br><br>This date will be displayed in several places on the UI. It might be the "last updated" date from the legacy system, or the date of the import.                                                   |

| <i>Required field</i> | <i>Sample data</i>  | <i>Description</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| creationDate          | 2012-04-01T00:00:00 | <p>Ensure the date format is YYYY-MM-DDThh:mm:ss, and the capital letter "T" is included between the date and time, as shown.</p> <p>This date will be displayed in several places on the UI. It might be the "created" date from the legacy system, or the date of the import.</p>                                                                                                                                                                                                                               |
| jobOpenDate           | 2012-04-01T00:00:00 | <p>Ensure the date format is YYYY-MM-DDThh:mm:ss, and the capital letter "T" is included between the date and time, as shown.</p> <p>This is the requisition approval date. If the requisition status is approved, this date must be provided. If the requisition is preapproved, this date can be left blank.</p> <p>Typically clients are advised to migrate only approved requisitions that are actively recruiting. If there are any pending approval requisitions, recreate them in the system manually.</p> |
| jobCloseDate          | Can be blank.       | This is the date the requisition is closed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| formDueDate           | 2012-04-01T00:00:00 | <p>Ensure the date format is YYYY-MM-DDThh:mm:ss, and the capital letter "T" is included between the date and time, as shown.</p> <p>This date is used to trigger approval reminder emails if the requisition is still preapproved. Any date can be used.</p>                                                                                                                                                                                                                                                     |
| originator            | P132345             | This is the user ID (not the username) of the account that has to be tracked as the originator of the requisition.                                                                                                                                                                                                                                                                                                                                                                                                |
| status                | Open                | Any value from the requisition "status" field id. Import the picklist label in the language specified in the jobReqLocale column.                                                                                                                                                                                                                                                                                                                                                                                 |

| <i>Required field</i> | <i>Sample data</i>  | <i>Description</i>                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| jobReqStatus          | Approved            | <p>This is the requisition state. Must be Pre-Approved, Approved, or Closed. Only approved requisitions are imported.</p> <p>Requisitions imported in preapproved state appear in the first route map step of the route map assigned to the form template.</p> <p>Requisitions imported in approved or close state appear to have passed through a single-stage route map.</p> |
| country               | US                  | <p>Any two-digit ISO country code that corresponds to a country enabled in</p> <p>► <a href="#">Admin Tools</a> ► <a href="#">Set Up Job Board Options</a> ►</p>                                                                                                                                                                                                               |
| intranetPosting       | TRUE                | Enter either TRUE or FALSE (all in caps) to indicate whether the requisitions are posted to this location.                                                                                                                                                                                                                                                                     |
| corporatePosting      | TRUE                | Enter either TRUE or FALSE (all in caps) to indicate whether the requisitions are posted to this location.                                                                                                                                                                                                                                                                     |
| agencyPosting         | TRUE                | Enter either TRUE or FALSE (all in caps) to indicate whether the requisitions are posted to this location.                                                                                                                                                                                                                                                                     |
| start                 | 2012-04-01T00:00:00 | <p>Ensure the date format is YYYY-MM-DDThh:mm:ss, and the capital letter "T" is included between the date and time, as shown.</p> <p>This field sets the start date for all the posting locations. If all the posting locations are set to FALSE, this field is left blank.</p>                                                                                                |
| end                   | 2012-04-01T00:00:00 | <p>Ensure the date format is YYYY-MM-DDThh:mm:ss, and the capital letter "T" is included between the date and time, as shown.</p> <p>This field sets the end date for all the posting locations. If all the posting locations are set to FALSE, this field is left blank. End date is optional, so it can be left to blank if you don't wish to set a posting end date.</p>    |

| <i>Required field</i>                                                     | <i>Sample data</i>                        | <i>Description</i>                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operator fields                                                           | P132345                                   | <p>This is the user ID (not username) of the account that has to be tracked as the originator of the requisition.</p> <p>This field supports Assignment ID also.</p>                                                                                                                                                                                                                                  |
| AssignmentIdPassedForOperators                                            | TRUE/FALSE                                | <p>This field determines if the value added in the Operator fields is assignment ID or userSysId.</p> <p>The value of AssignmentIdPassedForOperators field has to be:</p> <ul style="list-style-type: none"> <li>• TRUE: If you want to provide assignment ID of the users in the operator columns.</li> <li>• FALSE: If you want to provide the userSysID of the users in operator field.</li> </ul> |
| Team Recruiting fields                                                    | NOT SUPPORTED                             | Team Recruiting fields autopopulate based on settings in the instance; they aren't supported via data migration import.                                                                                                                                                                                                                                                                               |
| JCE fields (fields of type="jobCode")                                     | NOT SUPPORTED                             | JCE fields aren't supported in data migration imports; if this is needed contact Tim Dachtera to consider a screen scrape approach to data loading. Engineering doesn't support JCE field imports via script.                                                                                                                                                                                         |
| intJobDescHeader / intJobDescFooter / extJobDescHeader / extJobDescFooter | NOT SUPPORTED                             | It isn't currently possible to import Job Description Header and Footers.                                                                                                                                                                                                                                                                                                                             |
| division / department / location Standard Fields                          | Human Resources                           | Use the value stored as the enum-label in the XML.                                                                                                                                                                                                                                                                                                                                                    |
| Standard enum fields                                                      | Full-Time                                 | Use the value stored as the enum-label in the XML.                                                                                                                                                                                                                                                                                                                                                    |
| Custom or standard text fields                                            | Text                                      | Use any short text value.                                                                                                                                                                                                                                                                                                                                                                             |
| Custom or standard rich text fields                                       | <b>Explicit HTML declarations on text</b> | Use any long text value.                                                                                                                                                                                                                                                                                                                                                                              |

| Required field                                                    | Sample data                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Custom or standard picklist fields (including filter and mfields) | Picklist label                            | <p>Use the picklist label defined for the picklist option in the default language of the requisition you're importing.</p> <p>If the picklist option is a child of another picklist, the parent-child relationships must be correct in the import file or the row fails.</p>                                                                                                                                                                                                          |
| Custom or standard date fields                                    | 2012-04-01T00:00:00                       | Ensure the date format is YYYY-MM-DDThh:mm:ss, and the capital letter "T" is included between the date and time, as shown.                                                                                                                                                                                                                                                                                                                                                            |
| Custom or standard currency fields                                | 45000.12                                  | Value with decimal without any currency symbol.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Custom instructional fields                                       | NOT SUPPORTED                             | Omit these fields from the import. They're available based on the XML definitions and not required to be on the import file.                                                                                                                                                                                                                                                                                                                                                          |
| jobRole                                                           | Information Technology Network Specialist | <p>If you're using the Job Profile Builder integration, users with the appropriate permissions can update the requisition and select a different role using <a href="#">Browse Families and Roles</a> in the Job Profile Builder integration. Ensure that you always use the format <b>Family Role</b>, with no spaces around the pipe character.</p> <div> <p><b>Note</b></p> <p>Importing a Job Role does not automatically attach a job profile to the job requisition.</p> </div> |
| listingLayout                                                     | text block                                | When the Job Profile Builder integration is configured, you can import the listingLayout field to populate the Job Description. If listingLayout is included and left blank, the requisition looks up the Job Profile. If the Job Profile Builder integration isn't configured, you import both the listingLayout and extListingLayout fields.                                                                                                                                        |
| intranetPostingStartDate                                          | 2012-04-01T00:00:00                       | If the field <a href="#">intranetPosting</a> is set to TRUE, it's required to add this field with the start date for intranet posting.                                                                                                                                                                                                                                                                                                                                                |
| intranetPostingEndDate                                            | 2012-04-01T00:00:01                       | If the field <a href="#">intranetPosting</a> is set to TRUE, it's required to add this field with the end date for intranet posting.                                                                                                                                                                                                                                                                                                                                                  |

| Required field            | Sample data         | Description                                                                                                                          |
|---------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| agencyPostingStartDate    | 2012-04-01T00:00:02 | If the field <a href="#">agencyPosting</a> is set to TRUE, it's required to add this field with the start date for agency posting.   |
| agencyPostingEndDate      | 2012-04-01T00:00:03 | If the field <a href="#">agencyPosting</a> is set to TRUE, it's required to add this field with the end date for agency posting.     |
| corporatePostingStartDate | 2012-04-01T00:00:04 | If field <a href="#">corporatePosting</a> is set to TRUE, it's required to add this field with the start date for corporate posting. |
| corporatePostingEndDate   | 2012-04-01T00:00:05 | If field <a href="#">corporatePosting</a> is set to TRUE, it's required to add this field with the end date for corporate posting.   |

#### Note

Posting jobs privately is not supported during Recruiting Data migration. Instead, use the [Integration Center](#) for the bulk private posting of jobs.

## 24.1.3.2 Candidate Fields for Data Migration

List of Candidate Profile information in data migration template.

| Required field | Sample data         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| primaryEmail   | mylogin@example.com | <div> <b>Caution</b><br/>           Don't enter real email addresses in test systems.         </div> <p>When working on test system, it's recommended to append the exact date/time (_130416_1301) to the primaryEmail to ensure a unique ID and void the email address.</p> <p>This is the candidate's username upon logon. In most of the cases, it's an email address, but if you aren't using email as username this could be some other unique value.</p> |

| Required field                                                                                                                  | Sample data                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| contactEmail                                                                                                                    | myEmail@example.com                          | <div>⚠ Caution</div> <p>Don't enter real email addresses in test systems.</p> <p>When working on test system, it's recommended to append the exact date/time (_130416_1301) to the contactEmail to ensure a unique ID and void the email address.</p> <p>This is the candidate's contact email address.</p>                                                                                                  |
| country                                                                                                                         | US                                           | Any two-digit ISO country/region code that corresponds to a country/region configured in the <a href="#">country</a> picklist.                                                                                                                                                                                                                                                                               |
| resume                                                                                                                          | resume.doc<br><br>Julie_Armstrong/resume.doc | <p>Resume file name, including extension.</p> <p>If the resume is placed in the same folder as the import file, you don't have to specify the folder name. (first sample data).</p> <p>If the resume is placed in a subfolder of the folder containing the import file, you have to specify the folder name.</p> <div>📘 Note</div> <p>Ensure that the direction of the slash is correct (forward slash).</p> |
| <div>📘 Note</div> <p>Data migration bulk imports don't support Foundation Objects and Generic Objects on Candidate Profile.</p> |                                              |                                                                                                                                                                                                                                                                                                                                                                                                              |

### 24.1.3.3 Candidate Attachments for Data Migration

Resume can be imported as part of the Profile import. This is required only if you're importing additional documents.

The following file types are supported: CSV, DOC, DOCX, GIF, JPEG, JPG, PDF, and TXT.

| Required field | Sample data                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| primaryEmail   | mylogin@example.com                          | <div>  <b>Caution</b><br/> Don't enter real email addresses in test systems. </div> <p>Use the primaryEmail loaded on the candidate profile information to form an association to the record that has to receive the attachment being imported.</p>                                                                                                                                                                                                                                                                                                                                                                                    |
| fieldId        | extraAttachments                             | Specify the candidate profile field to which this document has to be attached.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| uploadedBy     | P132345                                      | User ID of the user to whom the file upload has to be attributed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| filePath       | otherDoc.doc<br>Julie_Armstrong/otherDoc.doc | <p>Attachment file name, including extension.</p> <p>If the document is placed in the same folder as the import file, you don't have to specify the folder name (first sample data).</p> <p>If the document is placed in a subfolder of the folder containing the import file, you have to specify the folder name.</p> <div>  <b>Note</b><br/> Ensure that the direction of the slash is correct (forward slash). </div> <p>The resume and coverLetter imports must be done as part of the Candidate Profile import and not done on the Candidate Attachments import. This import is only intended for supplementary documents.</p> |

### 24.1.3.4 Candidate Tag Definitions for Data Migration

You can load this file even if you haven't purchased data migration. This sets up the library of tags used for the type-ahead when end users are tagging candidates.

This file must be loaded before loading the Candidate Tags file that is part of a data migration import.



| Required field | Sample data         | Description                                                                                                                                                                                                                                                                                                                                                    |
|----------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| tag            | Great engineer      | The text for the tag. Capitalization matters.                                                                                                                                                                                                                                                                                                                  |
| tagLocale      | en_US               | <p>Multiple tag definition files can be loaded, but each file can have tags from only one locale.</p> <p>This field specifies under which locales are these tags appear during the type-ahead when an end user tags a candidate.</p> <p>Match the selected <a href="#">Supported Locale</a> in the Job Parameters in the Quartz Scheduled Job upon import.</p> |
| dateCreated    | 2012-03-29T00:00:00 | Date format must be YYYY-MM-DDThh:mm:ss and the capital letter T has to be included between the date and time, as shown.                                                                                                                                                                                                                                       |
| userID         | P132345             | User ID of the user to whom the original creation of the tag has to be attributed. Currently, this doesn't appear anywhere on the UI.                                                                                                                                                                                                                          |
| assignmentID   | P132345             | Assignment ID of the user to whom the original creation of the tag is attributed. You can use Assignment ID instead of user ID while importing the candidate tag definitions.                                                                                                                                                                                  |

## 24.1.3.5 Candidate Tag Assignments for Data Migration

Candidate Profiles and Tag Definitions must be loaded before tags are loaded.

| Required field | Sample data         | Description                                                                                                                                                                                                                                                                                                                       |
|----------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| primaryEmail   | mylogin@example.com | <div>  <b>Caution</b><br/> Don't enter real email addresses in test systems. </div> <p>Use the primaryEmail loaded on the candidate profile information to form an association to the record that has to receive the tag being imported.</p> |
| tag            | Great engineer      | The text for the tag. Capitalization matters.                                                                                                                                                                                                                                                                                     |

| Required field | Sample data         | Description                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| tagLocale      | en_US               | <p>Multiple tag files can be loaded and a candidate can be tagged differently in different locales, but each file can include tags from only one locale.</p> <p>This field specifies which tags appear when a user using a specific language pack views the candidate.</p> <p>Must match the selected <a href="#">Supported Locale</a> in the Job Parameters in the Quartz Scheduled Job upon import.</p> |
| userID         | P132345             | User ID of the user to whom the original creation of the tag has to be attributed. Currently, this doesn't appear anywhere on the user interface.                                                                                                                                                                                                                                                         |
| assignmentID   | P132345             | Assignment ID of the user to whom the original creation of the tag has to be attributed. You can use Assignment ID instead of user ID while importing the candidate tag assignments.                                                                                                                                                                                                                      |
| dateAssigned   | 2012-04-01T00:00:00 | Date format must be YYYY-MM-DDThh:mm:ss and the capital letter T must be included between the date and time, as shown.                                                                                                                                                                                                                                                                                    |

### 24.1.3.6 Application Import for Data Migration

You can only import applications against system imported job requisitions and candidate profiles.

| Required field | Sample data                                 | Description                                                                                                                                                                                                                                                        |
|----------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JobAppGuid     | Test1- mylogin@example.com<br>_201202061316 | <p>Make up a unique ID. Recommended to combine the application unique ID and the requisition unique ID to ensure a truly unique ID.</p> <p>Recommended to append the exact date/time (_130416_1301) to the legacy requisition ID to ensure a unique ID number.</p> |

| Required field        | Sample data         | Description                                                                                                                                                                                                                                                                                                                        |
|-----------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JobReqGuid            | Test1_201202061316  | Use the made-up unique ID used on the requisition import file in the JobReqGuid column.                                                                                                                                                                                                                                            |
| candidateEmailAddress | mylogin@example.com | <div>  <b>Caution</b><br/> Don't enter real email addresses in test systems. </div> <p>Use the primaryEmail value used on the candidate profile import file.</p>                                                                                |
| jobAppLocale          | en_US               | <p>Requisitions can only be imported in a single language. This field ID captures the default locale of the requisition. This essentially populates the <i>defaultLanguage</i> field in the requisition.</p> <p>Must match the selected <i>Supported Locale</i> in the Job Parameters in the Quartz Scheduled Job upon import.</p> |
| internalstatusId      | open                | Import applications as open. The open/close feature on applicants is legacy. Use disqualification statuses instead of closed state on applicants today.                                                                                                                                                                            |
| statusItem            | Interview           | Status name (not internal status label) of the applicant status in which the applicant should be imported.                                                                                                                                                                                                                         |
| applicationDate       | 2012-04-01T00:00:00 | <p>Date format must be YYYY-MM-DDThh:mm:ss and the capital letter T must be included between the date and time, as shown.</p> <p>This is the Date Applied.</p>                                                                                                                                                                     |
| lastModified          | 2012-04-01T00:00:00 | <p>Date format must be YYYY-MM-DDThh:mm:ss and the capital letter T must be included between the date and time, as shown.</p> <p>This is the Last Modified date.</p>                                                                                                                                                               |

| Required field | Sample data                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| resume         | resume.doc<br>Julie_Armstrong/resume.doc | <p>Resume file name, including extension. Import this even if the resume was already imported on the profile, or the resume field on the application doesn't contain a document.</p> <p>If the resume is placed in the same folder as the import file, you don't have to specify the folder name (first sample data).</p> <p>If the resume is placed in a subfolder of the folder containing the import file, you have to specify the folder name.</p> <div>  <b>Note</b><br/>           Ensure that the direction of the slash is correct (forward slash).         </div> |

#### → Tip

- If you import applications post go-live, it's possible to have applications with an older application\_date, but a higher applicationId. This can cause difficulties when trying to find a candidate's most recent application.
- All of the Required Fields listed in the table must be set to `public="true"`.

## 24.1.3.7 Application Attachments for Data Migration

If you're importing additional documents, resume has to be uploaded through [Application Attachments](#) import job.

The following image file types are supported: GIF, JPG, JPEG, BMP.

| Required field | Sample data                               | Description                                                                                                                                      |
|----------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| jobAppGuid     | Test1- mylogin@email.com<br>_201202061316 | Use the jobAppGuid loaded on the application information to form an association to the record that has to receive the attachment being imported. |
| fieldId        | extraAttachments                          | Specify the candidate profile field to which this document has to be attached.                                                                   |

| Required field         | Sample data                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| uploadedBy             | <no value>                                          | <p>Use this field to provide the UserSysId of the uploadedBy user. This field heading must be included in the import file, but the value has to be left blank. If this field contains a value, the import fails with an error.</p> <p><b>Sample error:</b> Invalid uploadBy user for jobAppGuld xxxxx and UserId xxxxx, this record is skipped null for the Record #: 1</p>                                                   |
| uploadedByAssignmentID | <no value>                                          | <p>The uploadedByAssignmentID field is used to provide assignment ID of the user. You can use Assignment ID instead of user ID while importing the application attachments.</p>                                                                                                                                                                                                                                               |
| filePath               | <p>resume.doc</p> <p>Julie_Armstrong/resume.doc</p> | <p>Attachment file name, including extension.</p> <p>If the resume is placed in the same folder as the import file, you don't have to specify the folder name (first sample data).</p> <p>If the resume is placed in a subfolder of the folder containing the import file, you have to specify the folder name.</p> <div> <p><b>Note</b></p> <p>Ensure that the direction of the slash is correct (forward slash).</p> </div> |

## 24.1.4 Migrating the Recruiting Data

Migrate the Recruiting data to SAP SuccessFactors.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

Migrating data takes time. First you need to gather all the data you need. Then you have to test it. It can easily take several weeks of testing before you have a clean set of data that's ready for import. Finally, you have to carry out the import. Therefore, it's very important to work with the SAP SuccessFactors Operations team well in advance to put together a realistic timeline. Advise your customer that they'll need a plan to redirect candidates while their old system is unavailable.

## Procedure

1. Gather all the data that you want to import, and ensure that it's all correctly formatted. If any data is missing or incorrect, it can cause that row of the import to fail.

### Note

If you currently don't have all the data that will be required for data migration in the future, you can adjust the XML configuration. To do this, just change the **required** attribute to "false". We recommend that you only leave this setting in place temporarily. Once the import is complete, go back and restore the original attribute.

2. Test your data by running mini-imports and checking to make sure that no errors occur. The available jobs are [Candidate Import](#), [Job Requisition Import](#), and [Application Import](#). For initial testing, begin with a few hundred or a few thousand records. Once these go smoothly, you can run the entire load in test. This might take a significant amount of time and resources, so ensure that it's included in the Statement Of Work.

Each record will succeed or fail individually. If you import 100 records where 80 succeed and 20 fail, the 80 successful records will be created in the instance, and you'll only have to retry the remaining 20. However, during validation, the tool stops validating each record based on the first error it finds. That is, if there's a line in the import that has three errors, the import validation finds the first error and fails the record without continuing to check and find the second and third errors. Because of this, you might need multiple attempts to find all the errors in the file.

3. In Provisioning, go to [Manage Scheduled Jobs](#) and set up the Quartz Scheduled Job that will be used to migrate the data. Here are some things to keep in mind:
  - You can specify whether the job should pull data from the SFTP server or from your hosted server. The SFTP server is usually the best option, since if the files have a large number of attachments, loading them from a hosted server might have a negative effect on the import's performance.
  - Don't zip or encrypt the CSV files or any attachments on your SFTP server.
  - We recommend that the CSV files or attachments are all located in the same folder. You can successfully work with the attachments in sub folders, but this often requires extra troubleshooting.
  - The SAP SuccessFactors Operations team doesn't actually load the data, but they might handle some support tasks. For example, they can help ensure there's enough room on the SFTP server, load the data to the SFTP server from a physical storage device (such as a USB drive or external harddrive), and extract attachment files provided in ZIP format. Contact the Operations team for help with any of these tasks.
4. Freeze the data migration environment. Specifically, advise your customer to shut down their legacy system so that no additional data is received and no existing data is changed. Any changes made after the files are supplied to SAP SuccessFactors will not be reflected in the SAP SuccessFactors Recruiting instance.

5. The customer transfers the data to Operations (remember this can be a physical shipping process, so factor in that time) and Operations loads the data onto the servers.

Depending on the size of the data, this can take anywhere from hours to weeks. There's a maximum file size that Operations can unzip and work with. Work with Operations in advance to find out the maximum file size and ensure that they receive the files broken into appropriate sizes. After the data is loaded on the servers, Operations can initiate the import jobs.

## 24.2 Integration Center and Recruiting Management

The Integration Center enables HR business analysts to build, run, schedule, and monitor simple integrations. It simplifies the most common export and import use cases. You can build integrations quickly and easily through a guided workflow. Predefined templates are available, and you can also create your own templates if you want.

You can access the [Integration Center](#) from the [Admin Center](#) where you can build customized file extracts using any data listed in the SAP SuccessFactors OData APIs catalog.

For more information on the prerequisites, the setup that is needed for Integration Center, as well as on the rich functionality this tool offers, refer to the Integration Center guide.

The Integration Center enables users to create integration exports for simple Ad Hoc reporting purposes as well. This proves especially useful for certain use cases not supported by Recruiting Management out-of-the-box.

### Note

The Integration Center is used mostly by administrators. Ensure that you follow the setup instructions in Integration guide to appropriately enable and permission admin users, so that they can access (read) all the data they want to export.

The Integration Center relies on the same data engine as the OData API. In other words, whatever OData API entities and properties are publicly exposed can be used in the Integration Center.

Use the following resources for exploring the OData API model to see what entities and properties are publicly exposed and available to be used, and how they're interrelated:

- [Admin Center](#) > [OData API Data Dictionary](#)  This tool is used for exploring the details about exposed OData API entities and properties, sorted per SAP SuccessFactors module/domain/sub-solution (for example, Recruiting).
- [Admin Center](#) > [Integration Center](#) > [Data Model Navigator](#)  This tool displays the relationships between various OData API Entities. It makes it easier to understand the (publicly available) data model within SAP SuccessFactors.

## Related Information

[Using the Integration Center](#)

[SAP SuccessFactors HCM Suite OData API: Reference Guide](#)

[Data Model Navigator](#)

## 24.2.1 Prerequisites for Creating an Integration Definition

If you want to create an integration definition from scratch, you have to specify the integration type and starting entity in Integration Center. Once you've done that, you can then set up the integration template.

To set up an integration center template and make it compatible with Interview Central, Prescreening Questions, or Background Check with custom vendor, you have to set the tabs that appear on the screen.

### → Tip

If you want to use sample integration export definitions for import rather than creating it from scratch, skip this section and refer to *Importing Export Definition into SAP SuccessFactors*.

## Related Information

[Specifying the Integration Type for Importing Definitions \[page 1416\]](#)

[Selecting the Starting Entity \[page 1417\]](#)

[Downloading and Uploading Export Definitions into SAP SuccessFactors \[page 1418\]](#)

### 24.2.1.1 Specifying the Integration Type for Importing Definitions

When you're importing integration definition from scratch, you have to specify the integration type that's compatible with Interview Central, Prescreening Questions, or Background Check with custom vendor.

## Procedure

1. Go to ► [Admin Center](#) ► [Integration Center](#) ► [My Integrations](#) ►.
2. Select [Create](#), then [More Integration Types](#). The [Choose Integration Type](#) dialog appears.
3. On the [Choose Integration Type](#) dialog, set the [Trigger Type](#), [Destination Type](#), [Source Type](#), and [Format](#).

The following are settings for a sample integration type:

- Trigger Type: Application / UI
- Destination Type: REST
- Source type: SAP SuccessFactors
- Format: JSON (alternatively, you can use XML).



4. Select [Create](#).

## Next Steps

When you're importing an integration definition from scratch, along with defining the integration type, you have to select the starting entity that's compatible with Interview Central, Prescreening Questions, or Background Check with custom vendor. Refer to *Selecting the Starting Entity*.

## Related Information

[Selecting the Starting Entity \[page 1417\]](#)

[Downloading and Uploading Export Definitions into SAP SuccessFactors \[page 1418\]](#)

### 24.2.1.2 Selecting the Starting Entity

When you're importing an integration definition from scratch, along with defining the integration type, you have to select the starting entity that's compatible with Interview Central, Prescreening Questions, or Background Check with custom vendor.

## Procedure

1. Search for the OData API entity.  
For example, `JobApplicationBackgroundCheckRequest`.
2. Choose [Select](#) to confirm.

## Next Steps

Once you're done with defining the integration type and starting entity, you have to specify the integration template by configuring the tabs on Integration Center.

## Related Information

[Specifying the Integration Type for Importing Definitions \[page 1416\]](#)

[Downloading and Uploading Export Definitions into SAP SuccessFactors \[page 1418\]](#)

## 24.2.2 Downloading and Uploading Export Definitions into SAP SuccessFactors

In order to import export definitions into SAP SuccessFactors, you have to identify the file you want to import. Click the appropriate link in the Integration Center tool to find sample integration export definitions.

### Context

Recruiting users with appropriate permissions can easily import sample export definitions. These definitions provide insights into information gathered during the interview process in the Interview Central tool and also into applicants' answers to pre-screening questions (if they're configured as part of the recruiting process in SAP SuccessFactors Recruiting Management). These exports can be adjusted to meet specific needs.

#### Note

If you're creating the integration definition from scratch, skip the first three steps and start configuring the tabs.

#### Caution

For background checks, if you're using an instance where the product is integrated with either First Advantage or Verifications Inc., you can't import the definition into SAP SuccessFactors.

### Procedure

1. Download the export definition.
  - a. Go to [Admin Center](#) > [Integration Center](#) > [My Integrations](#) > [Browse Catalog](#).
  - b. Open the browser and enter <https://api.sap.com> in the address bar, then search for [Background Check](#) and download the files, including the .icd file.
2. Select [My Integrations](#) > [Create](#) > [Import an Integration Definition](#).
3. Browse for the file you want to import, and select [Upload](#).
4. Configure the tabs.
5. Choose one of the following options at the bottom of the screen based on your requirement:

| Option | Description                                                                                                                                                                                                                                                                |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Save   | <a href="#">Save</a> and <a href="#">Save As</a> allow you to save the export definition for later editing.<br><br><a href="#">Download Preview</a> offers you to download a sample flat-file (for example, .CSV). This feature enables quick verifications of the result. |

| Option       | Description                                                                                                                                              |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | <a href="#">Export Integration Specification</a> produces an export definition file (.icd) that can be imported into other SAP SuccessFactors instances. |
| Set Schedule | The system saves the export and runs it according to the schedule defined in the <b>Scheduling</b> portion of the export options.                        |
| Run Now      | Runs the export once. You can find the export in the defined destination location. See information related to <b>Destination Settings</b> tab.           |

## Related Information

[Prerequisites for Creating an Integration Definition \[page 1416\]](#)

[Using the Integration Center](#)

[SuccessFactors Integration Center – Recruiting Interview Central Export Templates](#) 

[SuccessFactors Integration Center – Recruiting Prescreening Questions Export Template](#) 

### 24.2.2.1 Tabs in Integration Center

The setup screen contains tabs with specific functionalities. Configure these tabs before you save the export definition.

Overview of Integration Center Options

| Tab                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Options</a>          | You can choose the name of the import ( <b>Integration Name</b> ), add a description, and adjust some parameters such as query page size, the number of maximum preview items, output file type, and more.                                                                                                                                                                                                                                                               |
| <a href="#">Configure Fields</a> | <p>This is where the structure of the output file is defined.</p> <p>You can rename existing column headers, remove columns, or add new ones — simply by browsing through all available fields using the Entity Tree View.</p> <p>For background check integration, the structure defined here gets populated with actual data that is then be sent to the background check vendor.</p> <p>Refer to the <i>Integration Center</i> guide for a detailed walk-through.</p> |

| Tab                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Response Fields</a>      | <p>The inbound part of the integration must be defined here. The main purpose is for the background check vendor to confirm the background check request, say by responding with an order number.</p> <p>Refer to the section that talks about configuring response fields tab.</p>                                                                                                                                                                                                                                                                                                                                                                |
| <a href="#">Filter and Sort</a>      | <p>This tab offers useful functionality for limiting the amount of information that is required to display. Advanced Filters allow you to effectively control the end output. For example, when you have to export information on interview central information for one particular applicant.</p> <p>Time-Based Filters offer advanced database-based time filtering.</p> <p>Advanced Sorting allows you to perform sorting in a cascading manner. You can easily display all Application IDs for a particular job requisition before displaying application IDs for the next Requisition. This makes exports convenient for manual reviewing.</p> |
| <a href="#">Destination Settings</a> | <p>On the <a href="#">Destination Settings</a> page, you enter the endpoint or server settings for the destination of the integration. These settings help you send the output of your integration to the specified SFTP server location, a rest service call, or from one ODATA entity to another.</p>                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">Scheduling</a>           | <p>Exports can happen only once or you can easily automate them to run on a daily, weekly, monthly, or yearly basis.</p> <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin-top: 10px;"> <p><b>⚠ Caution</b></p> <p>For the Background Check with a Custom Vendor functionality, don't configure this tab. The integration is invoked on a scheduled basis, rather upon a recruiting user clicking the Initiate Background Check.</p> </div>                                                                                                                                                                     |
| <a href="#">Review and Run</a>       | <p>This is where the export definition is conveniently summarized on one page for a quick final review.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## Related Information

[Downloading and Uploading Export Definitions into SAP SuccessFactors \[page 1418\]](#)

[Configuring the Response Fields Tab for Background Checks \[page 1421\]](#)

[Using the Integration Center](#)

## 24.2.2.1.1 Before Configuring Response Fields for Background Checks

Before you configure the [Response Fields](#) tab for background check vendor integration, make sure you've completed all of the following tasks.

- Set up the integration for the **JobApplicationBackgroundCheckRequest** OData API entity. This contains information about the background check request and the request status.
- Ensured that the synchronous REST call, that is used for the background check integration, is composed of the outbound call (defined under the [Configure Fields](#) tab) and a consecutive inbound call (defined in the [Response Fields](#)).
- Ensured that both the outbound and the returning/inbound part of the synchronous REST call use the same **JobApplicationBackgroundCheckRequest** OData API entity as the starting points.
- Ensured that the synchronous inbound call will be executed shortly after the outbound payload is sent. If it isn't, the connection will time out.
- For populating the results of a background check, another OData API entity is used (**JobApplicationBackgroundCheckResult**). To populate it, customer/vendors/partners can use standard OData API calls to manipulate the data in this and all other publicly available entities.
- The synchronous REST integration type, that is used for the Background Check with a custom vendor requires for the starting entity to be the inbound entity, as well (in our case, **JobApplicationBackgroundCheckRequest**). Other entities can be added, as needed. In the inbound payload, the minimum that the vendor has to send into SAP SuccessFactors, are the required fields in the mentioned, mandatory OData API Entity.

## 24.2.2.1.2 Configuring the Response Fields Tab for Background Checks

Use the [Response Fields](#) tab to configure the inbound part of the integration. This enables the background check vendor to confirm the background check request, say by responding with an order number.

### Context

This scenario assume that the background check vendor is sending its response in the JSON format.

In the following steps, you map this incoming JSON message to the fields that are available in SAP SuccessFactors for the background check functionality.

#### 📘 Note

The operation behind the Integration Center is an OData API **upsert**. When this Integration Center template is used with standard Background Check functionality, the **requestId** is created by clicking the [Initiate Background Check](#) button in SAP SuccessFactors Recruiting Management. Make sure that you map the existing **requestId** with the corresponding destination field, as this ensures that the vendor's incoming message is upserted into the correct entity.

## Procedure

1. On the [Response Fields](#) tab, select [Switch to Field Mapping View](#).
2. Select [Upload Sample JSON](#), then select the sample incoming message structure that the background check vendor uses to send the data back to SAP SuccessFactors, and confirm with [Upload](#).
3. Map the [Source Fields](#) with the [Destination Fields](#) by using drag-and-drop.  
Confirm the results are correct in the [Response Preview](#) section.
4. Select [Next](#) to move to the [Filter and Sort](#) tab.

## Related Information

[Before Configuring Response Fields for Background Checks \[page 1421\]](#)

[Downloading and Uploading Export Definitions into SAP SuccessFactors \[page 1418\]](#)

[Tabs in Integration Center \[page 1419\]](#)

## 24.2.3 Modification to Existing Export Definitions for Integration

After you import a predefined export definition, you can either use it as-is, or you can modify the definitions to better fit your requirements. These modifications can be as simple as renaming column headers. Additionally, SAP SuccessFactors Integration Center offers a variety of powerful functionality that allows recruiting users with appropriate permissions to get even more creative.

[Adding and Removing Columns from Export Definitions \[page 1422\]](#)

You can add or remove columns from the predefined export definition to adapt them to your specific display requirements.

[Adding Columns That Use Complex Calculations \[page 1423\]](#)

You can perform complex calculations (for example, adding a calculated field) for the predefined export definition.

### 24.2.3.1 Adding and Removing Columns from Export Definitions

You can add or remove columns from the predefined export definition to adapt them to your specific display requirements.

## Context

Let's assume that you have to view the current applicant status for all the candidates in this export.

## Procedure

1. Go to ► [Admin Center](#) ► [My Integrations](#) ► and identify the integration you would like to modify and click the pencil icon next to it.
2. Go to ► [Configure Fields](#) ► [Add](#) ► [Add Field](#) ► and select any of the options according to your requirement.

| Option                       | Description                                                                                                                                                                                                                                      |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Add Field</b>             | Allows adding a field directly from the data model.                                                                                                                                                                                              |
| <b>Add Fixed Value Field</b> | Allows adding fixed value fields.                                                                                                                                                                                                                |
| <b>Add Calculated Field</b>  | This option offers functionality to concatenate several values, adjust upper/lower case, truncate and trim whitespaces, split values and so on. for string values and various calculation options for numeric fields, including age calculation. |
| <b>Remove All Fields</b>     | Allows the user to remove all fields at once and start.                                                                                                                                                                                          |

Use Entity Tree View to add a column for the current applicant status for a candidate. This enables you to quickly identify all the possible fields in the related entities.

3. Once you've selected the field that you would like to add, select [Add Association 'Applicant Status Name'](#).  
The column is now added and displayed.
4. To move the column, you can drag-and-drop, say after the name of the applicant.
5. To rename the column, right-click the column header and edit the [Label](#) textbox.
6. To remove the column, select [Remove Field](#) from the displayed menu.

**Task overview:** [Modification to Existing Export Definitions for Integration \[page 1422\]](#)

## Related Information

[Adding Columns That Use Complex Calculations \[page 1423\]](#)

### 24.2.3.2 Adding Columns That Use Complex Calculations

You can perform complex calculations (for example, adding a calculated field) for the predefined export definition.

## Context

These instructions assume that you have to remove the existing Interviewer column, and then re-create it.

## Procedure

1. Add a complex-type field. Go to ► [Admin Center](#) ► [Integration Center](#) ► [My Integrations](#) and identify the integration you would like to modify, and select the pencil icon next to it.
2. In the [Configure Fields](#) tab, select ► [Add](#) ► [Add Calculated Field](#).
3. Enter the label for the new field.

For example, *Interviewer*.

4. Select the [Field Data Type](#) from the dropdown menu.

For example, *String*.

The data type you choose for the field defines the operations that are allowed to perform in calculating the value.

The possible data types are *String* (for text values), *DateTime* (for time and date), and *Numeric* (for numbers).

5. In the [Calculated Value](#) section, choose the icon next to the [Operand](#) field and associate an operand with the field.

For example, *Associate Field*.

6. Enter the field name.

For example, First Name (firstName) in User.

### → Remember

Interviewer is an existing SAP SuccessFactors Recruiting Management user, so be sure that you select the proper entities and navigation routes.

7. Select [Navigation Routes](#) section and make sure you use the correct route. Do the same for [Entity Tree View](#) and [Field Filters](#). Then select [Change Association to "First Name"](#).
8. Follow the same procedure to append the Last Name of the Interviewer (User) and append a blank space in between.
9. To monitor the result, review the Calculation Trace. Once you see the desired result, select *OK*.

## Results

You can see the newly created column with the header *Interviewer* and each row populated with the first and last name of the interviewer. You can drag and drop the column to modify the final view.

**Task overview:** [Modification to Existing Export Definitions for Integration \[page 1422\]](#)

## Related Information

[Adding and Removing Columns from Export Definitions \[page 1422\]](#)

[Integration Center](#)



## 24.2.3.2.1 Options for Calculated Fields

Depending on the data type you select when adding a calculated field, several operations are displayed that can be performed on the operands.

| Field Data Type | Operations           |
|-----------------|----------------------|
| String          | Concatenate/Append   |
|                 | To Upper Case        |
|                 | To Lower Case        |
|                 | Truncate             |
|                 | Trim Whitespace      |
|                 | Remove All           |
|                 | Replace All          |
|                 | Prepend Text         |
|                 | Truncate from Left   |
|                 | Truncate from Right  |
|                 | Substring            |
|                 | Split                |
|                 |                      |
| Numeric         | +                    |
|                 | -                    |
|                 | *                    |
|                 | /                    |
|                 | Floor                |
|                 | Plus Age Calculation |
|                 | Plus Date Difference |
|                 |                      |
| DateTime        | Days                 |
|                 | Months               |
|                 | Years                |
|                 | Hours                |

## 24.2.4 Exports on Interview Central

You can import two sample Interview Central export definitions you're provided with by identifying the corresponding .icd-files in the online catalog. After you import the definitions, you can run them and use the end-results (exports) as an integration input into other systems, say, for reporting purposes.

Refer to *SuccessFactors Integration Center – Recruiting Interview Central Export Templates* in the SAP API Business Hub for more information.

### Export on Overall Interview Assessments

List of properties that are included in this out-of-the box export, which can be modified or replaced.

Columns in the Export on Overall Interview Assessment

| Column Name      | Description                                                                     |
|------------------|---------------------------------------------------------------------------------|
| Requisition ID   | Displays the ID of the requisition record.                                      |
| Job Title        | Displays the Job Title from the requisition record.                             |
| Job Location     | Displays the Job Location from the requisition record.                          |
| Application ID   | Displays the Application ID from the application record.                        |
| Applicant Name   | Display the First and Last Name from the application record.                    |
| Applicant Source | An applicant can be either internal or external.                                |
| Interview Date   | Displays the date of the interview.                                             |
| Interviewer      | Displays the First and Last name of the Interviewer.                            |
| Rated?           | Displays <i>Yes</i> , if the applicant was already rated, otherwise <i>No</i> . |
| Average Rating?  | Displays average rating of individual competency ratings of an interviewer.     |
| Overall Rating   | Displays either <i>Positive</i> or <i>Negative</i> .                            |
| Comments         | Displays overall comments of an individual Interviewer.                         |

### Export on Detailed Interview Assessments

List of properties that are included in the Individual Interview Assessment out-of-the box export, which can be modified or replaced.

#### Properties Included in the Detailed Interview Assessment Export

| Column Name       | Description                                                       |
|-------------------|-------------------------------------------------------------------|
| Requisition ID    | Displays the ID of the requisition record.                        |
| Job Title         | Displays the Job Title from the requisition record.               |
| Job Location      | Displays the Job Location from the requisition record.            |
| Application ID    | Displays the Application ID from the application record.          |
| Applicant Name    | Displays the First and Last name from the application record.     |
| Interview Date    | Displays the date of the interview.                               |
| Interviewer       | Displays the First and Last name of the Interviewer.              |
| Competency        | Displays the name of the competency interviewee was rated by.     |
| Competency Rating | Displays applicant's rating for the competency by interviewer.    |
| Comments          | Displays interviewer's comments per competency for the applicant. |

## Related Information

[SuccessFactors Integration Center – Recruiting Interview Central Export Templates](#) 

## 24.2.5 Exports on Answers to Prescreening Question

You can import the sample export definitions for generating integration exports on answers to prescreening questions you're provided with (identify the corresponding .icd-files in the online catalog).

After you import, you can run them and use the export results as an integration input into other systems, say, for reporting purposes.

### Restriction

Currently, it isn't possible to report on prescreening questions and prescreening question responses in the job requisition using Ad Hoc Reporting. Alternatively, you can use Integration Center to report on Prescreening questions. SAP SuccessFactors provides an integration center template to report on this data. To download the template, see the **Related Information** section. This template is a predefined integration export on answers to Prescreening Questions a candidate enters in the application process in SAP SuccessFactors Recruiting Management.

The output file enables advanced recruiting users to extract information such as the list of questions applicants were asked, what applicants answered, what were the expected answers.

The following table provides a list of properties that are included in this out-of-the box export, and which can be modified or replaced.

Columns in the Export on Answers to Prescreening Questions

| Column Name          | Description                                                                      |
|----------------------|----------------------------------------------------------------------------------|
| Requisition ID       | Displays the ID of the requisition record.                                       |
| Job Title            | Displays the job title from the requisition record.                              |
| Job Location         | Displays the job location from the requisition record.                           |
| Application ID       | Displays the application ID from the application record.                         |
| Applicant Name       | An applicant can be either internal or external.                                 |
| Question             | Displays the question text.                                                      |
| Required?            | Displays <b>Yes</b> , if the question requires an answer, otherwise <b>No</b> .  |
| Disqualifier?        | Displays <b>Yes</b> , if the question is a disqualifier, otherwise <b>No</b> .   |
| Adds to Total Score? | Displays <b>Yes</b> , if the answer is scored and adds to the total score.       |
| Points               | (Optional) Displays how many points applicant's answer added to the total score. |
| Expected Answer      | (Optional) Displays the text for the expected answer.                            |
| Answer               | Displays applicant's answer.                                                     |
| Question Type        | Displays the type of the question.                                               |

Refer to *SuccessFactors Integration Center – Recruiting Prescreening Questions Export Templates* in the SAP API Business Hub for more information.

## Related Information

[SuccessFactors Integration Center – Recruiting Prescreening Questions Export Template](#) 

## 24.3 Enabling Role-Based Permissions to Bulk Create Candidate Profiles from a CSV File

You can choose to enable role-based permissions that allow individuals to bulk create candidate profiles using a CSV file.

### Prerequisites

- Consent to marketing emails configured when *Email Campaign* is used.
- Manual candidate creation notifications configured.

### Context

You can enable *Bulk Create Candidates from .CSV File* role-based permission when you select different recruiting marketing e-mail options and by configuring the *Recruiting Manual Candidate Creation Notification*.

### Procedure

1. Go to ► *Admin Center* ► *Manage Recruiting Settings* ► *General Data Privacy Settings* ► and enable the following settings:
  - a. Select *Show the "Consent to Marketing Emails" checkbox on account creation and on the candidate profile*.
  - b. Select *Enable selection of the "Marketing Emails" checkbox by default at account creation*. This setting becomes available when you enable the *"Consent to Marketing Emails"* setting.
  - c. In the dropdown list for *When bulk creating candidates manually using a resume or .CSV file, set "Consent to Marketing Emails" to "Opt-in" for the following countries/regions:*, select which countries/regions you want to opt-in for consent to marketing emails. This dropdown list becomes available when you enable the *"Consent to Marketing Emails"* setting.
2. Save your changes.
3. Go to ► *Admin Center* ► *Recruiting Email Triggers* ►.
4. Select *Recruiting Manual Candidate Creation Notification* from the trigger list.
5. Select *Enable*.
6. Go to *Exclude Candidates From:* and select any countries/regions that you want to exclude from *Manual Candidate Creation* notification emails, or leave blank.
7. **Optional:** Validate tokens to the e-mail template by selecting **Validate Standard Tokens** before saving.
8. Save your changes.
9. Go to ► *Admin Center* ► *Manage Recruiting Settings* ► *Candidate Profile Settings* ► to enable authorized individuals to be able to bulk create candidates from .CSV file.

10. Select [Save](#) to finish.

## Results

You can now use the following role-based permissions:

- [Administrator Permissions](#) > [Manage Recruiting](#) > [Manage Recruiting Email Templates](#) >
- [User Permissions](#) > [Recruiting Permissions](#) > [Bulk Create Candidates from .CSV File](#) >

### → Tip

If either permission doesn't show up, you can try refreshing the cache. Go to [Admin Center](#) > [OData API Metadata Refresh and Export](#) >.

These permissions enable recruiters to bulk create candidate profiles from a CSV file.

## 24.4 Creating Candidate Profiles from CSV Files

In Recruiting, you can create candidate profiles from CSV files.

### Prerequisites

- Permission granted for creating candidate profiles from CSV files

### Procedure

1. Go to [Candidate Search](#) page, and select [Add Candidates](#) > [Bulk Create Candidates from .CSV File](#) >.

The system opens the [Bulk Create Candidates from .CSV File](#) page.

2. Click [Download Blank .CSV Template](#).

The system downloads the CSV template. The CSV template contains all standard and customized candidate profile fields for these supported field types:

- Text
- Number
- Boolean
- Gender - type derived.
- Picklist

### Note

The template also contains sample picklist fields you can copy into your CSV file as needed.

The following fields can be configured in the template but aren't supported in CSV upload:

- *resume*
- *coverLetter*
- *source*
- *rating*
- *bkgndChkStatus*
- *comments*
- *employeeId*
- *status*
- *name*
- *forwardedBy*
- *candidateId*
- *optInCellNumber*
- *lastModified*

### 3. ⚠ Caution

Don't use Microsoft Excel to edit the CSV file. Microsoft Excel alters the UTF-8 character encoding that causes values not to be recognized by the system. Instead, use a plain text editor to edit the CSV file.

Go to the third row to enter the candidate data into the CSV file. When rows are parsed, each one becomes candidate profiles. Be sure to enter data into all the required fields, including:

- *primaryEmail*
- *firstName*
- *lastName*
- *country*

### ⚠ Caution

Don't change the first row in the CSV file in any way.

Make sure that entries in required fields are spelled correctly. For example, if the name of a country is misspelled, the system doesn't create a candidate profile for the row containing the misspelled country name.

### 4. Save the CSV file to your desktop.

The system downloads the CSV template. The first row in the *.CSV* file is **field ID**. The **field ID** is generated from the candidate profile template. The second row in the *.CSV* file is **field label**. Required fields have an asterisk (\*) at the beginning of the field label.

### 5. Enter a name for the batch in the *Batch Name* field.

### 6. Click *Browse* next to the *\*Select a File* field, browse to the CSV file you created, select it, and click *Upload File*.

### Caution

You can't upload information for more than 1000 candidates in one CSV file.

The system uploads and parses the CSV file. When the job has been completed, the system sends an upload-confirmation e-mail. The e-mail gives the batch name, the number of records successfully created, and the number that failed. You can search for the newly created candidates by searching for the batch name via [Candidate Search](#).

## 24.5 Enabling Role-Based Permissions for a Mass Upload of Resumes to Create Candidate Profiles

Enable individuals that belong to specified permission roles to perform a mass upload of resumes for candidate profiles.

### Prerequisites

- All options for the [Bulk Create Candidate Profiles from .CSV file](#) feature are enabled.
- Consent to marketing emails are configured when [Email Campaign](#) is used.
- [Resume Parsing](#) is enabled and configured.
- [Document Management](#) is enabled and configured.

### Context

If resume parsing wasn't previously selected and configured, you have to configure standardization mapping before performing the following procedure. To configure standardization mapping, go to ► [Admin Center](#) ► [Manage Recruiting Standardization Mapping](#) ► and then map the [Education](#) and [Work Experience](#) fields with template fields.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. Select [Enable Recruiting Users to Mass Upload Candidate Resumes](#).
3. Save.



## Results

You can now add the [Mass Upload Candidate Resumes](#) target permission for selected permission roles.

