

KenexaRecruiter® BrassRing and Talent Gateway Solutions

# Product Update Guide

Release 11.5

**FINAL**

Release Date: 09 January 2009



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# Agency Manager - Viewing Agency Manager Correspondence

KRB lists Agency communications (when they exist) on the Communication History tab of each candidate's Talent Record. The communications history includes communications sent to system and non-system users, agencies, and directly to the candidate.

## Benefits

The Communications History tab provides an organized summary of all communications with and about the candidate.

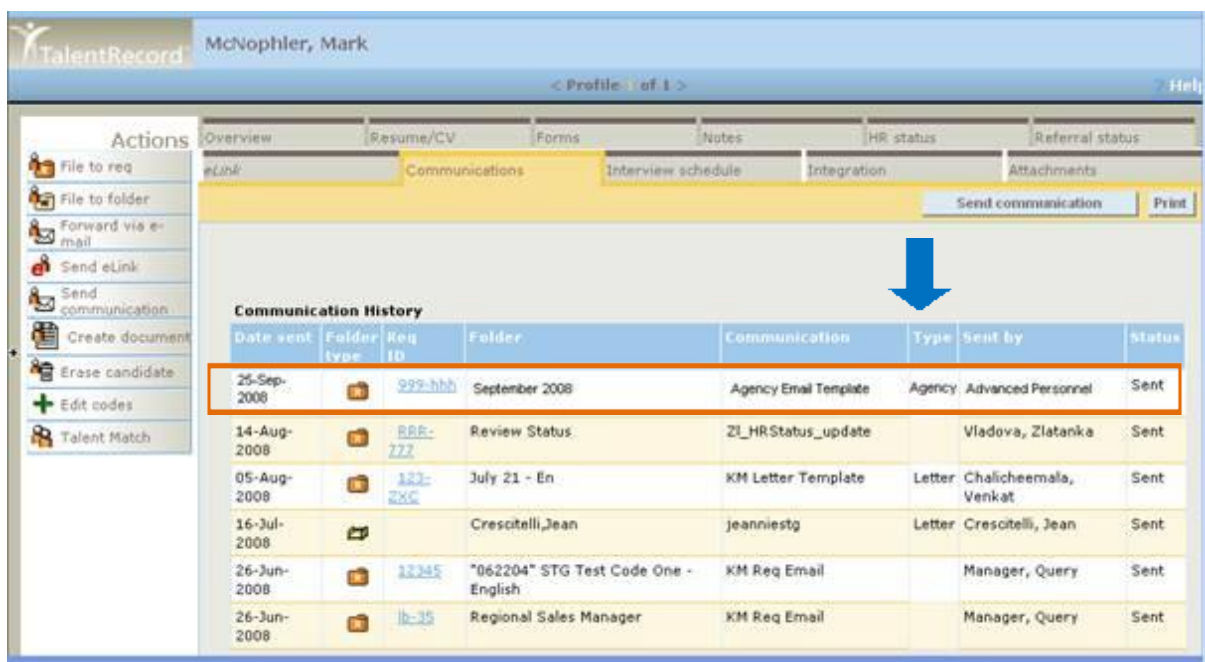
## Business Need

KRB now provides a complete audit trail on the candidate's Talent Record of all communications exchanged with and about a candidate. The audit trail helps your organization meet compliance requirements for communications during the job application process.

## Visible Changes

When there are e-mail communications between KRB and an agency, a row is created in the Communication History grid. The communication "type" is listed as "Agency."

Figure 125: Communication History lists "Agency" communication type



The screenshot shows the Talent Record interface for Mark McNophler. The 'Communication History' tab is active, displaying a table of communication records. A blue arrow points to the first row of the table, which has a 'Type' of 'Agency'.

Date sent	Folder type	Reg ID	Folder	Communication	Type	Sent by	Status
25-Sep-2008	999-hhh	September 2008	September 2008	Agency Email Template	Agency	Advanced Personnel	Sent
14-Aug-2008	888-777	Review Status	Review Status	ZI_HRStatus_update		Vladova, Zlatanka	Sent
05-Aug-2008	123-234	July 21 - En	July 21 - En	KM Letter Template	Letter	Chalicheemala, Venkat	Sent
16-Jul-2008		Crescitelli, Jean	Crescitelli, Jean	jeanniestg	Letter	Crescitelli, Jean	Sent
26-Jun-2008	12345	"062204" STG Test Code One - English	"062204" STG Test Code One - English	KM Req Email		Manager, Query	Sent
26-Jun-2008	1b-35	Regional Sales Manager	Regional Sales Manager	KM Req Email		Manager, Query	Sent

## Cost

There is no additional cost for this feature.

**How do I get this feature?**

This feature is available in October, 2008. This feature is available automatically.

**Using this Feature**

If you are a KRB user who receives Agency communications, these communications are listed in the Communications History grid along with other communications.

**Enablement**

None

# Canadian French Resume Extraction

Kenexa Recruiter BrassRing is using the Talent Tech tool, Resume Mirror Extraction, to capture, extract, translate, and deliver resume content provided through a Talent Gateway.

This feature affects the following modules:

- Full, Basic, Global, and Referral Talent Gateways
- Gateway Questionnaires
- Agency Managers

## Benefits

When clients purchase the Canadian French locale for their Talent Gateway(s) and turn on auto-extraction, the Resume Mirror process extracts resumes automatically and seamlessly.

## Business Need

Clients can be sure that they are capturing applicant information on Canadian French Talent Gateways.

## Visible Changes

There is a visible change indicating a maximum of 3 MB (up from 1 MB) if applicants choose the “Upload resume” option. There continues to be no limit on the size of uploads for Cut & Post.

## Limitations and Known Issues

As of R11.5, applicants can upload a resume of up to 3 MB; previously, it was 1 MB. There was, and is, no limit on the size of “Cut & Post” resumes.

There is actually no limit on the amount of text the extraction tool can process, but Kenexa recommends 50,000 characters as an upper limit.

## Cost

There are no additional costs for this feature other than the cost of purchasing the Canadian French locale.

## How do I get this feature?

This feature is available in June, 2008. Your organization must purchase the Canadian French locale for Talent Gateways and your Kenexa consultant enables it in Workbench.

## Using this Feature

The resume auto-extraction is transparent to the applicant. The applicant logs in and cuts and pastes or uploads a resume to the Talent Gateway. The extraction tool populates the user profile, work experience, and education fields in the applicant’s record in Canadian French. If the resume extraction fails, the applicant’s user profile data is not pre-populated and the applicant is directed to enter this information manually.

#### Workflow for Resume Upload

This workflow takes place on a Talent Gateway localized in Canadian French.

1. The applicant logs onto Talent Gateway.
2. The applicant uploads the resume on the Submit resume/CV page.

Figure 4: Talent Gateway landing page with “Resume upload” gateway subtype

The screenshot shows a web form titled "Submit resume/CV". Below the title is a paragraph of instructions: "If you have an existing resume/CV, you can select it, upload it or paste it into a textbox. If you don't already have a resume/CV, you can build one. If you have an existing cover letter, you can select it, or paste it into a textbox. If you don't already have a cover letter, you can type one into the textbox." Below this text is a "Continue" button. The next section is titled "Resume/CV" and contains the instruction: "Choose one of the methods below to submit your resume/CV. If you don't have a resume/CV, you may [click here to create a profile](#) with your contact information, experience and education." There are two radio button options: "Upload my resume/CV from my computer" (which is selected) and "Enter my resume/CV by typing or copying it in". To the right of the first option is a "File to upload:" label, a text input field, and a "Browse..." button. A "RealResume" logo is visible to the right. Below the radio buttons is a section titled "Cover letter" with the instruction: "Enter or paste the text of your cover letter in the text box below." This is followed by a large text area for input. At the bottom of the form is another "Continue" button.

3. The View resume/CV page loads. It displays a .gif image of the resume.
4. The applicant clicks the Continue button.
5. The User Profile page opens. The data fields in the resume are populated automatically.
6. The applicant completes the Talent Gateway questions.
7. The applicant submits the application.

#### Workflow for Cut & Post

1. The applicant logs on to the Talent Gateway.
2. The applicant pastes or types a text resume into the text box on the Submit resume/CV page.

3. The User Profile page loads. The appropriate fields are pre-populated with applicant information.
4. The applicant completes the Talent Gateway questions.
5. The applicant submits the application.

Figure 5: Talent Gateway landing page with “Cut & Post” gateway subtype

**Submit resume/CV**

If you have an existing resume/CV, you can select it, upload it or paste it into a textbox. If you don't already have a resume/CV, you can build one. If you have an existing cover letter, you can select it, or paste it into a textbox. If you don't already have a cover letter, you can type one into the textbox.

**Resume/CV**

Enter or paste the text of your resume/CV in the text box below. If you don't have a resume/CV, you may [click here to create a profile](#) with your contact information, experience and education.

Enter the text of your resume/CV in the text box below. [Resume/CV tips](#)

**Cover letter**

Enter or paste the text of your cover letter in the text box below.

#### Workflow for the Non-GQ Talent Gateway

1. Candidates submit resumes (by cutting/pasting or uploading them) through a Talent Gateway.
2. The Talent Gateway sends the resume to Real Resume for processing.
3. Real Resume returns resumes for these gateway subtypes in text format. (Other formats are PDF and GIF.)
4. The resume is passed to the extraction tool for processing.
5. The extraction tool returns user profile, work experience, and education values formatted as XML to the Talent Gateway. These values populate the appropriate fields in the applicant's record.
6. If the process errors, a log entry is created.
7. The TG presents default questions, site questions, and job specific questions normally.
8. The extraction tool processes:



- Up to five (5) experience records; it ignores additional instances.
- Up to three (3) education records; it ignores additional instances.

#### Error Conditions and Messages

If the extraction fails or the Talent Gateway receives a “non-response” from the vendor, the applicant is returned to the application process and has to add his or her User profile, Work experience, and Education information manually.

Kenexa maintains an internal audit log of all failed resumes processed by Talent Tech’s Resume Mirror Extraction product.

#### Auto-Populated Fields

Once configured on the Talent Gateway, the fields listed in the table below are automatically populated in the candidate’s profile. “Resume text” includes anything passed from the Talent Gateway to Resume Mirror.

Table 2: Auto-populated Talent Gateway Fields by extraction for Canadian French

User Profile	Work experience^	Education%
First name	Position/Title	School
Middle name	Organization	Degree: displays as B.SC. or B.A.
Last name	Start year	Major
Address 1	End year	Grad year
Address 2		
City		
State/Region/Country/Province#		
Zip/Postal code		
Home phone*		
Work phone*		
Other phone* (for example, mobile)		
Contact e-mail address		
Fax		

#### Field Extraction Details

\* Phone number fields are extracted but not formatted (xxx)xxx-xxx.

# The State/Region/Country/Province/Zip/PostalCode are extracted as one field. Today the extraction supports United States and Canada.

^ Resume extraction supports up to five (5) Experience fields and three (3) Education fields.

## Enablement Steps

For resume extraction in Canadian French, clients must set the Gateway subtype of their Talent Gateway(s) to be either Cut & Post or Resume Upload, and select the checkbox for Enable auto extraction in Workbench. In addition, clients must have purchased the Canadian French locale for their Talent Gateways.

Figure 6: TG settings in Workbench for Canadian French resume extraction

The screenshot displays the 'Talent Gateway details' window. The 'Gateway name' is 'TG français canadien'. Under 'International settings', the 'Gateway service level' is 'Gold' and the 'Gateway subtype' is 'Cut&Post'. The 'Enable auto extraction' checkbox is checked and highlighted with an orange box. Other checked options include 'Enable auto proper case names' and 'Make extraction optional after first upload'. The 'Intro URL' is 'http://QA3-TGWEB-01.brassring.com/3084/AS'. The 'Parking spaces' are set to 5000 and 'Designate candidates as' is set to 'External'. A text box on the right states: 'Gateway subtype can be **Cut & Post** or **Resume upload**. **Enable auto extraction** must be checked.' The window has 'Save', 'Reset to Saved', and 'Cancel' buttons at the bottom.

Client ID:	516
Site ID:	6664
*Talent Gateway name:	TG français canadien
International settings:	Edit
*Gateway service level:	Gold
*Gateway subtype:	Cut&Post
	<input checked="" type="checkbox"/> Enable auto extraction
	<input checked="" type="checkbox"/> Enable auto proper case names
	<input checked="" type="checkbox"/> Make extraction optional after first upload
*BR internal tracking - TG type:	Not Configured
*BR internal tracking - TG usage:	Not Configured
Intro URL:	http://QA3-TGWEB-01.brassring.com/3084/AS
CNAME URL:	
*Parking spaces:	5000
*Designate candidates as:	External

# Integration - KMS Onboarding Integration

KRB users with appropriate user type privileges can access KMS Onboarding in one click. Users are automatically authenticated and logged into KMS when they click the Onboarding menu item from within Kenexa Recruiter BrassRing. First time users will have a new profile created for them in KMS the first time they access the system via KRB.

## Benefits

The new feature streamlines recruiters' access to the Onboarding system.

## How It Worked Before

Before this integration, KRB users who needed access to Onboarding had to launch the Onboarding URL in a browser and log in with separately maintained credentials to the onboarding system.

## Limitations and Known Issues

Users needing to provide electronic signatures as part of the signing ceremony in KMS will still be required to maintain a password in KMS which may or may not match their KRB password.

If a user's setup within KMS requires having "group" level security, that needs to be separately maintained within KMS. This new feature provides automatic authentication for KMS "role" level only.

## Cost

There is no additional cost for this feature if your organization already uses KMS Onboarding.

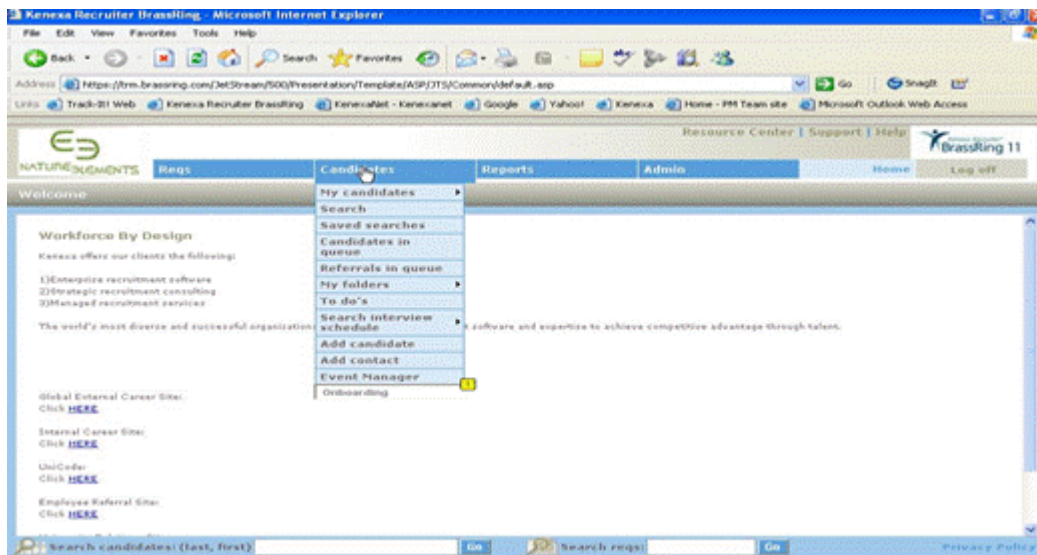
## How do I get this feature?

This feature is available in August, 2008. Please contact your Kenexa consultant for assistance.

## Using this Feature

KRB users with the requisite user type privilege can select Candidates > Onboarding. They will be automatically logged into the application. Note: Depending on client configuration, first time users may be prompted to create a KMS password for the purpose of providing electronic signatures at signing ceremonies. They will not need to enter the username/password for system access; they will need this only when being prompted to provide an electronic signature within KMS

Figure 126: Onboarding menu item in the KRB Candidates menu



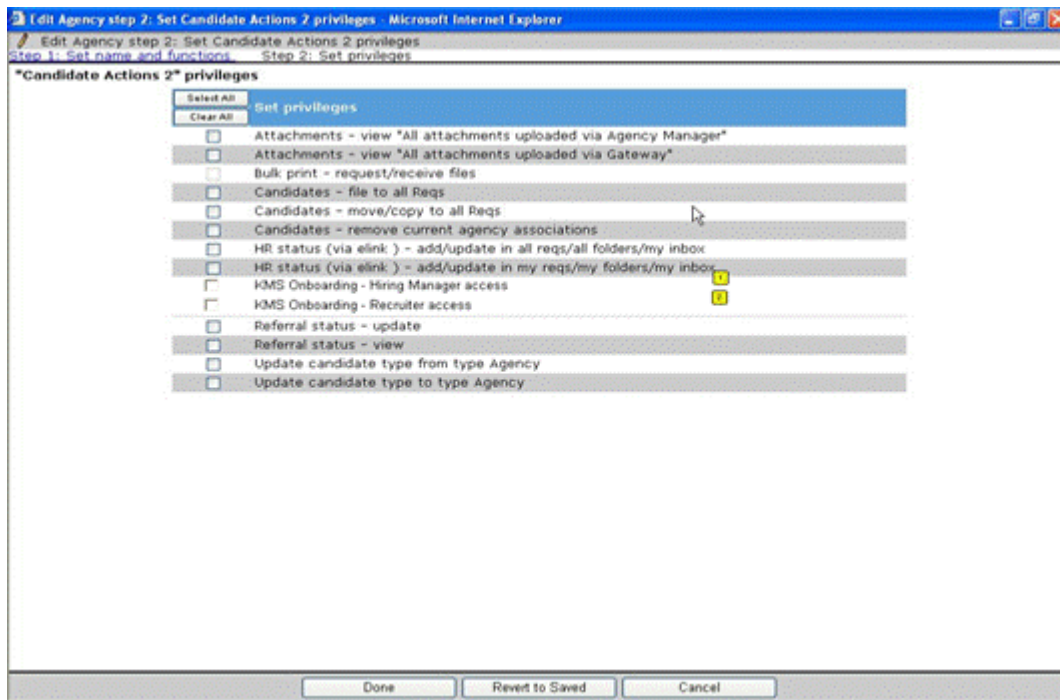
## Enablement Steps

This section describes how to enable the KMS Onboarding integration.

1. The Kenexa consultant submits a request ticket to Systems Engineering for backend configuration.
2. The Kenexa consultant enables the Workbench client setting Enable KMS onboarding user authentication.
3. The Kenexa consultant or Certified Workbench User enables the Candidate Actions 2 user type privileges as needed:
  - KMS Onboarding - Recruiter access
  - KMS Onboarding - Hiring Manager access.

Note: Both user type privileges are active only if the Client Setting “Enable KMS Onboarding user authentication” is turned on; otherwise, the privileges are visible but grayed out.

Figure 127: User type privileges for Onboarding access through KRB



Note: if implementing for clients already using KRB and KMS, therefore already having user profiles in both systems, an initial user synch will need to be completed. This involves adding the KRB ID to the KMS user record.

# **Integration - Launching Assessments in the Application Process**

Your organization can configure assessments to be launched automatically when the candidate clicks the Continue >> button in the course of completing an application. To make the application procedure more usable, Kenexa removed misleading confirmation text from the final page when an assessment is required for the candidate. Your organization can also add custom text to the Apply/Submit button and customize text for the Confirmation page title.

## **Benefits**

The improved workflow ensures that candidates take required Assessment tests to complete the application process. Improved messaging give candidates confidence that they completed the application process.

## **Business Need**

When assessments are required as part of the application process, this set of related features improves the return rate of applicants.

## **How It Worked Before**

Candidates could access required assessments through a link embedded on the confirmation page. Candidates found this confusing since the page also confirmed that they had completed the application process.

## **Limitations and Known Issues**

When clients opt to enable launching the assessment via the Continue >> button, they must limit candidates to applying for one position at a time. When the assessment loads, the Talent Gateway closes and terminates the candidate's session. The candidate has to log in again to search for more jobs.

Since the Assessment functionality is a separate product, Kenexa Recruiter BrassRing will still recognize the candidate as having fully applied once the application is submitted, even when an Assessment is required by the client. KRB does not support the launching of assessments via the Continue button for Gateway Questionnaires.

## **Best Practices**

Kenexa recommends that your organization configure a message on the confirmation page applicable to candidates required to take assessments as well as those who are not.

## **Cost**

There is no additional cost for this feature.

## **How do I get this feature?**

This feature is available now.

Your Kenexa consultant must configure the appropriate Workbench settings. Kenexa personnel or your Certified Workbench User can configure Talent Gateway button and message text.

## Using this Feature

Candidates are automatically directed to the required assessment/assessment program.

Once the candidate answers any Talent Gateway questions for the position and clicks Apply, the system determines if they are required to complete an Assessment (whether based on having a passing score or Req specific requirements). If so, the final Talent Gateway page displays the client-configured Assessment Invitation text with the Continue >> button. When the candidate clicks Continue >>, they are redirected to the required assessment. If they are not required to complete an assessment, the client-configured text is displayed along with the standard confirmation text. When the candidate clicks on the Continue >> button, he or she is redirected to the **Search Jobs** page.

## Enablement Steps

This section describes the steps for enabling this feature.

### Workbench

1. Set the client setting Maximum Concurrent Req Submissions to 1.
2. For each affected Talent Gateway, select Tools > Talent Gateways > Admin > Select a specific Talent Gateway > Edit TG.
3. On the Talent Gateway details page, enable the setting Launch Assessment via Continue button.

