Kenexa Recruiter® BrassRing and Talent Gateway Solutions

Product Update Guide

Release 12.1

FINAL

Release Date: 6 August 2009
Document Date: 6 August 2009

Contents

General Enhancements

Kenexa Rebranding

Kenexa products have an updated logo and a streamlined login screen.

Figure 1: New Kenexa® Recruiter BrassRing login screen

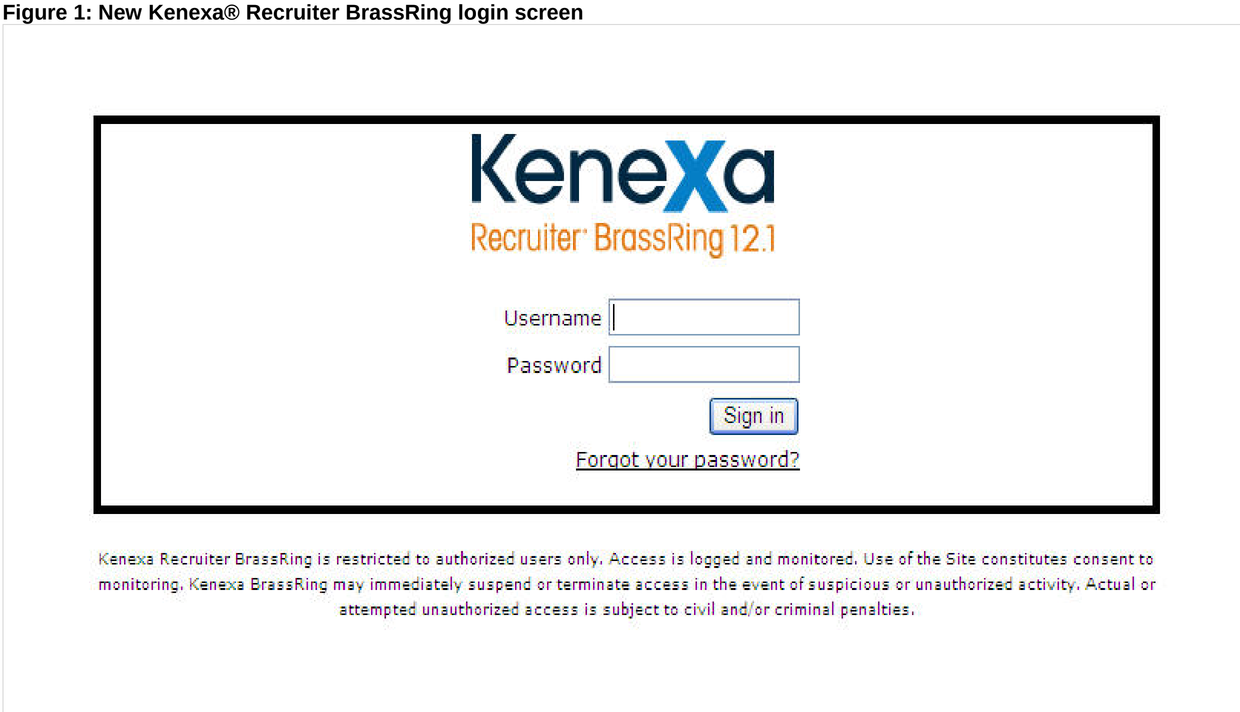


Figure 2: New KRB logo

Supported Platforms (OS and Browser)

Kenexa Recruiter® BrassRing, Talent Gateways and Agency Manager, and Workbench officially support the platforms listed below, effective May 1, 2009. All listed browsers are available in all KRB-supported languages.

Table 1: Recruiter platforms

	IE 6.0	IE 7.0	IE 8.0	Firefox 2.0	Firefox3.0	Safari 4.0 (beta)
Windows XP	Yes	Yes	Yes	Yes	Yes	Yes
Windows Vista	No	Yes	Yes	Yes	Yes	Yes
MAC OSX 10.4.4	N/A	N/A	N/A	Yes	Yes	Yes
MAC OSX 10.5	N/A	N/A	N/A	No	Yes	Yes

Table 2: Talent Gateways and Agency Manager platforms

	IE 6.0	IE 7.0	IE 8.0	Firefox 2.0	Firefox 3.0	Safari 3.0	Safari 4.0(beta)
Windows XP	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows Vista	No	Yes	Yes	Yes	Yes	Yes	Yes
MAC OSX 10.4.4	N/A	N/A	N/A	Yes	Yes	Yes	Yes
MAC OSX 10.5	N/A	N/A	N/A	Yes	Yes	Yes	Yes

Table 3: Workbench platforms

	IE 6.0	IE 7.0
Windows XP	Yes	Yes
Windows Vista	No	Yes

The e-mail clients Microsoft Outlook® and Lotus Notes® are supported for eLinks.

New Localization Support

Simplified Chinese Recruiter

Simplified Chinese is available as a Recruiter language as of this release.

Greek Talent Gateways

Talent Gateways are available in Greek as of this release.

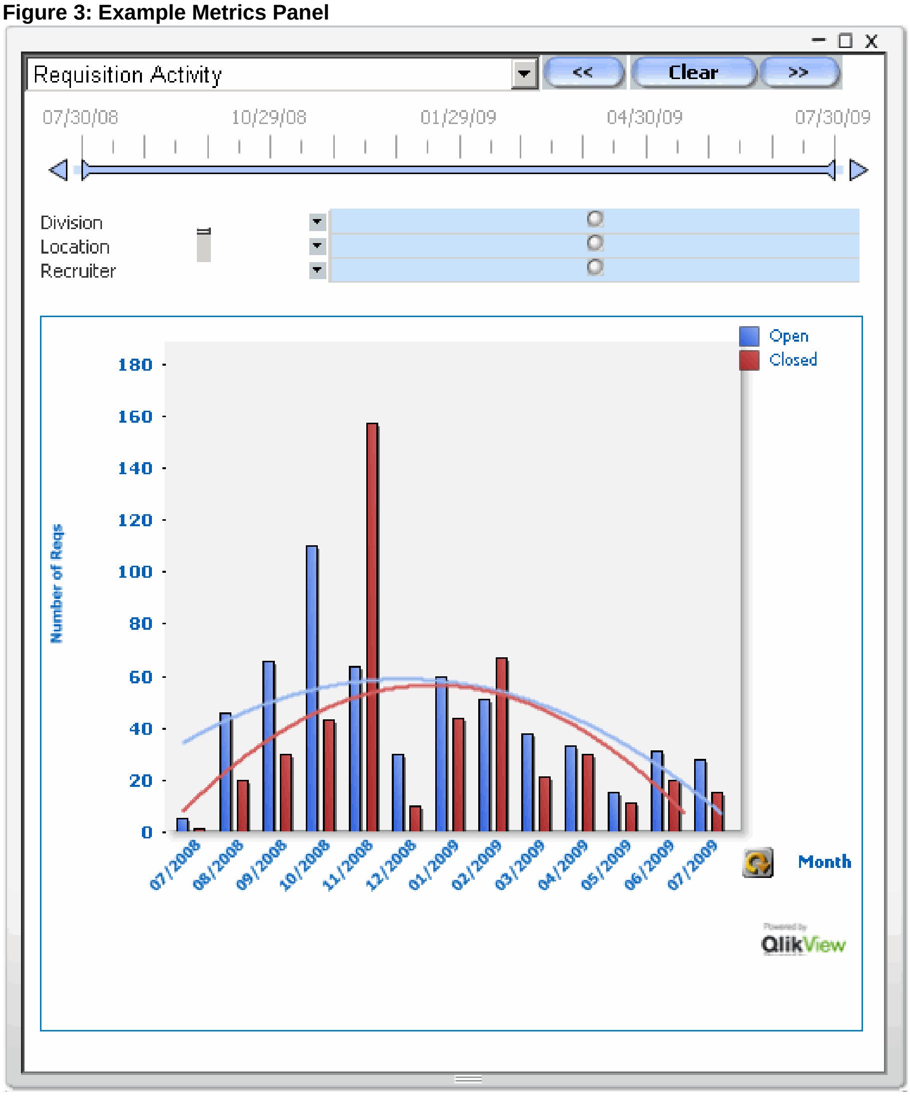
KRB Analytics

KRB Analytics gives customers the ability to analyze information across their entire organization or just with a specific area of responsibility. Using Business Intelligence (BI) tools, KRB Customers can now drill down into the hiring process and get detailed views of data. KRB Analytics is comprised of three product offerings: Configurable Metrics Panels, Business Analytics, and Custom Business Analytics.

Configurable Metrics Panels

Five Metrics Panels are available for implementation in Release 12.1: **Time-To-Fill**, **Requisition Activity**, **Pipeline Volume**, **Source Yield**, and **EEO Pipeline**. In consultation with your Kenexa consultant, your organization must implement the New UI first (if it has not done so already), followed by the Metrics Panels.

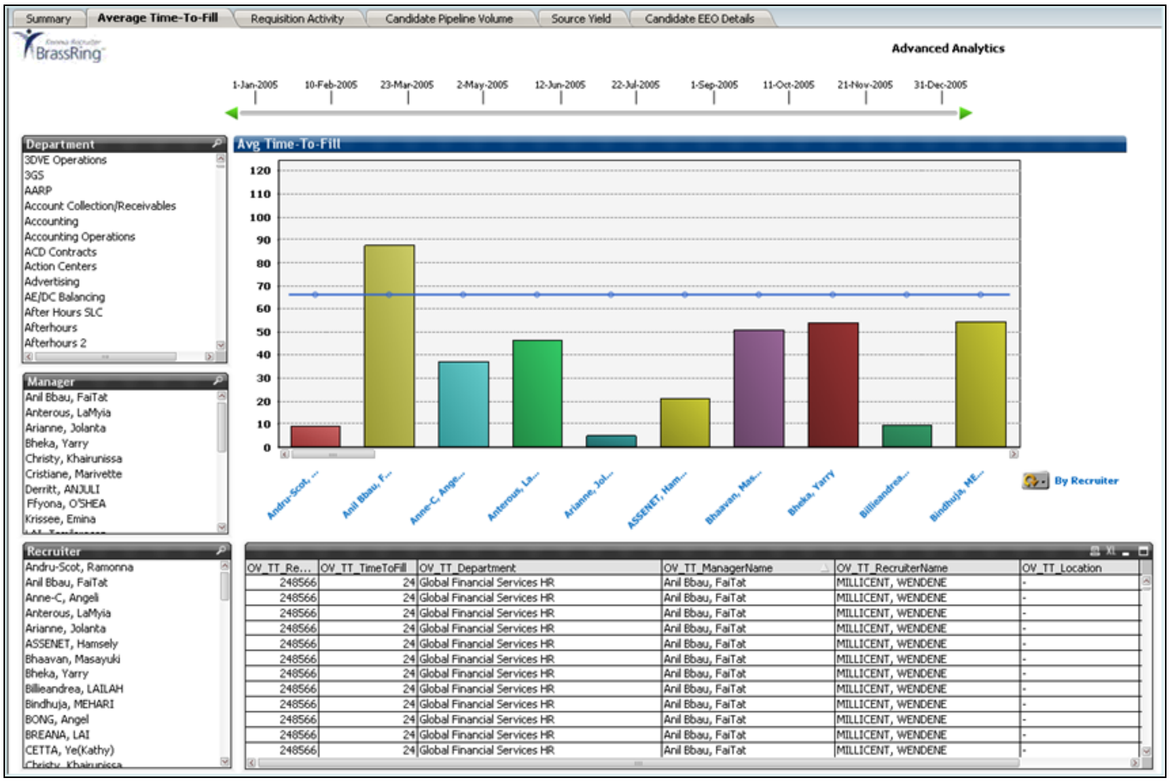
Figure 3: Example Metrics Panel



Future Releases

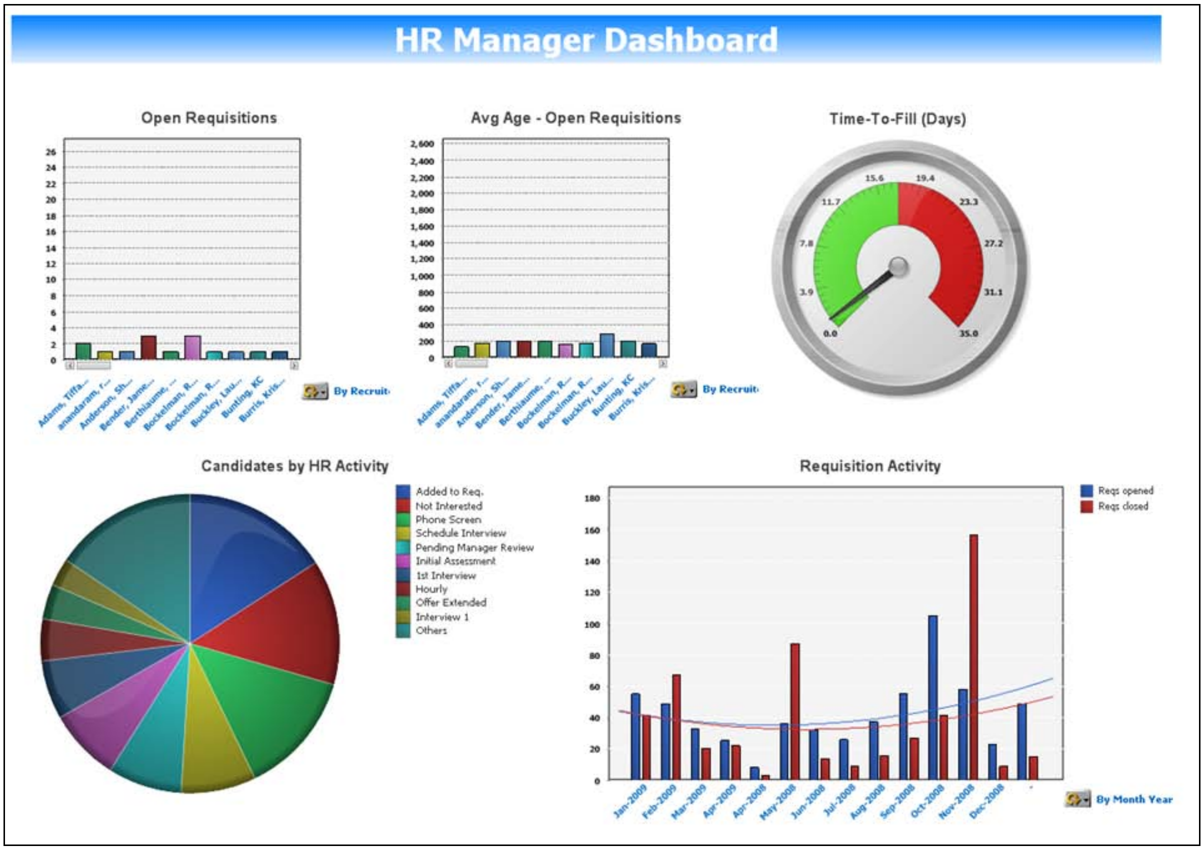
Business Analytics

Business Analytics will be available on a case by case basis after Release 12.1for those customers wishing to use an expanded Analytics toolset on the same Configurable Panel Metrics. Your Kenexa consultant must the associated data tables. Additional license fees will apply.



Custom Business Analytics

Custom Business Analytics will be available on a case by case basis after Release 12.1for those Customers wishing to use an Analytics toolset on their hiring process data, unique metrics or create custom dashboards Custom Business Analytics is fully customized by KRB Systems Engineering and Professional Services. This option includes all the analytics tools with Kenexa consulting services. Additional license and services fees will apply.



Configurable Metrics Panels on the New UI Welcome Page

Customers can configure metrics panels for display by user type on the new UI Welcome page. KRB users see metrics that are relevant to their respective roles. The metrics available in R12.1 are:

- Time-To-Fill
- Requisition Activity
- Pipeline Volume
- Source Yield
- EEO Pipeline

Benefits

KRB customers can analyze HR data captured throughout the hiring process.

Visible Changes

There are no visible changes associated with this project.

Limitations and Known Issues

For R12.1:

- You can enable only one (1) metrics panel container for this release.
- Metrics Panels are not fully localized. In a future release, titles and panel text fields comply with the KRB localization format and support all KRB languages.
- The dynamic dropdown list of X-axis options is not available on the metrics panel. Clicking on the changeover button (

) cycles through the X-axis choices.

Date Available

US: 6 Aug 2009
EU: 12 Aug 2009

How Do I Get this Feature?

The KRB Analytics project is separated into multiple product offerings. The Configurable Metrics Panels are available in release 12.1. The customer must elect to use the new KRB UI to have access to these metric panels. The Business Analytics and Custom Analytics will be handled on a case by case basis and tailored for the specific customer environment. Additional metrics and functionality will be added in a phased manner over the next several quarters:

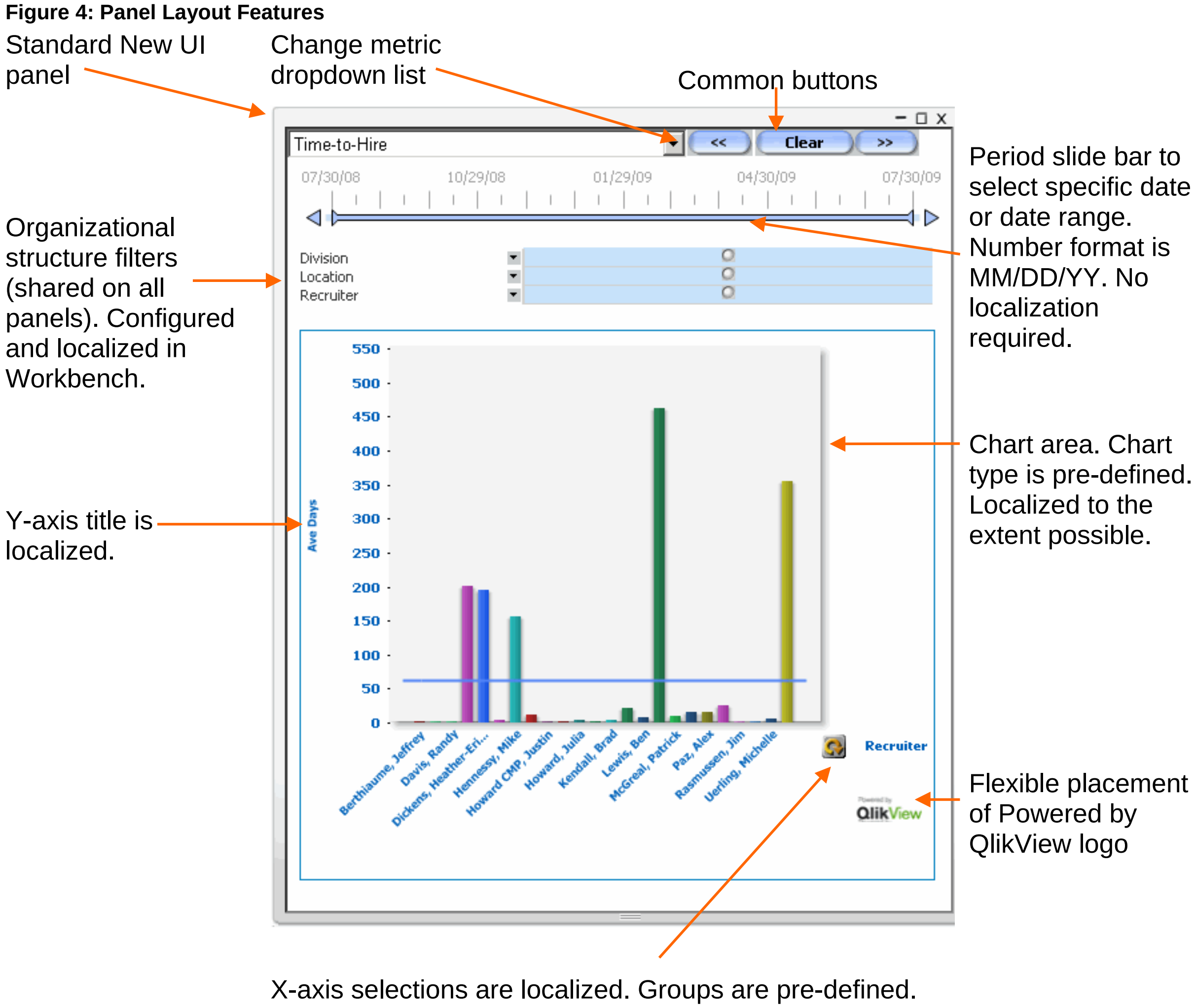
Metrics Panels Feature Details

With this release, customers can configure the following metrics:

- Time-To-Fill
- Requisition Activity
- Pipeline Volume
- Source Yield
- EEO Pipeline

Panel Layout

Figure 4: Panel Layout Features



Actions within a Metrics Panel

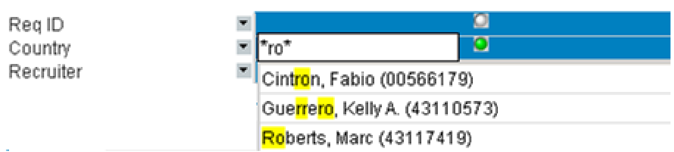
Period Filtering: Users can select the desired date or date range for analysis and display in the analytics panel in most cases using Qlikview's slider bar. **Note:** There is a known issue that the pointer is missing for day-only metrics until the user clicks on the date range slider.

Figure 5: Qlikview Slider bar for selecting dates or date ranges

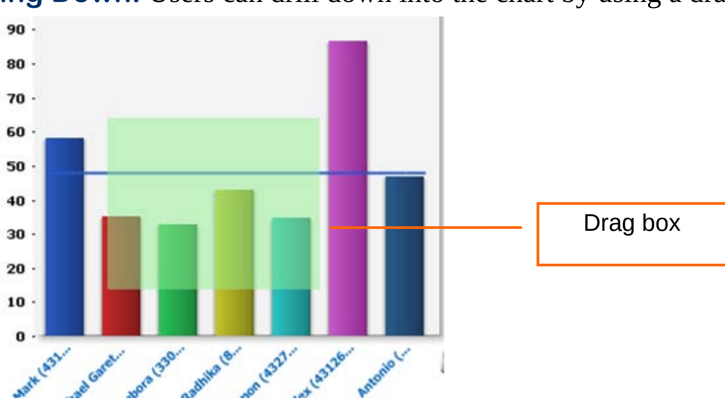
Day Only **Range of Dates**

Selecting Items: Users can select contiguous and non-contiguous items.

Performing Wildcard Searches: Users can perform wildcard searches within filters. Accepted wildcard characters are * [any others?]. **Note:** Currently there is a known issue for searching within filters. Users can search contiguously within filters but cannot search non-contiguously.



Drilling Down: Users can drill down into the chart by using a drag box:



Major Configuration Steps

Important: The steps listed below assume that the **New UI** client setting has been turned on for the customer site and that the *New UI* panels have been configured.

The major configuration steps for KRB Analytics are:

1. **Kenexa Personnel:** Do internal enablement steps.
2. **Kenexa or Certified Workbench Users:** Enable metrics panel privileges for KRB user types according to their roles.
3. **Kenexa or Certified Workbench User (Tier 4):** For each user type, map the metric panels that members of that user type can view in the New UI.
4. **Kenexa Personnel:** Generate a work ticket to ask KRB Systems Engineering (SE) to generate the initial Analytics data file. SE will notify you once the file is in place and the Metric Panels are ready to use.

Note: Certified Workbench Users can view metrics fields settings but cannot edit and save them.

Note: Analytics fields in Workbench are pre-populated for fields that are common to Reporting and Analytics with the Standard Reports selections as the default. Workbench users can edit these fields when configuring the Analytics output.

Common Elements and Business Rules

Each metric has common elements and business rules that apply to all of the panels, with a few exceptions as noted in individual detail sections. The common elements are:

- Time period
  - 1 year (the default)
  - **Open Requisitions:** An open req must meet the following conditions:
    1. The req has to have been opened and/or closed within the last 12 months, AND
    2. The req has to have at least one candidate filed to it, AND
    3. The candidate has to have an HR Status.
  - **Source Yield:** The data are restricted to candidates added in the past year.

Note: In R12.1, the dynamic dropdown list of X-axis options is not available. Clicking on the changeover button (

) cycles through the X-axis choices.

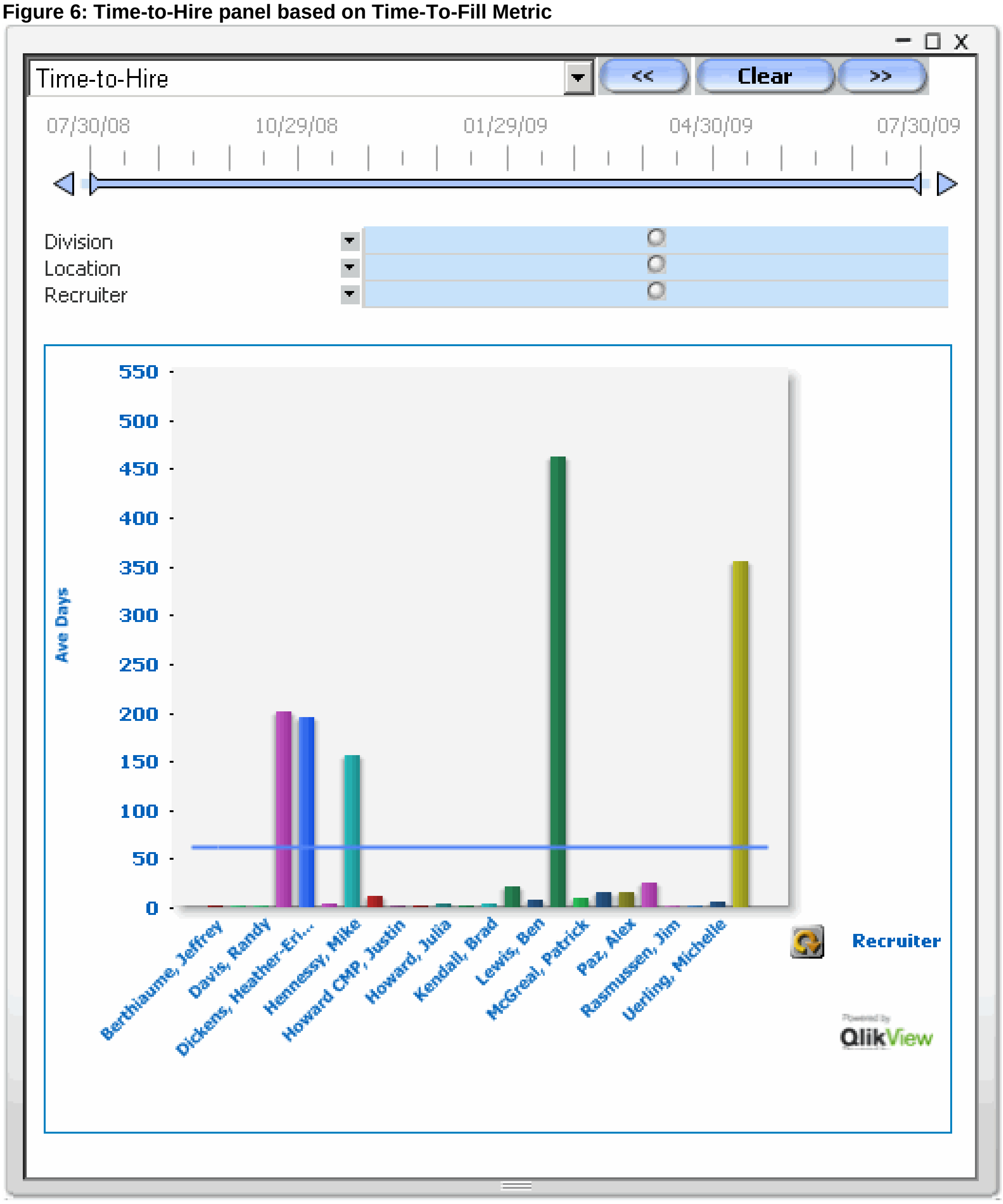
Organizational Structure Filtering

You can set up panels to filter and present the data by three (3) organization-specific fields. Some typical filter fields are **Division**, **Location**, **Group ID**, and **Business Unit**. Customers can map logical custom fields to these filter fields and select multiple options within each filter field.

Time-To-Fill Metrics Panel

Time-To-Fill is the average number of days to hire a candidate calculated by taking, for any requisition: The **Date of Hire** minus **Date Req entered the Open status for the first time** minus the number of days in the **On Hold** or **Closed** status.

Figure 6: Time-to-Hire panel based on Time-To-Fill Metric



The system displays all HR Statuses, including those with the inactive suffix. The **Hired** Status matches whatever the client has defined for the **Hired** status in their organization.

- At least one HR status must be selected.
- **Date of Hire** is defined in Workbench.

- The calculation always rounds up the final number.
- This method counts only the active time a requisition is available to fill.
- At least one (1) candidate must have been hired during the selected time period.

Note: The Hired status selection is used across the analytics application to calculate all related metrics (for example, Time-To-Fill).

Time-To-Fill Panel Elements

Panel Element	Description
Chart Title	Average Time-To-Fill
Chart Type	Bar chart with Average trend line
Y-Axis Units/Label	Number of Days
X-Axis Groups	Recruiter, Hiring Manager, and three (3) configurable filter fields
X-Axis Sort	Alphabetically
Filters	Date Range (Slider) plus (3) common configurable filter fields

Time-To-Fill Calculation Example

The events listed in the *Events* table below generate the corresponding Time-To-Fill data.

How Time-To-Fill metrics are Generated

Events

Date	# Pos. Open	Status	Hired	Cum. Days
1-Jan	4	Open	0	
1-Feb	2	Open	2	31
1-Mar	1	Open	1	59
1-Apr	1	Hold	0	90
1-May	1	Open	0	120
1-Jun	0	Closed	1	151

On Hold requisitions are excluded from the calculation.

Data Table

ReqID	CanID	Hire Date	TTF_Days
R001	C001	1-Feb	31
R001	C002	1-Feb	31
R001	C003	1-Mar	59
R001	C004	1-Jun	121

If the user selects the date ranges in listed in the table below, the system calculates the corresponding Average Time-To-Fill:

Time-To-Fill Calculation Example

Time Period	# Hires	Calculation	Av. TTF
1-Jan-2009 to 2-Feb-2009	2	31 days + 31 days = 61 days / 2 hires	31
1-Jan-2009 to 3-Mar-2009	3	31 days + 31 days + 59 days = 121 days / 3 hires	40.3
1-Jan-2009 to 3-June-2009	4	31 days + 31 days + 59 days + 121 days = 242 days / 4 hires	60.5

Following the calculation of **Time-To-Fill**, the Time-To-Fill data table is joined to other tables that contain Recruiter, Hiring Manager, and the three configured filter fields. The join is necessary for filtering and X-axis display functionality.

Requisition Activity Metrics Panel

The *Requisition Activity* metric is the count of requisitions that entered the status of **Open** or **Closed** during the selected time period.

Figure 7: Requisition Activity Metrics Panel

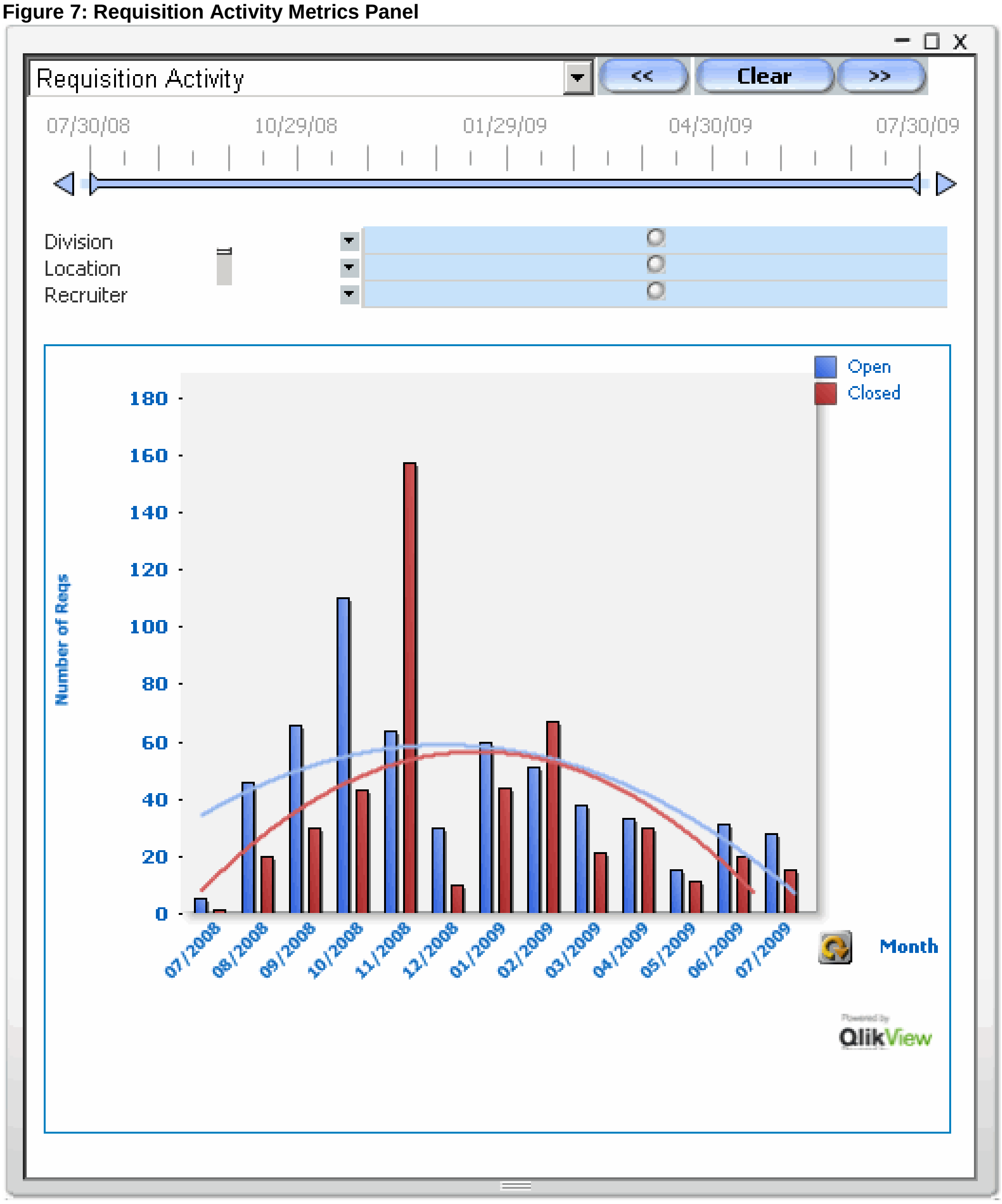


Table 4: Requisition Activity Panel Elements

Panel Element	Description
Chart Title	Requisition activity
Chart Type	Bar Chart with trend lines
Y-Axis Units/Label	Number of requisitions
X-Axis Groups	Recruiter, Hiring Manager, Month, Date, and three (3) configurable filter fields.
X-Axis Sort	Chronologically
Filters	Date Range (slider) plus (3) common configurable filter fields

Req Activity Calculation Example

Based on the events listed in the Events table, when the user selects the dates listed in the corresponding Data table, the system counts the corresponding requisition activity.

Figure 8: How Req Activity Metrics are Generated

Events

ReqID	Date	# Pos. Open	Status	Hired
R001	1-Jan	4	Open	4
R001	1-Feb	2	Open	2
R001	1-Mar	1	Open	1
R001	1-Apr	1	Hold	1
R001	1-May	1	Open	1
R001	1-Jun	0	Closed	0

Data

Date	Activity	Opened	Closed
1-Jan-2009	opened	1	0
1-Apr-2009	none	0	0
1-Mar-2009	none	0	0
1-Jun-2009	closed	0	1

Pipeline Volume Metrics Panel

Pipeline Volume is the count of the number of candidates in the selected HR Statuses on the selected dates. It includes only those candidates who are assigned to requisition folders.