## Next Steps

You can now use the ► [User Permissions](#) ► [Recruiting Permissions](#) ► [Mass Upload Candidate Resumes](#) ► permission.

### → Tip

If either permission doesn't show up, you can try refreshing the cache. Go to ► [Admin Center](#) ► [OData API Metadata Refresh and Export](#) ►.

This permission enables individuals to mass upload resumes to create candidate profiles.

## 24.6 Uploading Multiple Candidate Resumes in Batches

You can create candidate profiles in batches by uploading resumes into Recruiting.

## Prerequisites

- You have the ► [Administrator Permissions](#) ► [Metadata Framework](#) ► [Access to non-secured objects](#) ► permission, so that you can provide a new batch name while performing a mass upload of resumes.
- Resume are no larger than 5 MB and are in one of the following formats:
  - DOCX
  - PDF
  - TXT
  - TIFF
  - JPG
  - BMP
  - GIF

## Context

You can upload up to 100 resumes at a time.

## Procedure

1. Go to [Candidate Search](#) page to select [Add Candidates](#) [Mass Upload Resumes](#).

The system opens the [Mass Upload Resumes](#) page.

2. Enter a unique name in [Batch Name](#).
3. Use the [Select Country/Region](#) dropdown list to assign a country or region to resumes that are missing this information.

The system can't parse resumes correctly when they're missing country/region information. Choosing a value applies a country or region to those resumes in the batch where parsing can't determine the candidate's country/region.

The system adds the country/region selected to the new candidate profile for every resume in the batch that doesn't contain the name of a country/region.

4. Select the [+ Add](#), then choose the file location from the dropdown list.
5. Select up to 100 resumes to upload.

### ⚠ Caution

Don't close the window or navigate away while the system uploads the resumes. Depending on connection speed and the number and size of resumes, the upload can take several minutes. If the resume upload window closes before process completes, the resumes can't process. As a result of not being able to process resumes, candidate profiles aren't generated.

The system uploads and parses the selected resumes. The number of resumes successfully uploaded is displayed in the [Resumes](#) heading. Resumes that failed to upload are listed under the [Unsuccessful Uploads](#) heading with brief messages reporting the causes of the upload failures.

6. Go to the [New Created Candidates](#) page and select [View the successfully uploaded candidates](#) link after the process is completed.

### → Recommendation

Check the candidate profiles after creation by searching for batch name, since some resumes are rejected, or generate inaccurate candidate data.

This opens the [Candidate Search](#) page with a prepopulated [Batch Name](#) search.

### 📌 Note

Candidate indexing can take a while after candidates are created. If all candidates aren't displayed in the search results, refresh the search after a few minutes.

# 25 Emails and Notifications in SAP SuccessFactors Recruiting

You can manage e-mail notifications that are sent out by the SAP SuccessFactors Recruiting system during the recruiting process.

## Know Before You Start

- In SAP SuccessFactors Recruiting, you can set up templates used to generate e-mail notifications to participants in the recruiting process.
- There's a predefined set of standard tokens you can insert in Recruiting e-mail templates. You can also create custom tokens.
- Configure custom Recruiting tokens before you configure Recruiting e-mail templates.
- You can only use Recruiting tokens in Recruiting e-mail templates. You can't use them in system notifications.
- With Recruiting e-mail triggers, you get additional trigger-specific tokens that can be added to e-mail templates.
- Tokens don't need to be reportable fields.
- Ensure that email templates are translated in all the languages enabled in your Recruiting instance. If you fail to provide translations, this can cause emails not to be sent to a candidate..

## Related Information

[Configuring Custom Recruiting Tokens \[page 1436\]](#)

[Configuring Recruiting Email Templates \[page 1437\]](#)

[Configuring Recruiting Email Triggers \[page 1449\]](#)

[Enabling Email Correspondence and the Message Center \[page 1462\]](#)

## 25.1 Configuring Custom Recruiting Tokens

You can use Recruiting tokens in offer letters or email templates to reference field data. For example, relevant personalized information for each candidate when you generate the letter or email, so that you do not have to edit the letter or email manually each time to add the personalized information.

### Prerequisites

- You've identified the field IDs for fields that you want to reference with tokens. You can find them in the relevant XML template.
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Custom tokens are used as placeholders in offer letters or recruiting emails to populate the data stored in a field from a related record.

#### 📘 Note

To use a custom generic object (GO) as a token, make the external *Name* field editable in the [Configure Object Definition](#) tool.

You can configure custom Recruiting tokens for any custom fields that require tokens in the Requisition XML template, the Application XML template, or the Job Offer Detail XML template. Some standard fields are automatically available as tokens, but for other fields, you can define in the same way as custom fields.

#### ⚠ Caution

You can configure job requisition and job application custom fields as a custom field in the offer approval template by referencing the corresponding template.

If you need to use an offer detail custom field as a token in an offer letter, then that offer detail field needs to be made reportable, or else the token won't resolve correctly in the offer letter.

Refer to SAP Knowledge Base Articles [2829856 - Custom Job Offer Detail Token in Offer Letter is Not Getting Resolved - Recruiting Management](#) and [2081508 - Custom Reportable Recruiting Fields - Recruiting Management](#).

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Configure Custom Tokens](#) ►.

The *Custom Token Setting* page displays.

2. Choose the relevant tab for the XML template that defines the fields you want to reference with tokens: Job Req, Application, Job Offer Detail, or Candidate Profile.
3. Enter the field IDs for the fields you want to reference with tokens.

### → Tip

Changing the token mapping changes the way data populates a template. For example, if `JOB_APPLICATION_CUSTOM1` is mapped to start date and inserted into an offer letter template. Now if you change token mapping to map to end date, any offer letters generated using the template with that token populates the end date value into the letter.

4. Choose [Save](#).

### → Tip

There are 150 fields available for configuration as custom tokens on the application and requisition. The candidate profile and offer details template have 45 fields available for configuration.

## Results

Now you can use the custom tokens in Recruiting email templates or Offer Letter templates.

## Related Information

[SAP Note 2829856](#) 

[SAP Note 2081508](#) 

## 25.2 Configuring Recruiting Email Templates

Configure Recruiting email templates to define the text and format of emails that are automatically sent during the Recruiting process. Some emails are triggered automatically by certain actions and others can be sent on-demand.

## Prerequisites

You have the [Manage Recruiting E-Mail Templates](#) permission.

## Context

- Some hard-coded Recruiting email triggers are configured in *E-Mail Notification Templates Settings* or *Recruiting e-mail Triggers* instead of the Recruiting e-mails section in Admin Center.
- Some fields, such as `[[CANDIDATE_FULL_NAME]]`, exist as tokens, regardless of whether they're configured in the XML file. When this field is configured, they populate a token with the appropriate value.
- You can't delete email templates, as they might be part of the applicant compliance records.
- Recruiting email templates support the use of CC and BCC functionality. This functionality allows a set of users, operators, or email addresses to be specified on an email template.

### Note

If CC or BCC are enabled for email templates, Recruiting users can see these fields on the email screen when sending an Online Offer Letter.

- You can add the following file types as attachments to email templates: DOC, PDF, HTM, GIF, PNG, JPG, JPEG, HTML, RTF, BMP, DOCX, TXT, DOCM, TIF, and MP4.

### Note

MP4 is not supported in offer letters.

- Email templates used in Recruiting Triggers must be unique even if one of the templates is disabled.

## Procedure

1. Go to ► *Admin Center* ► *Manage Recruiting Email Templates* ►.
2. Choose *Create New Template* and give the template a name.
3. Set the template status to *Enabled*.
4. Create a *Subject* for the email.
5. Select *Attach a document*, choose a file to upload and then click *OK*.

### Note

Admin recruiting users can add "default" attachments that go out at any time when the particular email template is used. For an Ad Hoc communication with candidates, where recruiting users can also use an email template as the starting point, they will have the ability to review and add or remove attachments on that screen too.

6. Write the email body, using tokens where appropriate.
7. Select *Validate Standard Tokens* to validate the tokens you've used.

Tokens are placeholders for information that you can specify in the body of an email template.

8. Copy and paste the relevant token to the appropriate place in the email body.  
For example, to thank a candidate for applying, you might use:

Dear `[[CANDIDATE_FIRST_NAME]]`, We've received your application for `[[JOB_REQ_ID]]`,  
`[[JOB_REQ_TITLE]]` and are excited to review your qualifications against this  
position! We keep you updated by email and you can check the progress of your

- application on our career site. Feel free to apply for other roles that interest you.
9. Optionally, you can enable CC and BCC for all recruiting email templates.
    - a. Select from the list of primary operators (roles) on the requisition. Each selection is listed as a CC or BCC user on the recruiting email template. When an email is sent and a call is made to the template, the user listed in the operator field is looked up and included as a CC or BCC user.
    - b. Select one of these option types for CC/BCC recipients.
      - [By role on the requisition](#)
      - [By employee name](#)  
To do this, type the name or username of an active user, and select the user. Each user is then listed as a CC or BCC user in the recruiting email template. When an email is sent and the call is made to the template, the user listed in the operator field is looked up and included as a CC or BCC user.
      - [By e-mail address](#)  
To do this, manually enter an email address. Each address is then listed as a CC or BCC user in the recruiting email template. When an email is sent and the call is made to the template, the user listed in the operator field is looked up and included as a CC or BCC user.
  10. To add a logo other than the logo stored in company settings, add the URL for the logo desired. The URL must be public. For example: `<p></p>`.
  11. To translate the template, repeat these steps for each language in the [Change Language](#) menu.  
If no alternate languages are available, there's only 1 Recruiting language enabled in the system. You can only select alternate languages from the [Change Language](#) menu if more than 1 is enabled on the [Manage Recruiting Languages](#) page.
  12. Select [Save Changes](#).

## Related Information

[Configuring Custom Recruiting Tokens \[page 1436\]](#)

[Configuring Recruiting Email Triggers \[page 1449\]](#)

[Available Email Triggers in Recruiting \[page 1450\]](#)

[Available Tokens for Configuring Recruiting Email Templates \[page 1439\]](#)

## 25.2.1 Available Tokens for Configuring Recruiting Email Templates

Familiarize yourself with the list of tokens you can use to configure Recruiting email templates.

When you're configuring an email template, you can insert tokens with the Rich Text editor. The Rich Text editor also enables you to edit the HTML source of the email. Customization of emails isn't supported, but customers with HTML resources can create branded email templates more tailored to their unique requirements using this feature.

| Heading | Token | Notes |
|---------|-------|-------|
|---------|-------|-------|

|                                                      |                                |                                                                                                                                                         |
|------------------------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidate E-Mail                                     | [[CANDIDATE_EMAIL]]            | The <b>contactEmail</b> must be configured in the Candidate Profile and Application XML.                                                                |
| Candidate First Name                                 | [[CANDIDATE_FIRST_NAME]]       | The <b>firstName</b> must be configured in the Candidate Profile and Application XML.                                                                   |
| Candidate Full Name                                  | [[CANDIDATE_FULL_NAME]]        | The <b>candidateName</b> must be configured in the Candidate Profile and Application XML.                                                               |
| Candidate Last Name                                  | [[CANDIDATE_LAST_NAME]]        | The <b>lastName</b> must be configured in the Candidate Profile and Application XML.                                                                    |
| Hiring Manager Full Name (as defined by Requisition) | [[HIRING_MGR_FULL_NAME]]       | The <b>hiringManagerName</b> must be configured in the Job Requisition XML.                                                                             |
| Job Requisition Number                               | [[JOB_REQ_ID]]                 | The <b>id</b> must be configured in the Requisition XML.                                                                                                |
| Location (of Job Requisition location)               | [[JOB_REQ_LOCATION]]           | The <b>location</b> (standard field) must be configured in the Requisition XML. If a custom location field is configured, use the custom token instead. |
| Job Title                                            | [[JOB_REQ_TITLE]]              | The <b>title</b> and <b>extTitle</b> must be configured in the Job Requisition XML.                                                                     |
| Company's Logo                                       | [[LOGO]]                       | Logo image must be uploaded in <a href="#">Admin &gt; Company System and Logo Settings</a> .                                                            |
| Microsite Logo                                       | [[MICROSITE_LOGO]]             | Allows the customer to use the token configured on the microsite instead of the logo on the default career site.                                        |
| Originator Full Name                                 | [[ORIGINATOR_FULL_NAME]]       | The <b>originatorName</b> must be configured in the Job Requisition XML.                                                                                |
| Recruiter Full Name                                  | [[RECRUITER_FULL_NAME]]        | The <b>recruiterName</b> must be configured in the Job Requisition XML.                                                                                 |
| Second Recruiter Full Name                           | [[SECOND_RECRUITER_FULL_NAME]] | The <b>secondRecruiterName</b> must be configured in the Job Requisition XML.                                                                           |
| Sourcer Full Name                                    | [[SOURCER_FULL_NAME]]          | The <b>sourcerName</b> must be configured in the Job Requisition XML.                                                                                   |
| Today's date (for example, January 31, 2009)         | [[TODAY]]                      |                                                                                                                                                         |
| Home Address                                         | [[USER_ADDR1]]                 | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile.                             |
| Business Phone                                       | [[USER_BIZ_PHONE]]             | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile.                             |



|                             |                   |                                                                                                                             |
|-----------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------|
| City                        | [[USER_CITY]]     | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Country                     | [[USER_COUNTRY]]  | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Service Line                | [[USER_CUSTOM01]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Business Unit Description   | [[USER_CUSTOM02]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Company Description         | [[USER_CUSTOM03]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Department Description      | [[USER_CUSTOM04]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Position Number             | [[USER_CUSTOM05]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Birth Month and Day (MM/DD) | [[USER_CUSTOM06]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Tier Level                  | [[USER_CUSTOM07]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Compensation Rate           | [[USER_CUSTOM08]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Minimum Salary              | [[USER_CUSTOM09]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Maximum Salary              | [[USER_CUSTOM10]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |

|                          |                    |                                                                                                                             |
|--------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Leave Status             | [[USER_CUSTOM11]]  | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Customizable Field 12    | [[USER_CUSTOM12]]  | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Alternate e-mail Address | [[USER_CUSTOM13]]  | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Customizable Field 14    | [[USER_CUSTOM14]]  | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Customizable Field 15    | [[USER_CUSTOM15]]  | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| E-mail                   | [[USER_EMAIL]]     | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Business Fax             | [[USER_FAX]]       | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| First Name               | [[USER_FIRSTNAME]] | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Last Name                | [[USER_LASTNAME]]  | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Middle Name              | [[USER_MI]]        | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| State                    | [[USER_STATE]]     | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |
| Job Title                | [[USER_TITLE]]     | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile. |

|                                 |                                                                |                                                                                                                                                                                                                                           |
|---------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Zip Code                        | [[USER_ZIP]]                                                   | The Succession Data Model must be configured to contain this field and the field must be populated in the Employee Profile.                                                                                                               |
| VP of Staffing Full Name        | [[VP_STAFFING_FULL_NAME]]                                      | The <b>vpOfStaffingName</b> must be configured in the Job Requisition XML.                                                                                                                                                                |
| Job Requisition Custom Tokens   | [[JOB_REQUISITION_CUSTOM1]]-<br>[[JOB_REQUISITION_CUSTOM150]]  | Create extra tokens by mapping standard or custom Requisition fields in<br><a href="#">Provisioning</a> > <a href="#">Managing Recruiting</a><br>> <a href="#">Configure Custom Tokens</a>                                                |
| Job application tokens          | [[JOB_APPLICATION_CUSTOM1]]-<br>[[JOB_APPLICATION_CUSTOM150]]  | Create extra tokens by mapping standard or custom Application fields in<br><a href="#">Provisioning</a> > <a href="#">Managing Recruiting</a><br>> <a href="#">Configure Custom Tokens</a>                                                |
| Job Offer Detail Tokens         | [[JOB_OFFER_DETAIL_CUSTOM1]]-<br>[[JOB_OFFER_DETAIL_CUSTOM45]] | Create extra tokens by mapping standard or custom Offer fields in<br><a href="#">Provisioning</a> > <a href="#">Managing Recruiting</a><br>> <a href="#">Configure Custom Tokens</a> . These tokens only work along with offer approval . |
| Application ID                  | [[APPLICATION_ID]]                                             | This token appears automatically while drafting an offer letter .                                                                                                                                                                         |
| Candidate ID                    | [[CANDIDATE_ID]]                                               | This token appears automatically while drafting an offer letter .                                                                                                                                                                         |
| Agency ID                       | [[AGENCY_ID]]                                                  | Renders as Instance: AgencyID.                                                                                                                                                                                                            |
| Career Site Forgot Password URL | [[CAREER_SITE_FORGOT_PASSWORD_URL]]                            |                                                                                                                                                                                                                                           |
| Career Site URL                 | [[CAREER_SITE_URL]]                                            | External Career Site URL.                                                                                                                                                                                                                 |
| Company Name                    | [[COMPANY_NAME]]                                               |                                                                                                                                                                                                                                           |
| Login URL                       | [[LOGIN_URL]]                                                  | Application URL for the customer instance login page.                                                                                                                                                                                     |
| Sender User                     | [[SENDER]]                                                     | Name of the user performing the action that causes the email to be sent.                                                                                                                                                                  |
| Signature                       | [[SIGNATURE]]                                                  | Pulls the signature text configured in<br><a href="#">Admin Center</a> > <a href="#">Company Settings</a><br>> <a href="#">E-Mail Notification Template Settings</a> > <a href="#">E-mail Signature</a>                                   |
| Application Profile URL         | [[APPLICATION_PROFILE_URL]]                                    | By using this token, you can include a direct link to Application profile in the email template.                                                                                                                                          |
| Application Resume              | [[ATTACHMENT_RESUME]]                                          | By using this token, the resume of the applicant gets attached in the original file format.                                                                                                                                               |

|                           |                                         |                                                                                                                     |
|---------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Application Cover Letter  | [[ATTACHMENT_COVER_LETTER]]             | By using this token, the cover letter of the applicant gets attached in the original file format.                   |
| Agency Name               | [[AGENCY_NAME]]                         | Resolved in Agency trigger and Application status configuration scenarios only.                                     |
| Agency Ownership Status   | [[AGENCY_OWNERSHIP_STATUS]]             | Resolved in Agency trigger and Application status configuration scenarios only.                                     |
| Agency Portal URL         | [[AGENCY_PORTAL_URL]]                   | Resolved in Agency trigger and Application status configuration scenarios only.                                     |
| Agency Posting URL        | [[AGENCY_POSTING_URL]]                  | Resolved in Agency trigger and Application status configuration scenarios only.                                     |
| Agency User               | [[AGENCY_USER]]                         | Resolved in Agency trigger and Application status configuration scenarios only.                                     |
| Interview Scheduling Date | [[INTERVIEW_SCHEDULING_INTERVIEW_DATE]] | Resolved the first availability date of the interviewer and not the interview date in emails.                       |
| Interview Date            | [[INTERVIEW_DATE]]                      | Resolved for both email and SMS in case of booked interviews only.                                                  |
| Interview Time            | [[INTERVIEW_TIME]]                      | Resolved for both email and SMS in case of booked interviews only.                                                  |
| Last Login Date           | [[CANDIDATE_LAST_LOGIN_DATE]]           | By using this token for emails, you can include the date when inactive candidates last logged in to their accounts. |

#### → Remember

The product doesn't support a recipient token.

## Related Information

[Adding Supported Tokens to Recruiting Email Templates \[page 1445\]](#)

[Configuring Recruiting Email Triggers \[page 1449\]](#)

[Configuring Recruiting Email Templates \[page 1437\]](#)

[Configuring Custom Recruiting Tokens \[page 1436\]](#)

[Available Email Triggers in Recruiting \[page 1450\]](#)

[Email Tokens Impacted by General Display Name \[page 91\]](#)

## 25.2.2 Adding Supported Tokens to Recruiting Email Templates

Adding a token from a list of supported tokens provides guidance to help you prevent any future issues that can arise due to incorrect template configurations caused by incompatible tokens.

### Context

When you configure a recruiting email template, you have to add email triggers to it. These email triggers have tokens associated with them. When adding a token, you can see the list of all tokens from which you can select the required token. However, with **Supported Tokens**, you can see tokens that are supported for that particular template.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Email Templates](#) ►.
2. Select a template from the [Templates](#) screen area.
3. Choose [Add Supported Token](#) in the [Associated Triggers](#) field of the selected template.
4. Select the required token in the [Add Supported Token](#) dialog box.
5. Choose [Add](#).
6. Choose [OK](#).

### Results

The selected token gets assigned to the email template.

## 25.2.3 Enabling Role-Based Access to Recruiting Email Templates

Learn how to control access to Recruiting email templates using role-based permissions. By restricting the availability of email templates to specific groups, you can make them easier for Recruiting users to manage.

### Prerequisites

You must be an admin.

## Context

You can define recruiting email templates for a business unit to use templates during communication between applicants and recruiters of that specific business unit or subsidiary. You can select the subsidiary when selecting an email template to narrow down the number of the recruiting email templates that your users are selecting from.

The [Contact Candidate email templates](#) permission impacts the following pages:

- Application
- Candidate Profile
- Talent Pool
- Candidate Search
- Job Requisition-Assessment Integration

The [Offer Letter email templates](#) permission impacts the Template field on the following pages:

- [Email Offer Letter as PDF Attachment](#): This page appears when recruiting users choose to send candidates a PDF copy of the offer letter via email
- [Email Link to Online Offer](#): This page appears when recruiting users choose to send online offer letters to candidates.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. In the [Enable Role-based Permissions for Recruiting Email Templates](#) section, select which types of email templates you want to control with role-based permissions.

| Option                                            | Description                                                                                                                                                                 |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Contact Candidate email templates</a> | Enables the <a href="#">Contact Candidate email templates</a> permission. This permission enables you to restrict the selection of email templates under Contact Candidate. |
| <a href="#">Offer Letter email templates</a>      | Enables the <a href="#">Offer Letter email templates</a> permission. This permission enables you to restrict the selection of email templates under Offer Letter.           |

3. Save.

## Results

You can now use the following role-based permissions to restrict visibility of Recruiting email templates to specific business units or subsidiaries.

- ► [User Permissions](#) ► [Recruiting Email Templates](#) ► [Contact Candidate email templates](#) ►
- ► [User Permissions](#) ► [Recruiting Email Templates](#) ► [Offer Letter email templates](#) ►

### 📘 Note

You can choose whether to give a group access to all email templates or to only specified ones. Both permissions include the same list of active email templates. Templates that don't have a name translated in the language for your locale are displayed with the label *[No name in your language]*.

## Next Steps

Assign these permissions to the appropriate permission roles, for the appropriate email templates.

## 25.2.4 Support for Attachments in Recruiting Email Templates

Recruiting users can add attachments to Recruiting email templates, while defining them.

These attachments are used in Recruiting email triggers and in Ad hoc communication with candidates. To create, define, and work with Recruiting email templates, go to ► [Admin Center](#) ► [Manage Recruiting Email Templates](#) ►.

## 25.2.5 Help with Recruiting Email Templates

Find the right place to get help with configuring Recruiting email templates.

The [Manage Recruiting Email Templates](#) tool is used to configure Recruiting email templates, which define the text and format of emails that are sent automatically during the recruiting process.

People who use the [Manage Recruiting Email Templates](#) page sometimes run into the following common problems.

For more information about Recruiting email templates, see:

- [Emails and Notifications in SAP SuccessFactors Recruiting \[page 1435\]](#)
- [Configuring Recruiting Email Templates \[page 1437\]](#)
- [Configuring Recruiting Email Triggers \[page 1449\]](#)

### Can't delete Recruiting email templates

There's no option to delete Recruiting email templates because they might be part of the applicant compliance records.

If you want to stop using a given email template, you can remove it from all associated email triggers, then disable the template.

For more, see [Stopping Emails Based on a Given Email Template \[page 1461\]](#).

## Emails still sent after email template is disabled

Sometimes you may find that the system is still sending email notifications, with content based on a given email template, even after that email template has been disabled on the [Manage Recruiting Email Templates](#) page. This is expected behavior because email notifications are generated by email triggers, not by email templates.

When you disable an email template, it's automatically removed from any associated email triggers. As a result, the previously associated triggers are no longer associated with any email template. Until you disable the trigger or associate the trigger with a different template, the system continues to send email notifications that are based on the disabled template.

For more, see [Stopping Emails Based on a Given Email Template \[page 1461\]](#).

## Emails still sent even if trigger isn't associated with a template

Sometimes you may find that the system is still sending email notifications, with content based on a given email template, even if the relevant trigger on the [Recruiting Email Triggers](#) page isn't associated with a template. This scenario usually occurs when the previously associated email template has been disabled, but the trigger hasn't yet been associated with a different template.

When you disable an email template, it's automatically removed from any associated email triggers. As a result, the [Email Template](#) field is left blank in the trigger configuration settings. Until you associate the trigger with a different template, the system continues to send email notifications that are based on the disabled template.

For more, see [Stopping Emails Based on a Given Email Template \[page 1461\]](#).

## How to create custom tokens for fields in Recruiting XML templates.

Custom tokens can be created for standard or custom fields in Recruiting XML templates. But they can only be created in the Provisioning application, which customers don't have access to.

To have custom tokens created for your system, contact your implementation partner, Account Executive, or Technical Support.

For more, see [Configuring Custom Recruiting Tokens \[page 1436\]](#).

## No alternate languages listed in the language menu

When you're creating or editing a Recruiting email template, if there are no alternate languages listed in the [Change Language](#) menu, check that at least 2 languages are enabled at ► [Admin Center](#) ► [Manage Recruiting Languages](#) ►. The menu is only visible if more than 2 languages that are enabled for use in Recruiting.

For more, see [Configuring Recruiting Email Templates \[page 1437\]](#).



## 25.3 Configuring Recruiting Email Triggers

Configure recruiting email triggers to define which emails are sent automatically at various points in the recruiting process.

### Prerequisites

You have the [Recruiting Email Triggers](#) permission.

### Context

#### ⓘ Note

When a trigger is set up, emails are automatically sent regardless of any other notification settings for the recipients. For example, they get Recruiting mails even if they selected ► [Options](#) ► [Notifications](#) ► [Read Messages in the system](#) ►.

### Procedure

1. Go to ► [Admin Center](#) ► [Recruiting Email Triggers](#) ►.
2. Select the email trigger you want to configure.

The [Trigger Point](#) describes a condition in the recruiting process that triggers an email to be sent.

3. Select the [Enable](#) setting to enable the email trigger and make it editable.
4. Select an [Email Template](#) to define the text of the email to be sent.

Ensure the email templates that are used in Recruiting Triggers are unique even if one of the templates is disabled.

5. Use [Preview Email](#) to see the email text and [View Tokens](#) to understand the tokens used in the email text.
6. Specify the [Recipients](#) of the email to be sent.

### Related Information

[Configuring Recruiting Email Templates \[page 1437\]](#)

[Available Email Triggers in Recruiting \[page 1450\]](#)

## 25.3.1 Available Email Triggers in Recruiting

Use these Recruiting email triggers to specify when the system should send emails to candidates.

Select any of these triggers to open a window where you can enable or disable the trigger, select an email template, see the system-specified recipient, specify additional recipients, and view the CC/BCC users specified on the Recruiting email template.

### Note

The ability to configure Recruiting Email triggers for Nudge capability is not supported for the home page.

#### Available Email Triggers

| Email Trigger                                    | Category             | Trigger Point                                                                                                                                                      |
|--------------------------------------------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Agency User Re-Activated                         | Agency               | Sent when an agency user state is changed from inactive to active.                                                                                                 |
| Applicant Submitted to New Requisition by Agency | Agency               | Sent when an agency successfully forwards an applicant to a requisition.                                                                                           |
| Application Updated by Candidate                 | Candidate            | Sent when the candidate has edited and changed data on the application after (that is, not including) the initial apply.                                           |
| Application Updated by Recruiting Operator       | Application          | Sent when a noncandidate user has edited and changed data on the application.                                                                                      |
| Approved Job Requisition Restored                | Requisition          | Sent upon restoration of an approved Job Requisition.                                                                                                              |
| Booked Interview Cancellation to Interviewers    | Interview Scheduling | Sent to the interviewers when a candidate cancels a booked interview. Required for Interview Scheduling.                                                           |
| Booked Interview Cancellation to Organizers      | Interview Scheduling | Sent to the organizers when a candidate cancels a booked interview. Required for Interview Scheduling.                                                             |
| Booked Interview Reschedule E-mail to Candidate  | Interview Scheduling | Sent to the candidate to confirm that the interview has been rescheduled.                                                                                          |
| Cancel Interview Notification                    | Interview Scheduling | Sent to all participants when interviewers cancel the interview.                                                                                                   |
| Candidate Interview Response Reminder            | Interview Scheduling | Sent to candidates in the status of <i>Not Booked</i> who have been sent an invitation to interview, but haven't responded yet. Required for Interview Scheduling. |
| Candidate Merge Notification                     | Candidate            | Sent to a candidate whose multiple accounts are merged.                                                                                                            |
| Candidate Merge Notification - Master            | Candidate            | Sent to a candidate whose multiple accounts are merged.                                                                                                            |

| Email Trigger                                      | Category             | Trigger Point                                                                                                                                  |
|----------------------------------------------------|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidate Self-Schedules Interview                 | Interview Scheduling | Sent to candidates who have been invited to interview, asking them to log in and confirm an interview time. Required for Interview Scheduling. |
| Career Site E-mail Notification                    | Candidate            | Sent when candidates create an account from an external career site.                                                                           |
| Career Site Password Reset for External Candidates | Candidate            | Additional tokens supported for this trigger: [[CAREERSITE_USER_NAME]]. CC and BCC are not supported even if added in the template.            |

#### Note

- Make sure that you include the token [[LOGIN\_URL]] in the chosen template.
- SAP SuccessFactors recommends not to configure the email associated with the trigger to have CC or BCC, as this can result in the email not being sent. The system works this way, because a password shouldn't be sent to anyone other than the account holder.

| Email Trigger                                                           | Category             | Trigger Point                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E-mail Job to Friend                                                    | Career               | <p>A candidate uses the <a href="#">E-mail Job to Friend</a> feature in the career site. User can select a template to populate the default email text, which a user can then change. An Admin can also select templates that populate a noneditable header and footer text appended to the email and set a character limit for text entered by the sender. If the template exceeds the set character limit, the text gets truncated at the character limit. The maximum value for the character limit is 1000.</p> <div> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• CAPTCHA is enabled for this feature. You can't disable CAPTCHA in the career site while using the <a href="#">E-mail Job to Friend</a> feature.</li> <li>• When <a href="#">Single Sender</a> option is enabled in Provisioning and a user emails a job to a friend using <a href="#">E-mail Job to Friend</a> option, an email is sent from the email id of the user who is referring. However, when <a href="#">Single Sender</a> option is disabled in Provisioning, an email is sent from the system email address.</li> </ul> <p><b>→ Remember</b></p> <p>As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.</p> </div> |
| Email Notification to Candidates for Rescheduled or Updated Interview   | Interview Scheduling | Sent to candidates if organizers choose to notify them when they reschedule or update an interview.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Email Notification to Interviewers for Rescheduled or Updated Interview | Interview Scheduling | Sent to the interviewers when organizers reschedule or update a booked interview.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Email Notification to Organizers for Rescheduled or Updated Interview   | Interview Scheduling | Sent to the organizers after they reschedule or update a booked interview.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Email Trigger                                                                                                                                                                                                                                                                                                                   | Category                                  | Trigger Point                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employee Referral Program Candidate Added to General Pool Notification                                                                                                                                                                                                                                                          | Candidate                                 | Sent to candidates when they're added to the candidate database through Employee Referral Program. CC and BCC are not supported even if configured in the email template.                                 |
| Employee Referral Program Candidate Referred to a Job Requisition (Existing Candidate)                                                                                                                                                                                                                                          | Candidate                                 | Sent to candidates when they're referred to a job requisition.                                                                                                                                            |
| Employee Referral Program Candidate Referred to a Job Requisition (New Candidate)                                                                                                                                                                                                                                               | Candidate                                 | Sent to candidates when they're referred to a job requisition.                                                                                                                                            |
| Home Page Tile Stalled Requisition Nudge                                                                                                                                                                                                                                                                                        | Requisition                               | Sent when a user uses the <b>nudge</b> feature on the home page.                                                                                                                                          |
| Imminent Candidate Purge Notification                                                                                                                                                                                                                                                                                           | Candidate                                 | An automatic email notification sent to inactive candidates to alert them to take action before their profiles are permanently deleted from the system.                                                   |
| <div>  <b>Note</b><br/> The <b>Imminent Candidate Purge Notification</b> email trigger works only if the Intelligent Services framework is enabled. </div>                                                                                   |                                           |                                                                                                                                                                                                           |
| Interview Assessments Outstanding                                                                                                                                                                                                                                                                                               | Interview Central<br>Interview Scheduling | Sent when an interview assessment form has been incomplete for [N] days, at defined intervals, until the defined maximum number of emails is reached. If no interview data is set, this email isn't sent. |
| Interview Availability Notification                                                                                                                                                                                                                                                                                             | Interview Scheduling                      | Email request for interviewers to add availability for a certain time. Required for Interview Scheduling.                                                                                                 |
| <div>  <b>Note</b><br/> Candidate-related tokens are unsupported, as a single interview can have multiple candidates. In that case, tokens for candidates are unresolved, as there's only one email sent to all invited candidates. </div> |                                           |                                                                                                                                                                                                           |

| Email Trigger                                       | Category             | Trigger Point                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interview Cancellation to Organizers                | Interview Scheduling | <p>Sent to the organizers when a candidate declines an interview.</p> <div> <p><b>Note</b></p> <p>When candidates decline an interview without confirming any interview slot, the tokens <code>[[INTERVIEW_DATE]]</code> and <code>[[INTERVIEW_TIME]]</code> aren't resolved because there can be single or multiple interview slots associated and the date and time details aren't known.</p> <p>However, you can use the token <code>[[INTERVIEW_SCHEDULING_INTERVIEW_DATE]]</code> that resolves to the starting date of an interview schedule.</p> </div> |
| Interview Confirmation to Candidate                 | Interview Scheduling | Sent to candidates upon interview confirmation or when the organizer schedules an interview on behalf of the candidate.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Interview Confirmation to Interviewers              | Interview Scheduling | Sent to the interviewers when a candidate confirms an interview or when the interview organizer schedules an interview on behalf of the candidate.                                                                                                                                                                                                                                                                                                                                                                                                             |
| Interview Confirmation to Organizers                | Interview Scheduling | Sent to the interview organizers when a candidate confirms an interview or when they schedule an interview on behalf of the candidate.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Interview Delete Notification                       | Interview Scheduling | Sent to all participants when an assigned user deletes an interview. Required for Interview Scheduling.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Interview Invite Failure Notification to Organizers | Interview Scheduling | <p>Sent to the organizers when the system fails to send an interview invitation email to an interviewer. Required for Interview Scheduling.</p> <div> <p><b>Note</b></p> <p>If the email address of an interviewer is incorrect, the system still sends the email. In this case, the failure notification for the organizer is not triggered.</p> </div>                                                                                                                                                                                                       |
| Invite Candidate to Apply                           | Candidate            | Sent to forwarded candidates once they've been invited to apply for a job.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Email Trigger                                             | Category             | Trigger Point                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Alert Expired Notification                            | Candidate            | Sent when a job alert remains unmodified for a long period of time. The job alert expires in the number of days entered in the <a href="#">Job Alert Expiration Days</a> field. Candidates receive the email on the day of expiration to notify them that the job alert is over, so they can choose to configure a new alert. |
| Job Alert Invalidated Notification                        | Candidate            | Sent when the filters specified in a job alert are no longer visible.                                                                                                                                                                                                                                                         |
| Job Alert Notification                                    | Candidate            | Sent according to the schedule defined in the job alert.                                                                                                                                                                                                                                                                      |
| Job Requisition Created                                   | Requisition          | Sent when the job requisition has been created.                                                                                                                                                                                                                                                                               |
| Job Requisition Deleted (Candidate)                       | Application          | Sent to candidates when a job requisition is deleted.                                                                                                                                                                                                                                                                         |
| Job Requisition Deleted (Internal)                        | Requisition          | Sent to internal users when a Job Requisition is deleted.                                                                                                                                                                                                                                                                     |
| New Agency User Alert                                     | Agency               | Sent when an admin creates a new agency user.                                                                                                                                                                                                                                                                                 |
| Offer Approval Declined                                   | Offer Approval       | Sent when an approver declines an offer.                                                                                                                                                                                                                                                                                      |
| Offer Approved by All Approvers                           | Offer Approval       | Sent when all the approvers have approved an offer and there are no further approvals pending.                                                                                                                                                                                                                                |
| Offer Initiated (Sent for Approval)                       | Offer Approval       | Sent when an offer has been sent to the first approver in the queue.                                                                                                                                                                                                                                                          |
| Offer Received an Approval                                | Offer Approval       | Sent when an approver who isn't the last approver approves an offer, and has been passed to the next approver in queue.                                                                                                                                                                                                       |
| One-Time Password for External Candidate Account Creation | Candidate            | Sent when an external candidate creates a new account from the career site page.                                                                                                                                                                                                                                              |
| Online Offer Accepted by Candidate                        | Online Offer         | Sent when the candidate accepts an online offer.                                                                                                                                                                                                                                                                              |
| Online Offer Canceled by Sender                           | Online Offer         | Sent when the operator has canceled the online offer that was in pending state.                                                                                                                                                                                                                                               |
| Online Offer Canceled by Sender Candidate Notification    | Online Offer         | Sent to the candidate when the sender cancels the pending online offer.                                                                                                                                                                                                                                                       |
| Online Offer Declined by Candidate                        | Online Offer         | Sent when the candidate declines an online offer.                                                                                                                                                                                                                                                                             |
| Outlook Response to Interview Organizer                   | Interview Scheduling | Sent to all of assigned organizers when interviewers and rooms respond to a meeting invite. Organizations can choose to include any recruiting roles on that email.                                                                                                                                                           |

| Email Trigger                                     | Category    | Trigger Point                                                                                                                                                                                                                                                                      |
|---------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recruiting Manual Candidate Creation Notification | Candidate   | <p>Sent to candidates who are created manually to notify them about account details.</p> <div> <p><b>Note</b></p> <p>This feature ensures that external candidates created in Succession get the same notifications, and works the same as those created in Recruiting.</p> </div> |
| Requisition Changed                               | Requisition | Sent when the job requisition data has been updated.                                                                                                                                                                                                                               |
| Requisition Closed                                | Requisition | Sent when the job requisition has changed from an approved state to a closed state.                                                                                                                                                                                                |
| Requisition Opened                                | Requisition | Sent when the job requisition has been opened (after the last approval in the route map).                                                                                                                                                                                          |



| Email Trigger      | Category    | Trigger Point                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requisition Posted | Requisition | <p>Sent when the job requisition has postings (internal, external, internal private, external private, agency/agencies) that have been newly initiated by an operator.</p> <p>To send consolidated email content, define the <code>[[BEGIN_REPEAT]]</code> and <code>[[END_REPEAT]]</code> tokens in the email template. Any text or job requisition-related tokens included within these tokens repeats.</p> <p><code>[[POSTING_TYPES]]</code> is a custom token supported only in this trigger, and which can't be used for any other trigger or template. This token resolves all the posting types about to expire for the job requisition.</p> <div> <p><b>Note</b></p> <p>When configuring Requisition Posting Expiration email templates, enclose job requisition tokens inside <code>[[BEGIN_REPEAT]]</code> and <code>[[END_REPEAT]]</code> tokens. For example:</p> <pre> Dear recruiter,                                  The following requisitions have expiring job postings:  [[BEGIN_REPEAT]]  [[requisition]]: expires [[date]]  [[END_REPEAT]]  Regards,  System                                The </pre> </div> |

| Email Trigger                         | Category             | Trigger Point                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requisition Posting Expiration        | Requisition          | Sent when a job requisition has one or more postings within [N] days of expiration.                                                                                                                                                                                                                                                                               |
|                                       |                      | <p><b>Note</b></p> <p>When configuring Requisition Posting Expiration email templates, enclose job requisition tokens inside [[BEGIN_REPEAT]] and [[END_REPEAT]] tokens. For example:</p> <pre>Dear recruiter, The following requisitions have expiring job postings: [[BEGIN_REPEAT]] [[requisition]]: expires [[date]] [[END_REPEAT]] Regards, The System</pre> |
| Requisition Re-opened                 | Requisition          | Sent when the job requisition has changed from a closed state to an approved state.                                                                                                                                                                                                                                                                               |
| Upcoming Interview Notification       | Interview Scheduling | Sent to interviewers who have an upcoming interview that was scheduled on the application that's using Interview Central. These emails are triggered when deleted job requisitions are restored.                                                                                                                                                                  |
| Welcome / Thanks for Creating Account | Career               | Sent when an external candidate has successfully created an active user account.                                                                                                                                                                                                                                                                                  |

## 25.3.2 Validation of Tokens

Each e-mail trigger supports different standard tokens while configuring Recruiting e-mail templates. When you include unsupported standard tokens in the template, a validation is added so that the system alerts you through a warning message.

The validation of standard tokens is possible in [Recruiting Email Triggers](#) page and [Manage Recruiting Email Templates](#) page. Following are the scenarios where the standard tokens configured in the template are validated:

- Click [Validate Standard Tokens](#) in [Admin Center](#) > [Recruiting](#) > [Recruiting Email Triggers](#).
- Click [Save](#) in [Admin Center](#) > [Recruiting](#) > [Recruiting Email Triggers](#).
- Click [Validate Standard Tokens](#) in [Admin Center](#) > [Recruiting](#) > [Manage Recruiting Email Templates](#) (when triggers are already associated to this template).
- Click [Save](#) in [Admin Center](#) > [Recruiting](#) > [Manage Recruiting Email Templates](#) (when triggers are already associated to this template).

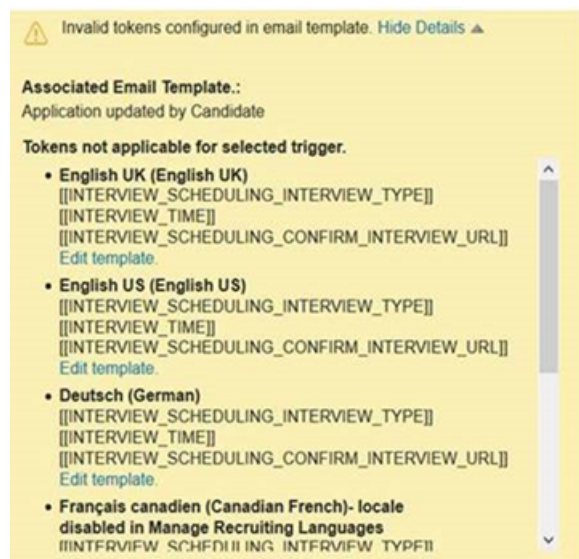
## Recruiting Email Triggers Page

In the [Recruiting Email Triggers](#) page, when you click [Validate Standard Tokens](#) or [Save](#) button and if you have used supported standard tokens while configuring the template, a successful validation message is displayed.

If you navigate to another trigger without saving, a message is displayed asking you to save or discard the changes.

In case you have used unsupported standard tokens in the template, upon clicking [Validate Standard Tokens](#) or [Save](#) button, a warning message is displayed saying Invalid tokens configured in e-mail templates. Click [More Details](#) in the warning message to see the list of invalid tokens. This validation happens across locales.

For example, if you have invalid tokens in the e-mail template and an associated trigger, a warning message pops up when you click [Validate Standard Tokens](#) in the [Recruiting Email Triggers](#) page showing the list of tokens that are not applicable for the selected trigger in all the configured locales.



It is also possible to navigate from [Recruiting Email Triggers](#) to [Manage Recruiting Email Templates](#) page by clicking the [Edit template](#) link in the warning message.

### ⓘ Note

The [Validate Standard Tokens](#) button is enabled only when the trigger is active and has an associated template.

## Manage Recruiting Email Templates Page

Similar to Recruiting Email Triggers, you can validate standard tokens in Manage Recruiting Email Templates by clicking [Validate Standard Tokens](#) or [Save](#) button. When you click any of these buttons, a successful validation message is displayed, if you have supported standard tokens and a warning message is displayed if you have unsupported standard tokens with respect to the triggers already associated to this template.

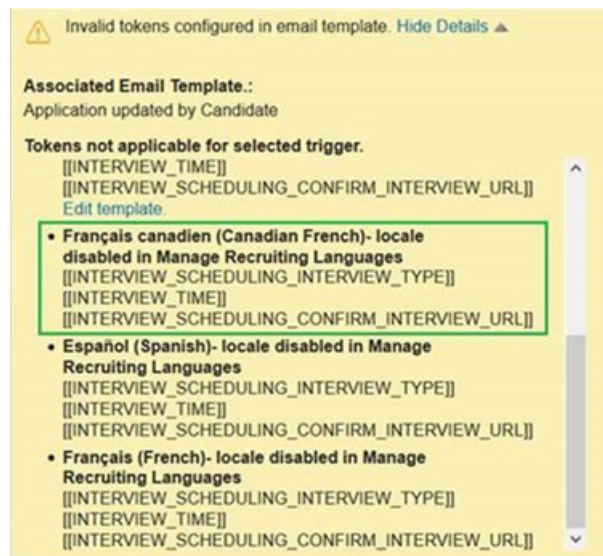
If you navigate to another locale from the current locale page without saving the changes, a message is displayed asking you to save or discard the changes.

Under each template, there is a section, which shows the associated triggers. The [Validate Standard Tokens](#) button is disabled if a template does not have any associated triggers. It is also possible to navigate from [Manage](#)

[Recruiting Email Templates](#) to [Recruiting Email Triggers](#) page by clicking the [Configure Triggers](#) link in the [Associated Triggers](#) section.

## Need to Know

A scenario where a template is configured in a particular locale, but that locale is disabled from [Manage Recruiting Languages](#). In such cases, token validation still happens, but the [Edit template](#) link is shown as the locale is disabled. For example, if the template is configured in fr\_FR (French locale) and at some point in time, the locale is disabled in [Manage Recruiting Languages](#). The Edit template link is not shown.



### 25.3.3 Viewing Supported Tokens in Recruiting Email Triggers

Supported tokens of a recruiting e-mail trigger give you a list of tokens that are compatible with the token. This provides guidance and prevents any future issues that can arise due to incorrect template configurations caused by incompatible tokens.

#### Context

Recruiting e-mail triggers have tokens associated with them. With **View Tokens**, you see a list of tokens that are supported for that particular trigger.

#### 📘 Note

You can view tokens only for enabled triggers.

## Procedure

1. Go to ► [Admin Center](#) ► [Recruiting Email Triggers](#) ►.
2. Select an email trigger on the [Recruiting Email Triggers](#) page.
3. Choose [View Tokens](#) in the [Edit Trigger](#) screen area.

## Results

You see all the tokens that are supported for the selected trigger in the [Supported Tokens](#) dialog box that opens.

## 25.4 Stopping Emails Based on a Given Email Template

Stop the system from sending emails that are based on a given email template.

## Context

If you want to stop using a given email template, you can disable it on the [Manage Recruiting Email Templates](#) page. However, this action only prevents the template from being used in email trigger configuration. It doesn't stop email notifications from being sent. Email notifications are generated by email triggers, not by email templates.

To thoroughly stop using a given email template, you need to both disable the template on the [Manage Recruiting Email Templates](#) page and update the associated trigger on the [Recruiting Email Triggers](#) page.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Email Templates](#) ►.
2. Find the template you want to stop using and choose the template name to view configuration details.
3. Check the [Associated Triggers](#) field to see if the template is associated with any email triggers.  
If a trigger is listed, take note of the name. You need to update the trigger first, before you disable the template.
4. To update the associated trigger, use the [Configure Triggers](#) link to navigate to the [Recruiting Email Triggers](#) page. Then find and update the associated trigger.
  - To stop sending emails for the trigger, disable it. Deselect the [Enable](#) setting and save.
  - To continue sending emails based on different template, choose the desired template in the [Email Template](#) field and save.
5. Return to ► [Admin Center](#) ► [Manage Recruiting Email Templates](#) ►.

6. For the template you want to stop using, verify that there are no triggers listed in the *Associated Triggers* field. If not, the template can now be disabled.
7. To disable the template, find the *Status* field in the configuration details, select the *Disabled* option, and save.

## 25.5 Enabling Email Correspondence and the Message Center

Enabling Email Correspondence for the Message Center to appear in SAP SuccessFactors Recruiting allows the Recruiters to have a complete history of email communication with the candidates and also reply to the candidate from the Message Center.

### Prerequisites

Before you enable Email Correspondence, ensure that you have the following permissions enabled:

- *Enable Generic Objects* option in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- *Manage Upgrade Center* role-based permission to access *Upgrade Center*.
- *Recruiting Permissions* and *Metadata Framework* role-based permissions.

### Context

You can enable Email Correspondence either by selecting *Recruiting Management Email Correspondence* from *Upgrade Center* or from *Manage Recruiting Settings*.

#### ⓘ Note

If Email Correspondence is already enabled from *Manage Recruiting Settings*, *Recruiting Management Email Correspondence* option doesn't appear in *Upgrade Center*.