### Workbench or Workbench Self-Service

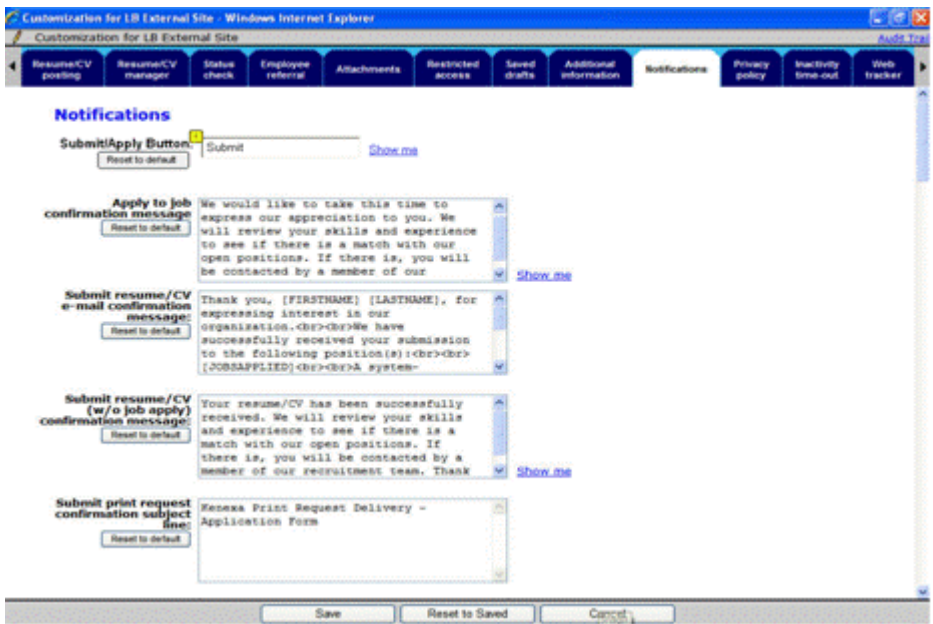
Kenexa personnel or Certified Workbench Users with Tier II certification can modify configurable text for the following items:

- Submit/Apply Button text
- Confirmation title text

To customize text for the Submit/Apply button:

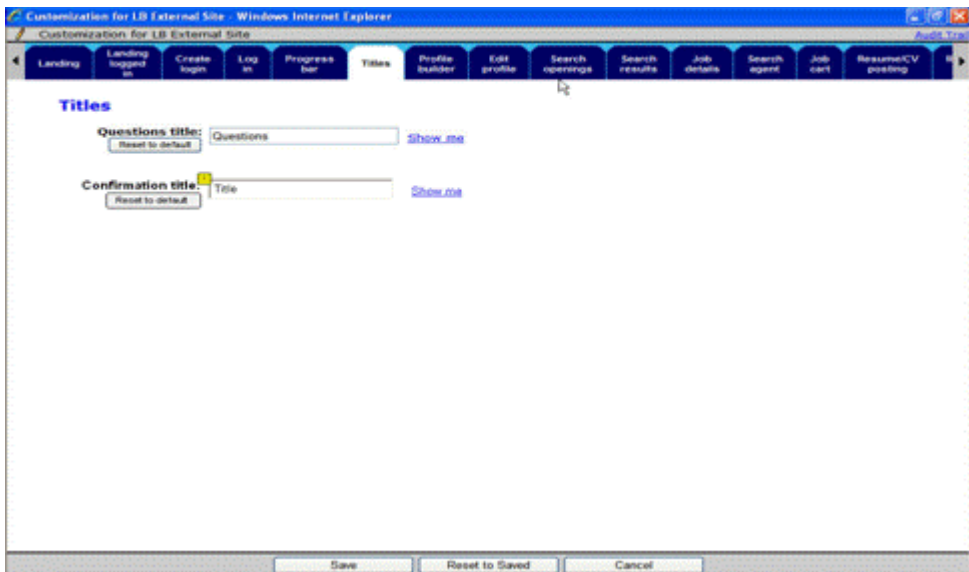
1. In Workbench, select Tools > Talent Gateways > Text customization.
2. Click the edit icon for the TG you are customizing text for.
3. On the Notifications tab, configure text for the Submit/Apply button.

Figure 130: Submit/Apply Button text customization



To customize text for the Confirmation title, select the Titles tab, enter text for the Confirmation title.

Figure 131: Talent Gateway text customization, Titles tab





# Integration - Searchable KAS Assessment Grid on the Talent Record

For organizations that use Kenexa Assessments with KRB, the Talent Record's Integration tab displays the list of assessments and results for the candidate.

## Benefits

Recruiters can quickly see a list of assessments a candidate has completed along with their test results.



## Business Need

Recruiters no longer need to open each assessment form on the Talent Record to see the assessment name and corresponding results.

## How It Worked Before

The KAS offering did not provide the ability to see a list of all the assessments a candidate completed.

## Cost

This feature is included in the cost of the Searchable KAS offering.

## Visible Changes

There are no visible changes without Workbench configuration.

## Limitations and Known Issues

In the Req folder Grid in KRB, there exist some limitations regarding the ability to quickly identify results that correspond with assessments. This is due to limitations in our Verity configuration, which do not have Boolean relationships between output fields.

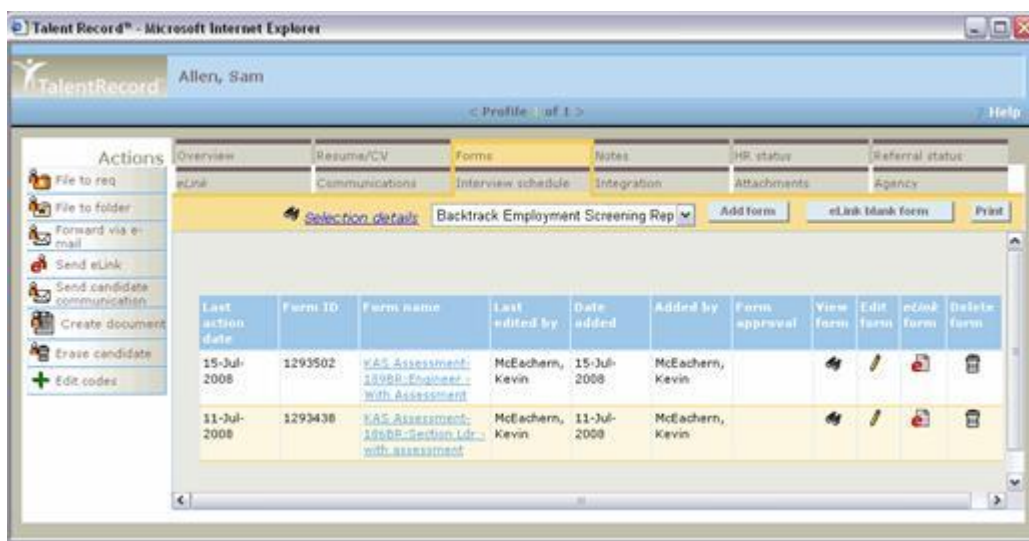
### How do I get this feature?

This feature is available in October, 2008

### Using this Feature

When a recruiter sees this in the Forms tab:

Figure 128: KAS Assessments listed on the Forms tab of the Talent Record



He or she will also see this in the on the KAS Assessments grid on the Integrations tab:

Figure 129: Assessments Grid on the Integrations tab

Date sent/completed	Run by	Assessment type	Name	Considered for	Status	Result	Recommendation
15-Jul-2008	McEachern, Kevin	N/A	Medical Terminology - Pharmacology	<a href="#">186RR:Engineer - With Assessment</a>	Completed	70%	N/A
11-Jul-2008	McEachern, Kevin	N/A	Medical Terminology - Pharmacology	<a href="#">186RR:Section Ldr - with assessment</a>	Completed	20%	N/A

The Result column displays the results as a hyperlink to the candidate form.

Note: The Considered for column displays as a hyperlink only for PreVisor assessments, and only if the client setting IntegrationAssessment Considered for/Result is enabled in Workbench. The Considered for column is never a hyperlink for Prove it! or Searchable KAS. Clients previously configured for PreVisor who have changed to Kenexa Prove It! or Searchable KAS will still be able to access the “considered for” link for any PreVisor administered assessments.

## **Enablement Steps**

### [Workbench](#)

For clients who are not currently using an Assessments vendor, enable the client setting Searchable KAS. For clients who are already using PreVisor or Kenexa Prove It!, the Integration tab already displays the Assessments grid.

Assessment form information for all assessments a candidate has completed appear in the grid.

# Ongoing Globalization

Kenexa Recruiter® BrassRing is continually expanding the number of recruiter and candidate locales available. Release 11.5 introduces two Talent Gateway locales, Traditional Chinese and Slovenian, and offers seamless resume extraction and Event Manager in Canadian French.



	Azerbaijani		English (UK)*
	Brazilian Portuguese*		Italian*^
	Chinese (Simplified)		Japanese*
	Chinese (Traditional)		Korean
	Czech		Norwegian
	Danish		Polish
	Dutch*^		Portuguese
	US English*^		Russian
	Finnish		Slovak
	French*^		Slovenian
	Canadian French*		Spanish*^
	German*^		Swedish*
	Hungarian		Turkish

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\* Base locales: English (US), English (UK), Dutch, French (Canada), French (France), German, Italian, Japanese, Portuguese (Brazil), Spanish, and Swedish. These languages are available for both recruiter (Kenexa Recruiter® BrassRing) and candidate (Talent Gateways) languages.

^ Auto-extraction languages

## **Recruiter Experience - Adding Job Specific GQ Questions while Posting Reqs**

Your organization can make individual questions associated with one or multiple Gateway Questionnaires available for selection in KRB on the Posting options page. Once this functionality is configured and available, KRB users have more flexibility when selecting questions for a requisition. They can add both job-specific questions from a Gateway Questionnaire *and* Talent Gateway default questions at the same time.

When you are posting or re-posting a req and you select a GQ with job-specific questions, you can add questions, score questions, and delete questions on the spot.

KRB checks for duplicate questions in all question sources, including job-specific GQ questions, GQ forms, other Gateway Questionnaires, Talent Gateway default questions, Job code default questions, and questions from all these sources on all Gateways to which you are posting.

The same rules are in force for all Talent Gateway languages.

### **Benefits**

KRB users benefit from more choices and a more efficient workflow when posting reqs.

### **Business Need**

Using the job-specific questions feature, organizations can capture job-specific data that are not associated with the job code default data, such as the country-specific information for the position or candidate.

### **How It Worked Before**

Prior to this enhancement, KRB users who were posting or re-posting a req could do one of these but not both:

- Add a Gateway Questionnaire in its entirety.
- Select individual questions from the set of Talent Gateway default questions defined for that Talent Gateway site at implementation time.

KRB users could not take the following actions when posting or reposting a req:

- Select individual questions from a Gateway Questionnaire.
- Select a mixture of questions from both GQs and Talent Gateway default.
- Add, score, or delete job-specific GQ questions.

Figure 1: Talent Gateway site questions page



## Visible Changes

There are no visible changes in KRB without configuration.

## Limitations and Known Issues

As in past releases, when you select GQs without the JSQ widget, you cannot add or delete individual GQ questions, nor can you edit scores for them.

## Best Practice Recommendation

If you elect to use this feature, you must decide whether to make some or all of your Gateway Questionnaires “job-specific.” If you make only some of your GQs “job-specific” (as opposed to all of them), Kenexa recommends that you use a naming convention for your GQs that indicates the presence of the JSQ widget so that this is obvious to recruiters when they click the Edit site questions drop-down list on the Posting options page in KRB which GQs are “JSQ GQs.” Please see page 15 for more information about JSQ GQ configuration.

## Cost

There is no additional cost for this feature.

## How Do I Get this Feature?

This feature is available in late December, 2008. To enable this feature, contact your Kenexa consultant (and in some cases your organization’s Tier 2 Certified Workbench User).

## Using this Feature

There are several points where questions can be included automatically in the candidate’s workflow. Kenexa personnel (or in some cases, Certified Workbench Users) can:

- Add default questions to Talent Gateways.
- Associate questions with requisitions through Job Code Default Data configuration.
- Add form questions to Gateway Questionnaires.
- Make GQ questions available as job-specific questions by using the new Job Specific Questions (JSQ) widget.

When working in KRB, recruiters can use a variety of methods to add and delete questions to and from a req while posting it, depending on how your organization uses the question sources described above.

#### Selecting GQ Job Specific Questions while Posting Reqs

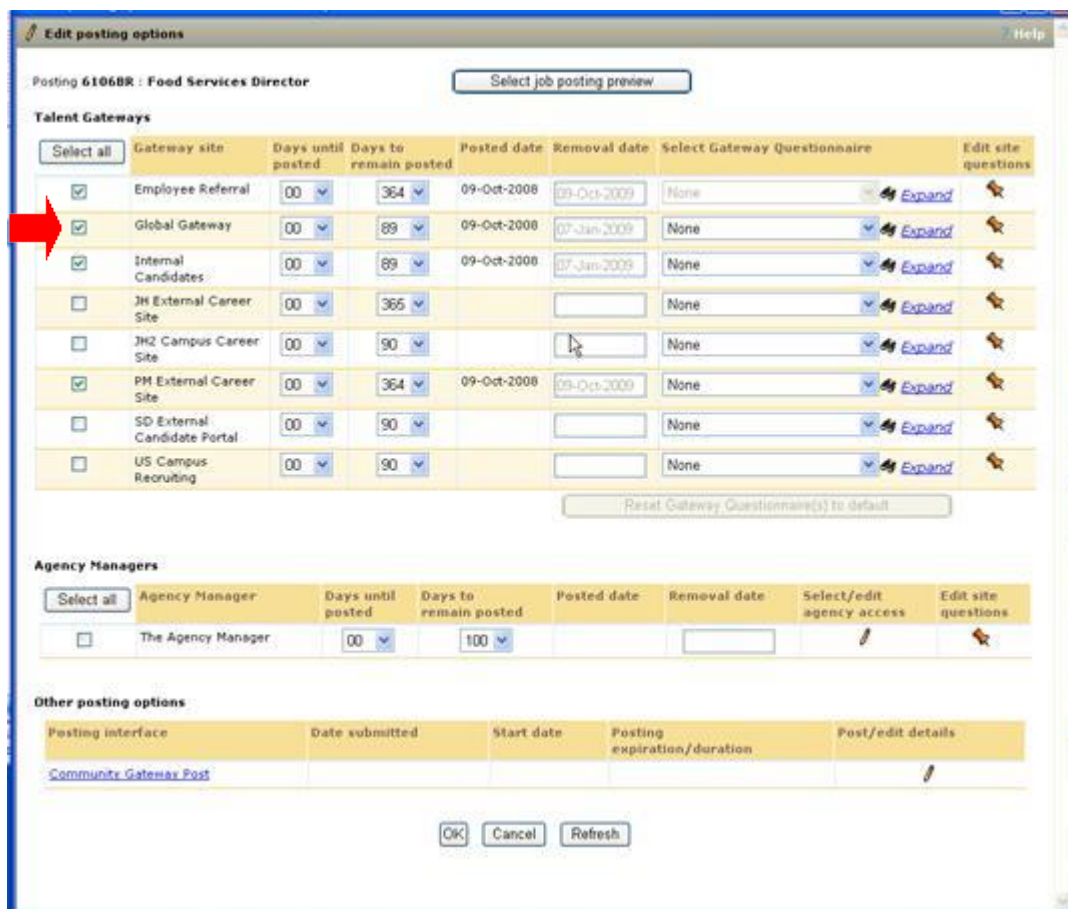
The new functionality in this release is the ability to select a GQ with job-specific questions when posting or editing posting options for a req. In addition, the system detects duplicate questions from all possible question sources and does not allow you to add a duplicate question from within any workflow, thus ensuring that a question attached to the req and directed to the candidate is included once only.

The example below describes how to edit posting options for a req.

To edit posting options for a req:

1. Navigate to the req (for example, select Reqs > My reqs > Open).
2. Click the Posting options icon for it. The Edit posting options page displays.

Figure 2: Edit posting options



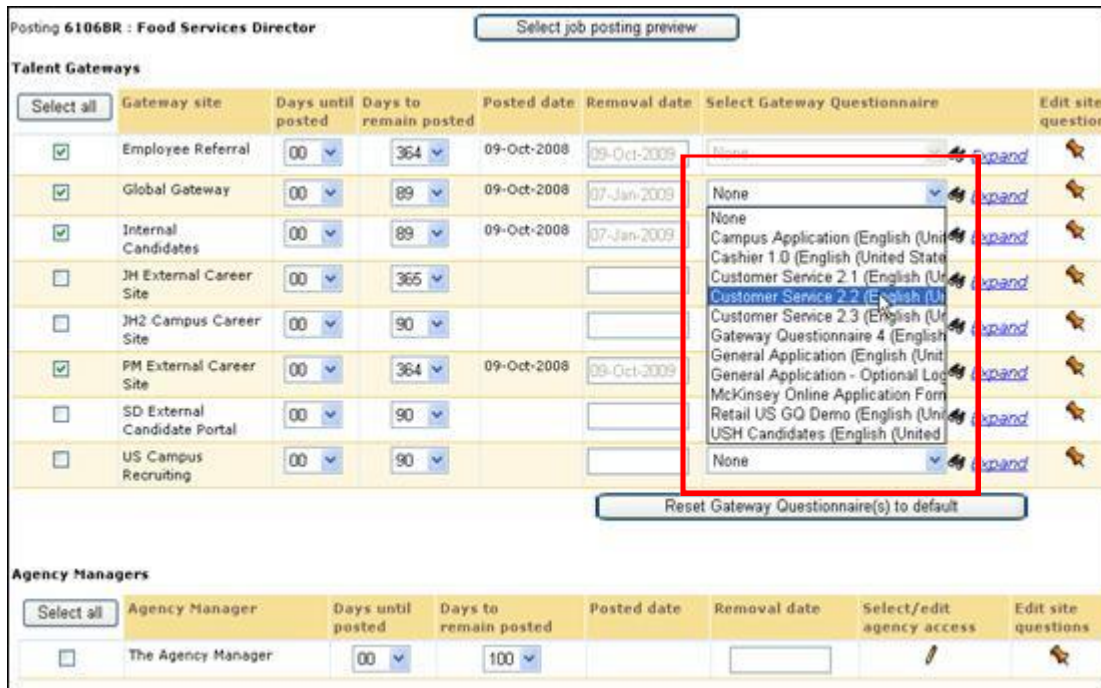
The check mark in the Talent Gateways column indicates that the selected requisition is posted to that gateway.



3. Select a GQ containing a JSQ widget in the Select Gateway Questionnaire list and click the Edit site questions icon for the gateway to which you are posting. [Note: Clients should either make ALL of their GQs “job-specific,” or name their job-specific GQs in an informative manner. Please see the “Best Practice Recommendations” section on page 2 and see the “Enablement Steps” section on page 15 for more information.]

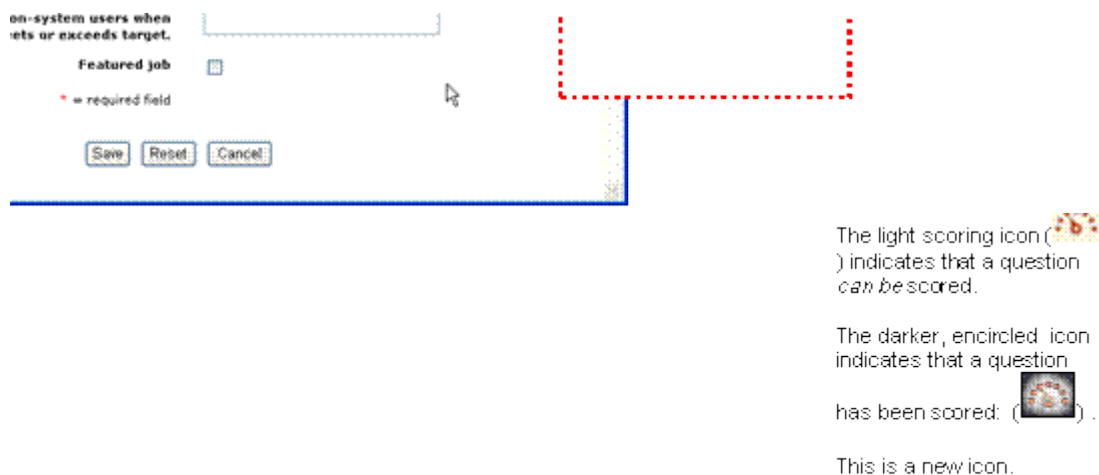
When you select a JSQ GQ, you can add questions, delete questions, and edit question scores. You can add, delete, or score questions for JSQ GQs only.

Figure 3: Select a JSQ GQ and click Edit site questions.