Figure 9: Pipeline Overview based on Pipeline Volume metric

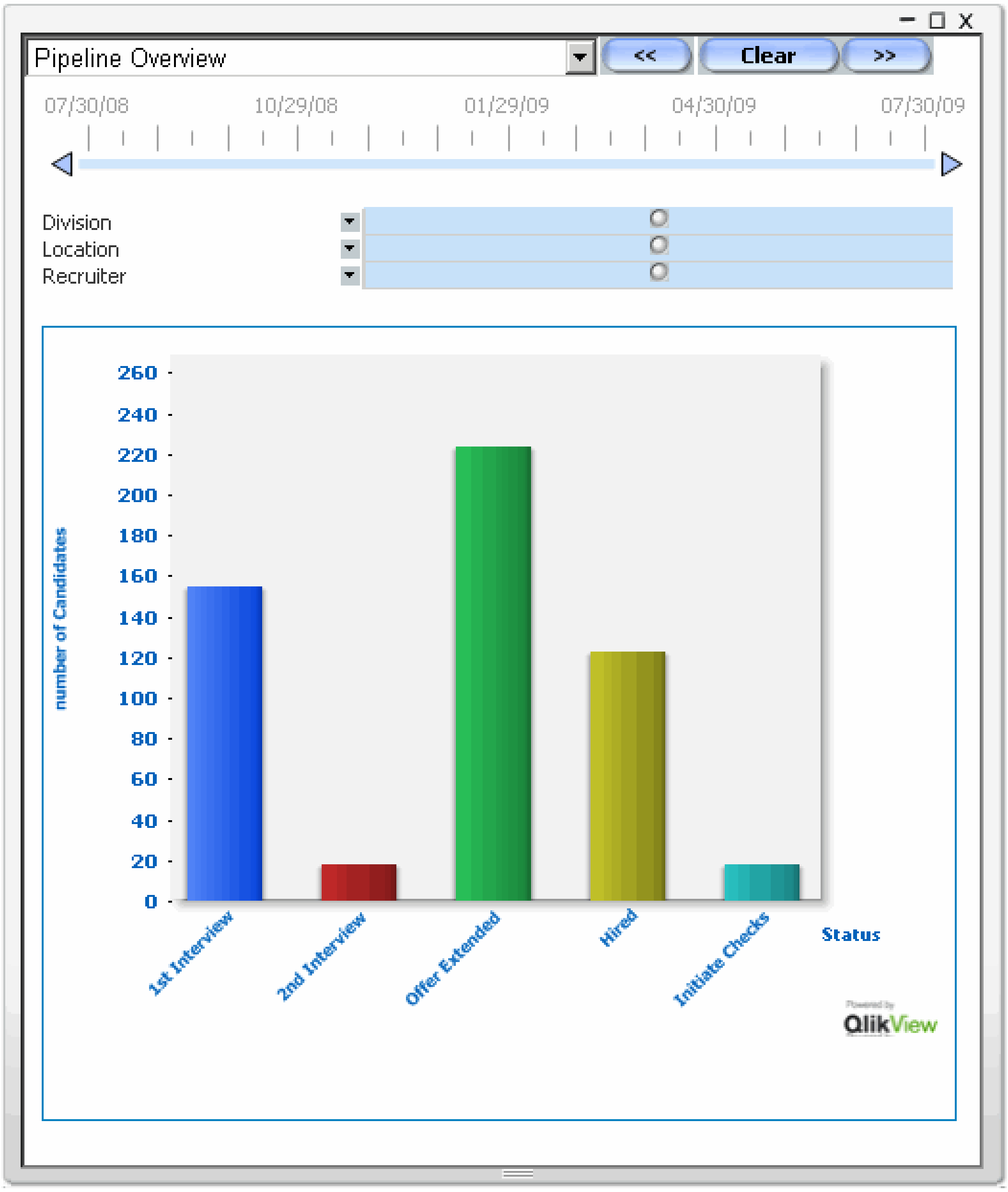


Table 5: Candidate Pipeline Volume Panel Elements

Panel Element	Description
Chart Title	Candidate Pipeline Volume
Chart Type	Bar chart
Y-Axis Units/Label	Number of candidates
X-Axis Groups	HR Status
X-Axis Sort	Load Order
Filters	Date / Day only (Single Date) plus (3) common configurable filter fields

Pipeline Volume Calculation Example

By checking to see if the date selected is greater or equal to the **InDate** and less than the **OutDate**, the system counts the candidates in the corresponding HR Status.

Figure 10: How Pipeline Volume Metrics are Generated

Events

CanID	HRStatus	InDate	OutDate
C001	1st Interview	1-Mar	7-Mar
C001	2nd Interview	7-Mar	14-Mar
C001	Hired	14-Mar	99901

Data

Date	@ 1st Int	@ 2nd Int	Hired
6-Mar	1	0	0
7-Mar	1	1	0
14-Mar	0	1	1

Source Yield Metrics Panel

The Source Yield metric is the count of the number of candidates from each source during the selected period. Your company defines the source.

The top ten (10) sources are displayed in the legend. To view the next ten (10) sources, click **Others**.

Figure 11: Candidate Sources Panel Based on Source Yield Metric

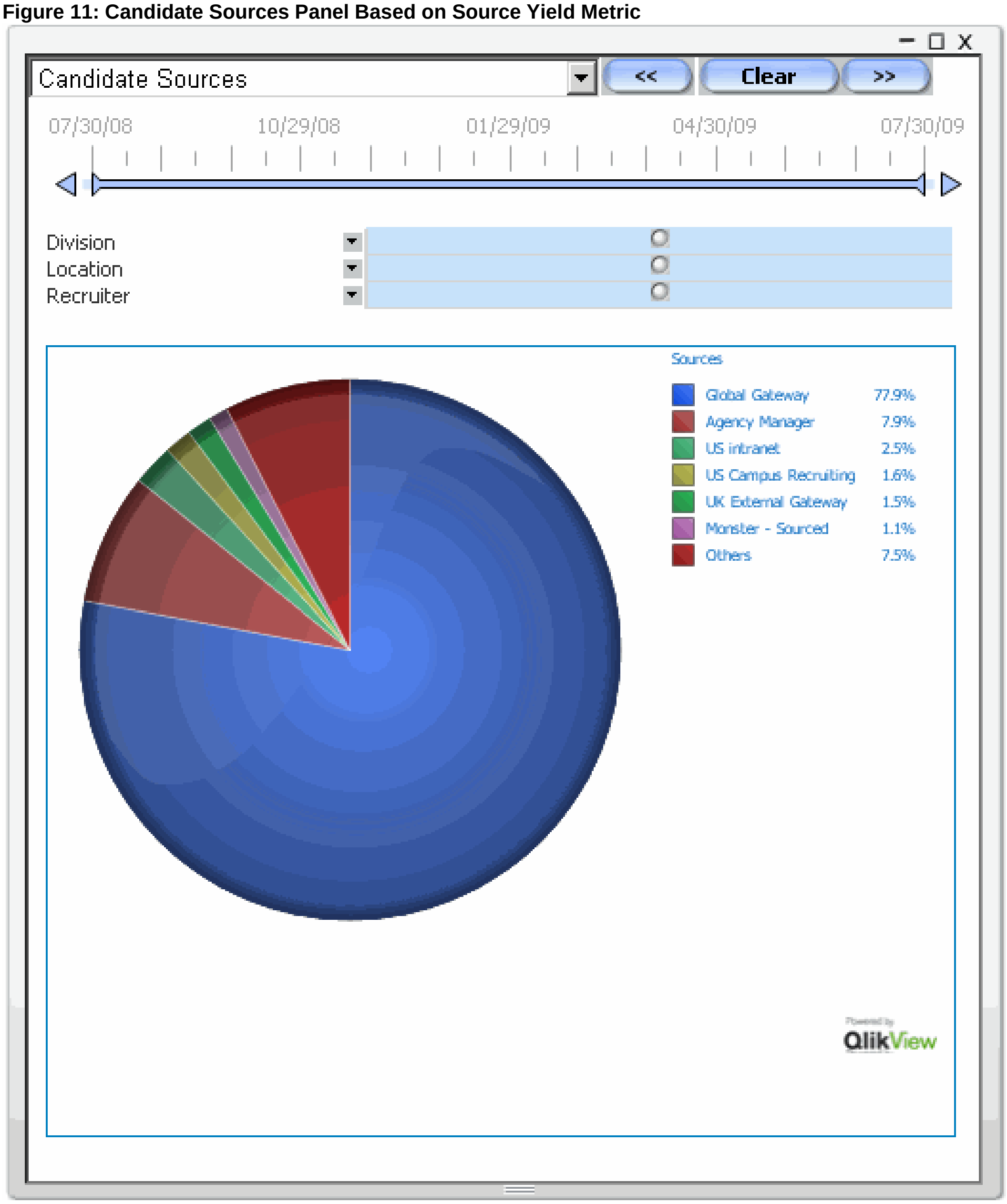


Table 6: Source Yield Metric Panel Elements

Panel Element	Description
Chart Title	Source Yield
Chart Type	Pie chart
Y-Axis Units/Label	Source Percentages
X-Axis Groups	By Hires or By Candidates
X-Axis Sort	Descending Values (Legend)
Filters	Date Range (Slider) plus (3) common configurable filter fields

EEO Pipeline Metrics Panel

The EEO Pipeline metric is the count of the number of candidates, classified by customer-defined Race or Gender categories that enter the selected HR status(es) or are already in selected HR status(es) during the selected date period. HR Status is defined the same as in the Pipeline Volume metric defined in Workbench.

Note: Some fields accept Null values. Null values are displayed in the Legend with a *dash* (**-**).

Figure 12: EEO Pipeline Panel example

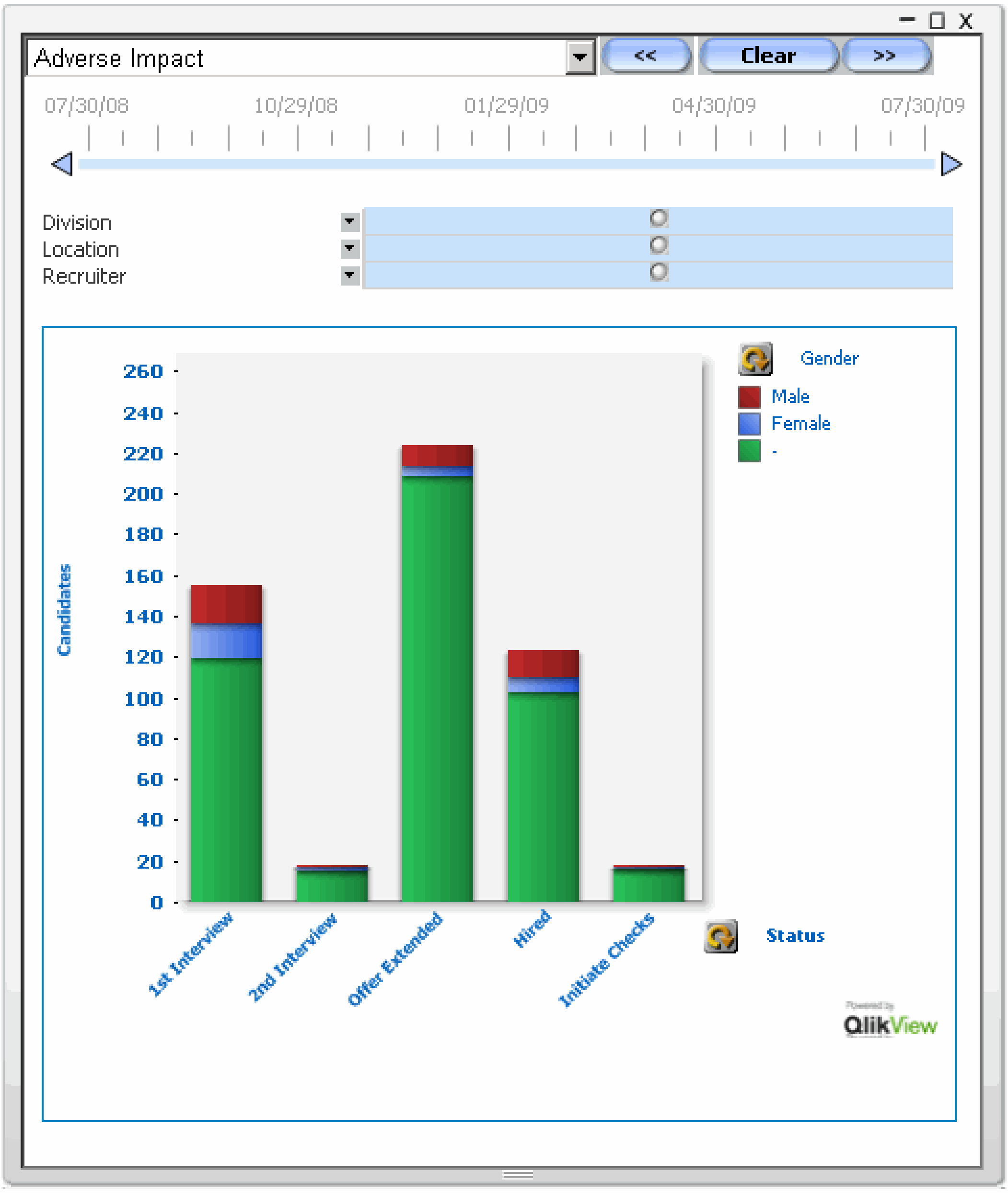


Table 7: EEO Pipeline Metric panel elements

Panel Element	Description
Chart Title	Candidate EEO Details
Chart Type	Stack Bar chart
Y-Axis Units/Label	Number of candidates
X-Axis Groups	HR Status, Recruiter, Hiring Manager, plus three (3) configurable filter fields
X-Axis Sort	Process Order
Filters	Date / Day only (Single Date) plus (3) common configurable filter fields

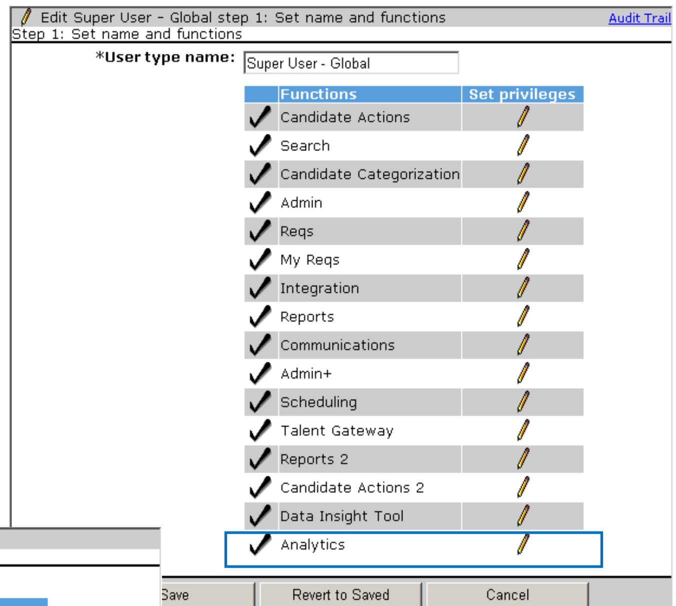
Activating Analytics Privileges for User Types

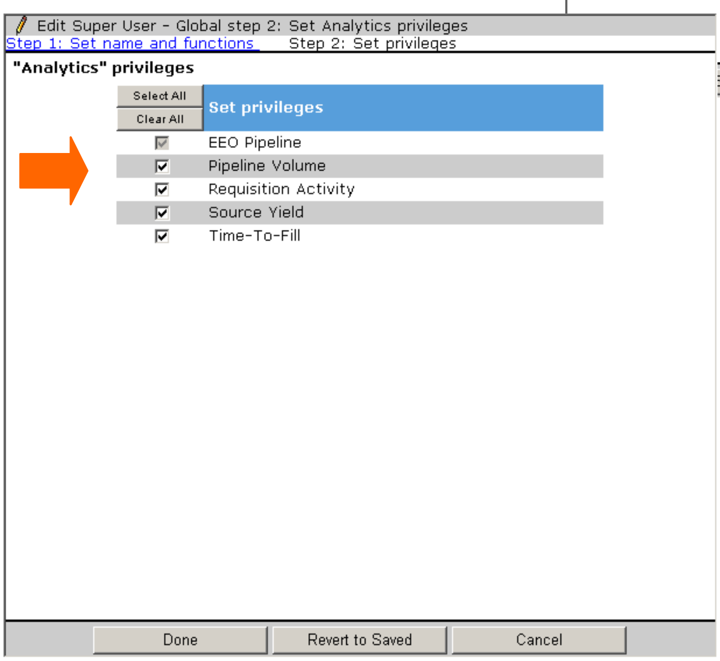
Once your organization's metrics panels have been configured, Kenexa personnel or your Certified Workbench Users must activate **Analytics** privileges for KRB user types. This is a Workbench task.

Note: Once a metric has been mapped to a user type, the corresponding user type privilege cannot be turned off. You can see the **Analytics** functional area listed on the something page only if the New UI Analytics client setting is set to **Yes**.

To activate Analytics privileges for user types:

1. Select **Tools > Users > User types**.
2. Click the Pencil icon for the user type you want to turn on metrics panel privileges for.
3. In the **Step 1** window, click the pencil for **Analytics**.
4. The **Step 2: Set privileges** window opens.





You can see the list of privileges for each metrics panel only if the corresponding metric has been activated as described starting on page x. If the specific metric is not yet activated, the corresponding privilege is disabled.

- EEO Pipeline
- Pipeline Volume
- Requisition Activity
- Source Yield
- Time-To-Fill

Mapping Metrics Panels to User Types

The next step is to map metrics panel(s) to user types. For all user types that have one or more metrics panels on their New UI welcome page, you must define the placement of each metrics panel for each user type. (User types have contents and layouts for all panels on their respective welcome pages that depend on their roles and tasks within your organization.)

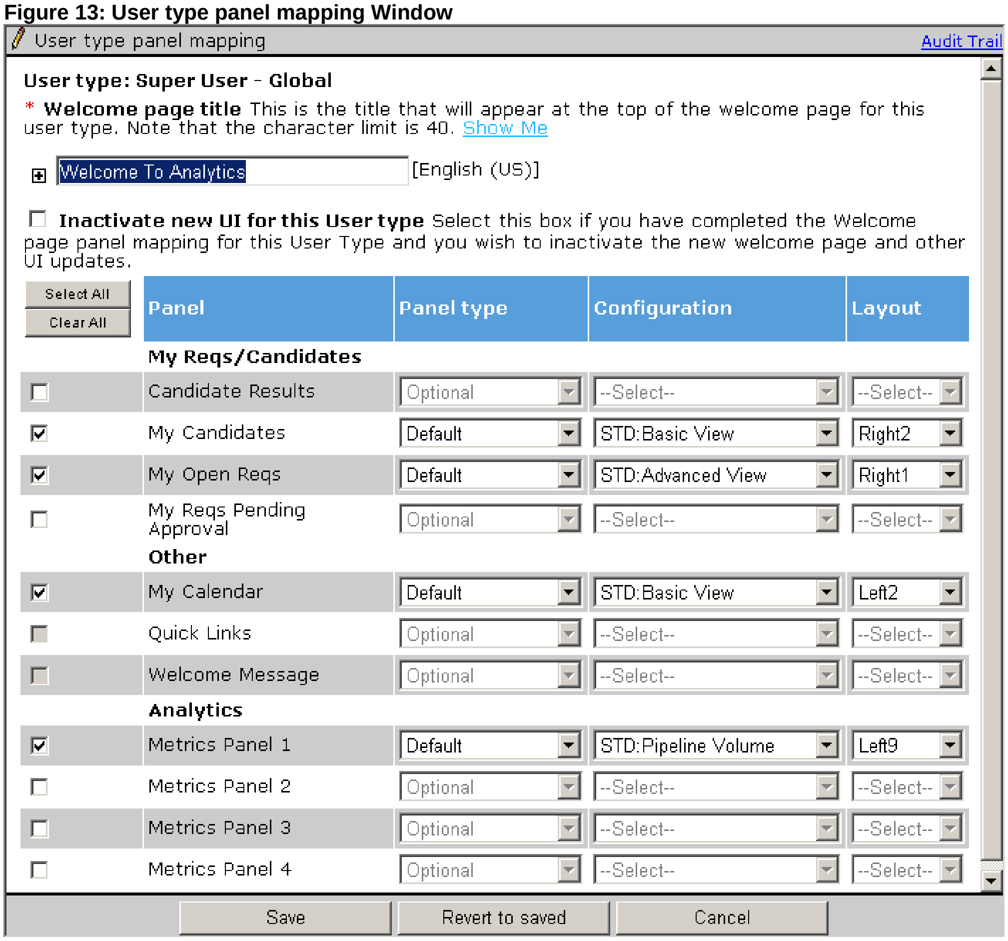
User Type Panel Mapping follows the same rules as the user type configuration. The configuration selection is dependent on what metrics have been activated and permitted for that user type.

Note: For R12.1, only one New UI panel contains the activated metrics. At configuration time, you select the starting metric (for example, Req Activity). KRB users can select another metric from the dropdown list at the top of each metric display.

After activating Analytics privileges for each user type, you can map the metrics panels to user types.

1. In Workbench, select **Tools > Users > User types**.
2. Select the user type in the **User types** grid. In this
3. Click **User type panel mapping** in the **Actions** menu.
4. The **User type panel mapping** page displays:

Figure 13: User type panel mapping Window



5. Configure the settings for **Metrics Panel 1** using the information in the table below.

Note: For clients already using the New UI, all of the settings on this page were configured previously except the **Metrics Panel 1**, **2**, **3**, **and 4** settings in the **Analytics** section are configured already.

Table 8: User Type Panel Mapping, Analytics Section

	Panel Type	**Configuration**	**Layout**
Analytics			
Metrics Panel 1	Select **Default**.	Select the starting metrics panel for display on the welcome page. Your selections here depend on how many metrics panels you have activated.	Select the placement of the panel. Your selection here depends on how other New UI panels have been configured.
Metrics Panel 2	Not available in R12.1		
Metrics Panel 3	Not available in R12.1		
Metrics Panel 4	Not available in R12.1		

You have three options for panel type: Default, Optional, and Required. The Default and Required behavior will not be fully functional until R 12.2. Nonetheless, clients should set up panels with the full functionality in mind and set the panel to either Default or Required.

The user experience for both settings is currently the same.

Table 9: Panel Type Options

Panel Type	**Description**	
Default	The panel displays by default. The user can move it if her or she chooses to do so.	
Optional	This setting is not available for use until R12.2. I f you use Optional prior to R12.1, the panel will not appear on the Welcome Page for the user at all.	As of R12.2: The panel is available for the KRB user to add to the Welcome Page optionally. It does not display by default. The ability to add the optional panel is not yet active in KRB.
Required	The panel is displayed and the KRB user cannot remove it from the Welcome Page.	

Recruiter Experience Enhancements

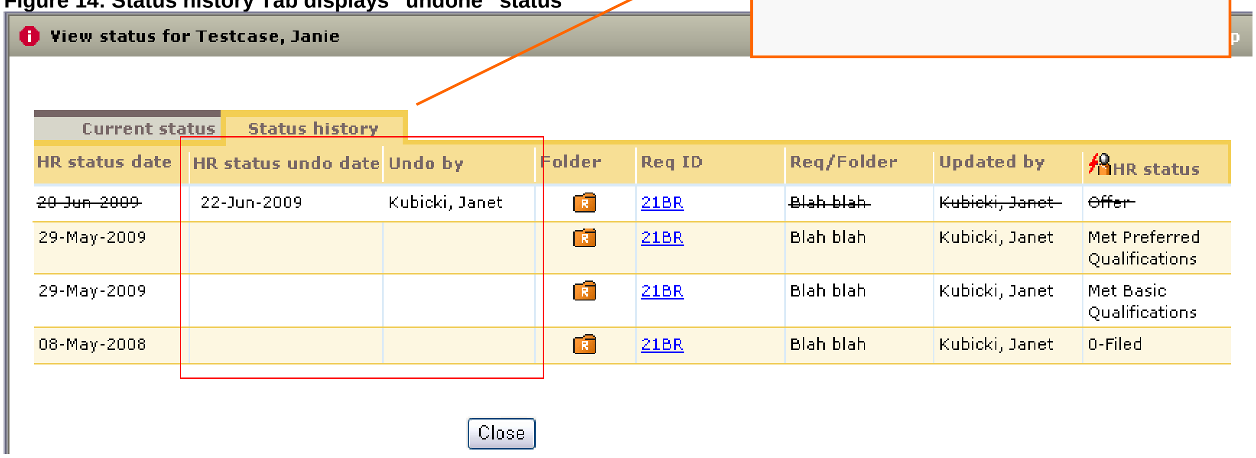
"Undo" HR Statuses in Talent Record's Status History

The "undo" HR statuses are displayed on the **HR status history** tab in Talent Record. The ability to view undo HR statuses is controlled by user type privileges. Users can see the history only for those HR statuses that they are allowed to see. Historical 'undo' HR status data from December 2006 moving forward will be visible to appropriately privileged users.

When KRB users undo an HR status, those statuses are listed in their own respective row on the **Status history** tab of the Talent Record, but they are crossed out.

The Status history sub-tab is on HR status tab of the Talent Record

Figure 14: Status history Tab displays "undone" status



HR status date	HR status undo date	Undo by	Folder	Req ID	Req/Folder	Updated by	HR status
~~20-Jun-2009~~	22-Jun-2009	Kubicki, Janet		21BR	~~Blah blah~~	~~Kubicki, Janet~~	~~Offer~~
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Preferred Qualifications
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Basic Qualifications
08-May-2008				21BR	Blah blah	Kubicki, Janet	0-Filed

How It Worked Before

Before this enhancement, the **HR Status** section of the Talent Record did not include "undo" HR statuses on the **Status history** tab.

Benefits

Clients, by user type, will be able to see *all* HR statuses that the candidate was in, not just the final, positive path of HR statuses through which the candidate passed.

Visible Changes

There are no visible changes for this feature without configuration.

Limitations and Known Issues

This project is limited to the viewing of the **HR status undo status date** column and the row of HR status data that has been revoked using the **Undo status** button on the **Update HR status** window.

This project respects all current functionality and privileges which control the ability to view and update HR statuses from within KRB or from an eLink.

Date Available

06 August 2009: US
12 August 2009: EU

How Do I Get this Feature?

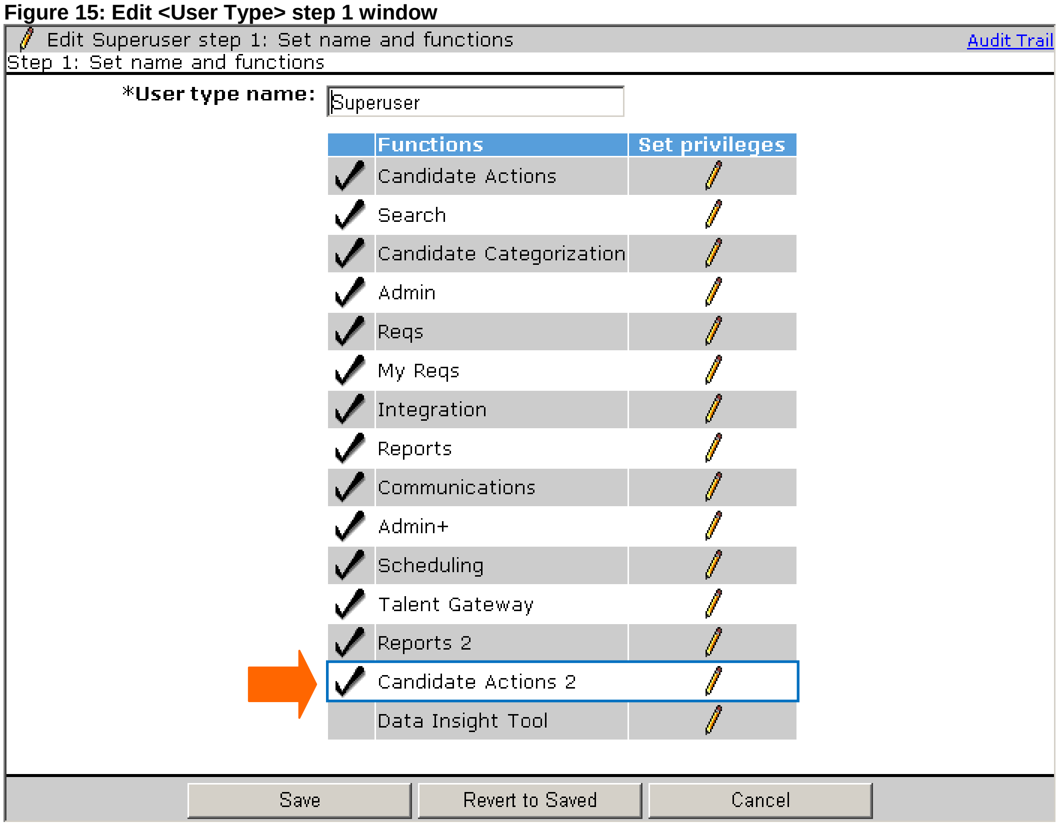
Your Kenexa consultant or Certified Workbench User can enable the two HR status privileges for user types in your organization.

Configuration

To make “undo” HR statuses visible, you must enable two user type privileges in the **Candidate Actions 2** functional group. Both privileges are unchecked (off) by default. You can enable them separately or together:

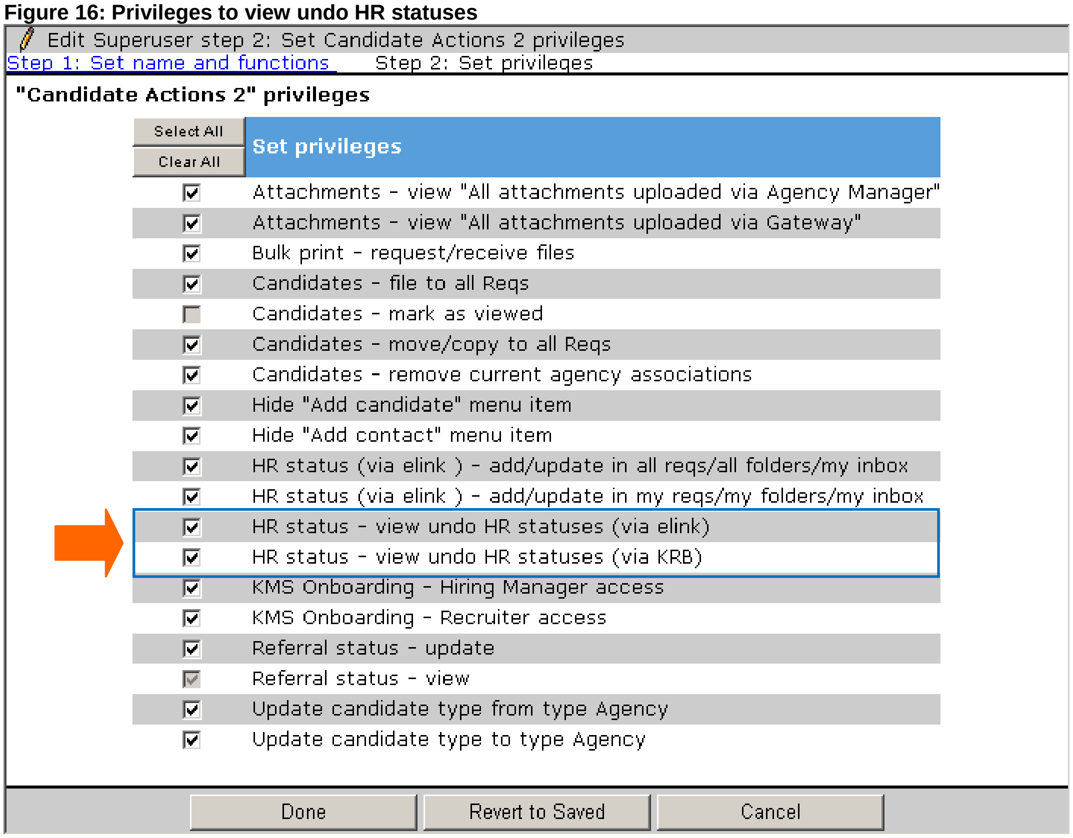
- HR status – view undo HR statuses (via KRB)
- HR status – view undo HR statuses (via eLink)

Figure 15: Edit <User Type> step 1 window



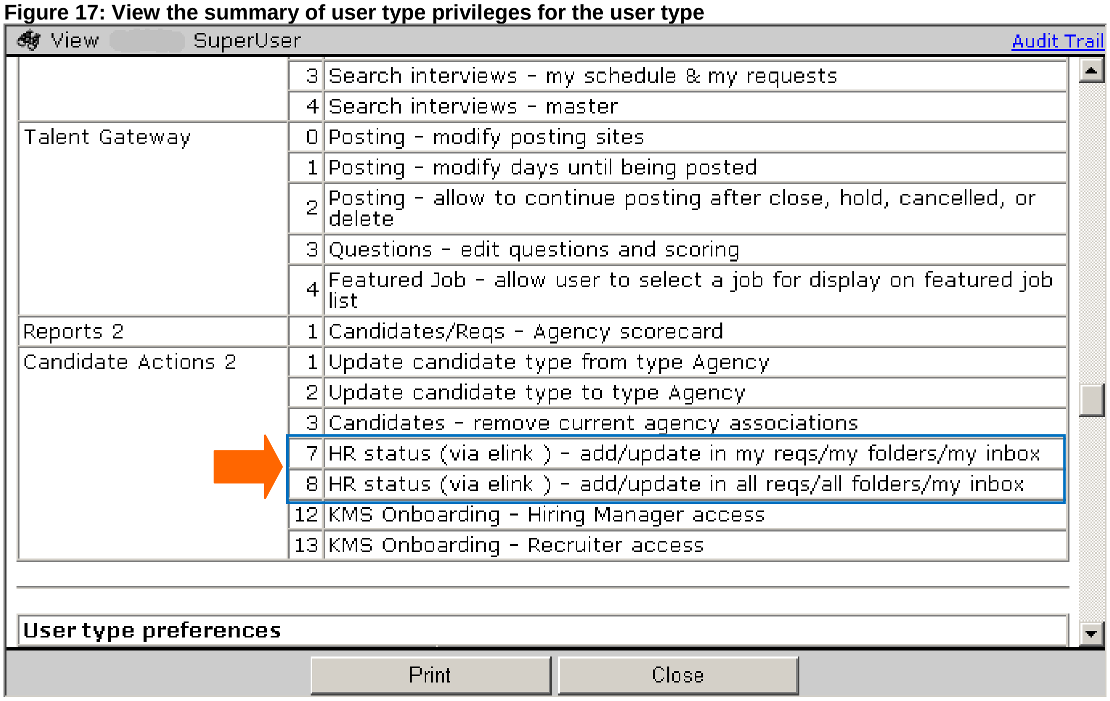
Click the pencil icon for **Candidate Actions 2**.

Figure 16: Privileges to view undo HR statuses



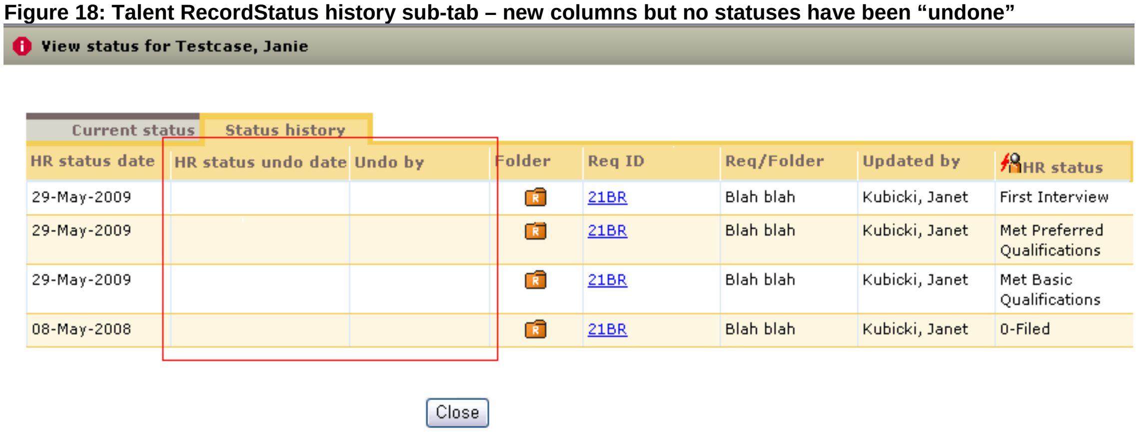
For each user type for which these privileges are enabled, you will see the privilege listed in the View users and type details page.