### Procedure

1. Go to the *Admin Center*.
2. In the *Tools Search* field, enter **Manage Recruiting Settings**.

3. Scroll down to *Email Correspondence and Message Center* section and select *Enable Email Correspondence*.

This option tracks all the manual email conversations between a recruiter and a candidate. Enabling this option allows you to access the Message Center, which displays a list of all user-initiated email correspondence.

4. **Optional:** In the *Email Correspondence and Message Center* section, select *Add a note in the emails to candidates telling them not to include sensitive information in their replies*.

#### → Recommendation

This optional feature adds a note while replying to the candidates. Don't include any sensitive information in this email.

## Results

You can now see the *Message Center* tab in *Recruiting*. To view your email threads with candidates and to know about various display options in *Message Center*, refer to *Accessing and Using the Message Center*.

## Related Information

[Using the Message Center \[page 1463\]](#)

[Using Role-Based Permissions](#)

## 25.5.1 Using the Message Center

As a recruiter, you can view email threads that you've initiated with both internal and external candidates in the Message Center.

## Prerequisites

To access and use the Message Center, ensure that you have enabled *OData API Candidate Export* and *EmailBrandTemplate* permissions, located in ► *Administrator Permissions* ► *Manage MDF Recruiting Objects* ►.

## Context

Email Correspondence enables recruiters to have a complete history of email communication with candidates, so that when a recruiter sends an email to a candidate from Candidate Search, Candidate Profile, Candidate summary page, or Application, and the candidate replies to the email, the entire email communication is stored in the Message Center.

Using this process, you can send an email to multiple candidates, and the responses for each candidate are logged in the Message Center separately.

You can use [Archived Only](#) filter to categorize and search your emails. You can also unarchive them.

You can use [Delete](#) to remove selected conversations in the [Deleted Only](#) category. This doesn't delete the conversations permanently. If you want to delete your conversations permanently, you can choose [Delete](#) in the [Deleted Only](#) category. This doesn't stop you from receiving future messages from the candidates. You can also move these conversations back to [All Messages](#) by using [Restore](#).

#### Note

The Message Center is only for manual emails to candidates. Replies to automatically generated emails, email campaigns, or offer letter emails aren't captured here.

## Procedure

1. Go to  [Admin Center](#)  [Recruiting](#) .

The [Job Requisitions](#) page appears.

2. Select the [Message Center](#) tab to view a list of emails that the recruiter has initiated manually from the Candidate or Application profile.

The most recent email conversation (sent or received) is displayed on top. This list displays the candidate name, date of the latest email thread, subject line of the email, and also displays the first few lines from the email body of the latest conversation thread. When you select the conversation, the email thread displays on the right side.

3. Select [Send](#) to reply to the candidate. You can reply to the candidate from the [Message Center](#) or from their mail inbox.

When a candidate replies to the latest email, the system captures the reply content of the email, stores it in the system, and then sends it to the recruiter, who can see it in the Message Center here as well as in their email inbox.

#### Note

- When a candidate replies to an email and the recruiter or user is placed in CC or BCC list, the conversation is **not** captured in the Message Center. However, an email is sent to their mail inbox.
- When a recruiter replies from the Message Center, the email doesn't include the previous texts from the email thread. Similarly, if a recruiter replies from the email client instead of the Message Center, only the recruiter's content is sent to the candidate and saved in the Message Center and not the previous texts from the email.

4. Select [Preview](#) option to view your reply before you send it to the candidate.

#### Note

Some formatting options, such as bold and italics, may not display in the email preview, but render correctly when the email is sent.



5. **Optional:** Perform additional actions in the Message Center:

| Display Op-<br>tions                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Filter</b>                           | You can filter the emails by date. You can also select <a href="#">Custom Range</a> from the dropdown and select the required date.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Search</b>                           | <p>You can filter or search emails by name or by subject.</p> <p>In the Message Center view, you can search for user initiated emails. For a detailed search, select the <a href="#">Display Options</a> button. To narrow your search criteria with better search results, you can search with a combination of dates, first name, last name, and subject.</p> <p>For example, if you select <a href="#">Filter By Date</a> as <a href="#">Last 6 months</a>, <a href="#">First Name</a> as Carla, <a href="#">Last Name</a> as Grant, and <a href="#">Subject</a> as <a href="#">Interview Schedule</a>, <a href="#">Message Center</a> displays a list of email communication initiated by Carla Grant in the last six months with a subject line showing Interview Schedule.</p> <div><p><b>Note</b></p><p>This <a href="#">Search</a> field doesn't support General Display Name. Refer to <a href="#">Adoption of General Display Name in Recruiting</a> for more information about the feature.</p></div> <p>If you're unable to search the candidates or if there's any discrepancy in the Message Center, you can re-index the candidate in the Provisioning. If the issue persists, then do a reindex on the correspondence. If there's any discrepancy in date and subject search in Message Center, then do a reindex on the correspondence only.</p> <div><p><b>→ Remember</b></p><p>As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.</p></div> |
| <b>Sort</b>                             | You can sort emails in Ascending or descending order. You can also sort emails by date received, Candidate, or by Email subject.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Read/<br/>unread<br/>emails</b>      | <p>You can filter for read and unread messages. When you select the <a href="#">All Messages</a> filter, all the messages including unread messages are displayed.</p> <p>When you select <a href="#">Unread Only</a>, all the unread messages are displayed.</p> <p><a href="#">Message Center</a> also displays the number of <a href="#">All Messages</a> and <a href="#">Unread Only</a> messages.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Include<br/>Brand Tem-<br/>plate</b> | <p>By default, <a href="#">Message Center</a> doesn't allow the recruiter to add any branding.</p> <p>When a recruiter sends an email from <a href="#">Candidate Profile</a> or <a href="#">Application Profile</a> with branding information and wants to retain it while replying to a candidate from <a href="#">Message Center</a>, then the recruiter has to select <a href="#">Include Brand Template</a> checkbox. If a recruiter doesn't select <a href="#">Include Brand Template</a> checkbox, then the email contains just the text of the reply.</p> <div><p><b>Note</b></p><p><a href="#">Include Brand Template</a> checkbox is visible only if the original email has branding information.</p></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Attach-<br/>ments</b>                | <p>You can view and download attachments in <a href="#">Message Center</a>. In case of multiple attachments, you need to individually download them.</p> <p>When a recruiter sends an email with an attachment from <a href="#">Candidate Profile</a> or <a href="#">Application Profile</a>, an attachment icon is displayed in the <a href="#">Message Center</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Display Options  | Description                                                                                      |
|------------------|--------------------------------------------------------------------------------------------------|
|                  | The following file types are supported: csv, doc, docx, gif, jpeg, jpg, pdf, png, and txt.       |
| <b>Quickcard</b> | You can view more information on the external and internal candidate using the quickcard option. |

## Related Information

[Configuring Document Attachment Settings \[page 39\]](#)

[List of Role-Based Permissions](#)

[Adoption of General Display Name in Recruiting \[page 90\]](#)

## 25.6 Recruiting Management System Notifications

Both Recruiting Management and Career Site Builder send users system notifications.

To reduce the possibility of duplicate emails, set up a best practice configuration for System Notifications. Use the following table.

| Setting                                         | Enabled? | Notes                                                                                                          |
|-------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------|
| Document Routing Notification                   | Yes      |                                                                                                                |
| Document Creation Notification                  | No       | This is not supported in the <a href="#">Recruiting</a> module                                                 |
| Document Due Notification                       | Yes      | Requires the job <a href="#">Send Form Due Notification</a> to be scheduled in <a href="#">Provisioning</a> .  |
| Document Late Notification                      | Yes      | Requires the job <a href="#">Send Form Late Notification</a> to be scheduled in <a href="#">Provisioning</a> . |
| External Candidate Forgot Password Notification | Yes      |                                                                                                                |
| Invite Candidate to Apply                       | Yes      |                                                                                                                |
| Job Alert Expired Notification                  | No       | Job alerts not necessary when using Career Site Builder.                                                       |
| Job Alert Invalidated Notification              | No       | Job alerts not necessary when using Career Site Builder.                                                       |
| Job Alert Notification                          | No       | Job alerts not necessary when using Career Site Builder.                                                       |
| New Recruiting Operator Notification            | Yes      |                                                                                                                |
| Recruiting Interviewer Notification             | Yes      |                                                                                                                |

| Setting                                            | Enabled? | Notes                                                                                                                        |
|----------------------------------------------------|----------|------------------------------------------------------------------------------------------------------------------------------|
| Recruiting Even Interviewer Notification           | Yes      |                                                                                                                              |
| Career Site E-Mail Notification                    | No       | Email sent when using the email verification option not supported by Recruiting Management——Career Site Builder Integration. |
| Recruiting Manual Candidate Notification           | Yes      | Email sent to candidates with profiles created manually, notifying them about account details.                               |
| Career Site Password Reset for external candidates | Yes      |                                                                                                                              |
| Recruiting Agency                                  | Yes      |                                                                                                                              |
| Recruiting Imminent Candidate Purge Notification   | Yes      | This email is only applicable to clients who are using DRM 1.0. The email is sent 7 days prior to the scheduled purge.       |
| Share candidate search                             | Yes      |                                                                                                                              |

## 26 Source Tracker

The Source Tracker provides a way for you to track SAP SuccessFactors Recruiting and Career Site Builder data.

Tracking information is generated when jobs are posted in SAP SuccessFactors Recruiting using recruiting posting or XML feeds.

The Source Tracker, located in ► [Recruiting](#) ► [Source Tracker](#) ► includes the following options:

- **Source Report:** Displays a report showing the number of applicants from various sources, such as career site, job board, and so on.
- **Pages:** Lists specific pages from the career site without your need to go into Career Site Builder.
- **Campaign URL Builder:** Allows you to generate tracking URLs.

### 26.1 Source Report

As a recruiter you can use Source Report to view the top sources for visitors, members, and applicants for a specific time period without launching Advanced Analytics.

Career Site Builder is designed so that candidates can access jobs through a variety of different paths. When jobs are posted in SAP SuccessFactors Recruiting using recruiting posting or XML feeds, those jobs always contain tracking.

The Source Report is located in ► [Recruiting](#) ► [Source Tracker](#) ►.

When you use Source Report, you can view filtered Career Site Builder data for these activities:

Tracked Activities in Source Report

| Measured Activity           | Description                                                                                                                                                                                                                                                     |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Source</a>      | Categorized based on custom rules engine.                                                                                                                                                                                                                       |
| <a href="#">Visitors</a>    | Displays visitor count for the selected source. Visits occur when candidate passes from a source to your Career Site Builder that's recorded each time. Visits aren't recorded when candidates navigate to different pages within SAP SuccessFactors Recruiting |
| <a href="#">Subscribers</a> | Subscriber Count. Subscriptions are when candidates join the Talent Community, or when they create their candidate profile. Also occurs when candidate signs up for job alerts or complete their candidate accounts during the process of applying for a job.   |

| Measured Activity             | Description                                                                                                                                                                                                                                                                                           |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Apply Starts</a>  | Displays the <a href="#">Apply Starts</a> for the selected source. An <a href="#">Apply Start</a> is recorded when a candidate selects the <a href="#">Apply Now</a> button on a job on an external career site.                                                                                      |
| <a href="#">Visit/Apply %</a> | Percent of applications per visit that's calculated by dividing the number of <a href="#">Apply Starts</a> by the number of visits.                                                                                                                                                                   |
| Chart data                    | <p>You can view Career Site Builder activity data using different chart types when you select the  horizontal grip selector.</p> <div> <p><b>Note</b></p> <p>This isn't available in Advanced Analytics</p> </div> |

## Available Chart Types

When you've entered the criteria you want to use, the source report table displays data and visualization of your data. By default, the table and pie chart displays data from all sources.

Different Charts Used in Source Reports

| Chart Option                           | Description                                                                         |
|----------------------------------------|-------------------------------------------------------------------------------------|
| <a href="#">Visitors Pie Chart</a>     | Pie chart that displays the percentage of visitor source data.                      |
| <a href="#">Subscribers Pie Chart</a>  | Pie chart that displays the percentage of subscriber source data.                   |
| <a href="#">Apply Starts Pie Chart</a> | Pie chart that displays the percentage of <a href="#">Apply Starts</a> source data. |
| <a href="#">Show Trend</a>             | Graph that displays your trend data.                                                |
| <a href="#">Add Trend to series</a>    | Displays your trend data as a series                                                |

### Note

You can view graphical and pie data for all sources, or by a specific source.

## Incorrectly Tracked Source Data

Incorrectly tracked source data can appear in one of two ways in Source Report:

- High volume of *Direct* source types when improper source tracking is used.
- High volume of *No Type* or *RCM Redirect* visitors when non-SAP SuccessFactors Career Site Builder is used.
- To mitigate such issues, use URL builder to share jobs with third parties. For accurate tracking when sharing job URLs, ensure you use only the Career Site Builder job URLs.

## 26.1.1 Exporting Source Report Files

You can use filtering options to view visitor Career Site Builder data within the Source Report view or export as a .CSV file.

### Prerequisites

You have the [User Permissions](#) > [Recruiting Permissions](#) > [Job Marketing](#) permission.

### Procedure

1. Select the *Source Report* tab in [Admin Center](#) > [Recruiting](#) > [Source Tracker](#).
2. Choose your filter criteria:

| Option                | Description                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Date Range</i>     | Select any predefined set of date ranges. Dates are based on the day the visitor was captured by the career site.                                                                                                                                                                                                                                               |
| <i>Start</i>          | Select your start date as the beginning of the date range you want source reports for. You can also customize your date range.                                                                                                                                                                                                                                  |
| <i>End</i>            | Select your end date as the end of the date range you want source reports for. You can also customize your date range.                                                                                                                                                                                                                                          |
| <i>Country/Region</i> | Select predefined countries/regions from the dropdown list.                                                                                                                                                                                                                                                                                                     |
| <i>Referrer Type</i>  | Select the referrer type you want to use. The choices are: <ul style="list-style-type: none"> <li>• Current Referrer – <i>Apply Starts</i> are grouped by the source that referred each visitor.</li> <li>• Original Referrer – <i>Apply Starts</i> by the source used when candidates created their candidate profile or join the Talent Community.</li> </ul> |
| <i>Campaign</i>       | Enter the campaign number in the optional text field so you can filter searches by campaign number.                                                                                                                                                                                                                                                             |

| Option | Description                                                                                                                                   |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------|
|        | <div> <div>⚠ Caution</div> <div>Enter the exact campaign ID number because searches don't return on partial campaign ID numbers.</div> </div> |

3. Select [Go](#) to view your report.
4. Select **Export** to export your report as a .CSV file.
5. Save the .CSV to your hard drive to finish.

### Results

You can now view your report as a .CSV

### Next Steps

You can view and export visitor data visually as charts.

## 26.1.2 Exporting Charts from Source Reports

You can export your data from Source Report as a .PNG, JPG, or .PDF file to save to your hard drive.

### Procedure

1. Select the chart type you want to use:

| Data Options                | Steps                                                                                                                                                                                                                  |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All data information        | Select the  horizontal grip selector in the header column of the source report table, then choose the chart option you want to use. |
| Specific source information | Select the  horizontal grip selector in the last column for your source information, then select the chart type you want to use.    |

2. With your desired data and chart type selected, choose the [Export](#) action menu.

3. Select any of these three outputs for your chart data:

- [Export to PNG](#)
- [Export to JPG](#)
- [Export to PDF](#)

## 26.2 Creating Tracking URLs in Campaign URL Builder

You can use Campaign URL Builder to create custom URLs to market jobs across a number of different channels.

### Prerequisites

- The [Recruiting Marketing](#) > [Enable Job Marketing](#) option is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have the [Administrator Permissions](#) > [Recruiting Permission](#) > [Job Marketing](#) permission.
- You've configured the site sources you want to be available for Campaign URL Builder from the [Referrer Types](#) dropdown menu in [Site Source Editor](#).

### Context

In order for the source to be tracked, candidates must land on a page in Career Site Builder.

### Procedure

1. Go to [Recruiting](#) > [Job Requisitions](#).
2. Select the job requisition that you want the URL for, then choose the [CAMPAIGN URL BUILDER](#) tab.

You can also hover over the job requisition, then choose [Campaign URL Builder](#) from the [Actions](#) menu.

You're directed to [Source Tracker](#) > [Campaign URL Builder](#) for the job requisition you selected.

The [URL](#) field is generated by SAP SuccessFactors Recruiting, and is also updated automatically if the title or location is changed in the job requisition.

3. Select the desired [Type](#) category.



4. Choose the source that you want to use from the [Source](#) menu.
5. Enter a custom campaign name for your campaign. For example, **Campus Recruiting** to track jobs marketed as part of college recruiting.

This campaign name appears at the end of the [Campaign URL](#) and in the [Campaign HTML Link](#) fields. You can copy the [Campaign URL](#) or [Campaign HTML Link](#).

6. **Optional:** Create a shortened URL by selecting [Generate Short URL](#).

The shortened URL appears in the [Generated Short URL](#) field. Copy this new short link to use elsewhere.

7. **Optional:** After you create a short URL, you can generate a QR code by selecting [Generate QR Code](#) and saving the image that appears in a new browser window.
8. **Optional:** Select social networks where you'd like to post your job.

#### Note

Social media options appear if enabled. Refer to related links for more information.

If you want a custom workflow, you may need to work with your third-party vendor. SAP SuccessFactors can't control the workflow on the third-party vendor sites.

Sharing the URL by choosing one of these buttons automatically populates the type and engine for tracking with social network information, overriding any manual selection made using the [Type](#) and [Engine](#) dropdown list. This also populates with social network tracking information, even if the social network isn't available in the [Type](#) or [Engine](#) dropdown list.

## Related Information

[Social Apply in Career Site Builder Tools](#)

[Activating Site Sources for the Source Tracker \[page 508\]](#)

[Site Source Editor Settings in Career Site Builder Tools \[page 628\]](#)

# 27 Recruiting Advanced Analytics

You can leverage data about career sites that drive traffic to your Career Site Builder career site to understand which sites result in the best quality candidates using SAP SuccessFactors Advanced Analytics.

## Who Uses Advanced Analytics

Typically, Talent Acquisition Leaders, HRIS Administrators, or business analysts use Advanced Analytics to evaluate trends in source performance over time. You can get insight into which sources produce the best candidates, so that you can adjust your media spend.

Advanced Analytics provides prebuilt reporting so that you can drill into specific recruiting information across sources, locations, dates, job categories, and more.

### → Recommendation

We recommend that you synchronize your Applicant Tracking System (ATS) data daily because Advanced Analytics allows you to capture data in source performance.

## Generating Reports

There are three types of reports that sit within three different tabs in Advanced Analytics:

- [Browser](#) allows you to drill down into candidate details such as which candidates came to Career Site Builder from other sources.
- [Detail Query Tool](#) allows you to report on specific or multiple statuses for specific source types to pull candidate and job level data without drilling down to details.
- [Applicant Conversion Report](#) provides you with a view of conversion rates by source type that also summarizes drop-off information.

You can view averages for all Advanced Analytics statuses, which can be turned on by selecting [Show averages](#) action under [Display option](#). When you turn on [Show averages](#), you view the averages per hire:

- [Visits](#)
- [Applications Started](#)
- [Application Completed](#)
- [Qualified applications](#)
- [Interviews](#)
- [Offers](#)
- [Hires](#)

## 27.1 Recruiting Advanced Analytics Configuration

Recruiting Advanced Analytics is configured from the [Analytics Admin](#) option within Command Center.

### Using Command Center

All configuration settings for Advanced Analytics require provisioning access and [Command Center](#). You can configure Advanced Analytics from ► [Command Center](#) ► [Analytics](#) ► [Analytics Admin](#) ►.

#### ⓘ Note

As a customer, you don't have access to Command Center or Provisioning. To complete tasks in Command Center or Provisioning, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

### Before You Start

Advanced Analytics integrates source data from Career Site Builder with SAP SuccessFactors Recruiting applicant data status. Advanced Analytics is implemented right after Career Site Builder is in production.

There are a number of steps required before you can populate data into Advanced Analytics, that require additional integration steps between Career Site Builder and SAP SuccessFactors Recruiting. Advanced Analytics can be configured in a preview or stage environment to test populating your data. Don't use actual candidate data in your preview or stage environment.

Since Advanced Analytics is designed to report data trends over extended periods of time, the longer data accumulates, the more insightful the trends, and reports become.

#### ⓘ Note

Only Technical Support can import source and cost data to Advanced Analytics that requires that customers open up a ticket.

1. [Setting Up Prerequisites for Advanced Analytics \[page 1476\]](#)  
Enable specific prerequisite settings in Provisioning and grant role-based permissions so that you can use Advanced Analytics.
2. [Configuring OData Integration Settings for Recruiting Advanced Analytics \[page 1477\]](#)  
Advanced Analytics Recruiting uses OData to integrate source data from Career Site Builder with applicant status data from SAP SuccessFactors Recruiting.
3. [Career Site Builder Status Mappings in Advanced Analytics \[page 1479\]](#)  
You map your candidate status from SAP SuccessFactors Recruiting with the correct Career Site Builder statuses for Recruiting Advanced Analytics integration.
4. [Changing Field Labels for Recruiting Advanced Analytics \[page 1486\]](#)

The labels the customer sees in Recruiting Advanced Analytics and the field names in Recruiting Marketing aren't identical. You can customize the label names in the Recruiting Advanced Analytics when customers want the labels to represent the field data more accurately in their reports.

5. [Purging Data from Recruiting Advanced Analytics \[page 1487\]](#)  
If the customer would like to change their status mappings, if data was loaded in error, or if their jobs were patched incorrectly, you can purge the relevant data and start again from scratch.
6. [Uploading Job Patch Files for Recruiting Advanced Analytics \[page 1489\]](#)  
Customers can use a job patch to add data associated with requisitions that is not otherwise available in Recruiting Advanced Analytics. For example, a job patch file can pull in Recruiter or Hiring Manager data that is not available in Recruiting Marketing.
7. [Changing an Integration From Ad Hoc Report and SFTP Method to OData Method \[page 1490\]](#)  
Convert a customer from an existing SFTP integration to the OData integration method by disabling the scheduled SFTP job in Provisioning.
8. [Configuring the SFTP Integration \[page 1491\]](#)  
Use SFTP integration configuration method when you don't want to use OData integration setup for Recruiting Advanced Analytics.

## 27.1.1 Setting Up Prerequisites for Advanced Analytics

Enable specific prerequisite settings in Provisioning and grant role-based permissions so that you can use Advanced Analytics.

### Prerequisites

- Recruiting and Career Site Builder are integrated.
- There's existing Recruiting and Career Site Builder job data.
- Single Sign-On is configured.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to [► Provisioning ► Company Settings ►](#).
2. Go to [Recruiting Marketing](#) and select the following options:
  - [Recruiting Marketing](#)
  - [Enable Job Marketing](#)
  - [Enable Career Site Builder](#)

- [Enable Candidate Account Simplification](#)
3. Enable [Recruiting Marketing Advanced Analytics Permission](#) and [Access Advanced Analytics with Details](#).

You can find the relevant permission under ► [User Permissions](#) ► [Recruiting Permissions](#) ►.

**Task overview:** [Recruiting Advanced Analytics Configuration](#) [page 1475]

**Next task:** [Configuring OData Integration Settings for Recruiting Advanced Analytics](#) [page 1477]

## Related Information

[Using Role-Based Permissions](#)

## 27.1.2 Configuring OData Integration Settings for Recruiting Advanced Analytics

Advanced Analytics Recruiting uses OData to integrate source data from Career Site Builder with applicant status data from SAP SuccessFactors Recruiting.

### Prerequisites

- SAP SuccessFactors Recruiting and Career Site Builder are integrated with job data.
- Recruiter single sign-on turned on in Command Center.
- Command Center

#### Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

### Procedure

1. Go to the Recruiting Command Center's [Site List](#) page and select  from the [Recruiting Advanced Analytics](#) column for the site.
2. Select [Integration Settings](#).

Confirm that the default [OData](#) option is selected when the [Integration Settings](#) screen loads.

- Go to [Notify](#) field and enter the email address of the individual who's going to monitor the data.

Use the consultant email address during implementation, but the customer administrator's email address at go-live.

#### → Remember

Use a semicolon to separate multiple email addresses. Emails are sent out for status-mapping email notifications. All unmapped statuses must be mapped before data loads into Advanced Analytics. Emails aren't validated.

- Go to [Frequency](#) to select any of the following choices:

| Frequency Configuration Options | Steps and More Information                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Day</a>             | <p>Data processes daily.</p> <div> <p>→ Recommendation</p> <p>Since data can take time to synchronize, select <a href="#">Day</a> for the frequency that you want to retrieve the applicant status information from Recruiting Management.</p> </div>                                                                                                            |
| <a href="#">Week</a>            | <p>When selected, you can choose which day of the week to process the applicant status information.</p> <p>Select which day of the week you'd like your data to synchronize from the <a href="#">On</a> dropdown list.</p>                                                                                                                                       |
| <a href="#">Month</a>           | <p>When selected, you can select which day of the month you want your data to synchronize.</p> <div> <p>❖ Example</p> <p>Days are indicated as <a href="#">Day 1</a>, <a href="#">Day 6</a>.</p> </div> <div> <p>→ Recommendation</p> <p>Consider implementing different customers on different days to avoid a long processing time on certain days.</p> </div> |

- Select the checkbox in the [Get Data](#) field when you want to enable the integration.
- Select the checkbox in the [Process Data](#) field when you want to enable data processing once loaded in Advanced Analytics.
- Select [Save](#) to finish.

#### 📌 Note

Data is synchronized at 12:00 p.m. regardless of which dates you choose. Be sure you add one more day to your end date.

The data is retrieved at 12:00 p.m. and processed at 1:00 p.m. in the data center's local time on the scheduled date. Each subsequent time the process runs, it retrieves data going back to the end of the last run date.

8. **Optional:** Add data for a specified date period by configuring the [Get Data One Time](#) option if you don't want to wait until the next synchronization date.
  - a. Go to [Get Data One Time](#) and select the start date from the [Begin](#) dropdown list.
  - b. Select the end date from the [End](#) dropdown list.

## Results

You've completed the OData integration settings for Recruiting Advanced Analytics.

**Task overview:** [Recruiting Advanced Analytics Configuration \[page 1475\]](#)

**Previous task:** [Setting Up Prerequisites for Advanced Analytics \[page 1476\]](#)

**Next:** [Career Site Builder Status Mappings in Advanced Analytics \[page 1479\]](#)

## Related Information

[Changing an Integration From Ad Hoc Report and SFTP Method to OData Method \[page 1490\]](#)

### 27.1.3 Career Site Builder Status Mappings in Advanced Analytics

You map your candidate status from SAP SuccessFactors Recruiting with the correct Career Site Builder statuses for Recruiting Advanced Analytics integration.

Five standard statuses are displayed within Advanced Analytics; all are mapped to these statuses:

- [Apply Completed](#)
- [Qualified](#)
- [Interviewed](#)
- [Offer Made](#)
- [Hired](#)
- [ATS Capture](#) – used to map statuses you want to keep hidden.

#### Note

There's a 50-character limit for candidate status names in Advanced Analytics

All statuses must be mapped. When there are multiple **not hired** statuses, all of them must be mapped to a status; usually reports.

You can have more candidate statuses in [ATS Capture](#). However, when you've used prescreening questions to disqualify candidates, map [Auto Disqualified](#) status in Recruiting with [Apply Completed](#).

When statuses aren't mapped when integration with Advanced Analytics runs, the synchronization can fail.

Status mappings are done when there's candidate data associated with each status in Applicant Management. Depending on how your status sets are defined, there are multiple candidate statuses that map to a single Career Site Builder status in Advanced Analytics.

You have to take a new requisition with a new candidate through **every single status** in the recruiting process before you can start the mapping process. Advanced Analytics generates incomplete reports when candidates don't go through every single status in the recruiting management process that results in missed statuses. We recommend putting through combination of candidates who pass through recruiting statuses that line up with Career Site Builder.

**Parent topic:** [Recruiting Advanced Analytics Configuration \[page 1475\]](#)

**Previous task:** [Configuring OData Integration Settings for Recruiting Advanced Analytics \[page 1477\]](#)

**Next task:** [Changing Field Labels for Recruiting Advanced Analytics \[page 1486\]](#)

## Related Information

[Setting Up Mapping of Candidate Statuses for Recruiting Advanced Analytics \[page 1482\]](#)

### 27.1.3.1 Advanced Analytics Status Mapping Table

The table in this topic contains common candidate statuses of your candidate status from SAP SuccessFactors Recruiting with the correct Career Site Builder statuses for RecruitingAdvanced Analytics

#### Note

The table contains the most frequently used SAP SuccessFactors Recruiting Management candidate statuses and isn't a complete list of available statuses you can map for Advanced Analytics.

When viewing this topic in a web browser, you can filter and sort on the column, show or hide columns, or use full-text search to find what you are looking for. For example, if you want to filter your results by Recruiting Management candidate status, select the filter link for that column to view information for the status that you want.

Mapped Candidate Statuses Between SAP SuccessFactors Recruiting Management and SAP SuccessFactors Career Site Builder for Advanced Analytics

| Recruiting Candidate Status | Career Site Builder Status | Career Site Builder Status Description                                              |
|-----------------------------|----------------------------|-------------------------------------------------------------------------------------|
| Default                     | Apply Completed            | Candidate completed the job application, and it's been submitted for consideration. |



| Recruiting Candidate Status                                                                                                                                    | Career Site Builder Status | Career Site Builder Status Description                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------|
| Pre-screening<br>Recruiter Review Completed<br>Scheduled<br>Short List<br>Passed<br>Hireable                                                                   | Qualified                  | Candidate is qualified for the position.                   |
| Assessments<br>Background Check<br>Interview<br>Interview 1<br>Interview 2<br>Phone Screen<br>Pre-WOTC<br>Post-WOTC                                            | Interviewed                | Candidate completed one or more interviews.                |
| Offer Accepted<br>Offer Approved<br>Offer                                                                                                                      | Offer Made                 | Hiring manager extended an offer to the candidate.         |
| Hire<br>On-Board                                                                                                                                               | Hired                      | Candidate has been hired.                                  |
| Auto Disqualified<br>Failed<br>Rejected<br>Unsuccessful<br>Withdrawn<br>Withdrawn By Candidate<br>Deleted On Demand By Admin<br>Deleted On Demand By Candidate | ATS Capture                | This option is used when you want to keep statuses hidden. |

## 27.1.3.2 Advanced Analytics Status Mapping Exceptions

When you map SAP SuccessFactors Recruiting statuses for Advanced Analytics, there's number of statuses that aren't mapped.

### Preapplication SAP SuccessFactors Recruiting Statuses

Preapplication statuses doesn't appear for mapping in Advanced Analytics and don't need to be mapped:

- Forwarded
- Invited to Apply

## Internal Career Site Builder Statuses

These internal Career Site Builder aren't mapped:

|                        |                                    |
|------------------------|------------------------------------|
| <i>Unknown</i>         | <i>Qualified: Recruiter Screen</i> |
| <i>Visit</i>           | <i>Qualified: Business Screen</i>  |
| <i>Subscribe</i>       | <i>Qualified: Technical Screen</i> |
| <i>Apply Started</i>   | <i>HM Interviewed</i>              |
| <i>ATS Capture</i>     | <i>Interviewed</i>                 |
| <i>Apply Completed</i> | <i>Offer Made</i>                  |
| <i>Not Qualified</i>   | <i>Hired</i>                       |
| <i>Qualified</i>       | <i>Not Hired</i>                   |

### 27.1.3.3 Setting Up Mapping of Candidate Statuses for Recruiting Advanced Analytics

Applicant data in a Recruiting Advanced Analytics report can have one of six possible statuses, coming from the SAP SuccessFactors Recruiting system. Map them to ensure that the correct status appears.

## Prerequisites

- SAP SuccessFactors Recruiting and Career Site Builder are integrated.
- Implemented both Recruiting and Career Site Builder Job Data.
- Requisitions with candidates are mapped through every status in Recruiting.
- Configured Recruiter Single Sign-On.
- Command Center

#### Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

### ⚠ Caution

You can't edit a status after you've selected [Save](#). The only way to remap a status is to purge completely and reload all the status data.

### → Tip

Requisitions with candidates must go through **every single status** in the recruiting process before you can map in Advanced Analytics. You miss statuses if you don't do this, which results in Advanced Analytics generating reports using incomplete data. You don't need to have separate candidates residing in every status, but you need a combination of candidates who have passed through every status in the system. You need multiple candidates because a single candidate can't pass through all statuses (for example, a candidate who's automatically disqualified can't then be hired). Make sure that all statuses in all status sets are mapped.

## Procedure

1. From the Recruiting Command Center's [Site List](#) page, select  from the [Recruiting Advanced Analytics](#) column for the site that takes you to the [Advanced Analytics Admin](#) page, then select  [Status Mapping](#) .
- The [Unmapped Status](#) section displays, and you see the customer statuses that were automatically pulled from Recruiting Management.
2. Go to the [RMK Status](#) column to select the appropriate status to map with the customer status that you want.
3. Select [Save](#) to finish.

### 📘 Note

Consult with your customer to move each unique unmapped status to the [Mapped Status](#) section. For recommended mappings, refer to related links for more information. Recruiting Advanced Analytics doesn't work until you move all unmapped statuses into the [Mapped Status](#) section.

## Results

The customer statuses are now mapped to one of the Recruiting Advanced Analytics status options.

## Related Information

[Career Site Builder Status Mappings in Advanced Analytics \[page 1479\]](#)

## 27.1.3.4 Running Application Status Audit Trail Report to Verify Mapped Statuses

You can verify your mapped statuses by running an [App Status Audit Trail](#) report using [Report Center](#)

### Prerequisites

- [Report Center](#) enabled.
- All [Report Center](#) role-based permission.

#### Note

You can find relevant permission under ► [Admin Permissions](#) ► [Manage Dashboards](#) ► or ► [User Permissions](#) ► [Reports Permission](#) ►. Refer to related link for more information about [Report Center](#) role based permissions.

### Context

#### Note

This topic doesn't cover how to use [Classic View Reports](#).

For more information on reports and the Report Center, refer to *Implementing Report Center* (which includes role-based permissions), *Using Report Center*, and *Table Reports*.

### Procedure

1. Go to ► [Start Menu](#) ► [Reporting](#) ► that opens up [Report Center](#).
2. Select [New](#).  
The [New](#) dialog box opens.
3. Select [Report - Table](#) template.
4. Select [Single Domain](#).
5. Go to [What data would you like to start with?](#) menu and choose [Recruiting V2](#).
6. In the [General Info](#) tab, enter the name of your report and the priority.
7. Go to [Columns](#) tab and select [Select Columns](#).

When selected, the [Select Columns](#) button opens a dialog where you can add columns that you want.

8. Select the following column and sub-columns:

| Primary Column                         | Additional Available Columns       |
|----------------------------------------|------------------------------------|
| <a href="#">App Status Audit Trail</a> | <a href="#">Application Status</a> |
| <a href="#">Application</a>            | <a href="#">Job Req ID</a>         |
| <a href="#">Candidate</a>              | <a href="#">Candidate ID</a>       |

### Note

You can add additional columns that you want to view in your report.

9. Select [Done](#).

10. Go to the [Filters](#) tab.

11. Select [Add Filter Group](#) [Refine Criteria](#).

When selected, [Refine Criteria](#) opens up the [Select Filter](#) dialog.

12. Select [Candidate Type](#).

When selected, [Candidate Type](#) opens up the [Define Candidate Type Filter](#) dialog.

13. Go to the [By Rule](#) [Add Rule](#).

When selected, the [Add Rule](#) button opens up the conditions line.

14. Select [Equal to](#) [External](#).

15. Select [Done](#) to save your filter.

16. Select [Done](#) again when you're directed back to the [Select Filter](#) dialog box.

17. Select [Preview](#) to review the report.

18. Choose [Save](#) to save your report without running it.

19. Choose [Generate](#).

When selected, the [Generate](#) opens the your report.

20. Select any of the following download options:

- [CSV](#)
- [Excel](#)
- [PDF](#)
- [PPT](#)

21. Select [Close](#).

## Related Information

[Implementing Report Center](#)

[Using Report Center](#)

[Managing Table Reports](#)

## 27.1.4 Changing Field Labels for Recruiting Advanced Analytics

The labels the customer sees in Recruiting Advanced Analytics and the field names in Recruiting Marketing aren't identical. You can customize the label names in the Recruiting Advanced Analytics when customers want the labels to represent the field data more accurately in their reports.

### Prerequisites

- Recruiting Management and Career Site Builder are integrated.
- Implemented both Recruiting Management and Career Site Builder Job Data.
- Configured Recruiter Single Sign-On.
- You have access to Command Center and Provisioning.

#### Note

As a customer, you don't have access to Command Center or Provisioning. To complete tasks in Command Center or Provisioning, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

- Become familiar with the customer's existing field names and job mapping under ► [Admin Center](#) ► [Manage Recruiting](#) ► [Set Up Recruiting Marketing Job Field Mapping](#) ►.

### Context

#### Note

Changing a field label for Recruiting Advanced Analytics is cosmetic, and doesn't alter any of your data or the field names in the database.

### Procedure

1. From the Recruiting Command Center's [Site List](#) page, select  from the [Recruiting Advanced Analytics](#) column for the site, then select [Field Label Customization](#).
2. Enter the new field name for any of the fields on the screen, and save when you're done.

Only those fields that appear on the [Field Label Customization](#) screen are available for new labels. You can't add or remove fields from this screen.

#### Note

Leave the field label blank for fields that doesn't contain data or isn't relevant for Recruiting Advanced Analytics. Leaving a field label blank or deleting an existing label keeps that data from being seen in the customer facing reports.

**Task overview:** [Recruiting Advanced Analytics Configuration \[page 1475\]](#)

**Previous:** [Career Site Builder Status Mappings in Advanced Analytics \[page 1479\]](#)

**Next task:** [Purging Data from Recruiting Advanced Analytics \[page 1487\]](#)

## 27.1.5 Purging Data from Recruiting Advanced Analytics

If the customer would like to change their status mappings, if data was loaded in error, or if their jobs were patched incorrectly, you can purge the relevant data and start again from scratch.

### Prerequisites

- Recruiting Management and Career Site Builder are integrated.
- Implemented both Recruiting Management and Career Site Builder Job Data.
- Configured Recruiter Single Sign-On.
- Command Center access.

#### Note

As a customer, you don't have access to Command Center. To complete tasks in Command Center, contact your implementation partner or your Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

Here are some things to keep in mind:

- Only use the [Data Purge](#) option if something major has gone wrong, as all purged data must be completely reloaded.
- The purge cannot be reversed and data must be reloaded.
- Purging data will only affect Recruiting Advanced Analytics and does not impact Recruiting Marketing or Recruiting Management.
- The data purge process can delete Recruiting Management/Applicant Tracking Systems data, job patch data, or both from Recruiting Advanced Analytics. Recruiting Management/Applicant Tracking Systems data can be deleted from a specified date forward. For instance, if data before September 1, 2016 was correct, enter that date to purge any data after that point. Data cannot be purged if you include a specific end date.
- To change or remap a status, you need to carry out a full history Recruiting Management purge in order to unmap the status first.

## Procedure

1. From the Recruiting Command Center's [Site List](#) page, select  from the [Recruiting Advanced Analytics](#) column for the site, then select [Data Purge](#).
2. Select a [Purge Type](#):

| Option                         | Description                                                                                       |
|--------------------------------|---------------------------------------------------------------------------------------------------|
| <a href="#">Job Patch data</a> | Purges data entered into a bad <a href="#">Job Patch</a> load.                                    |
| <a href="#">ATS data</a>       | Purges Recruiting Management/Applicant Tracking Systems data if status mapping occurred in error. |

3. If you chose to purge [ATS data](#), choose when to purge the data.

| Option                                                               | Description                                                                                                                                                                     |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Purge all data</a>                                       | Deletes all of the Recruiting Management/Applicant Tracking Systems data imported into Recruiting Advanced Analytics. Select this option to purge an incorrectly mapped status. |
| <a href="#">Purge only data loaded from a specified data forward</a> | Deletes only data from a certain date forward, retaining data loaded before that date. Do not choose this option if a status was mapped in error.                               |

4. Choose [Begin Purge](#) to delete the selected data. This process may take several minutes to complete.

### → Remember

A data purge is not related to the day selected in the [Integration Settings](#) screen. When data is purged, the system reloads the data at noon in the timezone of the data center, which means data is reloaded within 24 hours. If there is a significant amount of data being loaded, the data may take longer than 24 hours to completely reload. You must manually reload the job patch data, although Recruiting Management/Applicant Tracking Systems data will reload automatically.

**Task overview:** [Recruiting Advanced Analytics Configuration \[page 1475\]](#)

**Previous task:** [Changing Field Labels for Recruiting Advanced Analytics \[page 1486\]](#)

**Next task:** [Uploading Job Patch Files for Recruiting Advanced Analytics \[page 1489\]](#)



## 27.1.6 Uploading Job Patch Files for Recruiting Advanced Analytics

Customers can use a job patch to add data associated with requisitions that is not otherwise available in Recruiting Advanced Analytics. For example, a job patch file can pull in Recruiter or Hiring Manager data that is not available in Recruiting Marketing.

### Prerequisites

- Recruiting Management and Career Site Builder are integrated.
- Implemented both Recruiting Management and Career Site Builder Job Data.
- Configured Recruiter Single Sign-On.
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Met all the requirements for uploading job patch files.

### Procedure

1. Open the Microsoft Excel file you've prepared with all the job patch data.
2. Access the job patch Excel add-in, and select the customer-specific job patch.

#### ⓘ Note

Recruiting Marketing Professional Services must either provide this add-in or perform the procedure themselves.

3. Save the file as a tab-delimited text (.txt) file using the following naming convention:  
**SiteID\_ClientName\_JOB\_YYYY\_MM\_DD.txt.**
4. Open the text file in a text editor. Ensure that none of the values are enclosed with quotation marks by doing a find and replace, replacing any double quotes with NULL.
5. From the Recruiting Command Center's [Site List](#) page, select  from the [Recruiting Advanced Analytics](#) column for the site, then select [Job Patch](#).
6. Select [Browse..](#) to upload your text file.
7. Preview the data in the [Job Patch](#) window to ensure that the data is properly aligned with the header columns.
8. Click [Save](#) to save the job patch data. If you exit before saving, your job patch data is not be processed.

**Task overview:** [Recruiting Advanced Analytics Configuration \[page 1475\]](#)

**Previous task:** [Purging Data from Recruiting Advanced Analytics \[page 1487\]](#)

**Next task:** [Changing an Integration From Ad Hoc Report and SFTP Method to OData Method \[page 1490\]](#)

## 27.1.7 Changing an Integration From Ad Hoc Report and SFTP Method to OData Method

Convert a customer from an existing SFTP integration to the OData integration method by disabling the scheduled SFTP job in Provisioning.

### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- Configure the *Integration Settings*.

### Procedure

1. Log in to *Provisioning* and select the customer from your *List of Companies*.
2. Select *Manage Scheduled Jobs* from the list.
3. Find *RMK Analytics Monthly Feed* in the list of jobs.
4. From the *Actions* dropdown, select *Disable*.

**Task overview:** [Recruiting Advanced Analytics Configuration \[page 1475\]](#)

**Previous task:** [Uploading Job Patch Files for Recruiting Advanced Analytics \[page 1489\]](#)

**Next task:** [Configuring the SFTP Integration \[page 1491\]](#)

### Related Information

## 27.1.8 Configuring the SFTP Integration

Use SFTP integration configuration method when you don't want to use OData integration setup for Recruiting Advanced Analytics.

### Prerequisites

- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have configured Recruiter SSO.
- You have a working integrated instance between Recruiting Management and the career site.

### Context

#### ⚠ Caution

This information is deprecated, and is provided for reference purposes for customers who have an existing Advanced Analytics configuration using SFTP, and who aren't yet ready to integrate using OData.

Using SFTP requires access to log on to the SuccessFactors instance, [Provisioning](#), and the SuccessFactors SFTP instance. Only configure the SFTP integration, if the customer requires a custom header row.

### Procedure

1. From the Recruiting Command Center's [Site List](#) page, select  from the [Recruiting Advanced Analytics](#) column for the site, then select [Integration Settings](#).

#### 📌 Note

If an error message occurs, your instance isn't configured correctly. Troubleshoot the error message to resolve the issue.

2. Ensure [SFTP](#) is selected when the [Integration Settings](#) screen loads.

### Note

If the *OData* option for *Integration Type* is selected, the customer isn't a legacy customer as *OData* was configured and is working. If this is a new Recruiting Marketing Advanced Analytics implementation, stop and follow the process for configuring OData integration.

If the *SFTP* option for *Integration Type* is selected, there's already an SFTP integration configured. In this case, don't to break the existing integration.

3. Complete the *Integration Settings*, then click *Save*:

| Option                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Config Site Name</i> | System-generated; don't change.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <i>System Name</i>      | System-generated; don't change.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <i>Header Row</i>       | System-generated; don't change.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <i>SFTP Credentials</i> | Enter the SFTP logon ID and password of the customer into <i>SFTP Credentials</i> . These credentials are for the SFTP account where the data can be found after it was extracted from Recruiting Marketing through a scheduled job. These should be the same credentials that were entered into the scheduled job in Provisioning.                                                                                                                                                   |
| <i>Remote Directory</i> | Make sure that the default value is set to <i>/RMK/To_RMK/</i> , and don't change it. This is the directory where the files are stored for Recruiting Advanced Analytics processing. This value is only modified in custom configuration scenarios.                                                                                                                                                                                                                                   |
| <i>Notify</i>           | <p>Enter e-mail addresses for anyone who anyone wants to monitor the data, such as the implementation consultant, as well as the customer.</p> <p>Everyone added in <i>Notify</i> receives daily notification emails if a status is unmapped. The emails stop once the status becomes mapped or the <i>Process Data</i> box isn't selected.</p> <p>Separate multiple e-mail addresses with semicolons. There's no way to validate an e-mail, so enter it carefully and correctly.</p> |
| <i>Get Data</i>         | Select to enable the integration.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <i>Process Data</i>     | Select the checkbox.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

→ Recommendation

If you don't select this option, unmapped statuses may go unnoticed because nobody gets daily e-mail notifications.

## Results

Once the form has been saved, the integration is configured.

The data is retrieved at 12:00 PM and processed at 1 AM in the data center's local time on the scheduled date. If it's a new integration, the first time the integration runs, it retrieves available data from 1/1/2010 to the present. Each subsequent time the process runs, it retrieves data going back to the beginning of the last run date.

**Task overview:** [Recruiting Advanced Analytics Configuration \[page 1475\]](#)

**Previous task:** [Changing an Integration From Ad Hoc Report and SFTP Method to OData Method \[page 1490\]](#)

## 27.1.8.1 Adding Reports to Advanced Analytics Using the SAP SuccessFactors HCM suite

Add reports to the SuccessFactors instance to configure SFTP integration, so that you can set up an Ad-hoc Report and schedule job in Recruiting Management to complete SFTP integration.

### Prerequisites

Engage with Professional Services to get the report.

### Context

#### ⚠ Caution

This information is deprecated, and is provided for reference purposes for customers who have an existing Advanced Analytics configuration using SFTP, and who are not yet ready to integrate using OData.

### Procedure

1. Place the report **report\_RMK\_Analytics.sfr** on your system from where you can find it for later use.
2. Log on to the SAP SuccessFactors instance of the customer.
3. Go to ► [Analytics](#) ► [Reporting](#) ► [Ad Hoc Reports](#) ►.
4. Click [Upload Report](#).
5. Enter **RMK Analytics - do not modify** in the [Report Name](#) field.
6. Click ► [Save](#) ► [Back to Ad Hoc Reports](#) ► [OK](#) ► after the report loads.
7. Find the **RMK Analytics - do not modify** report in the list, and click the report name to run it.
8. Click [Generate Report](#).

### Results

All the cells are populated in the generated report. Blank cells might mean that the Recruiting module in the customer instance is not live yet and the configuration does not work.

## 27.1.8.2 Scheduling Recruiting Management to Recruiting Advanced Analytics Data Export

Set up an Ad-hoc Report and scheduled job in Recruiting Management to complete the SFTP integration.

### Prerequisites

You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

#### ⚠ Caution

This information is deprecated, and is provided for reference purposes for customers who have an existing Advanced Analytics configuration using SFTP, and who aren't yet ready to integrate using OData.

Recruiting Advanced Analytics is a combination of career site and Applicant Status Tracking (ATS) data. This ATS can be Recruiting Management or another third-party ATS. To use Recruiting Management with Recruiting Advanced Analytics, set up an Ad-hoc Report and scheduled job in Recruiting Management to transfer data from one product to another.

### Procedure

1. Go to ► [Provisioning](#) ► [Managing Job Scheduler](#) ► [Manage Scheduled Jobs](#) ► [Create New Job](#) ►.
2. Enter the required job information in the [Job Definition](#) section.

| Field     | Value                      |
|-----------|----------------------------|
| Job Name  | RMK Analytics Monthly Feed |
| Job Owner | SuccessFactors Admin ID    |
| Job Type  | Ad Hoc Reports Extract     |

3. Enter the [Job Parameters](#).
  - a. In the [Report id](#) field, select your report ID, **RMK Analytics - do not modify**.