4. Click Edit site questions. The Talent Gateway site questions page displays.

Figure 4: Talent Gateway site questions with active “Add a question” button



5. On this page you can:



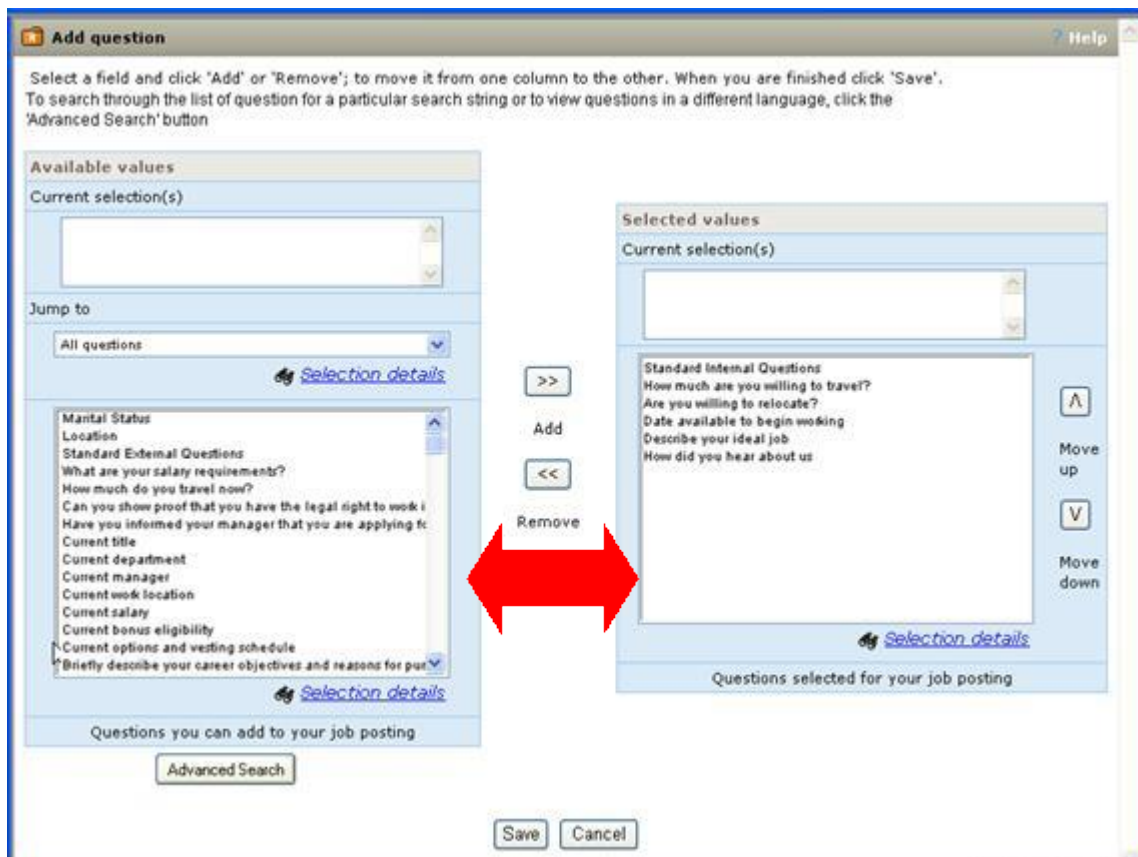
- Add questions
- See whether “scorable” questions are already “scored” (🎯) or “to be scored” (🔥)
- Edit scores:
  - Enter or change the Target score
  - Enter or change the Minimum score to administer the assessment
- Select system user and non-system user recipients for notifications when candidates meet or exceed the target score
- Specify if this is a “featured job” or not

6. To add a question:

- a) Click Add a question. The Add question window opens.

If any of the question sources associated with this req includes one or more of the selected GQ’s job-specific questions, those questions are not available for selection in the Available values or Selected values list of questions. This keeps you from adding a question twice from different sources.

Figure 5: Add a question window; does not include duplicate questions from any source

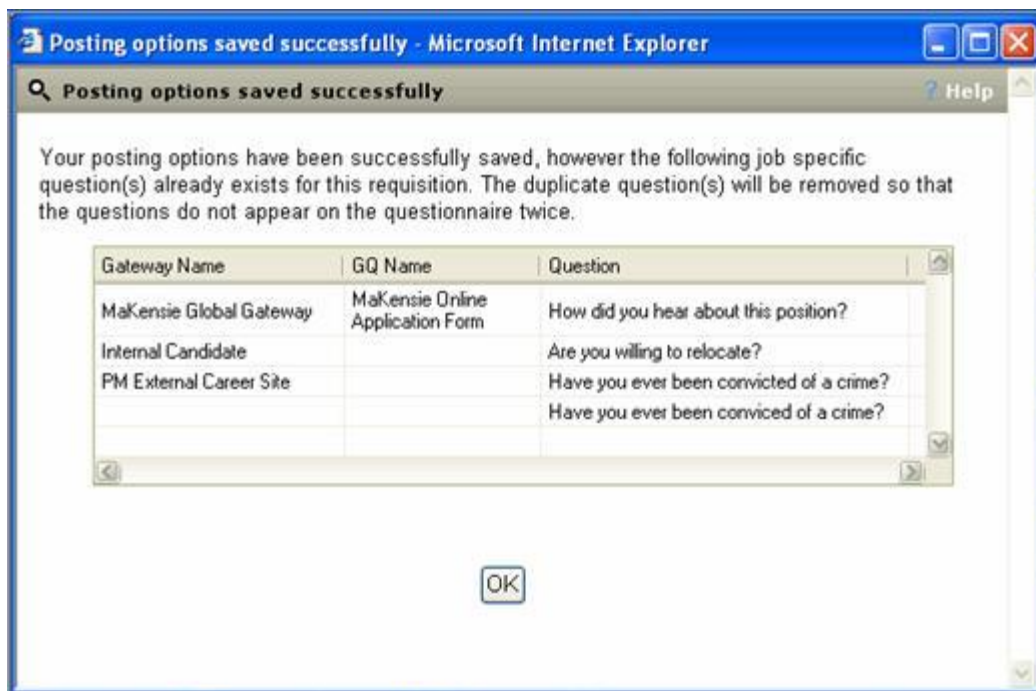


Note: If there is a very long list of questions, you can use the Advanced Search button below the Available values area if it is enabled. See page 43 for more information about this feature.

7. Select questions in the Available values list and click the Add (>>) button to move them to the Selected values list. Change their order using the Move up and Move down buttons if desired.
8. When you are finished selecting questions, click Save.
9. KRB automatically checks for the presence of duplicate questions at the Talent Gateway level. If the questions selected are present in more than one of the selected Talent Gateways, KRB displays a message similar to the one in the screen capture below.

If this is a Global Talent Gateway, the screen displays the gateway name followed by the language in parenthesis.

Figure 6: Duplicate questions message



10. If there are no duplicate questions, the following confirmation message appears when you click OK to save the GQ questions to the Edit posting options page.

Figure 7: Posting options saved successfully message



#### Editing Scores in the Talent Gateway site questions Window

When you select a combination of questions that are scored differently, the Highest possible score field displays the sum of the highest score for all the questions to be included.

The highest possible score calculates the following and displays the total:

- the Gateway Questionnaire scoring (the sum of highest score answers for all GQ questions with scoring)

PLUS

- the Job specific questions scoring (the sum of highest score answers for all selected site questions with scoring)

Previously, the highest possible score displayed the total for one or the other.

Example #1: Assume you are posting a req to a Full Talent Gateway with default questions and job-specific GQ questions: When the JSQ GQ is selected and saved, the Highest possible score field displays the sum of the score on the Add a question page plus the GQ score.

Example #2: Assume you are posting a req to a Full Talent Gateway. The req itself contains job code default questions. You select a GQ that contains form questions and job-specific questions. The Highest possible score displays both job code default question scores and Gateway Questionnaire scores (that is, the sum of the highest score for all questions to be included).

#### Scored Questions

When a candidate responds to GQ questions associated with a req, the Talent Gateway builds a response form. The response form displays a summary of scores for that questionnaire. (Note: This is existing functionality.) KRB displays one link to the Gateway Questionnaire job response form and one link for each job to which the candidate applied for that submission.

Note: The Job Responses that are hidden for certain Req template privileges are not visible from this screen.

To see the job response forms:

1. In KRB, select Candidates > My candidates > Candidate > Forms.

2. The Multiple forms list for < Candidate Name> window displays.

The screen capture below displays the Gateway Questionnaire job response form, the individual job response forms, and the Talent Gateway form questions, all created by the same job submission.

Figure 8: Viewing a Candidate’s forms

Gateway Questionnaire job response form

Individual job response forms from the same submission

Editable form that contains all of the Talent Gateway form questions (JSQs and GQ that are part of the Talent Gateway form)

Last action date	Form ID	Form name	Last edited by	Date added	Added by	Form approval	View form	Edit form	eLink form	Delete form
04-Sep-2008	168	<a href="#">Gateway questionnaire job response - Global Gateway/6000BB, 5942BB, 6104BB</a>	Submission, System	04-Sep-2008	Submission, System					
04-Sep-2008	44372	<a href="#">Job response - Global Gateway/6000BB</a>	Submission, System	04-Sep-2008	Submission, System					
04-Sep-2008	44071	<a href="#">Job response - Global Gateway/5942BB</a>	Submission, System	04-Sep-2008	Submission, System					
04-Sep-2008	44757	<a href="#">Job response - Global Gateway/6104BB</a>	Submission, System	04-Sep-2008	Submission, System					
04-Sep-2008	43809	<a href="#">Talent-Gateway-Global Gateway</a>	Submission, System	04-Sep-2008	Submission, System					
29-Aug-2008	167	<a href="#">Gateway questionnaire job response - Global Gateway/5821BB</a>	Submission, System	29-Aug-2008	Submission, System					
21-Aug-2008	43954	<a href="#">Talent-Gateway-Global Gateway</a>	Submission, System	21-Aug-2008	Submission, System					
21-Aug-2008	43953	<a href="#">Job response - Global Gateway</a>	Submission, System	21-Aug-2008	Submission, System					

Note: The Job Responses that are hidden for certain Req template privileges are not visible from this screen.

The Gateway Questionnaire Job Response Form and Scoring: If you click on the link for the GQ job response form, it displays in the same way as it has in the past, with a total score for the combined questions. If the JSQ GQ feature is enabled, you can see the individual jobs to which the candidate applied in the same job submission listed in the last section of this form, as shown in the screen capture below. Each requisition number is listed, separated by a comma.

Figure 9: Gateway Questionnaire Job Response Form

Gateway Questionnaire Job Response-Global Gateway/5938BR for Blazer, Martha - Microsoft Internet E...

External Gateway: 50

Skills and Qualifications: 50

Scoring for the Gateway Questionnaire responses: This total does NOT include the Job Specific Question scoring.

How many years of retail job you have? 4-7 years

Years of customer service experience 4-7 years

Are you available to work overtime, weekends and evenings? Yes

How many years of cash handling experience do you have? 7 - 12 months

EEO Information : 0

Do you wish to answer these questions? No

Date added 04-Sep-2008 Submission, System

Submission Job Responses

- [Job response - Global Gateway/5969BR for Blazer, Martha](#)
- [Job response - Global Gateway/6000BR for Blazer, Martha](#)
- [Job response - Global Gateway/6104BR for Blazer, Martha](#)

Links to job responses for individual job scoring

Note: The scoring for the Gateway Questionnaire responses appears at the top of the Gateway Questionnaire Response form. This total does *not* include the Job Specific Question scoring. Users must go to the Individual Job Response forms to see that.

Individual Job Response Form and Scoring:

You can display the individual job response form by clicking on the link for that job. The questions and scoring for that job display as they would if the user had clicked on that same link that is also listed in Multiple Forms list. Both links display the individual scoring as shown in the screen capture below.

Figure 10: Scores on the Job response form for the req

The screenshot shows a web browser window titled "Job response - Global Gateway/59698R for Blazer, Martha". At the top, it displays the following scores:

- Gateway Questionnaire score: 50
- Job Specific Questions score: 50
- Total score: 100

Below the scores, there are several questions and their answers:

- How did you hear about this position?** Career Fair
- Date available to begin working?** 27-Aug-2008
- Can you show proof that you have the legal right to work in the US?** Yes
- What are your annual salary requirements (including commissions and bonuses)?** \$50,000 - \$74,000
- What is the highest level degree you have completed?** Bachelors (Score: 15)
- How long have you been in the education industry?** 0-3 years (Score: 5)
- What area do you primarily teach?** Elementary (Score: 10)
- What has been your average classroom size?** 16-30 (Score: 20)

At the bottom of the form, it shows:

- Date added:** 04-Sep-2008
- Submission, System:**

A "Close" button is located at the bottom center of the form.

The Job Specific Questions are displayed in the Job response form above. The Gateway Questionnaire score displays at the top of this form, the individual job specific questions are totaled and displayed in the Job specific questions score field and the sum of both forms' questions (100 in the example above) are displayed in the Total score field.

Note: The location of the Submission Job Responses section within the Gateway Question Job Response form depends on where the JSQ widget was originally placed.

#### Candidate Experience - Talent Gateway Form

All Talent Gateway form questions display in editable form in the Talent Gateway form shown below. This form is created using Talent Gateway form questions from the Gateway Questionnaire, plus all the responses from the job specific questions in that submission.

Figure 12: Talent Gateway Editable Form



The screenshot shows a web browser window titled "Talent-Gateway - Global Gateway for Fairbanks, Amanda". The page contains a questionnaire form with two main sections: "GENERAL" and "SALES".

**GENERAL Section:**

- Are you willing to travel?** Radio buttons for No and Yes.
- Are you willing to relocate?** Radio buttons for No and Yes.
- Can you show proof that you have the legal right to work in the US?** Radio buttons for No and Yes.
- Date available to begin working?** A date picker widget.
- How did you hear about this position?** A dropdown menu with a "Selection details" link below it.
- Do you have a valid drivers license?** Radio buttons for No and Yes.
- Identify the highest level of education completed** A dropdown menu with a "Selection details" link below it.
- Have you ever been convicted of a crime?** Radio buttons for No and Yes.
- How many years of related professional experience do you have for the position you are applying for?** A dropdown menu with a "Selection details" link below it.
- Do you have your own tools?** Radio buttons for No and Yes.
- What are your annual salary requirements (including commissions and bonuses)?** A dropdown menu with a "Selection details" link below it.
- Why are you interested in exploring new opportunities at this time?** A large text area with an "Expanded view" link below it.
- Please describe your ideal position.** A large text area with an "Expanded view" link below it.

**SALES Section:**

- Percentage of 2008 quota attainment** A dropdown menu with a "Selection details" link below it.
- What percentage of time have you hit the target quota or exceeded it?** A dropdown menu with a "Selection details" link below it.

## Talent Gateway Changes

This section describes the workflow starting from when the candidate selects the Gateway Questionnaire in the Talent Gateway.

### Completing Job-Specific Questions on a Talent Gateway

In the following example, the candidate is applying to a req with job-specific questions. When the candidate navigates through the Gateway Questionnaire, and clicks the Previous or Next buttons, values are retained for both pre-existing widgets (Resume, Questions, and JSQ widgets).

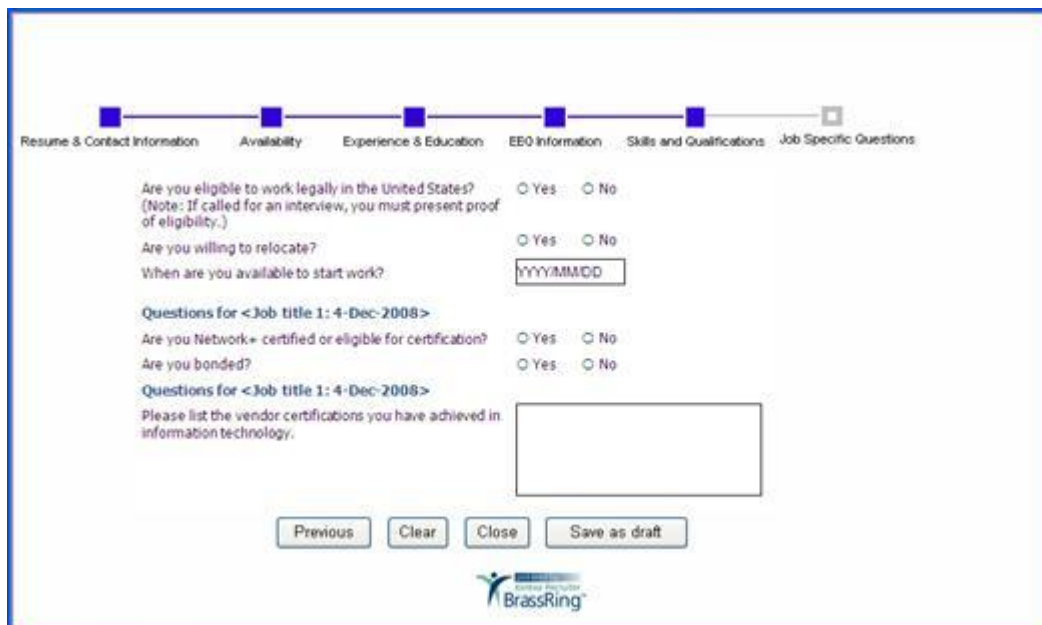
Note: When a candidate applies for a job through a Talent Gateway, he or she proceeds through several different sections or pages of the application. The example below shows a "Job Specific Questions" section as part of the workflow. This section does not necessarily exist in your organization's application process on Talent Gateways; it is for illustrative purposes only.

Figure 13: Example: GQ progress bar showing Job Specific Questions



If the candidate applies to multiple jobs (“mass apply”) in one submission, the questions from all sources are consolidated on one page in two sections: A common questions section and a job-specific questions section for each job title.

Figure 14: Example of common and job-specific questions



The questions presented to the candidate display in the following order:

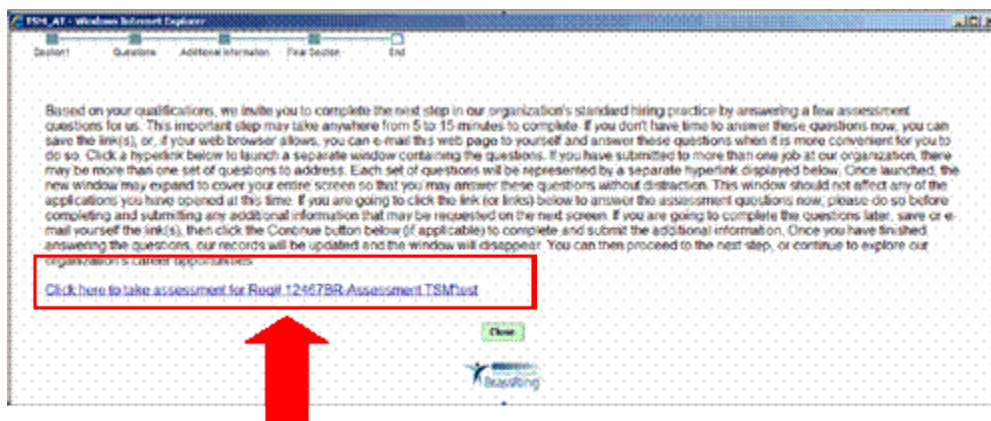


1. Talent Gateway default questions (if selected for one or more of the jobs) display at the top of the page with no header.
2. Job-specific questions selected for each job. Each job section has a header with the job title.

Note: If two jobs have the same question selected, and the question is not a default question for the Talent Gateway, the question displays twice – once for each job.

Once the candidate submits the application with the job-specific questions, the system calculates the scores. If the client has Searchable KAS and has set up assessment thresholds, and the candidate’s score meets that threshold based on both the GQ score plus scores for job-specific questions, the Talent Gateway displays a message similar to the one below and provides a link to the Assessment questions.

Figure 15: Assessment Threshold



The message includes a link to assessment questions for each job for which the candidate met the threshold.

### Enablement Steps

This section describes how to enable the Job Specific Questions widget functionality for Gateway Questionnaires.

A Kenexa consultant or Certified Workbench User (Tier 2) must add the Job Specific Questions (JSQ) widget to Gateway Questionnaires.

Note: Kenexa renamed the “Resume widget” to “Complex widget” and expanded its use in Gateway Questionnaires. You can see the renamed widget on the Widget properties page.

Reminder: If your client is configuring Gateway Questionnaires for the first time, you must:

1. Configure the client setting.

Select Admin > Manage clients > Edit client settings for the client.

- a) Set the client setting Gateway Questionnaires to Yes.

- b) Click Save.
2. Enable Talent Gateway user type privileges for the appropriate user type(s).

Select Tools > Users > User types > Edit type permissions for the user type.

- a) Click Talent Gateway.
  - b) Select the check box for TG privileges: Select / deselect Gateway Questionnaires.
3. Add one or more Gateway Questionnaires with various types of widgets, including the JSQ widget.

#### Updating Your Existing Gateway Questionnaires

You can edit Gateway Questionnaires that are saved as drafts. You cannot edit GQs that have already been activated. If you decide to add the JSQ widget to any of your existing GQs, you will have to save the existing GQ as new and make the changes to the duplicate GQ you created as a result of the “Save as new” action. New GQs are always saved as draft GQs until you activate them.

Either the Kenexa consultant or the client’s Tier 2 Certified Workbench User can perform the following steps:

To add a Job Specific Questions widget (JSQ widget) to a Gateway Questionnaire:

1. In Workbench, select Tools > Gateway Questionnaires. The Draft questionnaires view of the Gateway Questionnaires page loads by default.
2. You can either create a new GQ (“from scratch,” or by saving an existing one as new), or you can edit a draft GQ.
3. Once the GQ is saved on the Draft Gateway Questionnaire page, find and select the radio button for Gateway Questionnaire you want to edit.
4. Click Administer Section/Pages.

On the Section & page list page, click Add section to add a new section if necessary

- a) Click Add new page to add a page to a section.
- b) To add a widget to a page, select the page and click Administer widgets.