Figure 17: View the summary of user type privileges for the user type



The **Status history** sub-tab on the **HR status** tab of the Talent Record displays two new columns **HR status undo date** and **Undo by** when the user type privilege **HR status – view undo HR statuses (via KRB)** is enabled for the KRB user's user type.

Figure 18: Talent RecordStatus history sub-tab – new columns but no statuses have been "undone"


View status for Testcase, Janie

Current status | Status history

HR status date	HR status undo date	Undo by	Folder	Req ID	Req/Folder	Updated by	HR status
29-May-2009				21BR	Blah blah	Kubicki, Janet	First Interview
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Preferred Qualifications
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Basic Qualifications
08-May-2008				21BR	Blah blah	Kubicki, Janet	0-Filed

Close

Table 10: New columns on the Status history sub-tab

Column	Description
HR status undo date	The date user clicked the **Undo status** button; otherwise, this column is empty.
Undo by	The user who clicked the **Undo status** button; otherwise this column is empty.

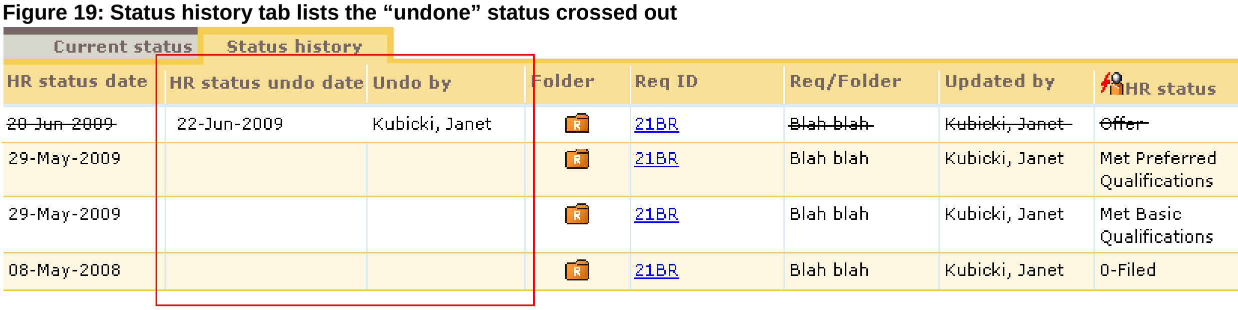
A KRB user with this privilege checked sees the following:

- **HR status undo status date** column (with data for those undone HR statuses).
- **Undo by** column (with data for those undone HR statuses).
- The "undone HR status" row with strikethrough data.
- The row is sorted in the HR status history grid by the "undo" status date

Example

In the following example, Janet updates the HR status from **First Interview** to **Offer**, and then undoes the status. The candidate is listed on the **Status history** tab with the "undone" status crossed out.

Figure 19: Status history tab lists the "undone" status crossed out


Current status | Status history

HR status date	HR status undo date	Undo by	Folder	Req ID	Req/Folder	Updated by	HR status
~~20-Jun-2009~~	22-Jun-2009	Kubicki, Janet		21BR	~~Blah blah~~	~~Kubicki, Janet~~	~~Offer~~
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Preferred Qualifications
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Basic Qualifications
08-May-2008				21BR	Blah blah	Kubicki, Janet	0-Filed

The candidate is listed on the **Current status** tab in the previous HR status of **First Interview**.

Figure 20: Current status tab lists the candidate's HR status as First Interview

Current status | Status history

HR status date	Folder	Req ID	Req/Folder	Updated by	HR status (click to update)
29-May-2009		21BR	Blah blah	Kubicki, Janet	First Interview
16-Apr-2009		13BR	Comp Analyst 1	Filer, Auto	0-Filed
06-Apr-2009			JanetKubicki	Kubicki, Janet	0-Filed
06-Apr-2009			Test	Kubicki, Janet	0-Filed

A KRB user with this privilege checked sees the following:

- **HR status undo status date** column (with data for those undone HR statuses).
- **Undo by** column (with data for those undone HR statuses).
- The "undone HR status" row with strikethrough data.
- The row is sorted in the HR status history grid by the "undo" status date

Example

In the following example, Janet updates the **HR status** from **First Interview** to **Offer**, and then undoes the status via eLink. The candidate is listed on the **Status history** tab with the "undone" status crossed out.

Figure 21: eLink – Status history tab lists the "undone" status crossed out

Click to send your feedback on this candidate: Respond

HR status

View: Current | History

HR status date	HR status undo date	Undo by	Folder	Req ID	Req/Folder	Updated by	HR status
~~20-Jun-2009~~	22-Jun-2009	Kubicki, Janet		~~21BR~~	~~Blah blah~~	~~Kubicki, Janet~~	~~Offer~~
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Preferred
29-May-2009				21BR	Blah blah	Kubicki, Janet	Met Basic Qua
08-May-2008				21BR	Blah blah	Kubicki, Janet	0-Filed

Figure 22: eLink – Current status tab lists the candidate's HR status as First Interview

Click to send your feedback on this candidate: Respond

HR status

View: Current | History

HR status date	Folder	Req ID	Req/Folder	Updated by	HR status
29-May-2009		21BR	Blah blah	Kubicki, Janet	First Interview
16-Apr-2009		13BR	Comp Analyst 1	Filer, Auto	0-Filed
06-Apr-2009			Janet Kubicki	Kubicki, Janet	0-Filed
06-Apr-2009			Test	Kubicki, Janet	0-Filed

Add Candidate/Contact Gateways Name Change

The title for the **Add Candidate/Contact Gateways** page has changed to **Add candidate gateways**. The Instruction text has been changed to: "*The available Add candidate site options are below. To select a gateway click the launch icon.*"

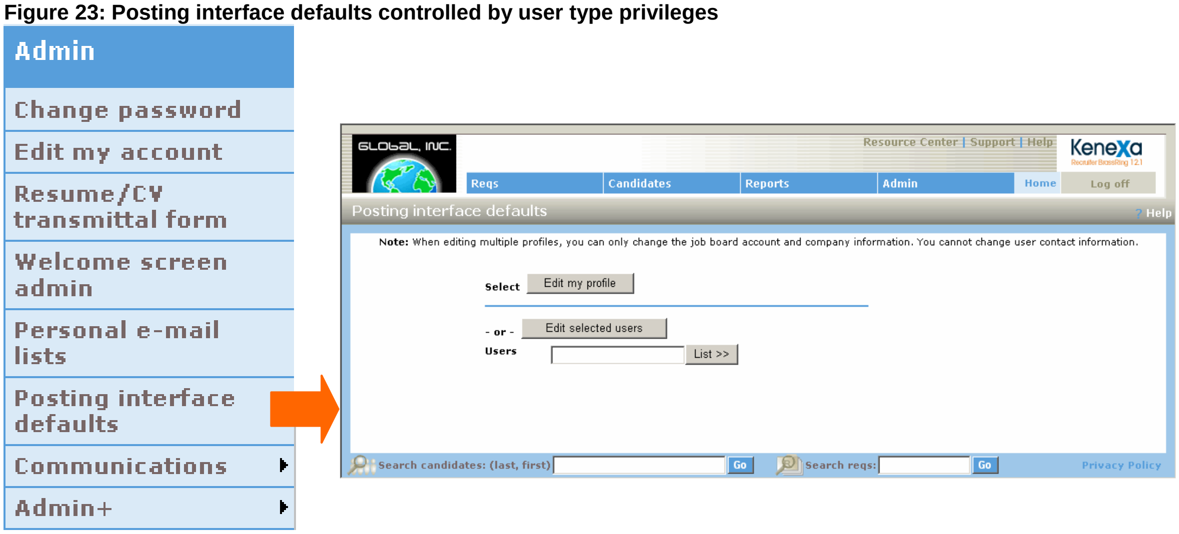
Visible Changes

There are visible changes associated with this feature. Please see "*Basic Talent Gateways: Controlling Access through Org Groups*" on page 64 for more information.

Integration Privileges Work for Posting Partners

As a result of this change, KRB checks the two Integration interface user type privileges that control user access to either the **Edit selected users** and **Edit my profile** options in KRB under **Posting interface defaults**.

Figure 23: Posting interface defaults controlled by user type privileges



How It Worked Before

Even if the two Posting interface user type privileges were not checked for a user's user type, the user could still access both the **Edit selected users** button and the **Edit my profile** button.

Visible Changes

There are visible changes for customers who use the **Posting interface** integration. Users who previously did not have the two Posting interface privileges turned on will no longer be able to edit their profiles or the profiles of selected users.

Date Available

06 August 2009: US
12 August 2009: EU

How Do I Get this Feature?

This feature is automatically available to all customers who use the **Posting interface** integration.

Job Code Filtering: Code Access Groups for Job Codes

Clients can assign job codes to groups and associate one or more groups with specific KRB users. KRB users can then search through a significantly reduced set of job codes when creating a new requisition. Kenexa added the ability to assign job codes to groups and to assign job code groups to KRB users.

How It Worked Before

Req creators had to search through individual job codes. Some companies use tens of thousands of job codes, so this wasn't practical.

Benefits

This is particularly helpful for clients with a very large number of job codes.

Limitations and Known Issues

This project does not include standard xml and non-xml imports: User import, Code import, and Req import.

Visible Changes

There are no visible changes associated with this feature without configuration.

Cost

There is no additional cost for this feature.

Date Available

This feature is available to be turned on in KRB on:
4th June 2009: US
10th June 2009: EU

How Do I Get this Feature?

Please contact your Kenexa consultant for help with enablement.

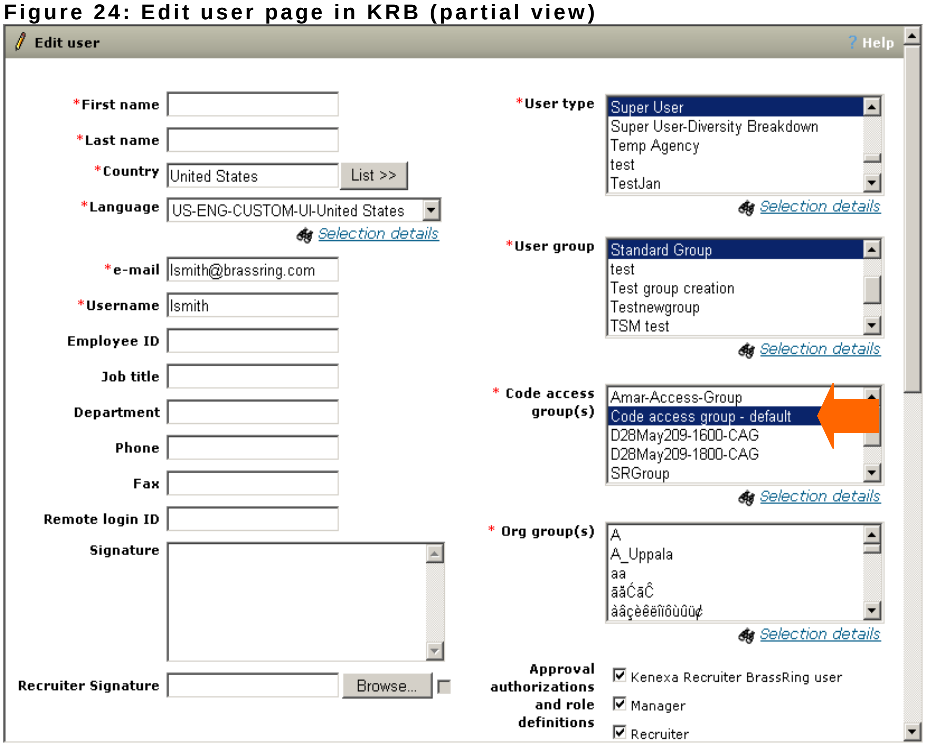
Configuration

Your Kenexa consultant must enable the client setting **User Code Filtering** in Workbench.

Once the client setting is set to **Yes**:

- This setting can be reset to **No** only if no users or jobs are associated with **Code access groups**. (If users or job codes are associated with **Code access groups**, the **No** button is grayed out.)
- The menu item **Code access groups** appears in the **Users** sub-menu. Select **Tools > Users > Code access groups**.
- The **Code access groups** field displays on the **User profile** page.
- One code access group is created called **Code access group - Default**. Selecting this group gives the user access to all job codes when creating a new req.
- Each user's access to view job codes when creating requisitions is defined by the code access groups to which they are assigned. By default, each user belongs to the **Code access group - Default** group.

Figure 24: Edit user page in KRB (partial view)



- The **Code access groups** field displays on the **Add / Edit job code** page in both Workbench and KRB.

Figure 25: Add code window (WB)

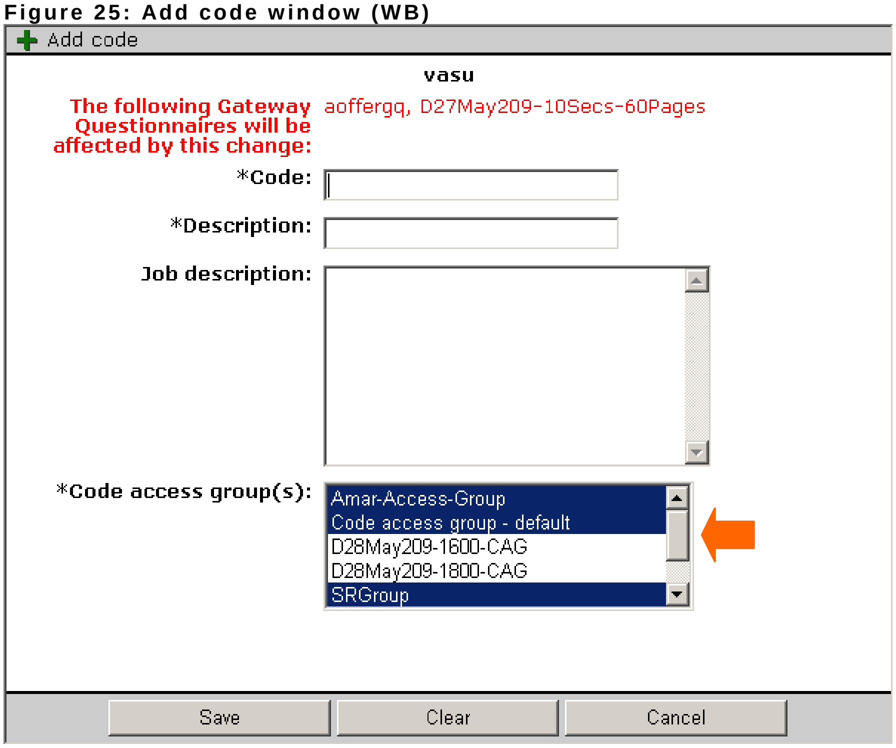


Figure 26: Add code window (KRB)

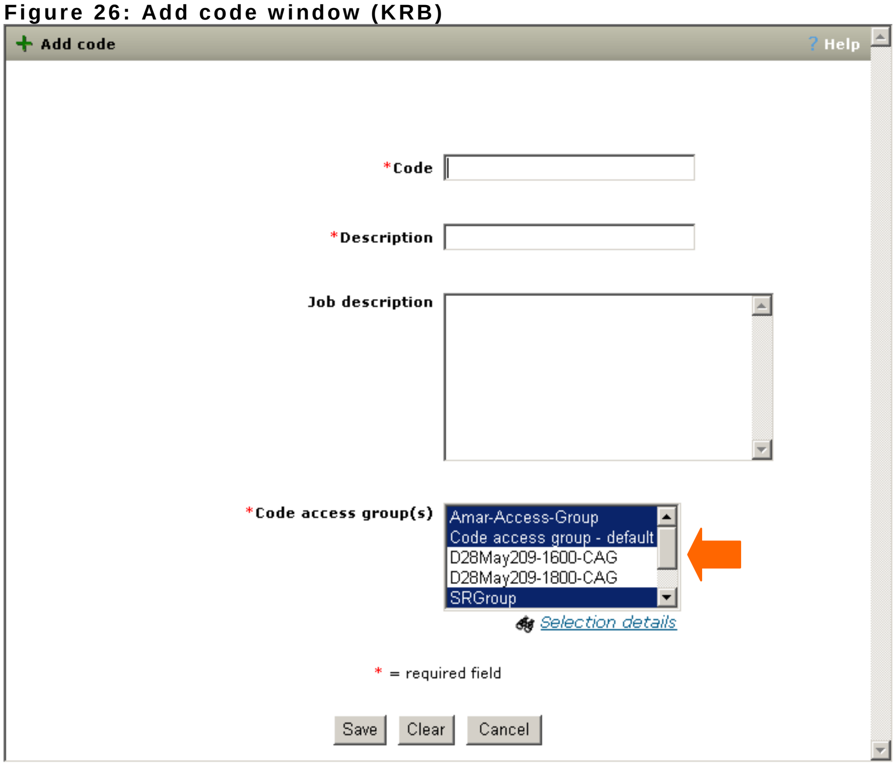
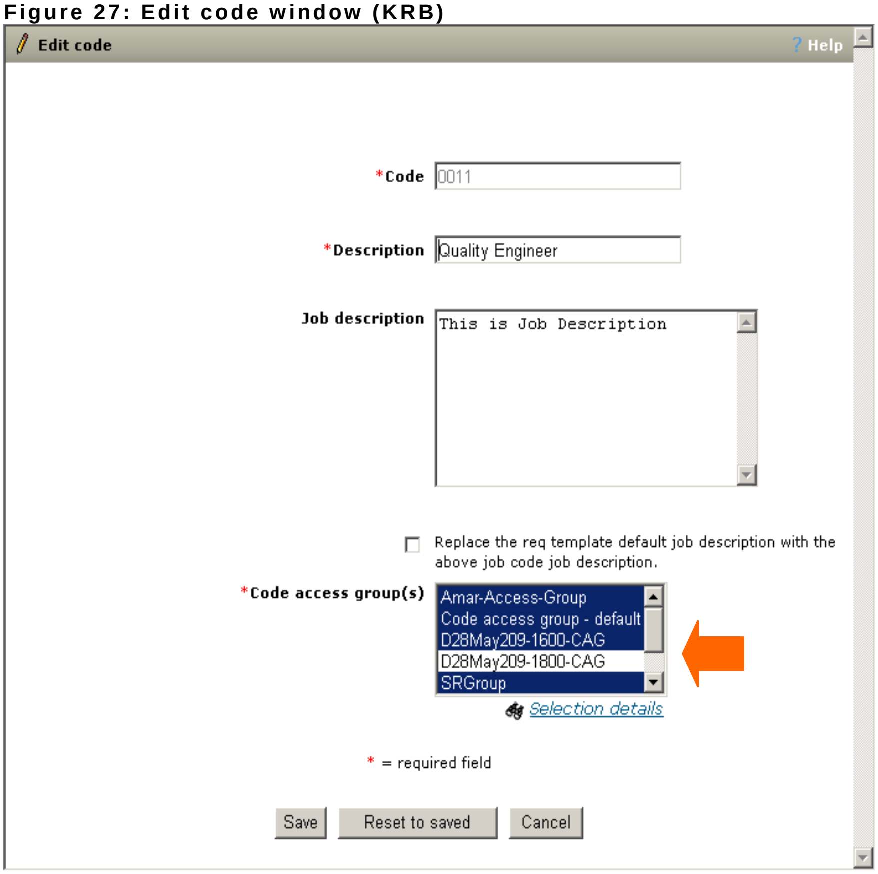


Figure 27: Edit code window (KRB)



Code Access Groups User Type Privileges

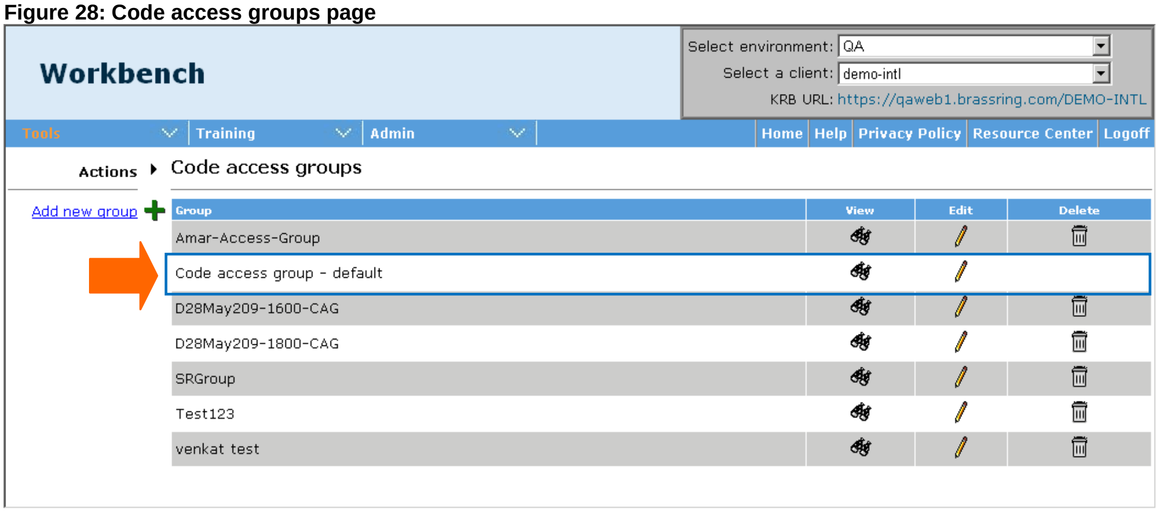
The Workbench user privileges for **Code access groups** are the same as for **Resume security access groups**, as shown below:

Table 11: User Type Privileges for Code access groups

Menu and action items	Self Service (Tier 0)	Self Service (Tier 1)	Self Service (Tier 2)	Self Service (Tier 3)	Self Service (Tier 4)
Code access groups	N/A	N	N	N	N
Add new group	N/A	N/A	N/A	N/A	N/A
View	N/A	N/A	N/A	N/A	N/A
Edit	N/A	N/A	N/A	N/A	N/A
Delete group	N/A	N/A	N/A	N/A	N/A

Code Access Groups Page

Figure 28: Code access groups page

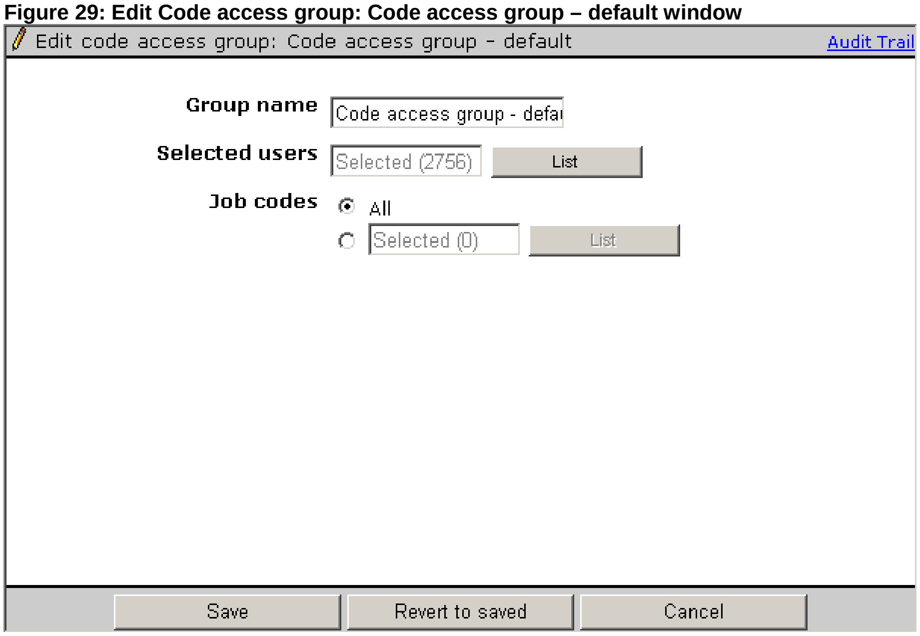


Business Rules for Code Access Group

Workbench users can add, view, edit, and delete **Code access groups**.

When the client setting is enabled, the **Code access group - default** is created. The default group includes all active and inactive job codes, and any new job codes that are created in the future. At initial setup, all active and inactive users are assigned automatically to the **Code access group – default** group.

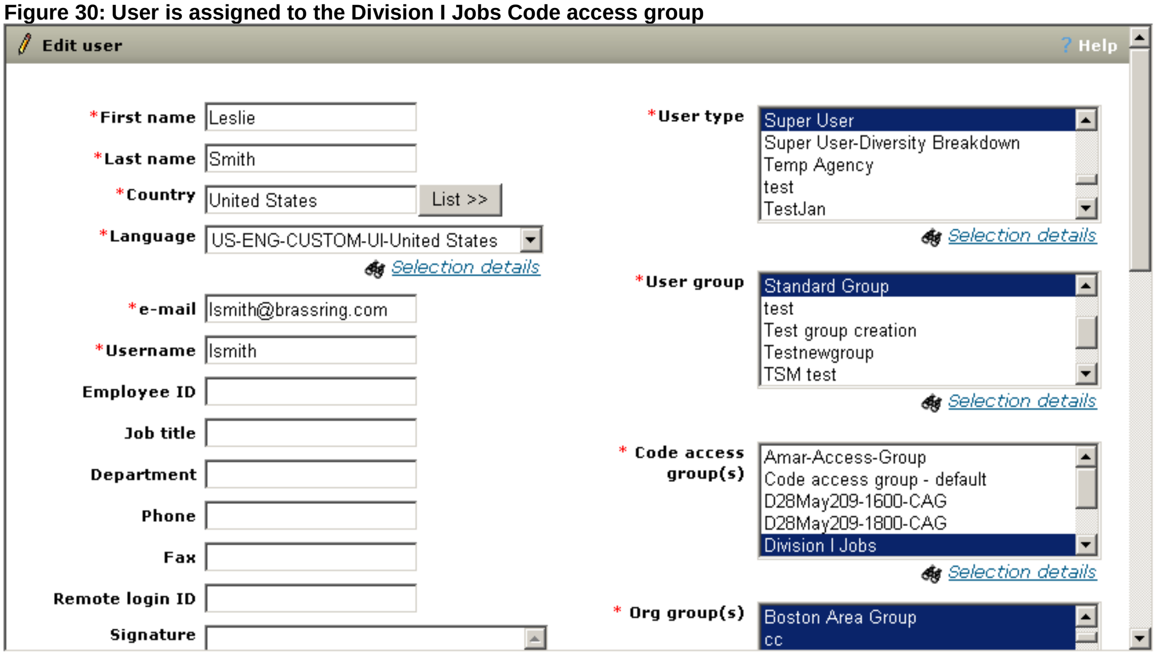
Figure 29: Edit Code access group: Code access group – default window



Changing a User's Code Access Group

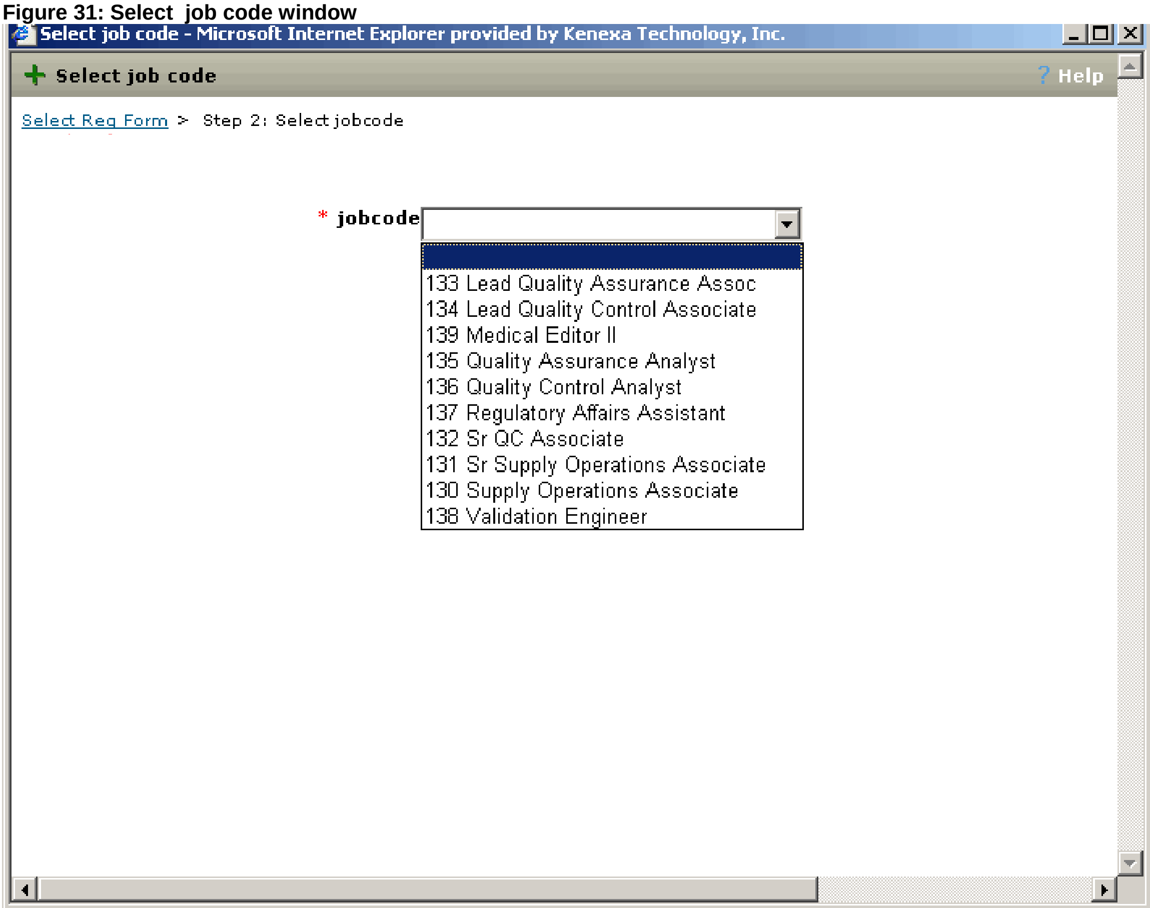
KRB Administrators: For each employee, assign the appropriate *Code access group* in the employee's user profile. (You can do this step in Workbench as well.)

Figure 30: User is assigned to the Division I Jobs Code access group



6. **Kenexa personnel, Certified Workbench Users, or KRB Administrators:** To test a Code access group:
   a. Log in as a user who has access only to that job codes associated with that access group
   b. Start adding a new requisition.
   c. Select a req template.
   d. Select a job code. You should see the restricted set of job codes in the Job code dropdown list in the Add req workflow:

Figure 31: Select job code window



Editing Code Access Groups

To edit an existing code access group:

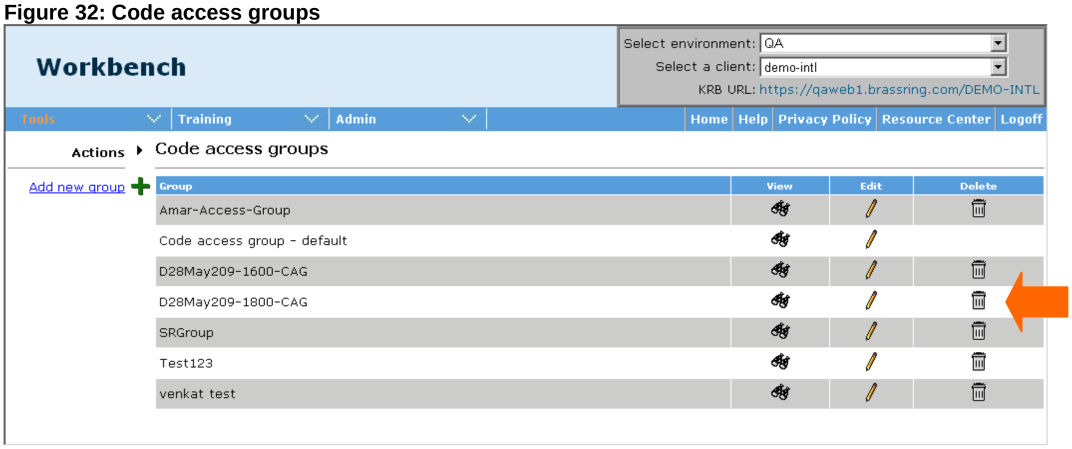
1. Select **Tools > Users > Code access groups**.
2. Click the **Pencil** to open the **Code access group** window.
3. Edit the settings a desired and click **Save**.

Deleting Code Access Groups

The **Code access group – default** group cannot be deleted. If you have the requisite user type privileges, you can delete Code access groups.

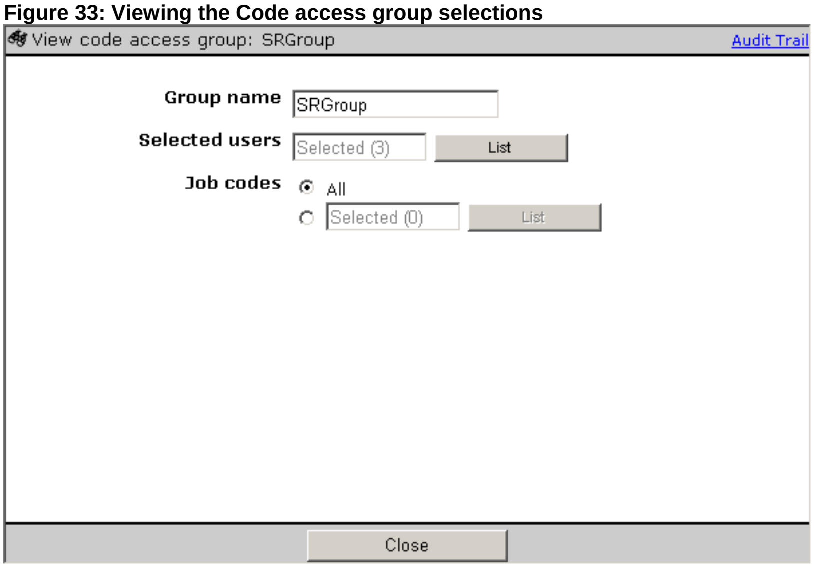
Before deleting a Code access group, you must reassign all users associated with the Code access group you want to delete with a different Code access group. If you try to delete a Code access group to which users are still assigned, the following error message is displayed: "*This action may remove a user's access to view jobs if they are not associated with additional Code access groups.*"

Figure 32: Code access groups



Click the **View** icon for a Code access group to review the selected users and job codes before deleting a code access group if desired.

Figure 33: Viewing the Code access group selections



Clear Formatting: Cleaning Up HTML in Text Areas

To address problems clients had with the existing third-party HTML editor (used in KRB in a variety of places to create and edit HTML), we added a **Clear formatting** link below text areas that are HTML-enabled. To see the **Clear formatting** link in KRB, your Kenexa consultant must enable a new Workbench client setting, **Enable Clear Formatting with text editor**. This setting has options **Yes** and **No** (default).

Once the setting is enabled, clicking the **Clear formatting** link in KRB does the following:

- Clears all formatting except break tags (`<br>`) which mark the end of a line.
- Turns paragraph tags [`<p></p>`] and div tags [`<div></div>`] into <`br`>.

The end result consists of text and <`br`> tags marking the end of each line.

Benefits

KRB users can fix corrupted HTML text in HTML-enabled text areas, such as in Communications Module templates and on requisitions.

How It Worked Before

Previously clients who used the existing third-party editor to copy and paste formatted job descriptions or other data from Microsoft Word into the editor in HTML-enabled text areas experienced formatting problems. For example, when a user copied content into the job description field on a requisition from an HTML-enabled text area, the text editor misinterpreted the formatting and at times added paragraph breaks that could not be removed.

Visible Changes

There are no visible changes without configuration.

Best Practice Recommendation

We recommend this setting be tested in staging, test the client-reported issue, and if successful, enable in production.

Configuration Steps

To make the **Clear Formatting** link available, your Kenexa consultant must enable the Workbench client setting **Clear Formatting with text editor**.