- b. Select the second *Take Action* option, then select *Edit*.
  - c. Enter **`${startOfCurrentMonth}`** as the *Expression*, then select *OK*.
  - d. Select **CSV** in the *Report Format* dropdown field.
  - e. Select the *File available in FTP?* checkbox.
4. Enter the FTP information in the *Server Access* section:

| Option                 | Description                                         |
|------------------------|-----------------------------------------------------|
| <b>Host Address</b>    | Select <i>SF hosted SFTP server</i> .               |
| <b>FTP Login</b>       | Enter the customer's FTP login ID.                  |
| <b>FTP Password</b>    | Enter the customer's FTP password.                  |
| <b>SFTP Protocol</b>   | Select <i>SFTP Protocol</i> checkbox.               |
| <b>Test Connection</b> | Click and verify that the connection is successful. |

5. Enter the file information in the *File Access* section:

| Option                 | Description                                                                                                                                                                    |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>File Path</b>       | Enter <b><code>/RMK/To_RMK</code></b> .                                                                                                                                        |
| <b>File Name</b>       | Enter, for example, <b><code>320_SuccessFactors_ATS_\$DATE.csv</code></b> . This value is formatted as <b><code>[customer site ID]_[customer name]_ATS_\$DATE.csv</code></b> . |
| <b>Date Format</b>     | Select <b>yyyyMMdd</b> format from the dropdown.                                                                                                                               |
| <b>File Encryption</b> | Select <i>None</i> .                                                                                                                                                           |

6. Set up at the job schedule in *Job Occurrence & Notification*:

| Option                              | Description                                                            |
|-------------------------------------|------------------------------------------------------------------------|
| <b>Occurrence</b>                   | Select <i>Recurring</i> .                                              |
| <b>Recurring Pattern</b>            | Monthly, 2 days of every month                                         |
| <b>Start Date</b>                   | The current date in <b>MM/DD/YYYY</b> format and a time in the future. |
| <b>Additional E-mail Recipients</b> | Add any desired additional e-mail recipients.                          |
| <b>Send E-mail when job starts</b>  | Leave unchecked.                                                       |

7. Select *Create Job*.
8. Return to *Manage Scheduled Jobs* and select *RMK Analytics Monthly Feed* from the list of available jobs. In the *Actions* dropdown, select *Run it Now*, then click *OK*.
9. Change the start date parameter by selecting *RMK Analytics Monthly Feed* from the list of available jobs, then selecting **► Actions ► Edit ►**. Enter the expression **`${startOfPreviousMonth}`** and click *OK*.
10. Select **► Update Job ► Submit Now ►** from the bottom of the screen.

## Related Information

[Managing Scheduled Jobs in Provisioning \[page 928\]](#)

## 27.2 Advanced Analytics Administration

The charts and graphs in the Advanced Analytics tool allows you to measure candidate sourcing trends. They allow you to view data by measure and give you the ability to cut your data across various dimensions to reveal specific data trends.

Use this tool to see how effective your sourcing strategies are, from visit to hire, over a period of time. By dynamically capturing career site and application status data, advanced analytics can help you to determine the cost of hiring a candidate and which tools generate the best return on your investment.

When you open Advanced Analytics, the default view displays your sourcing data in an unfiltered, or at the most general state. The columns in your data set table represent measures that you can use to analyze your data and the rows represents a data dimension of data that you can use to narrow your set of candidate sourcing data. You can customize your view of the data set table by selecting the settings icon and defining the columns that you want to use to analyze your data. In the *Time Period* area you can determine the period of time for the data that you want to display.

Advanced Analytics

Browser

Detail Query Tool

Time Period:

From:

To:

Rolling Year

5/31/18

5/31/19

Advanced Options

Source Type

Source Type

Visit

Subscribe

Apply Start

Visit Conversion

Apply Complete

Apply Conversion

Qualified

Interview

C

Career Site

46

3

4

8.7 %

0

0.0 %

0

0

0

Direct

500

537

91

18.2 %

0

0.0 %

0

0

0

Email

8

0

5

62.5 %

0

0.0 %

0

0

0

Imported TC Member

0

6

0

0.0 %

0

0.0 %

0

0

0

Jobs2Web

5

0

1

20.0 %

0

0.0 %

0

0

0

Other

254

164

230

90.6 %

0

0.0 %

0

0

0

Social Network

0

0

1

0.0 %

0

0.0 %

0

0

0

TOTAL

813

710

332

40.8 %

0

0.0 %

0

0

0

### Advanced Analytics Report Columns [page 1497]

Candidate statuses from SAP SuccessFactors Recruiting are mapped to five statuses in Advanced Analytics that appear as report columns by default. There are additional columns that appear due to Career Site Builder activity.

### Advanced Analytics Career Site Source and Applicant Data Filters [page 1498]

You can filter your reports by specific career site and applicant data, the table lists the available source data you can drill down in Advanced Analytics.

### Using Advanced Analytics Filters [page 1499]

You can use a combination of filters and subfilters that allow you to drill down sourcing data to define the information you want to view in Advanced Analytics.



The graphical component in Advanced Analytics displays trend lines that can help you visualize sourcing data trends over period of time.

## 27.2.1 Advanced Analytics Report Columns

Candidate statuses from SAP SuccessFactors Recruiting are mapped to five statuses in Advanced Analytics that appear as report columns by default. There are additional columns that appear due to Career Site Builder activity.

The table contains information about the available report columns you can use for your reports:

| Report Column         | Activity Source               | Description                                                                                                                                                                                                                                                                                                                 |
|-----------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Visits                | Career Site Builder           | Visits occur when a candidate passes from a source to your system and are recorded each time this line is crossed. Visits aren't recorded when a candidate navigates to different pages inside the your system.                                                                                                             |
| Subscriptions         | Career Site Builder           | Subscriptions are when candidates join your talent community. Candidates join the community by signing up for job emails or by completing the <a href="#">Create an Account</a> page when applying for a job or when they join <a href="#">The Talent Community</a> . A candidate can only join your Talent Community once. |
| Application Started   | Career Site Builder           | An Apply Start happens when a candidate clicks through the Apply Now section for a job on your system. If a candidate applies for multiple jobs during the same session, multiple Apply Starts are counted. If they apply to the same job multiple times however, it's only one Apply Start.                                |
| Visit Conversion      | N/A                           | Calculates visit conversion rate.                                                                                                                                                                                                                                                                                           |
| Application Completed | SAP SuccessFactors Recruiting | Apply Completes happen in your when a candidate submits an application for a job. Depending on where you're looking, in Advanced Analytics, Apply Completes may or may not include candidates that didn't come to you via your system.                                                                                      |
| Apply Conversion      | N/A                           | The percentage of candidates that completed their applications.                                                                                                                                                                                                                                                             |
| Qualified             | SAP SuccessFactors Recruiting | Candidates that pass the initial screening for a job that they applied for.                                                                                                                                                                                                                                                 |

| Report Column | Activity Source               | Description                                                                                                                                                                                                                                                                              |
|---------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interviews    | SAP SuccessFactors Recruiting | An Interview equates to an Interview status being recorded in your Applicant Tracking System for a candidate. Even if a candidate goes through multiple rounds of interviews, only one is recorded in Advanced Analytics per candidate per job.                                          |
| Offers        | SAP SuccessFactors Recruiting | If an offer is extended to a candidate and you track Offers in your Applicant Tracking System separately from Hires, it's included in your Offers number. If you don't track Offers separately from Hires, Advanced Analytics uses your number of Hires as the number of Offers as well. |
| Hires         | SAP SuccessFactors Recruiting | Hires are those candidates who receive a Hired status in your Applicant Tracking System. If your Hire count is lower in Advanced Analytics than you expect, a possible cause is that you're changing Hired candidate email addresses.                                                    |
| Source Cost   | N/A                           | Calculates the cost of sourcing.                                                                                                                                                                                                                                                         |
| Cost/Visit    | N/A                           | Calculates cost per visit based on sourcing data.                                                                                                                                                                                                                                        |
| Cost/Apply    | N/A                           | Calculates the cost to application based on sourcing data.                                                                                                                                                                                                                               |

In addition to viewing these data measures by source type, you can view their averages by selecting [Display options > Show averages](#). This provides you with averages for each column, rather than by source type, and lets you see the average number of visits per hire, application starts per hire, application completions per hire, qualified persons per hire, interviews per hire, offers per hire, and hires per hire. Knowing what these averages look like is important because not all sources are created equal, and the average column shows you the averages.

## 27.2.2 Advanced Analytics Career Site Source and Applicant Data Filters

You can filter your reports by specific career site and applicant data, the table lists the available source data you can drill down in Advanced Analytics.

| Source Data Filter Name                                                                                                                                                                 | Description                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <i>Source Type</i>                                                                                                                                                                      | The sourcing entry point such as, email, social media, or direct contact associated with the sourcing data. |
| <div>  <b>Note</b><br/> <i>Source Type</i> is the default report filter for Advanced Analytics. </div> |                                                                                                             |
| <i>Source Engine</i>                                                                                                                                                                    | The website that's associated with your candidate sourcing data.                                            |
| <i>Campaign Tag</i>                                                                                                                                                                     | The campaign tag associated with your sourcing data.                                                        |
| <i>Department</i>                                                                                                                                                                       | The department associated with your sourcing data.                                                          |
| <i>Requisition #</i>                                                                                                                                                                    | The requisition number that is linked to your sourcing data.                                                |
| <i>Quarter</i>                                                                                                                                                                          | The quarter that the sourcing data is linked to.                                                            |
| <i>Date</i>                                                                                                                                                                             | The date associated with the sourcing data.                                                                 |
| <i>Job State</i>                                                                                                                                                                        | The state or region associated with the sourcing data.                                                      |
| <i>Category</i>                                                                                                                                                                         | The category associated with the sourcing data.                                                             |
| <i>Job Title</i>                                                                                                                                                                        | The job title associated with the sourcing data.                                                            |
| <i>Year</i>                                                                                                                                                                             | The year associated with the sourcing data.                                                                 |
| <i>Month Number</i>                                                                                                                                                                     | The month associated with the sourcing data.                                                                |
| <i>Job Country/Region</i>                                                                                                                                                               | The country/region code associated with the sourcing data.                                                  |
| <i>Job City</i>                                                                                                                                                                         | The city associated with the sourcing data.                                                                 |
| <i>Brand</i>                                                                                                                                                                            | You can view data associated with specific brand.                                                           |

## 27.2.3 Using Advanced Analytics Filters

You can use a combination of filters and subfilters that allow you to drill down sourcing data to define the information you want to view in Advanced Analytics.

### Procedure

1. In the SAP SuccessFactors system, go to ► [Recruiting](#) ► [Advanced Analytics](#) ►.
2. In the [Time Period](#) section, select the time period that of data that you want to measure.
3. Click the down arrow next to [Source Type](#) and choose the dimension of sourcing data that you wish to view. The following example displays the list of possible measures. Your dimension names differ if you've modified them during configuration.

# Advanced Analytics

[Browser](#)
[Detail Query Tool](#)

Time Period:

Rolling Year

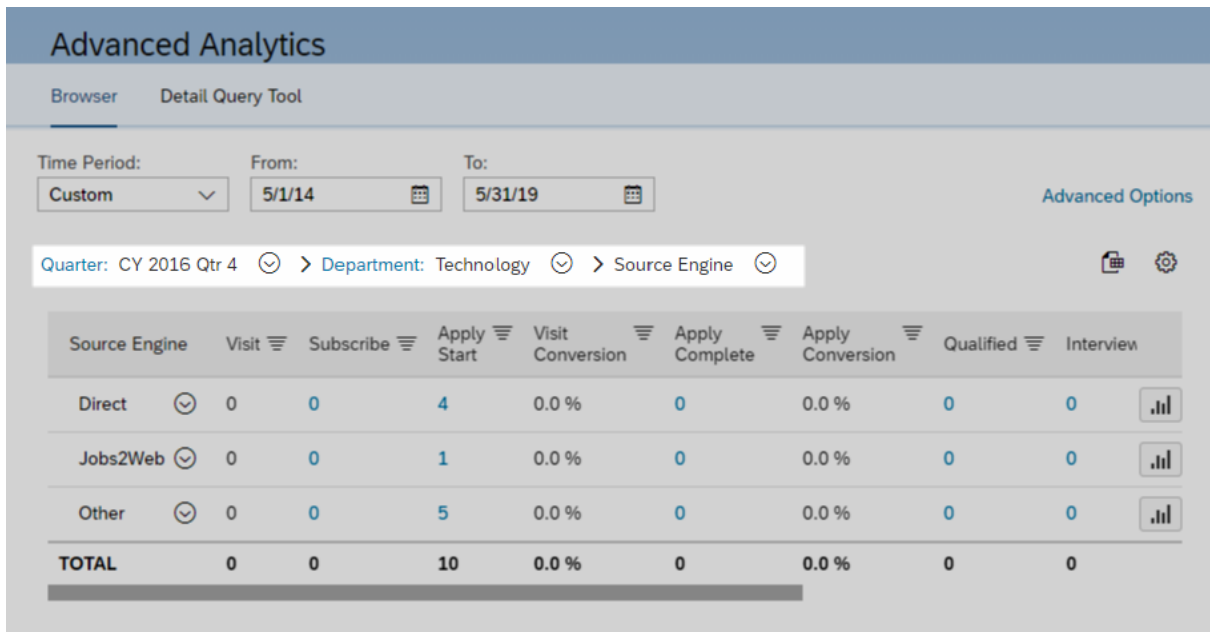
Source Type

Source Type

Source Engine
Campaign Tag
Category
Department
Job Title
Requisition #
Year
Quarter
Month Number
Date
Job Country
Job State / Region
Job City

| S  | Visit | S |
|----|-------|---|
|    | 46    | 3 |
|    | 500   | 5 |
|    | 8     | 0 |
|    | 0     | 6 |
|    | 5     | 0 |
|    | 254   | 1 |
|    | 0     | 0 |
| TC | 813   | 7 |

Selecting additional dimensions adds to your drill path, allowing you to narrow your data set and retrieve more and more specific data. Each dimension you select, displays in real time and in the order that you chose them. Additionally, you can select a new dimension from the drill path by clicking the arrow for any of your selected dimensions. The following example shows three selected dimensions: Quarter, department, and source engine.



The information in the table updates dynamically or in real time to reflect the data set you defined.

- [Optional] Change the sort order of the data set when you choose the down arrow for any source type and selecting a different type.

## 27.2.4 Visualizing Data with Graphs in Advanced Analytics

The graphical component in Advanced Analytics displays trend lines that can help you visualize sourcing data trends over period of time.

### Procedure

- In the Advanced Analytics browser window, define the *Time Period*.
- Select a measure from the *Source Type* area.

The sourcing data for the measure you've chosen displays.

- To visualize the row of data, click the graph icon.

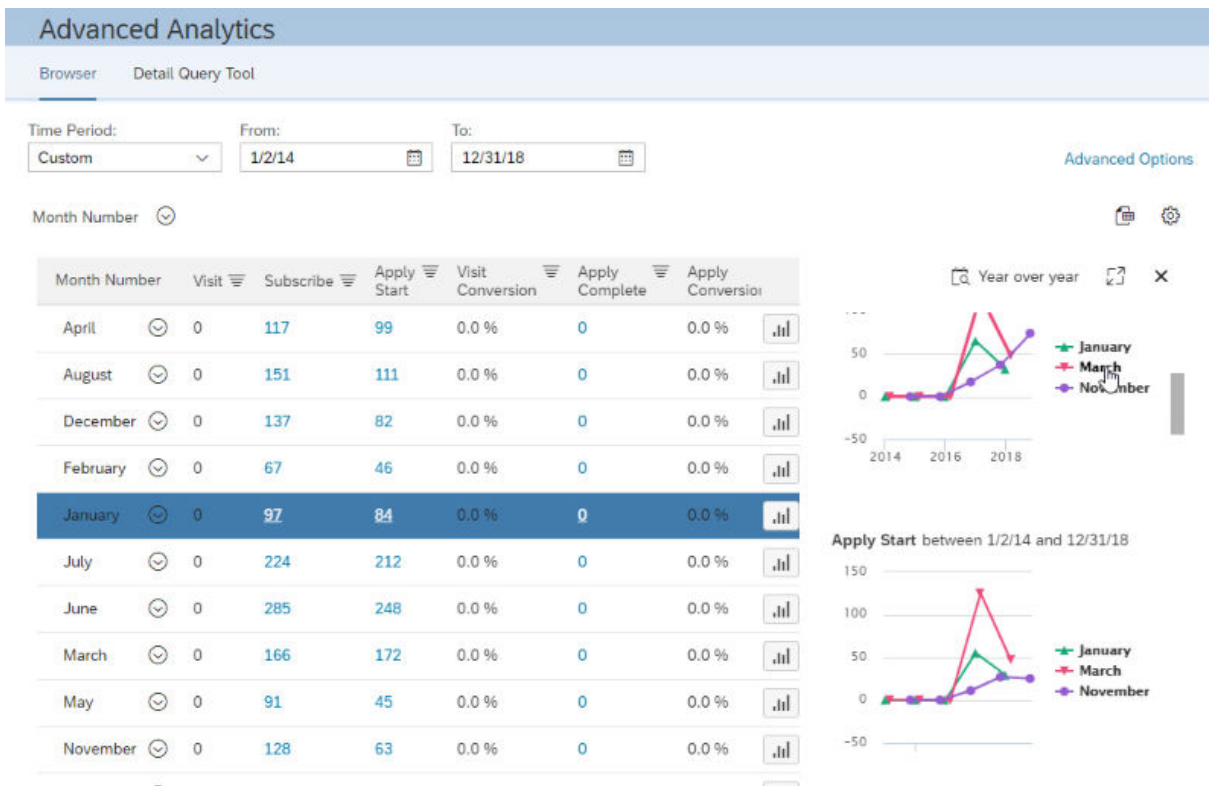
Visual graphs appear vertically on the right of the data set table for all columns with a value for your selected month. You can compare data in the graph by selecting multiple rows of data. Each column in the data table has a corresponding graph and represents the time period you defined for your data set.

- Customize your display with additional actions and your actions display on the graphic in real-time:

| Action                   | Behavior                                                                        |
|--------------------------|---------------------------------------------------------------------------------|
| Hover on a line          | Hovering over a line in the graph allows you to see the values for the column.  |
| Select additional months | When you select multiple months, they appear as additional lines in the graphs. |

| Action                                      | Behavior                                                                                                                                                                                                            |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Click on a month in a graph</b>          | The line representing the month for that specific graph is removed from the view, and the month you clicked becomes grayed out. This is a toggle; click the month name in the graph again to make the line visible. |
| <b>Click <a href="#">Year over year</a></b> | This populates the graphs with lines for all 12 months for your defined time period.                                                                                                                                |
| <b>Click the expand graph icon</b>          | Selecting the small square icon with arrows pointing outward, located to the right of the <a href="#">Year over year</a> . This hides the table and expands the graph view. Use this to see the graph details.      |

The following shows an example of graphs where the measure is set to [Month](#) and sourcing data for January, March, and November is selected, and the time period is January 2, 2014 to December 31, 2018:



Advanced Analytics Example

## 28 REST API to Check for Existing Candidate

The `candidateExistence` REST API helps to check whether a candidate is already part of the system. The check is performed for both internal and external candidates. For an external candidate, the validation is done using the candidate email address. You can use this API to check for 20 candidate email addresses in a single request. The `CandidateExistence` API only returns the email addresses of candidates who exist in the system. To check if an internal candidate exists in the system, you must include `userSSysId` as part of the payload.

For example, if you're checking for 20 candidate email addresses and only 14 exist in the system, then the results only display 14 email addresses. The remaining 6 don't appear as part of the response.

### Permissions

► [Manage Permission Roles](#) ► [Recruiting Permissions](#) ► [OData API Candidate Export](#) ►

**Use Case:** Check whether the candidate exists in the system using their email address.

### Request

|             |                                                                                                                           |
|-------------|---------------------------------------------------------------------------------------------------------------------------|
| HTTP Method | POST                                                                                                                      |
| URI         | Endpoint: <code>https://&lt;api-server&gt;/rest/recruiting/candidate/v1/candidateExistence/checkIfCandidatesExists</code> |

**Expected media type:** JSON

### Request Example

```
[  
  "candidate01@example.com",  
  "candidate02@example.com",  
  "candidate03@example.com",  
  "candidate04@example.com"  
]
```

**Result:** Return results are displayed only if the candidate already exists in the system.

## Response

### Response Payload:

```
{
  "emails": [
    "candidate02@example.com",
    "candidate03@example.com",
    "candidate04@example.com"
  ]
}
```

## Related Information

[SAP API Business Hub API Reference for Candidate](#) 



# 29 Maintaining the Recruiting System

## 29.1 Data Protection and Privacy in Recruiting

SAP SuccessFactors Recruiting includes comprehensive data protection and privacy features that are common to the entire SAP SuccessFactors HCM suite. It also supports similar, older features that are available for Recruiting only.

### Leading Practice for Data Protection and Privacy

Data protection and privacy works best when it's implemented for the entire suite, not product-by-product. We've centralized information about how to set up and use the latest data protection and privacy features for the SAP SuccessFactors HCM suite in a central guide.

#### → Recommendation

We highly recommend using the features described in the central *Data Protection and Privacy* guide.

### Older Features

Existing Recruiting customers sometimes use older data protection and privacy features that are available for Recruiting only and that have less comprehensive functionality. For now, Recruiting still supports the use of older versions of the Data Privacy Consent Statement (DCPS) and Data Retention Management (DRM) features.

#### → Recommendation

We expect to phase out support for these older features over time. We encourage you to adopt the newer, recommended versions of these features and plan for the eventual retirement of older ones.

### Related Information

[Consent Agreements in Recruiting \[page 1506\]](#)

[Data Retention Management in Recruiting \[page 1509\]](#)

[Setting Up and Using Data Protection and Privacy](#)

## 29.1.1 Consent Agreements in Recruiting

Consent agreements in Recruiting allow you to inform candidates that their personal data is being stored and explain how that data is handled.

As an administrator, you can use Data Privacy Consent Statements (DPCS) to create the consent agreements for your organization. Candidates must accept this statement before entering their data.

You can track candidates' DPCS acceptance to ensure that they have willingly submitted their data for storage.

### ⓘ Note

Data Privacy Consent Statement has two versions, 1.0 and 2.0. Do **not** implement the deprecated DPCS 1.0 version.

Some existing customers still use DPCS 1.0. We expect to phase out support for this older version over time. If you still use DPCS 1.0, start preparing for its eventual retirement and migrate to DPCS 2.0. Then use DPCS 2.0 to set up consent statements as described in *Setting Up and Using Data Protection and Privacy* in the SAP Help Portal.

## Related Information

[Migrating from DPCS 1.0 to DPCS 2.0 \[page 1506\]](#)

[Setting Up and Using Data Protection and Privacy](#)

### 29.1.1.1 Migrating from DPCS 1.0 to DPCS 2.0

The leading practice to create consent agreements is through DPCS 2.0. If you're still using DPCS 1.0, migrate to DPCS 2.0 and then configure so that candidates can accept the statement before entering the data.

## Prerequisites

- You have access to Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Procedure

1. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Edit Candidate Privacy Options](#) ►, and clear all the selections in the [Data Privacy Settings](#) section.

2. Choose [Save Settings](#).

The DPCS 1.0 is now disabled.

3. Go to ► [Provisioning](#) ► [Company Settings](#) ► and select the [Data Privacy Consent Statement 2.0](#) option.

4. Choose [Save Feature](#).

The DPCS 2.0 is now enabled.

5. Go to ► [Provisioning](#) ► [Managing Recruiting](#) ► [Edit Candidate Privacy Options](#) ►.

6. Choose **DPCS 2** in the [Use DPCS Version](#) menu.

7. Select the relevant checkboxes in the [Data Privacy Settings](#) section.

| Setting                                                                                                                 | Description                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Enable external data privacy agreement setup, and require acceptance on external candidate registration</a> | Prompts external candidates to accept the most current version of the data privacy statement at the point they attempt to create an account or log in after a version change.                                                    |
| <a href="#">Enable internal data privacy agreement setup</a>                                                            | Prompts internal candidates to accept the most current version of the data privacy statement when they click their candidate profile on the <a href="#">Careers</a> tab, if they haven't accepted that version of the statement. |
| <a href="#">Enable intranet data privacy agreement setup</a>                                                            | Prompts intranet candidates to accept the most current version of the data privacy statement when they click the careers tab, if they haven't accepted that version of the statement.                                            |

## Next Steps

Configure DPCS 2.0 for Recruiting to create consent statements.

### ⚠ Caution

DPCS 2.0 is a critical feature and must be evaluated carefully before deactivation. Deactivation of DPCS 2.0 has the following implications:

- Once DPCS 2.0 is enabled, if there are any applications in statuses such as "Deleted on demand by Candidate", "Delete on demand by Admin", or other withdrawn statuses, the feature cannot be turned off. These statuses must be moved out to other applicable statuses before deactivation.
- DPCS 2.0 is tightly integrated with other features such as DRTM Purge, Candidate Search, and Data Retention Management. If these features are enabled, you must also evaluate and disable related configuration switches, accordingly.
- Disabling DPCS 2.0 requires careful handling due to potential data integrity, audit, or consistency issues, necessitating significant support for updating or removing purge rules. This increases the workload for Support and Product teams, demanding more consultative assistance for customers, and is further complicated by limited visibility into internal dependencies and processes.

## Related Information

[Creating Data Privacy Consent Statements](#)

### 29.1.2 Assigning Country/Region Specific Consent Settings

Use the [Country/Region Specific Consent Settings](#) tool to set up the rules for whether job applications can be forwarded to in-progress status when applicants haven't accepted their consent statements.

#### Prerequisites

You have the appropriate role-based permission for ► [Manage Recruiting](#) ► [Country/Region Specific Consent Settings](#) ►.

#### Context

The [Country/Region Specific Consent Settings](#) tool allows you to configure settings based on specific countries/regions.

What you specify in this tool impacts the visibility of some settings for the Recruiting user. For example, the settings here, in the combination with what applicants choose for their [Make My Profile Visible To](#) candidate profile setting, can affect whether a Recruiting user sees the [Allow applicants who have not yet accepted latest DPCS statement](#) setting in the [Forward to Requisition](#) dialog when forwarding applicants to additional job requisitions in the Applicant Management tool.

#### Procedure

1. From the Admin Center, go to [Country/Region Specific Consent Settings](#).
2. To create a new consent setting, choose [+ Add Another](#).
3. Select a country/region from the dropdown list for [Country/Region](#).

If the country/region you want is already configured and you want to change the settings, edit its values instead.

4. Choose the following pass-through types for the new and modified DPCS Pass Through Type columns:
  - [Allow](#) – applications can be moved to in-progress status.
  - [Allow After Confirmation](#) – applications can be moved after the Recruiting user confirms that the applicant is allowed without having accepted the latest statement.
  - [Don't Allow](#) – applicants can't be moved.

5. Save your settings.

## 29.1.3 Data Retention Management in Recruiting

Data Retention Management in Recruiting allows you to define how long candidate and job application data is stored before it can be removed. You can then use it to remove data after the retention time has elapsed.

**Do not** implement version 1.0 of Data Retention Management (DRM), which is deprecated. Use only DRM 2.0.

DRM 2.0 supports two options to anonymize your data:

1. **Data Retention Time Management (DRTM)** – provides comprehensive data protection and privacy across the HCM suite.

### → Recommendation

We highly recommend using DRTM even if you want to anonymize data covered by legacy function. You can refer to *Data Protection and Privacy (DRTM)* guide mentioned in the [Related Information](#) section of this page and configure your instance to use DRTM as per the prerequisites listed there.

2. **Legacy (non-DRTM) Data Retention Management (DRM)** – provides a similar capability, but only for certain types of data and with less thorough results. There won't be any enhancements made to the legacy feature. For more details and prerequisites, refer to the *Data Retention Management (Legacy and Non-DRTM)* guide mentioned in the [Related Information](#) section of this page.

You can use only one Data Anonymization option at the same time.

## DRTM Versus DRM

Know the differences between DRTM and DRM and choose the purge type that suits the need of your company.

| DRTM                                                                                                                                                                                                                                                                                                                                                                | DRM                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| You configure the <b>Country</b> and the <b>Retention period for each country</b> in <a href="#">Manage Data</a> admin tool. When you create a purge request in <a href="#">Data Retention Management</a> tool, you add <b>Country</b> to define the purge criteria and all the associated logic is pulled from the object defined in <a href="#">Manage Data</a> . | You add the <b>Country</b> and <b>Retention Period</b> to the purge criteria directly while creating a new purge request. There's no object definition involved here.                              |
| There's no option to configure <b>All</b> countries in the <a href="#">Manage Data</a> object definition.                                                                                                                                                                                                                                                           | You can configure the same retention period for <b>All</b> countries while creating DRM purge requests.                                                                                            |
| <b>Legal Minimum Obligation Period</b> isn't applicable to DRTM purge requests.                                                                                                                                                                                                                                                                                     | <b>Legal Minimum Obligation Period</b> is applicable only to DRM purge requests. This value will overrule the <b>Retention period</b> value that you provide while creating the DRM purge request. |

## Related Information

## 29.1.3.1 Migrating from DRM 1.0 to DRM 2.0

Migrate from DRM 1.0 to DRM 2.0 so you can use our newest and most comprehensive data retention management features.

### Prerequisites

- You have enabled Data Privacy Consent Statement 2.0 (DPCS 2.0) for Recruiting. Ensure that versions of Data Retention Management and Data Privacy Consent Statements always match.
- You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

### Context

In DRM 2.0, candidate records are anonymized rather than purged and the data is retained for reporting purposes.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Data Privacy Configurations](#) ►.
2. Erase all configured values for the individual countries/regions, for both the Candidate Profile and Application.
3. Save your changes.
4. Go to ► [Provisioning](#) ► [Managing Job Scheduler](#) ► [Manage Scheduled Jobs](#) ►.
5. Remove the existing DRM 1.0 job.
6. Save your changes.
7. Enable and configure data retention and data purge, as described in the *Data Protection and Privacy* guide.

To determine whether you should perform a legacy purge, refer to the *Data Retention Management (Legacy and Non-DRTM)* guide.

## Related Information

[Implementing and Managing Data Protection and Privacy](#)

[Implementing and Using Data Retention Management \(Legacy and Non-DRTM\)](#)

## 29.2 Business Rules in Recruiting

You can create custom business rules for your recruiting process.

SAP SuccessFactors Recruiting allows you to assign business rules to Recruiting-related templates, so that when there are changes in the data, the system can respond appropriately at runtime.

Examples of business rules in Recruiting include the following:

- All requisitions that are created for full-time employees in the Sales organization should include a potential calculated commission of 15% of the base salary.
- All offer approvals should have a set expiration date of 30 days after the creation date of the offer approval.

Using business rules in Recruiting automates the process and brings together a number of things that simplify the tasks of the recruiter.

Before you can create a business rule, you first need to set up your Recruiting templates, because you can't do anything with business rules until you have templates to associate them to. Once you've created your templates, you can configure different business rules for the various scenarios you want to create rules for.

The process of setting up business rules involves creating them using Recruiting rule scenario categories in [Configure Business Rules](#), then assigning them to Recruiting templates in [Manage Rules in Recruiting](#). Recruiting business rules don't do anything on their own until you specify them in [Manage Rules in Recruiting](#).

### Note

If you create business rules that include [Country/Region](#) or [State/Province](#) fields to the condition and if it isn't resolving to **true**, one of the reasons can be a change in their ISO codes. For more information about the necessary action, refer to *Actions to Consider When ISO Code Changes for Country/Region or State/Province*.

For more information about how to set up and use business rules or role-based permissions in general, refer to central guides on the SAP Help Portal.

## Related Information

[Implementing Business Rules in SAP SuccessFactors](#)

[Using Role-Based Permissions](#)

[Actions to Consider When ISO Code or Label Changes for Country/Region or State/Province \[page 1628\]](#)

## 29.2.1 Enabling Business Rules for Recruiting

Turn on business rules for Recruiting.

### Context

Business rules enable organizations to automate decisions and help an organization achieve its goals. Enabling or disabling these rules gives you control to run only specific rules that are required by your organization.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
2. To enable business rules for Recruiting, select [Enable Recruiting Business Rules](#) in the [Business Rules](#) section.  
To disable business rules, deselect it.

## 29.2.2 Creating Business Rules for Recruiting

Create a business rule using the appropriate Recruiting rule scenario category, so that you can assign them to Recruiting templates, to customize and regulate your recruiting process.

### Prerequisites

You have Recruiting templates that were created in the [Recruiting Management](#) tab in ► [Admin Center](#) ► [Manage Templates](#) ►. You can't create a rule for job applications, job offers, or job requisitions unless you already have a template you can assign it to.

You have the following, as described in *Creating Business Rules*:

- [Enable Generic Objects](#) is enabled in Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You've assigned the corresponding permissions under ► [Administrator Permissions](#) ► [Metadata Framework](#) ►.

In addition, some Recruiting rule scenarios have their own additional prerequisites or requirements. See the topics on candidate profiles, job requisitions, offers, and job applications for details.



## Context

This page describes the process for creating Recruiting-specific business rules and assigning them to Recruiting templates so that you can customize and regulate your recruiting process.

### Note

All new Recruiting-related business rules you create are made using the Recruiting-specific rule scenarios listed in ► [Configure Business Rules](#) ► [Recruiting](#) ►. You can't create **new** business rules using the legacy [Basic](#) option, but if you have any **existing** Recruiting-related business rules that were created using a [Basic](#) rule scenario, they can still be edited and executed.

After you prepare your system for business rules as described in *Implementing Business Rules in SAP SuccessFactors*, you can create and configure business rules for Recruiting.

Follow the instructions for creating conditions, statements, and variables in *Implementing Business Rules in SAP SuccessFactors*, using the configuration information in this section for the various Recruiting-related scenarios.

## Procedure

1. Perform the various prerequisite steps, as described in *Before Configuring Business Rules for Recruiting*.
2. Go to ► [Admin Center](#) ► [Configure Business Rules](#) ►.  
The [Business Rules Admin](#) page appears.
3. Choose + [\(Create New Rule\)](#).
4. Expand the [Recruiting](#) section to choose one of the scenarios for the business rule you want to create, and provide values for the [Rule Name](#), [Rule ID](#), and [Start Date](#) fields, a description of the scenario you're creating, as well as any additional fields specific to the scenario you choose:

| Option                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Configure Business Rules on Candidate Profile</b> | Choose this scenario to create a business rule on the candidate profile.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Job Application: Basic Business Rule Scenario</b> | Choose this scenario to create a business rule on the job application.<br>Select a job requisition template from the <a href="#">Job Requisition Template</a> dropdown list for the business rule you plan to define.                                                                                                                                                                                                                                                                                            |
| <b>Configure Business Rules on Offer Details</b>     | Choose this scenario to create a business rule on offer details, and complete the following: <ul style="list-style-type: none"><li>• <a href="#">Offer Detail Template</a>: Select a template from the dropdown list for the business rule you plan to define.</li><li>• <a href="#">Purpose</a>: Specify how you plan to use this business rule by choosing from the following: <a href="#">Field Change</a> (onChange), <a href="#">Initialize</a> (onInit), or <a href="#">Save</a> (onSave).</li></ul>       |
| <b>Configure Business Rules on Job Requisition</b>   | Choose this scenario to create a business rule on the job requisition, and complete the following: <ul style="list-style-type: none"><li>• <a href="#">Job Requisition Template</a>: Select a template from the dropdown list for the business rule you plan to define.</li><li>• <a href="#">Purpose</a>: Specify how you plan to use this business rule by choosing a <a href="#">Field Change</a> (onChange) rule, <a href="#">Initialize</a> (onInit) rule, or <a href="#">Save</a> (onSave) rule.</li></ul> |

| Option                                                                                                                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Configure Rule to Preselect Offer Letter Templates</b>                                                                                                       | <p>Choose this scenario to create a business rule that preselects an offer letter template when initiating an offer letter to a candidate.</p> <p>Select a job requisition template from the <i>Job Requisition Template</i> dropdown list for the business rule you plan to define.</p>                                                                                                                                                                                                                                                                                                                                               |
| <b>Configure Business Rules to Add Conditional Sections in Offer Letters</b>                                                                                    | <p>Choose this scenario to create a business rule that lets you add conditional sections (using tokens) into an offer letter template when initiating an offer letter to a candidate.</p> <p>Select a job requisition template from the <i>Job Requisition Template</i> dropdown list for the business rule you plan to define.</p>                                                                                                                                                                                                                                                                                                    |
| <b>Job Application: Trigger Automatic Hiring of Applicant</b>                                                                                                   | <p>Choose this scenario to create a rule to automatically hire eligible applicants from Recruiting to Employee Central.</p> <p>Select a job requisition template from the <i>Job Requisition Template</i> dropdown list for the business rule you plan to define.</p>                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Configure AI-Assisted Skills Matching Eligibility for Job Requisition</b>                                                                                    | <p>As a recruiting administrator, you can control which job requisitions will use the AI-assisted Skills Matching feature. The rule is executed when a job requisition is created or updated (onSave). If the job requisition satisfies the criteria defined in the rule, then AI units are deducted when a candidate is hired for that job requisition.</p>                                                                                                                                                                                                                                                                           |
| <p>→ Remember</p> <p>A rule created for this rule scenario must be assigned to an object in <i>Manage Data</i>. See <b>Related Information</b> for details.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Trigger Automatic Initiation of Onboarding</b>                                                                                                               | <p>Use this rule to automatically initiate the onboarding process for specific job requisitions by specifying conditions as per the business requirement.</p> <p>If the rule evaluation executes to <b>True</b>, the onboarding process is automatically initiated for all job applications belonging to the selected job application template. If the rule evaluation executes to <b>False</b>, the onboarding process must be manually initiated for job applications belonging to the specified template.</p>                                                                                                                       |
| <b>Define Eligibility for Onboarding Initiation</b>                                                                                                             | <p>Use this rule to define the criteria that determine a job requisition's eligibility for initiating onboarding.</p> <p>If the rule evaluation executes to <b>True</b>, the <i>Applicant Workbench</i> displays the <i>Initiate Onboarding</i> option along with the eligibility status. The recruiter can then select the <i>Initiate</i> option to initiate the onboarding process successfully.</p> <p>This rule is configurable only if the <i>Apply Onboarding to Job Requisitions via Business Rule to Define Eligibility for Onboarding Initiation</i> option in the <i>Onboarding Integration Setup</i> page is selected.</p> |

### ⚠ Caution

When you choose a template to use in *Manage Rules in Recruiting* later, it only lets you choose from the list of rules you associate with that template.

Choose your template carefully, because you can't change your template choice after you save your rule. To change template associations, create a new rule and delete the old one.

5. Choose *Continue*.

You get to the [Configure Business Rules](#) page.

6. **Optional:** Add variables in the [Variables](#) section.
7. Create conditions in the [If](#) section, statements in the [Then](#) section, then optionally, add Else If conditions and Else statements, as described in [Create Business Rules](#).

This section provides some examples of if/then/else settings for some Recruiting-related tasks.

8. Save the rule.

## Results

You've created a business rule for Recruiting.

## Next Steps

You're now ready to go to ► [Admin Center](#) ► [Manage Rules in Recruiting](#) ► to associate your newly created rule with a Recruiting template. Refer to [Assigning Rules to a Template Using Manage Rules in Recruiting](#).

If you need to edit the rule later, you can do so by choosing ► [Take Action](#) ► [Make Correction](#) ►.

## Related Information

[Creating Business Rules](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

[Configuring Business Rule for AI-Assisted Skills Matching for Applicant Screening \[page 1012\]](#)

[Assigning Rule to an Object \[page 1013\]](#)

[Implementing Business Rules in SAP SuccessFactors](#)

## 29.2.3 Searching for Business Rules

Search and filter business rules on the [Business Rules Admin](#) page.

## Context

On top of the [Business Rules Admin](#) page is the header section with a search box and a list of default filters. The search filters can contain different types of filters, such as date picker, select (from a dropdown list), and value help.

## Procedure

1. Go to ► [Admin Center](#) ► [Configure Business Rules](#) ►.

You get to the [Business Rules Admin](#) page that lists all business rules.

When you first open the page, the current date is set as the default date in the [As Of Date](#) filter, which is a required field.

2. **Optional:** To change which search filters are displayed in the header section, select [Adapt Filters](#). Select which filters to show on the filter bar, and then select [Go](#).

### Note

You can revert your changes by selecting [Restore](#).

The filters you've selected are displayed in the header section of the [Business Rule Admin](#) page.

3. Enter or select your search criteria using the search filters in the header section.
4. **Optional:** For fields with the value help icon (□), you can perform advanced searches using conditions.

### Note

You can directly enter the input notation and value in the search field.

For example: Enter **! (=1234)** in the [Rule ID](#) search field to exclude the rule with the ID "1234" from the search.

- a. Choose the value help icon (□) on a field.
  - b. In the [Define Conditions](#) dialog box, select the corresponding operators and enter the corresponding values you want to include or exclude from your search.  
  
For some fields, you have to choose the [Define Conditions](#) tab first.
  - c. Select [OK](#).
5. Select [Go](#) to show the results based on your search criteria.

The business rules returned as a result of the filters are displayed in the list section.

6. **Optional:** To change the settings of the list, select ⚙ [Settings](#). On the [View Settings](#) screen that opens, you can change the default columns to be displayed, sort the list by one or more fields, and group the list.

## Next Steps

You can export the filtered list of business rules.

To view rule details and perform further actions, select a rule. You get to the [Configure Business Rules](#) page of the selected rule.

## 29.2.4 Assigning Rules to a Template Using Manage Rules in Recruiting

Once you've created a business rule, you need to specify what kind of events will trigger it by associating the rule to a template in ► [Admin Center](#) ► [Manage Rules in Recruiting](#) ►.

### Context

#### ⓘ Note

The rule execution doesn't work if you assign rules directly in the XML template.

A rule can be triggered at two levels:

- [Field Change Rules](#): Used to associate a rule to a specific field in the template.
- [Template-level Rules](#): Used to associate a rule to a specific action that happens at the template level. For example, when a job requisition is saved.

Some Recruiting-specific rule scenarios require you to specify their purpose. The system recognizes whether the rule's purpose and displays only for that category when you're specifying it in [Manage Rules in Recruiting](#). For example, if you choose [On Initialize](#) when creating a job requisition rule scenario, the rule only appears in the [Initialize Rules](#) dropdown list, and not in [Save Rules](#) or [Field Change Rules](#).

You can perform the following actions for all the rules you assign:

| Label/Icon                                                 | Description                                                                             |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| ↑ <a href="#">(Up)</a> and ↓ <a href="#">(Down)</a> arrows | Use these to change the sequence in which the rules will be executed.                   |
| 🗑️ <a href="#">(Delete)</a>                                | Use this to delete the rule.                                                            |
| <a href="#">Edit Rule</a>                                  | Choose this link to edit the rule in the <a href="#">Configure Business Rules</a> page. |

#### ⓘ Note

If the rule is selected and you then choose [Edit Rule](#), the [Configure Business Rules](#) page displays with the preloaded rule. If the rule isn't selected, the [Configure Business Rules](#) page displays where you can create a new rule.

### Procedure

1. Go to ► [Admin Center](#) ► [Manage Rules in Recruiting](#) ►.

The [Manage Rules in Recruiting](#) page displays. Here you can see the [Job Requisition](#), [Offer Detail](#), [Candidate](#), and [Job Application](#) tabs. By default, the [Job Requisition](#) tab is selected.

2. In the *Job Requisition*, *Offer Detail*, or *Job Application* tabs, choose [Include Inactive Templates](#).
3. In the *Job Requisition*, *Offer Detail*, or *Job Application* tabs, choose the ↓ (*Down*) on the template dropdown list to view the list of active and inactive templates, in alphabetical order.

The *Candidate* tab doesn't have a template dropdown list because there's only one Candidate Profile template.

The *Job Application* tab displays job **requisition** templates.

4. Choose a template from the template dropdown list.
5. In the *Field Change Rules* section, select + [Add Another](#) to display the *Field* and *Rule* dropdown lists.

The *Field Change Rules* section lets you choose a rule that was created in [Configure Business Rules](#) for this template, to apply to any of the fields that support business rules, and which are part of this template.

6. Under *Template-level Rules*, select a rule from the dropdown list to assign to a trigger:

| Tab                    | Template-level Rule Triggers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Requisition</b> | <ul style="list-style-type: none"> <li>• Initialize Rules</li> <li>• Save Rules</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Offer Detail</b>    | <ul style="list-style-type: none"> <li>• Initialize Rules</li> <li>• Save Rules</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Candidate</b>       | <ul style="list-style-type: none"> <li>• Save Rules</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Job Application</b> | <ul style="list-style-type: none"> <li>• Save Rules</li> <li>• Rule for Offer Approval</li> <li>• Rule for Candidate Decisions on Offer Letter</li> <li>• Rule for Electronic Signature on Offer Letter</li> <li>• Rule for Offer Approval Template Selection</li> <li>• Rule for Completed Assessment</li> <li>• Rule for Background Check</li> <li>• Rule for Offer Letter Template Selection</li> <li>• Rule for Automatic Hiring</li> <li>• Rule for Conditional Offer Letter Paragraph</li> <li>• Rule for Eligibility for Onboarding Initiation</li> <li>• Rule for Automatic Initiation of Onboarding.</li> </ul> |

#### ⚠ Restriction

You can configure multiple rules using the same job requisition template but can assign only one of those rules. When there are multiple rules created for that template, they show up in the dropdown menu. When you link your rule, only the job requisition template that's configured for that rule is affected.

7. Choose [Save](#).

## Related Information

[Creating Business Rules for Recruiting \[page 1512\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job](#) [page 1564]

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\)](#) [page 1560]

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\)](#) [page 1556]

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\)](#) [page 1552]

[Setting Up Business Rules for Job Offers \(Example\)](#) [page 1572]

## 29.2.5 Raising a Message with a Rule

You can assign a message to rules so that users will receive additional information in case the rule condition is or isn't met.

### Procedure

1. In [Admin Center](#), go to [Manage Data](#).
2. Open the [Create New](#) dropdown list, and choose [Message Definition](#).
3. Enter the following details:

| In this field                | Enter                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Text</a>         | Write a message text that provides the user with all the necessary info they need to proceed. <div> <b>Note</b><br/>If you click the <a href="#">View Translations</a> icon beside this field, you can write a localized version of the message in various other languages.</div> |
| <a href="#">externalCode</a> | The external code of the message definition object.                                                                                                                                                                                                                                                                                                                  |
| <a href="#">externalName</a> | The external name of the message definition object.                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Status</a>       | The status of the message definition object. If you want to introduce the message immediately, choose <a href="#">Active</a> .                                                                                                                                                                                                                                       |

## Example

If a user attempts to change the currency while the *Base Salary* and *Bonus* have already been specified in a job requisition, they'll get the following warning message:

The screenshot shows a rule configuration window. At the top, there's a header bar with 'If' on the left and 'Always True', 'Simplify Expression', and 'Clear All' on the right. Below the header, there's a condition box labeled 'and' with a plus icon. It contains two rules: 'Rule Engine Automation.Base Salary not equal to Null' and 'Rule Engine Automation.Bonus not equal to Null'. Below the condition box is a 'Then' section with a single action: 'Raise Message "CurrencyChange" with Warning severity. Warning: You have changed the currency but the Salary and Bonus have been provided. Please review the values and update accordingly.'

## 29.2.6 Scheduling a Rule for Job Requisition and Job Offer

In addition to having rules simply execute at run time, you can also schedule rules to run at specific times.

### Prerequisites

You've uploaded a CSV file containing all the necessary object IDs to an online storage location. If you want to use the JOB\_REQ template for your job, then the CSV file should contain requisition IDs, and if you want to use the JOB\_OFFER template it should contain detail IDs.

The file should look like a plain spreadsheet, with no headings or column names; just a single column of object IDs.

#### Note

- The file should contain no more than 5000 object IDs. Any more than this and the resulting job fails.
- You can't run a rule for all the potential IDs in a template.

### Procedure

1. In Provisioning, go to ► [Manage Scheduled Jobs](#) ► [Create New Job](#) ►.
2. Enter all the following information:

| Section                        | Entry                                                                                                                                   |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Job Definition</a> | <ul style="list-style-type: none"><li>• <a href="#">Job Name</a><br/>Give the job a name.</li><li>• <a href="#">Job Owner</a></li></ul> |



| Section                                           | Entry                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                   | <p>Specify who owns this job.</p> <ul style="list-style-type: none"> <li>• <a href="#">Job Type</a><br/>Choose <i>RCM Rule Execution Job</i>.</li> <li>• <a href="#">Job Parameters</a><br/>Choose either JOB_REQ (for a job requisition) or JOB_OFFER (for offer approval), select a template, and then specify the ID of the rule you want to run.</li> </ul> <div> <p><b>Note</b></p> <p>You can only run one rule per job. If you want to run multiple rules, create separate jobs for each rule.</p> </div> |
| <a href="#">Server Access</a>                     | Specify the logon details of the FTP server on which you stored the CSV file (see <a href="#">Prerequisites</a> section above).                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">File Access</a>                       | Specify the file path, name, and format (CSV) of the file, and indicate whether or not it's encrypted.                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Job Occurrence &amp; Notification</a> | <p>Specify on what date and time the job should run, and whether it should be recurring or not.</p> <p>If you want to run the job immediately, choose <a href="#">Run It Now</a>.</p>                                                                                                                                                                                                                                                                                                                            |

## Results

The job is created. You can check the status at any time in [Monitor Jobs](#). If the job is marked as [Completed](#) there, you can view the job requisition or job offer to verify that the field values have been updated.