Figure 16: Example Section & page list for a GQ

Gateway Questionnaire: JSQ Questionnaire Show Gateway Questionnaire list

**Actions** ▶ **Section & page list**

Section/Page	Description	Edit properties	View properties	Administer subjects	View widgets
Section 1		/			
Resume/CV	Next page in Gateway Questionnaire	/			
Contact Information	Next page in Gateway Questionnaire	/			
Work Experience	Next page in Gateway Questionnaire	/			
Education	Next page in Gateway Questionnaire	/			
Attachments	Next page in Gateway Questionnaire	/			
Job-specific questions	Next page in Gateway Questionnaire	/			
Questions		/			
Questions	Next page in Gateway Questionnaire	/			
Additional Information		/			
Additional job-specific questions	Next page in Gateway Questionnaire	/			
Additional Information	Next page in Gateway Questionnaire	/			
Final Section		/			
Submit	Next page in Gateway Questionnaire	/			
End		/			
Close	None	/			



5. For a brand new GQ for which no widgets have been created, the Administer widgets page contains one empty widget.

Figure 17: Administer widgets page

Empty widget

Workbench

Select environment: GA  
 Select a client: demo-ntf  
 KRB URL: https://jgwes1.braesing.com/DEMO-INT1

Tools Training Admin

Home Help Privacy Policy Resource Center Logout

Gateway Questionnaire: JSQ Questionnaire > Section: Additional Information > Page: Additional Job-specific questions

Show Gateway Questionnaire list  
Administer sections/pages

**Administer widgets**

1
---

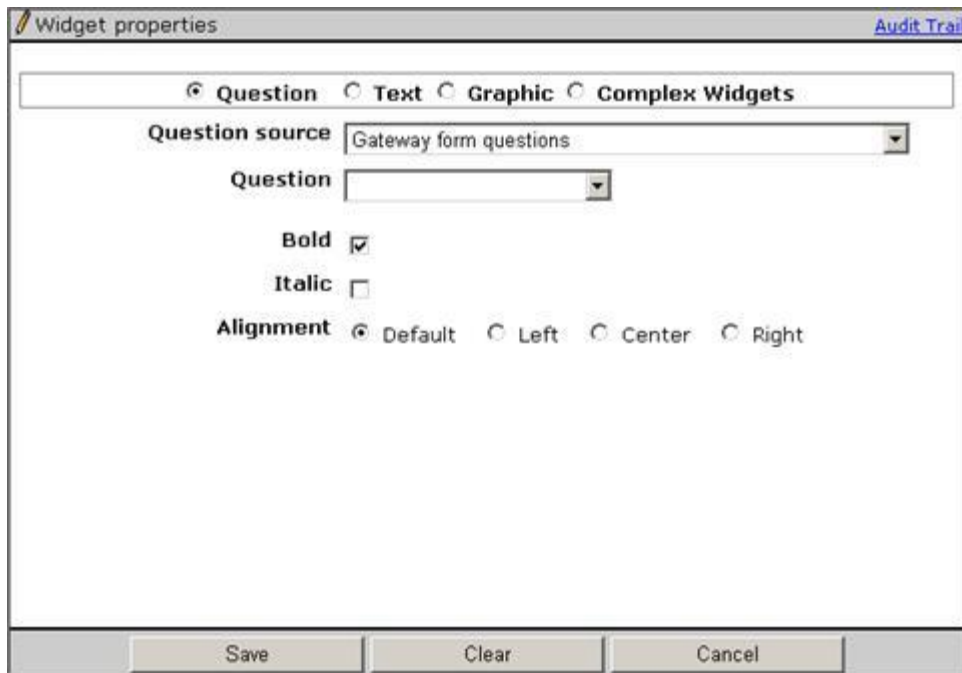
Actions

- Add new widget
- Edit widget
- Cut widget
- Paste widget
- Delete widget
- Add new row
- Delete row
- Merge cells
- Unmerge cells
- Add new column
- Delete column
- Preview page

6. To add a widget, click Add new widget in the Actions menu.

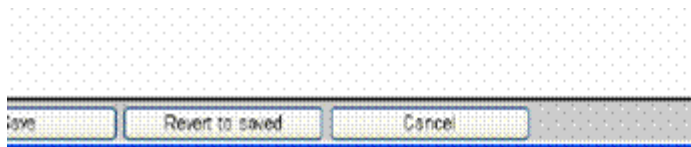
7. The Widget properties window opens.

Figure 18: Widget properties window before you select anything



8. In the Widget properties window, select Complex Widgets for the widget type.

Figure 19: Gateway Questionnaire new Job Specific question source



"Complex Widgets"  
used to be  
**"Resume"**

Select Complex Widgets,  
and then select Job specific  
**questions.**

Note: On the Widget properties page, the option "Complex widgets" has replaced the option "Resume" as one of the widget types you can select. Two error messages referencing the Resume widget type have been changed to reference Complex Widgets:

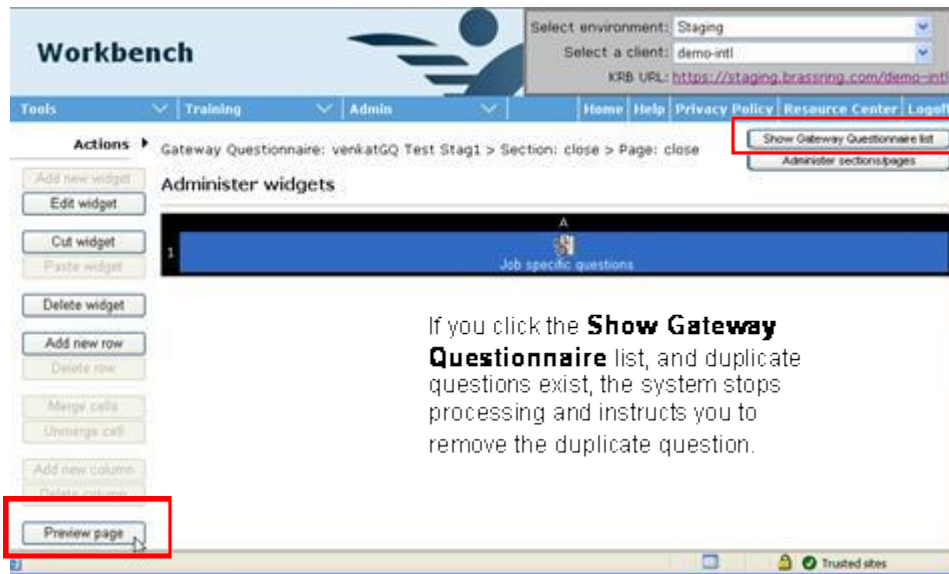
- "If a page contains the resume upload or resume cut & post widget, then the page's other regions cannot contain any questions or other Complex widgets besides the cover letter widget."
- "For any path, there can be no more than one instance of each of the following types of widgets: Resume (upload or cut & post), Cover letter, Attachment, Experience builder, Education builder, and Job specific questions."

9. Select the radio button for Job specific questions. Once you select Job specific questions, the Optional and Required options no longer display.

10. Click Save.

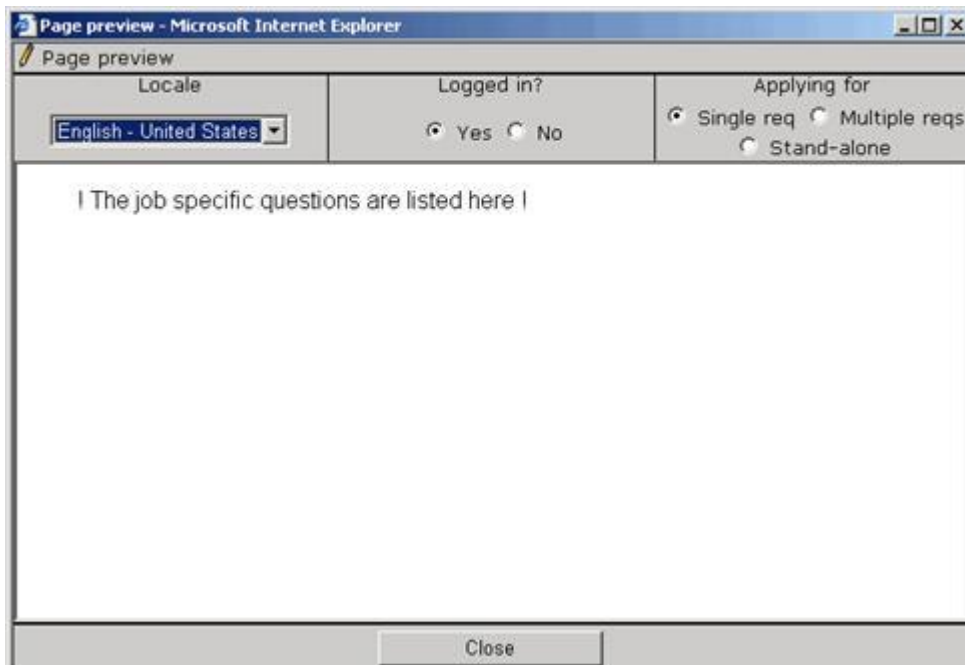
11. The JSQ widget appears in the Administer widgets grid as shown below.

Figure 20: Job specific questions widget added to the Gateway Questionnaire



12. To view the questions that will be available as job-specific questions to the KRB user when he or she is posting a req in KRB, click Preview page. The Page preview window lists all the questions which have been added to that Gateway Questionnaire.

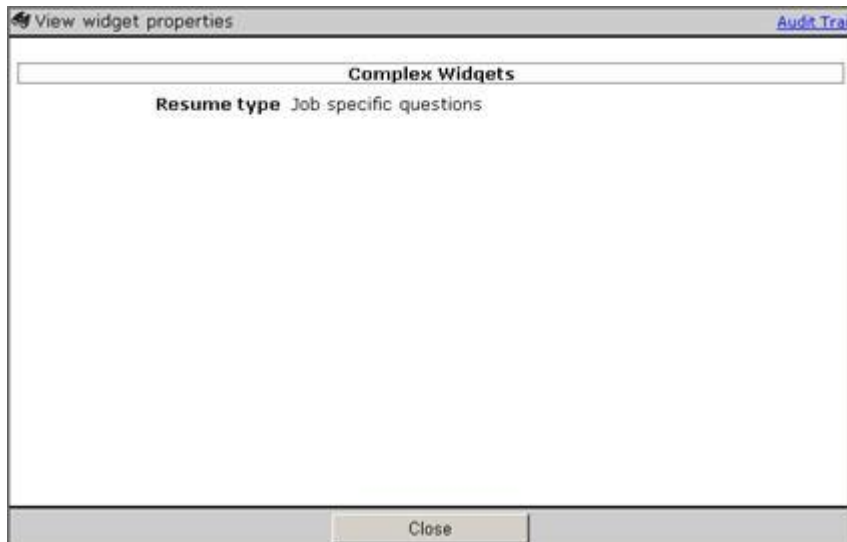
Figure 21: Page preview for job specific questions



## Viewing Widget Properties

To view the properties of the JSQ widget, click View widget on the Administer widgets page.

Figure 22: “View widget properties” window



## Rules for Using the JSQ Widget in GQs

This section describes the business rules for using the JSQ Widget in Gateway Questionnaires.

The validation rules for Gateway Questionnaires are in effect. If you violate any of the validation rules for including a JSQ widget in a new or changed Gateway Questionnaire, Workbench displays an appropriate error message when you try to preview or activate the GQ.

When a GQ includes a JSQ widget, you cannot select it in the client settings as the Site general job submission type. See page 23 for more information.

There are rules governing the number of JSQ widgets in combination with other widget types that can be used in a GQ and within the same page of one GQ. See page 24 for more information.

The Talent Gateway alignment setting (set when the Talent Gateway was created) controls the alignment of job specific questions selected on the posted a req.

KRB removes duplicate questions from all combinations of questions that can be selected at posting time.

When updating Gateway Questionnaire associations, you cannot select a JSQ GQ for a Talent Gateway that accepts jobless submissions (non-req-specific, or general, submissions).

## Updating Existing Questionnaires

After you activate a Gateway Questionnaire, you must explicitly select your newly activated GQ as a replacement GQ and associate it with past submissions.

To update Gateway Questionnaire associations:

1. Activate the GQ you just created from the Draft Gateway Questionnaire page. Once activated, it is listed on the Active Gateway Questionnaire page.
2. On the Active Gateway Questionnaire page, click Update Gateway Questionnaire associations.
3. In the Update Gateway Questionnaire associations window, select the new/updated GQ in the Replacement drop-down list.
4. Click Save. The GQ associations are updated (as long as no error condition exists).

## Error Conditions

Workbench displays an error message under the following conditions:

- When there are duplicate questions present, the following error message displays:

“A question on this Gateway Questionnaire already exists as a job specific question on one or more associated jobs. You need to eliminate the duplicate question before processing can continue.”

Remove duplicate questions from the appropriate question source. If the GQ with the JSQ widget has questions that are duplicates of questions from other sources (questions from other widgets in the same GQ, Site questions, Job code default questions, and so forth), you must check each source manually to determine from which source of questions you want to remove the duplicate question(s). You may have good reasons why specific questions must be a Talent Gateway site question, for example. Workbench cannot determine the optimal placement for questions that are duplicates.

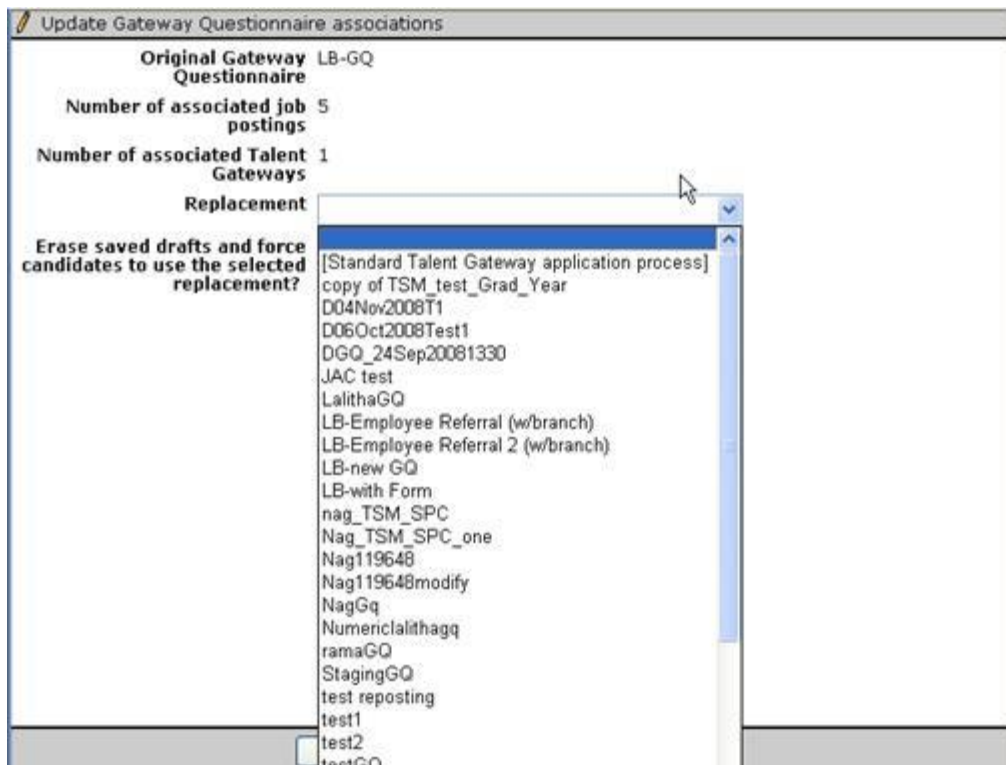
- There were one or more jobless submissions (general submissions by candidates that are not submissions to specific requisitions) associated with the GQ you are trying to replace with the JSQ GQ. A JSQ GQ cannot be associated with jobless submissions.

- When a user attempts to Update Gateway Questionnaire associations for an existing GQ that is selected as Site General job submission type for one or more Talent Gateways.

“This update cannot be completed because Gateway Questionnaire Job Specific Question widgets cannot be associated with site general job submissions types.”

Under these conditions, when you close the error message, the GQ associations are not updated at that time.

Figure 23: Selecting the replacement GQ when updating GQ associations



#### Site General Job Submission Type

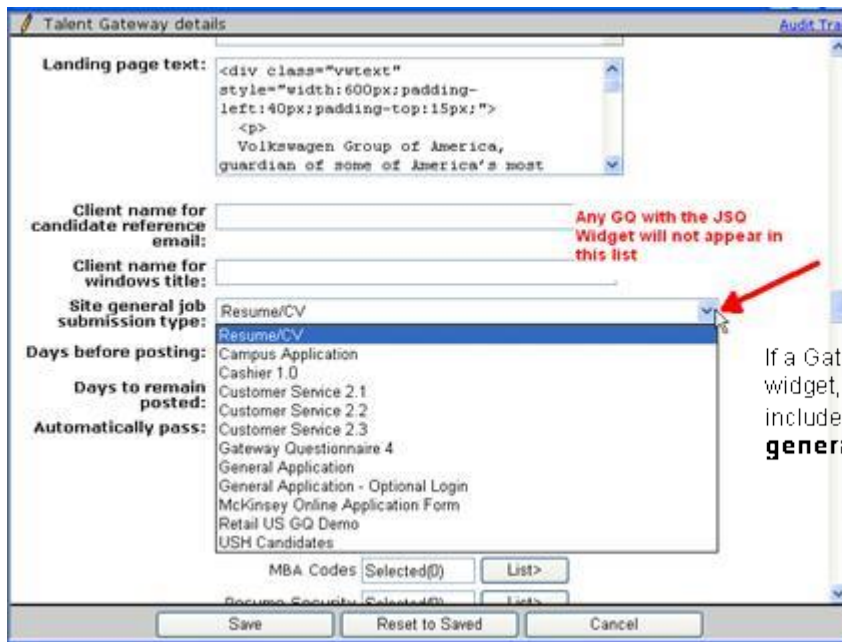
When a Talent Gateway is created, the default job submission type must be specified for the site. GQs containing the JSQ widget are never included as a choice in the drop-down list for the Site general job submission type.

Existing GQs and Site General Job Submission Type: When a user clicks Update Gateway Questionnaire associations for an existing GQ that is selected as Site general job submission type for one or more TGs, the system checks to see if the updated GQ has JSQ widget. If it does, the following error message displays: “This update cannot be completed because Gateway Questionnaire Job Specific Question widgets cannot be associated with site general job submissions types.”

To see the “Site general job submission type” setting, select Tools > Talent Gateways > Admin > Edit for a specific Talent Gateway.

Figure 24: “Site general job submission type” setting





If a Gateway Questionnaire includes a JSQ widget, that Gateway Questionnaire is not included in the drop-down list for the **Site general job submission type**.

#### Rules for Widgets in a GQ

No. of widgets of all types in a GQ: You can include one (1) instance of each of the following widget types in a single submission path:

- Resume upload OR Cut & post
- Cover letter
- Attachment
- Experience builder
- Education builder
- Job specific questions

If you put more than one widget in the same submission path (even if the widget is on separate pages), Workbench displays the following error message when you try to preview or activate the GQ:

“For any path, there can be no more than one instance of each of the following types of widgets: Resume (upload or cut & post), Cover letter, Attachment, Experience builder, Education builder, and Job specific questions.”

No. of JSQ widgets allowed in GQ with no branching questions: You can include one (1) JSQ widget in a Gateway Questionnaire with no branching questions in the path leading to submission.

No. of JSQ widgets allowed in GQ with branching questions: When you use branching questions within a GQ, you create separate paths, one for each branch. You can include more than one JSQ widget within a Gateway Questionnaire as long as each JSQ widget is on a different branch

and leads to a different Submit page. You must place the JSQ widget after the branching question and before the Submit page for the branch.

Widget order: You cannot place a JSQ widget after the Submit page (for example, on the Confirmation page).

#### Page-Level Rules for JSQ and Other GQ Widgets

You can include on the same page as a JSQ widget the following widget types:

- Education builder
- Experience builder
- Cover letter
- Text widgets
- Graphic widgets
- Question widgets

You cannot include on the same page as a JSQ widget:

- A Resume upload widget
- A Resume cut & post widget

Note: In general, you cannot include other complex widgets or questions on the same page as a Resume upload widget or a Resume cut & post widget.

- An Attachments widget. Note: You can use only text or graphics widgets on a page with an attachment widget.

From the candidate's point of view, all job specific questions appear on one page, even if the candidate applies to multiple jobs in the same session.

#### JSQ GQs and Referral Talent Gateways

You cannot use a GQ with a JSQ widget on a Referral Talent Gateway. [The referring employee submission configuration for referral Talent Gateways prevents GQs with JSQ widgets from being used because the referring employee configuration pulls from the referral TG "Site general job submission site."] For the referred candidate, the referral TG works as it did previously:

If the "referred candidate eLink designated start page" = search jobs, the candidate can apply to jobs with or without Gateway Questionnaires, and those Gateway Questionnaires can contain JSQ widgets. Alternatively, the candidate can apply through a workflow with no GQ.

## Answers to Job-Specific Questions are NOT Pre-Populated

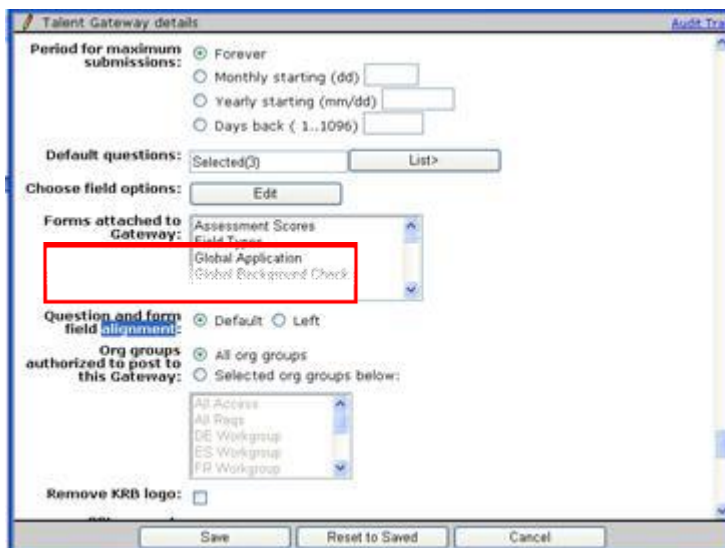
When a candidate applies to two jobs with the same Gateway Questionnaire, for all standard GQ widget types, the answers from the first application process pre-populate the answer fields for the second application process.