In Workbench, select **Tools > Admin > Manage Clients > Edit Client Settings**.
See page 47 for instructions on how to enable the text editor on Req standard text area fields.

KRB User Experience

If the client setting is enabled, the **Clear Formatting** link is displayed under text area box. The link appears in the following places:

- Add blurb
- Edit blurb
- Save blurb as new
- Add e-mail template
- Edit e-mail template
- Send communication (e-mail)
- Add document template
- Edit document template
- Create document
- Add req
- Edit req
- Set my req defaults
- Add job code default data
- Edit job code default data

When you click **Clear formatting** under any of the text areas listed above, KRB displays the following message: "*You are about to remove all formatting from this text box. Would you like to continue?*"

When you click **OK**, the text box is refreshed, the text is retained but all formatting is removed except line breaks indicated by the HTML tag
. If you click **Cancel** the window closes with no changes.

See some examples in the next several screen captures below.

Figure 34: Add blurb window with *Clear formatting* link

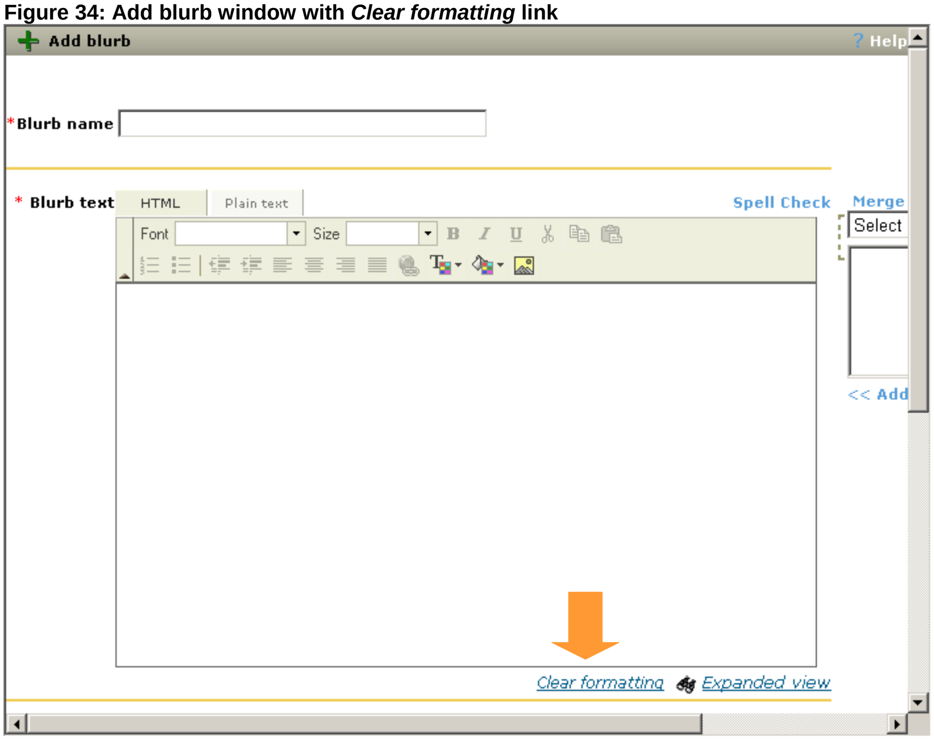


Figure 35: Add e-mail template with *Clear formatting* link

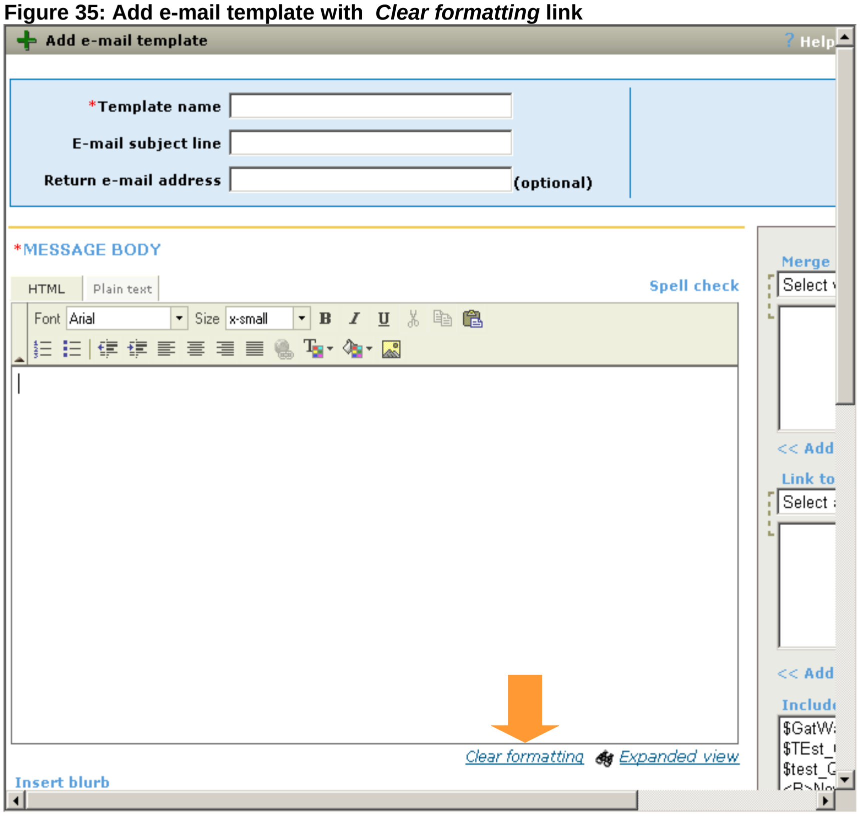
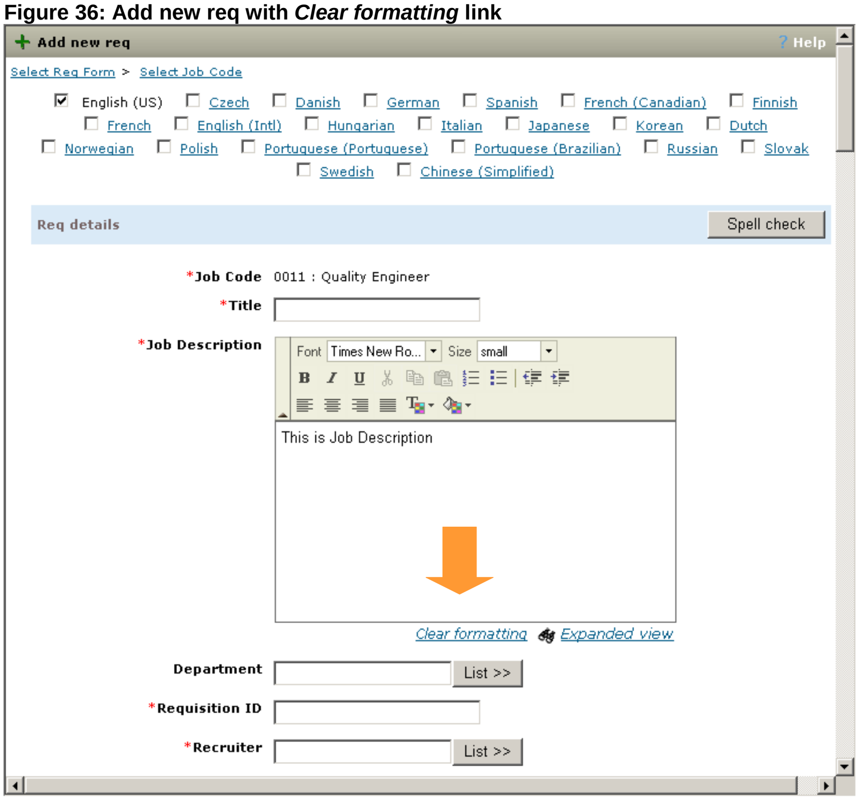


Figure 36: Add new req with *Clear formatting* link



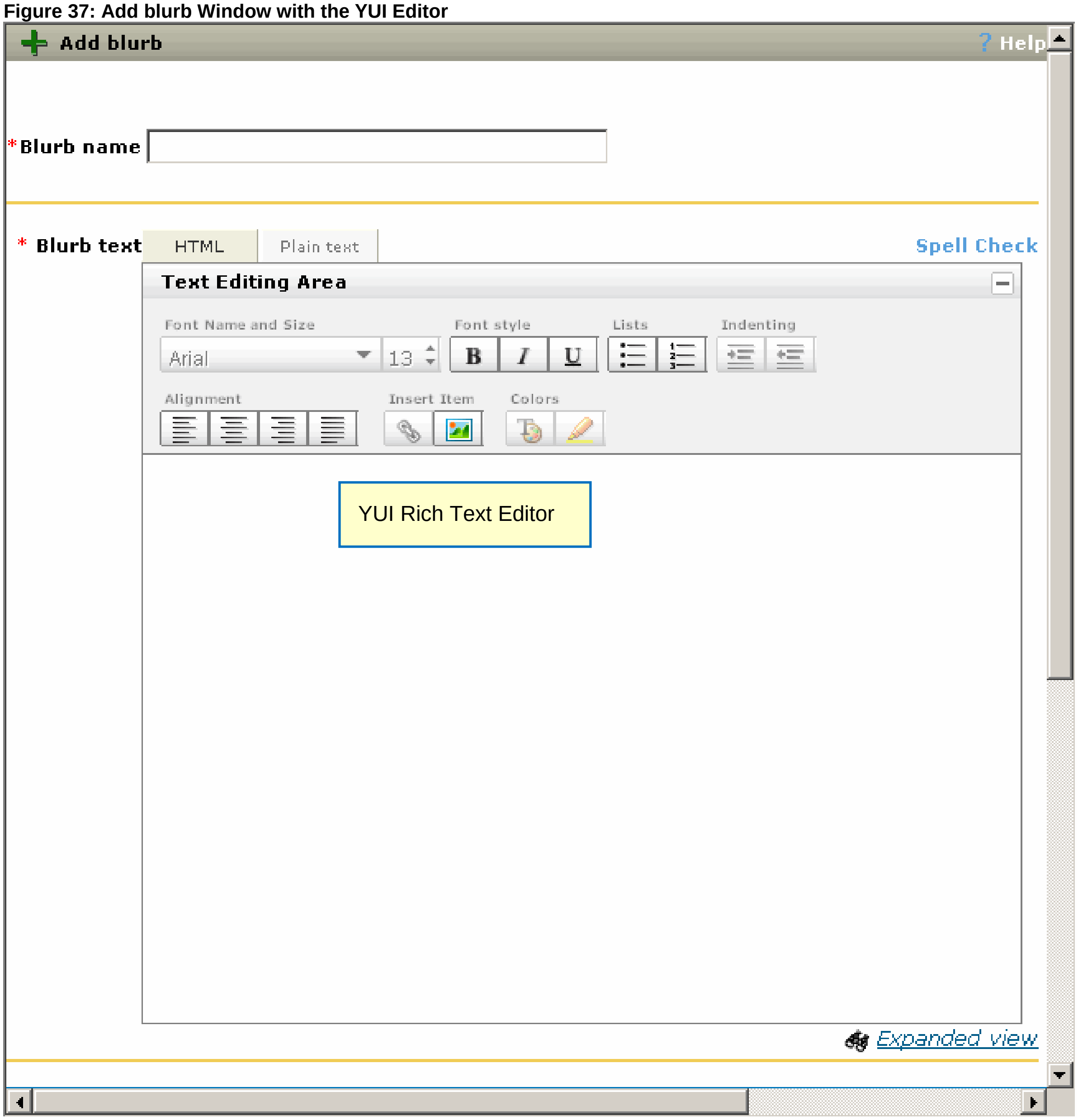
YUI Editor for HTML-Enabled Text Areas

Clients can elect to use a different third-party editor instead of the KRB default editor for all HTML-enabled text area fields in KRB. Your organization should enable the *Clear formatting* feature at the same time. See page 43 for information about the *Clear formatting* feature.

IMPORTANT: Turning on the YUI editor client setting causes Req Field Association not to work. If your client uses Req Field Association, do **not** enable the YUI editor.

With the alternate editor, you can copy and paste text or html from external applications and edit it more easily.

Figure 37: Add blurb Window with the YUI Editor



How It Worked Before

KRB users who continue to use the default third-party editor cannot edit text or html copied and pasted into HTML-enabled text areas.

Benefits

KRB users can copy and paste text and html from other applications or other places in KRB and edit and reformat the text very easily using the YUI editor.

Visible Changes

There are no visible changes without configuration.

Limitations and Known Issues

You cannot use the YUI editor if your organization uses Req Field Association.

Cost

There is no additional cost associated with this feature.

Date Available

16th July 2009: US
22nd July2009: EU

How Do I Get this Feature?

Please contact your Kenexa consultant to turn on this feature.

Configuration

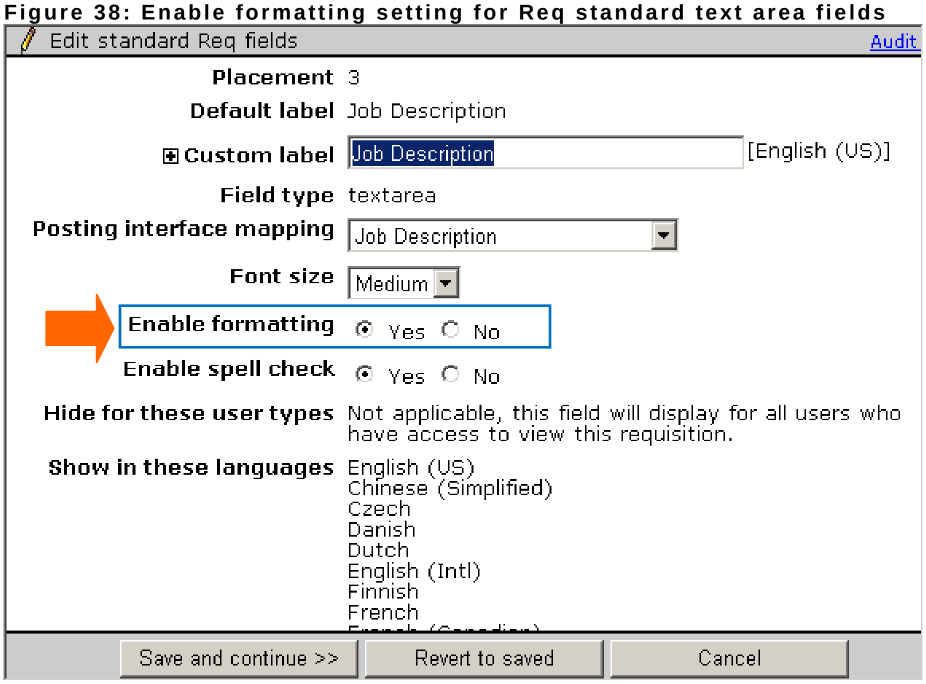
To use the YUI editor instead of the default HTML editor, your Kenexa consultant must turn on the client setting in Workbench.

Sidebar: Enabling Formatting in Req Standard Text Area Fields

Certified Workbench Users can enable formatting on standard Req fields that are text are fields. To enable formatting for standard text area fields in requisitions:

1. In Workbench, select **Tools > Forms > Req forms**.
2. On the **Req forms** page, click **Define standard req fields**.
3. The **Standard fields listing** page displays.
4. Scroll to the text area field for which you want to enable formatting.
5. Click the **Edit field attributes** icon for that row.
6. The **Edit standard Req fields** page displays.
7. Scroll to **Enable formatting** option and select **Yes**.

Figure 38: Enable formatting setting for Req standard text area fields



8. Click **Save and continue**.
9. Make any other necessary changes and save the configuration.

The Text editor toolbar displays on the Req template above the text area box for which you have enabled formatting.

KRB User Experience

If the client setting is enabled, the YUI editor is displayed in the following places:

- Add blurb
- Edit blurb
- Save blurb as new
- Add e-mail template
- Edit e-mail template
- Send communication (e-mail)
- Add document template
- Edit document template
- Create document
- Add req*
- Edit req*
- Set my req defaults*
- Add job code default data
- Edit job code default data

* Displays if **Enable formatting** is set to **Yes** for a Req standard text area field such as **Job Description**. See the next section for information about where this is configured.

Copying and Pasting Text from an External Application

In this example, we copied the formatted text from this Word 2007 document:

Figure 39: Snippet of a Word document

KRB User Experience

If the client setting is enabled, the YUI editor is displayed in the following places:

• Add blurb • Edit blurb • Save blurb as new	• Add e-mail template • Edit e-mail template • Send communication (e-mail)	• Add document template • Edit document template • Create document	• Add req* • Edit req* • Set my req defaults* • Add job code default data • Edit job code default data

* Displays if Req pages - text area fields - Enable formatting is set to Yes

Your organization may have the **Clear formatting** feature turned on as well. If so, when you click **Clear formatting** under any of the text areas listed above, KRB displays the following message: "*You are about to remove all formatting from this text box. Would you like to continue?*"

When you click **OK**, the text box is refreshed, the text is retained but all formatting is removed except line breaks indicated by the HTML tag
.

If you click **Cancel** the window closes with no changes.

We pasted it into the **Text Editing Area** of the **Add e-mail template** window.

Figure 40: Add e-mail template window with content pasted into the Text Editing Area

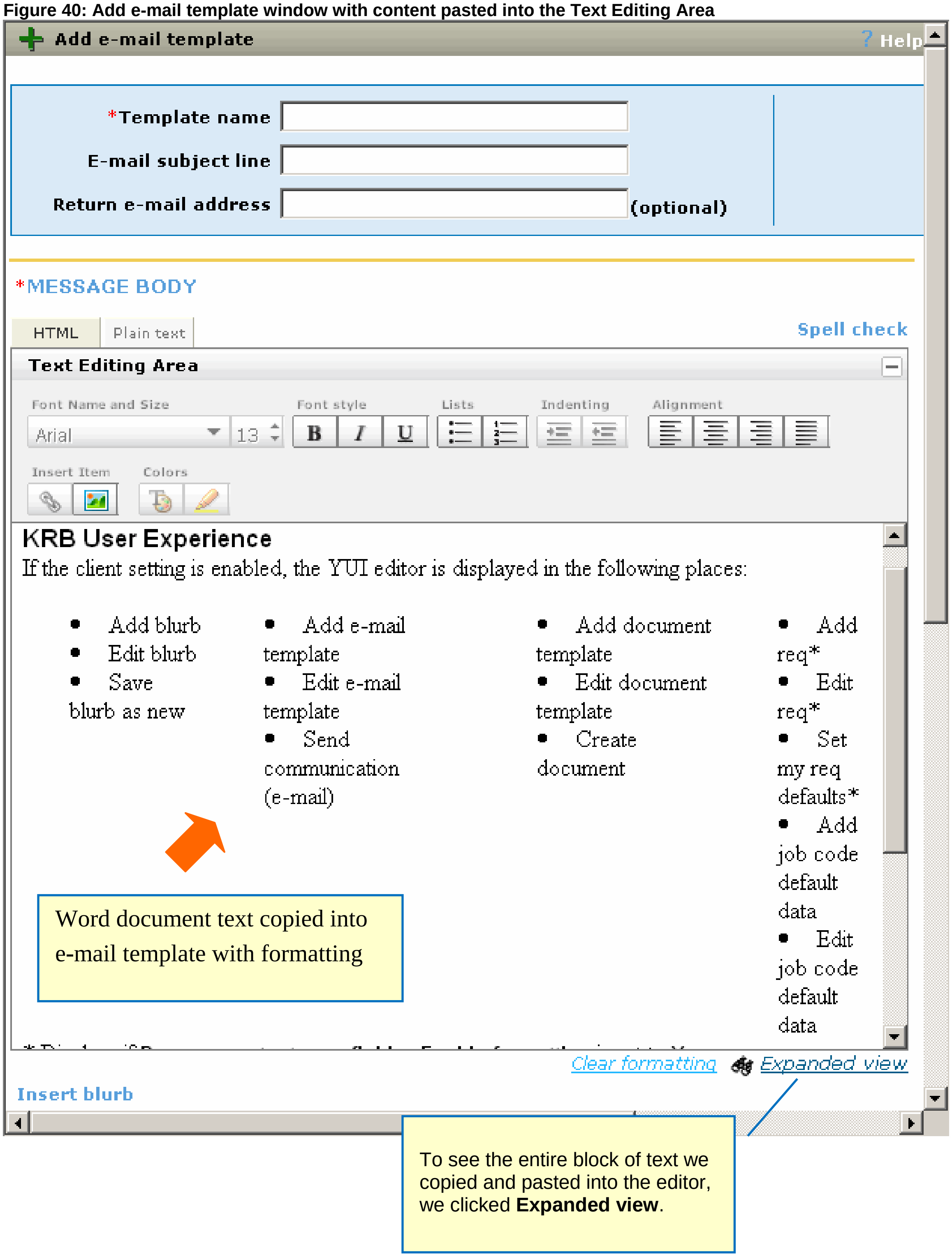
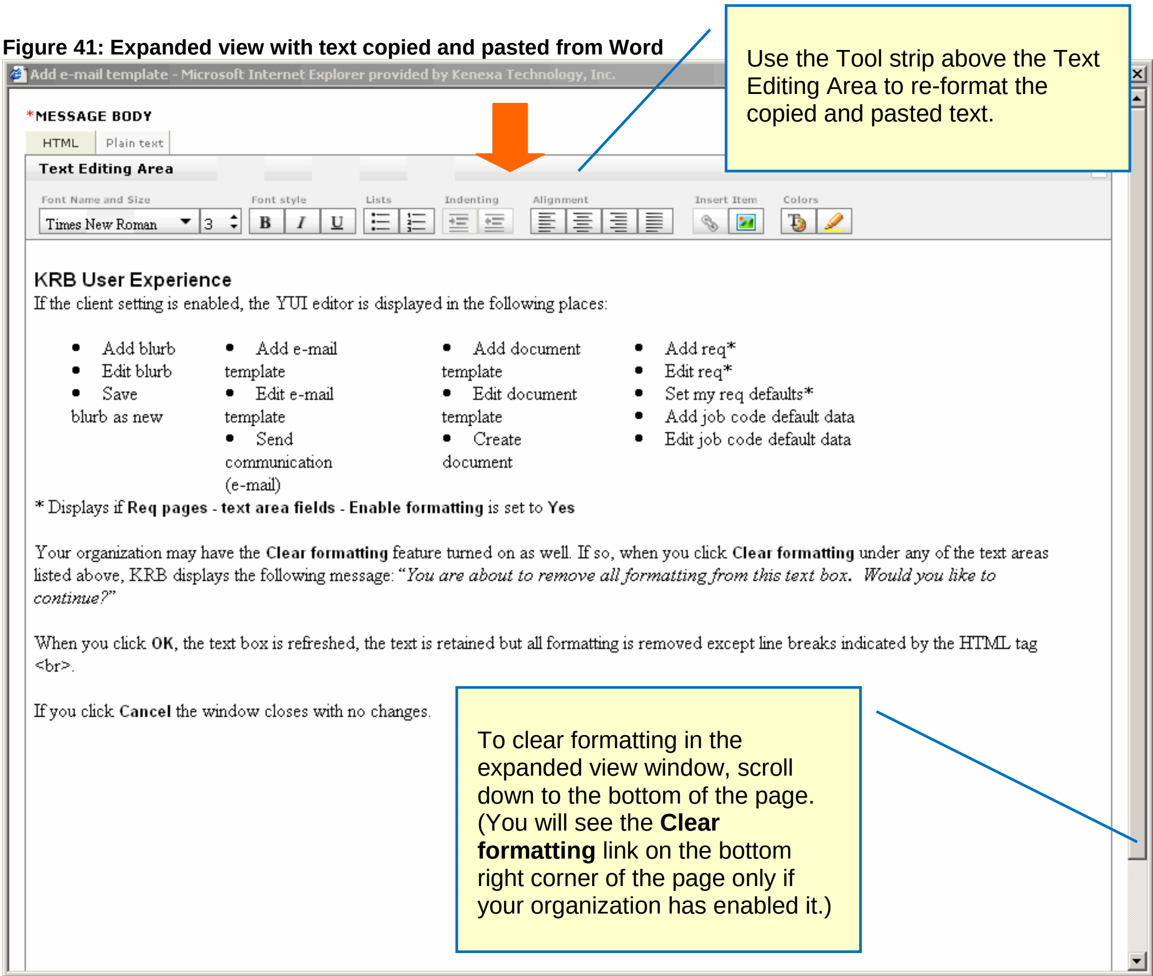
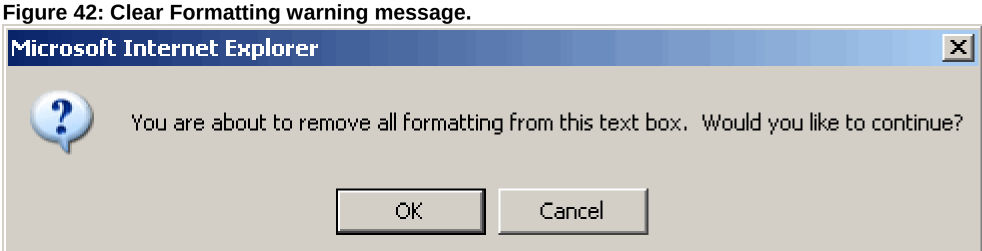


Figure 41: Expanded view with text copied and pasted from Word



Your organization may have the **Clear formatting** client setting turned on as well. (See page 43 for more information.) When you click **Clear formatting**, the warning message below pops up. Click **OK** to continue.

Figure 42: Clear Formatting warning message.

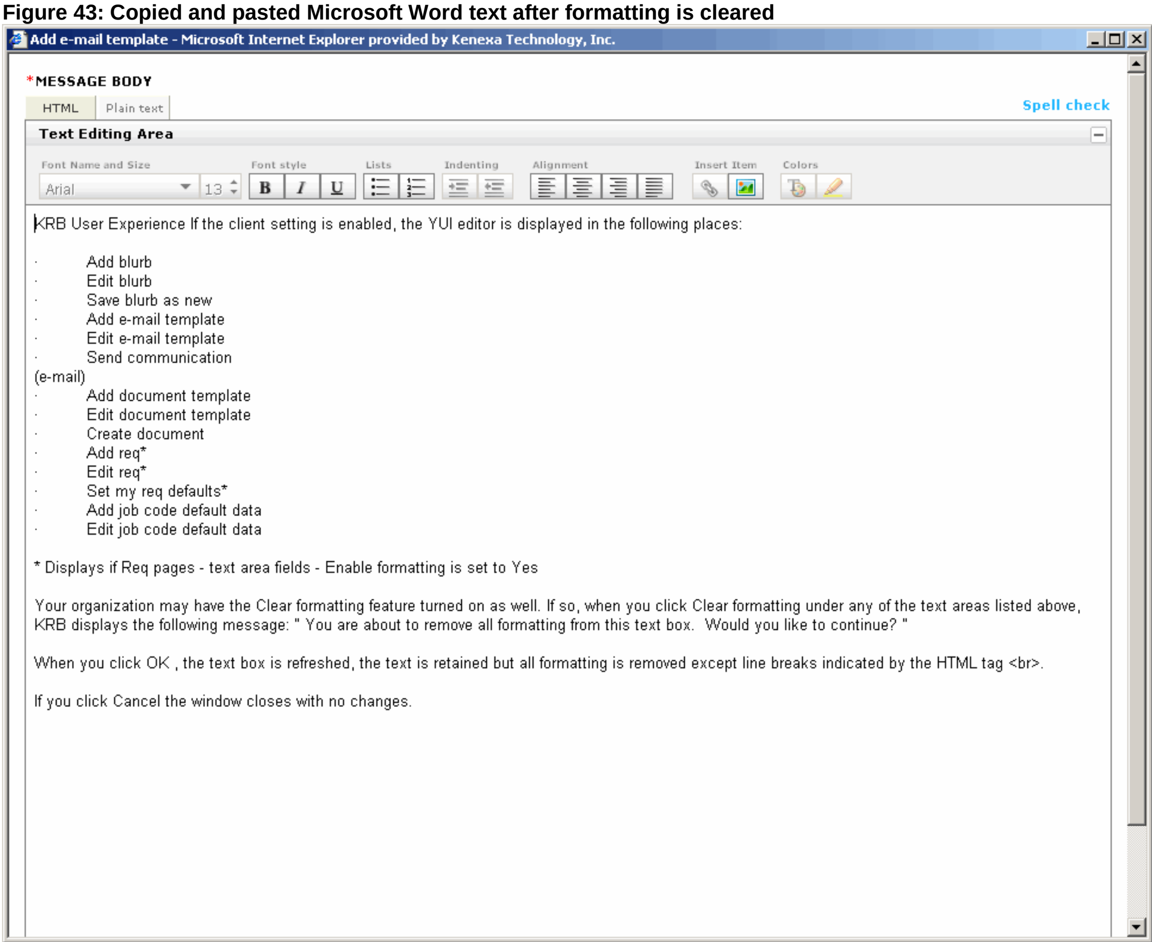


The system instantly removes all formatting from the copied and pasted text.

– Table column content are displayed as successive paragraphs.
– Bulleted items are preserved.

You can edit the text using the text editing tool bar above the **Text Editing Area**:

Figure 43: Copied and pasted Microsoft Word text after formatting is cleared



eLink History Grid Includes Req ID and Form Name

The **Req ID** and **Req title** now display in the **Considered for** column of the **Forms eLink history** grid on the **eLink** tab of the Talent Record.

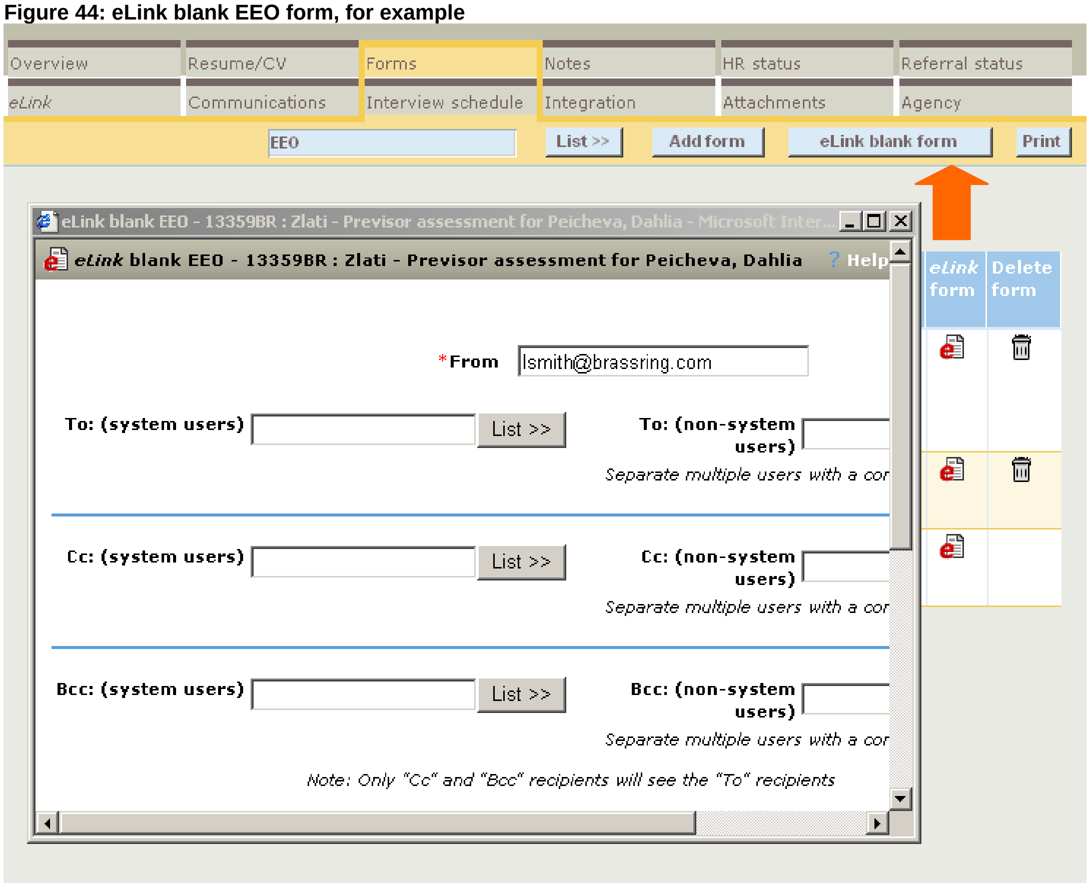
How It Worked Before

When the KRB user tried to eLink a form (from the Forms tab on the Talent Record) within a req folder, the **Form eLink history** grid on the **eLink** tab in the candidate's Talent Record did not reference the Req ID associated with that form. The requsition information *was* stored in the system and was displayed on the **Forms** tab.

Visible Changes

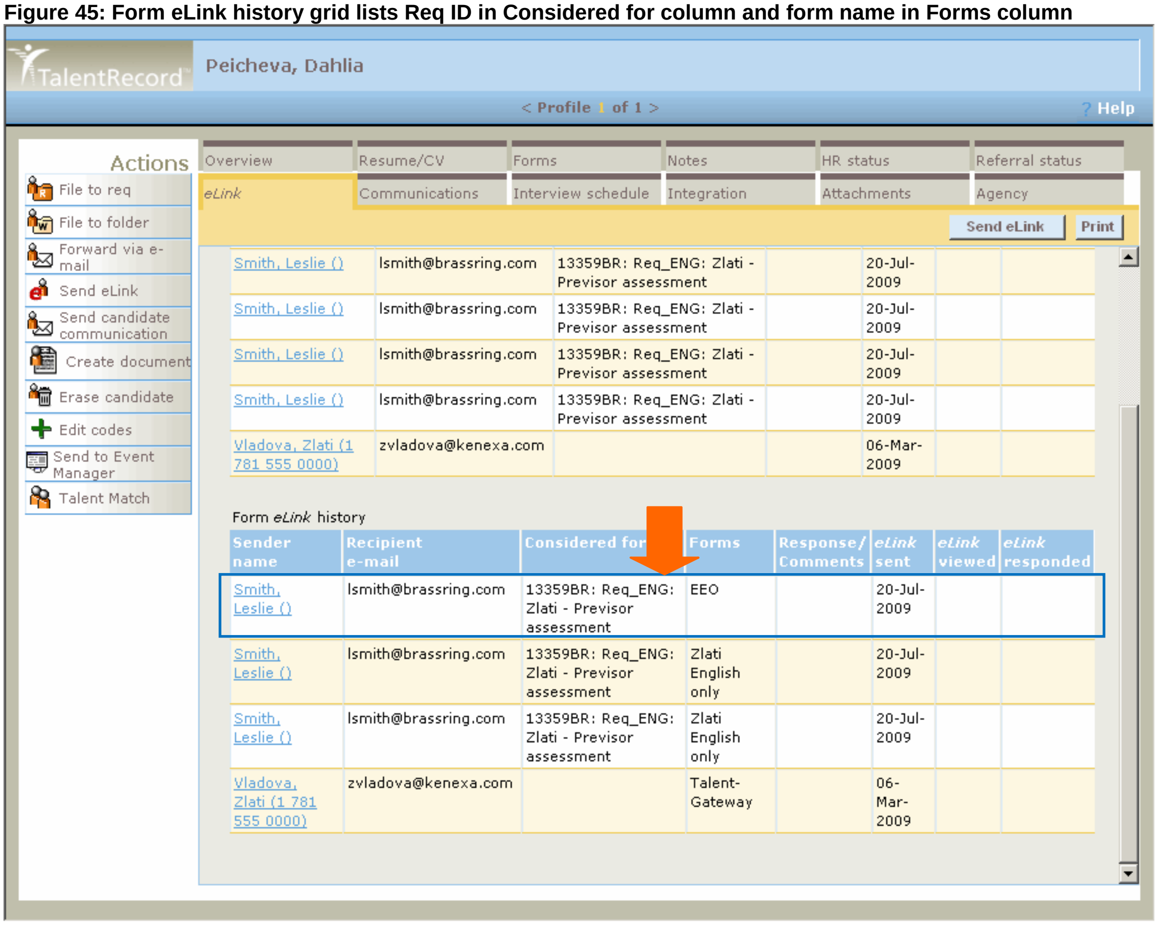
First, you eLink a form to one or more recipients from the **Forms** tab of the Talent Record:

Figure 44: eLink blank EEO form, for example



Shortly after sending sending the eLink, you can see the Req ID associated with the eLinked forms in the **Considered for** column of **Forms eLink history** grid on the Talent Record's **eLink** tab. The new **Forms** column lists the name of the form that was eLinked to the candidate.