## 29.2.7 Business Rules for the Candidate Application

You can create business rules to control the behavior of fields in the application flow in the reimagined Candidate Experience.

### Rule Scenarios

#### **Note**

Candidate Application scenarios don't support "raise message" rules, or rules that display a message when the rule is triggered. You can only create "set" rules, or rules that set the value of a particular field when the rule is triggered.

To create rules for the candidate application flow, use the following rule scenarios.

| Scenario Name                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Configure Save Rules on Candidate Application</a>         | <p>Create rules that are executed when a candidate tries to save data in the application.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• <b>Qualification check.</b> When an application is saved with a disqualifying response to a question (such as entering an age under 18), automatically assign it the Disqualified status.</li><li>• <b>Auto-assign recruiters.</b> Based on the job location or department selected by a candidate, assign them to the right recruiter.</li></ul>                                                                                |
| <a href="#">Configure Field Change Rules on Candidate Application</a> | <p>Create rules that are executed when a candidate changes the value of a field in the application.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• <b>Dynamic workflow.</b> When a candidate selects a country in the "Country of Residence" field, update the options displayed in the State/Province field.</li><li>• <b>Required documents.</b> When a candidate responds to a Yes to a question that required documentation (such as "Do you have a valid work permit?"), make the corresponding document field (such as "Upload Visa Document") mandatory.</li></ul> |
| <a href="#">Configure View Rules on Candidate Application</a>         | <p>Create rules that are executed when a page in the candidate application page loads.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• <b>Conditional display.</b> Hide or show certain sections of the application (like work authorization or visa information) based on information in the candidate profile.</li><li>• <b>Required fields.</b> Make fields mandatory or optional, based on the job that the candidate is applying for (like requiring driver's license information for a driving job).</li></ul>                                                       |

## Supported Fields

- Hyperlinks
- Fields of type "instruction"
- Fields of type "textarea"

## Unsupported Fields

- Comments
- Fields in a background element (such as Education, Experience, or Mobility)

## Related Information

[Reimagined Candidate Experience \[page 1179\]](#)

[Enabling the Reimagined Candidate Experience \[page 1181\]](#)

## 29.2.8 Business Rules for Candidate Profile

Define, automate, and run business rules on candidate profiles.

Business rules allows users with admin privileges to define rules for defaulting values of certain fields on the [Candidate Profile](#), when predefined criteria is met. It also helps you in automating tasks that are related to the values of the fields, defined on the candidate profile.

### ⓘ Note

Business rules on candidate aren't supported for background elements of the candidate.

[Rule Triggers for Candidate Profile \[page 1523\]](#)

You can specify which user actions will trigger a rule when they're creating and editing candidate profile.

[Supported Field Types for Candidate Profile \[page 1524\]](#)

These are the field types you can use with business rules for candidate profile.

### 29.2.8.1 Rule Triggers for Candidate Profile

You can specify which user actions will trigger a rule when they're creating and editing candidate profile.

| Trigger                            | Description                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Field Change Rules</a> | The user changes a value in a field. <div><h3>ⓘ Note</h3><p>The <a href="#">Save Rules</a> (onSave) trigger can default or update values into a <b>read-only</b> field. However, if the user doesn't have edit permission, they can't use the <a href="#">Field Change</a> (on-Change) trigger to default values into a <b>read-only</b> field in the requisition.</p></div> |

| Trigger                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Template-level Rules</a> > <a href="#">Save Rules</a> | <p>The save rule is triggered under the following conditions:</p> <ul style="list-style-type: none"> <li>When candidates apply for a job from an internal career site (regardless of whether it's powered by Career Site Builder), or an external career site, the rule is triggered on the candidate profile data and not on the application.</li> <li>When candidates create and save their profile, as well as after any subsequent changes that are saved to the profile.</li> <li>When a Recruiting user creates a candidate profile on behalf of the candidate.</li> </ul> <div> <p><b>Note</b></p> <p>Rule are triggered only on the <b>Detailed Candidate Profile</b> page when it's saved. Business rules on the Candidate Profile aren't triggered on the first screen, when creating a candidate profile, and when asked to enter the five standard fields that are needed for candidate profile creation.</p> </div> |

#### Note

The system doesn't trigger business rules on Mobile Apply screens for either Career Site Builder-enabled external career sites, or internal career sites powered by Career Site Builder. When a recruiter makes changes in a candidate profile and saves them, however, the rules are triggered in the web application, as it is a non-Mobile Apply screen.

**Parent topic:** [Business Rules for Candidate Profile \[page 1523\]](#)

## Related Information

[Supported Field Types for Candidate Profile \[page 1524\]](#)

### 29.2.8.2 Supported Field Types for Candidate Profile

These are the field types you can use with business rules for candidate profile.

| Field Type | Read | Write/Set | Set to Null | Comments |
|------------|------|-----------|-------------|----------|
| bool       | Yes  | Yes       | Yes         |          |

| Field Type | Read | Write/Set | Set to Null | Comments                                                                                              |
|------------|------|-----------|-------------|-------------------------------------------------------------------------------------------------------|
| currency   | Yes  | Yes       | Yes         | The field type doesn't display any currency symbol. This value is formatted based on the user locale. |
| date       | Yes  | Yes       | Yes         |                                                                                                       |
| derived    | Yes  | Yes       | No          | When creating a rule, <b>Gender</b> is treated as an <b>enum</b> field.                               |
| enum       | Yes  | Yes       | No          |                                                                                                       |
| number     | Yes  | Yes       | Yes         |                                                                                                       |
| object     | Yes  | Yes       | Yes         |                                                                                                       |
| percent    | Yes  | Yes       | Yes         |                                                                                                       |
| picklist   | Yes  | Yes       | Yes         |                                                                                                       |
| text       | Yes  | Yes       | Yes         |                                                                                                       |

### Unsupported Field Types for Candidate Profile

- Comments
- hyperlink
- instruction
- multiattachmentselection
- picklist (mfield)
- richText
- textarea

Parent topic: [Business Rules for Candidate Profile \[page 1523\]](#)

## Related Information

[Rule Triggers for Candidate Profile \[page 1523\]](#)

## 29.2.9 Business Rules for Job Requisitions

You can create business rules to automatically set the value of fields in a job requisition or automate certain tasks related to job requisitions.

To create rules for job requisitions, use the scenario [Configure Business Rules on Job Requisition](#).

[Rule Triggers for Job Requisitions \[page 1526\]](#)

You can specify which user actions trigger a rule when they're creating and editing job requisitions.

[Supported Field Types for Job Requisitions \[page 1527\]](#)

You can use these field types with business rules for job requisitions.

[Posting Job Requisitions Using Rules \[page 1531\]](#)

You can use rules to post job requisitions, either immediately or at a predetermined time in the future.

## 29.2.9.1 Rule Triggers for Job Requisitions

You can specify which user actions trigger a rule when they're creating and editing job requisitions.

| Trigger                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Field Change Rules</a>                                      | <p>The user changes a value in a field.</p> <div><p><b>Note</b></p><p>The <a href="#">Save Rules</a> (onSave) trigger can default or update values into a <b>read-only</b> field. However, if the user doesn't have edit permission, they can't use the <a href="#">Field Change</a> (on-Change) trigger to default values into a <b>read-only</b> field in the requisition.</p></div> <p>When using <a href="#">Save Rules</a>, the system validates mandatory fields before saving.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <a href="#">Template-level Rules</a> > <a href="#">Initialize Rules</a> | <p><a href="#">Initialize Rules</a> are triggered when creating a new job requisition, when the user chooses any of the following options:</p> <ul style="list-style-type: none"><li>• Creates a new job requisition from a blank template.</li><li>• Copies an existing job requisition.</li><li>• Browses <a href="#">Families &amp; Roles</a>.</li></ul> <p><a href="#">Initialize Rules</a> are <b>not</b> triggered when creating a new job requisition from a position, or when copying a job requisition from the <a href="#">Job Requisition Summary</a> page.</p> <div><p><b>Note</b></p><p><a href="#">Initialize Rules</a> is supported only on the Short Requisition Create Page where it is required to populate the Internal Job Title, Form Due Date, and Approvers. <a href="#">Initialize Rules</a> is not supported on the job requisition detail page.</p><p>The <a href="#">Form Due Date</a> field can't be updated using the rules engine, even if write permissions are applied to the field.</p></div> |

| Trigger                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ► <a href="#">Template-level Rules</a> ► <a href="#">Save Rules</a> ► | <p>The save rule is triggered when a user chooses any of the following options in a job requisition:</p> <ul style="list-style-type: none"> <li>• <a href="#">Save</a>.</li> <li>• <a href="#">Send to Next Step</a>.</li> <li>• <a href="#">Next</a>.</li> <li>• <a href="#">Continue</a> when the job requisition section name element is configured in the job requisition template.</li> </ul> |

Parent topic: [Business Rules for Job Requisitions \[page 1525\]](#)

## Related Information

[Supported Field Types for Job Requisitions \[page 1527\]](#)

[Posting Job Requisitions Using Rules \[page 1531\]](#)

## 29.2.9.2 Supported Field Types for Job Requisitions

You can use these field types with business rules for job requisitions.

### Template Fields

| Field Type | Read | Write/Set | Set to Null | Comments                                                                                                                                                                                                                                                                                                                   |
|------------|------|-----------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| bool       | Yes  | Yes       | Yes         |                                                                                                                                                                                                                                                                                                                            |
| currency   | Yes  | Yes       | Yes         |                                                                                                                                                                                                                                                                                                                            |
| date       | Yes  | Yes       | Yes         |                                                                                                                                                                                                                                                                                                                            |
| derived    | Yes  | Yes       | No          | When creating a rule, <a href="#">ID</a> and <a href="#">Country/Region</a> are treated as <b>enum</b> fields.<br>The <a href="#">Operator</a> , <a href="#">Phone</a> , <a href="#">Fax</a> , <a href="#">E-Mail</a> , <a href="#">Assessment</a> , and <a href="#">Background Check</a> fields are <b>not</b> supported. |
| enum       | Yes  | Yes       | No          |                                                                                                                                                                                                                                                                                                                            |

| Field Type | Read | Write/Set | Set to Null | Comments                                                                                    |
|------------|------|-----------|-------------|---------------------------------------------------------------------------------------------|
| number     | Yes  | Yes       | Yes         | <i>Candidate Hired</i> and <i>Number of Openings</i> can't be set to null.                  |
| object     | Yes  | Yes       | Yes         |                                                                                             |
| operator   | Yes  | Yes       | Yes         |                                                                                             |
| percent    | Yes  | Yes       | Yes         |                                                                                             |
| picklist   | Yes  | Yes       | Yes         |                                                                                             |
| text       | Yes  | Yes       | Yes         | The <i>Function</i> field contains a type-ahead prompt, and accepts input only from eQuest. |

### Unsupported Template Fields

- assessment
- competencies
- instruction
- jobcode
- jobRole
- location\_obj (only if multiselect="true")  
If the location\_obj field is defined on a Job Requisition template with multiselect="true", it isn't possible to define business rules for this field.
- multiattachment
- operatorTeam
- questions
- picklist (mfield)
- richText
- std\_position\_obj (only if multiselect="true")  
If the std\_position\_obj field is defined on a Job Requisition template with multiselect="true", it isn't possible to define Business Rules for this field.
- textarea



## Other Fields

| Field Type                | Read | Write/Set | Set to Null | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------|------|-----------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requisition Status fields | Yes  | No        | No          | <p>Requisition Status fields are nonconfigurable, and automatically show up on the rules page for job requisitions.</p> <p>They show the current status of the job requisition, which can be:</p> <ul style="list-style-type: none"> <li>• <i>Pre-approved</i></li> <li>• <i>Approved</i></li> <li>• <i>Closed</i></li> </ul> <p>Depending on the requisition status, a rule can be created.</p>                                                                                                  |
| Requisition System fields | Yes  | No        | No          | <p>Requisition Status fields are nonconfigurable, and automatically show up on the rules page for job requisitions.</p> <p>The system fields supported for rules are:</p> <ul style="list-style-type: none"> <li>• <i>Last Modified Date</i></li> <li>• <i>Created Date</i></li> <li>• <i>formDueDate</i></li> <li>• <i>Last Modified By</i></li> </ul> <p>The <i>Form Due Date</i> field <b>can't</b> be updated using the rules engine, even if write permissions are applied to the field.</p> |

| Field Type     | Read | Write/Set | Set to Null | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------|------|-----------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| hardstopStatus |      |           |             | <p>The <a href="#">hardstopStatus</a> field is available in the selectable fields list only when creating a business rule for a specific job requisition template.</p> <p>When you configure a business rule using Base object == "All requisitions," the <a href="#">hardstopStatus</a> field is unavailable in the selectable fields list even if you configure it in one or more job requisition templates.</p> <ul style="list-style-type: none"> <li>The <a href="#">hardstopStatus</a> field is unavailable in both the <a href="#">If</a> and <a href="#">Set (Then &gt; Set)</a> conditions while creating a business rule using Base object == "All requisitions."</li> </ul> |

## Unsupported Other Fields

- Job requisition OData entity
- Requisition Posting Date fields

**Parent topic:** [Business Rules for Job Requisitions \[page 1525\]](#)

## Related Information

[Rule Triggers for Job Requisitions \[page 1526\]](#)

[Posting Job Requisitions Using Rules \[page 1531\]](#)

[Job Requisition Standard Field Types Guide \[page 192\]](#)

## 29.2.9.3 Posting Job Requisitions Using Rules

You can use rules to post job requisitions, either immediately or at a predetermined time in the future.

### Prerequisites

The job requisition has the status *Approved*, and hasn't yet been posted.

#### Note

Create job posting option is available, only when *Purpose* is set to *Save*.

### Procedure

1. Go to ► *Admin Center* ► *Configure Business Rules* ► *Recruiting* ►, choose + *(Create New Rule)*.
2. Expand the *Recruiting* section to choose the *Configure Business Rules on Job Requisition* option and provide values for the *Rule Name*, *Rule ID*, and *Start Date* fields and complete it.
3. Select *Job Requisition (All)* from the dropdown list in the *Job Requisition Template* field.
4. Specify the *Purpose* as *Save* (onSave) rule.
5. You have the choice of using one of the following subobjects within *Job Requisition (All)*. Select *var\_posting* in the *Variables* section and choose the type of job posting:
  - *External Posting*
  - *External Private Posting*
  - *Internal Posting*
  - *Internal Private Posting*
6. Add any *If* and *Then* conditions as necessary.
7. Set the start date and end date of the job posting.
  - You can do this either by manually entering a date and time, or by using the *Create DateTime()* rule function.
  - By default, the local date and local time is taken from the UTC+0 time zone. If you want to use your own time zone instead, enter the necessary difference in hours in the *Offset of Local Timezone* field. Accepted values here range from UTC-8 to UTC+8.
8. Save the rule.

#### Note

It isn't possible to DELETE a posting.

## Example

Here's a rule that posts a job requisition using today's date. The posted requisition will then be active for 60 days.

ENT4009860 (ENT4009860)

Insert New Record

Scenario: Configure Business Rules on Job Requisition [Change Scenario](#)

Basic Information

Start Date

01/01/1900

Description

Job Requisition Template

Job Requisition (All)

Purpose

Save

Parameters

| Name                     | Object                |
|--------------------------|-----------------------|
| Context                  | System Context        |
| Job Requisition Template | Job Requisition (All) |

[Collapse All](#) | [Expand All](#)

Variables

If

and

Job Requisition Template..Job Postings.External Posting is equal to Null

Job Requisition Template..Job Postings.Internal Posting is equal to Null

Job Requisition Template..Job Postings.External Private Posting is equal to Null

Job Requisition Template..Job Postings.Internal Private Posting is equal to Null

Job Requisition Template..System Status is equal to approved

Then

Create Job Requisition Template..Job Postings.External Posting

Populate Job Requisition Template..Job Postings.External Posting with:  
Posting Start Date Create DateTime() Local Date: Today() Local Time: 00:00:00  
(Optional) Offset of Local Time Zone from UTC in Hours: 0  
Posting End Date Create DateTime() Local Date: Date Plus() Base Date: Today() (Optional) Number of Months: 0 (Optional) Number of Days: 60  
Local Time: 23:59:59  
(Optional) Offset of Local Time Zone from UTC in Hours: 0

Create Job Requisition Template..Job Postings.Internal Posting

Populate Job Requisition Template..Job Postings.Internal Posting with:  
Posting Start Date Create DateTime() Local Date: Today() Local Time: 00:00:00  
(Optional) Offset of Local Time Zone from UTC in Hours: 0  
Posting End Date Create DateTime() Local Date: Date Plus() Base Date: Today() (Optional) Number of Months: 0 (Optional) Number of Days: 60  
Local Time: 23:59:59  
(Optional) Offset of Local Time Zone from UTC in Hours: 0

Create Job Requisition Template..Job Postings.External Private Posting

Populate Job Requisition Template..Job Postings.External Private Posting with:  
Posting Start Date Job Requisition Template..Job Postings.External Posting..Posting Start Date  
Posting End Date Job Requisition Template..Job Postings.External Posting..Posting End Date

Create Job Requisition Template..Job Postings.Internal Private Posting

Populate Job Requisition Template..Job Postings.Internal Private Posting with:  
Posting Start Date Job Requisition Template..Job Postings.Internal Posting..Posting Start Date  
Posting End Date Job Requisition Template..Job Postings.Internal Posting..Posting End Date

Updated by Carla Grant on Tuesday, March 5, 2024 at 9:51:02 PM Pacific Standard Time

**Task overview:** [Business Rules for Job Requisitions \[page 1525\]](#)

## Related Information

[Rule Triggers for Job Requisitions \[page 1526\]](#)

[Supported Field Types for Job Requisitions \[page 1527\]](#)

## 29.2.10 Business Rules for Job Applications

You can define business rules for job applications so you can automate standard and customized fields as default values when a job application is created.

[Rule Triggers for Job Applications \[page 1534\]](#)

You can specify user actions to trigger business rules for saving and editing job applications for candidates and recruiters.

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

You can set up business rules from job application system and custom fields with different level of access and data types.

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

There's a finite number of supported standard job application fields for creating business rules with specific permissions and their corresponding data types.

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

Use these If and Then conditions in *Configure Business Rules* to configure a business rule for job applications so that candidates who are under the age of 18 are moved to *Disqualified* status.

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

You can configure business rules that execute when vendors post assessment results back to recruiting system using SFAPL.

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

You can configure business rules that execute when vendors post background checks back to the recruiting system.

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

You can configure business rule when the candidate accepted or declined an electronically signed offer letter from DocuSign.

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

You can configure business rule once they've accepted or declined an online job offer letter.

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

You can set up business rules that execute when an offer approval is approved or declined by the candidate when their job application and executes for *OnChange* and *OnSave* triggers.

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

You can create a business rule that automatically selects the appropriate offer approval template for a given job requisition, when you create or edit the offer approval.

## Related Information

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Creating Conditions](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

### 29.2.10.1 Rule Triggers for Job Applications

You can specify user actions to trigger business rules for saving and editing job applications for candidates and recruiters.

#### Field Change Rules

Candidate or recruiter:

- Edits or changes job applications

#### ⓘ Note

The redesigned Applicant Management tool lets Recruiting users control **all** applicant status changes through the [Move](#) button. For this reason, Applicant Management ignores any existing job application business rule scenario that uses a field change (OnChange) rule to update the applicant status field. Refer to *The Move Button in the Redesigned Applicant Management and Status Change Triggers in Business Rules* for more information.

## Template level Rules

Template-level Rule Triggers for Job Applications

| Triggers                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Save Rules</i>                                    | <p><i>Save Rules</i> (onSave) rules are triggered under the following conditions:</p> <ul style="list-style-type: none"> <li>• A recruiter saves an application.</li> <li>• A candidate saves or completes a job application.</li> <li>• Triggers when the candidate status changes using drag-and-drop.</li> </ul> <div> <p>→ Tip</p> <p>This rule is triggered only when candidates update their existing application or submit an application for a job, not when they save an application as a draft.</p> </div> <div> <p>ⓘ Note</p> <p>The <i>Save Rules</i> (onSave) trigger can default or update values into a <b>read-only</b> field. However, if the user doesn't have edit permission, they can't use the <i>Field Change</i> (on-Change) trigger to default values into a <b>read-only</b> field in the application.</p> </div> |
| <i>Rule for Offer Approval</i>                       | Executes when the last approver approves or declines the offer approval request. The candidate status is moved to either <i>Offer Accepted</i> or <i>Offer Rejected</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <i>Rule for Candidate Decisions on Offer Letter</i>  | The candidate status is moved to either <i>Offer Accepted</i> or <i>Offer Rejected</i> when the applicant accepts or declines an online job offer letter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <i>Rule for Electronic Signature on Offer Letter</i> | When the offer letter is signed by the applicant, when the rule runs, their job application status automatically moves to <i>Offer Accepted</i> status.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <i>Rule for Offer Approval Template Selection</i>    | Allows you to use a specific offer detail template for <i>Offer Approvals</i> for specific country/region, departments, division, location, other supported field, or objects under <i>Job Application Template</i> . Use these instructions when you want to set the template for a specific country/region.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <i>Rule for Completed Assessment</i>                 | Allows you to change application field data based on assessment results. For example, moving an applicant to a specific status when an assessment score is at least 70%.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <i>Rule for Background Check</i>                     | Allows you to execute rules when background checks are set to Completed, and when vendors post the results back to the Recruiting system. When executed, you can change application data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <i>Rule for Offer Letter Template Selection</i>      | Allows you to associate the rule created to preselect the offer letter template with a trigger so that the rules are triggered when the offer letter is initiated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Triggers                                                    | Description                                                                  |
|-------------------------------------------------------------|------------------------------------------------------------------------------|
| <a href="#">Rule for Automatic Hiring</a>                   | Allows you to route eligible applicants from Recruiting to Employee Central. |
| <a href="#">Rule for Conditional Offer Letter Paragraph</a> | Allows you to populate dynamic tokens on offer letters.                      |

**Note**

You can configure this rule only once for each template.

#### → Remember

Business rules won't trigger when candidate uses [Mobile Apply](#) to save or complete their application.

**Parent topic:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

## 29.2.10.2 Supported System and Custom Fields for Job Application Business Rules

You can set up business rules from job application system and custom fields with different level of access and data types.

### Support System Fields for Job Applications

System fields can't be configured in recruiting templates and appear as fields in job application object.



#### Supported System Fields

| System Field Names                | Read or Write Access | Data Type | Definition                                                                                                                                                              |
|-----------------------------------|----------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Last Modified</a>     | Read only            | Date      | Last time when job application was modified.                                                                                                                            |
| <a href="#">Last Modified By</a>  | Read only            | User      | Last individual that modified job application.                                                                                                                          |
| <a href="#">Candidate Applied</a> | Read only            | Boolean   | Boolean field set to true when a job application exists for the candidate.                                                                                              |
| <a href="#">Recruiter View</a>    | Read only            | Boolean   | Boolean field set to true when job application is updated by someone internally.<br><br>Set to false when the candidate applies for the first time or updates the form. |

#### Supported Custom Field Data Types

| Data Type | Read or Write Access | Set to Null |
|-----------|----------------------|-------------|
| number    | Read/Write           | Yes         |
| text      | Read/Write           | Yes         |
| Date      | Read/Write           | Yes         |
| boolean   | Read/Write           | Yes         |
| derived   | Read/Write           | Yes         |
| Picklist  | Read/Write           | Yes         |
| enum      | Read/Write           | Yes         |
| percent   | Read/Write           | Yes         |
| Currency  | Read/Write           | Yes         |

#### Restriction

APIs and mobile aren't supported.

**Parent topic:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

## 29.2.10.3 Supported Standard Fields for Job Application Business Rules

There's a finite number of supported standard job application fields for creating business rules with specific permissions and their corresponding data types.

Standard Job Application Fields

| Field ID        | Read or Write Access | Data Type | Set to Null | Comments                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------|----------------------|-----------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| averageRating   | Read only            | number    | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| applicationDate | Read only            | Date      | Yes         | Date when candidate applied.                                                                                                                                                                                                                                                                                                                                                                                                   |
| lastModified    | Read only            | Date      | Yes         | System field.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| reviewDate      | Read only            | Date      | Yes         | Value is autopopulated first time you open applicant profile.                                                                                                                                                                                                                                                                                                                                                                  |
| source          | Read only            | enum      | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| statusId        | Read/Write           | Picklist  | Yes         | <ul style="list-style-type: none"><li>Field values autopopulate through applicant status workflow.</li><li>When multistage application is enabled and other field permissions configured in the requisition XML file, configure the same field in application XML file</li><li>Seen in candidate profile as a dropdown that lists all statuses that can be changed that moves candidates from one status to another.</li></ul> |
| referralSource  | Read only            | Picklist  | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| contactEmail    | Read/Write           | text      | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| firstName       | Read/Write           | text      | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| lastName        | Read/Write           | text      | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| middleName      | Read/Write           | text      | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
| gender          | Read only            | Picklist  | Yes         |                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Field ID                                                                                                                                                                                                                                                                                                        | Read or Write Access | Data Type        | Set to Null | Comments                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ethnicity                                                                                                                                                                                                                                                                                                       | Read/Write           | Picklist         | Yes         |                                                                                                                                                                                                                                                             |
| race                                                                                                                                                                                                                                                                                                            | Read/Write           | Picklist         | Yes         |                                                                                                                                                                                                                                                             |
| address                                                                                                                                                                                                                                                                                                         | Read/Write           | text             | Yes         |                                                                                                                                                                                                                                                             |
| availability                                                                                                                                                                                                                                                                                                    | Read/Write           | Date             | Yes         | <ul style="list-style-type: none"> <li>• Can't be anonymized.</li> <li>• forward-intact = true</li> <li>• public = true</li> </ul>                                                                                                                          |
| cellPhone                                                                                                                                                                                                                                                                                                       | Read/Write           | text             | Yes         | <ul style="list-style-type: none"> <li>• forward-intact = true</li> <li>• public = true</li> </ul>                                                                                                                                                          |
| homePhone                                                                                                                                                                                                                                                                                                       | Read/Write           | text             | Yes         | <ul style="list-style-type: none"> <li>• forward-intact = true</li> <li>• public = true</li> </ul>                                                                                                                                                          |
| faxNumber                                                                                                                                                                                                                                                                                                       | Read/Write           | text             | Yes         | <ul style="list-style-type: none"> <li>• forward-intact = true</li> <li>• public = true</li> </ul>                                                                                                                                                          |
| city                                                                                                                                                                                                                                                                                                            | Read/Write           | text<br>Picklist | Yes         | <ul style="list-style-type: none"> <li>• forward-intact = true</li> <li>• public = true</li> <li>• Supported using business rules for Job Requisition, Candidate Template, and Job Application.</li> <li>• Used for standard recruiting reports.</li> </ul> |
| state                                                                                                                                                                                                                                                                                                           | Read/Write           | Picklist         | Yes         | <ul style="list-style-type: none"> <li>• forward-intact = true</li> <li>• public = true</li> <li>• Supported using business rules for Job Requisition, Candidate Template, and Job Application.</li> <li>• Used for standard recruiting reports.</li> </ul> |
| <div>  <b>Note</b><br/> Standard state list appears automatically once countries are configured in job board options. If you only want specific states selected, set up individual states in addition to countries. </div> |                      |                  |             |                                                                                                                                                                                                                                                             |
| zip                                                                                                                                                                                                                                                                                                             | Read/Write           | text<br>Picklist | Yes         | <ul style="list-style-type: none"> <li>• forward-intact = true</li> <li>• public = true</li> <li>• Different field from zip4.</li> </ul>                                                                                                                    |

| Field ID         | Read or Write Access | Data Type        | Set to Null | Comments                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------|----------------------|------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| dateOfBirth      | Read/Write           | Date             | Yes         | <ul style="list-style-type: none"> <li>forward-intact = true</li> <li>public = true</li> </ul> <div> <b>⚠ Caution</b><br/>           Configure field in job application, not in candidate profile.<br/>           The <b>dateOfBirth</b> field can be hidden from the ad hoc reporting schemas. You can configure this option in <a href="#">Manage Recruiting Settings</a>.         </div> |
| disabilityStatus | Read/Write           | text<br>Picklist | Yes         | <ul style="list-style-type: none"> <li>Can't be anonymized.</li> <li>forward-intact = true</li> <li>public = true</li> </ul> <div> <b>⚠ Caution</b><br/>           Configure in Job Application, not candidate profile template.         </div>                                                                                                                                             |
| minAnnualSal     | Read/Write           | number           | Yes         | <ul style="list-style-type: none"> <li>Can't be anonymized.</li> <li>forward-intact = true</li> <li>public = true</li> </ul>                                                                                                                                                                                                                                                                |
| preferredLoc     | Read/Write           | text<br>Picklist | Yes         | <ul style="list-style-type: none"> <li>forward-intact = true</li> <li>public = true</li> </ul>                                                                                                                                                                                                                                                                                              |
| ssn              | Read/Write           | text             | Yes         |                                                                                                                                                                                                                                                                                                                                                                                             |
| veteranStatus    | Read/Write           | text<br>Picklist | Yes         |                                                                                                                                                                                                                                                                                                                                                                                             |
| bkgndChkStatus   | Read only            | text<br>Picklist | Yes         |                                                                                                                                                                                                                                                                                                                                                                                             |
| formerEmployee   | Read/Write           | boolean          | Yes         | <ul style="list-style-type: none"> <li>forward-intact = true</li> <li>public = true</li> </ul>                                                                                                                                                                                                                                                                                              |
| startDate        | Read/Write           | Date             | Yes         | <ul style="list-style-type: none"> <li>forward-intact = true</li> <li>public = false</li> </ul>                                                                                                                                                                                                                                                                                             |
| id               | Read only            | text             | Yes         | <ul style="list-style-type: none"> <li>forward-intact = true</li> <li>public = false</li> </ul>                                                                                                                                                                                                                                                                                             |

| Field ID          | Read or Write Access | Data Type | Set to Null | Comments                                                                                                                                                                                                                                                                                                                                                 |
|-------------------|----------------------|-----------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| currentTitle      | Read/Write           | text      | Yes         | <ul style="list-style-type: none"> <li>forward-intact = true</li> <li>public = true</li> </ul>                                                                                                                                                                                                                                                           |
| currentCompany    | Read/Write           | text      | Yes         |                                                                                                                                                                                                                                                                                                                                                          |
| country           | Read/Write           | text      | Yes         | I                                                                                                                                                                                                                                                                                                                                                        |
| interviewResult   | Read only            | derived   | Yes         | When you configure <b>interviewResult</b> and <b>overdueInterviews</b> fields in application XML, users with correct role-based permissions can view complete interview status data and results as fields in application records. Same users can run reports on interview data, which can be used by administrators for recruiting e-mail notifications. |
| overdueInterviews | Read only            | derived   | Yes         | When you configure <b>interviewResult</b> and <b>overdueInterviews</b> fields in application XML, users with correct role-based permissions can view complete interview status data and results as fields in application records. Same users can run reports on interview data, which can be used by administrators for recruiting e-mail notifications. |

#### ⚠ Restriction

APIs and mobile aren't supported.

**Parent topic:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined (Example) [page 1560]  
Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job [page 1564]

## 29.2.10.4 Setting Up a Job Application Business Rule for Disqualified Status (Example)

Use these If and Then conditions in [Configure Business Rules](#) to configure a business rule for job applications so that candidates who are under the age of 18 are moved to [Disqualified](#) status.

### Prerequisites

You've started or saved a business rule for Job Applications by selecting [Job Application: Basic Business Rule Scenario](#) in [Configure Business Rules](#).

### Context

This specific example configures the rule so that candidates who are under the age of 18 are moved to [Disqualified](#) status.

### Procedure

1. Configure your [If](#) criteria:

| Operation and Functions              | Steps                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Left Expression</a>      | <ol style="list-style-type: none"><li>1. Go to <a href="#">If</a> section and select your left expression and locate <a href="#">Job Application Template</a>.</li><li>2. Select <a href="#">Date of Birth</a> field from the list.</li></ol> <div><b>→ Tip</b><br/>When date of birth is selected, the field type is now a date field by default</div> |
| <a href="#">Set Expression Field</a> | Select <a href="#">is after</a> .                                                                                                                                                                                                                                                                                                                       |
| <a href="#">Field Type</a>           | Go to the field type and select <a href="#">Date Plus()</a> .                                                                                                                                                                                                                                                                                           |

| Operation and Functions   | Steps                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                           | <p>These three additional fields appear, when <i>Date()</i> is selected:</p> <ul style="list-style-type: none"> <li>• Base Date</li> <li>• Number of Months</li> <li>• Number of Days</li> </ul>                                                                                                                                                                                                                              |
| <i>Date Plus Function</i> | <ol style="list-style-type: none"> <li>1. Go to ► <i>Base Date</i> ► <i>Today()</i> ►.</li> <li>2. Go to the blank field that belongs with <i>Number of Months</i> and enter <b>216</b>.</li> </ol> <div> <p><b>Note</b></p> <p>216 days are equivalent to 18 years of age.</p> </div> <ol style="list-style-type: none"> <li>3. Go to the blank field that belongs with <i>Number of Days</i> and enter <b>0</b>.</li> </ol> |

2. Configure your *Then* criteria:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>1. Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> <li>2. Go to left expression menu icon and select pencil picker icon.</li> <li>3. Go to dropdown menu to select <i>Set</i> that opens up the <i>Select Left Expression</i> dropdown field.</li> <li>4. From the left expression dropdown, select ► <i>Job Application Template</i> ► <i>status</i> ►.</li> </ol> <div> <p><b>Tip</b></p> <p>When status is selected, the field type is now a value field by default</p> </div> |
| <i>Set Expression Field</i> | Select <i>to be equal to</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <i>Field Type</i>           | Leave as <i>Value</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <i>Value Selection</i>      | <p>Where you select values available from the <i>status</i> picklist.</p> <ol style="list-style-type: none"> <li>1. Select <i>Disqualified</i> from the dropdown menu.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                        |

3. Select *Save*.

## Results

You have created business rule that changes candidate status to **Disqualified**, when younger than the age of 18.

## Next Steps

You can now link your business rule with the job requisition template in *Manage Rules in Recruiting* tool.

**Task overview:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

### 29.2.10.5 Setting Up a Job Application Business Rule for Completed Assessments (Example)

You can configure business rules that execute when vendors post assessment results back to recruiting system using SFAPI.

## Prerequisites

- You've started or saved a business rule for Job Applications by selecting *Job Application: Basic Business Rule Scenario* in *Configure Business Rules*.
- *Enable Assessment Integration (requires Candidate Workbench)* is checked in Provisioning.
- Role-based permissions for assessments enabled.
- Appropriate vendors uploaded and necessary assessment packages.
- Assessment integration configured as a feature permission type in job requisition template for specific statuses.



- Intelligent Services enabled.
- Business Rules enabled in [Manage Recruiting Settings](#).

## Context

This scenario allows you to change application field data based on assessment results. The steps describe the configuration of this business rule to execute so that when the assessment score is at least 70% or higher, moves the candidate to specific status.

### Note

This specific example configures the rule so that it executes when a vendor has submitted the assessment results and when an assessment is in completed status.

## Procedure

1. Configure your *If* criteria:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>1. Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li> <li>2. Go to left expression menu icon and select pencil picker icon.</li> <li>3. Select ► <i>Assessment Reports</i> ► <i>Application Assessment Package Title</i> ► field from the list.</li> </ol> <div> <h3>Note</h3> <p>There are three system fields under <i>Assessment Reports</i>:</p> <ul style="list-style-type: none"> <li>• Score</li> <li>• Application Assessment Package Title</li> <li>• Recommendation</li> </ul> <p>The example here uses all three different fields under <i>Assessment Reports</i>, using different conditions when you execute this rule.</p> </div> |
| <i>Set Expression Field</i> | Select <b>is equal to</b> option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <i>Field Type</i>           | Leave as <b>Value</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <i>Value Selection</i>      | Select assessment package from the dropdown list.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

2. Select the right expression menu at the end of the first *If* statement.
3. Select ► *Add* ► *Expression* ►.
4. Select **AND** to join your next expression when prompted.

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                   |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Select ► <i>Assesment Reports</i> ► <i>Recommendation</i> ► field from the list.</li> </ol> |
| <i>Set Expression Field</i> | Select <i>is equal to</i> .                                                                                                                                                                                                                                                                                             |
| <i>Field Type</i>           | Leave as <i>Value</i> .                                                                                                                                                                                                                                                                                                 |
| <i>Value Selection</i>      | Select <i>Recommended</i> .                                                                                                                                                                                                                                                                                             |

#### Note

There are different options you can select as different values, depending on the assessment package that's being used. For the purpose of this example, *Recommended* value is used.

- Select right expression menu at the end of the last *If* statement.
- Select ► *Add* ► *Expression* ►.
- Select *AND* to join your next expression when prompted.

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                          |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Select ► <i>Assesment Reports</i> ► <i>Score</i> ► field from the list.</li> </ol> |
| <i>Set Expression Field</i> | Select <i>&gt;=</i> or option.                                                                                                                                                                                                                                                                                 |
| <i>Field Type</i>           | Select <i>Decimal</i> .                                                                                                                                                                                                                                                                                        |
| <i>Value Selection</i>      | Select <i>70</i> .                                                                                                                                                                                                                                                                                             |

#### Note

You can use different integer values. For this example, decimal is being used

#### Note

You can set different decimal values as a criteria. For this example, *70* is being used.

- Select your *Then* criteria:

| Operation and Functions | Steps                                                                                                                                        |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>  | <ol style="list-style-type: none"> <li>Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> </ol> |

| Operation and Functions              | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                      | <ol style="list-style-type: none"> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Go to dropdown menu to select output type to <a href="#">Set</a> that opens up the <a href="#">Select Left Expression</a> dropdown field.</li> <li>From the left expression dropdown, select <a href="#">Job Application Template</a> &gt; <a href="#">Application Status</a>.</li> </ol> <div> <p>→ Tip</p> <p>When status is selected, the field type is now a value field by default</p> </div> |
| <a href="#">Set Expression Field</a> | Select <a href="#">to be equal to</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">Field Type</a>           | Leave as <a href="#">Value</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <a href="#">Value Selection</a>      | <p>Select <a href="#">Interview</a> or any customizable status set that you want to use.</p> <div> <p>→ Tip</p> <p>The status set picklist value is customizable. You can set this condition to move to any status you want.</p> </div>                                                                                                                                                                                                                                                                           |

- Select [Save](#) to finish.
- Go to [Admin Center](#) > [Manage Rules in Recruiting](#) that opens up the [Manage Rules in Recruiting](#) page. Here you can link your business rule to fields for the application template being used:

| Operation and Functions              | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Select Template for Rule</b>      | <ol style="list-style-type: none"> <li>Go to the <a href="#">Job Application</a> tab of the <a href="#">Manage Rules in Recruiting</a> page.</li> <li>Go to <a href="#">Job Requisition Template</a> field to select the job application template you want.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">Template-level Rules</a> | <ol style="list-style-type: none"> <li>Go to <a href="#">Template-level Rules</a> &gt; <a href="#">Rule for</a> &gt; <a href="#">Add a Rule</a> &gt; <a href="#">Add a Rule</a> link dropdown menu appears.</li> <li>Choose <a href="#">Rule for Completed Assessment</a> that adds the rule.</li> </ol> <div> <p>⚠ Restriction</p> <p>You can configure multiple rules using the same job requisition template but can assign only one of those rules. When there are multiple rules created for that template, they show up in the dropdown menu. When you link your rule, only the job requisition template that's configured for that rule is affected.</p> </div> <ol style="list-style-type: none"> <li>Select <a href="#">Save</a> to finish.</li> </ol> |

## Results

You have created business rule that executes when a vendor has submitted the assessment results and when an assessment is in completed status.

## Next Steps

You can now link your business rule with the job requisition template in *Manage Rules in Recruiting* tool by linking it to the *Rule for Completed Assessment* rule.

**Task overview:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

[Assessment Integration, in Integrating Recruiting with Third Party Vendors](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

## 29.2.10.6 Setting Up a Job Application Business Rule for Background Checks (Example)

You can configure business rules that execute when vendors post background checks back to the recruiting system.

### Prerequisites

- You've started or saved a business rule for Job Applications by selecting *Job Application: Basic Business Rule Scenario* in *Configure Business Rules*.
- *Other Background Check Vendor* enabled in *Background Check Central*.
- Fields defined for third-party background check vendors enabled in job requisition template.
- *Integration Center*
- *Background Check Initiate Permission* role-based permission enabled.

See related links for more information about role-based permissions and how to configure third-party vendors.

### Context

This scenario allows you to execute rules when background checks are set to completed and when vendors post the results back to recruiting system. When executed, you can change application data.

#### Note

*Other Background Check Vendor* is the only vendor integration type that's supported for this business rule.

### Procedure

1. Set up your *IF* condition based on whether the background check has been completed for candidates:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                          |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"><li>1. Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li><li>2. Go to left expression menu icon and select pencil picker icon.</li><li>3. Select ► <i>Background Check Results</i> ► <i>Completed</i> ► field from the list.</li></ol> |
| <i>Set Expression Field</i> | Select <i>is equal to</i> .                                                                                                                                                                                                                                                                                                    |
| <i>Field Type</i>           | Choose <i>Boolean</i> .                                                                                                                                                                                                                                                                                                        |

| Operation and Functions                                                                                                                                                                                      | Steps               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <i>Value Selection</i>                                                                                                                                                                                       | Select <i>Yes</i> . |
| <div> <div> <i>Note</i> </div> <div> You can select <i>No</i> for your <i>IF</i> criteria. You can set your <i>IF</i> condition based on any field data in the specified application template. </div> </div> |                     |

2. Select right expression menu at the end of the first *IF* statement.
3. Select ► *Add* ► *Expression* ►.
4. Select *AND* to join your next expression when prompted:

| Operation and Functions                                                                                                                                                                                                                                                                                                                                                       | Steps                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>                                                                                                                                                                                                                                                                                                                                                        | <ol style="list-style-type: none"> <li>1. Go to <i>IF</i> section and select your left expression and locate <i>Job Application Template</i>.</li> <li>2. Go to left expression menu icon and select pencil picker icon.</li> <li>3. Select ► <i>Background Check Results</i> ► <i>Vendor Name</i> ► field from the list.</li> </ol> |
| <i>Set Expression Field</i>                                                                                                                                                                                                                                                                                                                                                   | Select <i>is equal to</i> .                                                                                                                                                                                                                                                                                                          |
| <i>Field Type</i>                                                                                                                                                                                                                                                                                                                                                             | Leave as <i>Value</i> .                                                                                                                                                                                                                                                                                                              |
| <i>Value Selection</i>                                                                                                                                                                                                                                                                                                                                                        | Select any vendor you want to use.                                                                                                                                                                                                                                                                                                   |
| <div> <div> <i>Note</i> </div> <div> You can configure this business rule to run when completed background checks received by specific vendors by specifying vendor name as an additional <i>IF</i> statement as described in this example. You can add as many additional <i>IF</i> conditions for standard fields for the specified job application template. </div> </div> |                                                                                                                                                                                                                                                                                                                                      |

5. Select your *Then* criteria:

| Operation and Functions | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>  | <ol style="list-style-type: none"> <li>1. Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> <li>2. Go to left expression menu icon and select pencil picker icon.</li> <li>3. Go to dropdown menu to select output type to <i>Set</i> that opens up the <i>Select Left Expression</i> dropdown field.</li> <li>4. From the left expression dropdown, select ► <i>Job Application Template</i> ► <i>Status</i> ►.</li> </ol> <div> <div> → Tip </div> <div> When status is selected, the field type is now a value field by default. You can also change application field data by selecting from the <i>Job Application Template</i> template menu. </div> </div> |

| Operation and Functions                                                                                                             | Steps                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| <i>Set Expression Field</i>                                                                                                         | Select <i>to be equal to</i> .                                                                |
| <i>Field Type</i>                                                                                                                   | Leave as <i>Value</i> .                                                                       |
| <i>Value Selection</i>                                                                                                              | Select <i>Background Check Completed</i> or any customizable status set that you want to use. |
| <div> → Tip <p>The status set picklist value is customizable. You can set this condition to move to any status you want.</p> </div> |                                                                                               |

6. Select *Save* to finish.
7. Go to ► *Admin Center* ► *Manage Rules in Recruiting* ► that opens up the *Manage Rules in Recruiting* page. Here you can link your business rule to fields for the application template being used:

| Operation and Functions         | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Select Template for Rule</b> | <ol style="list-style-type: none"> <li>1. Go to the <i>Job Application</i> tab of the <i>Manage Rules in Recruiting</i> page.</li> <li>2. Go to <i>Job Requisition Template</i> field to select the job application template you want.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <i>Template-level Rules</i>     | <ol style="list-style-type: none"> <li>1. Go to ► <i>Template-level Rules</i> ► <i>Rule for</i> ► <i>Add a Rule</i> ►. The <i>Add a Rule</i> link dropdown menu appears.</li> <li>2. Choose <i>Rule for Background Check</i> that adds the rule.</li> </ol> <div> → Remember <p>You can configure multiple rules using the same job requisition template but can assign only one of those rules. When there are multiple rules created for that template, they show up in the dropdown menu. When you link your rule, only the job requisition template that's configured for that rule is affected.</p> </div> <ol style="list-style-type: none"> <li>3. Select <i>Save</i> to finish.</li> </ol> |

**Task overview:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

[Integrating Recruiting with Other Third-Party Vendors for Background Checks](#)

[Using Role-Based Permissions](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

## 29.2.10.7 Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers (Example)

You can configure business rule when the candidate accepted or declined an electronically signed offer letter from DocuSign.

### Prerequisites

- You've started or saved a business rule for Job Applications by selecting *Job Application: Basic Business Rule Scenario* in *Configure Business Rules*.
- Job Application template uploaded with all standard fields configured.
- Applicant status sets configured for the selected job requisitions being used as the base object.

### Context

When the offer letter is signed by the candidate, when the rule runs, their job application status automatically moves to *Offer Accepted* status.

### Procedure

1. Configure your *If* criteria example:

| Operation and Functions | Steps                                                                                                   |
|-------------------------|---------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>  | 1. Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i> . |



| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                             | <ol style="list-style-type: none"> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>From the left expression dropdown, select ► <i>Job Application Template</i> ► <i>Offer Letter with Electronic Signature</i> ► <i>Status</i> ►.</li> </ol> <div> → Tip<br/> When status is selected, the field type is now a value field by default </div> |
| <i>Set Expression Field</i> | Select <b>is equal to</b>                                                                                                                                                                                                                                                                                                                                                |
| <i>Field Type</i>           | 1. Leave as <b>Value</b> .                                                                                                                                                                                                                                                                                                                                               |
| <i>Value Selection</i>      | Select <b>Accepted</b> .                                                                                                                                                                                                                                                                                                                                                 |

2. Select your *Then* criteria:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Go to dropdown menu to select output type to <b>Set</b> that opens up the <i>Select Left Expression</i> dropdown field.</li> <li>From the left expression dropdown menu, select ► <i>Job Application Template</i> ► <i>Status</i> ►.</li> </ol> <div> → Tip<br/> When status is selected, the field type is now a value field by default </div> |
| <i>Set Expression Field</i> | Select <b>to be equal to</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <i>Field Type</i>           | Leave as <i>Value</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <i>Value Selection</i>      | Select <b>Offer Accepted</b> or any customizable status set that you want to use.. <div> → Tip<br/> The status set picklist value is customizable. You can set this condition to move to any status you want. </div>                                                                                                                                                                                                                                                                                                                                               |

## Operation and Functions

## Steps

- For your *Else If* statement when candidate declines the offer:

### Operation and Functions

### Steps

#### *Left Expression*

- Go to *Else If* section and select your left expression and locate *Job Application Template*.
- Go to left expression menu icon and select pencil picker icon.
- From the left expression dropdown, select ► *Job Application Template* ► *Offer Letter with Electronic Signature* ► *Status* ►.

#### → Tip

When status is selected, the field type is now a value field by default

#### *Set Expression Field*

Select **to be equal to**.

#### *Field Type*

Leave as *Value*.

#### *Value Selection*

Select **Declined**.

- Set up an additional *Then* statement based on when the candidate declines offer:

### Operation and Functions

### Steps

#### *Left Expression*

- Go to the *Then* section of your business rule and select the *Left Expression*.
- Go to left expression menu icon and select pencil picker icon.
- Go to dropdown menu to select output type to **Set** that opens up the *Select Left Expression* dropdown field.
- From the left expression dropdown, select ► *Job Application Template* ► *Status* ►.