Because the questions associated with the JSQ widget are job-specific, answers to job-specific questions entered by the candidate during the first application process do NOT pre-populate the answer fields for the job-specific questions in the second application process.

## Alignment Settings (FYI)

The Talent Gateway's alignment setting controls how job-specific questions display when candidates apply for jobs. This setting is existing functionality and has not been changed.

Figure 25: TG question and form field alignment setting (existing)



The screenshot shows the 'Talent Gateway details' configuration window. The 'Question and form field alignment' section is highlighted with a red box. It contains two radio buttons: 'Default' (which is selected) and 'Left'. Other sections include 'Period for maximum submissions' with radio buttons for 'Forever', 'Monthly starting (dd)', 'Yearly starting (mm/dd)', and 'Days back (< 1..1096)'; 'Default questions' with a 'Selected(0)' field and a 'List>' button; 'Choose field options' with an 'Ede' button; 'Forms attached to Gateway' with a list containing 'Assessment Scores Field Types', 'Global Application', and 'Global Background Check'; 'Org groups authorized to post to this Gateway' with radio buttons for 'All org groups' and 'Selected org groups below:' followed by a list of org groups; and 'Remove KRB logo' with a checkbox. At the bottom are 'Save', 'Reset to Saved', and 'Cancel' buttons.

The Question and form field alignment setting on the Talent Gateway details page controls the alignment of Talent Gateway questions. To access this setting, select Tools > Talent Gateways > Admin > Edit in Workbench.

## **Recruiter Experience - Expanded Posting Criteria for Community Gateway/Monster**

As of 11/21/08, when recruiters are posting to a Community Gateway with Monster as a posting partner, they are required to select criteria for four (4) new fields on the community gateway's posting page: Job Search Category, Industry, Occupation, and Career Level. Recruiters specify these additional criteria for their posted reqs on the posting side. Please see Figure 44 on page 51 for an illustration.

### **Benefits**

Using the four new fields, recruiters can categorize and post jobs with a high degree of specificity. On the gateway side, candidates can search for jobs on Monster with a similar degree of specificity and retrieve results that match their preferences more precisely. This increases the chance that qualified seekers will find the right jobs.

### **How It Worked Before**

Previously, recruiters had to select occupations and industries from the Category list, and they had no way to specify career level consistently and explicitly.

Candidates had to rely on keyword search to narrow down jobs. Job-specific searches did not retrieve jobs reliably.

### **Visible Changes**

The posting page for community gateways has four (4) new required fields: Job Search Category, Industry, Occupation, and Career Level.

### **Limitations or Known Issues**

The new fields are available in all supported locales but they are not translated.

### **Best Practices**

Recruiters must select options for each required field before the job can be posted successfully.

### **Cost**

There is no cost to existing clients who subscribe to Community Gateway.

Figure 44: New fields on the Community Gateway posting page for Monster

ZIP/Postal Code:

Job seekers must live within this radius of the job location ZIP Code

\* Country

Job seekers who don't match criteria?  Yes, identify seekers who do not meet criteria.  
 No, do not identify these seekers

Choose where to Advertise within Job Search

Note: Each Country / Job Site/Search Category/Search Area combination will be charged as a new job posting.

Reference Code

Job Site:

\* Job Search Area

\* Job Search Category

\* Industry

\* Occupation

\* Career Level

<< Back Post Job

### How do I get this feature?

This feature is available in Q4, 2008. This feature is available automatically if your organization subscribes to Community Gateway and uses Monster as a posting partner.

### Using this Feature

When working on the posting page for a community gateway where Monster is selected as the partner, recruiters must make selections for the four new fields in addition to completing the rest of the posting information.

The system validates all values at the time of posting to prevent the employer from being charged twice by Monster for the same posting.

### Enablement Steps

The Navigator utility field option values are pre-populated, so Kenexa personnel do not have to configure anything in Navigator.

Kenexa Systems Engineering configures and maintains the Monster Job Board site and Community Gateways. All the list data for each required field being displayed is defined and provided by Monster.

## **Recruiter Experience - Including Multiple Interviewers in One Invitation**

KRB users can select a maximum of ten (10) system and/or non-system users to include in the e-mail distribution list when sending interview requests or scheduling interviews. The invitation responses are recorded and viewable at a later time.

### **Benefits**

KRB users should experience increased productivity by sending interview invitations to multiple interviewers in one action.

### **How It Worked Before**

In previous releases, you had to create separate interview invitations for each interviewer.

### **Visible Changes**

There are visible changes without configuration in KRB:

- In the Send interview request and Schedule Interview windows, “system user” changes to “system users” (plural) and “non-system user ” changes to “non-system users.”
- The Select Users dialog box now has “Add” and “Remove” buttons for selecting or removing multiple users.
- The Talent Gateway Interview Schedule tab has a new View response link for viewing interview message responses.

### **Cost**

There is no additional cost for this feature.

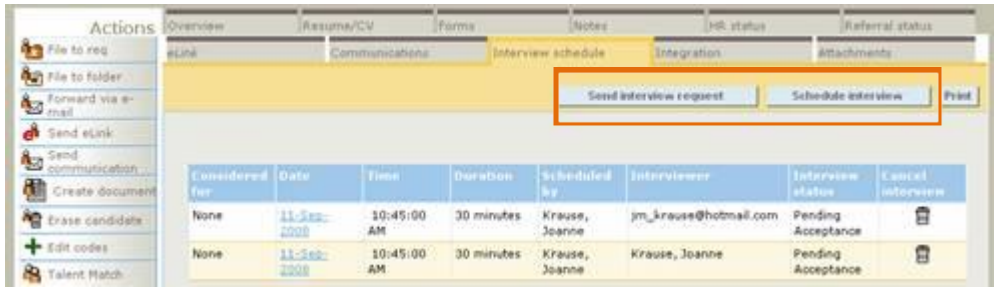
### **How do I get this feature?**

This feature is available October, 2008. This feature is automatically available in KRB.

### **Using this Feature**

Using this feature, you can send invitations to several interviewers at once. To send interview requests to and schedule interviews with multiple recipients:

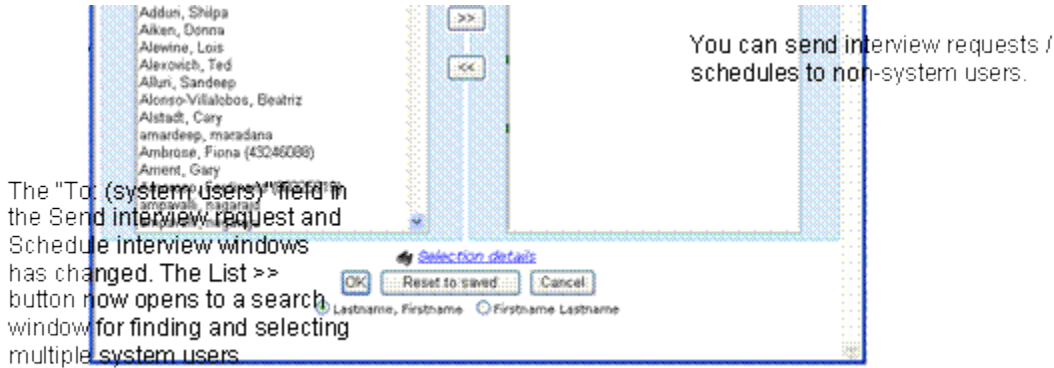
1. Navigate to the candidate’s Talent Record.
2. In the Talent Record, select the Interview schedule tab.
3. Depending on what you are doing, click Send interview request or Schedule interview.



4. This example shows the Send interview request window. You can include multiple system users and multiple non-system users in your list of recipients, up to a maximum of ten (10).

- To include system users, click the List >> button. Search for and select users in a typical KRB search box.
- To include non-system users, enter in each e-mail address separated by a comma and no spaces.

Figure 92: Send interview request window with changes



The "To (system users)" field in the Send interview request and Schedule interview windows has changed. The List >> button now opens to a search window for finding and selecting multiple system users.

If you try to add more than (ten) 10 users, this error message displays:

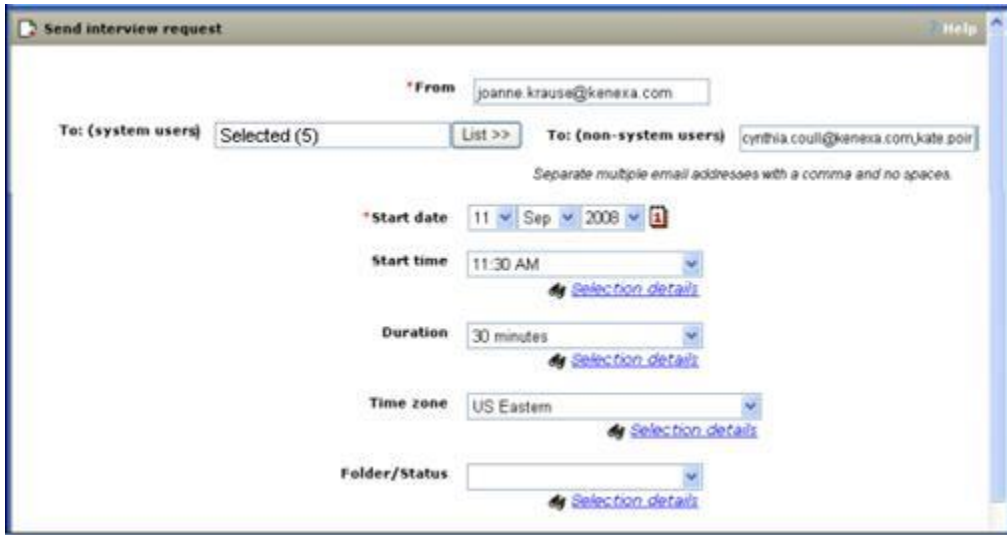
Figure 93: Maximum exceeded error message



Note: The Send interview request and Schedule interview windows display how many system users you have selected:

Figure 94: Window shows number of system users were selected



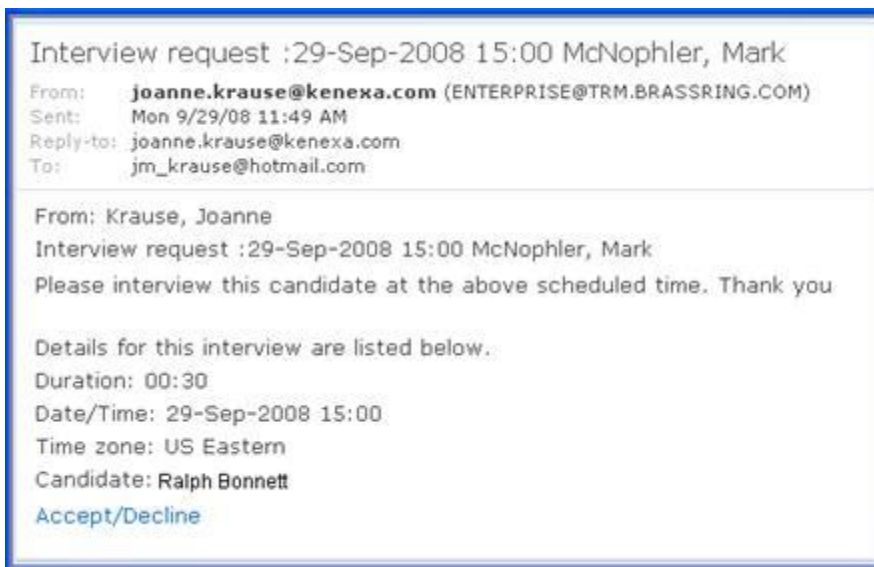


5. When you are finished this procedure, the users are added to the distribution list for your “interview request” or “schedule interview” communication.

Receiving an Interview request or Schedule interview E-mail

Once you send the request, it appears in the invitee’s e-mail box. The screen capture displays a typical interview request sent through this mechanism.

Figure 95: Typical interview request e-mail



The recipient clicks the Accept/Decline link to respond to the invitation in the Interview request window.

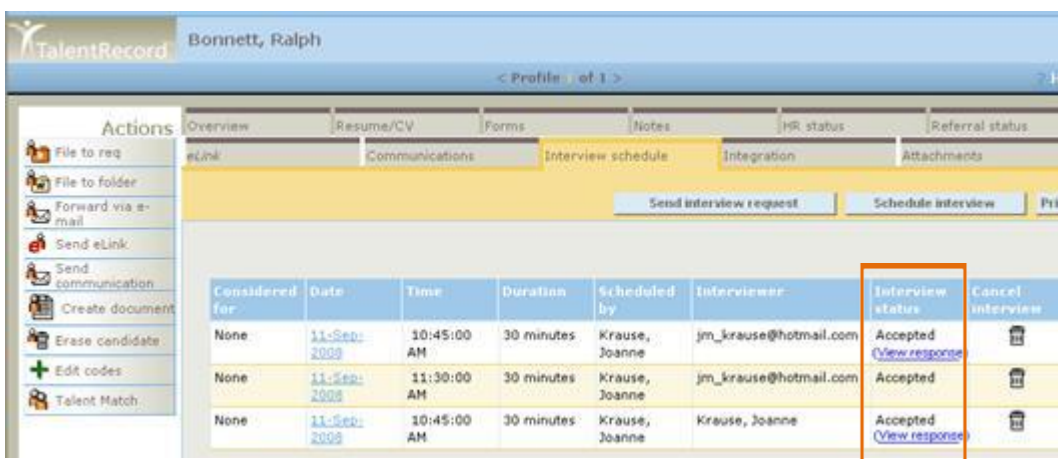
Figure 96: Interview request



In a normal workflow, the recipient clicks the View candidate eLink to view the candidate’s information, enters a reply message, and clicks Accept interview OR Decline interview as appropriate.

KRB users can see the record of interview invitations on the Interview schedule tab of the candidate’s Talent Record. The system adds one new row per invitee and includes a View response link in the Interview status column if the invitee included a response message with his or her reply.

Figure 97: Talent Record Interview Grid



If you click the View response link, the reply message entered by the invitee displays in a pop-up window.

Figure 98: Invitee’s message response



## **Enablement Steps**

None

## **Recruiter Experience - Interview Scheduling Includes Atlantic Time Zone**

This feature is available May, 2008

The Interview Scheduling module includes the Atlantic Time Zone (UCT -4).

# Recruiter Experience - Job Code Default Data on Multiple Req Templates

KRB saves the site questions and scoring with each Req template associated with a Job code.

## Benefits

This enhancement streamlines the posting process.

## How It Worked Before

When you (or KRB users) define a job code, one of the steps is to associate the code with one or more req templates (called “Req forms” in the KRB Reqs menu). The last step in the process is to define Job Code Default Data default settings for Talent Gateways. Previously, you could associate the job code with several req templates but the Talent Gateway default settings supported the association with only one (1) req template.

## Visible Changes

There are no visible changes without configuration for this feature.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available in December, 2008. It is available automatically in KRB.

## Using this Feature

KRB users with the appropriate user type privileges can complete the steps described in the next section from within KRB.

As a reminder, this section describes briefly how to add Job Code Default Data. The last step in the procedure is to associate the job code with one or more Talent Gateways. You can edit the site questions for the Gateway(s) at that point, if desired.

The change is in the backend behavior. With this change, all req templates selected for a job code use the Talent Gateway default settings. There are no changes in the procedure as far as the KRB user is concerned.

To create a job code:

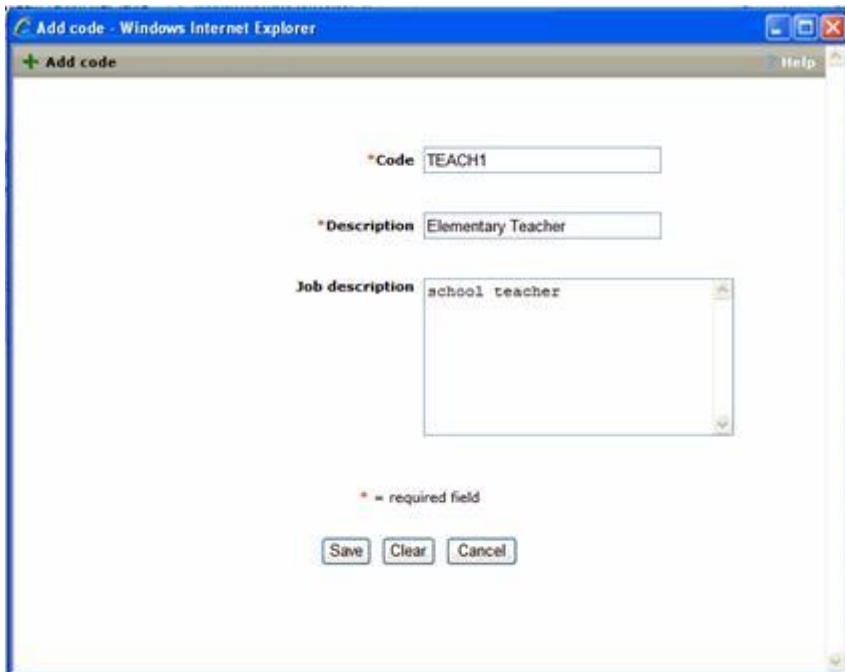
1. In KRB, select Admin > Admin+ > Codes.
2. Click the Administer Code List icon for Job Codes.

Figure 14: Administer the code list for Job Codes



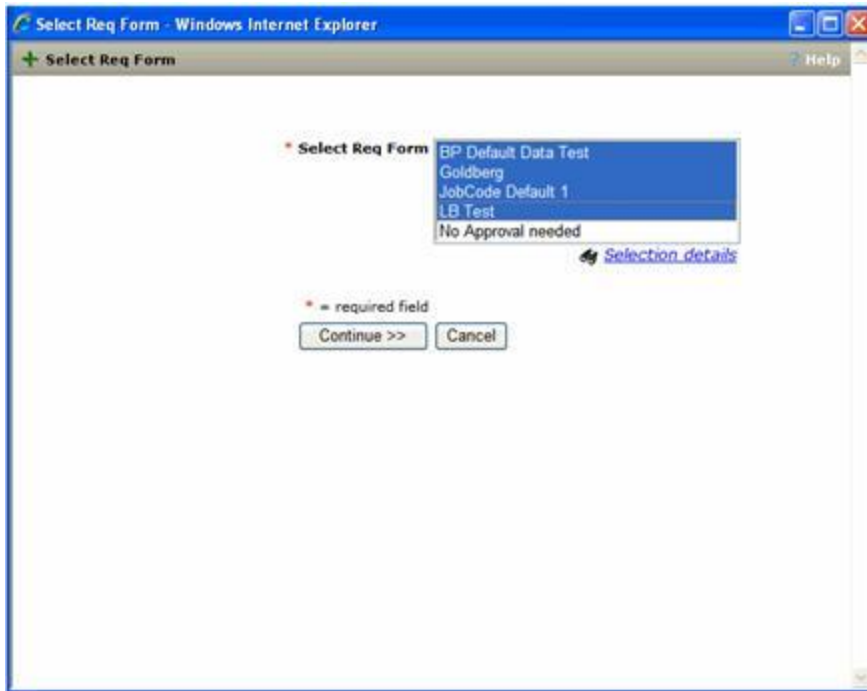
3. Click Add New Code.
4. Enter the required information in the Add code window and click Save.

Figure 15: Add code window



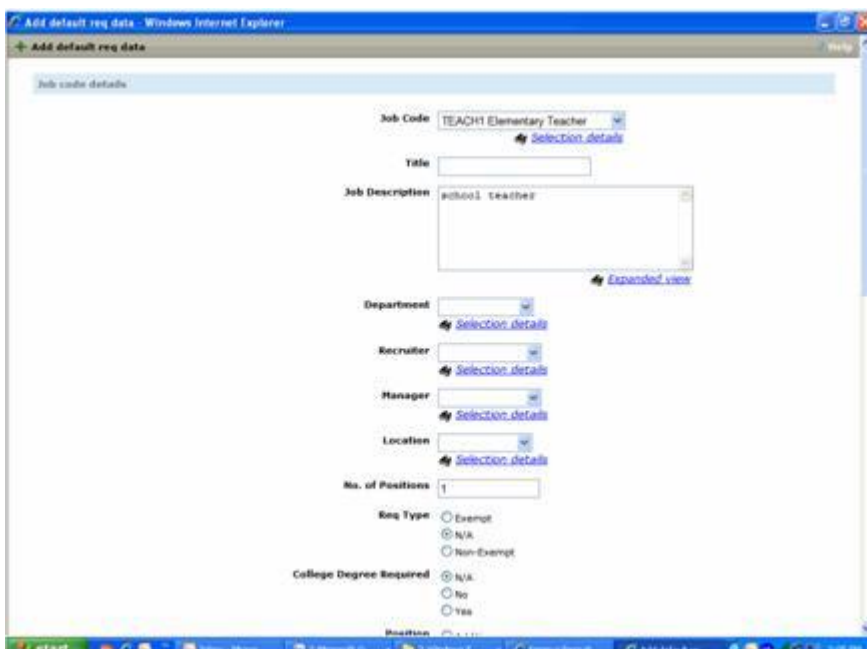
5. In the Select Req Form window, select the req form(s) this job code can be used with and click Continue >>.

Figure 16: Select the Req Forms to be associated with this job code



6. For each req form selected in the Select Req Form window, you can complete the Add default req data page. (For example, if you selected four (4) forms, you will be presented with four (4) separate Add default req data windows.) The Add default req data windows display in the same order as the list of req forms in the Select Req Form drop-down list.