Figure 45: Form eLink history grid lists Req ID in Considered for column and form name in Forms column



Date Available

04 June 2009: US

10 June 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is automatically available to all customers.

E-Mail Template Uses Req-Specific Merge Fields

When KRB users send an e-mail communication from within a Req folder, the correct form type is now associated with the candidate who is receiving the communication. Here is a scenario to illustrate how this works:

1. Select a candidate who is filed to more than one req folder.
2. Navigate to Req Folder 1 and add a single-per-candidate-per-req form.
3. Navigate to Req Folder 2 and add the single-per-candidate-per-req form.
4. Fill in different details for one or two form fields for each req folder. These form fields should be ones that you can select as merge fields within the e-mail template in the next step.
5. Create an e-mail template with merge fields from each respective single-per-candidate-per-req form.
6. Navigate to Req Folder 1 and send a communication to the candidate using the e-mail template in step 5.
7. Navigate to Req folder 2 and send a communication to the candidate using the e-mail template in step 5.
8. The instantiated merge fields in each candidate e-mail communication will be req-specific.

How It Worked Before

When KRB users try to send an e-mail with a form type of single-per-candidate-per-req from within a req folder to a candidate who has filed to multiple reqs, the e-mail template on which the e-mail communication was based listed all available forms of all form types. However, the system’s default behavior was to select the form that has most recently been edited by the candidate (and this form did not necessarily pertain to the req about which the e-mail communication was being sent). As a result, this template and the e-mail communication contained incorrect merge fields.

Visible Changes

When KRB users send an e-mail communication to candidate(s) filed to a req folder, any merge fields selected from a single-per-candidate-per-req form within in the e-mail template will be instantiated with the correct req-specific values.

Date Available

4th June 2009: U.S.
10th June 2009: EU

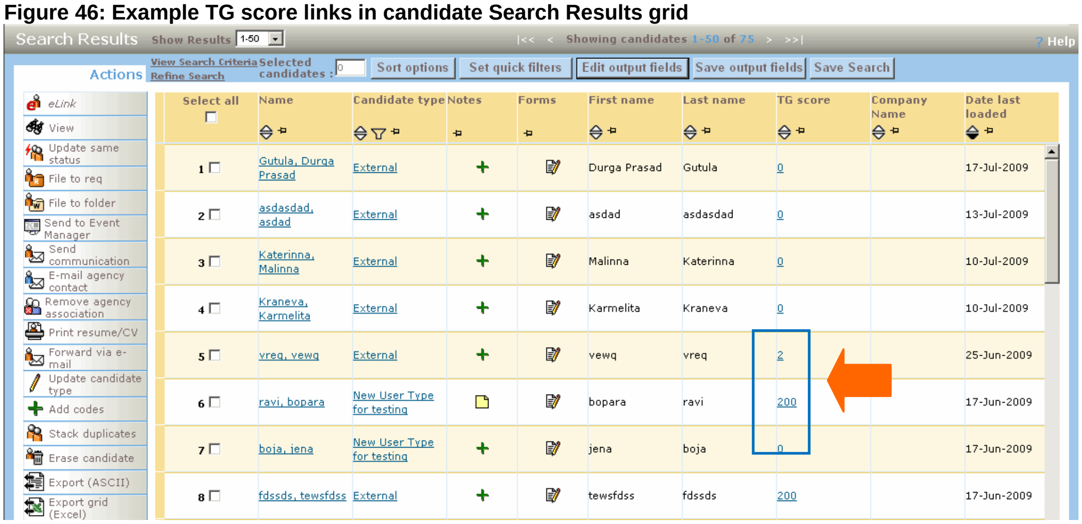
How Do I Get this Feature?

This feature is available automatically without configuration.

TG Score Link Enhancement

This enhancement is available on the Posting Options page for any requisition that can be posted.

Figure 46: Example TG score links in candidate Search Results grid



The **TG score** link launches a different form depending on whether the Talent Gateway has a GQ or no GQ, or has a Job-Specific Questions widget with or without questions, and so forth.

Table 12: TG Score Link and question type

If Talent Gateway has:	TG Score Link
No GQ	Job Response Form (This scenario is unchanged.)
GQ only	GQ Response Form
GQ & JSQ Widget w/ no questions	GQ Response Form with a link to the Job Response Form
GQ & JSQ Widget w/ questions	A concatenated GQ Response Form and the Job Response Form

Figure 47: Job Response Form

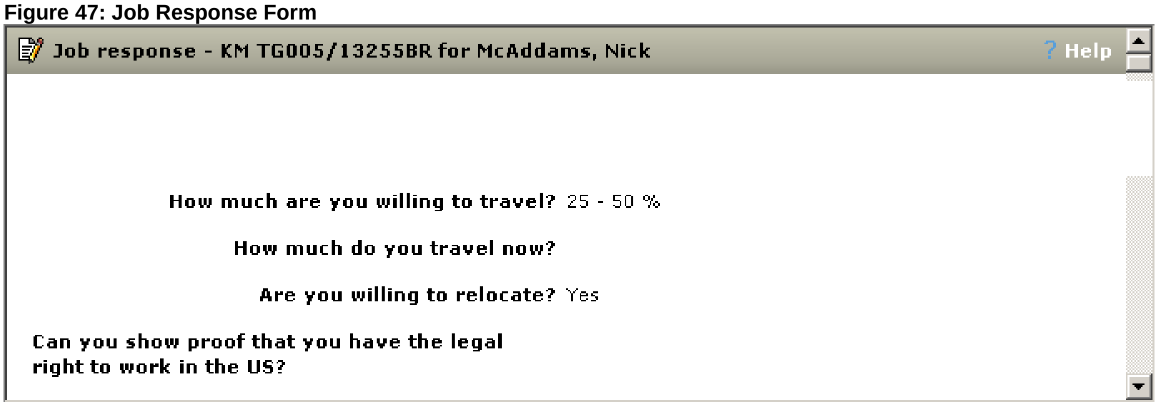
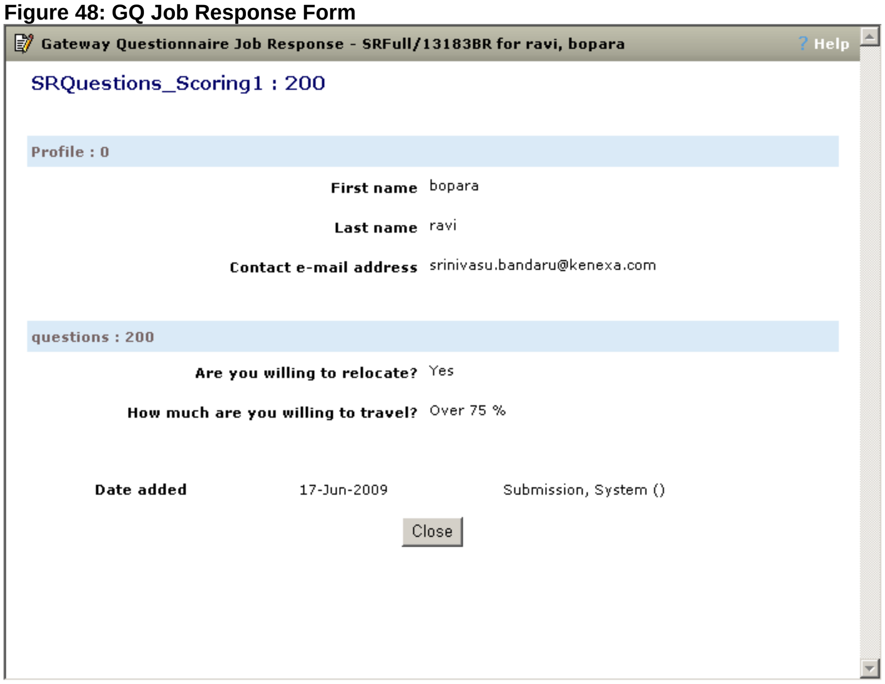


Figure 48: GQ Job Response Form



How It Worked Before

If a Talent Gateway included GQ questions (by using a JSQ GQ) and TG questions (and both were scored), only the Job Response Form would launch when the KRB user clicked the TG score link.

Visible Changes

KRB users will see the appropriate form launch if they have any of the configurations listed above in the

Date Available

04 June 2009: US
10 June 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is automatically available to all customers.

Restricting HR Statuses Hidden by User Type

In this release, a user cannot see a candidate’s HR status in the Talent Record and HR status history if that status is hidden for the user’s user type.

Benefits

This enhancement further protects candidates’ privacy.

How It Worked Before

In Release 11.5, we limited the user’s ability to see a candidate’s HR status for an eLinked candidate if that HR status was configured to be hidden by user type.

The same user could still access and update the **HR status history** in the Talent Record even if the status in question was hidden for that user’s user type for eLinks.

Visible Changes

KRB users for whom certain HR statuses are hidden for their user type cannot see those statuses in the **HR status history** grid on the Talent Record.

Date Available

04 June 2009: US
10 June 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is automatically available to all customers.

Retention of Connection to Default GQ

When a KRB user takes any of the following actions:

- Un-cancels a requisition
- Re-opens a requisition
- Un-deletes a requisition
- Removes a requisition from On Hold

…the requisition retains its connection to the original GQ to which it was associated when posted previously, no matter how long you wait to repost the req.

This capability, introduced in R12, has been extended to un-deleted and re-opened requisitions. In addition, there is no longer a time limit for reposting the requisition while retaining the connection to the original GQ—you can repost immediately, or you can wait to repost.

How It Worked Before

The requisition retained the connection to the Gateway Questionnaire only if it was reposted immediately after being removed from On Hold or after being un-canceled. If you changed its status and then waited to repost it, it lost its connection to the original GQ.

Visible Changes

When KRB users re-open a closed req, un-delete a deleted req, un-cancel a canceled req, or remove a req from On hold, they will see that the GQ is still attached to the req, even if they do not re-post it immediately upon changing the status. (In other words, KRB users can change the status and re-post the req later.)

Date Available

04 June 2009: US
10 June 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is automatically available to all customers.

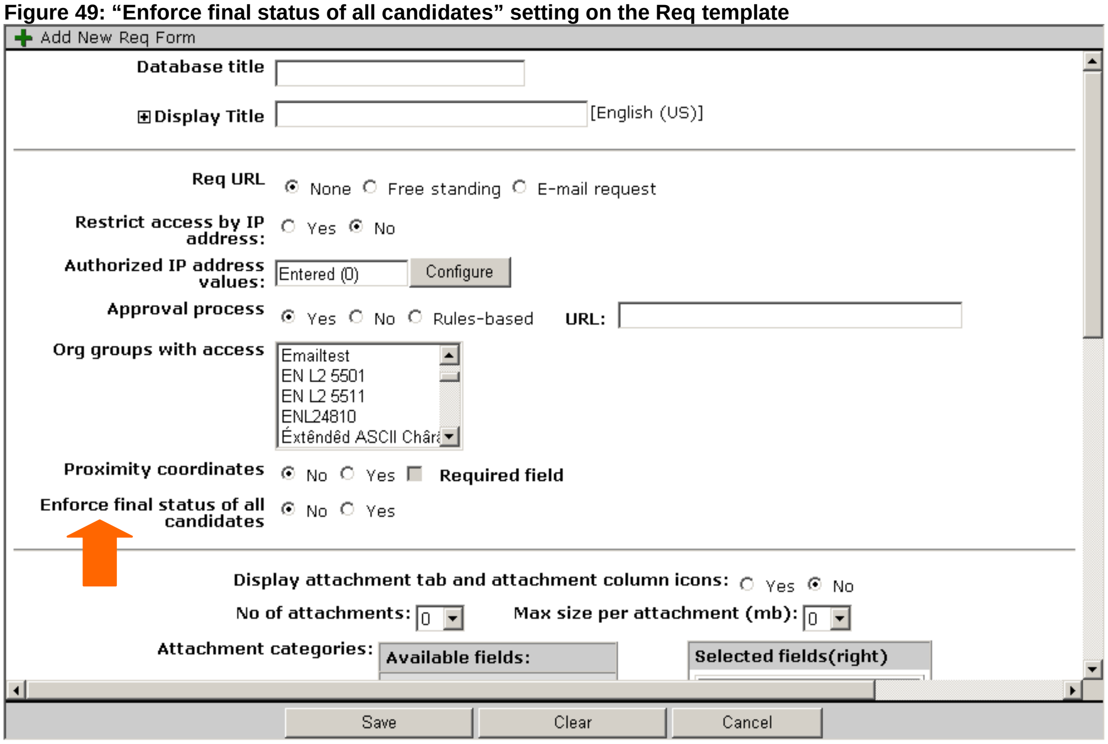
Prevent Req with Active Candidates from Closing

Clients can elect to enforce the final status for all candidates before allowing a requisition to be closed, cancelled, or deleted by enabling a new setting available on all Req templates. When this setting is turned on, KRB users must move candidates in non-final statuses into a final status before closing, cancelling, or deleting that req. If KRB users try to close, cancel, or delete a requisition to which candidates are filed who are not in a final status, KRB displays an error message.

The new setting **Enforce final status of all candidates** is set to **No** by default, as shown in Figure 61 below. When **Enforce final status of all candidates** is set to **Yes**, no requisition can be closed, cancelled, or deleted while there are candidates still filed to that requisition who are in non-final statuses, including the **0-filed** status.

This constraint must be set at the Req template level. When it is turned on for a specific Req template, all requisitions using that template will follow the business rule described above.

Figure 49: "Enforce final status of all candidates" setting on the Req template



How It Worked Before

KRB users (with the requisite permissions) can close, cancel, or delete a requisition even if there are candidates filed to that req who are in non-final statuses. If your organization leaves Req template(s) as they are, and does not enable the new client setting, it works as it did before this feature was introduced.

Benefits

Viable candidates are not lost when requisitions are closed, cancelled, or deleted.

Best Practices

Kenexa recommends that you do not use this feature with the Requisition logic setting of **Automatically close filled requisitions** turned on in your organization's tracking logic. We suggest that if your organization is using "auto-close," they should also use the default start status so that no candidates are in 0-filed.

Limitations and Known Issues

This section describes the interaction between the new setting on the Req template, **Enforce final status of all candidates**, and a final HR status that has the **Requisition logic** setting of **Automatically close filled requisitions** turned on in your organization's tracking logic. (In Workbench, select **Tools > Tracking logic > HR status > Add final status** to see this setting.)

Table 13: Interaction of Settings affecting closing of requisitions

Automatically close filled reqs …	Enforce final status of all candidates	Description
On	Off	Currently, you can configure a Final HR status to close the requisition when a candidate is updated to that HR status and fills the requisition's position. When this event happens, the KRB user is prompted to update all candidates who are in a Start or Intermediate HR status in that now-filled requisition to a Final HR status. In the scenario described above, you can close requisitions with candidates in the *0-filed* status. KRB users are not alerted to update candidates in a Start or Intermediate HR status to a Final HR status using that action.
Off	On	If only the requisition template setting **Enforce final status of all candidates** is enabled, the system prompts the KRB user to update any candidates in a 0-filed, Start, or Intermediate HR status to a Final status when changing a requisition status to **Closed**, **Cancelled**, or **Deleted**. ("All candidate(s) must be in a Final status prior to <closing/cancelling/deleting> this Req. Please update the candidate(s) status and try again.") The system does not present the user with the list of candidates in need of update nor allow them to choose a final status for those candidates. Users must close the message and manually update all candidates to a final status.
On Not Recommended	On	**Note:** Kenexa recommends that you do not enable both settings. If both settings are enabled, KRB users may be initially prompted to update candidates in a Start and Intermediate HR status to a Final HR status and could then receive an error message if there are candidates remaining in the 0-filed status. KRB users would then need to update all 0-filed candidates to a Final status and manually update the Requisition status to **Closed**.

Visible Changes

There are no visible changes associated with this feature.

Date Available

06 August 2009: US

12 August 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

Please contact your Kenexa consultant for assistance in turning on this feature.

BTG: Controlling Access through Org Groups and User types

As of Release 12.1, your organization can control which **Add candidate** and **Add contact** Basic Talent Gateways KRB users have access to through a combination of BTG type, org group membership, and user type privileges.

Feature Details

This new feature extends to the Basic Talent Gateway the following capabilities:

- The **Add candidate** and **Add contact** gateway types are now separate types of Basic Talent Gateways.
- You can control access to launch Talent Records associated with a BTG through org groups. Each user is associated with one or more org groups in his or her user profile.

  Org groups control access to a number of entities within KRB, including Communications Module templates and Talent Records. When you constrain the access to a BTG by org group, users can see only those Talent Gateways enabled for org group(s) of which the user is a member. You assign users to org groups when creating the user's profile.

- You can control access to menu items **Add candidate** and **Add contact** through two new user type privileges.

The combination of BTG type (**Add candidate** or **Add contact**), user type privileges, and org group access determines, for a user, whether he or she sees the **Add candidate** or **Add contact** menu item in the **Candidates** menu and launch the associated functionality.

How It Worked Before

- Before this enhancement, organizations could not restrict who could view and add candidates through a Basic Talent Gateway. Individuals with a login and access to the Candidates menu could easily launch a talent gateway and add candidates to the system through the BTG's Add candidate and Add contact capabilities.
- Clicking the Add contact menu item automatically launched the standard Add contact BTG.
- If the standard Add contact BTG was inactivated, the Add contact menu item was removed.
- If there were ANY non-standard Add candidate/contact TGs checked, the Add contact menu item was removed.
- Users could launch the Add contact BTG from the Add candidate/contact gateways page.
- The presence of the **Add contact** or **Add candidate** menu items on the Candidates menu was not dependent on a user privilege.
- Access to the Add contact BTG could not be controlled through org groups.

Visible Changes

If users have access to only one BTG which is designated as an Add candidate BTG, these users can click the Add candidate menu item to launch the BTG.

Limitations and Known Issues

This project only controls what org groups have access to launch BTGs from within KRB. If a BTG is launched via clicking on the URL, this security will not be considered.

This feature does not affect **Enable add notes** and **Enable launch talent record** functions

Date Available

6 August 2009: US
12 August 2009: EU

How Do I Get this Feature?

Please contact your Kenexa consultant for more information.

New User Type Privileges

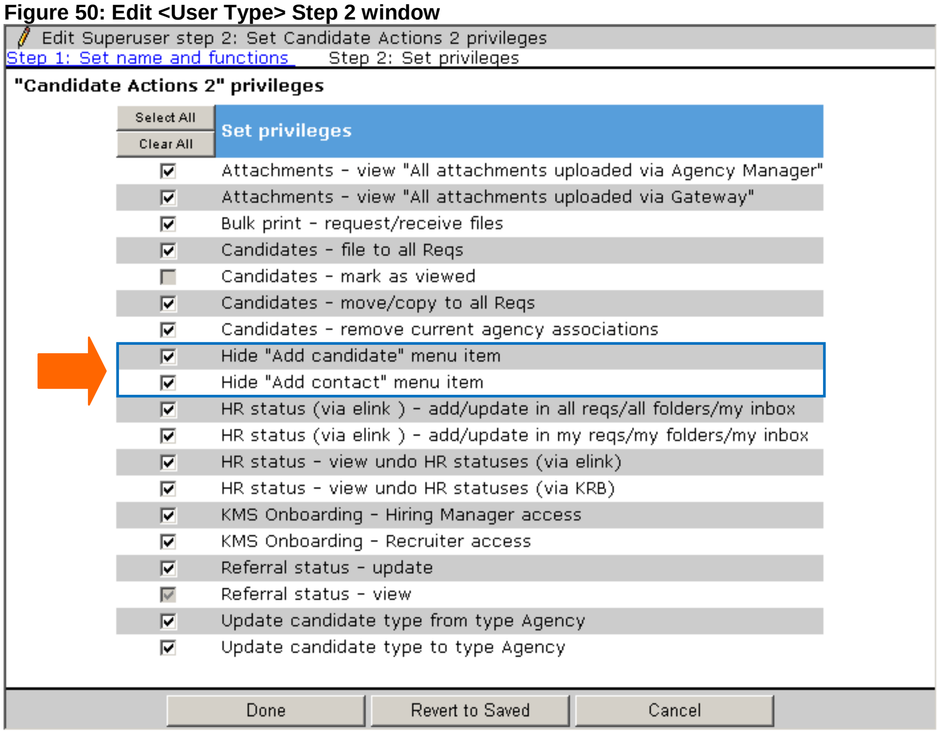
The new user type privileges are added to the **Candidate Actions 2** group of privileges.

- Hide “Add candidate” menu item
- Hide “Add contact” menu item

Assigning New User Type Privileges

1. In Workbench, select **Tools > Users > User types**.
2. Find the user type you want to change and click the Edit type permissions icon.
3. In the Edit <User Type> Step 1 window, click the pencil icon for Candidate Actions 2.
4. In the Edit <User Type> Step 2 window, check the boxes for the new privileges. Both privileges are unchecked by default:
   - ☐ Hide “Add candidate” menu item
   - ☐ Hide “Add contact” menu item
5. Click **Done**.

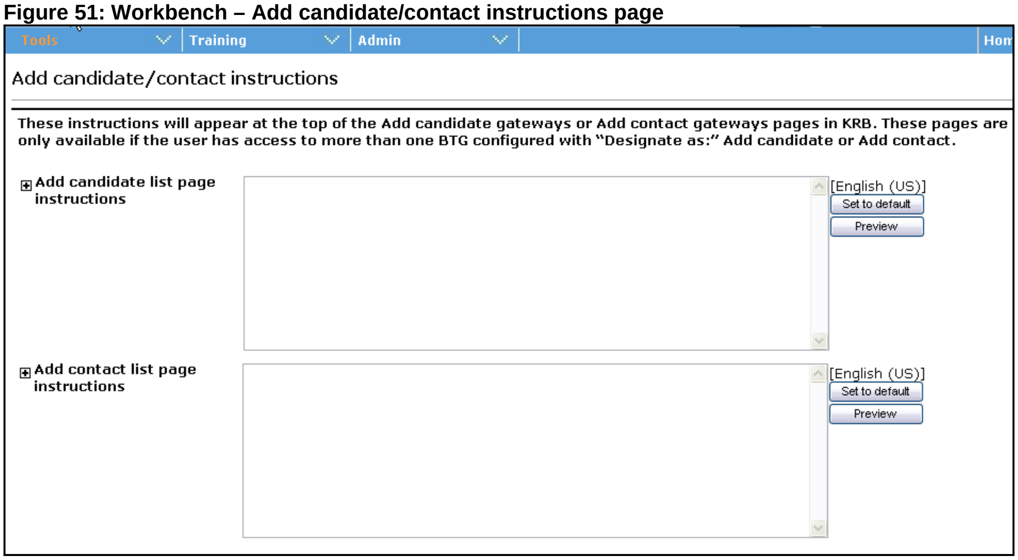
Figure 50: Edit <User Type> Step 2 window



Workbench - Change to Instructions Menu

On the **Add candidate/contact instructions** page, you can configure instructions for the **Add candidate list page** and/or the **Add contact list page** separately:

Figure 51: Workbench – Add candidate/contact instructions page



Click **Preview** to see how the instruction text will look on the page:

Figure 52: Workbench – Add candidate list page instructions – Preview

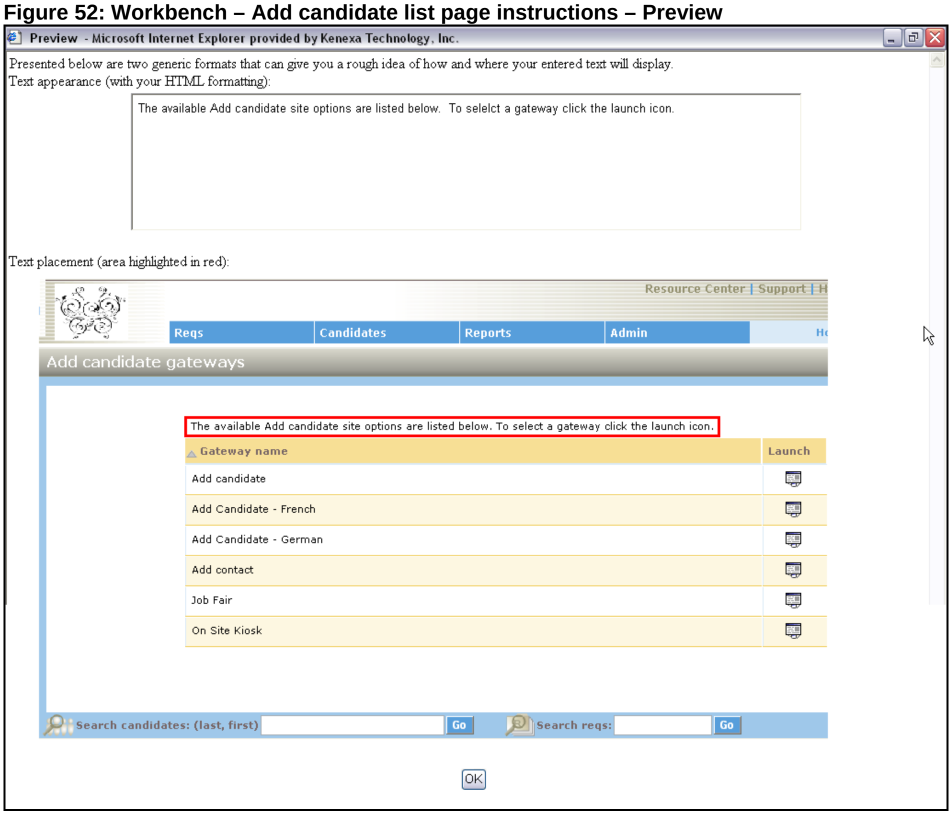
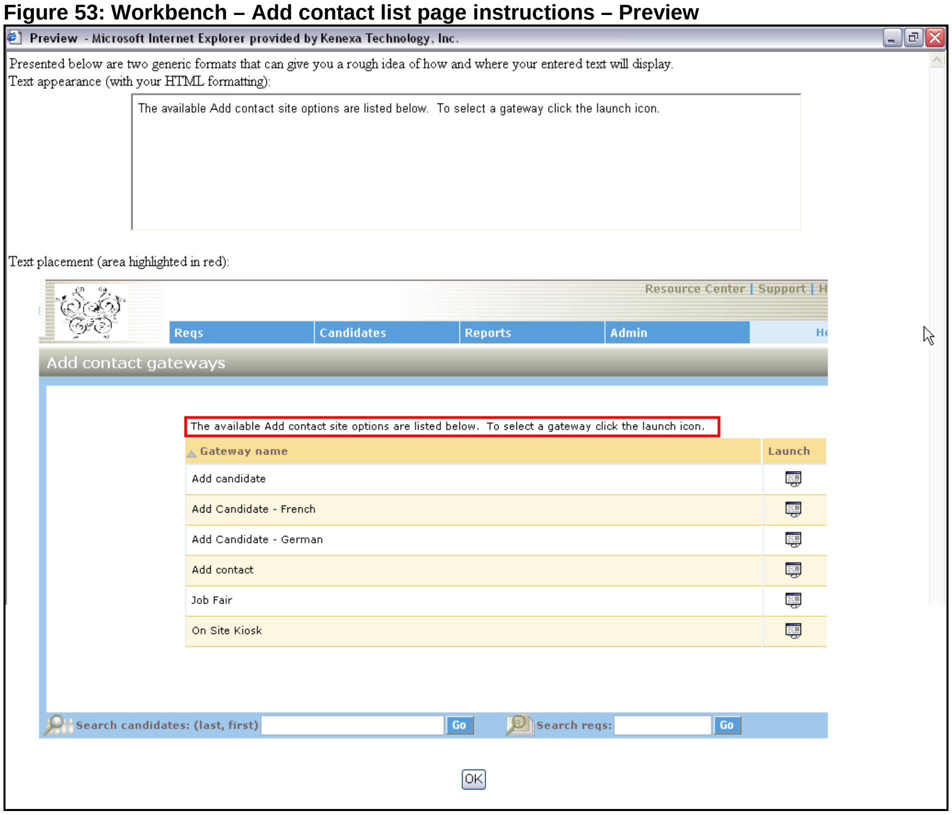


Figure 53: Workbench – Add contact list page instructions – Preview



KRB User Experience

Add Contact Menu Item

The **Add contact** menu item on the **Candidates** menu appears only when the following conditions are met:

1. Any active Basic Talent Gateway is designated as an Add contact gateway (in Workbench, Designate as = Add contact).

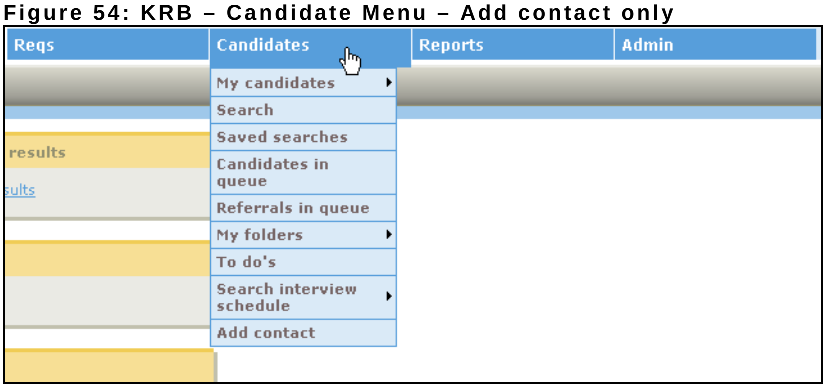
   AND

2. For that same BTG, the **Accessible through KRB by org group** setting is set to either **All org groups** OR **Selected org groups below**, AND the user is a member of one or more of the selected org groups.

   AND

3. The **Candidate Actions 2** user privilege **Hide "Add contact" menu item"** is not checked.

Figure 54: KRB – Candidate Menu – Add contact only



The **Add contact** menu item does not appear when ANY of the following conditions are met:

1. The **Candidate Actions 2** user privilege **Hide "Add contact" menu item** is checked.

   OR

2. User does not have org group access to any **Add contact** BTG.

   OR

3. The **Accessible through KRB by org group** setting is to **Selected org groups below** AND the user is not a member of any of the org groups selected.

Add contact gateways page

If the user has access through his or her org group to only one Add contact BTG, when the user clicks **Add contact** in the **Candidates** menu, that BTG launches automatically.

If the user has access via org group to more than one Add contact BTG, the **Add contact gateways** page displays.

The **Add contact gateways** page lists BTGs that meet the following conditions:

1. The BTG is active.
2. The BTG is designated as an **Add contact** gateway.
3. The user is a member of one or more org groups that match those org groups selected for this BTG in the **Accessible through KRB by org group**.

(**Note:** The field can be set to either **All org groups** OR **Selected org groups below** AND the user is a member of one or more of the org groups selected.)

Figure 55: KRB Add contact gateways page

Add Candidate Menu Item

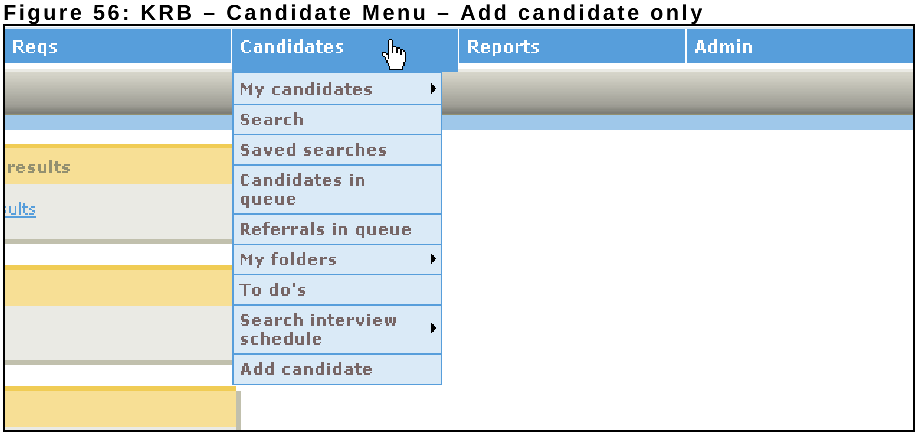
The **Add candidate** menu item on the **Candidates** menu appears only when the following conditions are met:

1. Any active Basic Talent Gateway is designated as an Add candidate gateway (in Workbench, Designate as = Add candidate).
2. Basic Talent Gateway is an **Add candidate** gateway, AND
3. For that same BTG, the **Accessible through KRB by org group** setting is set to either **All org groups** OR **Selected org groups below**, AND the user is a member of one or more of the selected org groups.

   AND

4. The **Candidate Actions 2** user privilege **Hide "Add candidate" menu item"** is not checked.

Figure 56: KRB – Candidate Menu – Add candidate only



The **Add candidate** menu item does not appear when ANY of the following conditions are met:

1. The **Candidate Actions 2** user privilege **Hide "Add candidate" menu item** is checked.

   OR

2. User does not have org group access to any *Add candidate* BTG.

   OR

3. The **Accessible through KRB by org group** setting is to **Selected org groups below** AND the user is not a member of any of the org groups selected.

Add candidate gateway page

When a KRB user clicks the **Add candidate** menu item, the result depends on the number of active **Add candidate** BTGs and the KRB user's org group membership.

If there is just one BTG which meets all the conditions, the BTG is automatically launched when the user clicks **Add candidate**.

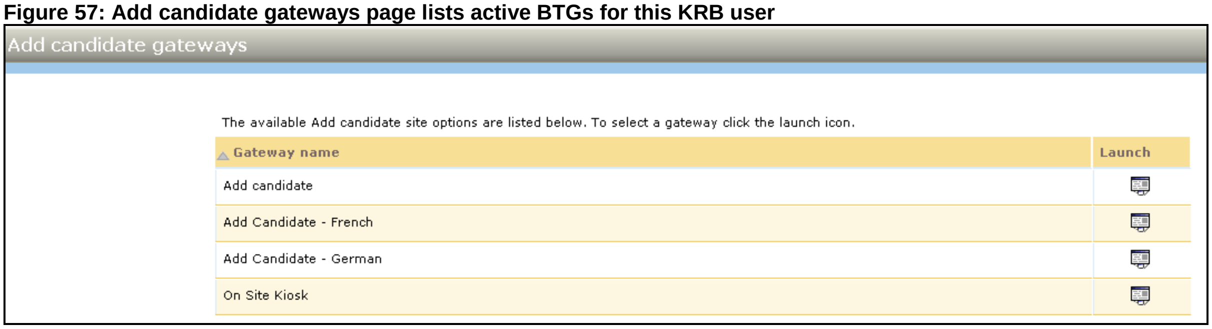
If there is more than one BTG that meets all the conditions, when the user clicks **Add candidate**, the new **Add candidate gateways** page opens with the BTGs listed on it.

The **Add candidate gateways** page lists BTGs that meet the following conditions:

1. The BTG is active.
2. The BTG is designated as an *Add candidate* gateway.
3. The user is a member of one or more org groups that match those org groups selected for this BTG in the **Accessible through KRB by org group**.

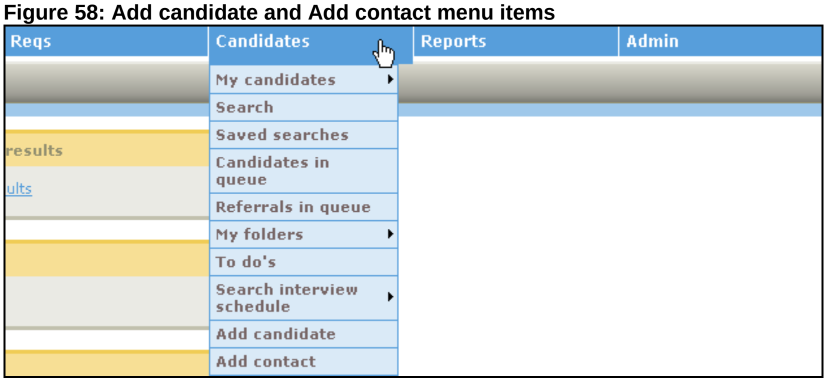
(**Note:** The field can be set to either **All org groups** OR **Selected org groups below** AND the user is a member of one or more of the org groups selected.)