#### → Tip

When status is selected, the field type is now a value field by default

#### *Set Expression Field*

Select **to be equal to**.

#### *Field Type*

Leave as *Value*.

## Operation and Functions

## Steps

### Value Selection

Select **Offer Rejected** or any customizable status set that you want to use..

#### → Tip

The status set picklist value is customizable. You can set this condition to move to any status you want.

5. Select **Save** to finish.
6. Go to ► [Admin Center](#) ► [Manage Rules in Recruiting](#) ► that opens up the [Manage Rules in Recruiting](#) page. Here you can link your business rule to fields for the application template being used:

## Operation and Functions

## Steps

### Select Template for Rule

1. Go to the [Job Application](#) tab of the [Manage Rules in Recruiting](#) page.
2. Go to [Job Requisition Template](#) field to select the job application template you want.

### Template-level Rules

1. Go to ► [Template-level Rules](#) ► [Rule for Electronic Signature on Offer Letter](#) ► [Add a Rule](#) ►. When you select [Add a Rule](#) link a dropdown menu appears.
2. Select the rule you want.

#### ⚠ Restriction

You can select **only** one rule.

3. Select **Save** to finish.

## Results

When you run the [Rule for Electronic Signature on Offer Letter](#), the candidate status is moved to [Offer Accepted](#) or [Offer Rejected](#).

**Task overview:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)  
[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)  
[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)  
[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)  
[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)  
[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)  
[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)  
[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

## 29.2.10.8 Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters (Example)

You can configure business rule once they've accepted or declined an online job offer letter.

### Prerequisites

- You've started or saved a business rule for Job Applications by selecting *Job Application: Basic Business Rule Scenario* in *Configure Business Rules*.
- Job Application template uploaded with all standard fields configured.
- Applicant status sets configured for the selected job requisitions being used as the base object.

### Procedure

1. Configure your *If* criteria:

| Operation and Functions | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>  | <ol style="list-style-type: none"> <li>1. Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li> <li>2. Go to left expression menu icon and select pencil picker icon.</li> <li>3. Select  <i>Job Application Template</i>  <i>Offer Letter</i>  <i>Status</i>  field from the list.</li> </ol> |

| Operation and Functions     | Steps                      |
|-----------------------------|----------------------------|
| <i>Set Expression Field</i> | Select <b>is equal to</b>  |
| <i>Field Type</i>           | 1. Leave as <b>Value</b> . |
| <i>Value Selection</i>      | Select <b>Accepted</b> .   |

2. Select your *Then* criteria:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Go to dropdown menu to select output type to <b>Set</b> that opens up the <i>Select Left Expression</i> dropdown field.</li> <li>From the left expression dropdown, select <b>Job Application Template &gt; Status</b>.</li> </ol> <div> <p>→ Tip</p> <p>When status is selected, the field type is now a value field by default</p> </div> |
| <i>Set Expression Field</i> | Select <b>to be equal to</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <i>Field Type</i>           | Leave as <i>Value</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Value Selection</i>      | <p>Select <b>Offer Accepted</b> or any customizable status set that you want to use..</p> <div> <p>→ Tip</p> <p>The status set picklist value is customizable. You can set this condition to move to any status you want.</p> </div>                                                                                                                                                                                                                                                                                                                           |

3. Enter your *Else if* condition for when offer is declined:

| Operation and Functions | Steps                                                                                                                                                                                                                              |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>  | <ol style="list-style-type: none"> <li>Go to <i>Else If</i> section and select your left expression and locate <i>Job Application Template</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> </ol> |

| Operation and Functions     | Steps                                                                                                  |
|-----------------------------|--------------------------------------------------------------------------------------------------------|
|                             | 3. Select ► <i>Job Application Template</i> ► <i>Offer Letter</i> ► <i>Status</i> field from the list. |
| <i>Set Expression Field</i> | Select <b>is equal to</b> .                                                                            |
| <i>Field Type</i>           | 1. Leave as <b>Value</b> .                                                                             |
| <i>Value Selection</i>      | Select <b>Declined</b> .                                                                               |

4. Set up your *Then* statement for after offer is declined:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Go to dropdown menu to select output type to <b>Set</b> that opens up the <i>Select Left Expression</i> dropdown field.</li> <li>From the left expression dropdown, select ► <i>Job Application Template</i> ► <i>Status</i>.</li> </ol> <div> <p>→ Tip</p> <p>When status is selected, the field type is now a value field by default</p> </div> |
| <i>Set Expression Field</i> | Select <b>to be equal to</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <i>Field Type</i>           | Leave as <i>Value</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <i>Value Selection</i>      | <p>Select <b>Offer Rejected</b> or any customizable status set that you want to use..</p> <div> <p>→ Tip</p> <p>The status set picklist value is customizable. You can set this condition to move to any status you want.</p> </div>                                                                                                                                                                                                                                                                                                                                 |

5. Select *Save* to finish.
6. Go to ► *Admin Center* ► *Manage Rules in Recruiting* that opens up the *Manage Rules in Recruiting* page. Here you can link your business rule to fields for the application template being used:

| Operation and Functions  | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Select Template for Rule | <ol style="list-style-type: none"> <li>Go to the <i>Job Application</i> tab of the <i>Manage Rules in Recruiting</i> page.</li> <li>Go to <i>Job Requisition Template</i> field to select the job application template you want.</li> </ol>                                                                                                                                                                                                                                                                       |
| Template-level Rules     | <ol style="list-style-type: none"> <li>Go to ► <i>Template-level Rules</i> ► <i>Rule for Candidate Decisions on Offer Letter</i> ► <i>Add a Rule</i> ►. When you select <i>Add a Rule</i> link a dropdown menu appears.</li> <li>Select the rule you want.</li> </ol> <div>  <b>Restriction</b><br/> You can select <b>only</b> one rule. </div> <ol style="list-style-type: none"> <li>Select <i>Save</i> to finish.</li> </ol> |

## Results

When you run the *Rule for Candidate Decisions on Offer Letter*, the candidate status is moved to *Offer Accepted* or *Offer Rejected*.

**Task overview:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

## 29.2.10.9 Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined (Example)

You can set up business rules that execute when an offer approval is approved or declined by the candidate when their job application and executes for *OnChange* and *OnSave* triggers.

### Prerequisites

You've started or saved a business rule for Job Applications by selecting *Job Application: Basic Business Rule Scenario* in *Configure Business Rules*.

### Context

The rule executes when:

- Last Approver that approves or declines the offer approval request.
- Executes for new and for approvals that changed status.

Candidate status is moved to either *Offer Accepted* or *Offer Rejected* when the rule executes successfully.

### Procedure

1. Configure your *If* criteria example:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"><li>1. Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li><li>2. Go to left expression menu icon and select pencil picker icon.</li><li>3. Select  <i>Offer Approval (All)</i>  <i>Offer Status</i>  field from the list.</li></ol> |
| <i>Set Expression Field</i> | Select <b>is equal to</b> option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <i>Field Type</i>           | <ol style="list-style-type: none"><li>1. Leave as <b>Value</b>.</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <i>Value Selection</i>      | Select <b>Offer Approved</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



## Operation and Functions

## Steps

### ⓘ Note

The status set picklist value is customizable. You can set this condition to move to any status you want.

2. Select your *Then* criteria:

## Operation and Functions

## Steps

### *Left Expression*

1. Go to the *Then* section of your business rule and select the *Left Expression*.
2. Go to left expression menu icon and select pencil picker icon.
3. Go to dropdown menu to select output type to **Set** that opens up the *Select Left Expression* dropdown field.
4. From the left expression dropdown, select ► *Job Application Template* ► *Status* ►.

### → Tip

When status is selected, the field type is now a value field by default.

### *Set Expression Field*

Select **to be equal to**.

### *Field Type*

Leave as *Value*.

### *Value Selection*

Select **Offer Approved** or any customizable status set that you want to use..

### → Tip

The status set picklist value is customizable. You can set this condition to move to any status you want.

### ⓘ Note

Mass Offer Approvals is supported. You can use *Approve All* as a value.

3. Set up your *Else If* statements for when offer is rejected.

## Operation and Functions

## Steps

### *Left Expression*

1. Select *Add Else If* and select the *Left Expression*.
2. Go to left expression menu icon and select pencil picker icon.

## Operation and Functions

## Steps

- From the left expression dropdown, select ► *Job Application Template* ► *Offer Approval (All)* ► *Offer Status* ►.

### → Tip

When status is selected, the field type is now a value field by default.

*Set Expression Field*

Select **to be equal to**.

*Field Type*

Leave as *Value*.

*Value Selection*

Select **Rejected**

### ⓘ Note

The status set picklist value is customizable. You can set this condition to move to any status you want.

- Set up your *Then* statement when offer approval is rejected.

## Operation and Functions

## Steps

*Left Expression*

- Go to the *Then* section of your business rule and select the *Left Expression*.
- Go to left expression menu icon and select pencil picker icon.
- Go to dropdown menu to select output type to **Set** that opens up the *Select Left Expression* dropdown field.
- From the left expression dropdown, select ► *Job Application Template* ► *Status* ►.

### → Tip

When status is selected, the field type is now a value field by default.

*Set Expression Field*

Select **to be equal to**.

*Field Type*

Leave as *Value*.

*Value Selection*

Select **Offer Declined** or any customizable status set that you want to use..

Operation and Functions

Steps

→ Tip

The status set picklist value is customizable. You can set this condition to move to any status you want.

5. Select [Save](#) to finish.
6. Go to ► [Admin Center](#) ► [Manage Rules in Recruiting](#) ► that opens up the [Manage Rules in Recruiting](#) page. Here you can link your business rule to fields for the application template being used:

Operation and Functions

Steps

Select Template for Rule

1. Go to the [Job Application](#) tab of the [Manage Rules in Recruiting](#) page.
2. Go to [Job Requisition Template](#) field to select the job application template you want.

Template-level Rules

1. Go to ► [Template-level Rules](#) ► [Rule for Offer Approval](#) ► [Add a Rule](#) ►. When you select [Add a Rule](#) link a drop-down menu appears.
2. Select the rule you want.

⚠ Restriction

You can select **only** one rule.

3. Select [Save](#) to finish.

## Results

When you run the [Rule for Offer Approval](#), the [Offer Approval](#) status is moved to the status you want to use for more than one condition such as approval and rejection in the same rule.

**Task overview:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

[Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job \[page 1564\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

## 29.2.10.10 Setting Up a Job Application Business Rule to Select a Specific Offer Approval Template Setting Up a Job

You can create a business rule that automatically selects the appropriate offer approval template for a given job requisition, when you create or edit the offer approval.

### Prerequisites

- Applicant status sets configured for the selected job requisitions being used as the base object.

### Context

You can use an Offer Approval Template Selection rule to automatically select a specific offer detail template, based on the value of another field in the job application, such as a specific country/region, department, division, or location. This example shows you how to create a rule that selects the template based on a specific country/region.

#### 📘 Note

By default, Offer Approval Template Selection rules run when you **create** an offer approval and also when you **edit** an offer approval. If needed, you can disable rule execution on edit, so that the rules only run when you initially create the approval. To do that, go to ► [Admin Center](#) ► [Manage Recruiting Settings](#) ► [Offer Approval](#) ► and select the option [Disable rule execution on edit for Offer Approval Template Selection rules](#).

### Procedure

1. Go to ► [Admin Center](#) ► [Configure Business Rules](#) ►, select the scenario *Job Application: Basic Business Rule Scenario*, and create a business rule for a specified job requisition template.
2. Configure your *If* criteria:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li> <li>Select <b>► Job Application Template ► Country ►</b> field from the list.</li> </ol> <div> <p><b>Note</b><br/> <i>County</i> field label is country/region.</p> <p><b>→ Tip</b><br/> When date of birth is selected, the field type is now a date field by default.</p> </div> |
| <i>Set Expression Field</i> | Select <i>is equal to</i> .                                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Field Type</i>           | Leave as <i>Value</i> .                                                                                                                                                                                                                                                                                                                                                                                                            |
| <i>Value Selection</i>      | Select the country/region that you want.                                                                                                                                                                                                                                                                                                                                                                                           |

- Select your *Then* criteria:

| Operation and Functions     | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Left Expression</i>      | <ol style="list-style-type: none"> <li>Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Go to dropdown menu to select output type to <b>Set</b> that opens up the <i>Select Left Expression</i> dropdown field.</li> <li>From the left expression dropdown, select <b>► Job Application Template ► Offer Template ►</b>.</li> </ol> <div> <p><b>→ Tip</b><br/> When status is selected, the field type is now a value field by default.</p> </div> |
| <i>Set Expression Field</i> | Select <i>to be equal to</i> option.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <i>Field Type</i>           | Leave as <i>Value</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <i>Value Selection</i>      | Select the offer template you want to use.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

- Select *Save* to finish.
- Go to **► Admin Center ► Manage Rules in Recruiting ►** that opens up the *Manage Rules in Recruiting* page. You can link your business rule to fields for the application template being used:

| Operation and Functions         | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Select Template for Rule</i> | <ol style="list-style-type: none"> <li>1. Go to the <i>Job Application</i> tab of the <i>Manage Rules in Recruiting</i> page.</li> <li>2. Go to <i>Job Requisition Template</i> field to select the job application template you want.</li> </ol>                                                                                                                                                                                                                             |
| <i>Template-level Rules</i>     | <ol style="list-style-type: none"> <li>1. Go to ► <i>Template-level Rules</i> ► <i>Rule for Offer Approval Template Selection</i> ► <i>Add a Rule</i> ► when you select <i>Add a Rule</i> link a dropdown menu appears.</li> <li>2. Select the rule you want.</li> </ol> <div data-bbox="885 627 1427 747"> <p><b>⚠ Restriction</b></p> <p>You can select <b>only</b> one rule.</p> </div> <ol style="list-style-type: none"> <li>3. Select <i>Save</i> to finish.</li> </ol> |

6. Select *Save* to finish.

## Results

When you select *Offer Approval* button from the *Job Application* page, you're directed to the *Offer Approval* page. When you select any individual offers from the list, you no longer have to select offer template now the rule does it automatically.

**Task overview:** [Business Rules for Job Applications \[page 1533\]](#)

## Related Information

[Rule Triggers for Job Applications \[page 1534\]](#)

[Supported System and Custom Fields for Job Application Business Rules \[page 1536\]](#)

[Supported Standard Fields for Job Application Business Rules \[page 1538\]](#)

[Setting Up a Job Application Business Rule for Disqualified Status \(Example\) \[page 1542\]](#)

[Setting Up a Job Application Business Rule for Completed Assessments \(Example\) \[page 1544\]](#)

[Setting Up a Job Application Business Rule for Background Checks \(Example\) \[page 1549\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline eSign Offers \(Example\) \[page 1552\]](#)

[Setting Up a Job Application Business Rule for When Candidates Accept or Decline Online Offer Letters \(Example\) \[page 1556\]](#)

[Setting Up a Job Application Business Rule to Change Candidate Status When Approved or Declined \(Example\) \[page 1560\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

## 29.2.11 Business Rules for Job Offers

You can create business rules for job offers in *Configure Business Rules*.

### [Rule Triggers for Offers \[page 1567\]](#)

You can specify which user actions trigger a rule, when they're creating and editing offer details.

### [Supported Field Types for Offer Approval Business Rules \[page 1568\]](#)

These are the field types you can use with business rules for job offer approvals.

### [Supported Standalone and Offer Approval System Fields in Business Rules for Job Offers \[page 1570\]](#)

Standalone and offer approval system fields are supported in business rules for job offers.

### [Special Handling of Fields in Business Rules for Offers \[page 1571\]](#)

There are a number of field types that aren't supported at this time when creating business rules for offers.

### [Setting Up Business Rules for Job Offers \(Example\) \[page 1572\]](#)

You can configure business rules for offer approvals using different navigation objects in job requisition and job application templates.

## Related Information

[Creating Business Rules for Recruiting \[page 1512\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

[Implementing Business Rules in SAP SuccessFactors](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

## 29.2.11.1 Rule Triggers for Offers

You can specify which user actions trigger a rule, when they're creating and editing offer details.

| Triggers                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Field Change Rules</a>                                          | <a href="#">Field Change Rules</a> are triggered when a user changes a value in a field.                                                                                                                                                                                                                                                                                                                                                                        |
| ► <a href="#">Template-level Rules</a> ► <a href="#">Initialize Rules</a> ► | <a href="#">Initialize Rules</a> (onInit) are triggered under the following conditions: <ul style="list-style-type: none"><li>• When creating a new offer approval by selecting an offer detail template from the dropdown list.</li><li>• When the originator of the offer approval edits fields in actual the offer itself.</li></ul> <div><b>Note</b><br/>These rules are not triggered when you use a business rule to pre-select the offer template.</div> |

| Triggers                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Template-level Rules</a> > <a href="#">Save Rules</a> > | <p><a href="#">Save Rules</a> (onSave) are triggered under the following conditions:</p> <ul style="list-style-type: none"> <li>Saving an offer approval.</li> </ul> <div> <p><b>Note</b></p> <p>Save Rules is applied even there are errors in the offer approval. The only time it <b>doesn't</b> trigger, is when the job offer is missing an approver.</p> </div> <ul style="list-style-type: none"> <li>Sending an offer for approval.</li> </ul> |

#### **Note**

All offer approval OData entities are supported for [Save Rules](#) (onSave).

**Parent topic:** [Business Rules for Job Offers \[page 1567\]](#)

## Related Information

[Supported Field Types for Offer Approval Business Rules \[page 1568\]](#)

[Supported Standalone and Offer Approval System Fields in Business Rules for Job Offers \[page 1570\]](#)

[Special Handling of Fields in Business Rules for Offers \[page 1571\]](#)

[Setting Up Business Rules for Job Offers \(Example\) \[page 1572\]](#)

## 29.2.11.2 Supported Field Types for Offer Approval Business Rules

These are the field types you can use with business rules for job offer approvals.

[Approval date](#) is a date related to the specific version and is filled when the offer is approved. If an offer goes through multiple versions, only the final version of the offer has an approval date when using ad-hoc reports field [Approved date](#). For more information about supported fields for job offer approvals, see related links.

#### **Note**

For all editable fields, you can run business rules to write to those fields. However, if field is read-only, you can run business rules as read-only for that same field.



## Supported Field Types for Offer Approval Business Rules

|                            | Read/Write |                 |             |
|----------------------------|------------|-----------------|-------------|
| Field Type                 | Permission | Source Template | Set to Null |
| number                     | Read       | Job Requisition | Yes         |
|                            | Write      | Job Application |             |
| percent                    | Read       | Job Requisition | Yes         |
|                            | Write      | Job Application |             |
| text                       | Read       | Job Requisition | Yes         |
|                            | Write      | Job Application |             |
| currency                   | Read       | Job Requisition | Yes         |
|                            | Write      | Job Application |             |
| date                       | Read       | Job Requisition | Yes         |
|                            | Write      | Job Application |             |
| bool                       | Read       | Job Requisition | Yes         |
|                            | Write      | Job Application |             |
| picklist                   | Read       | Job Requisition | Yes         |
|                            | Write      | Job Application |             |
| operator                   | Read       | Job Requisition | Yes         |
| enum                       | Read       | Job Requisition | No          |
|                            | Write      | Job Application |             |
| object (Generic Object)    | Read       | Job Requisition | Yes         |
|                            | Write      |                 |             |
| object (Foundation Object) | Read       | Job Requisition | Yes         |
|                            | Write      |                 |             |

Parent topic: [Business Rules for Job Offers \[page 1567\]](#)

## Related Information

[Rule Triggers for Offers \[page 1567\]](#)

[Supported Standalone and Offer Approval System Fields in Business Rules for Job Offers \[page 1570\]](#)

[Special Handling of Fields in Business Rules for Offers \[page 1571\]](#)

[Setting Up Business Rules for Job Offers \(Example\) \[page 1572\]](#)

## 29.2.11.3 Supported Standalone and Offer Approval System Fields in Business Rules for Job Offers

Standalone and offer approval system fields are supported in business rules for job offers.

You can use this table view field type for all supported custom fields used when you create business rules for job offers. You can use the search field to specify the field you want to view properties of or you can use the filter link for that column.

| Field Name         | Field Data Type | Read/Write<br>Permission | Field Type<br>(Standalone,<br>Navigation, or<br>System) | Set to Null |
|--------------------|-----------------|--------------------------|---------------------------------------------------------|-------------|
| customDate1-10     | date            | Read<br>Write            | Standalone                                              | Yes         |
| customLong1-10     | number          | Read<br>Write            | Standalone                                              | Yes         |
| customPicklist1-10 | picklist        | Read<br>Write            | Standalone                                              | Yes         |
| customString1-15   | text            | Read<br>Write            | Standalone                                              | Yes         |
| Last Modified Date | date            | Read                     | Job Offer Appro-<br>val System Field                    | No          |
| Last Modified By   | user            | Read                     | Job Offer Appro-<br>val System Field                    | No          |
| Created Date       | date            | Read                     | Job Offer Appro-<br>val System Field                    | No          |
| Created By         | user            | Read                     | Job Offer Appro-<br>val System Field                    | No          |

### Note

You can use the customLong1-10 standalone fields in offer letter template in business rules to do any of these two options:

- Specify exact values of that standalone field.
- Populate calculated value based on other fields.

Since the field type is number data type, decimals appear truncated.

Parent topic: [Business Rules for Job Offers \[page 1567\]](#)

## Related Information

[Rule Triggers for Offers \[page 1567\]](#)

[Supported Field Types for Offer Approval Business Rules \[page 1568\]](#)

[Special Handling of Fields in Business Rules for Offers \[page 1571\]](#)

[Setting Up Business Rules for Job Offers \(Example\) \[page 1572\]](#)

### 29.2.11.4 Special Handling of Fields in Business Rules for Offers

There are a number of field types that aren't supported at this time when creating business rules for offers.

#### Behavior of Foundation and Generic Objects in Business Rules for Offers

All standard foundation or generic object fields are read-only except for these objects sourced from the job requisition template:

| Object Type       | Field Label or Name | Field ID         |
|-------------------|---------------------|------------------|
| Foundation Object | Location            | location_obj     |
| Generic Object    | Position            | std_position_obj |

#### Field Types Not Supported in Business Rules for Offers

The following field types, sourced from the job requisition template, are not supported:

- picklist (mfield)
- jobCode
- textarea
- richText
- jobRole
- questions
- competencies
- Comments
- Approvers
- derived

**Parent topic:** [Business Rules for Job Offers \[page 1567\]](#)

## Related Information

[Rule Triggers for Offers \[page 1567\]](#)

[Supported Field Types for Offer Approval Business Rules \[page 1568\]](#)

## 29.2.11.5 Setting Up Business Rules for Job Offers (Example)

You can configure business rules for offer approvals using different navigation objects in job requisition and job application templates.

### Prerequisites

- Job requisitions, application, and offer details templates are configured.
- [Enable Recruiting Business Rules](#) are turned on in [Manage Recruiting Settings](#).

### Context

This scenario allows you to execute rules when the originator initiates a job offer approval that change values of any job requisition, job application, or candidate profile fields in the offer approval.

The steps in this topic are a sample use case when using navigation objects from job application template to specify bonus amount for all candidates in the United States for initiated offer approvals.

When you initiate offer approvals for jobs located in the country/region that you specified, their bonus amount appears as the one that's set in the rule.

### Procedure

1. Configure your *If* criteria:

| Operation and Functions | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Left Expression         | <ol style="list-style-type: none"><li>1. Go to <i>If</i> section and select your left expression and locate <i>Job Application Template</i>.</li><li>2. Select  <i>Job Application Template</i>  <i>Country</i>  field from the list.</li></ol> <div> <b>Note</b><br/><i>country</i> field label is <i>Country/Region</i>.</div> |
| Set Expression Field    | Select <i>is equal to</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Operation and Functions | Steps                                    |
|-------------------------|------------------------------------------|
| Field Type              | Leave as <i>Value</i> .                  |
| Value Selection         | Select the country/region that you want. |

2. Configure your *Then* criteria:

| Operation and Functions | Steps                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Left Expression         | <ol style="list-style-type: none"> <li>Go to the <i>Then</i> section of your business rule and select the <i>Left Expression</i>.</li> <li>Go to left expression menu icon and select pencil picker icon.</li> <li>Go to dropdown list to select output type to <b>Set</b> that opens up the <i>Select Left Expression</i> dropdown field.</li> <li>From the left expression dropdown, select ► <i>Offer Approval(All)</i> ► <i>Bonus</i> ►.</li> </ol> |
| Set Expression Field    | Select <i>to be equal to</i> option.                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Field Type              | Select <i>Decimal</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Value Selection         | Enter the bonus amount that you want.                                                                                                                                                                                                                                                                                                                                                                                                                   |

3. Select *Save* to finish.
4. Go to ► *Admin Center* ► *Manage Rules in Recruiting* ► that opens up the *Manage Rules in Recruiting* page. You can link your business rule to fields for the application template being used:

| Operation and Functions  | Steps                                                                                                                                                                                                                          |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Select Template for Rule | <ol style="list-style-type: none"> <li>Go to the <i>Offer Detail</i> tab of the <i>Manage Rules in Recruiting</i> page.</li> <li>Go to <i>Offer Detail</i> field to select the offer detail template that you want.</li> </ol> |
| Field Change Rules       | <ol style="list-style-type: none"> <li>Go to the <i>Field Change Rules</i> and select the <i>Country/Region</i> field.</li> <li>Select the rule that you want to use from the <i>Rule</i> drop-down menu.</li> </ol>           |
| Template-level Rules     | <ol style="list-style-type: none"> <li>Go to the ► <i>Template-level Rules</i> ► <i>Initialize Rules</i> ► to select the rule that you want to execute from the drop-down menu.</li> </ol>                                     |

#### ⚠ Restriction

You can select **only** one rule.

5. Select *Save* to finish.

**Task overview:** [Business Rules for Job Offers \[page 1567\]](#)

## Related Information

[Rule Triggers for Offers \[page 1567\]](#)

[Supported Field Types for Offer Approval Business Rules \[page 1568\]](#)

[Supported Standalone and Offer Approval System Fields in Business Rules for Job Offers \[page 1570\]](#)

[Special Handling of Fields in Business Rules for Offers \[page 1571\]](#)

[Assigning Rules to a Template Using Manage Rules in Recruiting \[page 1517\]](#)

## 29.2.12 Business Rules for Offer Letters

Two Recruiting-specific business rule scenarios reduce the effort required for Recruiting users to create new offer letters.

Recruiting administrators can set up [Configure Rule to Preselect Offer Letter Templates](#) so that recruiters don't have to scroll through hundreds of templates when creating a new offer letter. You can also use [Configure Business Rules to Add Conditional Sections in Offer Letters](#) to define custom tokens, so that recruiters can insert them into offer letters.

Combined, these two business rule scenarios reduce the amount of time and effort Recruiting users spend in generating offer letters by selecting the template and letting them add tokens in place of writing paragraphs.

Both rule scenarios are located in [Recruiting](#), in ► [Admin Center](#) ► [Configure Business Rules](#) ► when you select + ([Create New Rule](#)). The rule scenarios are as follows:

| Scenario Name                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Configure Rule to Preselect Offer Letter Templates</a> | <p>An administrator can create this new business rule scenario for a rule that automatically identifies which specific template to use when a new offer letter is created.</p> <p>For example, a new offer letter could automatically use a template based on the brand associated with the job.</p> <p>To assign a new rule, go to ► <a href="#">Manage Rules in Recruiting</a> ► <a href="#">Job Application</a> ► Choosing a template from the <a href="#">Job Requisition Template</a> dropdown list expands the <a href="#">Template-level Rules</a> section to display <a href="#">Rule for Offer Letter Template Selection</a>. Click on <a href="#">Add a Rule</a> below it to select and assign the rule scenario to the rule.</p> |

| Scenario Name                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Configure Business Rules to Add Conditional Sections in Offer Letters</a> | <p>An administrator can define the contents of tokens with this new business rule scenario. Recruiting users can then add these tokens into offer letters to provide customized text based on the rule definitions, so that recruiters don't have to write this text manually.</p> <p>A recruiter could simply insert these tokens into the offer letter, letting the tokens automatically display the appropriate text. For example, a leave policy token could render different text depending on whether the job requisition was for a full- or part-time position.</p> <p>Rules can be as simple as adding the text directly into the rule, or very complex, including the use of lookup tables.</p> <p>Using extended functionality makes it possible to add formatting to offers, including images.</p> <p>Refer to <i>Tokens for Conditional Sections in Offer Letters</i> for more information.</p> |

## Related Information

[Tokens for Conditional Sections in Offer Letters \[page 1575\]](#)

[Creating Business Rules for Recruiting \[page 1512\]](#)

[Implementing the Metadata Framework \(MDF\)](#)

### 29.2.12.1 Tokens for Conditional Sections in Offer Letters

As part of creating a new rule that uses the [Configure Business Rules to Add Conditional Sections in Offer Letters](#) business rule scenario, update the templates to include conditional offer letter tokens.

In [Admin Center](#) > [Manage Offer Letter Templates](#), update the templates to include the new conditional offer letter tokens.

#### Note

There are 100 tokens available for the administrator to configure in the business rules, but by default, you only see the first 15 available tokens in the popup. Use the search field to find the required token.

Hovering over a token in the template shows its assigned label in [Manage Data](#).

Optionally, you can relabel these tokens so that they're easier for users to identify and use. To do so, you need user permission for the new [Manage MDF Recruiting Objects](#) > [ConditionalOfferLetterToken](#) role-based permission.

Once you have this permission, you can go to [Manage Data](#) and search for the option called [ConditionalOfferLetterToken](#). Clicking [Take Action](#), and [Make Correction](#) allows you to change the label for a token to assist users in knowing what each token will contain. The labels can be translated.

HTML formatting is supported within the rule, so you can use options such as `<b>`, `<br>` or `<p>` to format the text added using these new tokens.

Rules also support of **one** level of nested tokens.

## 29.2.13 Rule Functions in Recruiting

Information about the various rule functions that recruiting supports.

Recruiting supports all rule functions in the following groups:

- [Mathematical Functions](#)
- [String Functions](#)
- [Other Functions](#)

In addition, Recruiting also supports the following rule functions:

- calculateFTE
- convertDaysToYYMMDD
- createDate
- dayOfMonth
- dayOfWeek
- differenceCalendarYears
- differenceYearsRoundDown
- differenceYearsRoundUp
- getCalendarDays
- getCompletedMonths
- getCompletedWeeksBetween
- getEmployeeStatus
- getNumberOfDaysForYearOfDate
- getNumberOfMonthBetweenDates
- getPayScaleAmount
- getWeekdays
- getValueOfJobInfoStringOnEffectiveDate
- getYearOfDate
- getTimestampCurrentTimeUTCPlusOffsetMinutes
- getNextWorkingDay
- isEmployeeActive
- latestDateComparingTwoDates
- numberOfWorkingDaysOrHoursForPeriod
- numberOfHolidays



## Related Information

[Implementing Business Rules in SAP SuccessFactors](#)

### 29.2.14 Rule Trace

Sometimes a rule doesn't run exactly as you intended, or results in unexpected errors. If this happens, you can trace a rule to try and figure out exactly what went wrong.

Using the [Business Rule Execution Log](#) tool, you can trace a rule and then analyze any errors within its execution details.

### 29.2.15 Mapping Fields With the Lookup Function

You can map Recruiting fields (such as enum) and any picklist and derived fields to foundation object or generic object (FO/GO) fields. That way, even though the fields are not of the same data type, you can still retrieve the value of one field and map it to the other.

Here's an example of some possible mapping implementations:

| Recruiting Field (Left-Hand Side) | Source Value (Right-Hand Side) | Supported by Rules? |
|-----------------------------------|--------------------------------|---------------------|
| Enum                              | FO/GO                          | No                  |
| Enum                              | Enum                           | No                  |
| Enum                              | Legacy picklist                | No                  |
| Enum                              | Derived                        | No                  |
| Derived                           | FO/GO                          | No                  |
| Derived                           | Enum                           | No                  |
| Derived                           | Legacy picklist                | No                  |
| Derived                           | Derived                        | No                  |
| Legacy picklist                   | FO/GO                          | No                  |
| Legacy picklist                   | Legacy picklist                | Yes                 |
| Legacy picklist                   | Enum                           | Yes                 |
| Legacy picklist                   | Derived                        | Yes                 |

| Recruiting Field (Left-Hand Side) | Source Value (Right-Hand Side) | Supported by Rules? |
|-----------------------------------|--------------------------------|---------------------|
| FO/GO                             | FO/GO                          | Yes                 |
| FO/GO                             | Legacy picklist                | Yes                 |
| FO/GO                             | Enum                           | Yes                 |
| FO/GO                             | Derived                        | Yes                 |

## 29.2.15.1 Mapping Legacy Picklist Fields from MDF Objects

Use a rule with the lookup function to map the value of a legacy picklist field from an MDF object.

### Procedure

1. In [Configure Object Definition](#), create a custom MDF object.  
We recommend creating a “master” object that contains a GO, an MDF picklist, and a string specified for it. That way you can reuse the same custom GO in other cases.
2. Configure an MDF picklist as a field in the MDF object, and then specify a valid PDF picklist source for the field  
In the [Valid Values Source](#) field, ensure you enter a source that exists in the MDF picklist.
3. In [Manage Data](#), create a custom GO. Be sure to enter data for all the values you want to map.
4. Create a rule that uses the lookup function to set the value of the legacy picklist in Recruiting to that of the MDF object.
5. Specify a trigger for the rule from the admin page [Manage Rules in Recruiting](#).
6. Trigger the rule.

## 29.2.15.2 Mapping Legacy Picklist Fields from Enum Fields

Use a rule with the lookup function to map the value of a legacy picklist field from an enum field.

### Procedure

1. In [Configure Object Definition](#), create a custom MDF object that contains an MDF picklist field and a string field.
2. Go to ► [Manage Data](#) ► [Create New](#) ►, and select your new custom MDF object. Enter all the necessary data.
3. Create a rule which uses the lookup function to set the value of the country/region (picklist) field based on that of the location (enum) field.

4. Specify a trigger for the rule from the admin page [Manage Rules in Recruiting](#).
5. Trigger the rule.

### 29.2.15.3 Mapping Legacy Picklist Fields from Derived Field Values

Use a rule with the lookup function to map the value of a legacy picklist field from a derived field value (for example, country/region or state).

#### Procedure

1. In [Configure Object Definition](#), create a custom MDF object that contains an MDF picklist and a string field.
2. Go to ► [Manage Data](#) ► [Create New](#) ► , and select your new custom MDF object. Enter all the necessary data.
3. Create a rule which uses the lookup function to set the value of the legacy picklist field based on that of the derived field.

When creating the rule, the picklist field is on the left-hand side. On the right-hand side, use the lookup function to select your custom MDF object.

4. Specify a trigger for the rule from the admin page [Manage Rules in Recruiting](#).
5. Trigger the rule.

### 29.2.15.4 Mapping MDF Objects from Legacy Picklist Fields

Use a rule with the lookup function to map the value of an MDF Object from a legacy picklist field.

#### Procedure

1. In [Configure Object Definition](#), create a custom MDF object that contains at least an MDF picklist field and a generic object
2. In the MDF object, configure an MDF picklist as a field.

The value you enter in the [Valid Values Source](#) field needs to exist in the MDF picklist.

3. Go to [Manage Data](#) and create an instance of a custom generic object (GO). Be sure to enter data for all fields which could potentially be mapped.
4. Create a rule which uses the lookup function to set the value of the MDF object based on that of the legacy picklist field.
5. Specify a trigger for the rule from the admin page [Manage Rules in Recruiting](#).
6. Trigger the rule.

## 29.2.15.5 Mapping MDF Fields from Enum Fields

Use a rule with the lookup function to map the value of an MDF Object from an enum field.

### Procedure

1. In [Configure Object Definition](#), create a custom generic object (GO) that contains a generic object field and a string field.
2. Go to [Manage Data](#) and add all the necessary information for your new custom GO.  
Be sure to enter the full string value of the enum field to be mapped.
3. Create a rule that uses the lookup function to set the value of the MDF object based on that of the enum field.
4. Specify a trigger for the rule from the admin page [Manage Rules in Recruiting](#).
5. Trigger the rule.

## 29.2.15.6 Mapping MDF Fields from Derived Fields

Use a rule with the lookup function to map the value of an MDF Object from a derived field.

### Procedure

1. In [Configure Object Definition](#), create a custom generic object (GO) that contains a generic object field and a string field.
2. Go to [Manage Data](#) and add all the necessary information for your new custom GO.
3. Create a rule which uses the lookup function to set the value of the MDF field based on that of the derived field.  
When creating the rule, the picklist field is on the left-hand side. On the right-hand side, use the lookup function to select your custom MDF object.
4. Specify a trigger for the rule from the admin page [Manage Rules in Recruiting](#).
5. Trigger the rule.

## 29.2.16 OData and Rules

You can trigger Recruiting business rules using the OData V2 APIs.

Use the following operations and triggers:

| For rules related to...                                                | You can use these OData operations                                            | And this rule triggers |
|------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------------------|
| Job Requisitions<br>Candidate Profile<br>Job Applications<br>Job Offer | Insert, Upsert<br><br><b>Note</b><br>This includes batch inserts and upserts. | OnSave                 |

### Related Information

[About HXM Suite OData APIs \(V2\)](#)

## 29.3 Reporting

You can use Table Reports to build data pulls and flat file exports in Excel, PDF, or PowerPoint format. You can run them in the system, share between users, etc.

### Prerequisites

- Enable the [Additional Adhoc Sub domain Schemas Configuration](#) setting at ► [Provisioning](#) ► [Company Settings](#) . Then enable the [Recruiting V2](#) domain, for users with full access to all Recruiting data, or the [Recruiting V2 Secured](#) domain, for users who should have limited access to Recruiting data.
- Configure reportable fields in [Provisioning](#) by navigating to ► [Managing Recruiting](#) ► [Configure Reportable Custom Fields](#) .

#### Note

- Use the same labels for custom fields among all templates.
- Do not configure standard fields as custom reportable fields and do not configure the same field more than once in custom reportable fields.
- Limits on how many fields can be made reportable are listed as follows: This is same for all templates.
  - 100 text fields (includes Text, Textarea, Richtext, Boolean, and Hyperlink fields)
  - 40 number fields (includes Number, Percent, and Currency fields)

- 110 picklist fields (includes Picklist and Object fields)
  - 30 date fields
- Run succession sync in the *Synchronize Existing Data* tab in *Map Custom Fields to Extended Fields for Reporting* page from the data to become reportable.
  - *Role Based Permission*: ► *Admin Center* ► ► *Manage Permission Role* ► {Select Role} ► *Permissions* ► *User Permissions* ► *Reports Permission* ►
    - The permissions required to access Report Center and the reports are available in the *Reports Permission* folder. At a minimum, enable *Report Center* permission. You can also specify permissions specific to Analytics Tiles and Dashboards, Creating Reports, and Running Reports. To have these permissions, enable the options next to the applicable setting and select either All, if they should be able to access for all the allowed domains, or if you only want to enable for Recruiting, for example, you can select the *Others* option and then select the *Recruiting V2* domain.
  - You have access to Provisioning.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

## Procedure

1. Table reporting for Recruiting is enabled automatically in provisioning when the Recruiting module is enabled for the instance. However, if you want to override the default behavior, you can modify the following options:
  - *Provisioning* ► *Company Settings* ► *Analytics and Dashboard Tabs & Misc Reporting* ► *Additional Adhoc Sub domain Schemas Configuration* ► *Recruiting V2 / Recruiting V2 Secured* ►.
2. To create and run the reports, grant the following role-based permissions:
  - ► *Reports Permission* ► *Create Report* ► *Recruiting V2 and/or Recruiting V2 Secured* ►.
  - ► *Reports Permission* ► *Run Report* ► *Recruiting V2 and/or Recruiting V2 Secured* ►.
3. To schedule reports, grant the role-based permissions: ► *Reports Permission* ► *Schedule Reports* ►

## 29.3.1 Folders in Reporting

Most standard fields are reportable in Ad Hoc Reporting and custom fields can be made reportable in

► [Provisioning](#) ► [Custom reportable fields](#) ►.

If you follow the suggested process for configuring XML templates, all custom fields should be Reportable Custom Fields

The number of custom fields that can be configured is not changeable. Field IDs should be placed in the configuration mapping. Fields have to be mapped to the correct field type (picklist to picklist, etc.) A succession sync (green confirmation message on screen and email with a non-zero record count) must be run for content to be reportable. The page does not function reliably in Internet Explorer; after saving or syncing, manually refresh the page before taking a next action.

Interview Central content is not reportable (but see two app fields that summarize interview results and are reportable). Pre-screen question content is not reportable. Job description and other rich text fields are not reportable.

| Report Folder          | Description                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Req Templates      | Contains basic information about the job requisition XML templates that exist in the instance, like system-generated template ID number.                                                                                                                                                                                                                                                                       |
| Application Templates  | Contains basic information about the application XML templates that exist in the instance, like system-generated template ID number.                                                                                                                                                                                                                                                                           |
| Job Requisition        | Contains data from requisition records that have been created in the instance.                                                                                                                                                                                                                                                                                                                                 |
| Posting                | <p>Contains data regarding current job posting status on all requisitions that have been created in the instance.</p> <p>A requisition may have a 1-to-many relationship with the postings, so one requisition may show up multiple times in a report that uses this data if it has been posted to multiple locations.</p>                                                                                     |
| Offer Letter           | <p>Contains data regarding offer letters that have been created, such as the date of offer letter generation and the mode by which the offer letter was sent/recorded.</p> <p>Offer detail fields appear here in all instances but for clients using offer approval functionality, these fields are legacy and should not be used. This data should be reported on from the Offer Details folders instead.</p> |
| Candidate Search Audit | <p>Related to US OFCCP laws.</p> <p>Contains tracked search activity, such as criteria, searcher, results and actions taken on the search results.</p> <p>For more information on OFCCP tracking and reporting see <b>OFCCP Reporting</b> in the <i>Recruiting Management Implementation</i> guide.</p>                                                                                                        |

| Report Folder          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidate              | Contains data from the candidate profile records that exist in the instance. Does not include background element data.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Candidate Tags         | Contains data on tags that have been applied to candidate profile records in the instance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Application            | Contains data from the application records that exist in the instance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Family Role            | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| App Status Audit Trail | <p>Contains data on every applicant status through which the application has been moved, or has skipped past.</p> <p>You can generate reports to detail the amount of time that a candidate or an application has spent in each status, using the 'App Status Audit Trail' report.</p> <div> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>In the statuses 'Forwarded' and 'Invited to Apply' the Candidate has not yet applied. Therefore, no application exists in the system and he or she is not considered as an applicant.</li> </ul> </div> |
| Job Req Status Audit   | Contains data on every time the requisition status has been changed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Job Req Operator       | <p>Contains data on all operators on the requisition.</p> <p>A requisition has a 1-to-many relationship with the operators, so one requisition will show up multiple times in a report that uses this data since there are multiple operators assigned to the requisition.</p> <p>In general it is preferable to report on operators using the operator-specific folders to maintain a 1-to-1 relationship between the operator and the requisition.</p>                                                                                                       |
| Job Req Originator     | Contains data about the user who created the requisition.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Recruiter              | Contains data about the user who is currently listed in the related operator field on the requisition.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Hiring Manager         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Talent Coordinator     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Sourcer                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Second Recruiter       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| VP of Staffing         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Job Family Expert      | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



| Report Folder                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Approver                       | <p>Contains data about the users who were approvers on the requisition.</p> <p>A requisition has a 1-to-many relationship with the approvers, so one requisition will show up multiple times in a report that uses this data since there are multiple approvers on a requisition.</p>                                                                                                                                                                                                                                                                                                                                                                                                              |
| HMM                            | <p>Contains data about the user who is the manager of the user currently listed in the hiringManagerName operator field on the requisition.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Recruiter Team                 | <p>Contains data about the users and/or groups who are currently listed in the related operatorTeam field on the requisition.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Hiring Manager Team            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Talent Coordinator Team        | <p>A requisition may have a 1-to-many relationship with the operatorTeam users/groups, so one requisition may show up multiple times in a report that uses this data if it has multiple users/groups associated to it.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Sourcer Team                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Second Recruiter Team          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| VP of Staffing Team            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Approver Team                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Candidate Application Comments | <p>Contains data from the comments that are made in the Comments portlet in the application record.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Candidate Profile Comments     | <p>Contains data from the comments that are made in the Comments portlet in the candidate profile record.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| RecruitingOffer Detail         | <p>Contains data from the Offer Details approval forms.</p> <p>A requisition may have a 1-to-many relationship with the applications since multiple applicants may be hired on one requisition, so one requisition may show up multiple times in a report that uses this data if multiple candidates were hired.</p> <p>An application may have a 1-to-many relationship with the Offer Details forms since multiple versions of the form can be created, so one application may show up multiple times in a report that uses this data if it has multiple copies of an offer approval details form.</p> <p>In most cases it is better to use the Last Offer Detail folder to pull offer data.</p> |
| Last Offer Detail              | <p>Contains data from the most recent Offer Details approval form.</p> <p>A requisition may have a 1-to-many relationship with the applications since multiple applicants may be hired on one requisition, so one requisition may show up multiple times in a report that uses this data if multiple candidates were hired.</p>                                                                                                                                                                                                                                                                                                                                                                    |

## Report Folder

## Description

### Referral

You can generate reports to detail the amount of time that a candidate has spent in the Forwarded and Invited to Apply statuses, using the 'Referral' report.

#### Note

- Before the Q4 2016 release, there was no solution available to distinguish between the time a candidate spent in the 'Forwarded' and "Invited to Apply" statuses. This will reflect in the report.
- All the records that have been created before the Q4 2016 release, will be marked with the symbol '\*'. In such cases, a zero with an asterisk will appear in the 'Forwarded' category. In this case, the time that will be displayed under 'Invited to Apply' will actually represent a sum of time the candidate spent in both, 'Forwarded' and 'Invited to Apply' statuses.
- Once an agency forwards any candidate for first time two records in the Referral table are created:  
**AGCandRef** - To indicate that an agency owns this candidate till ownership exists  
**AGCandFw** - Pertains to particular job requisition for which the candidate is forwarded to  
For subsequent forwards by the same agency - only rows with filter type **AGCandFw** will be created.  
In case the ownership expires or new agency forwards the same candidate - two records will be created, with both referral filters

|                              |                                                                                                                                                                                                                                                                                                                                              |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Agency Recruiter             | Contains data of agency users in Admin Tools setup agencies.                                                                                                                                                                                                                                                                                 |
| Agency                       | Contains data of agency record entries in Admin Tools.                                                                                                                                                                                                                                                                                       |
| Application History          | Contains a history of all changes that were made on the application, as shown in the application audit trail data (including field-level change history if that field level auditing is enabled.)                                                                                                                                            |
| JobReq Posting Audit History | <p>Contains a full history of all job posting activity, including postings that were removed.</p> <p>A posting may have a 1-to-many relationship with the posting events, so one posting type like External may show up multiple times in a report that uses this data since the posting may have been added and removed multiple times.</p> |
| WorkFlow Status              | Contains the current route map step of the requisition.                                                                                                                                                                                                                                                                                      |
| Audit Trail                  | Contains the action history of the requisition.                                                                                                                                                                                                                                                                                              |
| Route Entry                  | Contains the full route map history of every step the requisition has passed through, is presently in or has yet to pass through.                                                                                                                                                                                                            |

| Report Folder                     | Description                                                                                                                                                                                                   |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Candidate Profile Fields Audit    | Contains a history of all changes that were made on the candidate profile, as shown in the candidate profile audit trail data (including field-level change history if that field level auditing is enabled.) |
| Application Assessment Order      | Contains the application record information about the order data on third party assessments, if the standard assessment integration is in use.                                                                |
| Assessment Result                 | Contains the application record information about the assessment results from third party assessments, if the standard assessment integration is in use.                                                      |
| Candidate: <background element>   | One folder present per background element. Contains the candidate profile current background element data.                                                                                                    |
| Application: <background element> | One folder present per background element. Contains the candidate profile background element data as captured (snapshot) at the point a recruiting user first viewed the application.                         |

## 29.3.2 Recruiting V2

Recruiting V2 is a report schema that provides the user full access to all Recruiting data.

A user with create access to this reporting capability can put together a report with any columns from any folder and view all data in the results. In general this level of access would only be granted to an administrator, or to recruiters or recruiting management if the client has a relaxed data access policy within the recruiting department. This reporting schema is unlikely to be used for Hiring Managers, although some clients do grant Hiring Managers **Run** privileges to this schema and then only **Share** reports to those hiring managers where there are predefined filters built in to the report to restrict their data results.

### Note

This feature is enabled for you considering the reports that were being run and the performance impact.