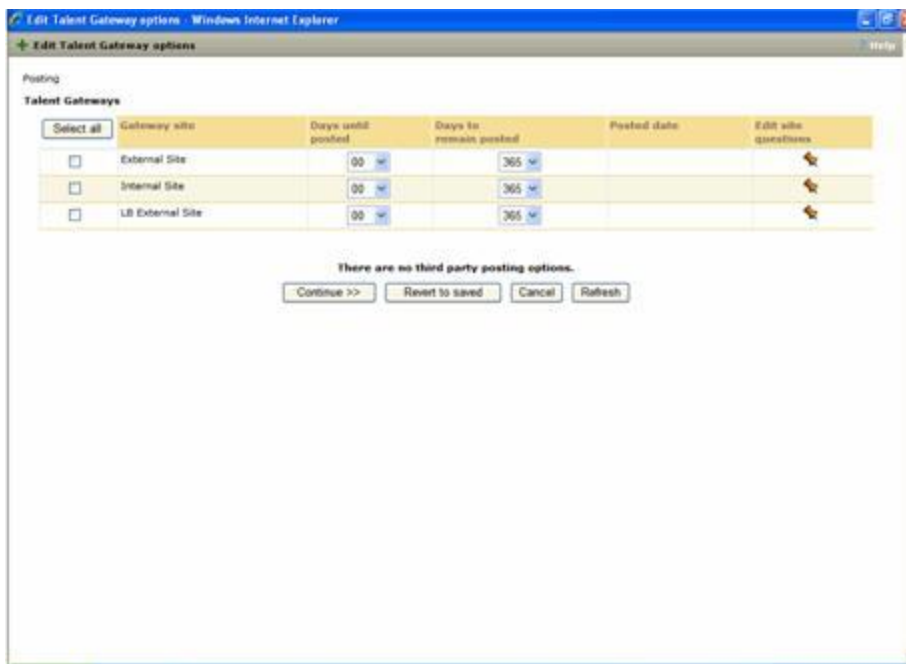
Figure 17: Complete the Add default req data window for each Req Form



7. Click Continue >>. The Edit Talent Gateway options window appears.

8. For each gateway you check, click Edit site questions. In this step, you are setting defaults for this job code on each Talent Gateway.

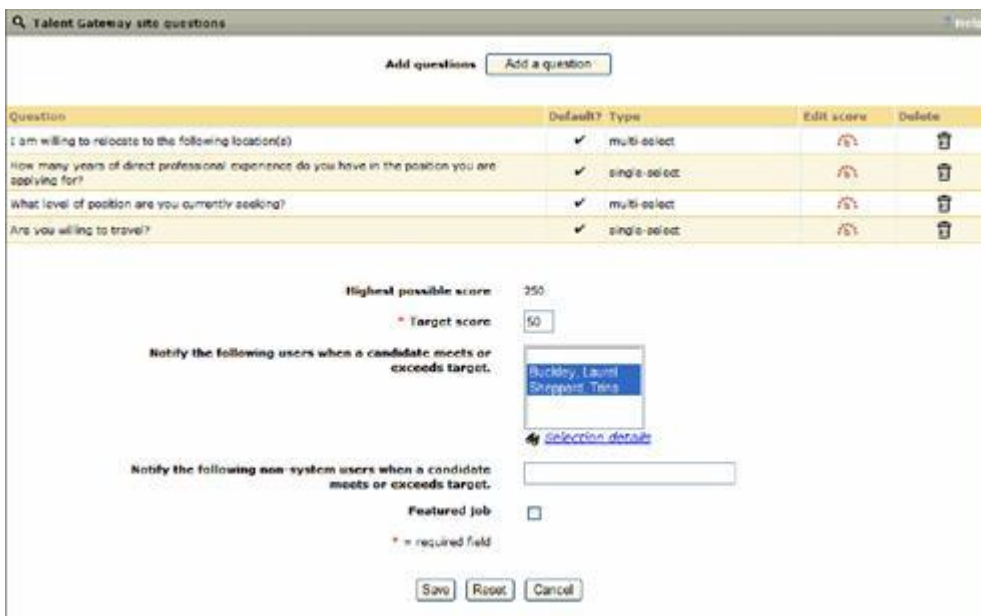
Figure 18: Select the TGs for the Job code and edit the site questions



9. Click Edit site questions to update the question defaults and click Save.

10. The site question information is saved for each of the req forms associated with the job code.

Figure 19: Edit Talent Gateway site questions when adding a job code



## Enablement Steps

None



## **Recruiter Experience - KRB Supports up to 1500 Candidate Folders**

This feature is available August, 2008. This is automatically available in KRB.

KRB supports indexing of candidate data for up to 1500 folders.

## **Recruiter Experience - Limiting Visibility of HR Statuses in Candidate eLinks**

When KRB users send an eLink of a candidate's record from within a req folder, clients can ensure that the eLink recipient sees only the HR status of the candidate as it pertains to the specific req by enabling a new client setting in Workbench.

For example, if the recruiter eLinks the candidate's record from within req folder BR9999, the recipient of that eLink sees only the HR status pertaining to req folder BR9999. If the candidate has other HR statuses for other req folders, the eLink recipient cannot see them.

### **Benefits**

This feature prevents the eLink recipient from weeding through all of the jobs to which the candidate in question has applied. For a given eLink, the candidate record displays only the job pertaining to the folder from which the eLink was sent.

### **Business Need**

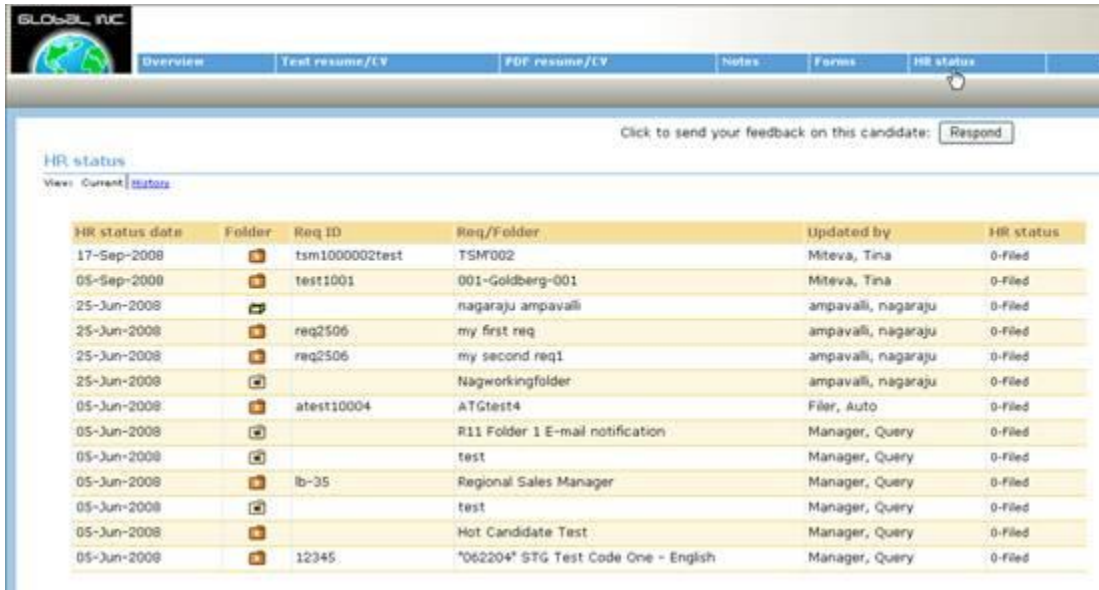
KRB users need a clear indication, when receiving an eLinked candidate, of which HR status applies to requisition in question.

### **How It Worked Before**

There were two issues (as shown in the screen capture below):

- 1) Through eLinks, KRB users could see the HR status of candidates even if that HR status was hidden for their user type. For example, assume that the Hiring Manager has a user type that is not allowed to see 0-filed candidates. When working in KRB, the Hiring Manager cannot see candidates with a 0-filed HR status, but when the Hiring Manager receives an eLinked candidate record in e-mail, he or she can see the candidate's 0-filed status along with other HR statuses.
- 2) When a KRB user sent a candidate record to another KRB user via eLink from within a req folder, the recipient could see all the other reqs to which the candidate had applied and the candidate's HR status for each req.

Figure 80: eLinked content with setting not enabled; user can see 0-filed jobs and all reqs



## Visible Changes

There are no visible changes without configuration.

## Limitations and Known Issues

This restriction to the HR status for a specific req does not apply if the eLink is sent from outside of a requisition folder.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available October, 2008. Your Kenexa consultant must enable the Workbench client setting.

## Using this Feature

Once this feature is enabled, KRB users who receive eLinks sent from within a req folder see the candidate's HR status information only for the req folder from which the eLink was sent.

When a KRB user sends an eLink from within a req folder about a particular candidate as shown in the screen capture below...

Figure 81: eLinking from within a Req folder

Req folder: test1001 : 001-Goldberg-001 Show Results 14

Showing candidates 1 of 1

Actions: CC Back, Select all candidates, Sort options, Set quick filters, Edit output fields, Save output fields, Filter this folder

Select all	Name	Viewed	Notes	Forms	HR status	Candidate Type	HR status (click to update)	HR status date	Updated by	Lea
<input checked="" type="checkbox"/>	Adriani, Andrian					External		05-Sep-2008	Mitev, Tina	100
<input type="checkbox"/>	Alex, Alex					External		05-Sep-2008	Mitev, Tina	100
<input type="checkbox"/>	Bbbbbbmmmm					External		16-Sep-2008	Mitev, Tina	100
<input type="checkbox"/>	Carl, Carl					External		05-Sep-2008	Mitev, Tina	100
<input type="checkbox"/>	Ddddddmmmm					External		16-Sep-2008	Mitev, Tina	100
<input type="checkbox"/>	George, Jeff					External		05-Sep-2008	Mitev, Tina	100

...and checks the Include HR Status check box as shown here...

Figure 82: Creating an eLink to include HR status

eLink candidate: Andrian Adriani Help

\*From joanne.krause@kenexa.com

To: (system users)  List >> To: (non-system users) jm\_krause@hotmail.com  
*Separate multiple users with a comma using no spaces.*

Cc: (system users)  List >> Cc: (non-system users)   
*Separate multiple users with a comma using no spaces.*

Bcc: (system users)  List >> Bcc: (non-system users)   
*Separate multiple users with a comma using no spaces.*

Note: Only "Cc" and "Bcc" recipients will see the "To" recipients

**Include HR status**

Forms to view  
 Andrian Adriani : Job response - TSM FTG/2011BR : 04-JUN-2008 : 42384  
 Andrian Adriani : Talent-GatewayTSM FTG : 04-JUN-2008 : 42385

[Selection details](#)

Forms to complete 0AAEend

...the eLink appears in the recipient's email as shown below:

Figure 83: eLink to KRB within the recipient's email



Once the Workbench setting is enabled, the eLink’s HR status tab displays the candidate’s HR status information only for the folder from which the eLink was sent. This applies to the display in the View Current and the View History views as shown below.

Figure 84: New display for HR status information in eLinks



The recipient of the eLink sees and can update only the HR status types which he or she has privileges to update.

### Enablement Steps

To enable this feature, Kenexa personnel must turn on the new client setting, HR Status limited to req folder in eLinks, in Workbench.

Figure 85: HR Status limited to req folder in eLinks client setting

Edit client settings

Gateway Questionnaires – enable informal locales  No  Yes

**HR Status limited to req folder in eLinks**  No  Yes

HR Status restrictions  No  Yes

InactivateReqCode  No  Yes

Integration tab enabled  No  Yes

IntegrationAssessment  None  PreVisor  Kenexa Prove It!  Searchable KAS

IntegrationAssessment Considered for/Result  Display hyperlink  Display text only

IntegrationContact

IntegrationDefGroupID

IntegrationDefRecruiter

IntegrationDefUserTypeID


IntegrationExpReqWithCandidate  No  Yes

IntegrationExpSingleCand  No  Yes

IntegrationHiredStatus

Job Posting Preview (Requires a Full Gateway)  No  Yes

# Recruiter Experience - New “Scored Question” Icon for Site Questions

Kenexa has added a new icon () to the Edit site questions page indicating that a question has been scored.


## Benefits

KRB users save time and clicks because they can see immediately whether a question has or has not been scored.


## Business Need

This feature improves recruiter workflow and productivity.


## How It Worked Before

Previously, KRB displayed the icon  indicating that a question can be scored, but it did not indicate that a question has been scored. KRB users had to click a link to the page on which the scoring was done to see if it had been scored or not.

## Visible Changes

This change is visible on the Edit site questions page (select Reqs > Edit posting options > Edit site questions). When a question is scored, a shaded version () of the can-be-scored icon appears in the Edit score column.

## Limitations and Known Issues

This change applies only to the Edit site questions page for non-Gateway Questionnaire job postings. When a requisition is posted, if the associated job code has default posting information with scores set up for some questions, then the Edit score column for that req contains the shaded icon () for those questions.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available October, 2008. This is part of the workflow for adding job-specific questions. Please see “Adding Job-Specific GQ Questions while Posting Reqs” on page 55 for more information.





## Using this Feature

When posting reqs, you can add job-specific questions. You can see if those questions have been scored or not and edit the scores if necessary.

Figure 45: “Question scored already” icon

**Talent Gateway site questions** Help

**Add questions**

Question	Default?	Type	Edit score	Delete
Are you either a US citizen or an alien lawfully authorized to work in the US?(Q1)	✓	radiobutton		
Are you at least 18 years old?(Q4)	✓	radiobutton		

**Highest possible score** 100

\* **Target score**

**Notify the following users when a candidate meets or exceeds target.**

**Notify the following non-system users when a candidate meets or exceeds target.**

**Featured job**

## Enablement Steps

None.



# Recruiter Experience - Posting Workflow Improvements

## Posting Dependencies

This describes new posting dependencies for “must post to” and “cannot post to” Talent Gateways that are members of a Global Talent Gateway. The posting dependencies described here are in addition to the ones introduced for Release 11.

You can now set up posting dependencies on a Global Talent Gateway for local gateways of the same language. To clearly indicate where a req is posted to, Kenexa added the column “Currently posted” to the Edit posting options page in KRB.

Other documentation related to Posting Dependencies:

- See the Functional Change Notes for Posting Dependencies, Part I, on the R11.5 Launch site (the internal Sharepoint Launch site).

## Benefits

Clients are no longer limited to setting up posting dependencies between Global Talent Gateways (GTGs) only. For example, an organization can set up a posting dependency relationship between their external career site (a GTG) and their Employee Referral site (a local TG).

## Business Need

Companies need flexibility in creating intricate posting dependencies both for compliance reasons and to improve productivity through workflow enhancements.

## Visible Changes

There are visible changes without configuration for this feature. The “Currently posted” column on the Edit posting options page is visible to all KRB users even if your organization does not use the posting dependencies feature.

## Limitations and Known Issues

The posting dependency logic does not handle the “Cannot post to unless” dependency on a Global Talent Gateway that contains more languages than its parent TG/GTG. For this scenario, it is possible that due to posting dependency rules, the parent TG/GTG does not display and the child GTG displays as unchecked and disabled. This is a possible area of enhancement in the future.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available October, 2008. Your Kenexa consultant, in consultation with your organization, configures posting dependencies in Workbench.

## Using this Feature

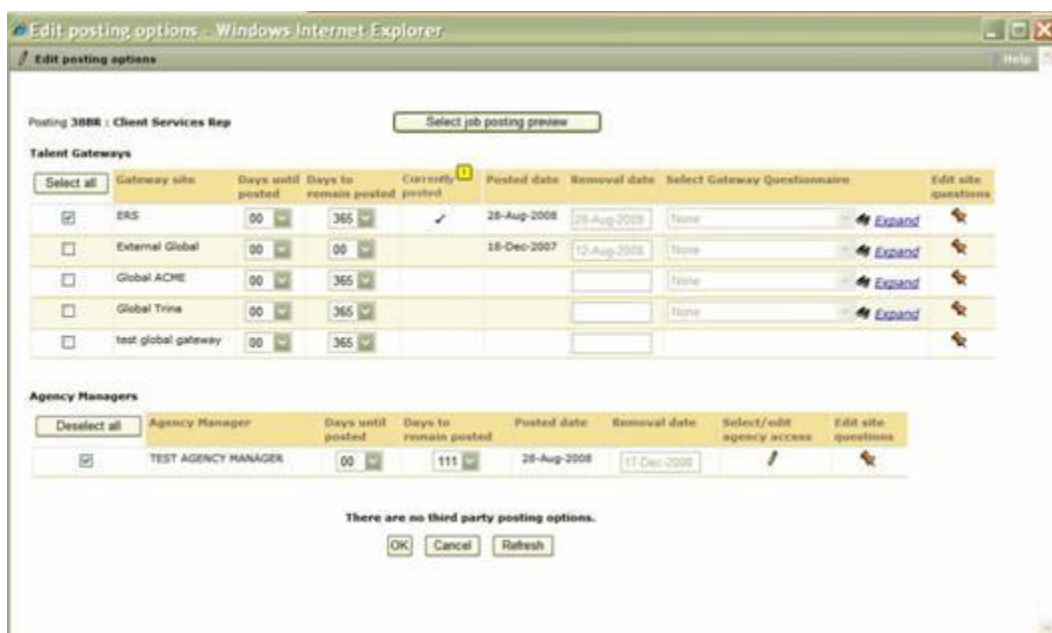
In KRB, the Edit posting options page has a new “Currently posted” column and a new error message which displays when there is a language conflict between a “must post to” gateway and a req in a different language. Please see the next two sections for details.

### “Currently posted” Column on the Edit Posting Options Page

The Edit posting options page has a new column: “Currently posted.” A check mark in the column means the req is posted to that gateway.

Note: When you select a gateway to post or unpost, the changes to the Currently posted column are reflected when you click OK to save the page. The page then reloads and displays your changes.

Figure 32: “Currently posted” column on the Edit posting options page



### New Error Message on the “Edit posting options” Page

Since it is now possible to set up posting dependencies between GTGs with only one language in common, or between a GTG and local gateway that shares one of the languages, clients will encounter situations where a req may need to be translated into one or more languages.

For example, a GTG has the languages of English, French, and Spanish and it has a “must post to” dependency on a local French gateway. If the req has been created only in English and the user attempts to select the GTG that has the “must post to” dependency, KRB displays an error message. KRB users can take several paths to access this page: From any Req list view, when a user is creating a req with Job Code Default data that includes Talent

Gateways, selecting the “Edit posting options” icon while viewing a list of Reqs, or when the user opens a req (in KRB or through an eLink).

Figure 33: Error message for language conflict between a req and selected gateway

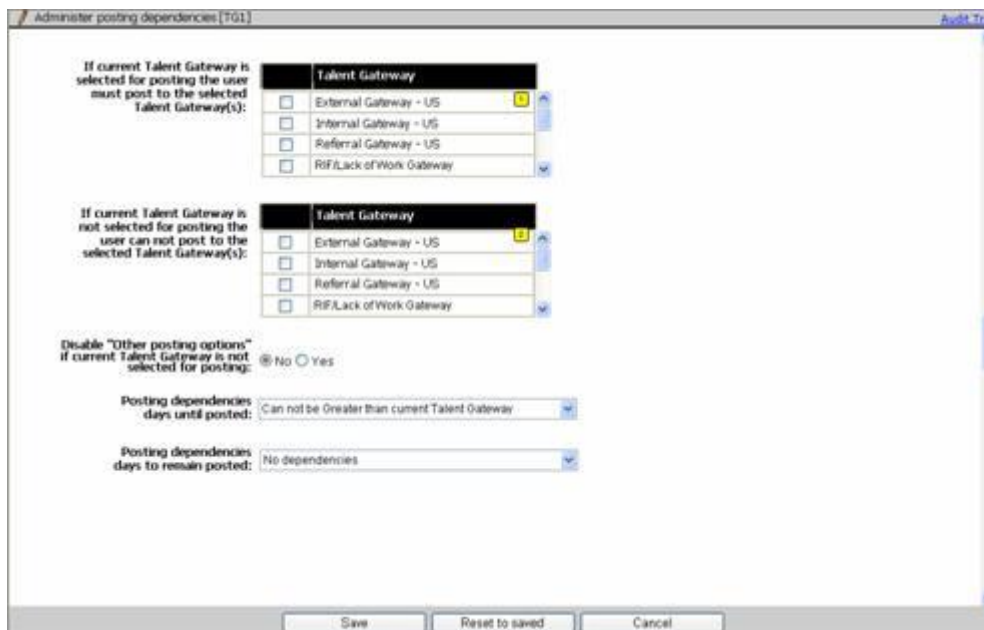


## Enablement Steps

### Workbench

In Workbench, select Tools > Talent Gateways > Global > Global admin > Select Global Gateway name > Administer posting dependencies.

Figure 34: Workbench Administer posting dependencies page for a Talent Gateway



#### “Must post to” List

The Must post to list of gateways can include the following:

- Global Gateways that share any one language with the currently selected GTG
- Local Gateways [non-GTGs] that share any language with the currently selected GTG

#### “Cannot post to unless” List

The Cannot post to list of gateways can include the following:

- Global Gateways that share any one language with the currently selected GTG
- Local Gateways [non-GTGs] that share any language with the currently selected GTG

#### Adding a Gateway to a Global Group

If a local gateway is a Must post to OR Cannot post to Gateway for a Global Talent Gateway, the gateway cannot be added to any Global Talent Gateway group through GTG admin. If you try to do that, Workbench displays the following error message:

Figure 35: Error message about conflicting posting dependencies



# Recruiter Experience - Preserving a Candidate's "Candidate Type" Designation

With R11.5, your organization can enable a setting that prevents a candidate's candidate type (achieved as a result of a previous application process) from being overwritten.

## Benefits

KRB users can more readily identify particular candidate types within the candidate database. Information about a particular candidate conveyed by the Candidate type category achieved during a prior job submission is not lost. Through candidate type, your organization can retain important information gained from a candidate's history of applying to jobs.