Figure 57: Add candidate gateways page lists active BTGs for this KRB user



Both Menu Items

Figure 58: Add candidate and Add contact menu items

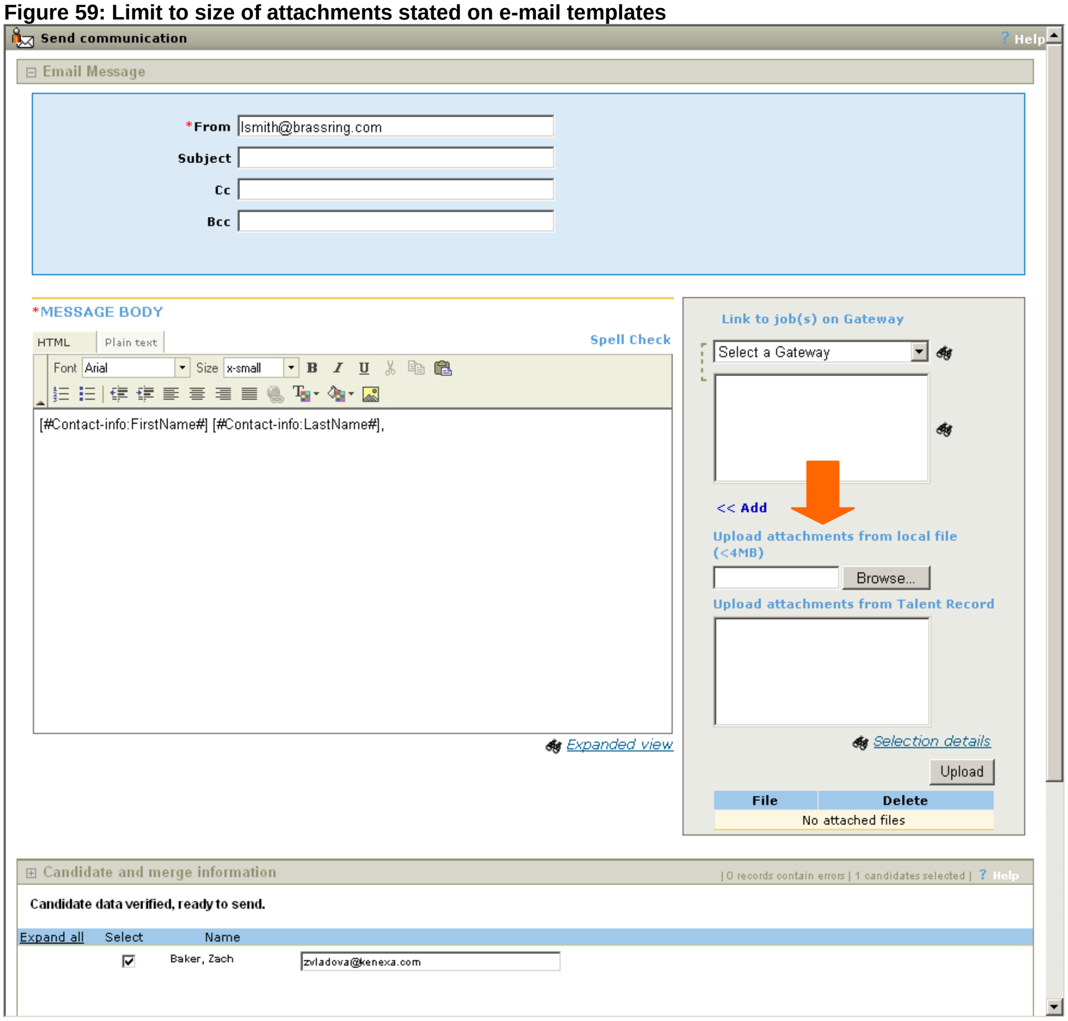


Attachment File Size on E-Mail

On e-mails created using e-mail templates from the KRB Communications Module, the limit to the upload file size is stated on the **Send communication** page in the *Upload attachments* area.

The size of **each individual attachment** is limited to 4 MB.

Figure 59: Limit to size of attachments stated on e-mail templates



Visible Changes

KRB users will see the upload file size limit of 4 MB stated in the “Upload attachments” area of the Send communication page when using an e-mail template.

Date Available

06 August 2009: US

12 August 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is automatically available to all customers.

Date Merge Token Format and Language

Blurb and template creators can select date merge tokens to include in blurbs and in letter, e-mail, and document templates.

When KRB users create blurbs, and letters, e-mails, and documents addressed to candidates based on Communications Module templates, the system detects the candidate-recipient's locale when generating the letter, e-mail, or document, and renders the date merge token in the correct format and language for the candidate's locale.

You can select date merge fields from a variety of sources: Standard and Custom Req fields, and Candidate Form fields. Merged date tokens display correctly for Standard and Custom Req fields, and for Candidate Form fields.

Date Formats by Locale

The following table lists the date format by locale that are used for the KRB Communications Module. Please note the following:

- Most locales use the international date format dd-MMM-yyyy.
- The U.S. English locale uses the date format MMMM d, yyyy.
- The Canadian French locale uses the date format d MMMM yyyy.
- Japanese and Traditional Chinese use the date format yyyy-MM-dd.

Table 14: Date Formats by Locale

LCID	Language	Communications Date Format
1028	Chinese (Traditional)	yyyy-MM-dd
1029	Czech	dd-MMM-yyyy
1030	Danish (Denmark)	dd-MMM-yyyy
1031	German (Germany)	dd-MMM-yyyy
1033	English (U.S.)	MMMM d, yyyy
1035	Finnish	dd-MMM-yyyy
1036	French (France)	dd-MMM-yyyy
1038	Hungarian	dd-MMM-yyyy
1040	Italian (Italy)	dd-MMM-yyyy
1041	Japanese (Japan)	yyyy-MM-dd
1042	Korean (Korea)	dd-MMM-yyyy
1043	Dutch (Netherlands)	dd-MMM-yyyy
1044	Norwegian Bokmal	dd-MMM-yyyy

LCID	Language	Communications Date Format
1045	Polish	dd-MMM-yyyy
1046	Portuguese (Brazil)	dd-MMM-yyyy
1049	Russian (Russia)	dd-MMM-yyyy
1051	Slovak	dd-MMM-yyyy
1053	Swedish	dd-MMM-yyyy
1055	Turkish	dd-MMM-yyyy
1060	Slovenian	dd-MM-yyyy
1068	Azeri (Latin)	dd-MMM-yyyy
2052	Chinese (Simplified)	dd-MMM-yyyy
2055	German (Swiss)	dd-MMM-yyyy
2057	English (UK)	dd-MMM-yyyy
2070	Portuguese (Port.)	dd-MMM-yyyy
3082	Spanish (Spain)	dd-MMM-yyyy
3084	French (Canada)	d MMMM yyyy
11031	German (Indonesia)	dd-MMM-yyyy
11033	Govt (US)	dd-MMM-yyyy
11038	Hungarian (Indonesia)	dd-MMM-yyyy
11043	Dutch (Indonesia)	dd-MMM-yyyy
13082	Spanish (Indonesia)	dd-MMM-yyyy

How It Worked Before

Before this change, KRB users would see within letters created from KRB letter templates the date merge token rendered in English and in the date format for the U.S. English locale even if the letter was composed in a different language.

Benefits

The system detects the candidate/recipient’s locale and displays the date in the language and format of that locale consistently throughout the Communications Module. Dates are in the correct language and format for the communication being sent.

Limitations and Known Issues

This solution does not address the issue of Long Date Formats (used in formal correspondence) versus Short Date Formats, used in more casual correspondence. There is currently one date format per locale.

Creating Templates in Canadian French

Letter template/e-mail template/document template/blurb creators working in Canadian French or French must add the definite article “Le” (capitalized) or “le” (not capitalized) to the letter as appropriate. The date merge token does not include the definite article. [“Le” is the masculine form of “The” in French.]

Note: Currently the language and format for the date merge token in the French (France) locale is French and the international date format of dd-MMM-yyyy.

Visible Changes

There are visible changes associated with this project.

As of R12, Build 3, when KRB users create letters, e-mails, and documents using templates from within the Communications Module, the system will look up the candidate locale for the candidate for whom the letter or e-mail is created and render the date merge token in the corresponding format and language within the communication.

When the locale detected is Canadian French, the system will render any and all date merge tokens in the letter, e-mail, or document generated from the template in Canadian French in the format d MMMM yyyy (where d = day with no leading 0, MMMM = full month name, and yyyy = 4-digit year).

KRB users creating letters from letter templates where the candidate locale detected is any other KRB/TG locale will not see a change in date formats in letters and e-mails generated from templates that include date merge tokens. The date formats for all other locales except Japanese and Chinese (Traditional) is the international date format (dd-MMM-YYYY).

User Experience

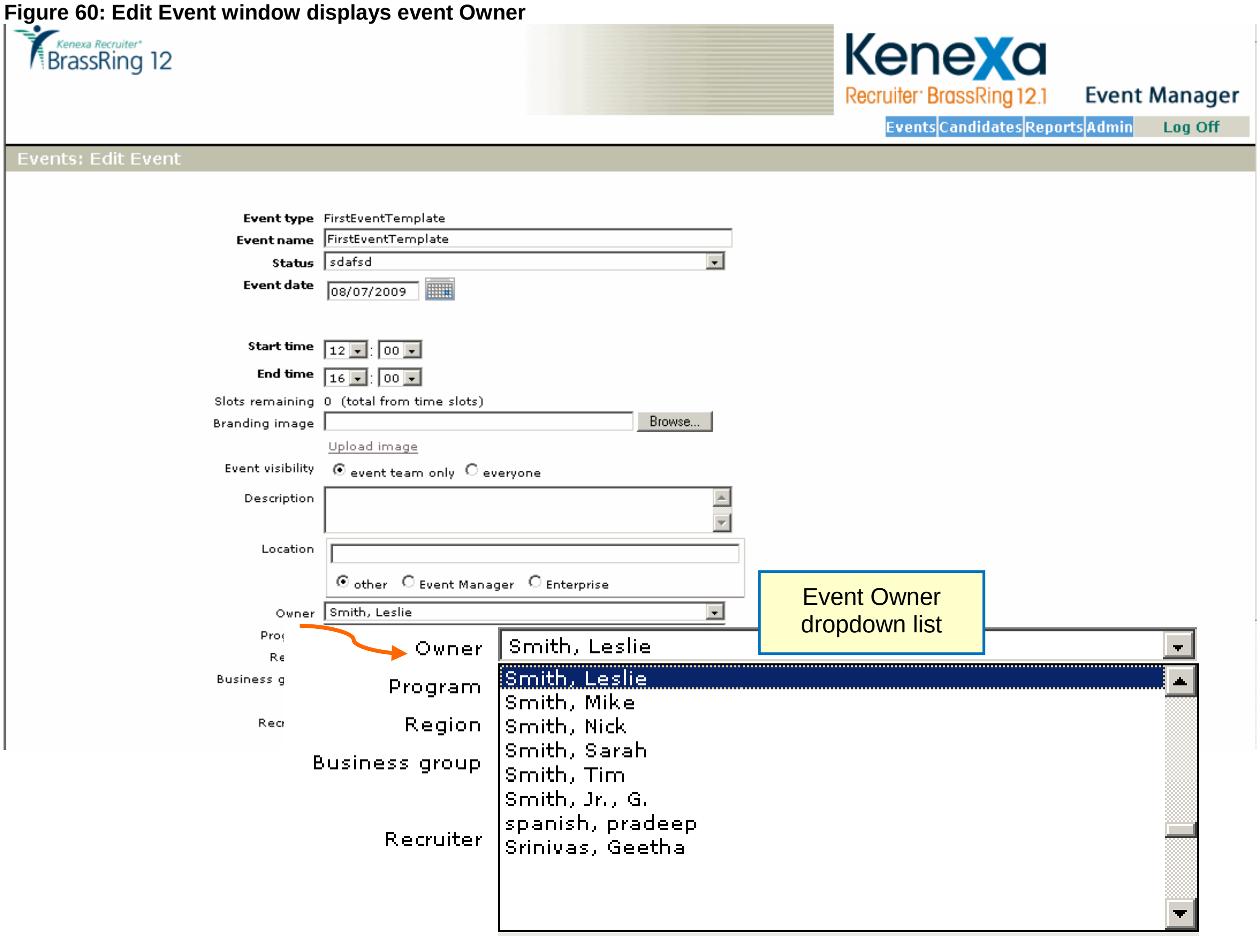
The workflow is as follows for KRB users:

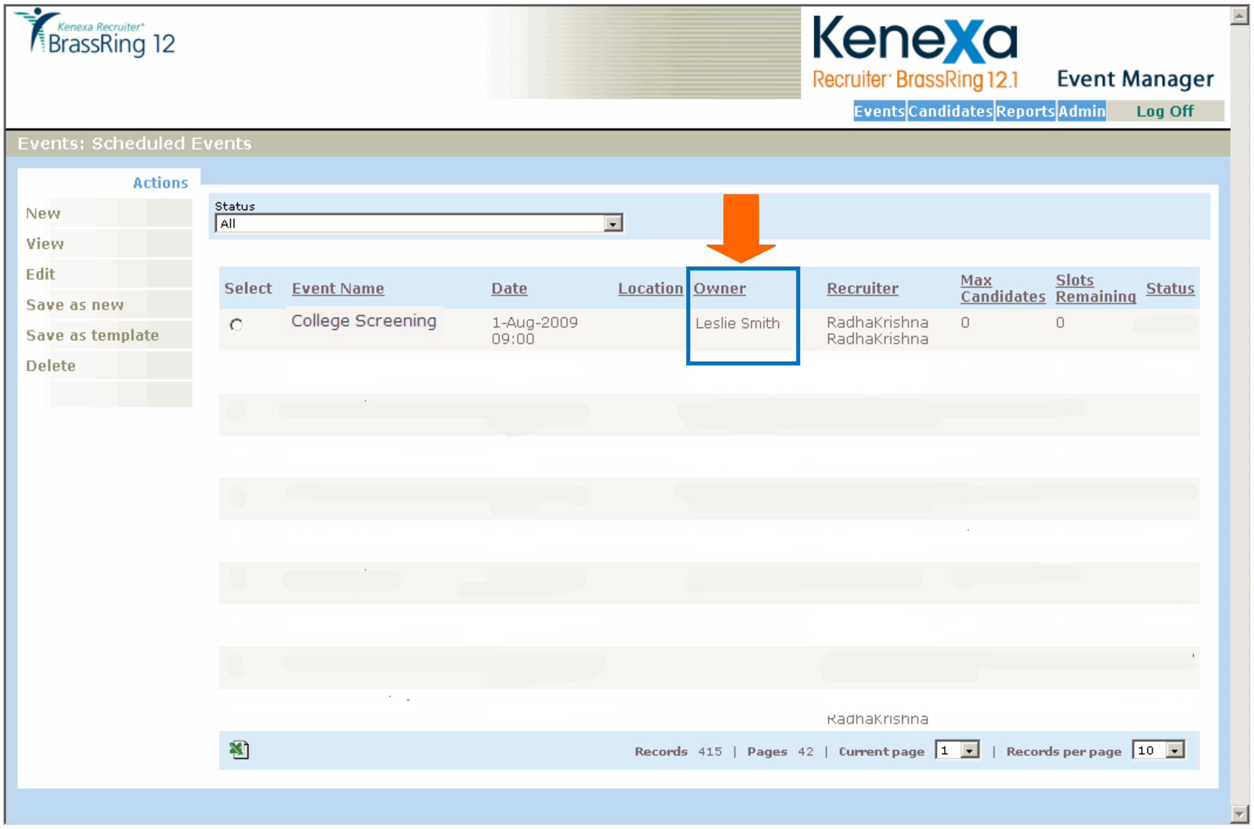
1. KRB user(s) creates letter/e-mail/document templates or blurbs with one or more date merge tokens in them. (This happens currently.)
2. KRB user(s) select option to send a candidate communication using a letter/e-mail/document template that has one or more date merge tokens in it. E-mail templates can include blurbs containing date merge tokens as building blocks for the e-mail template. (This happens currently.)
3. When a letter/e-mail/e-mail with blurb/document to a candidate is generated, and the date merge token was used, the system detects the Candidate locale and selects the Communications Date format from the new column in the Locales table. (This is new behavior.)
4. Specifically, for candidates whose locale is Canadian French, the Communications Date format for the Date merge tokens in the letter template/e-mail template/e-mail template with blurb/document template workflow is different as a result of this enhancement; the date will be rendered in the Long Date Format for Canadian French. (This is new behavior.)

Event Manager: Users can Specify a Different Event Owner

When a user is creating an Event template, the Event owner is the logged-in user by default. As of R12.1, the Event Manager user can select a different user for the event owner in a dropdown list. As a result, the Event Activity Report can display the correct event owner as configured originally on the Event template.

Figure 60: Edit Event window displays event Owner



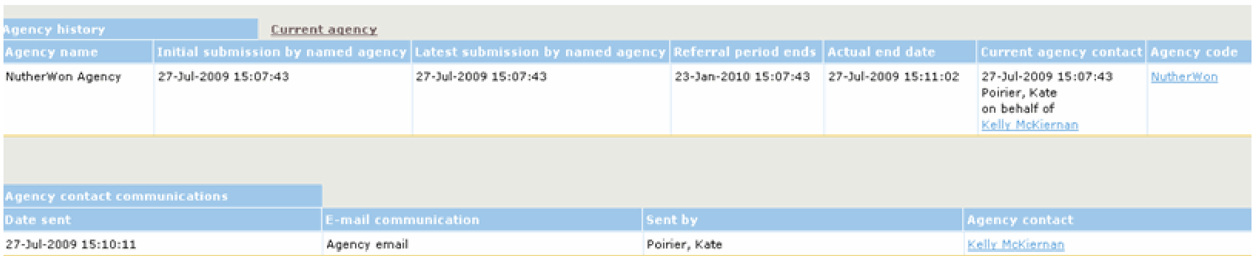

Kenexa Recruiter
BrassRing 12
Kenexa
Recruiter BrassRing 12.1
Event Manager
Events
Candidates
Reports
Admin
Log Off
Events: Scheduled Events
Actions
New
View
Edit
Save as new
Save as template
Delete
Status
All
Select
Event Name
Date
Location
Owner
Recruiter
Max Candidates
Slots Remaining
Status
College Screening
1-Aug-2009 09:00
Leslie Smith
RadhaKrishna RadhaKrishna
0
0
RadhaKrishna
Records 415 | Pages 42 | Current page 1 | Records per page 10

Agency Manager Enhancements

Agency Submittal History

The history for an Agency candidate stored history is displayed on the **Agency history** tab of the Talent Record even if the Agency contact has been inactivated:

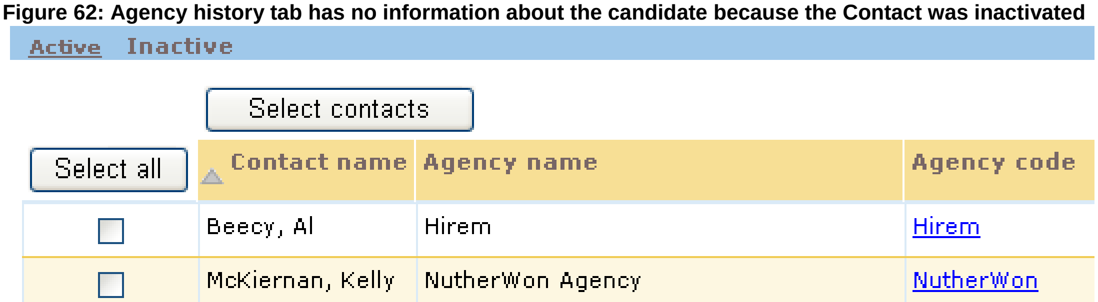
Figure 61: Agency History tab stores data for Agency contacts who have been inactivated



How It Worked Before

When the Agency contact who submitted the candidate was deactivated, the candidate's historical data was stored in the database but was not displayed in the **Agency history** tab on the Talent Record.

Figure 62: Agency history tab has no information about the candidate because the Contact was inactivated



Benefits

Customers can see candidate historical data even if an Agency contact has been deactivated.

Visible Changes

There are visible changes associated with this feature.

Date Available

25th June 2009: US

1st July 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is available automatically for customers using Agency Manager.

Agency Posting History Tracking

With this enhancement, Kenexa Recruiter® BrassRing maintains historical data for Agency postings for reporting.

Benefits

These fields are available for selection in the Data Insight Tool.

How It Worked Before

Before this enhancement, KRB maintained only the current posting status.

Limitations and Known Issues

In the current implementation, KRB does not currently convert "All" (which is stored as 0) to an enumerated list of Agency Contacts in the history table. The data are available at the Agency group level only.

Cost

There is no additional cost for this feature.

Date Available

14th May 2009: US
20th May 2009: EU

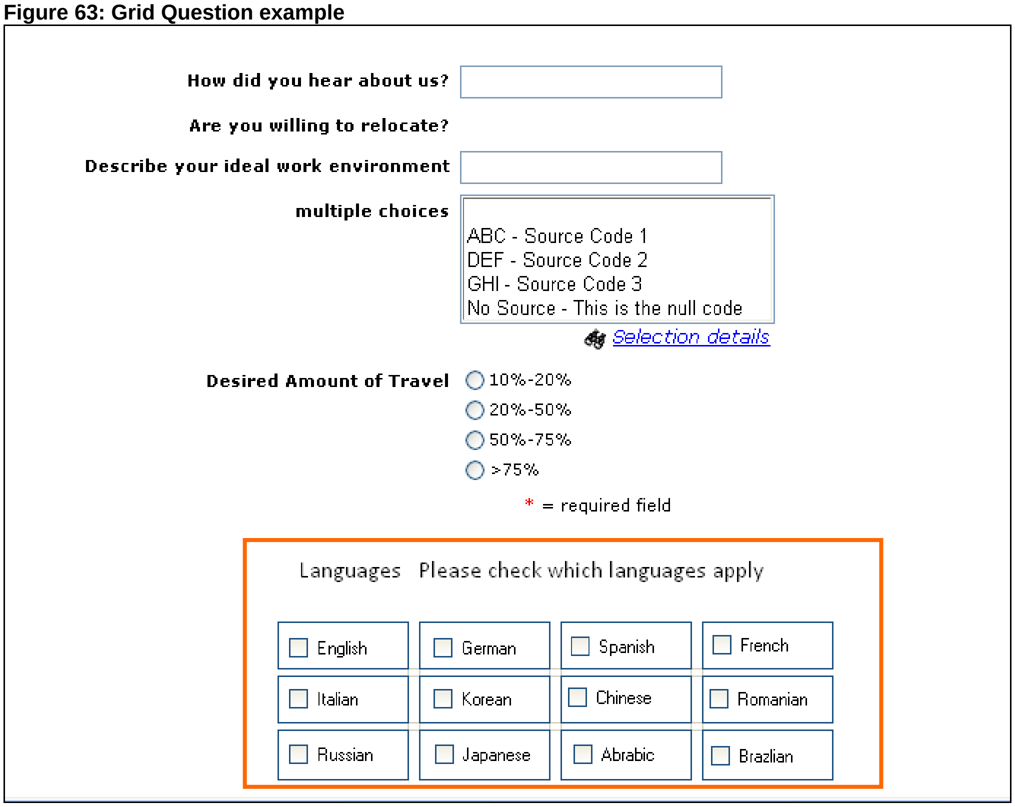
How Do I Get this Feature

This feature functions automatically for clients who use Agency Managers.

Using Grid Type Questions with Agency Managers

With this release (R12, Build 1) customers can add a grid question to their set of Agency Manager default questions. Grids are useful for questions about shift availability and so forth.

Figure 63: Grid Question example



Benefits

Agency Managers can use grid type of questions in the set of default questions that are sent to candidates. This is consistent with their use in Talent Gateway default questions and in Gateway Questionnaires.

How It Worked Before

Before this enhancement, recruiters could select grid type questions for Agency Manager but candidates could not see the questions in grid format when applying.

Limitations and Known Issues

This project does not include support for the following:

- Grid type questions in forms that are attached to candidates in KRB
- Grid type questions in forms that are associated with an Agency Recruiter

Visible Changes

As a result of this change, candidates will see grid type questions (if they have been configured for this Agency Manager) when they log into the Agency Manager and answer job-specific questions.

Cost

There is no additional cost for this feature.

Availability

14th of May 2009: US

20th May 2009: EU

How Do I Get this Feature

This feature functions automatically for clients who use Agency Managers.

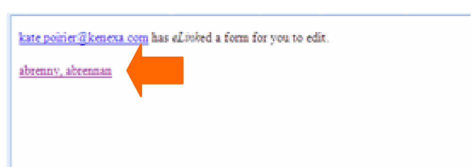
User Experience

Recruiter Experience

1. In KRB, navigate to the req folder and select the candidate (agency type).
2. Click the candidate's Talent Record of Agency Candidate
3. In the Talent Record, click the **Forms** tab
4. Select the eLink form that contains grid questions.
5. Send the eLink form to the Candidate.

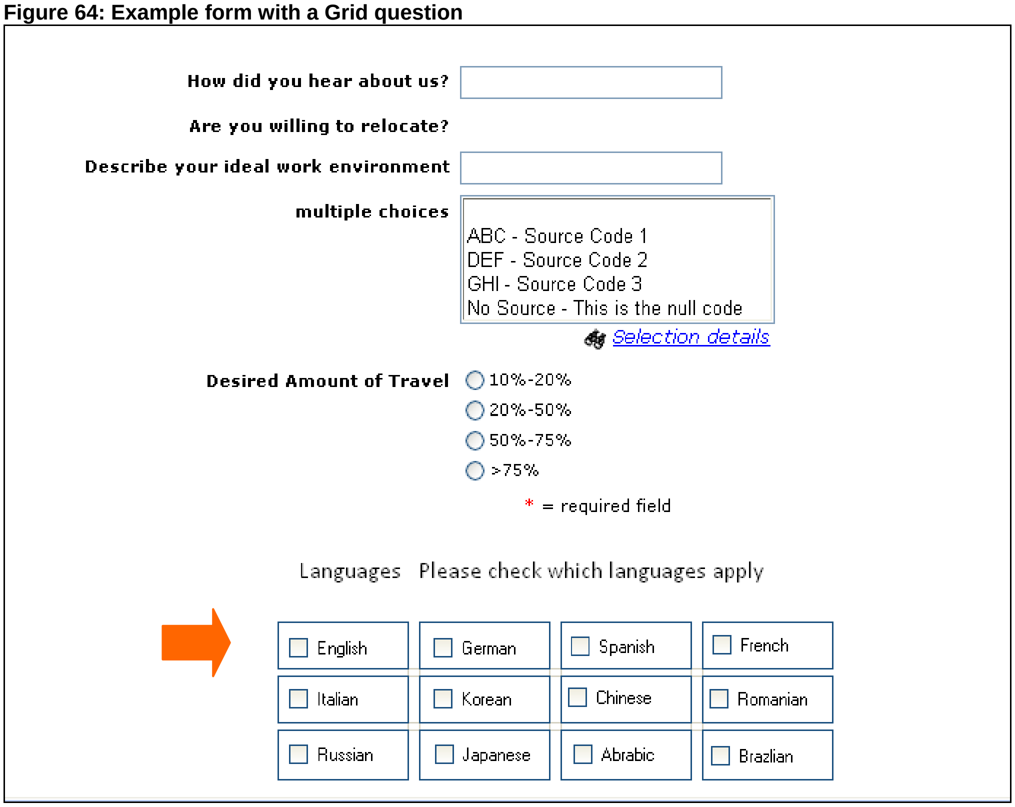
Candidate Experience

1. Candidates receive e-mails containing eLink(s) to form(s) to be filled out.
2. The candidate clicks the link.



3. The form displays with the grid Question on it:

Figure 64: Example form with a Grid question



Employee Referral Gateway Enhancements

Referred Candidates E-mail Notifications

Clients can configure separate subject lines and separate body text for automatic e-mail notifications sent to referred candidates for general (jobless) and job-specific referrals. Referrals are submitted by a referring employee through a referral gateway.

If desired, clients can include one of two new tokens in the body of the Referred candidate e-mail notification message for job-specific referrals: [JOBLINKS] and [JOBLINKSTEXT]. Clients can elect to use one or the other of these two new tokens instead of the existing [JOBSAPPLIED] token.

The two new tokens ([JOBLINKS] and [JOBLINKSTEXT]) are supported, but they are not included in the default job-specific e-mail notification message. See detailed instructions starting on page 93 on how to include these tokens in e-mail notification messages.

When the [JOBLINKS] token is included in the configured e-mail message, e-mail recipients will be able to click the job title and view a description of the job.

When the [JOBLINKSTEXT] token is included in the configured e-mail message, e-mail recipients will be able to click the job title and view a description of the job. In cases where the link is dead (because the e-mail client strips links, for example), users will be able to copy and paste the full e-mail address into the browser's address bar if this token is used in the notification message.

How It Worked Before

Before Kenexa introduced this feature, the Referred candidate e-mail notification message was configurable, but the same message was used for both job-specific and general referrals. Referred Candidates receiving the job-specific message would see the jobs listed in the e-mail message but could not view a description of the job. In addition, the subject line for this notification e-mail was hard-coded. With this change, we are making the subject line text configurable. We are providing exactly the same subject line as the default text.

Visible Changes

There are no visible changes without configuration.

Note: The label for the existing Referral e-mail message field will change to **Referred candidate e-mail notification message (job-specific):** in Workbench. However, the default e-mail message will remain the same so that for existing Employee Referral Gateways (ERGs), the messaging behavior is the same as in the past for both job-specific and general e-mails as far as the Referring Employee (RE) and Referred Candidate (RC) are concerned.

The general goal is to improve the configurability, workflow, and user experience (both for the referring employee and referred candidate) when using Employee Referral Gateways.

Benefits

This feature makes e-mails sent to the Referred Candidate appropriately informative: E-mail messages sent out in response to a job-specific candidate referral will provide a link to the job(s) to which the candidate was referred.

The e-mail sent to the Referred Candidate can include the full text version of the link (in addition to the job link) so that candidates can copy and paste them into the browser's address bar if necessary.

Best Practices

Kenexa recommends that if you opt to use one of the tokens that create job links, you include the [JOBLINKSTEXT] token. This token provides the links to individual jobs and the full text version of the hypertext link to the job which users can copy and paste into their browsers if the job links don't work for some reason.

Limitations and Known Issues

Clients can elect to use one or the other of these two new tokens ([JOBLINKS] and [JOBLINKSTEXT]) instead of the existing [JOBSAPPLIED] token. However, there is nothing to stop Workbench users from including all three tokens in a single e-mail message, but it would not make sense to do so.

This feature does not provide a workflow to view the job and then go on to apply to it.

Cost

There is no additional cost for this feature.

Date Available

25 June 2009: US
01 July 2009: EU

How Do I Get this Feature?

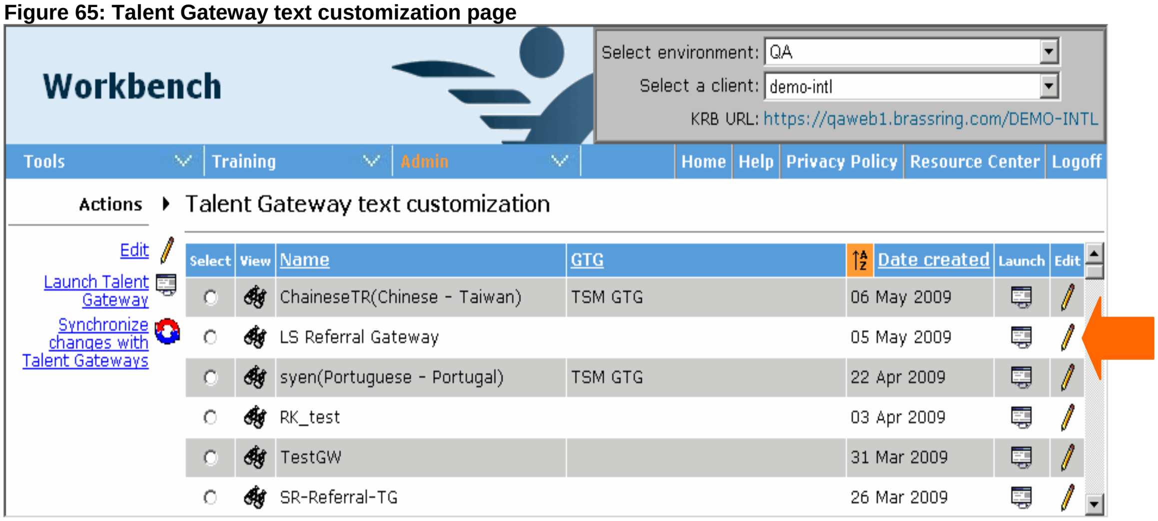
Your Kenexa consultant or Certified Workbench User (Tier-3) can configure the new Workbench settings for your Employee Referral Gateways.

Workbench Configuration

Certified Workbench Users and Kenexa personnel can configure this new functionality as follows:

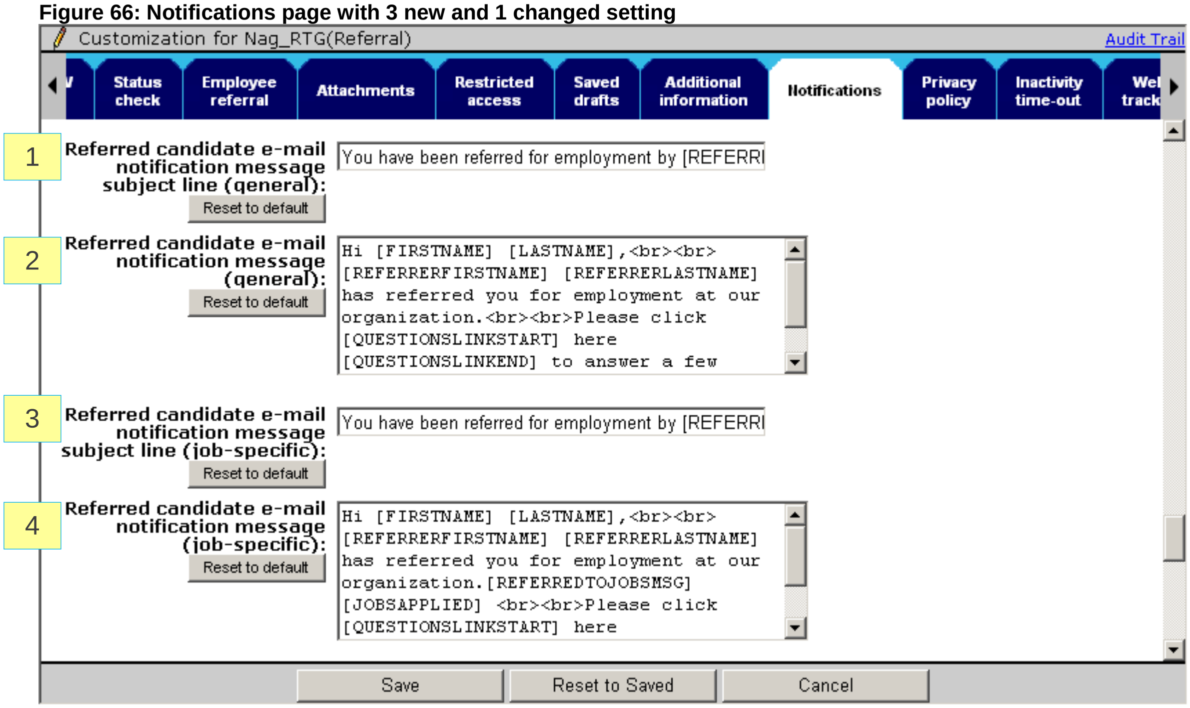
1. In Workbench, select **Tools > Talent Gateways > Text customization**.
2. The T**alent Gateway text customization** page displays.