To enhance the performance of *Recruiting V2* Ad Hoc reports, you can no longer use the *Run Online* option for the following columns:

Run Online Option Is Disabled for the Following Columns

| View Groups                           | Columns                                                                                                                                                                                                                                                                            |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Application Status Audit Trail</i> | <ol style="list-style-type: none"> <li>1. Application ID</li> <li>2. Created By</li> <li>3. Created Date</li> <li>4. Days in status</li> <li>5. Is Current Status</li> <li>6. Skipped Status</li> <li>7. Status Comment</li> <li>8. Time In Status (days:hours:minutes)</li> </ol> |

| View Groups                         | Columns                                                                                                                                                                                                                                                             |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Application History</a> | <ol style="list-style-type: none"> <li>1. Modified By User First Name</li> <li>2. Modified By User ID</li> <li>3. Modified By User Last Name</li> <li>4. Proxied By User First Name</li> <li>5. Proxied By User ID</li> <li>6. Proxied By User Last Name</li> </ol> |
| <a href="#">Job Requisition</a>     | Candidate Progress                                                                                                                                                                                                                                                  |

The [Run Online](#) option is disabled for the existing reports as well, if the columns that are mentioned are selected. Reports having these columns can be generated offline using the [Run offline](#) option in CSV, Excel, PPT, or PDF format. However, if you select any other columns, apart from the one mentioned in the list, you can generate a report in both online and offline mode.

Let us consider an example where you create an Ad Hoc report of type [Recruiting V2](#). Go to [Columns](#) tab and select [Application History](#) from [All Columns](#) and select the following columns: [Modified By User First Name](#), [Modified By User ID](#), [Modified By User Last Name](#), and [Proxied By User First Name](#).

On the [Report Listing Page](#), when you click [Run Report](#), the [Run Online](#) option is disabled.

#### Note

For better performance, we recommend you to use [Openings Filled](#) column instead of [Openings Filled \(Deprecated\)](#), while creating any Recruiting V2 reports. [Openings Filled \(Deprecated\)](#) column would still work for the existing reports.

## 29.3.3 Recruiting V2 Secured

Recruiting V2 is a reporting schema similar to Recruiting V2 but with an extra layer of security.

The user who has the create report permission can essentially generate data on all available objects in Recruiting. V2 Secured reports have a "Requisitions" option that forces users to refine their criteria and select their relationship to the returned data. This can be read as "Show me data where I am the... <select relationship>" (for example, Hiring Manager, Recruiter, etc.). Because of this extra security, clients more frequently distribute this level of reporting access to their end-users. There's also an option for [Detailed Requisition Filters](#) that are configured in [Provisioning](#).

[Detailed Requisition Filters](#) lets you select criteria, select a field from the requisition, and pick from a list of values you have access to.

#### Note

[Detailed Requisition Filters](#) feature is unavailable in instances with RBP disabled. However, all other V2 Secured functionality works with non-RBP instances.

While using detailed requisition filters with Recruiting V2 secured, you must select the desired fields to use in [Provisioning](#). You can configure the desired fields as detailed requisition filters in [Provisioning](#) > [Manage](#)

[Recruiting](#) > [Recruiting Security Field Set Up](#) . In the [Recruiting Security Field Setup](#) page, you can select several fields as filters to limit access for reports. You can select a maximum of 20 fields as filters.

Once you select fields in the [Recruiting Security Field Setup](#) page and save them, you can grant access to a user or a group. You have specific filters to identify the users who should have this access and select the specific values for each of the fields these users should report on. In the [Manage Detailed Requisition Reporting Privileges](#) page, use the following options to grant access to users or groups:

- [Manage permissions through individual users](#)  
Use the filters to search for multiple users to grant the same access for all or specific users. A maximum number of 50 users are listed to select from and grant access. You can also search for a specific user by name or username and then select the specific options for each field. All the options are by default set to None.
- [Manage permissions through a group of users](#)

#### Note

If you don't update the selections for each field in the [Manage Detailed Requisition Reporting Privileges](#) page, then selecting one of these fields in the V2 Secured reports will display field values that will be blank.

Once you have enabled the fields in [Provisioning](#) and granted access in the [Manage Detailed Requisition Reporting Privileges](#) page, you can select the [Detailed Requisition Filters](#) option on the [Requisitions](#) tab of the report. Next, select the [Select Criteria](#) link to show the values that you enabled in [Provisioning](#).

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

If you don't configure the desired fields in Provisioning, the existing reports (before the Q3 2016 Release) that use detailed requisition filters won't work.

## Enhanced Performance of Certain Columns

To enhance the performance of [Recruiting V2 Secured](#) adhoc reports, you can no longer use the [Run Online](#) option for the following columns:

Columns Where Run Online Option Is Disabled

| View Groups                                    | Columns                                                                                                                                                                                                                                                                   |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Application Status Audit Trail</a> | <ol style="list-style-type: none"><li>1. Application ID</li><li>2. Created By</li><li>3. Created Date</li><li>4. Days in status</li><li>5. Is Current Status</li><li>6. Skipped Status</li><li>7. Status Comment</li><li>8. Time In Status (days:hours:minutes)</li></ol> |

| View Groups                | Columns                                                                                                                                                                                                                                                                              |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Application History</i> | <ol style="list-style-type: none"> <li>1. Last Modified By User First Name</li> <li>2. Last Modified By</li> <li>3. Last Modified By User Last Name</li> <li>4. Proxied By User First Name</li> <li>5. Proxied By User ID</li> <li>6. Proxied By User Last Name</li> </ol>           |
| <i>Job Requisition</i>     | Candidate Progress <div>  <b>Note</b><br/> This column actually displays the status of the candidate who is furthest in the pipeline, but it's not necessarily the status of that candidate. </div> |

The [Run Online](#) option is disabled for the existing reports as well, if the columns mentioned in the table are selected. Reports having these columns can be generated offline using the [Run offline](#) option in [CSV](#), [Excel](#), [PPT](#) or [PDF](#) format. However, if you select any other columns, apart from the one mentioned in the list, you can generate a report in both online and offline mode.

Let us consider an example where you create an adhoc report of type [Recruiting V2 Secured](#). Go to [Columns](#) tab and select [Application History](#) from [All Columns](#) and select the following columns: [Modified By User First Name](#), [Modified By User ID](#), [Modified By User Last Name](#), and [Proxied By User First Name](#).

On the [Report Listing Page](#) when you click [Run Report](#), the option is disabled.

#### Note

For better performance, we recommend you to use [Openings Filled](#) column instead of [Openings Filled \(Deprecated\)](#), while creating any Recruiting V2 Secured reports. [Openings Filled \(Deprecated\)](#) column would still work for the existing reports.

## 29.3.4 Adding Recruiting in Cross Domain Reports

Learn how you can include Recruiting as a domain while generating cross domain reports in Report Center.

### Prerequisites

You have the Create Report permission.

## Context

You can include both the Recruiting V2 and Recruiting V2 Secured report schemas while generating cross domain reports in SAP SuccessFactors Analytics using the Ad Hoc tools or Online Report Designer.

To include Recruiting report schemas in cross domain reports while using Ad Hoc tools in SAP SuccessFactors Analytics:

## Procedure

1. Go to ► [Admin Center](#) ► [Reporting](#) ►
2. Choose [New](#) to create a new report.
3. Select [Cross Domain Report](#) to create a query that contains multiple domains in a single list report..
4. Select any one of the two Recruiting report schemas, [Recruiting V2](#) or [Recruiting V2 Secured](#) as a domain.

### Note

You can start by selecting any schema at this step. The Recruiting schemas were used in this step to serve as an example. In addition, you can also select the recruiting schemas during the add domain step if you selected another domain's schema in this step.

5. Choose [Select](#).
6. Choose [Add Domain](#) to add another domain of your choice to the cross domain report.
7. Perform the usual steps involved in creating a cross domain report.

### Note

The Cross Domain feature for Recruiting is also available while creating a cross domain report using Online Report Designer.

## 29.3.5 Recruiting Standard Reports

The SAP SuccessFactors Reports team has produced several standard reports for client use.

The client's instance must meet minimum standards of configuration in order for the reports to work. If those minimum standards of configuration are not met, the reports will error. To avoid such errors, remap the report so that it looks for custom fields instead of the missing standard fields.

Refer to *SAP Note 2082053 – Standard Recruiting Management Reports* for information on Ad Hoc reporting.

## Related Information

[SAP Note 2082053](#) 

## 29.3.6 Visual Publisher and BIRT

Visual Publisher (also known as BIRT Reporting) is an open source, third-party tool similar to Business Objects or Crystal Reports. It can be plugged in to SAP SuccessFactors Ad Hoc reporting to provide clients more powerful tools to manipulate the data.

Visual Publisher provides abilities that Ad Hoc 2 doesn't support, such as relabeling columns, performing calculations, and adding graphs, titles and introductory text.

The Standard Recruiting Reports are built in Visual Publisher. These can be enabled for a client at no cost, and the client does not have to purchase Visual Publisher to use these reports.

There is a cost associated with enabling Visual Publisher. The client should expect to provide a knowledgeable technical resource to work with this tool. SAP SuccessFactors doesn't supply training or support on the tool; since this is an open source tool, there is online training available. Some SAP SuccessFactors partner companies choose to provide training classes at a cost.

Refer to *SAP Note 2456768 – How to enable Visual Publisher* for information on Ad Hoc reporting.

### Related Information

[2456768 – How to enable Visual Publisher?](#) 

## 29.3.7 YouCalc

YouCalc is a tool to build interactive graphic representations of data. It uses the data from Ad Hoc Reporting.

The Recruiting YouCalc widget appears on the top of the Requisition tab. This is the only pre-built YouCalc attribute in Recruiting today.

Clients can commission custom YouCalc dashboards to appear in the Reporting tab of the application.

## 29.4 Using the Check Tool to Solve Issues

Get an overview of potential problems and errors in your configuration that you can try to solve yourself before you contact Technical Support about an issue.

### Prerequisites

- You've enabled the Metadata Framework.
- You have the following  [Administrator Permissions](#)  [Check Tool](#)  permissions:



- [Access Check Tool](#) authorizes users to access the tool.
- [Allow Configuration Export](#) authorizes users to attach configuration information to a ticket.
- [Allow Check Tool Quick Fix](#) authorizes users to run quick fixes for the checks that have this feature. A quick fix can be used to immediately correct any issues found by that check.

For more information about role-based permissions, refer to [List of Role-Based Permissions](#).

#### → Tip

Refer to [Guided Answers for the Check Tool](#)  for a guided navigation through the available check tool checks and more information on each check.

## Context

The check tool provides an overview of the issues found in the system. New checks that are being added in a new release go through a first initial run to return a result. After the initial run, checks are run on a regular basis (at least monthly). We recommend you open the check tool after you upgrade to a new release to see whether issues have been found by new checks.

In addition to these runs performed by the system, you can also run individual checks after you make changes to the system, for example, after updating data models or picklists. For more information, refer to the application-specific documentation.

## Procedure

1. Go to  [Admin Center](#)  [Check Tool](#) .

The [Check Tool](#) page opens displaying the results of the first tab **System Health**.

2. Depending on the check type of the check you're interested in, select the corresponding tab.

| Tab                           | Description                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">System Health</a> | <p>Displays configuration checks that have returned errors or warnings after the last run. We recommend you solve these in a timely manner.</p> <p>To display all checks, select all result types in the <a href="#">Result Type</a> search filter and select <a href="#">Go</a>.</p>                                                                                           |
| <a href="#">Migration</a>     | <p>Displays the migrations that are still pending, either because the check tool couldn't automatically migrate all issues or because new issues have been found after the last run. We recommend you solve these in a timely manner.</p> <p>To display all checks, turn on the <a href="#">Show completed migrations also</a> search filter and select <a href="#">Go</a>.</p> |

| Tab                        | Description                               |
|----------------------------|-------------------------------------------|
| <a href="#">Validation</a> | Displays a list of all validation checks. |

**Note**

Validation checks require one or more parameters for execution, therefore we can't run these checks automatically. You need to enter input parameters and run the corresponding check manually to get results.

- To solve a check that returned issues, select it.

The detail view opens to the right side of the screen with more information on the check and on how to solve the issue.

- Evaluate the results and resolve the issues. If the check provides a quick fix that you can use to immediately correct issues found during a check run, select the [Quick Fix](#) button.
- If you encounter an error you can't resolve, contact Technical Support by creating a ticket.

## Next Steps

To verify that you've solved the underlying issue, select the checkbox for the corresponding checks and choose [Run Checks](#). You can also wait until the next automatic run to see if the issue has been solved.

### Note

If the check you selected requires one or more prechecks (checks that need to be run successfully first), the prechecks are run first even if you haven't selected them.

## Related Information

[Running Checks \[page 1595\]](#)

[Using the Quick Fix Feature \[page 1599\]](#)

## 29.4.1 Benefits of the Check Tool

The SAP SuccessFactors check tool helps you identify and resolve issues when your system doesn't work as you expect.

If your SAP SuccessFactors applications are behaving in unexpected ways, it is likely that it has a configuration or data conflict: you have some data that is inconsistent or a configuration error. The check tool quickly identifies these types of problems so that you can avoid support tickets. You might still need to create a support ticket if the problem is severe, but even in severe cases, the check tool can save you time because it can export the results

of the check and your configuration for Technical Support. The support engineer, therefore, can identify the issue more quickly.

When you open the check tool, you see:

- A list of issues in your configuration or data and the severity of each issue.
- A solution or recommendation to address the issue.

## 29.4.2 Running Checks

Trigger the execution of individual checks to find potential issues in the system, or to check if an issue has been solved in the meantime.

### Prerequisites

- You've enabled the Metadata Framework.
- You have the following [Administrator Permissions](#) > [Check Tool](#) permissions:
  - [Access Check Tool](#)
  - [Allow Configuration Export](#)
  - [Allow Check Tool Quick Fix](#)

### Context

In addition to the job runs performed automatically by the system, you can also run individual checks. For example:

- You want to check whether the issue has been solved.
- You want to run a check as a prerequisite or post-step of a task. For example, you made changes to the system (such as updating data models or picklists), and you want to verify that your changes didn't cause any new issues. For more information, refer to the application-specific documentation.
- Validation checks need to be run manually as they require input parameters.

### Procedure

1. Go to [Admin Center](#) > [Check Tool](#).

The [Check Tool](#) page opens displaying the results of the first tab [System Health](#).

2. Depending on the check type of the check you want to perform, select the corresponding tab.

A list of checks is displayed in the results table according to the predefined selection criteria.

3. **Optional:** If the check you're searching for is not listed in the results table, adjust the selection criteria and choose [Go](#).

You get a list of checks that fulfill the selection criteria you've entered.

4. Select the corresponding checks, and choose [Run Checks](#) from the top right of the results table.

**Note**

Please note that, for checks on the [Validation](#) tab, you can only select one row at a time. Execution of multiple checks at once is not possible.

Also, for validation checks you need to enter the required input parameters when running a check.

**Note**

If the check you selected requires one or more prechecks (checks that need to be run successfully first), the prechecks are run first even if you haven't selected them.

The [Results](#) column displays any issues found.

### Next Steps

Investigate and solve the underlying issue.

## 29.4.3 Check Types

Overview of the different check types and their purpose.

The check type groups those checks that have a common purpose. On the [Check Tool](#) page, each tab represents a check type.

Overview of Check Types

| Check Type    | Description                                                                                                                                                                                                                                                                                                                                                                                                   | Automatic Job Runs                                                                                                                                  |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| System Health | <p>Checks that run without parameters and check configuration and data issues that need to be fixed.</p> <p>The predefined selection criteria displays only those that have returned errors or warnings after the last run. We recommend you solve these in a timely manner.</p> <p>To display all checks, select all result types in the <b>Result Type</b> search filter and select <a href="#">Go</a>.</p> | <ul style="list-style-type: none"><li>• Automatic initial run at the beginning of a new release</li><li>• Periodic runs (usually monthly)</li></ul> |

| Check Type | Description                                                                                                                                                                                                                                                                                                                                                                                                                      | Automatic Job Runs                                                                                                                                 |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Migration  | <p>Checks that perform an automatic migration of features.</p> <p>When you open the page, only pending migrations are displayed. To display also the completed migrations, turn on the <a href="#">Show completed migrations also</a> search filter and select <a href="#">Go</a>.</p>                                                                                                                                           | <ul style="list-style-type: none"> <li>Automatic initial run at the beginning of a new release</li> <li>Periodic runs (usually monthly)</li> </ul> |
| Validation | <p>Checks which need one or more parameters for execution, for example:</p> <ul style="list-style-type: none"> <li>A specific template</li> <li>A specific user</li> <li>A specific time frame</li> </ul> <p>Validation checks can be triggered by single selection and choosing the <a href="#">Run</a> button. A popup appears with input fields for the parameters. Execution of multiple checks at once is not possible.</p> | Only triggered through user                                                                                                                        |

If the check tool hasn't been opened in 90 days, periodic check runs become inactive until you open the Check Tool again.

To reactivate periodic runs, you must open the Check Tool once. Use the [CheckToolUIUsed](#) check to verify that periodic check runs are active.

## 29.4.4 Check Results

After you run checks in the check tool, it returns the results of the checks so that you can resolve the issues found.

The results of a check are displayed in the [Result](#) column. If you run the checks multiple times to see how you're resolving issues, you can select a previous result from the [History](#) dropdown list.

### Note

To display the [History](#) dropdown list, select a check. On the details screen that opens on the right side of the page, expand the header. The [History](#) dropdown list is directly below the check title.

#### Possible Results of Check Tool

| Result          | Action                                                                                          |
|-----------------|-------------------------------------------------------------------------------------------------|
| No issues found | If the tool can't find issues, you see a green check mark in the <a href="#">Result</a> column. |

| Result             | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Issues found       | <p>If the tool finds issues, it reports the number of issues and a yellow  (<i>Warning</i>) icon or a red alarm icon.</p> <ul style="list-style-type: none"> <li>The yellow icon indicates a low severity issue. The system proposes a solution.</li> <li>The red icon indicates a high severity issue. You must take action, which could include creating a support ticket.</li> </ul> |
| Pending migrations | <p>If the tool finds pending migrations that need to be completed by the user, you can see a yellow warning icon or a red alarm icon in the <i>Status</i> column on the <i>Migration</i> tab.</p>                                                                                                                                                                                                                                                                        |
| Completed          | <p>If the tool finds no issues with migration, or the migration has already been completed, you see a green check mark in the <i>Status</i> column on the <i>Migration</i> tab.</p>                                                                                                                                                                                                                                                                                      |

#### Note

- Select the *Export Results* button to download the check results. Ensure you run the check before exporting the check results. If not you can view only the first 100 check results.
- The downloaded check result table can display a maximum number of 10,000 rows.

## Related Information

[Creating Technical Support Tickets from the Check Tool \[page 1598\]](#)

## 29.4.5 Creating Technical Support Tickets from the Check Tool

When the check tool reports a serious issue that you can't solve, you might need to contact Technical Support. You can create a support ticket from within the check tool.

## Prerequisites

You've run the check tool. You can find the check tool by going to ► *Admin Center* ► *Check Tool* ►. You create the ticket from the details page of the tool.

## Procedure

1. Select the check you can't solve.

The detail view opens to the right side of the screen with more information on the check and on how to solve the issue.

2. On the [Result](#) tab, scroll down to the results table to look for the errors you want to report on.  
You usually contact Technical Support for high severity issues not low severity issues.
3. On the [Check Information](#) tab, under [Need Assistance?](#), copy the component ID.  
For example, LOD-SF-EC is the component ID for Employee Central.
4. Create a customer case in the relevant category.
5. When you create the ticket, paste the component ID into the ticket.

## 29.4.6 Using the Quick Fix Feature

The check tool includes a quick fix feature that you can use to immediately correct issues found during a check run.

### Prerequisites

The checks you want to solve with a quick fix have run and provide a check result with error or warning.

### Procedure

1. Go to [Admin Center](#) > [Check Tool](#)

The **Check Tool** page opens.

2. Select the check you want to fix.

The details screen opens on the right side of the page with more information about the check. If the check includes a quick fix, the [Quick Fix](#) button is displayed on the [Result](#) tab, under [Proposed Solution](#).

3. Choose [Quick Fix](#) to start fixing the issue.

A third screen opens to the right side, with step 1, called [Select Correction](#), that shows one or more corrections for the issue.

4. Select the correction you want to carry out and choose [Step 2](#) to proceed to [Final Approval](#).

In the [Final Approval](#) step, you can opt to change your mind and not carry out the fix.

5. If you want to proceed, choose [Step 3](#).

The system confirms that the fix is now running.

6. Choose [Close](#) to complete the procedure.

After a short time, the system runs the check again to verify that the fix has run correctly.

## 29.4.7 Exports

### 29.4.7.1 Exporting Configuration Information

Export the configuration information from your system and attach it to the Support ticket created from the check tool. This information can help Support identify the issue of a check you can't solve yourself.

#### Prerequisites

You have the ► [Administrator Permissions](#) ► [Check Tool](#) ► [Allow Configuration Export](#) ► permission.

#### Context

##### ⚠ Restriction

Export of configuration information is supported only in the following applications:

- Payroll Information
- Position Management
- Time Off
- Time Sheet

#### Procedure

1. Go to ► [Admin Center](#) ► [Check Tool](#) ►.

The [Check Tool](#) page opens with a list of all applications for which you can use the check tool..

2. Select the corresponding application.

If the application has the export configuration feature enabled, you can see an information message at the bottom of the page with a link.

3. Choose the [Export Configuration](#) link in the information message.

#### Results

The system downloads a file with the configuration information for the application you've selected.



## Next Steps

Attach the downloaded file to the Support ticket you created from the check tool.

## 29.4.7.2 Exporting Check Results

After you run checks in the check tool, you can export the results.

### Context

- Ensure you run the check before exporting the check results. If you don't do this, you can view only the first 100 check results.
- The downloaded check result table can display a maximum number of 10,000 rows.

### Procedure

On the [Result](#) tab, select the [Export Results](#) button to download the check results.

## 29.4.7.3 Exporting a List of All Checks

Get an overview of all checks available in the system by exporting a CSV file.

### Procedure

1. Go to [Admin Center](#) > [Check Tool](#).

The [Check Tool](#) page opens.

2. In the top-right corner, select [Export all checks](#).

A CSV file with all checks available in the system is downloaded, including check descriptions and application area.

#### Note

The list includes also checks that you can't access from the user interface if you don't have the corresponding applications set up, or if you lack the required permissions.

## 29.5 Manage Templates

The Manage Templates tool in the Admin Center can be used with Recruiting Management templates. You can track the version as well as the author of any new changes made to the Recruiting Management system configuration using the templates. You can also restore earlier versions of the configuration, and undo any changes that were recently made.

### ⚠ Caution

It's important to remember that the Manage Templates tool is powerful . Modifications made to templates can have a direct impact on candidate experience, integrations, custom integrations, and other downward integrations. Only qualified individuals who are familiar with the configurations must modify the templates.

### → Remember

- Make sure that the job requisition template is available in OData Dictionary as well as **JobRequisition** Entity.

### 29.5.1 Enabling Template Management in Admin Center

Enable the [Manage Templates](#) tool so it can be used to modify Recruiting templates directly in Admin Center.

#### Context

The Manage Templates tool allows you to make minor modifications to Recruiting templates in Admin Center, without requesting a change to XML configuration in Provisioning. It keeps track of change versions so you can revert unwanted changes and restore a previous version if necessary.

### ⚠ Caution

This is a powerful tool. Modifying templates has a direct impact on the candidate experience and on integrations. Use role-based permissions to ensure that only qualified individuals who are familiar with template configuration can access and use the tool.

#### Procedure

1. Go to role-based permissions and assign [Manage Recruiting Templates](#) and [Manage Recruiting Settings](#) permission to the appropriate roles.
2. Go to ► [Admin Center](#) ► [Upgrade Center](#) ► [Optional Upgrade](#) ► and complete the [Enable Generic Objects](#) upgrade.

3. Go to ► [Admin Center](#) ► [Upgrade Center](#) ► [Recommended Upgrades](#) ► and complete the [Manage Templates](#) upgrade.

## Results

You can use the Manage Templates tool to modify an existing template, view the template versions and audit logs, and restore previous versions of a template.

## Next Steps

Make sure that the job requisition template is available in OData Dictionary as well as [JobRequisition](#) Entity.

## 29.5.2 Modifying a Template in the Manage Templates Tool

This section describes the procedure to modify an existing Recruiting Management template using the Manage Templates tool.

## Prerequisites

Enable [Manage Templates](#).

## Context

You can modify an existing Recruiting Management template in the Manage Templates tool. To do so, perform the following procedure:

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Templates](#) ► [Recruiting Management](#) ►.

This [Recruiting Management](#) tab shows a list of the types of templates that are available for Recruiting Management.

2. Choose any template type.

A list appears, showing all of the available templates for the chosen type. In this list, you can see the number and status of the versions for each template under the [Version](#) column.

3. Select a template to open it in an editable pane and make your desired changes.

This example shows that when you're updating the template, if the default locale of the instance is en\_US, the template name is configured as the following:

```
<template-name><![CDATA[Permanent Employees]]></template-name>  
<template-name lang="de_DE"><![CDATA[Festeinstellungen & Zeitarbeitskräfte]]></  
template-name>  
<template-name lang="en_US"><![CDATA[Permanent Employees & Timeworkers]]></  
template-name>
```

When you save this template, the en\_US template name (Permanent Employees & Timeworkers) gets replaced by the default template name (Permanent Employees).

4. Choose [Save as Draft](#) to return to this version and make edits, or [Publish](#) to create a new version of the template and publish the changes to your environment.

#### Note

To delete a field from a template, make sure to remove all permissions and references to the field to avoid errors.

## Related Information

[Enabling Template Management in Admin Center \[page 1602\]](#)

## 29.5.3 Viewing Version and Audit Log and Template Versions

View the changes made to the Recruiting Management templates using the Manage Templates tool.

## Prerequisites

Enable [Manage Templates](#).

## Context

You can retrieve a log of the versions to assess the changes made to Recruiting Management templates. The Version and Audit Log also provides information about the author of the changes made, a timestamp at which the change was made, the version number and status, and the type of change that was made to the template. To view

the versions of the changes made to the templates and the Version and Audit Log, perform the following example procedure:

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Templates](#) ► [Recruiting Management](#) ►.

This [Recruiting Management](#) tab shows a list of the types of templates that are available for Recruiting Management.

2. Choose any template type.

A list appears, showing all of the available templates for the chosen type. In this list, you can see the number and status of the versions for each template under the [Version](#) column.

3. Select a number displayed in the [Version](#) column for any template.

This displays the Version and Audit Log for the chosen template.

## Related Information

[Enabling Template Management in Admin Center \[page 1602\]](#)

## 29.5.4 Restoring Recruiting Management Template

You can view the different versions available for a Recruiting Management template using the Version and Audit Log in the Manage Templates tool. Using the Version and Audit Log, you can also restore an earlier version of a template, if desired.

## Prerequisites

Enable [Manage Templates](#).

## Context

To restore a preceding version of a Recruiting Management Template, perform the following example procedure:

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Templates](#) ► [Recruiting Management](#) ►. This [Recruiting Management](#) tab

A list of the types of templates that are available for Recruiting Management displays.

2. Choose any template type.

A list appears that shows all of the available templates for the chosen type. In this list, you can see the number and status of the versions for each template under the [Version](#) column.

3. Choose a number displayed in the [Version](#) column for any template. This will display the Version and Audit Log for the chosen template.
4. Select [Restore](#) in the [Action](#) column of a desired version to restore that version of the template.
5. Review the template or make additional edits to the template and then choose [Save as Draft](#) or [Publish](#).

## Related Information

[Manage Templates \[page 1602\]](#)

## 29.6 Enabling the Merging of Duplicate Candidate Profiles

Candidates sometimes create more than one candidate profile in Recruiting. In such situations, you can merge the profiles into a single profile.

## Prerequisites

- [Enable Merge Duplicate Candidate Profiles](#) is selected in Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

- You have the [Manage Duplicate Candidates](#) permission.

## Context

When creating a candidate profile, the system is designed to avoid duplicate candidate profiles by requiring the double entry of a candidate's email address.

For any candidate profile that's marked as a potential duplicate, you can go to the [Manage Duplicate Candidates](#) directly from the Candidate Profile using the link in the alert message. This link opens the Potential Duplicate Candidates list, where you can choose the next steps to manage the duplicate candidates.

These behaviors apply when Candidate Profiles are created through [External Candidate View](#), [Recruiter View](#), or [Agency User View](#). It doesn't apply to profiles created through Employee Referral.

### Points to Remember

- You can't undo a candidate merge.
- Only one pair of candidates can be merged at a time. You can't merge candidates in bulk or merge all candidates found by the duplicate search results at once.
- Duplicate candidates can only be merged from [Admin Center](#), not from the candidate profile user interface.
- Internal candidates can be merged with external candidates, or external candidates can be merged with external candidates, but internal candidates can't be merged with internal candidates.
- A combination of first name, last name, and address fields are used to identify potential duplicates.
- The system also checks email address and primary phone number fields to identify duplicate candidates.
- Phone number validation only applies to instances where Mobile Apply or Recruiting Marketing aren't enabled.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Duplicate Candidates](#) ►.
2. Select [Check country/region code and phone number](#) in the [Advanced Options](#) tab.
3. Choose [Save](#).

If the formatting of phone numbers doesn't match, the system doesn't recognize the numbers as duplicates. For example, the system wouldn't identify the same phone number with and without hyphens as a duplicate.

4. To view duplicate candidates, go to ► [Admin Center](#) ► [Manage Duplicate Candidates](#) ► [Potential Duplicate Candidate List](#) ►.

## Results

The [Potential Duplicate Candidate List](#) tab lists the duplicate candidates that are found in the system and lets you merge them manually.

## Next Steps

Select the row of matched candidates to compare the basic data of candidates side by side to confirm that the candidates are actual duplicates. Once the potential set of duplicate candidates is identified, you can select the Master candidate and merge them.

## Related Information

[Using Role-Based Permissions](#)

### 29.6.1 Working with Duplicate Candidates

This feature manifests in both the recruiting user view and administrative user view (depending on permissions).

In the recruiting user view, a user viewing a candidate profile is warned, if the profile appears to be a possible duplicate of another profile. This appears as a yellow warning sign in the upper right-hand corner of the Candidate Profile record. When a candidate is identified as a potential duplicate, a warning message appears next to the candidate's name.

Users who have permissions to the [Manage Duplicate Candidates](#) option in [Admin Center](#) can merge candidate profiles. There's no functionality to merge candidate profiles from the Candidate Profile user interface itself — merging is reserved as an administrative function.

In [Admin Center](#) > [Recruiting](#) > [Manage Duplicate Candidates](#) feature there are two subtabs:

- Potential Duplicate Candidate List
- Manually Merge Duplicate Candidates

#### Potential Duplicate Candidate List

If you want to proactively manage duplicate candidates, select [Update List](#) in this tab. The system searches through the entire candidate database and attempts to find possible duplicate candidates. This comparison job can take a long time to run. You have to be trained to initiate this job as part of regular system maintenance, if you wish to use it and plan to come back in a few hours or the next day to work with the list of duplicates.

Clicking on a line of matched candidates allows you to compare the candidates' basic data side by side so that you can confirm that the candidates are actual duplicates.

Once a potential set of duplicate candidates is identified and selected, the system asks, **Are these duplicate candidates?**

If you select [No](#), the candidates are marked off so they don't appear in the Potential Duplicate Candidate List, and the duplicate candidate warning message isn't shown on the Candidate Profile user interface.

If you select [Yes](#), the user is then prompted to select which candidate becomes the master candidate.

#### Note

If you're merging an external and internal candidate, only the internal candidate has to be made as the Master Candidate.



## Manually Merge Duplicate Candidates

If you're aware of a specific duplicate, choose the [Manually Merge Duplicate Candidates](#) tab to search for each of the candidate profiles and perform a merge. The recruiting user can specify whether to search for an internal or external candidate and then search by either e-mail (contactEmail) or username (primaryEmail). The candidate's primaryEmail and contactEmail can be the same value, especially when you have selected [Use E-mail as Username](#) option in Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

You're prompted to select which candidate becomes the master candidate. If you're merging an external and internal candidate, only the internal candidate has to be made as the Master Candidate.

The master candidate profile is the profile retained after the merge. If there's a conflicting data, such as differing phone numbers stored in the same cell phone number field, the data from the master candidate record is retained. The primaryEmail (username) and password from the master candidate record are retained.

Once you select a master candidate, the user is prompted to choose whether they wish to notify the candidate of the merge activity through e-mail. There are options to notify the master candidate, secondary candidate, or both.

Additionally, you can edit the candidate notification e-mail before sending. The default e-mail language is set in

► [Admin Center](#) ► [Recruiting](#) ► [Recruiting E-mail Triggers](#) ► [Candidate Merge Notification](#) ►.

Once merged, only the master candidate appears in the candidate search results. All applications associated with both profiles are now associated to the master profile. If the candidate applied to the same requisition twice with different profiles, the duplicate applications exist. The recruiting user should disposition one and proceed in the hiring process with the other.

Potential duplicate candidates are flagged based on the following criteria:

- First Name
- Last Name
- City
- Country/Region
- First 10 letters of address or phone number or first five digits of Zip code

The City, Address, Phone Number, and Zip Code fields are normalized to remove spaces, dashes, and periods.

Only the first 10 letters of the Address field are compared, which helps avoid missing a duplicate simply because the street address is spelled out differently, such as **Lane** versus **Ln**, **Street** versus **St**, and so on.

(If the administrative user has reviewed the potential duplicate candidate set, determined they aren't duplicates and marked them off, the preceding criteria becomes void; the candidates aren't considered as potential duplicates even though the data matches.)

### ⓘ Note

The comparison criteria aren't configurable.

## 29.6.2 Check on Duplicate Candidate Creation

Prevent creating duplicate candidates when a candidate profile with the phone number and country/region code already exists.

Creating a duplicate candidate account in an external career site with an existing phone number and country/region code is restricted regardless of whether Recruiting Marketing is enabled or disabled. The check is validated based on the combination of phone number and country/region code. The existing duplicate candidate accounts that were created before the Q4 2019 release remain the same.

To validate phone number of duplicate candidates, enable the option *Check country/region code and phone number* in ► *Advanced Options* ► *Manage Duplicate Candidates*. ▢

The phone number validations are done on the candidate profiles that are created through the following:

- External Candidate View
- Recruiter View
- Agency User view

## 29.7 Job Analyzer for Recruiting

The Job Analyzer is designed to help you create the best job description possible by providing salary and language recommendations. This unique capability is made possible by the use of machine learning techniques, combined with historical applicant data to determine any gender-biased language.

### Note

Currently, gender bias scan and skills analysis are available for any English language Job Requisition, while salary analysis is only available for jobs located in the US.

### Job Analyzer Tool in Job Requisition

The Job Analyzer Tool is available on the *Job Description* page in SAP SuccessFactors Recruiting Management.

When a user is creating a Job Requisition in SuccessFactors Recruiting, the Job Analyzer provides insights on the effectiveness of the content of the requisition. This information includes analysis of SuccessFactors data, analysis on the effectiveness of the job description, analysis on whether the job description introduces gender biases (bias language checker), and insights and indexes of external aggregated open web data through smart search APIs.

Job Analyzer Tool

## 29.7.1 Enabling Job Analyzer Using Upgrade Center

Enable the Job Analyzer to get insights into the effectiveness of your job requisitions.

### Prerequisites

The metadata framework (MDF) is enabled.

### Context

The Job Analyzer includes:

- analysis of system data;
- analysis of the effectiveness of the job description;
- analysis of gender biases in the job description;
- insights and indexes of external, aggregated open web data through smart-search APIs.

### Procedure

1. Go to [Admin Center](#) [Upgrade Center](#).
2. Choose *Job Analyzer* in the *Optional Upgrades* section.

3. Choose [Upgrade Now](#).  
The [Upgrade to Job Analyzer](#) dialog appears with a confirmation message.
4. Choose [Yes](#) to proceed.  
A success message is displayed.
5. Choose [Ok](#) to close the dialog.

## Results

The Job Analyzer is enabled and available to people with the relevant permissions.

### → Remember

It can take up to 30 minutes for changes to take effect in the system. You may need to log out and log back in to see changes.

## Next Steps

Give the appropriate roles the following permissions:

- [Administrator Permissions](#) > [Manage System Properties](#) > [View Job Analyzer Salary Section](#) (available in Recruiting only)
- [Administrator Permissions](#) > [Manage System Properties](#) > [View Job Analyzer Gender Check Section](#) (available in Recruiting and in Job Profile Builder)
- [Administrator Permissions](#) > [Manage System Properties](#) > [View Job Analyzer Skills Section](#) (available in Recruiting and in Job Profile Builder)

## Related Information

[Using Role-Based Permissions](#)

## 29.7.2 Feature Details of Job Analyzer Tool

The main features of Job Analyzer tool include Gender Bias Scan, Recommended Skills, Salary, and Machine Learning Notes. Each of these features helps you to create an effective and gender-neutral job descriptions.

[Salary Section in Job Analyzer \[page 1613\]](#)

The Salary Benchmark section of Job Analyzer tool allows you to get an overall understanding about the salary information that you have entered in the Job Description.

[Gender Bias Section in Job Analyzer \[page 1615\]](#)

The Gender Bias section of the Job Analyzer tool allows you to gauge the language used in the Job Description based on the score. It also suggests you with the alternatives to avoid gender-bias terms in the Job Description.

#### [Recommended Skills Section in Job Analyzer \[page 1616\]](#)

The Recommended skills section of the Job Analyzer Tool allows you to identify or mark the relevant and irrelevant skills that are detected in the Job Description through machine learning technology.

#### [Feedback Data in Job Analyzer \[page 1617\]](#)

User feedback can be directly gathered in the Job Analyzer to improve the performance of the Machine Learning features. Job Analyzer provides feedback options for Recommended Salary and Gender Bias Scan.

#### [Machine Learning Notes \[page 1618\]](#)

The Machine Learning results displayed in the Job Analyzer are the outcome of the SAP Machine Learning framework.

## 29.7.2.1 Salary Section in Job Analyzer

The Salary Benchmark section of Job Analyzer tool allows you to get an overall understanding about the salary information that you have entered in the Job Description.

Salary ?

Higher 

The job category associated to your job requisition is: **Engineers, All Other (onet 17-2199.00)**

I agree: ☒ ☐

The market salary range for this category in **Pennsylvania, US** is: **\$68,520 - \$117,350** ?

Median market salary: **\$91,540**

Recommended salary: **\$106,027** ? **15.83%** above the median market rate.

I agree: ☒ ☐

The salary offering you entered is above the ideal predicted salary; this will expedite effective hiring for this position.

[Where did this data come from?](#) 

Salary Benchmark Section of Job Analyzer Tool

| Insight              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Market Salary Range  | This is the range between the 25 <sup>th</sup> and 75 <sup>th</sup> percentiles of salary data aggregated with official data from the U.S. Bureau of Labor Statistics. The data is filtered to correspond to the Job Requisition ONET Detailed Occupation Title (see <b>Matched Job Category</b> ), in the geographical area matched with your Job Requisition's location (see <b>Matched Locations</b> )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Market Salary Median | This is the Median Salary of the data aggregated with official data from BLS. The data corresponds to the Job Requisition ONET Detailed Occupation Title and Matched Location.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Matched Job Category | <p>This is the O*NET SOC-2010 Detailed Occupation Title that best matches your Job Requisition title and description. This is based on the SAP SuccessFactors' proprietary job classification algorithm trained over millions of job postings gathered over job boards data.</p> <p>You can provide positive or negative feedback by agreeing or disagreeing on whether the Job Analyzer has correctly categorized the Job Requisition into a Job Category.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Matched Location     | This is the administrative area that was matched to your Job Requisition Location field to filter the market salary data. As of the Q1 2018 Release, the matched area is at the US State level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Recommended Salary   | <p>This is the recommendation given by our proprietary prediction algorithm. It expresses the ideal salary of the job you are looking to fill, taking into account the following factors:</p> <ul style="list-style-type: none"> <li>• Job Title</li> <li>• Matched ONET category of the Job</li> <li>• Skills detected in your Job description</li> <li>• Desired level of experience detected in your Job description</li> <li>• Matched Location of the Job</li> </ul> <p>The Salary prediction algorithm is based on the data analyzed over 10 million and more external job postings aggregated by the SAP Recruiting Posting (formerly Multiposting) technology, over public job boards &amp; career sites. This has been adjusted with public salary data (from the U.S. Bureau of Labor Statistics).</p> <p>You can provide feedback using <b>thumbs up</b> or <b>thumbs down</b> option to agree or disagree with the salary recommendations. Additionally, you can state whether the salary is too high or too low while using the <b>thumbs down</b> option.</p> |

## 29.7.2.2 Gender Bias Section in Job Analyzer

The Gender Bias section of the Job Analyzer tool allows you to gauge the language used in the Job Description based on the score. It also suggests you with the alternatives to avoid gender-bias terms in the Job Description.

| Insight                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Language Overall Score | Gives an overall rating of the Gender Bias score results. If the Job Requisition contains only neutral wordings, the score is 5/5. This Score is impacted by the amount of non-neutral vocabulary (masculine and feminine), and by the imbalance between masculine and feminine.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Gender Bias Scan       | <p>Gives the proportion of indirect masculine and feminine bias words in the job description and the proportion of neutral vocabulary. This provides the most notable biased words detected in the text.</p> <p>The Gender Detection algorithm also provides alternatives that are marked as neutral, whenever such alternatives exist for a biased word. Selecting one of the proposed neutral alternatives results in the replacement of the biased word with the selected word throughout the Job Description.</p> <p>If Job Analyzer doesn't provide any alternatives for a given biased word, or if you aren't satisfied with any of the suggestions, you can enter a custom word of your own in the text box. You can validate this custom word by clicking <a href="#">Replace</a> option. This action results in the following:</p> <ul style="list-style-type: none"><li>• The biased word is replaced by the selected replacement, throughout the Job Description.</li><li>• The custom word is sent to the Job Analyzer and is aggregated into a global, growing syllabus of replacement suggestions.</li></ul> <div><p><b>Note</b></p><p>You can revert any changes of words by clicking <a href="#">Undo</a> option, but ensure that the Job Analyzer isn't refreshed before you perform this action.</p></div> |

### Note

- Job Analyzer is used for Job Summaries (Short Description) and Job Description (Long Description) Job Profile sections using Job Profile Builder.
- The [Gender Bias Scan](#) section in Job Analyzer Tool supports all the available English locales. An error message is displayed when the locale isn't supported.

## Gender Bias Detection

SAP SuccessFactors uses a combination of data analysis and natural language processing techniques to build the Gender Bias Detection algorithm. The foundation of the algorithm is sociological research, showing that certain wordings in certain contexts carry out societal biases that can, statistically, prevent people from applying to a Job (women being statistically more impacted than men).

For a more complete contextual and sociological explanation, see the Related Information section.

The building of the Gender Bias Detection algorithm follows these three high-level steps:

1. Gathering the base data. Base data is the wordings that were proven to be perceived as gender biased. This is gathered from academic research and curated by linguistic specialists.
2. Expanding the collection of potentially biased words, using Word Embedding. Word Embedding is a Machine Learning technique that can, under certain conditions, uncover semantic and conceptual associations between different words.  
For example, if **caring** is among the list of **feminine biased** words provided by the original research, word embedding could find out that **supporting** is conceptually close enough to **caring** to carry a similar feminine bias, even though it wasn't considered in the original research.
3. Validating and correcting the expanded collection of biased words by confronting it to historical recruitment data. For example, how many past job advertisements contained certain words and the actual impact on the gender of the past applicants.

All data used in building this algorithm is academic research data and public data.

## Related Information

[Machine learning, linguistics, and the end of occupational segregation \(SAP Community Blog\)](#) 

### 29.7.2.3 Recommended Skills Section in Job Analyzer

The Recommended skills section of the Job Analyzer Tool allows you to identify or mark the relevant and irrelevant skills that are detected in the Job Description through machine learning technology.

▼ Recommended skills 2 

These results are generated by our machine learning technology.  
You can mark the skills you find irrelevant.

The following skills were detected in your job description: 

Retail sales  

Communication  

You might want to consider these related skills: 

Cosmetics  

Bank  

Merchandising  

Mechanics  

Animation (movies)  

Freight transport  

Fashion  

Luxury  

Merchandise  

Conflict of laws  

Recommended skills Section of Job Analyzer Tool

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Setting Up and Maintaining SAP SuccessFactors Recruiting  
Maintaining the Recruiting System



| Insight         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Detected Skills | <p>Hard skills that were detected in the Job Description - Keywords that were detected in your Job Description text and that were matched to an internal database of 3000 skills. This skill database was aggregated using the SAP Recruiting Posting aggregation technology over job boards and career sites.</p> <p>You can provide positive or negative feedback by agreeing or disagreeing on the skills that are found in your Job Requisition.</p> |
| Related Skills  | <p>These are the hard skills that are generally associated with the Job category on the market and potential applicants might use when conducting keyword searches. This serves as a suggestion for possibly adding up additional skills in the Job Description, if relevant.</p>                                                                                                                                                                        |

### Note

The *Recommended skills* section in Job Analyzer Tool supports all the available English locales. An error message is displayed when the locale is not supported.

## 29.7.2.4 Feedback Data in Job Analyzer

User feedback can be directly gathered in the Job Analyzer to improve the performance of the Machine Learning features. Job Analyzer provides feedback options for Recommended Salary and Gender Bias Scan.

For *Recommended Salary* in *Salary Benchmark* section, you can provide feedback using **thumbs up** and **thumbs down** options to agree or disagree with the salary recommendations. Additionally, you can state whether the salary is too high or too low while using the **thumbs down** option.

In the Gender Bias Scan, you can input your own custom words to replace biased words throughout the Job Description.

This feedback data is sent to Job Analyzer and stored to be aggregated and processed, for the sole purpose of re-training and continually improving the relevance and performance of the algorithm that Job Analyzer uses. It also expands the syllabus of neutral replacement words using the community's inputs.

The tone of your job description is rather masculine.

! 1 outstanding masculine word:

✓ Masculine Word

*Biased Language found in Job Descriptions*

junior →

Overly masculine terms can deter people applying to jobs.  
Consider using a gender neutral term.

Sample Feedback Data

The only data that is sent along with feedback is the minimal set of information that is required to apply this technical re-training. Here is the description of information that is sent and information that is **not** sent while giving feedback to the Job Analyzer.

| Data Sent with Feedback                                                                                                                                                                                   | Data not Sent with Feedback                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Anonymized Job Title and Location of the Job Requisition.</li><li>• Job Analyzer results that led to this feedback.</li><li>• The custom word provided.</li></ul> | <ul style="list-style-type: none"><li>• Personally Identifiable Information - No PII is sent or stored back for post-processing.</li><li>• User identification information - All feedback sent are strictly anonymous.</li></ul> |

## 29.7.2.5 Machine Learning Notes

The Machine Learning results displayed in the Job Analyzer are the outcome of the SAP Machine Learning framework.

The framework articulates around the following capacities:

- Collecting data on Job Postings that are publicly available on job boards and career sites.
- Normalizing the data to store it in a unified repository, with classification algorithms.
- Enriching the Job postings data with models trained both on the SuccessFactors Recruiting Posting data, SuccessFactors Recruiting Management Job Requisition data, and on academic sources.
- The machine learning algorithms classify individual words of the job description into three classes - male biased, female biased, and neutral. The algorithms are trained on labeled dataset to make predictions. The labeled dataset contains words labeled with their gender bias (for example, 'dominant' with label 'male bias'). We build the labeled dataset from linguistic research and historic applicants ratios for past job postings. Then we process these labeled words through a word-association framework, and train a model that can infer predictions on the gender bias for any new word encountered in job descriptions.

## 29.8 Managing Reportable Custom Fields

You can configure custom fields as reportable for the Job Requisition, Job Application, and Candidate Profile recruiting templates directly in Admin Center.

### Prerequisites

You have the [Manage Reportable Custom Fields](#) permission.

## Context

You can map your custom fields as reportable in the [Manage Reportable Custom Fields](#) tool. This tool allows you to map, sync, and edit, your custom fields for reporting after you configure them in your recruiting templates.

### Note

Fields that were previously mapped in provisioning are automatically migrated to the new tool.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage Reportable Custom Fields](#) ►.
2. Select the Recruiting template you want to map fields for from the left pane.
3. Choose [Edit Fields](#).
4. Select the relevant field type.

### Note

The supported field types are Text (Text, Text Area, Rich Text, Boolean, Hyperlink, and Object), Small Text (Text, Boolean, Hyperlink, and Object), Number (Percentage, Currency), Picklist, and Date fields.

5. Select a relevant field ID from the dropdown for the fields you wish to map.
6. Choose [Save](#).
7. Select the [Sync Fields](#) button.

## Results

You have mapped and synced the custom fields to the template for reporting.

## 29.9 Configuring Reportable Custom Fields for Ad Hoc Reporting

You can configure custom reportable fields for ad hoc reporting to receive an email confirmation about the successfully synced records.

## Prerequisites

You have access to Provisioning.

## → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

## Context

When you create custom fields, especially custom picklist fields, map them as custom reportable fields. This allows them to appear in ad-hoc reporting and can also have other positive downstream effects. Without custom reportable field mapping, the display options might appear blank.