## How It Worked Before

Prior to this change, all candidate types except the "Inactive" candidate type were overwritten when a candidate submitted a new job application. Important information about the candidate as conveyed by candidate type was lost.

## Visible Changes

There are no visible changes without configuration.

## Limitations and Known Issues

Talent Data Center (TDC) submissions, which are paper submissions, are not affected by this new functionality.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available October, 2008. Your Kenexa consultant must enable the Workbench client setting.

## Using this Feature

Once enabled, Talent Gateways and Candidate Import process candidate types as follows:

### Talent Gateways

If a candidate or a recruiter submits a candidate through a Talent Gateway, Kenexa Recruiter Brass Ring (KRB) determines if the Talent Record (TR) already exists.

- If the Talent Record does not exist, KRB creates the TR and uses the Talent Gateway designated candidate type (as determined by the Talent Gateway's Designated candidate as setting or by selected source code that has the associated candidate type).

- If the Talent Record does exist, KRB checks the Allow this Candidate type...? flag for the Talent Record's current Candidate Type.
- If it is disabled (set to No) KRB does not change the candidate type, but just updates the remaining fields in the talent record.
- If the flag is enabled (set to Yes), then KRB changes (overwrites) the existing candidate type with the Talent Gateway designated candidate type (as determined by the Talent Gateway Designate candidate as setting, or by selecting a source code that has an associated candidate type).

#### Candidate Import (XML Feeds) Changes

Candidate Import works the same as Talent Gateway submittals. When importing, Candidate Import first determines if the Talent Record already exists.

- If the Talent Record does not exist, Candidate Import creates the TR and uses the designated candidate type (as determined by the candidate import subscription setting).
- If the TR does exist, Candidate Import checks the Allow this Candidate type...? flag for the Talent Record's current candidate type.
- If it is disabled (set to No) Candidate Import does not change the candidate type, but just updates the remaining fields in the talent record.
- If the flag is enabled (set to Yes), then Candidate Import changes (overwrites) the existing candidate type with the designated candidate type (as determined by candidate import subscription setting).

#### Enablement Steps

Kenexa personnel must enable this feature in Workbench.

#### Workbench

The new Workbench setting, "Allow this candidate type to be changed by new Talent Gateway and Candidate Import submissions?" has the following attributes:

- By default, it is set to Yes. This reflects the classic behavior, where a new job submission by the candidate overwrites the candidate's current candidate type (except when Candidate type is "Inactive").
- Does not apply to the "Inactive" candidate type.
- Does apply to both custom and standard candidate types.
- Does not affect the recruiter's ability to change the candidate type.
- Applies to both Talent Gateway and Candidate import submissions, but not to Agency Manager submissions.

You can move a candidate manually to a “normal” status. The candidate reverts to the classic rule and the candidate type for that candidate is overwritten if he or she applies to another job.

To enable this feature:

1. Select Tools > Settings > Candidate types.
2. On the Candidate type administration page, find the candidate type you want to change and click Edit.

Figure 78: Candidate type administration page



3. On the Edit candidate details page, select No for the setting Allow this candidate type to be changed by new Talent Gateway and Candidate Import submissions?.

Figure 79: Edit candidate details page with new setting

Edit Candidate type details [Internal] Audit Trail

**Candidate type** Internal [English (US)]

**Associate to these user types to search**

- CJT Super User
- CJT1 Super User
- DEW Usertype
- Entry Level Manager
- Hiring Manager

**Associate to these source codes** Selected (0) List >>

**Allow this Candidate type to be changed by new Talent Gateway and Candidate Import submissions?**  Yes  No

Save Revert to saved Cancel

4. Click Save.



## **Recruiter Experience - Printing Candidate and Req Grids**

KRB users can launch a page formatted for printing from all pages displaying candidate and requisition grids. This feature is both a restoration and enhancement of a previous capability.

### **Benefits**

With the introduction of the enhanced grid functionality for candidate and req display with Release 11, it became difficult to print those pages. With this improvement, KRB users can customize their candidate and req grids and easily print application pages displaying them.

### **How It Worked Before**

Prior to R11, KRB users could print candidate and req grids, but only what was visible to them within a non-scrolling browser window.

### **Visible Changes**

There are two visible changes on several application pages:

- The Actions menu includes the new action, View printable page, on all candidate and req grid pages.
- On candidate display pages, the Print action item (referring to printing a candidate's resume/CV) has been changed to Print resume/CV.

### **Cost**

There is no additional cost for this feature.

### **How do I get this feature?**

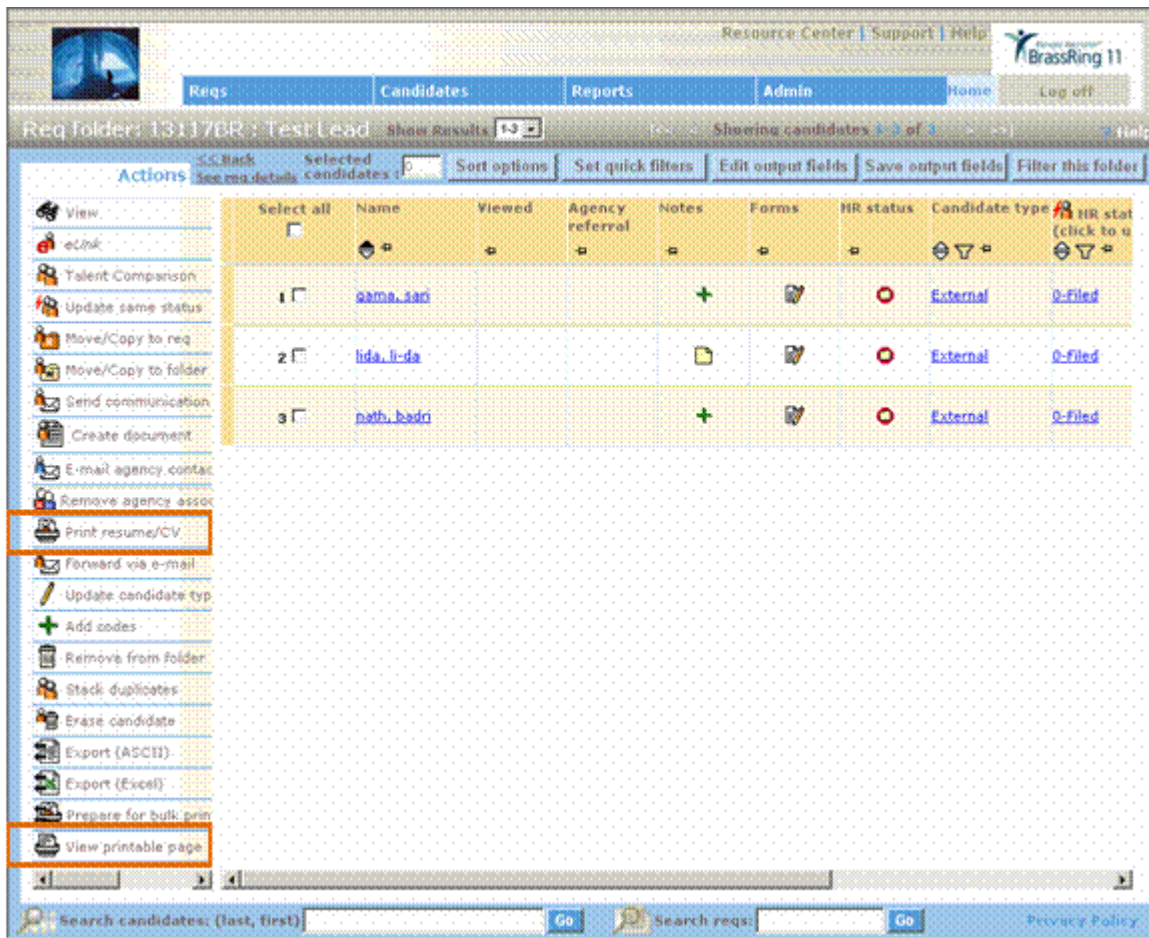
This feature is available in June, 2008. It is included automatically in KRB.

### **Using this Feature**

The browser window in the printable page view includes toolbars as configured in your browser.

KRB users can customize their candidate and req grids extensively as of R11 (the previous release), in addition to personalizing their browser settings. As a result, in some cases you may see fewer columns in the parent window for the req or candidate grid. The printable page displays more columns.

Figure 9: Print buttons in Req folder



The new Action menu item called View printable page displays on all pages with candidate and requisition grids.

#### Candidate Grids

Kenexa changed the following on pages displaying candidate grids:

- Changed Print to Print resume/CV.
- Added View printable page.

These changes affect the following pages:

- Candidate search results
- Saved search results
- My candidates > Find results > All and for each HR status
- Candidates in queue
- My folders > Inbox, Inactive

- Candidate grid display within req folders
- Candidate grid display in filter folder results.

Figure 10: Search Results grid with new Print buttons



#### Req Grids

Kenexa added the new menu item View printable page in the Actions menu for the following req grid pages:

- View all Reqs > All stages, and for each status
- View my reqs > All stages, and for each status
- Req search results page
- View my Req defaults page
- My Req drafts page

Figure 11: View printable page action on the reqs grid



## Printing a Candidate or Req Grid Page

To print a candidate or req grid page:

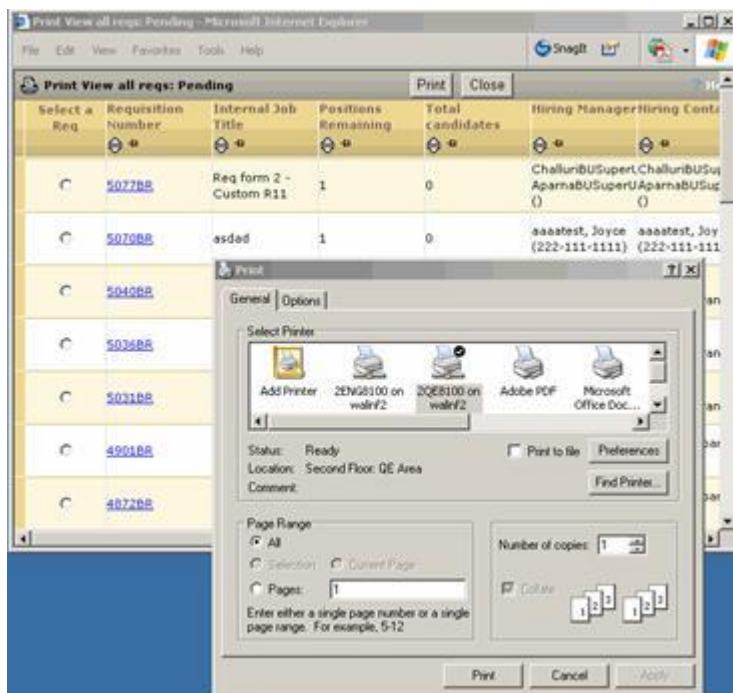
1. Click View printable page in the Actions menu.
2. The printable page version of the candidate or req grid displays.

Figure 12: Printable page example for req grid



3. Click Print. A typical Print dialog box displays.

Figure 13: Print dialog box for req grid



4. Configure your print job.

5. The printed job includes the entire grid in several printed pages if necessary.

Note: You can also copy and paste individual text from the page (for example, the candidate reference number).

**Enablement Steps**

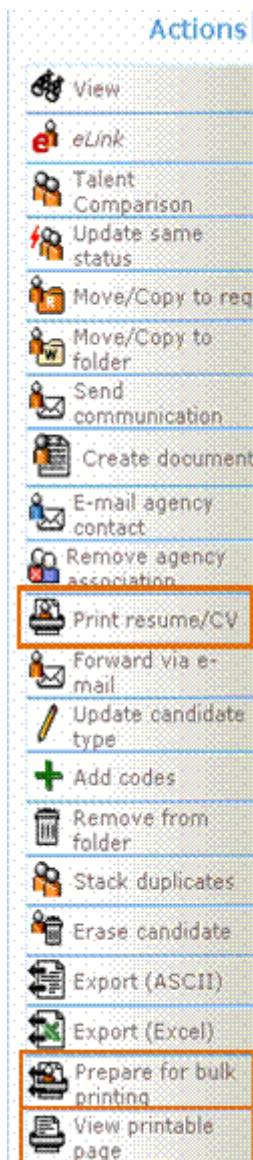
None

# Recruiter Experience - Printing Multiple Req Specific Duplicate Resumes

KRB users can print the appropriate req-specific duplicate resume for one or more candidates from the following locations within KRB:

- Candidate search
- Quick search
- Saved searches
- Filtering req search (from the home page)
- Candidates in Queue
- My candidates
- My folders
- My open reqs
- Inbox
- All open reqs

Figure 71: Print actions



## Benefits

KRB users can print information for candidates who have applied to the same job in one action.

## How It Worked Before

When KRB users tried to print the req-specific duplicate resume for multiple candidates from various pages within KRB, the system defaulted to printing the most recent resume for each candidate. KRB users could select and print a req-specific duplicate resume by itself for a candidate.

## Visible Changes

There are action for printing resumes has been renamed from “Print” to “Print resume/CV” to differentiate it from the other print items within the menu.

## Cost

There is no additional cost for this feature.

## How Do I Get this Feature

This feature is available in November, 2008. This feature is available automatically in KRB.

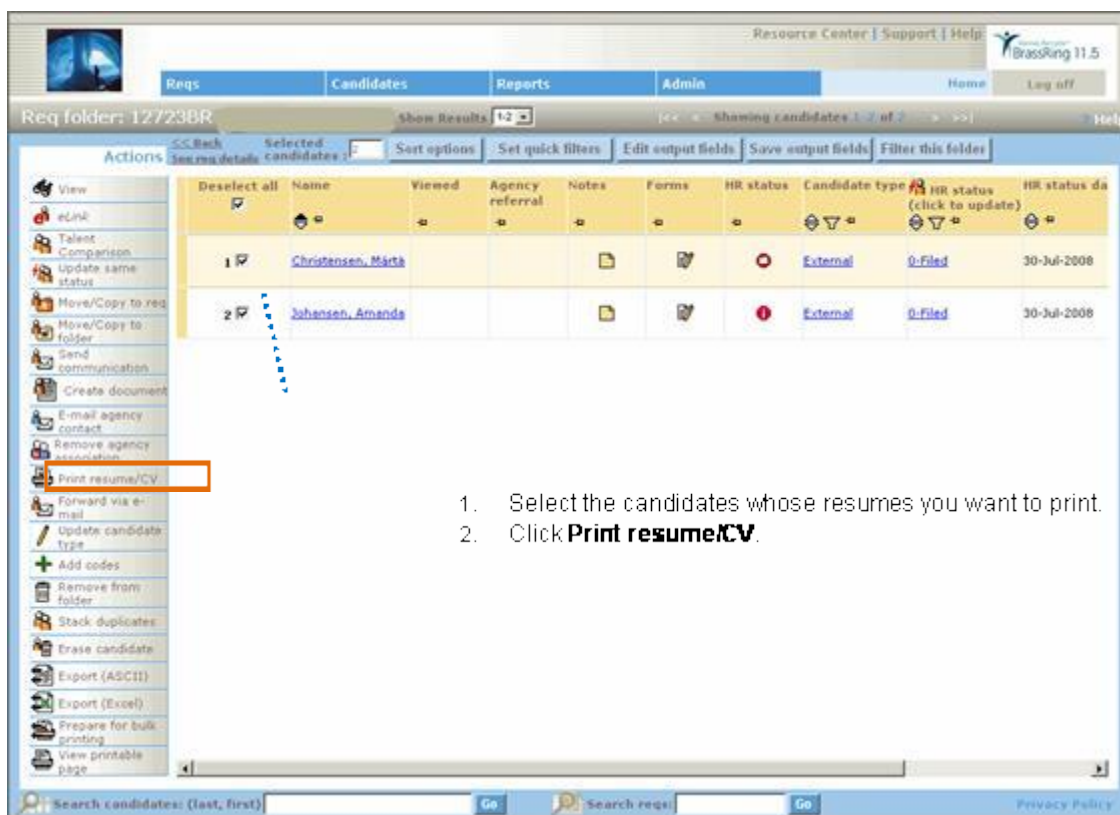
## Using this Feature

To print the req-specific duplicate resume:



1. From any page within KRB that displays a list of candidates with req-specific resumes (for example, from within a specific req folder), select one or multiple candidates in the grid.
2. Click Print resume/CV in the Actions menu.
3. The Selected candidates (# of candidates) window opens. It displays the resume/CV text for each candidate selected in one page.
4. Click OK to print the contents of the window. The window closes.
5. Go to your printer to collect the print job.

Figure 72: Printing req-specific duplicate resumes for multiple candidates



## **Recruiter Experience - Requiring Descriptions for Changed or Declined Reqs**

Your organization can make it mandatory for req approvers to enter a reason in the Message field if they decline or change a requisition. The system then reroutes the requisition for approval and the approval team can read about why that requisition was declined or changed and rerouted.

### **Benefits**

Other req team members will be aware of the disposition of a req.

### **How It Worked Before**

Previously, changed reqs were rerouted automatically to the first approver to go through the approval chain again but organizations could not compel KRB users to enter reasons for changing or declining reqs. Members of the approval team were often unaware that changes were made to reqs they had approved and the reasons for those changes.

### **Visible Changes**

There are no visible changes without configuration.

### **Limitations and Known Issues**

KRB does not validate the text entered in the Message field. KRB users can enter blank spaces and allow the approval to go through. It is therefore the requisition approval user's responsibility to enter appropriate comments.

### **Cost**

There is no additional cost for this feature.

### **How do I get this feature?**

This feature is available in November, 2008. Your Kenexa consultant can enable this feature in Workbench.

### **Using this Feature**

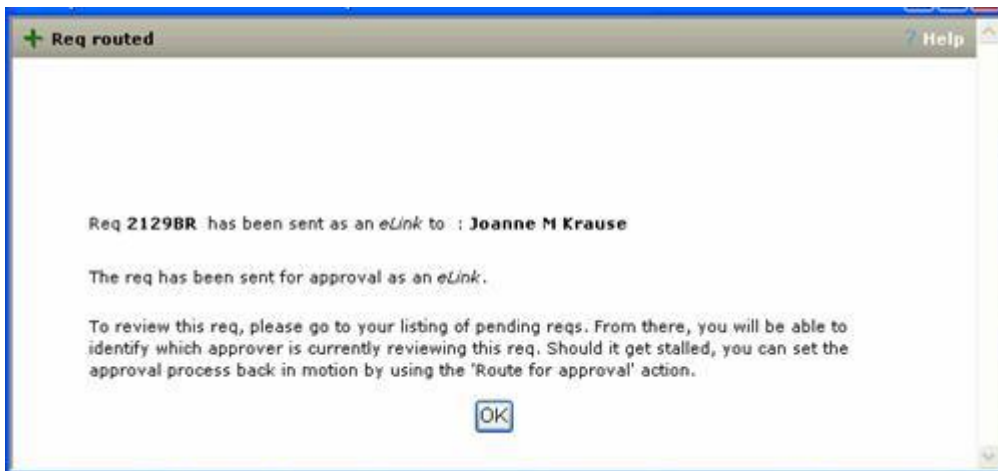
If your organization has enabled this feature, you will see changes in KRB when you are approving or declining requisitions.

If you change a req and try to re-route it, or decline it, the system requires that you enter a message to continue.

When a KRB user creates a requisition and routes it for approval, KRB displays the message shown in the screen capture below as in previous releases.

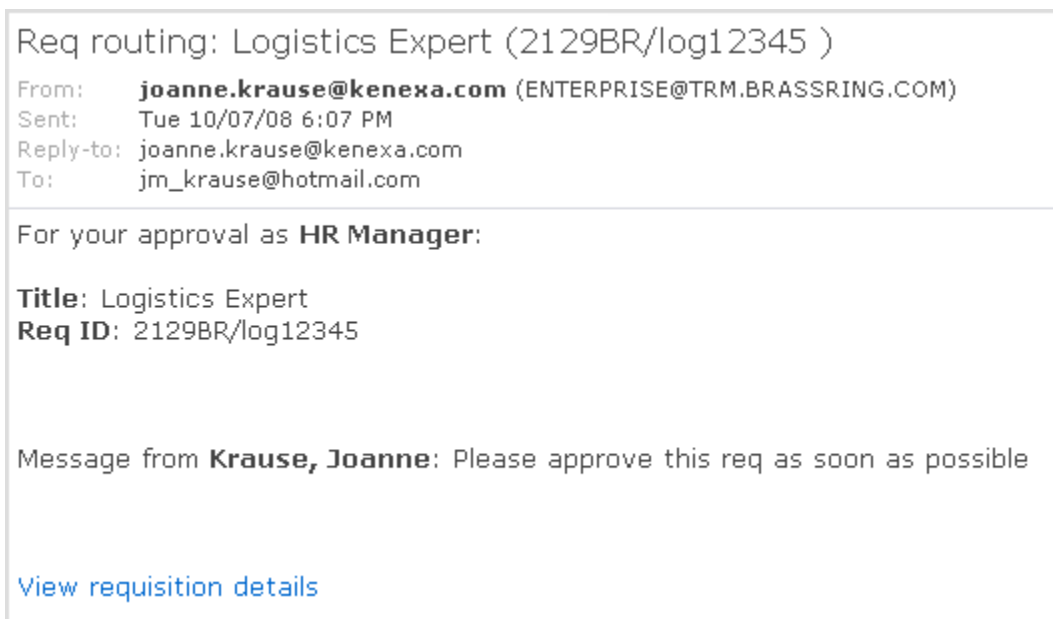


Figure 25: “Req routed” message



KRB sends an e-mail to the selected approvers, as shown in the example below.