Figure 65: Talent Gateway text customization page



3. Find and click the **Edit** icon for the referral gateway for which you are customizing text.
4. The **Customization for <Gateway Name>** window displays. It defaults to the **Landing** tab.
5. Scroll to the **Notifications** tab (about 6 clicks of the arrow on the right) and select the tab.
6. The **Notifications** page displays. This is a partial view of the **Notifications** page. The three new and one changed setting are in the Referred candidate section (toward the bottom).

Figure 66: Notifications page with 3 new and 1 changed setting



The table below summarizes the supported tokens. The [JOBLINKS] AND [JOBLINKSTEXT] tokens are new. See pages 92 through 95 for more information about these tokens.

Table 15: Supported Tokens

Supported Tokens	Description
[FIRSTNAME]	Referred Candidate's first name
[LASTNAME]	Referred Candidate's last name
[REFERRERFIRSTNAME]	Referring Employee's first name
[REFERRERLASTNAME]	Referring Employee's last name
[REFERREDTOJOBSMSG]	This token literally represents the following message: You were referred for the following job(s): See page 92 for more information about this token.
[JOBSAPPLIED]	This token displays a list of jobs in plain text within the e-mail notification to the referred candidate: Job Title, Req# Job Title, Req# Job Title, Req# See page 92 for more information about this token.

[JOBLINKS]	This token displays a list of jobs within the e-mail notification to the referred candidate. Each item in the list is hyperlink. Clicking the hyperlink opens the Job details page for the specific job. Job Title, Req# Job Title, Req# Job Title, Req# **Note:** If the Referred Candidate's e-mail client strips hyperlinks as a security measure, the e-mail recipient will see the list of jobs in plain text. See page 93 for more information about this token.
[JOBLINKSTEXT]	This token displays a list of jobs and the full http address (URL) of the Job details page within the e-mail notification to the referred candidate. Each item in the list is hyperlink. Job Title, Req# http://linktojob1.asp Job Title, Req# http://linktojob2.asp Job Title, Req# http://linktojob3.asp **Note:** If the Referred Candidate's e-mail client strips hyperlinks as a security measure, the e-mail recipient will see the list of jobs and the associated URLs in plain text. Accordingly, Kenexa recommends that you include the following sentence after the message body: (If a link does not work, please copy and paste the link text into your browser's address bar and click Go.) See page 94 for more information about this token.
[QUESTIONSLINKSTART]	Start loop for links to questions. Always use this token with the [QUESTIONSLINKEND] token. You can leave this token in both e-mail messages. If there are no questions available to pose to the candidate, the section is left out.

[QUESTIONSLINKEND]	End loop for links to questions. Always use this token with the [QUESTIONSLINKSTART] token. You can leave this token in both e-mail messages. If there are no questions available to pose to the candidate, the section is left out.

Setting 1: Referred candidate e-mail notification message subject line (general)

This new setting:

- is a text field (up to 255 characters in length)
- does not support HTML
- supports the tokens [REFERRERFIRSTNAME] [REFERRERLASTNAME]
- is populated automatically for all existing Talent Gateways with the existing text string for the e-mail subject line in the appropriate Talent Gateway language.

The default e-mail subject line is:

```
You have been referred for employment by [REFERRERFIRSTNAME]
[REFERRERLASTNAME]
```

Error Condition

If a Workbench user empties out subject line text from this field and clicks **Save**, the system behaves as follows: If there is no body, or no subject found in the settings, or both, the system does not send any e-mail message and logs an error.

Setting 2: Referred candidate e-mail notification message (general)

This new setting:

- is a text area field (up to 4000 characters in length)
- supports HTML
- Supports the following tokens:
  - [QUESTIONSLINKSTART]
  - [QUESTIONSLINKEND]
  - [FIRSTNAME]
  - [LASTNAME]
  - [REFERRERFIRSTNAME]
  - [REFERRERLASTNAME]

is populated automatically for all existing Talent Gateways with the existing text string for the e-mail subject line in the appropriate Talent Gateway language

The default e-mail message is:

```
Hi [FIRSTNAME] [LASTNAME],<br><br>[REFERRERFIRSTNAME] [REFERRERLASTNAME]
has referred you for employment at our organization.<br><br>Please click
[QUESTIONSLINKSTART] here [QUESTIONSLINKEND] to answer a few questions. To
view more openings please visit us at CLIENT TG URL HERE.
```

Error Condition

If a Workbench user empties out message body text from this field and clicks **Save**, the system behaves as follows: If there is no body, or no subject found in the settings, or both, the system does not send any e-mail message and logs an error.

Setting 3: Referred candidate e-mail notification message subject line (job-specific)

Note: The default subject line is identical to the subject line for general submissions (Setting 1, above).

This new setting:

- is a text field (up to 255 characters in length)
- does not support HTML
- supports the tokens [REFERRERFIRSTNAME] [REFERRERLASTNAME]
- is populated automatically for all existing Talent Gateways with the existing text string for the e-mail subject line in the appropriate Talent Gateway language.

The default e-mail subject line is:

```
You have been referred for employment by [REFERRERFIRSTNAME]
[REFERRERLASTNAME]
```

Error Condition

If a Workbench user empties out subject line text from this field and clicks **Save**, the system behaves as follows: If there is no body, or no subject found in the settings, or both, the system does not send any e-mail message and logs an error.

Setting 4: Referred candidate e-mail notification message (job-specific)

This changed setting:

- is a text area field (up to 4000 characters in length)
- supports HTML
- Supports the following tokens:
  - [FIRSTNAME]
  - [LASTNAME]
  - [REFERRERFIRSTNAME]
  - [REFERRERLASTNAME]

  - [REFERREDTOJOBSMSG]
  - [JOBSAPPLIED]
  - [JOBLINKS] (new token)
  - [JOBLINKSTEXT] (new token)
  - [QUESTIONSLINKSTART]
  - [QUESTIONSLINKEND]
- is populated automatically for all existing Talent Gateways with the existing text string for the e-mail subject line in the appropriate Talent Gateway language

Important: This particular setting existed before but it was for both general and job-specific notification messages. Clients might have customized it. The migration will not overwrite any customizations to this setting done by the client.

The default e-mail message is:

```
Hi [FIRSTNAME] [LASTNAME],<br><br>[REFERRERFIRSTNAME] [REFERRERLASTNAME]
has referred you for employment at our
organization.[REFERREDTOJOBSMSG][JOBSAPPLIED] <br><br>Please click
[QUESTIONSLINKSTART] here [QUESTIONSLINKEND] to answer a few questions. To
view more openings please visit us at CLIENT TG URL HERE.
```

Note: Microsoft Word is forcing the newline just before the word “organization” because the word “organization” plus the two tokens following it is one long string with no breaks in it. When configuring this setting, you do not need to include a line break after “our” and before “organization”.

Error Condition

If a Workbench user empties out message body text from this field and clicks **Save**, the system behaves as follows: If there is no body, or no subject found in the settings, or both, the system does not send any e-mail message and logs an error.

Token Details

[REFERREDTOJOBSMSG] Token

The [REFERREDTOJOBSMSG] token represents the following message:

> You were referred for the following job(s):

[JOBSAPPLIED] Token

The [JOBSAPPLIED] token represents the following portion of the message:

Job Title, Req#
Job Title, Req#
Job Title, Req#

When both tokens are included in the job-specific e-mail message, they are displayed as follows in the body of the e-mail:

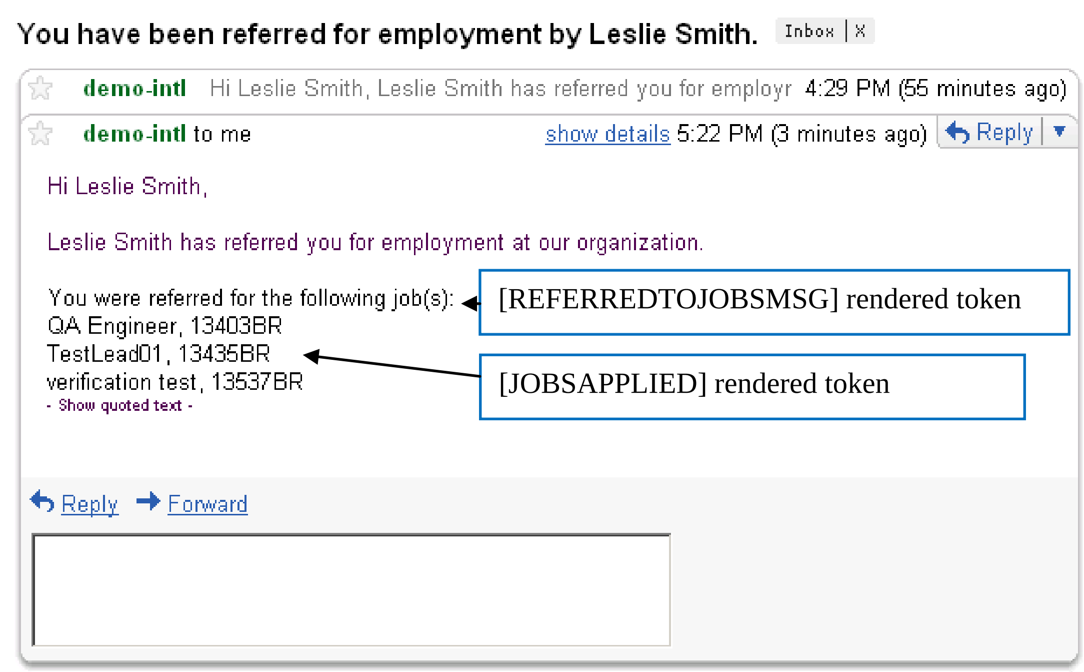


Figure 67: [REFFERREDTOJOBSMSG] and [JOBSAPPLIED] tokens

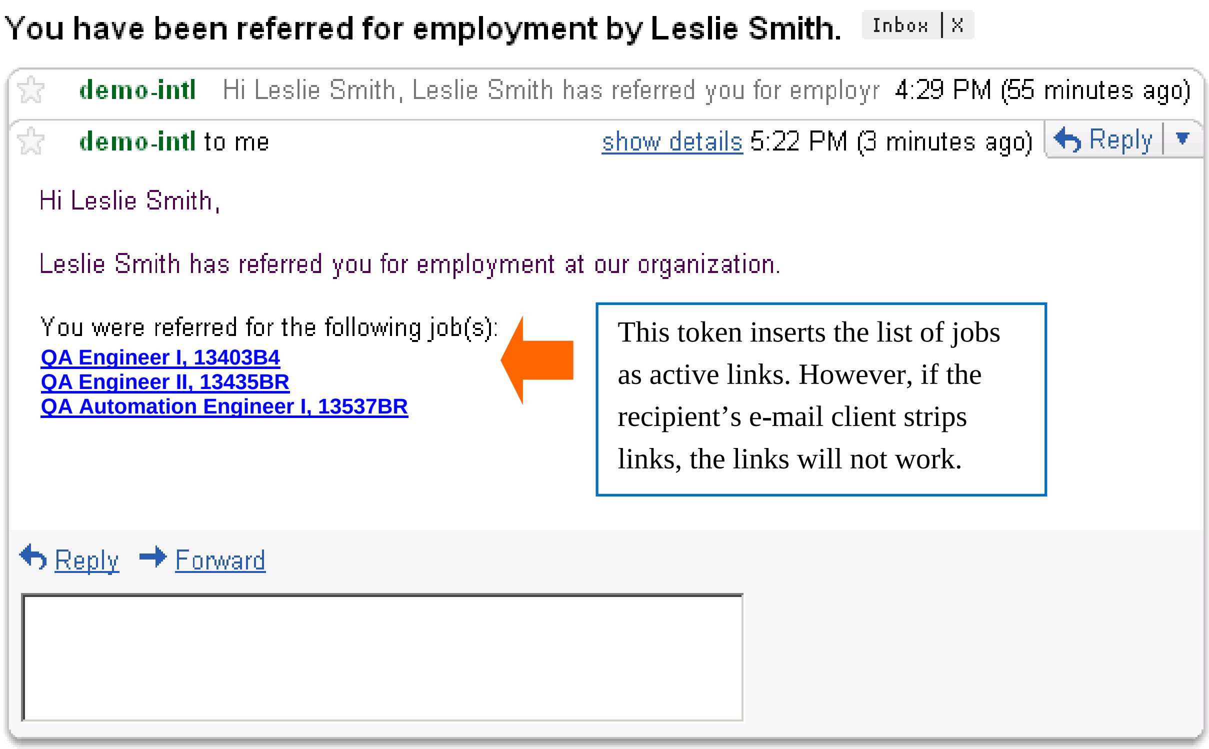
[JOBLINKS] Token

This is a new token. When the [JOBLINKS] token is included in the Referred candidate e-mail notification message (job-specific), the jobs to which the candidate was referred are listed as hyperlinks.

When e-mail recipients click the link, in the best case scenario, the **Job details** page for the job launches

If the e-mail client strips links, the jobs will be listed in link text color but the links will be dead.

Figure 68: [JOBLINKS] Token example in e-mail



Configuring the E-mail Notification Message with the [JOBLINKS] Token

Remove the [JOBSAPPLIED] token.

1. Replace it with the [JOBLINKS] token.
2. To preserve formatting as it is now, place the [JOBLINKS] token immediately after the [REFERREDTOJOBSMSG] token.

Here is an example message:

> Hi [FIRSTNAME] [LASTNAME],

[REFERRERFIRSTNAME] [REFERRERLASTNAME] has referred you for employment at our organization.[REFERREDTOJOBSMSG][JOBLINKS]

Please click [QUESTIONSLINKSTART] here [QUESTIONSLINKEND] to answer a few questions. To view more openings please visit us at CLIENT TG URL HERE."

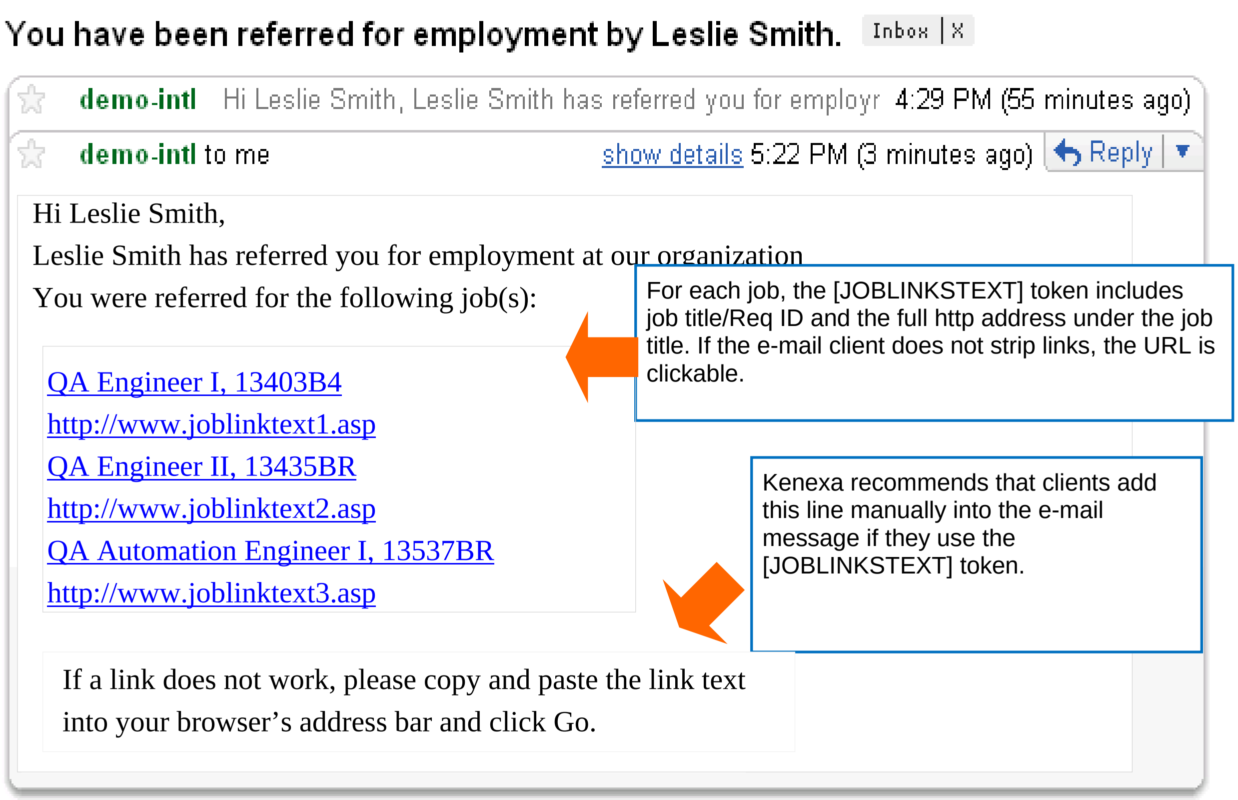
[JOBLINKSTEXT] Token

The new[JOBLINKSTEXT] token lists a job as a hyperlink AND the text version of the hyperlink which e-mail recipients can copy and paste into the browser's address bar.

In the best case scenario, when e-mail recipients click the link, they will see the **Job details** page for the job.

If the e-mail client application strips the links, each job title/Req ID is listed in link text color but the link will be dead. Each associated URL (http address) is listed as text and the link is dead. (We recommend, therefore, that you add the "*If a link does not work…*" statement to the bottom of the configured job-specific e-mail message.)

Figure 69: Example Referred Candidate e-mail notification using the [JOBLINKSTEXT] token and the statement



Configuring the E-mail Notification Message with the [JOBLINKSTEXT] Token

1. Remove the [JOBSAPPLIED] token (or remove the [JOBLINKS] token if you are using that currently).
2. Replace it with the [JOBLINKTEXT] token.
3. To preserve formatting as it is now, place the [JOBLINKTEXT] token immediately after the [REFERREDTOJOBSMSG] token.
4. Add the following message to the bottom of your e-mail (removing the quotation marks):

"(If a link does not work, please copy and paste the link text into your browser's address bar and click Go.)"

Here is an example message:

Hi [FIRSTNAME] [LASTNAME],

[REFERRERFIRSTNAME] [REFERRERLASTNAME] has referred you for employment at our organization.[REFERREDTOJOBSMSG]**[JOBLINKSTEXT]**

Please click [QUESTIONSLINKSTART] here [QUESTIONSLINKEND] to answer a few questions. To view more openings please visit us at CLIENT TG URL HERE.

(If a link does not work, please copy and paste the link text into your browser's address bar and click Go.)

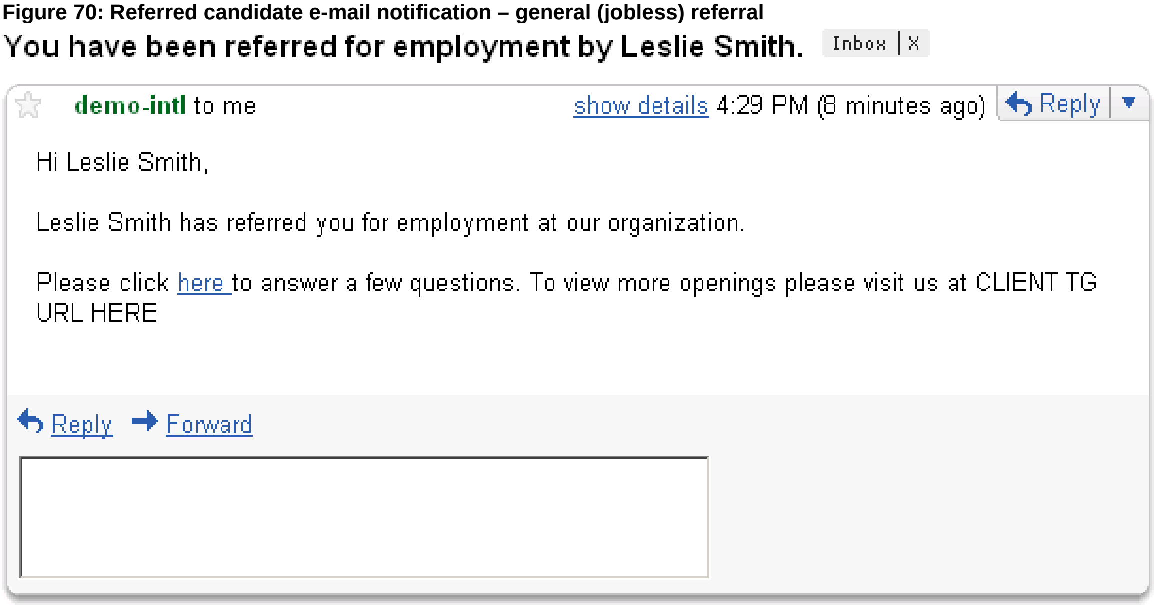
User Experience

The user experience is unchanged for the Referring Employee.

1. The Referring Employee (RE) logs into Employee Referral Gateway (ERG).
2. The RE goes through the workflow and makes the submission.
3. The Confirmation page displays.
4. A notification message is sent to the Referring Employee within the next several hours.

The user experience is unchanged for the Referred Candidate who receives a notification for a general (jobless) referral. The Referred candidate e-mail notification (general) message is sent to the candidate immediately. The message looks the same as the current message:

Figure 70: Referred candidate e-mail notification – general (jobless) referral



The default user experience is unchanged for the Referred Candidate who receives a notification e-mail for a job-specific referral. The Referred candidate e-mail notification (job-specific) message is sent to the candidate immediately. The message looks the same as the current message:

Figure 71: Referred candidate e-mail notification – job-specific referral

Referred Candidate Experience - Job-Specific Referral with [JOBLINKS] Token

The user experience is different for the Referred Candidate who receives the job-specific Referred candidate notification e-mail if the e-mail is configured with the new [JOBLINKS] token. The Referred candidate e-mail notification (job-specific) message is sent to the candidate immediately. The message looks similar to the one below:

Figure 72: Referred candidate e-mail notification – job-specific referral using [JOBLINKS] token

Referred Candidate Experience Using the [JOBLINKSTEXT] Token

The user experience is different for the Referred Candidate who receives the job-specific Referred candidate notification e-mail if the e-mail is configured with the new [JOBLINKSTEXT] token AND the "If a link does not work…" statement. The Referred candidate e-mail notification (job-specific) message is sent to the candidate immediately. The message looks similar to the one below:

Figure 73: Referred candidate e-mail notification – job-specific referral using [JOBLINKSTEXT] token

Flows for the Referred Candidate E-mail Job Link

The default flow is as follows:

1. The Referred Candidate clicks the job link in the e-mail and the Job details page for the job launches.
2. The system looks first to see if the job is listed on the external TG to which the candidate is directed in order to apply to the job.
3. If the job is not found, the system looks at the ERG on which the referral was made.
4. If the job is found there, the system displays the un-branded Job details page.
5. If the system looks in both places for the Job and does not find it, the system displays a message saying that the job is no longer posted.

Enhanced Resume Extraction

When KRB users eLink multiple referred candidates at one time, recipients access the most complete and up-to-date submission through the eLink. The KRB eLink code always chooses the most recent req-specific resume to include.

How It Worked Before

Internal Use Only

The interaction of the two client settings, **Enable auto extraction** and **Make extraction optional after first upload**, prevented resume auto-extraction from taking place when it was expected.

Table 16: Interaction of auto extraction client settings

	Make extraction optional after first upload ON	Make extraction optional after first upload OFF
Enable auto extraction ON	ERG auto extraction checkbox is visible after the first resume/CV upload. KRB automatically extracts resume on first upload and after if the ERG auto extraction checkbox is selected.	ERG auto extraction checkbox is not visible and *no auto extraction occurs*. [**Note:** In this case, when Make extraction optional after first upload was turned off, no auto extraction occurred even though Enable auto extraction was turned on.]
Enable auto extraction OFF	ERG auto extraction checkbox is not visible and no auto extraction occurs.	ERG auto extraction checkbox is not visible and no auto extraction occurs.

Benefits

When KRB users eLink multiple referred candidates at one time, they can be sure that the most complete and up-to-date submissions are sent.

Visible Changes

There are visible changes associated with this feature without configuration. Please see page x for more information.

Date Available

04 June 2009: US

10 June 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

If your company uses one or more Employee Referral Gateways (a specific type of Talent Gateway), and has the client setting **Enable auto extraction** turned on and the client setting **Make extraction optional after first upload** turned off, you will experience this improvement automatically without taking any action.

KRB User Experience

Auto Extraction happens automatically for all uploads to Employee Referral Gateways (ERGs) if the auto-extraction client setting is turned on in Workbench. Once it is turned on, all resume/CV uploads to ERGs are processed through the auto-extraction tool before proceeding to the next step.

Table 17: Interaction of auto-extraction client settings due to this enhancement

	Make extraction optional after first upload ON	**Make extraction optional after first upload OFF**
Enable auto extraction ON	ERG auto extraction checkbox is visible after the first resume/CV upload. KRB automatically extracts resume on first upload and after *if* the ERG auto extraction checkbox is selected.	ERG auto extraction checkbox is not visible because auto-extraction is required. Auto-extraction occurs automatically.
Enable auto extraction OFF	ERG auto extraction checkbox is not visible and no auto extraction occurs.	ERG auto extraction checkbox is not visible and no auto extraction occurs.

For all Employee Referral Gateway workflows where the Referred Candidate adds a resume, the resume is automatically extracted, ensuring that the candidate submission is always the most recent.

The Referring Employee submission and the Referred Candidate submission are tied to each other, and to the selected requisition. The submitted req code is included in the referred candidate eLink and the candidate-submitted resume is tied to that same req code. This behavior applies to all start pages other than Questions/Forms and to the same or different referred candidate eLink designated Talent Gateway.

In cases where the Referred Candidate submits to a different job than the one to which he or she was referred , the submission will contain both the referred req code and the submitted one.

If Data Privacy is enabled for the Talent Gateway, the candidate submission is always the most recent.

Enhanced Resume Upload

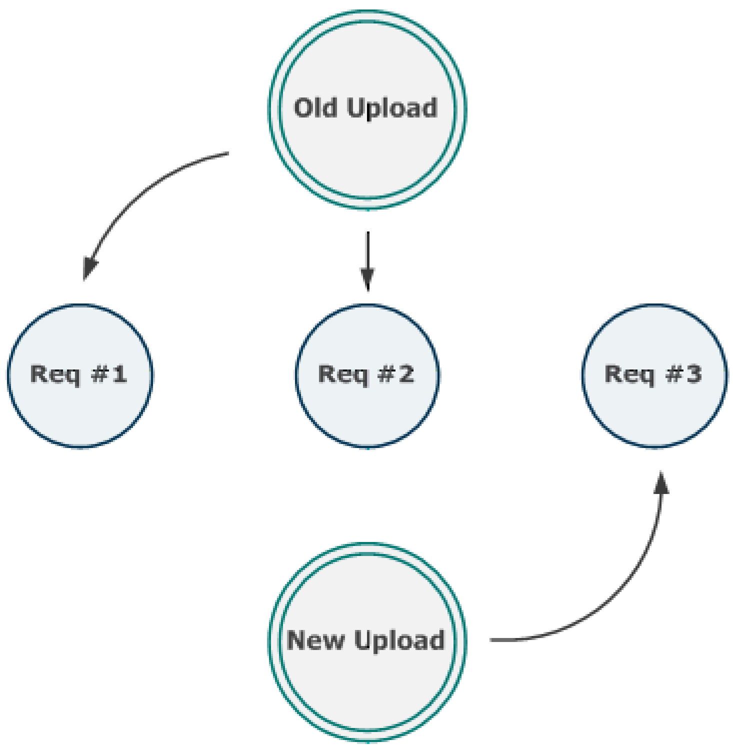
Feature Document: ERG Resume Upload Enhancement
Candidate uploads to Employee Referral Gateways (ERGs) can override referring employee uploads to ERGs and update all candidate records. As a result, KRB users can eLink the latest resume/CVs for multiple candidates rather than older ones with missing information.

Note: This feature works with the ERG Resume Extraction Enhancement.

How It Worked Before

Previously when a new job-specific submission could be associated only with the current job req and did not update resumes already uploaded earlier for other job reqs.

Figure 74: Old resume upload behavior on ERGs



Visible Changes

There are visible changes associated with this feature without configuration. Please see the Feature Details section for more information.

Benefits

Candidates and KRB users can ensure that the latest resume is filed to Reqs for which the candidate is being considered.

Cost

There is no additional cost for this feature.

Date Available

4-Jun-2009: US
10-Jun-2009: EU

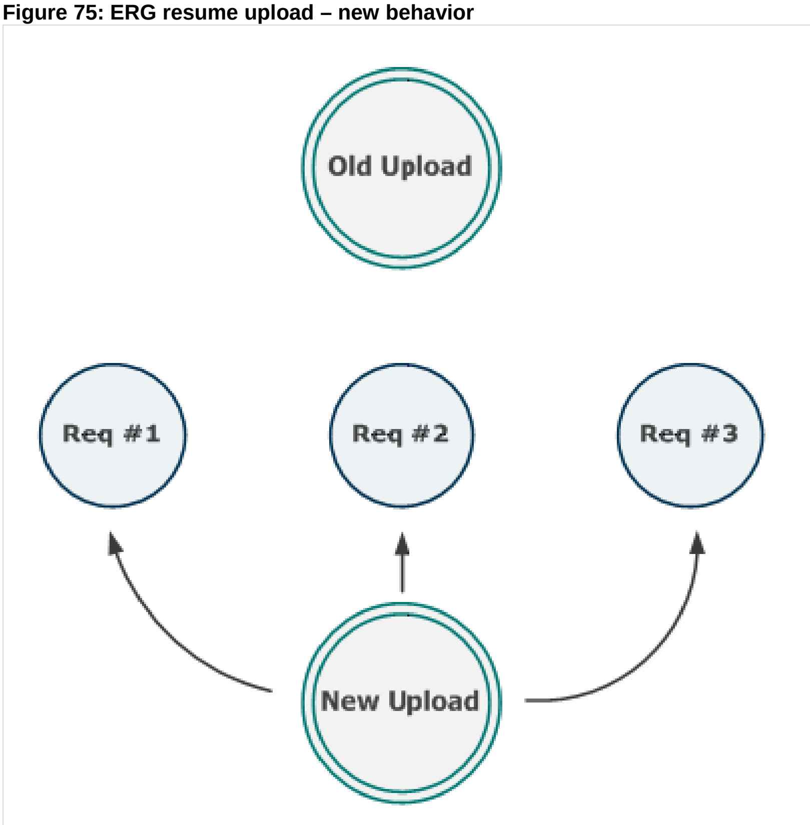
How Do I Get this Feature?

This feature works this way automatically for configured Employee Referral Gateways. It works in conjunction with the ERG Resume Extraction Enhancement.

Feature Details

When a new resume is uploaded, it is associated automatically with all jobs to which the candidate had been referred. (This means that it is associated with all reqs to which the candidate has been filed.)

Figure 75: ERG resume upload – new behavior



Talent Gateway Enhancements

Talent Gateway Error Messages

Talent Gateways that are not available display a more informative message to users and provide a way to navigate back to the previous web page.

Benefits

KRB users will see a more descriptive message which is includes more precise and meaningful information. Users will have improved navigation options as well and will have new buttons to allow the user to return to the previous page or home page where they can try to perform the function again

How It Worked Before

KRB users saw the following message when an URL did not work: “*ASP 500 Error ,An error occurred processing the page you requested*.” The user had no other choice but to close the window and start over.

Visible Changes

Talent Gateway users will see a more informative message when an URL does not work.

Date Available

4th June 2009: US
10th June 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is automatically available to all customers.

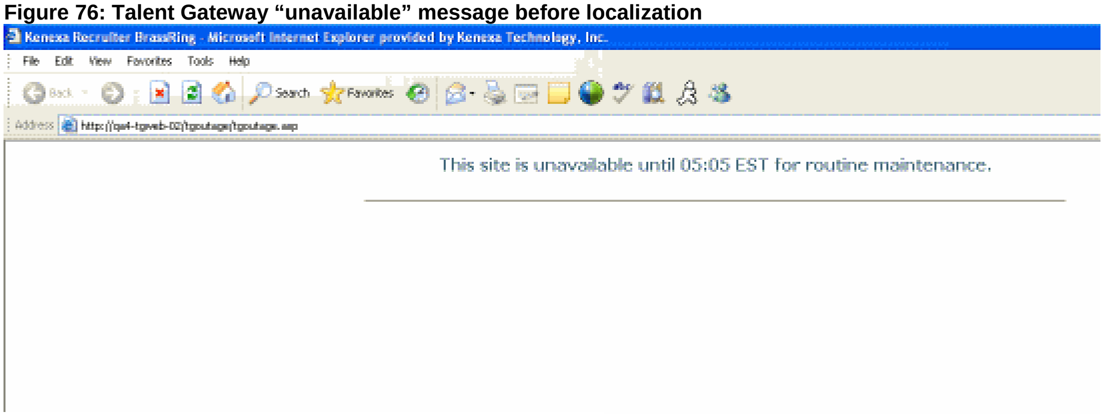
Talent Gateway Unavailable Messages

With this enhancement, the Talent Gateway *page unavailable* message detects the browser's preferred languages and displays the message in the matching language. If none of the languages match, or if we are not able to handle the preferred language, U.S. English is displayed. The languages are:

US English	Canadian French	Dutch	Norwegian
UK English	French	Korean	Slovenian
Chinese	German	Brazilian Portuguese	Spanish
Japanese	Italian	Portuguese	Swedish
Danish	Belgian-Dutch	Finnish	Turkish

The new (unlocalized) message says: "*This site is unavailable until 00:00 EST for routine maintenance.*"

Figure 76: Talent Gateway "unavailable" message before localization



Benefits

KRB users see the Talent Gateway *page unavailable* message displayed only in their browser's language if it is available.

How It Worked Before

KRB users saw the Talent Gateway *page unavailable* message displayed in multiple languages.

Visible Changes

Talent Gateway users will see a more informative message when an URL does not work.

Date Available

4th June 2009: US
10th June 2009: EU

Cost

There is no extra cost associated with this feature.

How Do I Get this Feature?

This feature is automatically available to all customers.

Talent Gateway Used in Multiple Locales

Customers can elect to select no default language for a Talent Gateway. This flexibility works well for a Talent Gateway that is used in multiple locales.

For new Talent Gateways, created after the introduction of this feature, the **CV Country Default** field on the **Talent Gateway details** page is blank by default. The system accepts blank for the setting's value. Workbench users no longer see a warning message prompting them to select a default country. This change to the **CV Country Default** field applies to Basic, Full, and Global Talent Gateways.

How It Worked Before

Some organizations use a single Talent Gateway for candidates in multiple countries or locales. However, in the configuration settings for the Gateway, only one default gateway language was permitted and that language defaulted automatically.

Benefits

This setting is good for clients who use the same Talent Gateway for candidates in more than one country or locale. It ensures that no specific language will auto-populate this field by default.

Limitations and Known Issues

Important: If the **CV Country Default** setting is set to blank, you must make the **Country** field required on the **Edit contact fields and stacking logic** page. See below for additional instructions.

Best Practices

If your organization elects to use this feature, Kenexa strongly recommends that you make **Country** a required field in your contact fields and duplicate stacking logic configuration. Please contact your Kenexa CSC for assistance with this.

Migration Information

- For all new Talent Gateways, added after the introduction of this feature, the **CV Country Default** field is blank.
- For existing Talent Gateways, your Kenexa consultant can change the default value for **CV Country Default** field from a language to blank if desired. Please heed *Best Practice* recommendation.

Data Insight Tool

Mutiple Form Output Enhancement

The output from multiple forms displays in a single row.

Field 1	Field 2	Field 3 Form 1	Field 4 Form 1	Field 5 Form 2
A	B	C	D	E

How It Worked Before

Field 1	Field 2	Field 3 Form 1	Field 4 Form 1	Field 5 Form 2
A	B	C	D	
A	B			E

Support for Agency Manager

The Data Insight Tool includes Agency Manager fields.