- Reporting relies on field positions in reportable custom fields remaining unchanged. For example, if you create a reportable custom field, don't change it after it has been used somewhere (for example, in the Offer Details XML file, or an ad-hoc report).
- Use the same labels for custom fields among all templates. The ad-hoc report builder uses the first label for the corresponding custom ID as the report column header. Therefore, it's required to standardize the custom fields across all offer detail templates.
- Don't configure standard fields as custom reportable.
- Don't configure the same field more than once in Custom Reportable Fields.
- You can run a validation check to ensure that there is no custom field type mismatch between the fields configured in the Application template and [Configure Reportable Custom Fields](#) in Provisioning.
- Misconfigured custom reportable fields can cause application errors.

### Note

Don't use hyphens when naming custom field-id values. Use underscores instead. This applies only to custom fields.

After you configure fields in the Recruiting XML templates, you must map and sync the fields for reporting.

## Procedure

1. Go to ► [Provisioning](#) ► [Configure Reportable Custom Fields](#) ►.
2. Enter the custom fields defined in the XML file.
3. Click [Save Extended Field Mapping](#).

### Caution

Sync data doesn't always work on the first try. Once the page refreshes upon save, refresh again before you click [Synchronize Existing Data](#). Watch for the green confirmation message at the top of the page to confirm that the sync worked correctly. In case you don't see it, try again. If you sync something, before refreshing the page, you might lose the data you entered.

4. Click [Synchronize Existing Data](#). If you have added or changed custom Candidate reporting fields, this option updates any reportable data.

→ Tip

- Changing the configuration of reportable custom fields after records have been created can cause values to report improperly in the Recruiting and V2 Secured schemas.
- There are 100 text fields, 40 number fields, 110 picklist fields, and 30 date fields available as reportable custom fields for each XML definition - Job Requisition, Application, and Candidate Profile. The number of available fields isn't configurable.

## Results

You receive an email confirmation that reports the number of records successfully synced.

## 29.10 Recruiting on the Home Page

SAP SuccessFactors Recruiting includes the following features on the home page.

### Prerequisites

Recruiting includes content on the home page if:

- For the Talent Pool quick actions:
  - [Talent Pools](#) feature enabled in ► [Admin Center](#) ► [Manage Recruiting Settings](#) ►.
  - You have View permission for MDF Object Pool.
- You can receive Recruiting notification cards in Microsoft Teams, if you've enabled the SAP SuccessFactors App for Microsoft Teams. For more information, see **Related Information**.

### ⓘ Note

- When an approver updates a field value during approval, the updated value only reflects the next to-do cards, but not in the current to-do list of that approver.
- You see the fields on the to-do cards regardless of your permissions access them.
- If the Location ENUM field is configured on a job requisition, then on the HPV4 card, the location ENUM values are not translated even after supporting translations.

| Name                                                                                                                                                            | Description                                                                                                                                                                                      | Where Shown                                                                                                                                         | When Shown                                                                                                                                                                                                                                                                                                                  | Prerequisites                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | On Mobile App? |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <ul style="list-style-type: none"> <li>Latest - <a href="#">Candidate Talent Pools</a></li> <li>Legacy - <a href="#">View Candidate Talent Pools</a></li> </ul> | <p>Takes you to the <a href="#">Talent Pools</a> tab of the Candidates Page so you can create and view Recruiting talent pools.</p>                                                              | <ul style="list-style-type: none"> <li>Latest - Link in greeting section</li> <li>Legacy - Tile in <a href="#">Quick Actions</a> section</li> </ul> | <p>Always shown, based on system configuration and user permission.</p>                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>You have <a href="#">Talent Pools</a> feature enabled in <a href="#">Admin Center</a>  <a href="#">Manage Recruiting Settings</a> </li> <li>You have <a href="#">View</a> permission for MDF Object <a href="#">Pool</a></li> <li>It's enabled in the <a href="#">Manage Home Page</a> tool.</li> </ul> | No             |
| <a href="#">Job Offer</a>                                                                                                                                       | <p>Prompts you to review and approve a pending job offer. Links you to details so that you can review the offer and then decide whether to approve or decline it.</p> <p>(To-Do Category 11)</p> | <ul style="list-style-type: none"> <li>Latest - <a href="#">Needs Attention</a></li> <li>Legacy - <a href="#">Approvals</a></li> </ul>              | <p>Appears when you have a job offer to approve— that is, when you've been added as an approver and it's sent for approval.</p> <p>Disappears when the offer is approved or declined. Or, if no action is taken, it disappears 180 days after the due date (if set) or the Last Modified date (if there's no due date).</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Yes            |

| Name                              | Description                                                                                                                                                                                                   | Where Shown                                                                                                                                    | When Shown                                                                                                                                                                                                                                                                                                                                                                            | Prerequisites | On Mobile App? |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| <i>Job Requisition</i>            | <p>Prompts you to re-view and approve a pending job requisition. Links you to details so that you can re-view the requisition and then decide whether to approve or decline it.</p> <p>(To-Do Category 5)</p> | <ul style="list-style-type: none"> <li>• Latest - <a href="#">Needs Attention</a></li> <li>• Legacy - <a href="#">Approvals</a></li> </ul>     | <p>Appears when you have a job requisition to approve-- that is, when you've been added as an approver and it's sent for approval.</p> <p>Disappears when you accept or decline the requisition, moving it to a different step in the workflow. Or, if no action is taken, it disappears 180 days after the due date (if set) or the Last Modified date (if there's no due date).</p> |               | Yes            |
| <i>Provide Interview Feedback</i> | <p>Prompts interviewers to provide their feedback on pending assessments of a candidate.</p> <p>(To-Do Category 10)</p>                                                                                       | <ul style="list-style-type: none"> <li>• Latest - <a href="#">Needs Attention</a></li> <li>• Legacy - <a href="#">For You Today</a></li> </ul> | <p>Appears for the interviewer when an interview is scheduled.</p> <p>Disappears when interview ratings are provided for all the scheduled candidates or when the related job requisition is deleted. Or, if no action is taken, it disappears 180 days after the due date (if set) or the Last Modified date (if there's no due date).</p>                                           |               | Yes            |

| Name                                                         | Description                                                                                                                                                                                                                                                                                       | Where Shown                                                                                                                                    | When Shown                                                                                                                                                                                                                                                                                 | Prerequisites                                               | On Mobile App? |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|----------------|
| <a href="#">Job Application</a><br>(for internal candidates) | Displays job applications you've applied to recently or that you've applied to and have changed. Links you to a page showing details about the application that's changed and to a page listing all the jobs you've applied to. As the application status is updated, it's reflected on the card. | <ul style="list-style-type: none"> <li>• Latest - <a href="#">Needs Attention</a></li> <li>• Legacy - <a href="#">For You Today</a></li> </ul> | <p>Appears when an internal candidate applies for a job and gets updated when the status for the application changes.</p> <p>Disappears when the application is moved to a disqualified status, or if the application is not modified within 60 days, regardless of the current state.</p> | You have <a href="#">Careers Tab Permission</a> permission. | No             |

## Related Information

[Configuring Predefined Approvers \[page 1251\]](#)

[Enabling To-Do Tasks on the Latest Home Page](#)

[About the Latest Home Page Experience](#)

[Recruiting Notification Cards in the SAP SuccessFactors App](#)

## 29.11 XML Field Labels

Each template with field definitions supports the declaration of a field label element; the format of the field label element can vary based on the template.

Include for every field, a field label without a language declaration, for occasions when the system is can't determine the language of the viewing user.

For every field, include one field label per language pack enabled in the instance.

Some fields ignore the field labels declared in the XML and instead are managed in Provisioning.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.



Sample format for Req, Application, Event, Event Application, Candidate Profile field definition, and Offer labels:

```
<field-label mime-type="text-plain"><![CDATA[Default Field Label]]></field-label>
<field-label mime-type="text-plain" lang="en_US"><![CDATA[US English Field Label]]></field-label>
<field-label mime-type="text-plain" lang="es_ES"><![CDATA[Spain Spanish Field Label]]></field-label>
```

Sample format for Candidate Profile Background Element labels and Background Element fields, and labels for corporate data and succession data models:

```
<label>Default Label</label>
<label xml:lang="en_US">US English Field Label</label>
<label xml:lang="es_ES">Spain Spanish Field Label</label>
```

Exporting a succession data model can cause the underscores in the language pack references to be replaced by dashes.

For requisitions to store multiple translated copies of the same field content, the recruiting user populates some field types with the same content multiple times (once in English, once in French, and so on). Because candidates are only expected to enter in their information one time, in the language of their choice, and not repeat their data entry in multiple language packs, the candidate profile and application work differently. Each record only stores one copy of content, and that content appears as the field values no matter what the language pack is of the viewing user.

Application field labels, even if translated in all language packs, only appear as translated if the requisition is posted in the language pack of the viewing candidate. For example, if you enable English, French, and Spanish for your system, but only post a requisition in English and Spanish, candidates viewing your system in French don't see French labels on the application fields. Instead, they see no labels, or the default labels for the instance.

For simplified Chinese

#### Sample Code

```
<field-label lang="zh_CN"><![CDATA[Category simplified Chinese]]></field-label>
```

For the field definition tag

#### Sample Code

```
<field-definition id="filter2" type="picklist" required="true" custom="false">
  <field-label><![CDATA[Category]]></field-label>
  <field-label lang="en_US"><![CDATA[Category]]></field-label>
  <field-label lang="zh_CN"><![CDATA[Category simplified Chinese]]></field-label>
  <field-description><![CDATA[Job Category]]></field-description>
  <field-description lang="en_US"><![CDATA[Job Category]]></field-description>
  <picklist-id>category</picklist-id>
</field-definition>
```

## 29.12 Assignment ID in Recruiting

Assignment ID is an identifier assigned to a person to define the relationship between the person and a company. You can use Assignment ID to identify users and change it if needed.

### ⚠ Caution

Before you change assignment IDs, we recommend that you evaluate the risks associated with the inconsistencies. If assignment ID is not supported in the SAP SuccessFactors areas you've enabled, please don't make any changes to assignment ID at this time.

### Import Tools

The .csv data migration templates support an Assignment ID field, which can be used instead of User ID. If values for both the fields are included in the csv file, preference is given to the value provided in assignment ID field. Data migration templates with this support include:

- [Candidate Tag Assignments for Data Migration \[page 1409\]](#)
- [Candidate Tag Definitions for Data Migration \[page 1408\]](#)
- [Application Attachments for Data Migration \[page 1412\]](#)
- [Requisition Fields for Data Migration \[page 1401\]](#)

### ODaT API

The following OData APIs support access to Assignment ID information through User-type navigation.

| Updated OData API                                                                                                                 | More Information                                     |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Added the navigation property <i>user</i> for <b>Candidate</b> entity.                                                            | <a href="#">Candidate and CandidateBackground_*</a>  |
| Added the navigation property <i>user</i> for <b>CandidateEmployeeReferral</b> entity.                                            | <a href="#">CandidateEmployeeReferral</a>            |
| Added the navigation property <i>user</i> for <b>CandidateLight</b> entity.                                                       | <a href="#">CandidateLight</a>                       |
| Added the navigation property <i>alumniUser</i> for <b>CandidateProfileConversionInfo</b> entity.                                 | <a href="#">CandidateProfileConversionInfo</a>       |
| Added the navigation properties <i>userNav</i> and <i>referredByNav</i> for <b>JobApplication</b> entity.                         | <a href="#">JobApplication</a>                       |
| Added the navigation properties <i>createdByNav</i> and <i>lastModifiedByNav</i> for <b>JobApplicationAssessmentOrder</b> entity. | <a href="#">JobApplicationAssessmentOrder</a>        |
| Added the navigation property <i>lastModifiedByNav</i> for <b>JobApplicationAudit</b> entity.                                     | <a href="#">JobApplicationAudit</a>                  |
| Added the navigation property <i>createdByUserNav</i> for <b>JobApplicationBackgroundCheckRequest</b> entity.                     | <a href="#">JobApplicationBackgroundCheckRequest</a> |
| Added the navigation property <i>commentatorNav</i> for <b>JobApplicationComments</b> entity.                                     | <a href="#">JobApplicationComments</a>               |

| Updated OData API                                                                                                                                                      | More Information                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Added the navigation property <i>submittedByNav</i> for <b>JobApplicationOnboardingData</b> entity.                                                                    | <a href="#">JobApplicationOnboardingData</a>   |
| Added the navigation properties <i>createdByNav</i> , <i>lastModifiedByNav</i> , and <i>lastModifiedProxyUserNav</i> for <b>JobApplicationStatusAuditTrail</b> entity. | <a href="#">JobApplicationStatusAuditTrail</a> |
| Added the navigation properties <i>createdByNav</i> and <i>lastModifiedByNav</i> for <b>JobOffer</b> entity.                                                           | <a href="#">JobOffer</a>                       |
| Added the navigation properties <i>createdByNav</i> and <i>lastModifiedByNav</i> for <b>JobOfferApprover</b> entity.                                                   | <a href="#">JobOfferApprover</a>               |
| Added the navigation property <i>referredByNav</i> for <b>JobReqFwdCandidates</b> entity.                                                                              | <a href="#">JobReqFwdCandidates</a>            |
| Added the navigation properties <i>lastModifiedByNav</i> and <i>lastModifiedProxyUserNav</i> for <b>JobRequisition</b> entity.                                         | <a href="#">JobRequisition</a>                 |
| Added the navigation properties <i>createdByNav</i> and <i>lastModifiedByNav</i> for <b>JobRequisitionAssessment</b> entity.                                           | <a href="#">JobRequisitionAssessment</a>       |
| Added the navigation property <i>userNav</i> for <b>JobRequisitionOperator</b> entity.                                                                                 | <a href="#">JobRequisitionOperator</a>         |
| Added the navigation properties <i>postedByNav</i> and <i>lastModifiedByNav</i> for <b>JobRequisitionPosting</b> entity.                                               | <a href="#">JobRequisitionPosting</a>          |
| Added the navigation properties <i>createdByNav</i> and <i>lastModifiedByNav</i> for <b>OfferLetter</b> entity.                                                        | <a href="#">OfferLetter</a>                    |
| Added the navigation properties <i>currUserNav</i> and <i>targetUserNav</i> for <b>RCMAdminReassignOfferApprover</b> entity.                                           | <a href="#">RCMAdminReassignOfferApprover</a>  |

## User Interface

When you hire an external candidate and then process the candidate as a new user, the system generates an Employee Profile. If you have enabled Employee Central, the system issues a unique Employee ID for the candidate when the hiring is successful and populates this [employeeID](#) on the external candidate profile. This field is available only if the standard [employeeID](#) field is configured on the candidate profile XML and is mapped to [empld](#) field in Succession Data Model.

If you haven't enabled Employee Central, the [employeeID](#) field on the external candidate profile is populated with **assignmentId** instead of **userSysID**. Note that this [employeeID](#) field was earlier populated using **userSysID**.

## Related Information

[Candidate to Employee Conversion \[page 924\]](#)

[Configuring Candidate to Employee Conversion \[page 925\]](#)

## 29.13 Actions to Consider When ISO Code or Label Changes for Country/Region or State/Province

When the ISO codes or labels are updated within SAP SuccessFactors, you need to ensure that the updated values are reflected on the following Recruiting pages:

| Feature                                                                                                     | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ► <a href="#">Admin Center</a> ► <a href="#">Set Up Job Board Options</a> ►                                 | <p>If you've enabled this feature and have configured a custom select, then update your custom select by adding the latest ISO codes for country/region and state/province.</p> <div><p><b>Note</b></p><p>If you've enabled this feature and have configured <a href="#">All</a> or <a href="#">None</a> options, then you don't need to update the ISO codes. The new values are available by default.</p></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| ► <a href="#">Recruiting</a> ► <a href="#">Job Requisitions</a> ► <a href="#">Job Requisition Details</a> ► | <p>When ISO code changes, the respective <a href="#">Country/Region</a> or <a href="#">State/Province</a> field has a blank value on the job requisition details. Select the latest ISO codes for these fields and resave the job requisition.</p> <div><p><b>Tip</b></p><p>You can create <a href="#">Table</a> or <a href="#">Story</a> reports from <a href="#">Reports Center</a> to identify job requisitions that have old ISO codes.</p><p><b>Note</b></p><ul style="list-style-type: none"><li>When you update job requisition with the latest ISO codes for country/region or state/province, the following Recruiting pages reflect the updated ISO codes:<ul style="list-style-type: none"><li><a href="#">Table</a> or <a href="#">Story</a> reports</li><li>Tokens in:<ul style="list-style-type: none"><li><a href="#">Job Posting Header and Footer</a></li><li><a href="#">Job Description</a></li><li><a href="#">Email Notifications</a></li><li><a href="#">Job Offer Letters</a></li></ul></li></ul></li><li>You can use OData API upsert to update the job requisitions in bulk.</li></ul></div> |

| Feature                                                                                                                                                                                                                                                                                                          | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Admin Center</a> > <a href="#">Configure Business Rules</a> ><br><a href="#">Intelligent Services Center</a> > <a href="#">Initiate Job Posting</a> >                                                                                                                                                | <ul style="list-style-type: none"> <li>When ISO code changes, the respective country/region or state/province values appear as blank in the configured business rules and job posting events. You must update the rules and events with the latest <b>ISO codes</b> for the conditions to be true.</li> <li>If you have any business rule that refers to the <a href="#">ISOCountryList</a> picklist and uses the label rather than the external code, you must update the business rule with the latest <b>ISO label</b> for the conditions to be true.</li> </ul> |
| <a href="#">Careers</a> > <a href="#">Saved Searches/Alerts</a> >                                                                                                                                                                                                                                                | <p>If candidates have created job alerts with radial search and when the configured country/region code changes, they must select the latest ISO country code and resave the job alerts.</p>                                                                                                                                                                                                                                                                                                                                                                        |
| <a href="#">Admin Center</a> > <a href="#">Manage Recruiting Settings</a> > <a href="#">Company Contact Information</a> > and <a href="#">Short Message Service (SMS) Candidate Profile</a> , Country picklist in <a href="#">Job Application</a> , and <a href="#">Job Country/Dropdown</a> on Career Site page | <p>The latest ISO codes for country/region or state/province in these Recruiting pages reflect the updated ISO code.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## Related Information

[Business Rules in Recruiting \[page 1511\]](#)

[Saved Searches/Job Alerts \[page 696\]](#)

[Creating a Story Report](#)

[Creating a Table Report](#)

## 29.14 Translation

When a new language pack is enabled in Provisioning, many system labels are immediately translated with a standard set of translations.

### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Typically translation projects are initiated after the client signs off on iteration 3 configuration and the client's configuration choices are stabilized. Translations should be planned as part of an overall project timeline and should have an iterative testing/configuration process planned.

SuccessFactors does not provide translation services. A translation project consists of:

1. SuccessFactors providing translation workbooks wherein all configured content is listed
2. The client or a translation service hired by the client reviews the workbooks and provides all needed translations
3. SuccessFactors configures the translations per the client's direction
4. The client tests the translations and provides feedback and change requests
5. Repeat through three iterations

Translations are managed through several different methods.

1. Provisioning Field Labels
  1. Job Requisition System Field Labels
  2. Application Field Labels
  3. Internal and External Applicant Search Settings
2. XML Field Labels
  1. Requisitions
  2. Events
  3. Candidate Profile
  4. Applications
  5. Event Application
  6. Offer Approval
  7. Corporate Data Model
  8. Succession Data Model
3. Admin Translations
  1. Applicant Status
  2. Recruiting Emails
  3. System Emails
  4. Picklists
  5. Route Maps
  6. Rating Scales
  7. Career Sites
  8. Privacy Statements
  9. Header/Footer Templates
  10. Custom Help Text
  11. Competencies
  12. Questions
4. Tier-3 Standard System Translation Overrides
  - Replacement of any system-supplied translation (max: 25 per language pack)

There is no set format for the translation workbooks or test results and change requests. Sample workbooks attached (Not all translatable content may be included in the sample workbooks.) If you're good with Excel you can put together formulae such that the client's input is used to generate your XML and you can copy and paste the final translations from Excel into your XML editor and save a final draft but this is not generally expected of consultants. The alternative method is to update the XML by hand with the translations provided in the Excel file.)

A consultant's computer may not be set up to work with all the languages enabled in a client's instance, so prior to beginning a translation project it is beneficial to experiment and ensure that the appropriate language packs are

correctly set up on the computer and in the programs on the computer used to manage the translated content. OpenOffice is advised over MS Word. UTF-8 encoding should always be used on every XML, .csv and Excel file involved in a translation project. All file uploads in SuccessFactors should be done with UTF-8 encoding selected. Failure to set up the computer, files and imports in appropriate encoding can result in mangled translation output, with weird characters, question marks, and other distortions of the translated content. This is especially true when working with double-byte characters but can also occur when working with special characters from Windows, like the Windows curly apostrophes. Clients should endeavor to use standard characters rather than Windows.

## Related Information

[Apache OpenOffice - Official Download \(OpenOffice.org\)](#) ➦

[UTF-8: The Secret of Character Encoding \(HTMLPurifier.org\)](#) ➦

[ISO/IEC 8859 Characters \(Wikipedia.org\)](#) ➦

### 29.14.1 Managing Form Template Names

In all languages other than the default language of the instance the form template name can be translated and changed.

► [Admin Center](#) ► [Form Templates](#) ► [Template Name](#) ►

### 29.14.2 Managing Provisioning Field Labels

Standard fields and buttons on the requisition have standard supplied translations, but these fields are often re-purposed and renamed, and therefore the field labels need to be adjusted as well.

#### → Remember

As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Although these field ids may have translations specified in the XML, those translations are not applied in the system. These field id labels and translations are managed in Provisioning. For requisitions, this includes button permissions.

► [Provisioning](#) ► [Managing Recruiting](#) ► [Job Requisition System Field Labels](#) ►

► [Provisioning](#) ► [Managing Recruiting](#) ► [Application Field Labels](#) ►

## 29.14.3 Managing Job Application Field Labels

Manage the labels of standard fields in a job application so that they can be consumed in Ad-hoc reports.

### Prerequisites

You have the [Administrator Permissions](#) > [Manage Recruiting](#) > [Manage Job Application Field Labels](#) permission.

### Context

You can customize existing labels in the supported languages. These labels defined in [Manage Application Field Labels](#) are only consumed in **Ad-hoc reports**. For the application form and candidate summary page, labels defined in application template are taken into consideration. Previously, these settings were managed in Provisioning.

### Procedure

1. Go to [Admin Center](#) > [Manage Job Application Field Labels](#).
2. Select the language in which you want to edit field labels.
3. Modify your changes and choose [Save](#).
4. Choose [Cancel](#) to revert your changes.

### Results

You've modified and saved the field labels of a job application in the desired language.

## 29.14.4 Managing Job Requisition System Field Labels

Manage the names of Job Requisition field yourself instead of requesting changes through SAP Cloud Support.

### Prerequisites

You have the [Administrator Permissions](#) > [Manage Recruiting](#) > [Manage Job Requisition System Field Labels](#) permission.



## Context

You can now customize the labels for the standard fields in a Job Requisition template. The Recruiting user or a Hiring Manager sees the labels while creating or viewing the requisition record. The field labels also control what a candidate sees during a job search. Previously, creating labels for the standard fields were managed in Provisioning.

## Procedure

1. Navigate to [Admin Center](#).
2. Enter **Manage Job Requisition System Field Labels** in the [Tool Search](#).
3. Select a language to edit the field labels.
4. Update the labels and click [Save](#).
5. Click [Cancel](#) to revert your changes.

## 29.14.5 Admin Translations

Set up the translation features through [Admin Center](#).

To select both the default language as well as any additional languages, go to ► [Admin Center](#) ► [Manage Recruiting Languages](#) ►. You need to select at least one language in the [Enabled Languages](#) field to set up translations. The following table shows the various recruiting-related features that allow translation settings:

| Features         | Translatable Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Applicant status | <p>Translatable content includes:</p> <ul style="list-style-type: none"><li>• Internal Label</li><li>• Candidate Label</li><li>• Next Step Text</li><li>• Emails</li></ul> <p>Toggle between languages and set the appropriate field labels in each language.</p> <div><p><b>Note</b></p><p>The email template selected for a recipient in language A will need to be reselected in language B; selecting a template in one language doesn't select it in all languages. Set up Recruiting Email translations before applicant status translations to make this easier.</p></div> <p>Although status name is the value that is available in Ad Hoc Reports, this content is not presently translatable.</p> |

| Features          | Translatable Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recruiting emails | <p>Translatable content includes:</p> <ul style="list-style-type: none"> <li>• Template name</li> <li>• Subject</li> <li>• Body</li> <li>• Tokens will automatically populate in the appropriate language, if a translated value for that token is available.</li> </ul> <p>Toggle between languages and set the appropriate field labels in each language.</p>                                                                                                                                                                                                                                             |
| System emails     | <p>Translatable content includes:</p> <ul style="list-style-type: none"> <li>• Subject</li> <li>• Body</li> <li>• Tokens will automatically populate in the appropriate language, if a translated value for that token is available.</li> </ul> <p>Toggle between languages and set the appropriate field labels in each language.</p>                                                                                                                                                                                                                                                                      |
| Picklists         | <p>Translatable content includes picklist values.</p> <p>All enabled languages will appear on the picklist csv file; populate the appropriate column with the appropriate language and reload the file.</p> <p>Picklist fields store the picklist options; the language of the viewing user determines which language pack value appears in the user interface.</p> <p>If the user is viewing a requisition, application, offer etc in a language pack that is not enabled in Recruiting, picklist fields are not editable because the system cannot figure out which picklist values to show the user.</p> |
| Route maps        | Refer to platform documentation for route maps and translations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Rating scales     | Refer to platform documentation for rating scales and translations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Features                    | Translatable Content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Career sites                | <p>Translatable content includes:</p> <ul style="list-style-type: none"> <li>• Body</li> </ul> <p>Each microsite must have a specific language selected as the default language of the site.</p> <p>When a candidate views the external site, the site will attempt to determine the candidate's preferred language based on the default language of the candidate's browser. If the candidate has manually selected a preferred language the site will display in that preferred language. If neither of the aforementioned values is available, the external site will display in the microsite's default language.</p> |
| Privacy statements          | <p>Translatable content includes:</p> <ul style="list-style-type: none"> <li>• Body</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Header and footer templates | <p>Translatable content includes:</p> <ul style="list-style-type: none"> <li>• Template name</li> <li>• Body</li> <li>• Tokens will automatically populate in the appropriate language, if a translated value for that token is available.</li> </ul> <p>Toggle between languages and set the appropriate field labels in each language.</p> <p>End users will only see templates that are configured in their currently enabled language pack.</p>                                                                                                                                                                       |
| Custom Help Text            | <p>Translatable content includes:</p> <ul style="list-style-type: none"> <li>• Text in the custom help bubble</li> </ul> <p>Toggle between languages and set the appropriate help text in each language.</p>                                                                                                                                                                                                                                                                                                                                                                                                              |
| Competencies                | Refer to platform documentation for competencies and translations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Questions                   | <ul style="list-style-type: none"> <li>• Refer to platform documentation for Questions and Translations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Related Information

[SAP SuccessFactors platform  
Managing Languages and UI Labels](#)

## 29.14.6 Translation Limitations

Be aware of the limitations on translation capability:

- Rating scale label as displayed in the Interview Central rating scale hover-over will display in the default language of the instance
- Text data values on Candidate Profile, Application, Offer Details, Interview Feedback Forms and any other non-Requisition object can only be entered in a single language
- Candidates who apply to a job that is not posted in the candidate's chosen language will see the field labels in the default language of the instance

## 29.15 Governance and Compliance

### 29.15.1 Candidate Search Audit

Enable Candidate Search warning and audit reporting so you can track candidate searches in Recruiting.

Go to ► [Provisioning](#) ► [Company Settings](#) ► [Enable Candidate Search OFCCP compliance warning and auditing \(for US-based job reqs\)](#) ► to enable a pop-up window that requires users to accept the number of search results before they can see matching candidates.

Users can accept the search and see results or they can refine the search criteria. This adheres to the Internet Applicant Rule: once search results are accepted, you should have a process to review and disposition all of the results.

Candidate searches are tracked and can be reported on, using ► [Ad hoc Reporting](#) ► [Candidate Search Audit](#) ►.

Reporting data shows the search criteria, number of results, the related requisition (if any — this is collected when the user launches their candidate search from the requisition.), the language of the search, whether the search was on internal or external candidates, the date of the search, who performed the search, every candidate returned in the search (so one search can produce multiple lines on the report), and the action taken as a result of the search (email or forward.)

This allows you to prove the search methodology as fair, if they are audited.

### 29.15.2 OFCCP Candidate Profile Snapshot

A snapshot (copy) of the candidate profile is taken when an application is viewed by a recruiting user (recruiter, hiring manager, etc.) for the first time.

This information is stored with the application in the More Information and Background Elements sections, and is shown whenever the application is viewed. This ensures the candidate profile information is locked and will not change in the recruiting user's view, even if the candidate edits their candidate profile during the time that the job application is being processed.

This is an important aspect of OFCCP compliance because it ensures that all recruiting users are making hiring decisions based on a consistent understanding of the candidate's data throughout the application process. This

also ensures that candidates cannot complicate any legal proceedings by changing their data to make the client seem to be practicing unfair hiring.

If the client is seeking to adhere strongly to OFCCP best practices, do not configure the `EDIT_CANDIDATE_SNAPSHOT` capability in the Application XML, since that allows the candidate profile snapshot data to be edited and changed.

## 29.15.3 EEOC Data Collection

Your organization is responsible for configuring the system to meet requirements of the U.S. Equal Employment Opportunity Commission (EEOC), where applicable.

Consult your organization's legal counsel. For more information about EEO data collection, consult the EEOC website.

Consider including the following standard fields in the job applications for data collection:

- Field ID `ethnicity` can be used so applicants can specify their ethnic identification, such as whether or not they identify as Hispanic or Latino. This field is defined as a picklist, so you can specify the values you wish to provide in the dropdown menu.
- Field ID `race` can be used so that applicants can specify their racial identification. This field is defined as a picklist, so you can specify the values you wish to provide in the dropdown menu.
- Field ID `gender` can be used so that applicants can specify their gender identification. Although gender is defined as a picklist, it appears as radio buttons and doesn't respect any picklist value changes (that is, you can't add options to this field.) Since it's not possible to add a "do not wish to disclose" option, leave this field unrequired so that applicants may choose to leave the field set as "Not Selected."

Some organizations— such as those who are federal contractors— may also wish to include the following standard fields for data collection:

- Field ID `veteranStatus` can be used so that applicants can specify their veteran status. This field is defined as a picklist, so you can specify the values you wish to provide in the dropdown menu.
- Field ID `disabilityStatus` can be used so that applicants can specify their disability status. This field is defined as a picklist, so you can specify the values you wish to provide in the dropdown menu.

## Related Information

<https://www.eeoc.gov> ➡

## 29.15.4 OFCCP Reporting

SF also provides a pre-built file-ready OFCCP report that can be set up in a client's instance upon request (requires the client to be using the correct fields in their configuration).

See the Standard Reports Guide.

## 10. OFCCP "Applicant Flow" Report

A report is required to be submitted annually to the Federal Government by organizations under OFCCP guidelines. The format and content is defined by the OFCCP and as such this report is intended only to provide information to assist with populating the form.

### OFCCP "Applicant Flow" Report

**EMPLOYMENT DATA** - Count of all employees categorized by EEO Job Category, Gender and Ethnicity

| Job Categories                                | Number of Employees<br>(Report employees in only one category) |       |                           |                                           |       |                                  |                   |       |                           |                                           |       |                                  |                   |   |               |
|-----------------------------------------------|----------------------------------------------------------------|-------|---------------------------|-------------------------------------------|-------|----------------------------------|-------------------|-------|---------------------------|-------------------------------------------|-------|----------------------------------|-------------------|---|---------------|
|                                               | Race/Ethnicity                                                 |       |                           |                                           |       |                                  |                   |       |                           |                                           |       |                                  |                   |   |               |
|                                               | Hispanic or Latino                                             |       | Not-Hispanic or Latino    |                                           |       |                                  |                   |       |                           |                                           |       |                                  |                   |   | Total Col A-N |
|                                               |                                                                |       | Male                      |                                           |       |                                  |                   |       | Female                    |                                           |       |                                  |                   |   |               |
| Male                                          | Female                                                         | White | Black or African American | Native Hawaiian or Other Pacific Islander | Asian | American Indian or Alaska Native | Two or more races | White | Black or African American | Native Hawaiian or Other Pacific Islander | Asian | American Indian or Alaska Native | Two or more races |   |               |
|                                               | A                                                              | B     | C                         | D                                         | E     | F                                | G                 | H     | I                         | J                                         | K     | L                                | M                 | N | O             |
| Administrative Support Workers                | 0                                                              | 0     | 1                         | 0                                         | 0     | 0                                | 0                 | 0     | 0                         | 0                                         | 0     | 0                                | 0                 | 0 | 1             |
| Executive/Senior Level Officials and Managers | 1                                                              | 1     | 1                         | 1                                         | 0     | 0                                | 0                 | 0     | 3                         | 0                                         | 0     | 0                                | 0                 | 0 | 7             |
| First/Mid-Level Officials and Managers        | 0                                                              | 0     | 0                         | 0                                         | 1     | 1                                | 0                 | 0     | 0                         | 1                                         | 0     | 0                                | 0                 | 0 | 3             |
| Professionals                                 | 4                                                              | 1     | 8                         | 2                                         | 0     | 1                                | 0                 | 1     | 4                         | 2                                         | 0     | 1                                | 0                 | 0 | 24            |
| Sales Workers                                 | 0                                                              | 1     | 7                         | 1                                         | 0     | 0                                | 0                 | 0     | 6                         | 0                                         | 0     | 1                                | 0                 | 0 | 16            |
| Unknown                                       | 0                                                              | 0     | 0                         | 0                                         | 0     | 1                                | 0                 | 0     | 0                         | 0                                         | 0     | 0                                | 0                 | 0 | 1             |
| TOTAL                                         | 5                                                              | 3     | 17                        | 4                                         | 1     | 3                                | 0                 | 1     | 13                        | 3                                         | 0     | 2                                | 0                 | 0 | 52            |

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## OFCCP Applicant Flow Report

## 29.15.5 VETS100 Reporting

SuccessFactors also provides a pre-built file-ready VETS100 report that can be set up in a client's instance upon request (requires the client to be using the correct fields in their configuration).

See the Standard Reports Guide.

## 8. Veterans Report

The Veterans report will produce information that supports the creation of the VETS100 report. There are 4 Vets-100 statuses. Of these, there are only 3 of the 4 total veteran's statuses that should be collected from an applicant. Newly Separated Veteran / Other Protected Veteran / Veteran of the Vietnam Era. The HRIS system should be the system of record of all hire information, and as such should be the system of record for Special Disabled Veteran. Currently the SF recruiting system only captures 1 of these statuses in a standard field: Veteran of the Vietnam Era. Therefore this is the only field included in the standard report until such a time as the other fields are available.



### Veterans Report

| Department / Division / Location |                    |                       | Veteran of the Vietnam Era | Not Veteran of the Vietnam Era | Not specified | Grand Total |
|----------------------------------|--------------------|-----------------------|----------------------------|--------------------------------|---------------|-------------|
| Sales                            | ACE Enterprises    | Boston, MA            | 0                          | 6                              | 1             | 7           |
|                                  |                    | ACE Enterprises Total | 0                          | 6                              | 1             | 7           |
|                                  | ACE Software       | Boston, MA            | 0                          | 1                              | 2             | 3           |
|                                  |                    | Dallas, TX            | 0                          | 1                              | 2             | 3           |
|                                  |                    | Denver, CO            | 0                          | 3                              | 0             | 3           |
|                                  |                    | East                  | 0                          | 2                              | 5             | 7           |
|                                  |                    | Portland, OR          | 0                          | 3                              | 1             | 4           |
|                                  |                    | San Mateo, CA         | 0                          | 6                              | 3             | 9           |
|                                  |                    | West                  | 0                          | 1                              | 2             | 3           |
|                                  |                    | ACE Software Total    | 0                          | 17                             | 15            | 32          |
|                                  | Sales Total        |                       | 0                          | 23                             | 16            | 39          |
| Talent Management                | ACE Enterprises    | Central               | 0                          | 0                              | 4             | 4           |
|                                  |                    | ACE Enterprises Total | 0                          | 0                              | 4             | 4           |
|                                  | ACE Software       | Boston, MA            | 0                          | 2                              | 2             | 4           |
|                                  |                    | Denver, CO            | 1                          | 3                              | 3             | 7           |
|                                  | ACE Software Total |                       | 1                          | 5                              | 5             | 11          |
| Talent Management Total          |                    | 1                     | 5                          | 9                              | 15            |             |
| Technology                       | ACE Software       | Boston, MA            | 0                          | 3                              | 2             | 5           |
|                                  |                    | Denver, CO            | 0                          | 4                              | 0             | 4           |
|                                  |                    | ACE Software Total    | 0                          | 7                              | 2             | 9           |
|                                  | Technology Total   |                       | 0                          | 7                              | 2             | 9           |
| Grand Total                      |                    |                       | 1                          | 35                             | 27            | 63          |

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### VETS100 Report

## 29.15.6 Accessibility

SAP SuccessFactors is committed to delivering software that is available for everybody, including and especially people with disabilities.

Although our applications include many accessibility features, you may need to provide client-side, third-party assistive technologies, such as the JAWS screen reader, to be used in conjunction with SAP SuccessFactors applications.

Refer to *Accessibility in SAP SuccessFactors* for more details.

## Related Information

[Accessibility in SAP SuccessFactors](#)

## 29.16 Deep Links in Recruiting

You can provide links directly into specific areas of Recruiting Management. These URLs are known as deep links, and are absolute rather than relative, meaning they are always the same.

| Description          | Linked Feature                                    | Deep Link                                   |
|----------------------|---------------------------------------------------|---------------------------------------------|
| RCM Tabs Deep Link   | Recruiting Landing Page                           | /sf/recruiting                              |
| RCM Tabs Deep Link   | Events                                            | /sf/recruiting/events                       |
| RCM Tabs Deep Link   | Job Requisition Summary                           | /sf/recruiting/jobreqsummary                |
| RCM Tabs Deep Link   | Sources                                           | /sf/recruiting/sources                      |
| RCM Tabs Deep Link   | Preferences                                       | /sf/recruiting/preferences                  |
| RCM Tabs Deep Link   | Candidates                                        | /sf/recruiting/candidates                   |
| RCM Tabs Deep Link   | Interview Central                                 | /sf/recruiting/interviewcentral             |
| RCM Tabs Deep Link   | Careers Landing Page                              | /sf/careers                                 |
| RCM Tabs Deep Link   | Job Applications                                  | /sf/careers/jobapplications                 |
| RCM Tabs Deep Link   | Job Search                                        | /sf/careers/jobsearch                       |
| RCM Tabs Deep Link   | Job Alerts                                        | /sf/careers/jobalerts                       |
| RCM Tabs Deep Link   | Saved Jobs                                        | /sf/careers/savedjobs                       |
| RCM Tabs Deep Link   | My Candidate Profile                              | /sf/careers/mycandprofile                   |
| RCM Tabs Deep Link   | Saved Applications                                | /sf/careers/savedapplications               |
| Multilevel Deep Link | Recruiting- Job Req- Create New                   | /sf/recruiting/jobreqsummary/new            |
| Multilevel Deep Link | Recruiting - Job Req – Offer Approvals            | /sf/recruiting/jobreqsummary/offerapprovals |
| Multilevel Deep Link | Recruiting – Events – Offer Approvals             | /sf/recruiting/events/offerapprovals        |
| Multilevel Deep Link | Recruiting – Preferences – My Saved Questions     | /sf/recruiting/preferences/mysavedques      |
| Multilevel Deep Link | Recruiting – Preferences – Team Recruiting        | /sf/recruiting/preferences/myrecteam        |
| Multilevel Deep Link | Recruiting – Preferences – My Saved Rating Scales | /sf/recruiting/preferences/mysavedratings   |
| Multilevel Deep Link | Recruiting – Candidates - Search                  | /sf/recruiting/candidates/search            |



| Description            | Linked Feature                                         | Deep Link                                                     |
|------------------------|--------------------------------------------------------|---------------------------------------------------------------|
| Multilevel Deep Link   | Recruiting – Candidates – Saved Search                 | //sf/recruiting/candidates/savedsearches                      |
| Multilevel Deep Link   | Recruiting – Interview Central – Opened                | /sf/recruiting/interviewcentral/open                          |
| Multilevel Deep Link   | Careers – Employee Referral                            | /sf/careers/empreferrals                                      |
| Multilevel Deep Link   | Careers – RMK Employee Referrals                       | /sf/careers/rmkempreferrals                                   |
| Record-level Deep Link | Recruiting – Job Requisition – Requisition ID          | /sf/recruiting/jobreqsummary?reqid = <value>                  |
| Record-level Deep Link | Recruiting – Job Requisition – Job Application Summary | /sf/recruiting/jobApplicationSummary?jobapplicationid=<value> |
| Record-level Deep Link | Recruiting – Events – Event ID                         | /sf/recruiting/events?eventid=<value>                         |
| Record-level Deep Link | Careers – Job Search – Job Requisition ID              | /sf/careers/jobsearch?reqid=<value>                           |

## 29.17 Setting Up and Using External Password Policy

You can specify a different set of rules for the password strength on passwords set up by external candidates and agency users than the rules applied to internal candidates.

### Prerequisites

- Ensure that you've enabled [Manage External Password Policy](#) permission in [Admin Center](#).

### Context

Use the [Manage External Password Policy](#) page to set the password and login policy for external candidates and agencies. You can also reactivate external candidate account and external agency account from the same page.

#### → Remember

If SAP Customer Data Cloud is enabled in your instance, the password policy settings are not applicable for external candidates. These settings and policies are only applicable to Agencies. For more information, refer to **Important Notes for Console User** in the **Related Information** section.

## Procedure

1. Go to ► [Admin Center](#) ► [Manage External Password Policy](#) ►.
2. Enter values in the [Password and Login Policy Settings: Applied to External Candidates and Agencies](#) page.

### Note

- If SAP Customer Data Cloud is enabled in your instance, then the page title that is displayed will be replaced to [Password and Login Policy Settings: Applied to Agencies. All settings and updates made in this page will only be applicable to agencies](#). For more information, refer to **Important Notes for Console User** in the **Related Information** section.
- If Identity Authentication Services (IAS) is also enabled for agency users, then agency users will need to manage password and policy settings for their users in the IAS console.

3. Choose [Set Password and Login Policy](#).

## Results

The rules specified are made visible to candidates on the account creation screen if the candidate hovers over the Password Policy link. The candidate can see a bar next to their password field indicating their password strength and the point where their password becomes acceptable.

## Related Information

[Password and Login Policy Settings for External Candidates and Agencies \[page 1643\]](#)

[Important Notes for Console Users \[page 137\]](#)

[Setting Up Multi-Factor Authentication \(MFA\) using Identity Authentication Service \(IAS\) for Agency Users \[page 765\]](#)

[Enabling Multi-Factor Authentication for Agency Users \[page 766\]](#)

## 29.17.1 Password and Login Policy Settings for External Candidates and Agencies

Learn about the options available in the External Password Policy. These options are preset and no additional options are available.

| Option                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Recommended Value | Function                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Minimum Length                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 8                 | Minimum number of characters the password must contain to be acceptable.                                                                                                                                                                                                                                                                                           |
| Maximum Length                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 255               | Maximum number of characters the password can contain.                                                                                                                                                                                                                                                                                                             |
| <div><div> ⓘ Note</div><div>The maximum length that you can set for a password must be greater than or equal to 13 characters.</div><div>For the external candidate, the primaryEmail field value must be used to look up the candidate. This field may or may not be the same as the contactEmail value that's widely displayed on the candidate profile and application records. Configure the primaryEmail field on the Candidate Profile XML to ensure that the administrator can locate and use it to reactivate the account.</div></div> |                   |                                                                                                                                                                                                                                                                                                                                                                    |
| Maximum Successive Failed Sign In Attempts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 5                 | <p>Specifies the number of sign-in attempts that can be made within 60 seconds before the account is locked. This value can't be changed.</p> <p>User accounts become locked when candidates or agency users fail the specified number of attempts. They then have to use the <b>Forgot Your Password?</b> link on the login page to notify the administrator.</p> |

| Option                                                            | Recommended Value | Function                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Password Reset Email                                              | Your email ID     | Locked-out candidates and agency users are prompted to send an email request to this address to have their accounts reactivated. Accounts can be reactivated from the candidate profile by any user who has permission to view that candidate, or by using the <a href="#">Reactivate External Candidate Account</a> section. Locked-out agency users can be reactivated by using the <a href="#">Reactivate External Agency Account</a> section. If the configured email address of a candidate does not appear on the user interface to unblock or reset their password, the candidate can unblock themselves by selecting the Forget Password option. |
| Case Sensitive (recommended)                                      | Selected          | For the external candidate, the primaryEmail field value must be used to look up the candidate. Causes the password to distinguish between capitalized and noncapitalized letters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Mixed Case required                                               | Selected          | Requires a password that includes at least one uppercase letter and one lowercase letter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Non-alpha characters required                                     | Selected          | Requires a password that includes at least one character other than a letter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Set Welcome Password and Reset Password link expiration (in days) | 1                 | Specifies the number of days after which the link is sent to the email account of the user for creating or resetting the password expire.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

#### Note

The duration of link expiration for the [Set Welcome Password and Reset Password link expiration \(in days\)](#) option is set to 1 day by default.

#### Note

- If SAP Customer Cloud is enabled in your instance, then the page title that is displayed will be replaced to *Password and Login Policy Settings: Applied to Agencies. All settings and updates made in this page will only be applicable to agencies.* For more information, refer to **Important Notes for Console User** in the **Related Information** section.
- If Identity Authentication Services (IAS) is also enabled for agency users, then agency users will need to manage password and policy settings for their users in the IAS console.

## Related Information

[Important Notes for Console Users \[page 137\]](#)

## 29.18 Qualtrics Survey Integrations with SAP SuccessFactors Recruiting

### 29.18.1 Qualtrics Email Feedback for Application Status Updates

Configure SAP SuccessFactors Recruiting and Intelligent Services to send employee information to Qualtrics, so that you can send surveys in email to candidates find out how they feel about the job application process they just went through.

Creating this integration requires:

- SAP SuccessFactors Recruiting
- A Qualtrics account that includes a Candidate Experience license.
- Enabling Intelligent Services.
- Enabling Integrated Gateway Services.

You use your Qualtrics account to create surveys and view their results. All the settings to configure the contents and schedule for the email survey are performed in Qualtrics.

To add Qualtrics feedback opportunities, enable and integrate Qualtrics with your SAP SuccessFactors system. Refer to *Integrating SAP SuccessFactors with Qualtrics* for details.

## Related Information

[Integrating SAP SuccessFactors with Qualtrics](#)

### 29.18.2 Qualtrics Feedback for Job Applicants

Creating a Qualtrics integration for Recruiting will add a feedback opportunity on the job application confirmation page that appears after a candidate successfully submits a job application.

You need to have a career site using Career Site Builder.

You can create these integrations both for internal as well as external applicants, which means you can ask different questions for these two groups.

Qualtrics surveys allow you to gain feedback about a candidate's job application experience, and allows you to ask questions such as:

- How would you rate the application process?
- How would you rate your level of job experience?
- Was this section easy to use?
- Did you encounter any issues with the application process?

To add Qualtrics feedback opportunities, enable and integrate Qualtrics with your SAP SuccessFactors system. Refer to *Integrating SAP SuccessFactors with Qualtrics* for details.

#### ⓘ Note

You can improve your candidate's experience by using the purpose-build, preconfigured Candidate Experience program from Qualtrics, which provides a robust set of capabilities specific to your recruiting-related campaigns.

Existing recruiting-related in-app surveys you created using Employee Experience will continue to work. If you purchase a license for the Candidate Experience program, you'd then retire your existing SAP SuccessFactors Recruiting surveys and create new ones in the Candidate Experience.

## Related Information

[Integrating SAP SuccessFactors with Qualtrics](#)

### 29.18.3 Qualtrics Feedback Tabs in Career Site Pages

You can add JavaScript code in Career Site Builder to add a Qualtrics feedback tab to all your career site pages, or to a specific career site page.

This feature allows you to add a small *Feedback* tab on a career site page. The location where you insert the JavaScript code depends on whether you want to add it for all your career site pages, or to just a specific page.

To add Qualtrics feedback opportunities, enable and integrate Qualtrics with your SAP SuccessFactors system. Refer to *Integrating SAP SuccessFactors with Qualtrics* for details.

#### ⓘ Note

You can improve your candidate's experience by using the purpose-build, preconfigured Candidate Experience program from Qualtrics, which provides a robust set of capabilities specific to your recruiting-related campaigns.

Existing recruiting-related in-app surveys you created using Employee Experience will continue to work. If you purchase a license for the Candidate Experience program, you'd then retire your existing SAP SuccessFactors Recruiting surveys and create new ones in the Candidate Experience.

## Related Information

[Integrating SAP SuccessFactors with Qualtrics](#)

# Important Disclaimers and Legal Information

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- Links with the icon  : You are leaving the documentation for that particular SAP product or service and are entering an SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

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The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

## Example Code

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## Bias-Free Language

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