Figure 77: Data Insight Tool Template Workshop – Agency Manager fields partially expanded

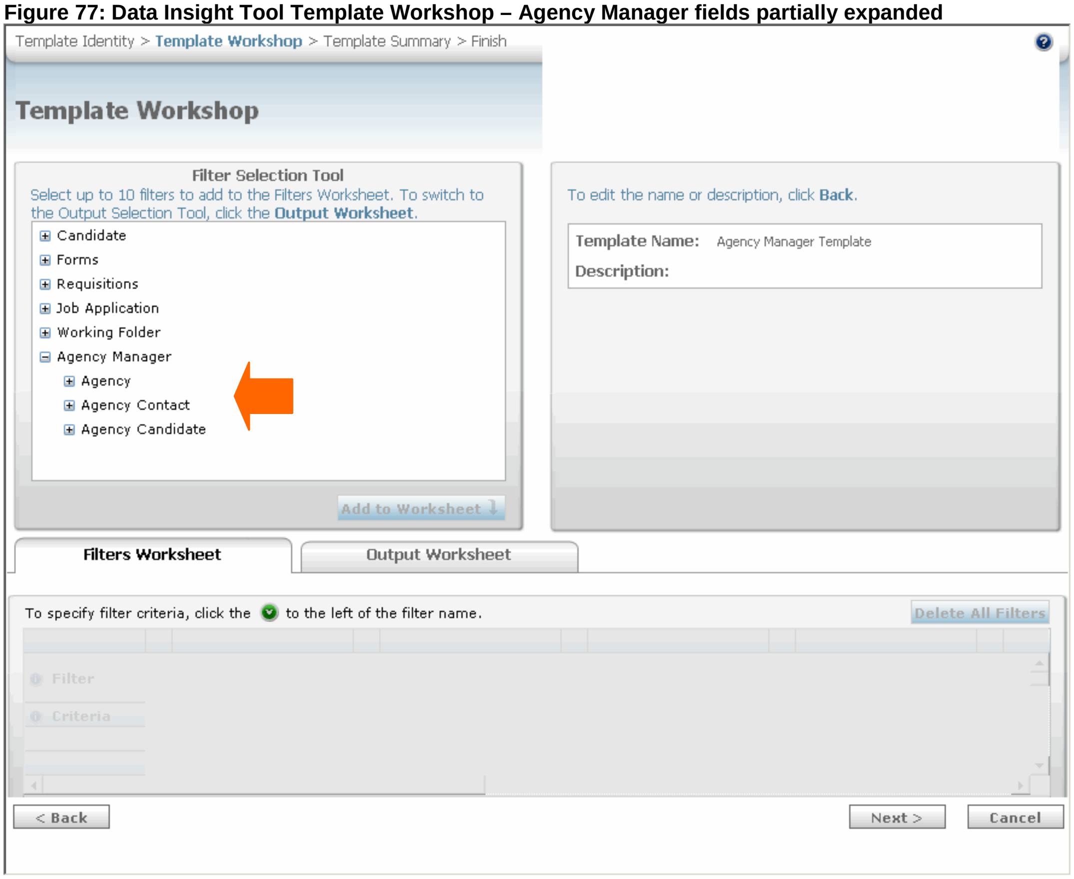


Table 18: Agency Manager filter fields

Agency	Agency Contact	Agency Candidate
Agency Manager	Contact Info	Status
Agency	First name	Referral period end
General	Last name	Questions completed
Agency code	Contact telephone (main)	Latest submission
Agency name	Contact telephone (other)	Original submission
Preferred agency	Address 1	
Description	Address 2	
Specialization	City	
Fee structure	Location	
Referral period	Zip/postal code	
Associated Agency Manager(s)	Country	
Vendor Code	Contact History	
Agreement start date	Added by	
Agreement end date	Added on	
Post past agreement end date	Edited by	
Agency notes	Edited on	
Contact Info		
Main contact		
Main phone		
Address 1		
Address 2		
City		
Location		
Zip/postal code		
Country		
Agency History		
Added by		
Added on		
Edited by		
Edited on		

Integrations

Searchable KAS: Assessment List Synchronization

To ensure clients always have a current list of the assessments for which they have contracted, the KAS web service checks that updates made to the assessments in KAS are reflected in KRB, including any custom assessments that customers have created. The KRB and Searchable KAS assessments lists are automatically synchronized overnight. The synchronization includes the following actions:

- Outdated assessments are marked as **Inactive** within KRB
- Assessments marked as **Inactive** are still functional if they are already attached to an open requisition.
- To fully inactivate that particular assessment, the KRB user must remove it from the requisition.
- Once inactivated, Inactive assessments are not available for new requisitions or save-as-new requisitions.

Note: The Assessments list contains English titles only. The actual assessment language is determined by the language selection option on Req forms. See page 112 for more information.

How It Worked Before

Clients had to update the KAS assessment list manually to keep it in synch with the KRB assessment list. Because manual updates were not always done immediately, clients' users did not necessarily have access through Searchable KAS to the most up-to-date assessments.

Benefits

It is no longer necessary to update the Searchable KAS list of assessments manually. These features will improve the client's experience of the integration in that their assessment list will always be up to date without manual efforts.

Visible Changes

There are no visible changes.

Limitations and Known Issues

This project does not include sending a notification to the recruiter if an assessment that was attached to an open req was subsequently inactivated.

Cost

There is no additional cost associated with this feature.

Feature Details

To synchronize the assessment list between KAS and KRB, KRB uses the standard Web service maintained by KAS to request an updated list.

Searchable KAS: Language Selection Option on Req Forms

Customers can say, for each Req form, whether an assessment should match the Talent Gateway language or, alternatively, if candidates should have the option to select the language they prefer. To have this option presented on a requisition, you must add the custom Req field **Assessment Language** to your Req forms.

Benefits

KRB users can control, at the level of the individual requisition, whether the candidate can choose the assessment language or not.

Best Practices

Kenexa recommends that you make the Assessment Language field required on the req form. If the field is not attached to requisition, the default behavior is to allow candidates to select their language.

Limitations and Known Issues

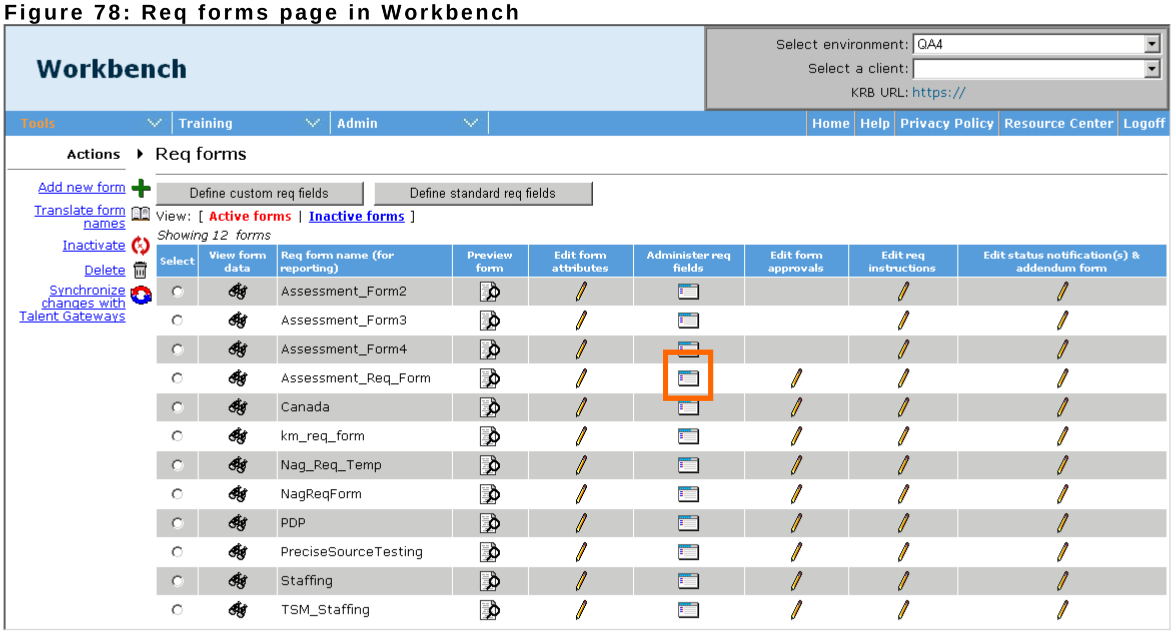
Important: Please keep in mind when configuring this feature that Assessment language does not always match KRB language.

Configuration

Kenexa personnel or Certified Workbench Users: To see the Assessment Language field on your Req form(s), add the custom req field **AssessmentLanguage** to each Req form(s) as needed.

1. In Workbench, select **Tools > Forms > Req forms**. The **Req forms** page displays.

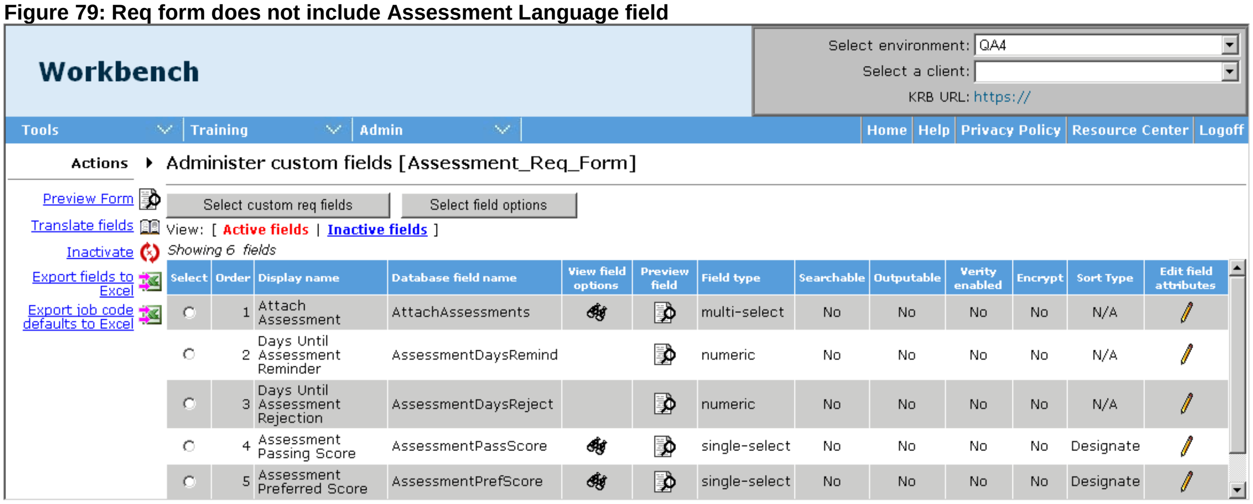
Figure 78: Req forms page in Workbench



2. Click the **Administer req fields** icon for the requisition form to which you want to add the **Assessment Language** field.

3. The **Administer custom fields [***Name of Req form***]** page displays.

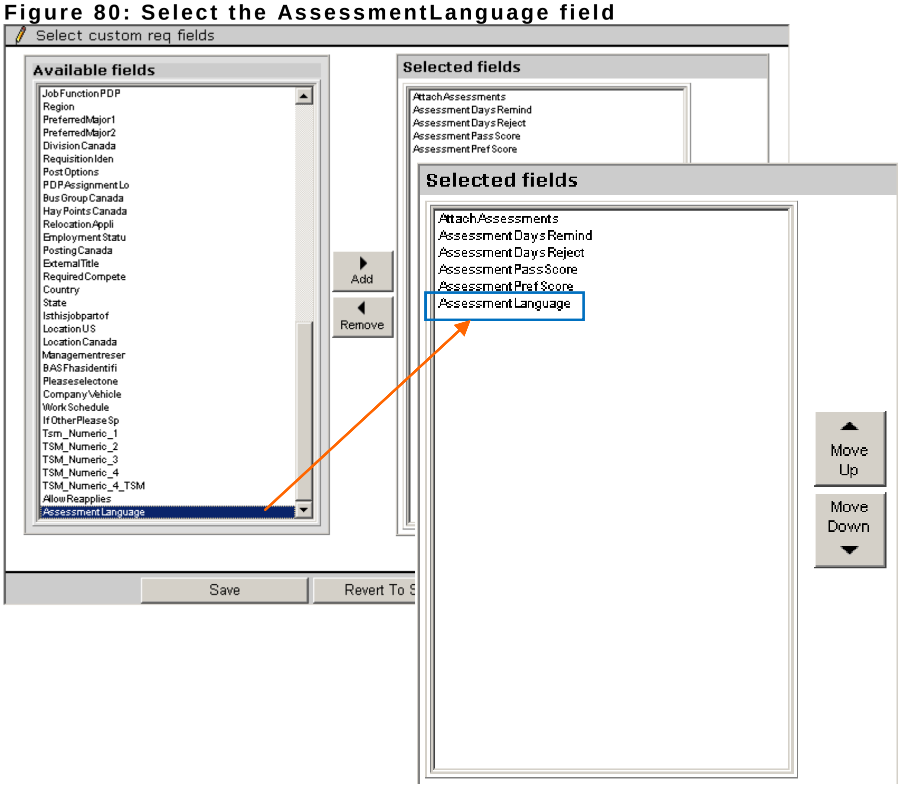
Figure 79: Req form does not include Assessment Language field



4. To add the **Assessment language** field to the Req form, click **Select custom req fields** above the grid.

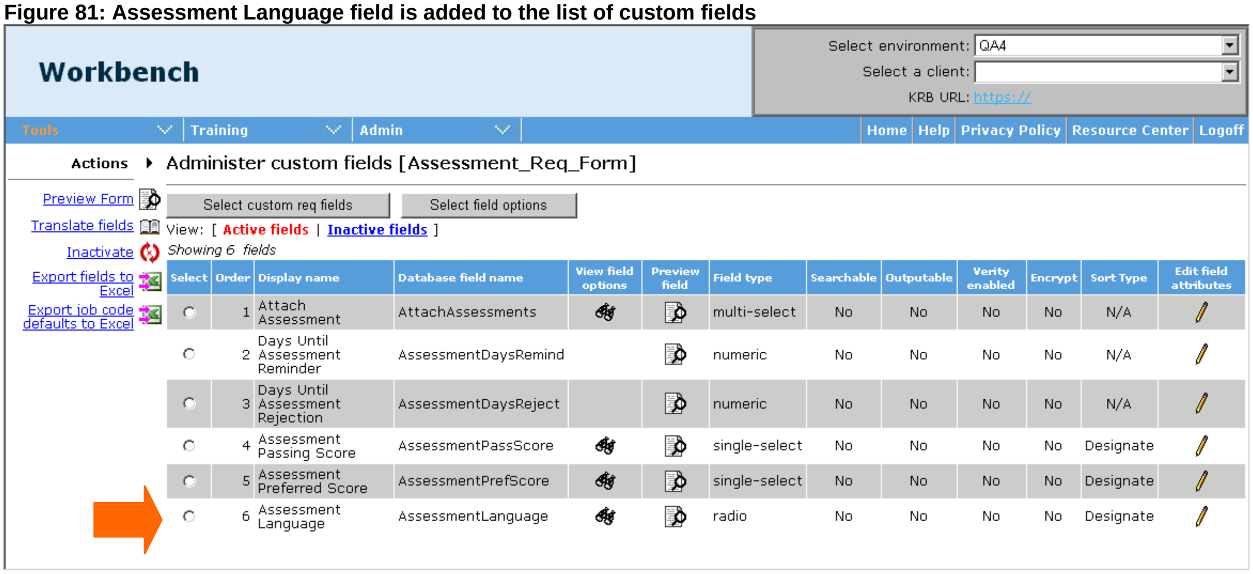
5. Highlight the **AssessmentLanguage** field in the **Available fields** list and click **Add** to move it to the **Selected fields** list. Use the **Move Up** and **Move Down** buttons to change the order of the field if desired. (This is the order in which the field will appear on the req form within the group of selected custom req fields.)

Figure 80: Select the AssessmentLanguage field



6. Click **Save**.
7. The **Assessment Language** field is added to the list of custom field for that Req form.

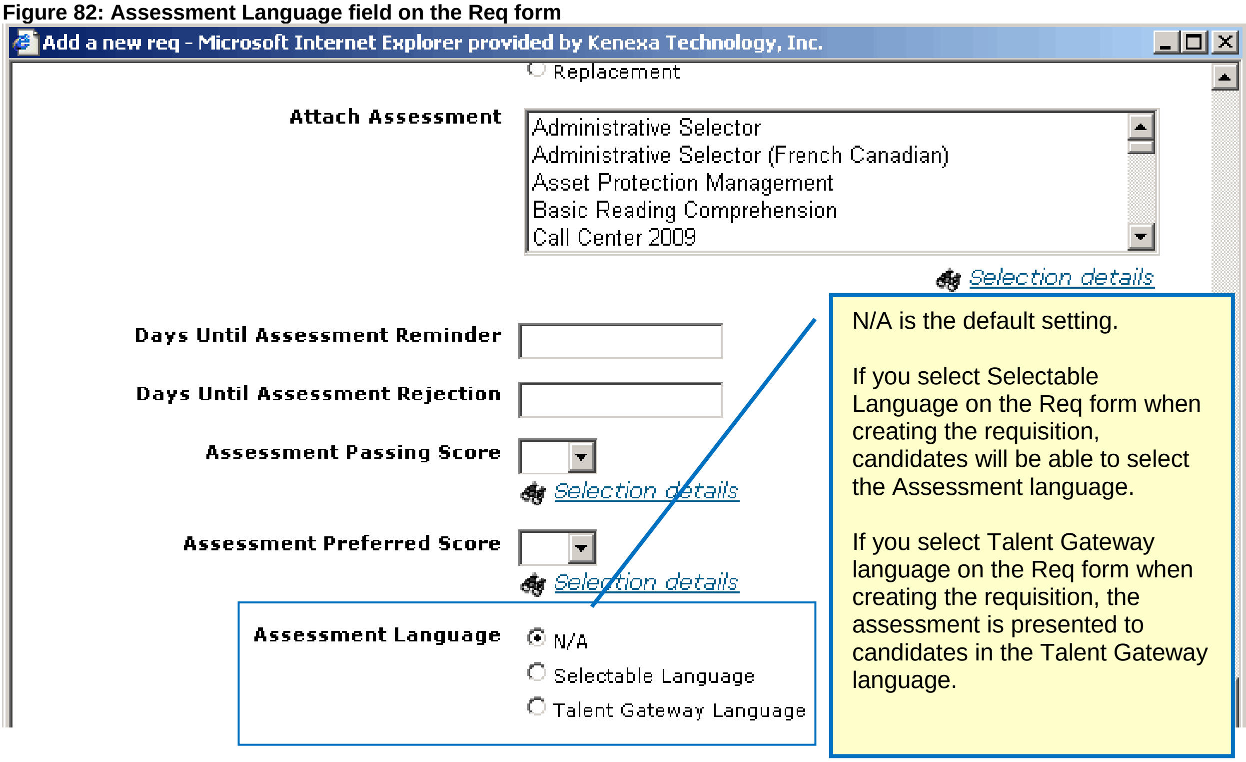
Figure 81: Assessment Language field is added to the list of custom fields



KRB User Experience

In KRB, when KRB users are adding a new requisition, the field is displayed on the Req form:

Figure 82: Assessment Language field on the Req form



Searchable KAS: Launch Assessment Button on GQ Page

With this enhancement, candidates must click the **Continue** button to launch the assessment step after completing the Gateway Questionnaire and clicking **Submit**. The **Continue** button text for launching the assessment is configurable.

How It Worked Before

Previously, candidates could reach the assessment step only by clicking a link on the Gateway Questionnaire (GQ) page. Because they could also click **Submit** on the GQ page, it appeared to be the final step in the application workflow. As a result, many candidates submitted applications without completing the required assessments.

Benefits

Candidates experience a clear workflow and submit complete applications.

Visible Changes

KRB: There are no visible changes associated with this project.

Workbench: There is a new setting: **Launch Assessment button text** on the **Notifications** tab of the **Text customization** page. To see this tab, select **Tools > Talent Gateways > Text customization > Notifications** tab.

Limitations and Known Issues

If the **Launch Assessment test via Continue** button is checked, the **Maximum Concurrent Req Submissions** must be set to **1**. This combination of settings forces candidates to apply to only one req at a time. (The reason for restricting the candidate to one req at a time is as follows: If a candidate were applying to multiple requisitions, and different assessments were associated with each requisition, the apply process would not know which assessment to launch as a result of clicking the “continue” button.

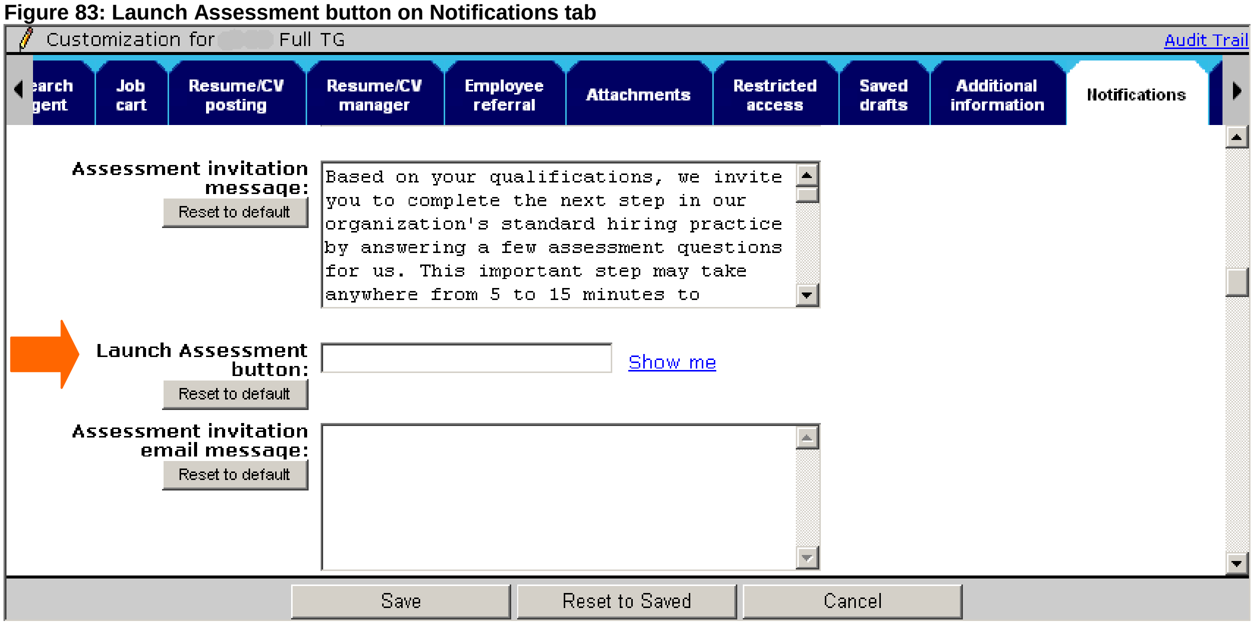
When a user auto-launches a **Create forms only** GQ and the Gateway form properties option of **Tie forms to Req ID**, if an assessment is associated with the Req ID that was selected, that assessment is not presented.

Configuration

1. In Workbench, select **Tools > Talent Gateways > Text customization > Edit** icon for Talent Gateway > **Notifications** tab.
2. Scroll to the setting **Launch Assessment button**.
   - The default text label is **Continue**.
   - The field accepts extended characters.

– The field does not accept HTML.
– Click **Show me** to view an image of where this button displays on the page when presented to the candidate.
– Click **Reset to default**, the system resets the blank or current value to **Continue**, or to the Talent Gateway locale's translated value.

Figure 83: Launch Assessment button on Notifications tab

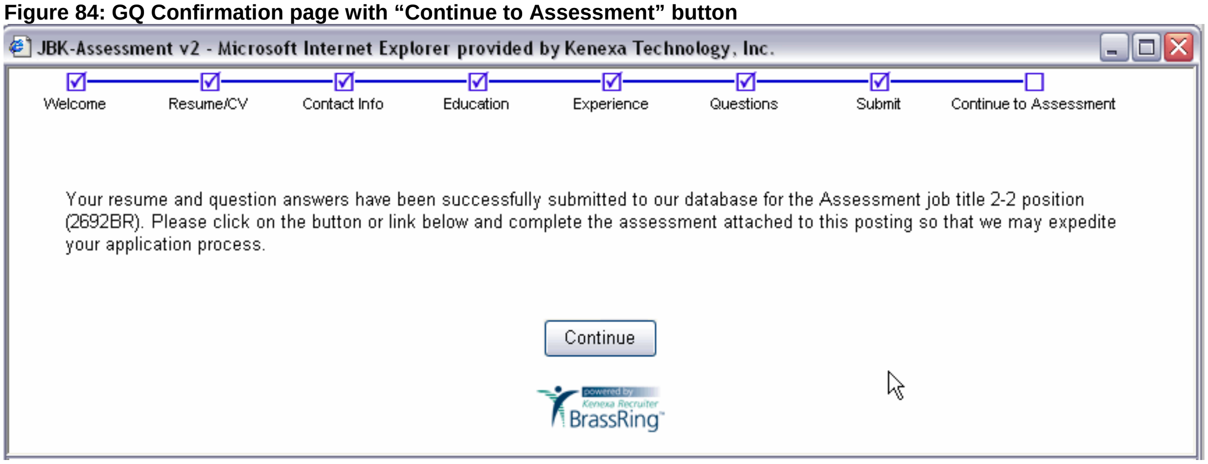


3. Click **Save** when you are finished.

Talent Gateway User Experience

Talent Gateway users see the **Continue to Assessment** step in the progress bar:

Figure 84: GQ Confirmation page with "Continue to Assessment" button



The **Continue to Assessment** step is displayed under the following conditions:

1. The Talent Gateway details setting **Launch Assessment via Continue button** must be enabled
2. There must be an assessment available to be launched, either through a GQ flow or a non-GQ flow.

Workflow Scenarios

Client Configurations

1. Client uses assessments in their external posting process.
2. Client configures **Launch Assessment via Continue** button for the external Talent Gateway
3. Client configures the Launch assessment button on the Notifications tab of the Text customization page for the External Talent Gateway

Non-GQ workflow

1. The KRB user posts Req 123BR to the external Talent Gateway.
2. The candidate applies to posting 123BR.
3. The candidate answers the default Talent Gateway and req-specific questions and has a passing score for posting 123BR.
4. The confirmation page displayed to the candidate has the Continue for launching the assessment.

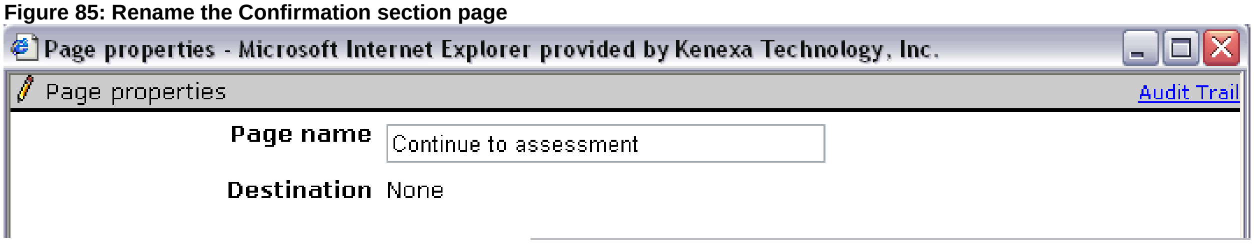
GQ workflow

1. A KRB user posts Req 123BR to the External Talent Gateway.
2. A candidate applies to posting 123BR.
3. The candidate answers Gateway Questionnaire questions for posting 123BR.
4. The confirmation page on the GQ for the candidate has the Continue button for launching the assessment.

Best Practices

1. Give the Confirmation section page of the GQ a name that clearly indicates to the candidate that he or she will continue on to the assessment.

Figure 85: Rename the Confirmation section page



2. To increase the rate of assessment completion by candidates, make the candidate's e-mail address required on Talent Gateways using assessments.

3. Configure the **Assessment invitation email message** so that the link for launching the assessment is contained in the e-mail sent to the candidate. If for some reason the candidate's workflow on the TG is interrupted, he or she will have the opportunity to complete the assessment by launching it from the link in the e-mail.
4. When creating Gateway Questionnaires, there can be no more than one page after the **Submit** button. If you try to add more than one page, the following error message is displayed: *"For any path, there can be no more than one page after the Submit button.*"
5. Although this is not a recommended or common practice, GQs can currently have multiple confirmation pages. When configuring the GQ, do not place the "Continue to assessment button" page after a page with a "Next" button on it. The assessment link will not work as expected.

Talent Gateway – Gateway Questionnaire – Confirmation Page

When the candidate clicks the **Continue to assessment** button, the assessment opens in the same window. If the assessment software is not responding, the following error message displays:

"Please click here to retry to launch your assessment. Or, you may copy/paste the following URL into a document to save and launch the assessment at a later period of time."

"Instructions:

1. Right click on the text box below and choose 'Select All'
2. Right click and choose 'Copy'
3. Paste the URL in a place (document, note, email) where you can retrieve it to take the assessment at a more suitable time"

[Text box with assessment link]

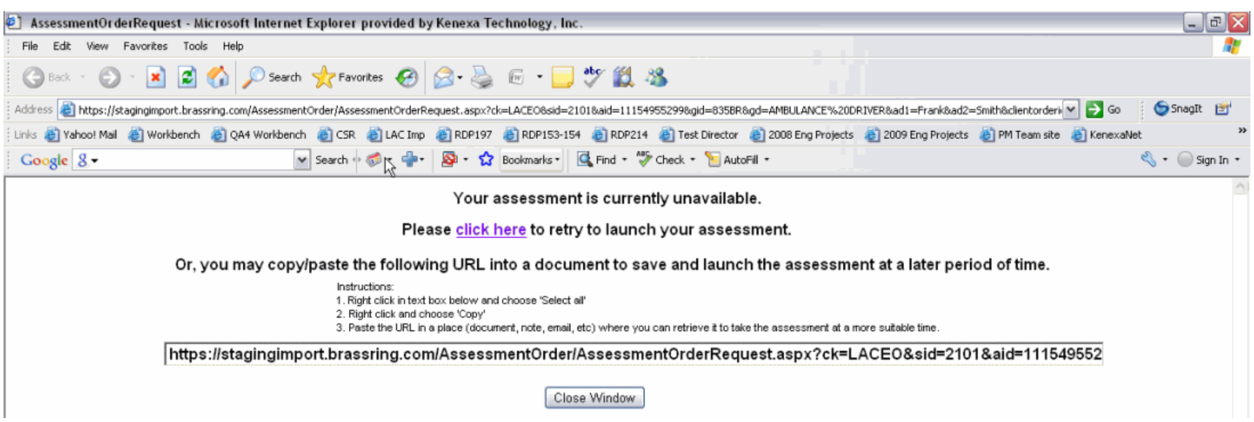


Figure 86: "Assessment unavailable" message with instructions

GQs Using Scoring or JSQ Widget with Scoring

You can set the score low enough so that all candidates proceed to assessment.

If a candidate does not have passing score, the **Close** button displays on the GQ confirmation page.

Note: For clients using **CSR Push to Supplemental Questions**, all candidates applying and being processed through ReqIDs that have the **CSR Push to Supplemental Questions** field checked proceed to the assessment regardless of their score. No minimum score is necessary

Location: Talent Gateway > Text customization > Edit > Notifications tab

The e-mail is sent automatically when the **Assessment invitation email message** text area is populated with text.

If the candidate was successful in launching and completing the assessment by use of the **Continue to assessment button** and then clicks the link received in the e-mail, the candidate is not allowed to take the assessment again. A message informs the candidate that the assessment has been completed.

Searchable KAS: Automated Notifications

Kenexa enhanced Searchable KAS, one of Kenexa's assessments integrations, to provide tightly-integrated assessment capabilities with automated actions for hourly, graduate, and other types of high-volume recruiting.

Searchable KAS includes new triggers to update HR Status and send candidate e-mails when different types of events occur. It can be configured to calculate passing scores and automatically reject candidates or move candidates to the next HR status.

Benefits

A high level of assessment automation streamlines the recruiting process, making high-volume recruiting more manageable and equitable.

Limitations and Known Issues

For clients using Searchable KAS before this enhancement, KRB Engineering must run a script to add the four new custom fields.

Date Available

14 May 2009: US
20 May 2009: EU

Cost

There is no additional cost associated with this feature.

How Do I Get this Feature?

Please contact your Kenexa consultant for assistance in planning and implementing this feature.

Security

Honor User Privileges for Gatekeeper Support Users

To assist Kenexa Recruiter BrassRing support personnel, Kenexa has implemented a more efficient, accurate and secure way to reproduce issues reported by clients.

Gatekeeper login accounts now honor what is set in the respective client KRB user profile for:

- User type
- Org group(s)
- User group(s)

Visible Changes

There are no visible changes associated with this feature.

Cost

There is no additional cost associated with this feature.

Tier 0 Workbench Access to Forms, GQs, and Task Manager

Kenexa added Self Service Tier 0 access to Workbench. Tier 0 replaces the Forms Utility and extends self service access to candidate forms, Gateway Questionnaires, and Task Manager.

Benefits

Clients want to add and administer their candidate forms and Gateway Questionnaires. This gives them access to do so through Workbench. Users no longer have to log into a separate utility to do this work.

How It Worked Before

Clients used the Form Builder utility to create and maintain candidate forms. This required a separate login to a different utility, in addition to maintenance work done for other functions in Workbench.

Date Available

This feature is available for use on:

14 May 2009: US

20 May 2009: EU

How Do I Get this Feature?

1. Implementation Coordinators will train new clients during the implementation process.
2. Existing Certified Workbench Users will train newly-designated Tier 0 users on Tier 0 tasks as desired.
3. Existing Certified Workbench Users must add intended Tier 0 users to Workbench (or reassign existing users to Tier 0 if appropriate).

Feature Details

Workbench users configured for Tier 0 access can log in to Workbench and perform the tasks listed below:

- Tools > Forms > Candidate Forms
- Tools > Gateway Questionnaires
- Tools > Task Manager
- Admin > Change password

Candidate Forms Actions

Note: Tools > Forms > Candidate forms > Add new form is not exposed to Tier 0 users

- Tools > Forms > Candidate forms > Active/Inactive
- Tools > Forms > Candidate forms >Translate form names
- Tools > Forms > Candidate forms > Synchronize changes with talent gateways
- Tools > Forms > Candidate forms > Preview form

- Tools > Forms > Candidate forms > View form data
- Tools > Forms > Candidate forms > Edit form attributes
- Tools > Forms > Candidate forms > Administer form fields
- Tools > Forms > Candidate forms > Administer Form Fields > Add new Field
- Tools > Forms > Candidate forms > Administer Form Fields > Translate Fields
- Tools > Forms > Candidate forms > Administer Form Fields > Preview Form
- Tools > Forms > Candidate forms > Administer Form Fields > Active/inactive
- Tools > Forms > Candidate forms > Administer Form Fields > Edit field attributes
- Tools > Forms > Candidate forms > Administer Form Fields > Export to Excel
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options > Add new option
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options > Translate options
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options > Edit
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options > Active/inactive
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options > Export to Excel
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options > Preview Field
- Tools > Forms > Candidate forms > Administer Form Fields > Administer field options > Edit field Attributes

Gateway Questionnaires Actions

- Tools > Gateway Questionnaires > Add new Gateway Questionnaire
- Tools > Gateway Questionnaires > Save Gateway Questionnaire as new
- Tools > Gateway Questionnaires > Translate Gateway Questionnaire names
- Tools > Gateway Questionnaires > Activate Gateway Questionnaire
- Tools > Gateway Questionnaires > Delete Gateway Questionnaire
- Tools > Gateway Questionnaires > Update Gateway Questionnaire associations
- Tools > Gateway Questionnaires > Inactivate Gateway Questionnaire
- Tools > Gateway Questionnaires > Reactivate Gateway Questionnaire
- Tools > Gateway Questionnaires > Edit properties
- Tools > Gateway Questionnaires > View properties
- Tools > Gateway Questionnaires > Administer sections / pages
- Tools > Gateway Questionnaires > View sections / pages
- Tools > Gateway Questionnaires > Preview

Task Manager Actions

- Tools > Task manager > Refresh display
- Tools > Task manager > Suspend task
- Tools > Task manager > Resume task
- Tools > Task manager > View toggles (All tasks, by status)

Configuration

Kenexa Personnel or Certified Workbench Users with Tier 2 access must add Tier 0 users to Workbench or edit one or more existing Workbench users to be Tier 0 users, depending on the client's requirements.