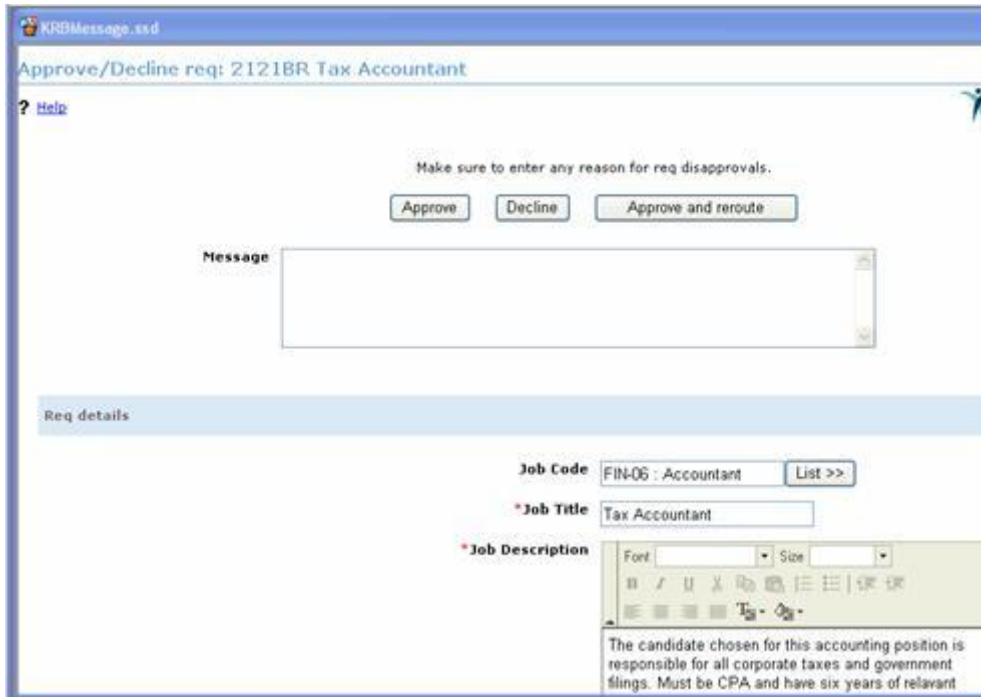
Figure 26: Approval request e-mail



To approve and reroute a req:

1. Click the View requisition details link in the bottom left corner of the e-mail.
2. The Approve/Decline req opens for the specific req.

Figure 27: Approve/Decline req window



3. As an approver, you can do the following:

- Approve the requisition
- Decline the requisition
- Change, approve, and reroute the requisition for re-approval.

If you click Approve, the approval process works as it has in the past. The requisition is routed to the next approver in the approver list, and completing the Message field is optional.

If you click Decline, the new functionality applies. You must enter a reason for declining the req in the Message field.

If you click Approve and reroute button, the new functionality applies: You must enter a reason for changing the requisition in the Message field.

Figure 28: Example of a Rerouted E-mail Message

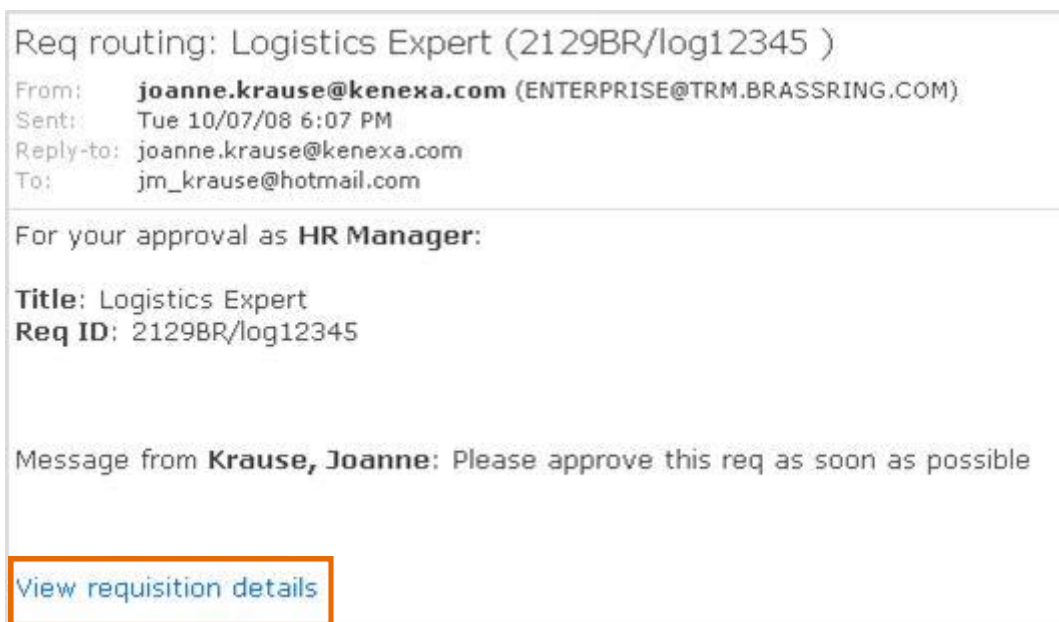


Example: Approving and Rerouting the Req

To approve and reroute a req:

1. Click the View requisition details eLink in your approval request e-mail.

Figure 29: Approval request e-mail, View requisition details



2. The Approve/Decline req window opens.

Figure 30: Approve and reroute error message if no message is added



Note: You must enter a message if you decline the req or change, approve, and reroute the req. If you click Decline to decline the req, or if you make changes to the req and click Approve and reroute without entering a message, KRB displays an error message.

3. Enter the message in the Message field. That message displays in the e-mail that is rerouted back for approval as shown in Figure 29 on page 35.

## Enablement Steps

### Workbench

Clients can choose to implement the Approve/Decline req message for declining a req and/or for changing and rerouting a req. Kenexa personnel must enable the following Workbench settings, either separately or in combination:

- Require an Approve/Decline req message when declining a requisition: If you enable this setting, approvers must enter text in the message box when declining a requisition.
- Require an Approve/Decline req message when rerouting a changed requisition: If you enable this setting, approvers must enter text in the message box when he or she changes a requisition and reroutes it.

Figure 31: Client settings for Approve/Decline req messages

Edit client settings

ReqTrigger  No  Yes

ReqTrigger  **Do not change before consult SF**

**Require a message when declining req approvals**  Yes  No

**Require a message when rerouting req approvals**  Yes  No

Restrict access by IP address  Yes  No

Restrict access by IP address:

Authorized values

Search Reason  Free Form  Pre-defined

Search Reason Overnight Default

Session.CodeDesc

Session.CodeSecurity  No  Yes

Session.DataCode DEI

Session.DataSource Express36\_4

Session.ImageDir

# Recruiter Experience - Req Grids Support Expanded Custom Field Names

Columns headers on req grids for custom req fields support a longer field length. In addition, if KRB users change the width of the column on their customizable req grids, the text within the column wraps in the appropriate place.

## How It Worked Before

Previously, the system limited column labels for custom req fields to 15 characters, often cutting off the meaningful name of a column.

## Visible Changes

KRB users will see the full name for custom req fields displayed in the header column of their req grids and the column label will wrap properly.

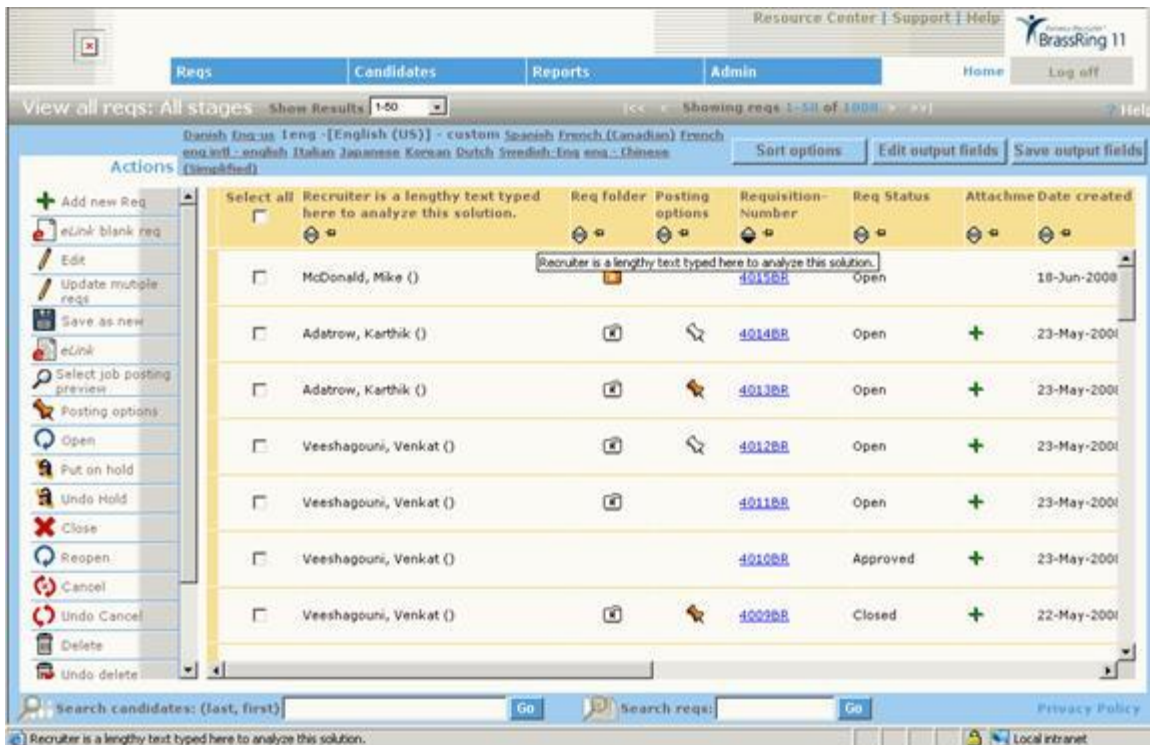
When the column is narrower, the column label is wrapped for the first line and truncated in the second line. The full text can be seen in the tool tip.

Figure 7: Long custom field label, narrow column and tool tip



The recruiter label is enlarged and the full label is visible now. The full text can be seen in the tool tip.

Figure 8: Long custom field label, wider column and tool tip



### How do I get this feature?

This feature is available in October, 2008. This feature is available automatically in KRB.

# Recruiter Experience - Transferring Ownership of a Working Folder

KRB users can transfer ownership of one or multiple working folders to other system users.

## Benefits

KRB Admin+ users with the new user type privileges can easily reassign working folders to other users. Recruiters can quickly take over the working folders of KRB users who have left their position or the company.

## Business Need

This feature supports work continuity during periods of change within groups or organizations.

## How It Worked Before

Before this feature was implemented, only the folder owner could transfer ownership of the folder. If a recruiter with working folders left the company without transferring ownership, other KRB users could access candidates filed to those working folders only if they were copied to a new folder or found through candidate search. The KRB administrator could perform a time-consuming workaround, but only for sites that do not use SSO (Single Sign On).

## Visible Changes

There are no visible changes without configuration.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available December, 2008. Your Kenexa consultant or Certified Workbench User (Tier II) must enable the new Admin+ user type privileges in Workbench for the appropriate KRB user type.

## Using this Feature

KRB users with the Admin+ user type privilege Users – working folders administration can transfer the ownership of a working folder to another system user who is listed as active. Admin+ users who have the additional Admin+ user type privilege Users – Inactive can transfer ownership of a working folder between inactive and active users.

To transfer the ownership of a working folder:

1. In KRB, select Admin > Admin+ > Users.



2. On the Admin+: Users page, find and select at least one user whose folders you want to transfer to another user.

To search for and select one or multiple users:

- a) Click Select Users.
- b) The Select users search window displays.
- c) Perform a Starts or Contains search if necessary.
- d) Select the user names that you want to move to the Selected users list in the list of Available users and click the double right arrows >>.

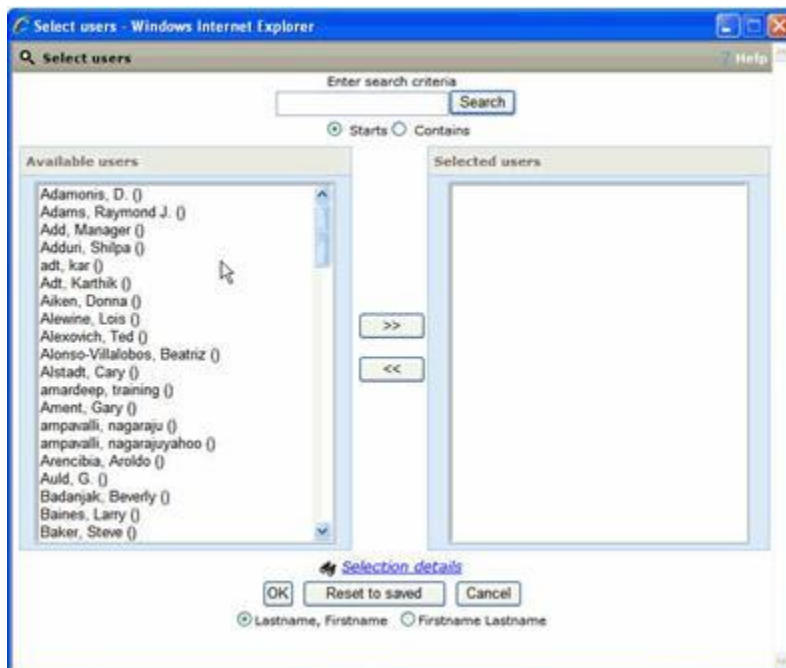
Rules for Transferring Working Folders

Assuming you have the Users – Inactive privilege, you can search for and select both active and inactive users. You perform these actions from separate pages and as separate actions.

You may select up to fifty (50) users at one time.

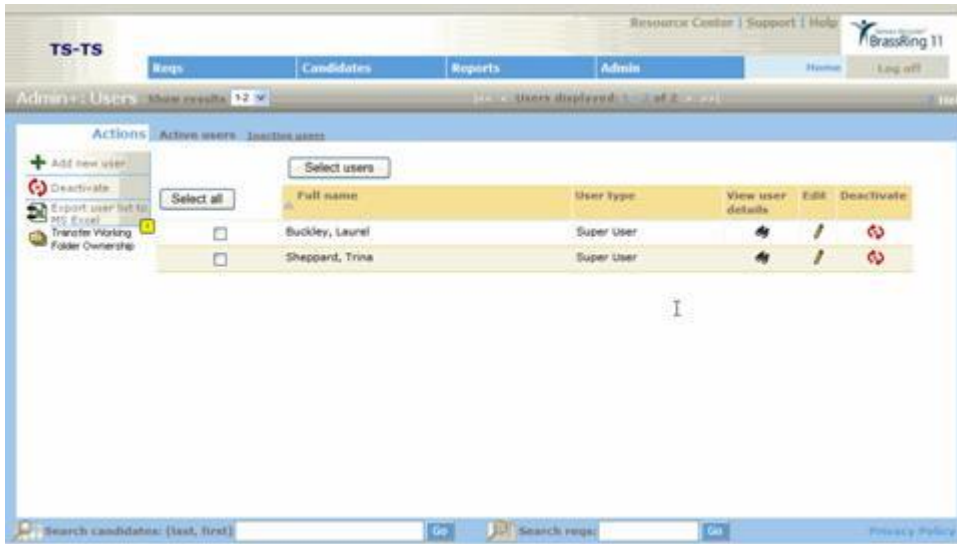
3. When you are finished selecting the users, click OK.

Figure 20: Select users window for transferring folder ownership



4. Back on the Admin+: Users page, with users selected, click Transfer working folder ownership in the Actions menu. This triggers a search for the working folders of the selected users.

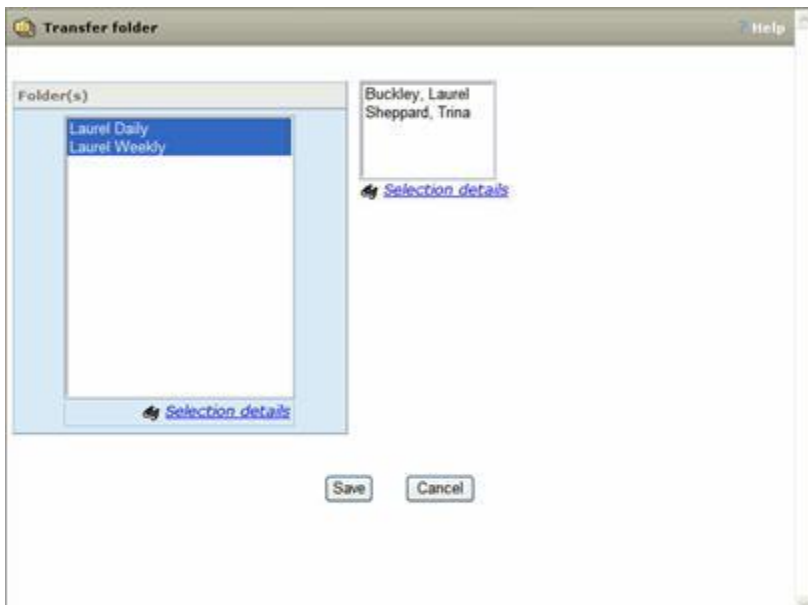
Figure 21: Transfer working folder ownership action in the Actions menu



5. Note: If the search returns zero (0) folders, KRB displays a message: “There are no working folders for the user(s) you selected.” Click OK to close the window and return to the Admin+: Users page.

If working folders are found for the selected user(s), the Transfer folder window opens.

Figure 22: Transfer folder window



6. The Transfer folder window displays in the Folder(s) list the working folders of the user(s) you just selected. It also displays in a separate list box the list of users to whom the folders can be transferred.

7. Select the folder(s) to be transferred and the user(s) to whom they should be transferred. You can select up to 200 folders to be transferred at one time. Note: The list displays a maximum of 200 folders, so you can select the entire list at once if desired.

8. Click Save.

9. Click OK to confirm.
10. KRB displays a confirmation message when the transfer is complete.

Figure 23: Transfer folder ownership confirmation message



### Enablement Steps

Kenexa personnel or a Certified Workbench User must enable the Admin+ User type privileges for KRB user types:

- Users - working folders administration: When this new privilege is checked, the action item is available on the Admin+: Users page.
- User – Inactive: When this existing privilege is checked, the KRB user with the working folders administration privilege can search and view inactive as well as active users.

Figure 24: New Admin+ user type privileges for transferring working folder ownership

Edit Super User step 2: Set Admin+ privileges  
 Step 1: Set name and functions Step 2: Set privileges

**"Admin+" privileges**

Select All	Set privileges
Clear All	
<input checked="" type="checkbox"/>	Add/edit agency codes
<input checked="" type="checkbox"/>	Add/edit agency contacts
<input checked="" type="checkbox"/>	Agency contact Agency Manager view
<input checked="" type="checkbox"/>	Audit - file attachments
<input checked="" type="checkbox"/>	Audit - Login Failure
<input checked="" type="checkbox"/>	Audit - notes
<input checked="" type="checkbox"/>	Codes - add to list
<input checked="" type="checkbox"/>	Codes - administer
<input checked="" type="checkbox"/>	Codes - edit list
<input checked="" type="checkbox"/>	Codes - view list
<input checked="" type="checkbox"/>	Comp analyst users - administer
<input checked="" type="checkbox"/>	Create candidate purge
<input checked="" type="checkbox"/>	Create candidate purge report
<input checked="" type="checkbox"/>	Customize welcome screen message
<input checked="" type="checkbox"/>	Exported forms - download
<input checked="" type="checkbox"/>	Lists - administer
<input checked="" type="checkbox"/>	Mass e-mail
<input checked="" type="checkbox"/>	Org groups
<input checked="" type="checkbox"/>	Scheduled processes queue
<input checked="" type="checkbox"/>	SmartApproval admin
<input checked="" type="checkbox"/>	Talent gateways
<input checked="" type="checkbox"/>	Users - add
<input checked="" type="checkbox"/>	Users - edit
<input checked="" type="checkbox"/>	Users - export list to excel
<input checked="" type="checkbox"/>	Users - Inactive
<input checked="" type="checkbox"/>	Users - signature administration
<input checked="" type="checkbox"/>	Users - working folders administration
<input checked="" type="checkbox"/>	View agency code details
<input checked="" type="checkbox"/>	View agency contact details

Done Revert to Saved Cancel

## **Recruiter Experience - Using Advanced Search for Questions while Posting**

This feature provides a robust search capability for questions at the point of posting a req. You can now search for questions, view the selection options (options presented to candidates) for each question returned in the search, and select questions in both the Talent Gateway language and your organization's Base language (as defined in your client settings).

### **Benefits**

Some clients have many qualifying questions to choose from when posting jobs to the Talent Gateway. This feature simplifies and speeds up the viewing and selection of questions when KRB users are posting requisitions.

### **How It Worked Before**

KRB users could search for questions by scrolling through them within categories or using the Microsoft® Windows key combination `CTRL + F` to open a search box, enter a character string, and search for an exact match. Even using the keyboard shortcut, users frequently had to evaluate twenty or more matches before finding the right question.

### **Visible Changes**

There are no visible changes until this feature is enabled.

### **Cost**

There is no additional cost for this feature.

### **How do I get this feature?**

This feature is available in November, 2008. Your Kenexa consultant must enable a new client setting in Workbench.

### **Using this Feature**

As a KRB user, you will see changes on the following screens once the Advanced Search capability is enabled:

- The Add question window
- The Advanced Search window
- The View Options window
- Search results windows

## “Add question” Window

When you post a job requisition to a Talent Gateway (Reqs > View Reqs > Edit Posting Options > Edit Site Questions > Add question), you can see the following changes:

- An instruction to click the Advanced Search button to search through a list of questions or view them in a different language.
- A new Advanced Search button at the bottom of the Add question window.

Note: The examples in this document use a French Talent Gateway and English as the base language.

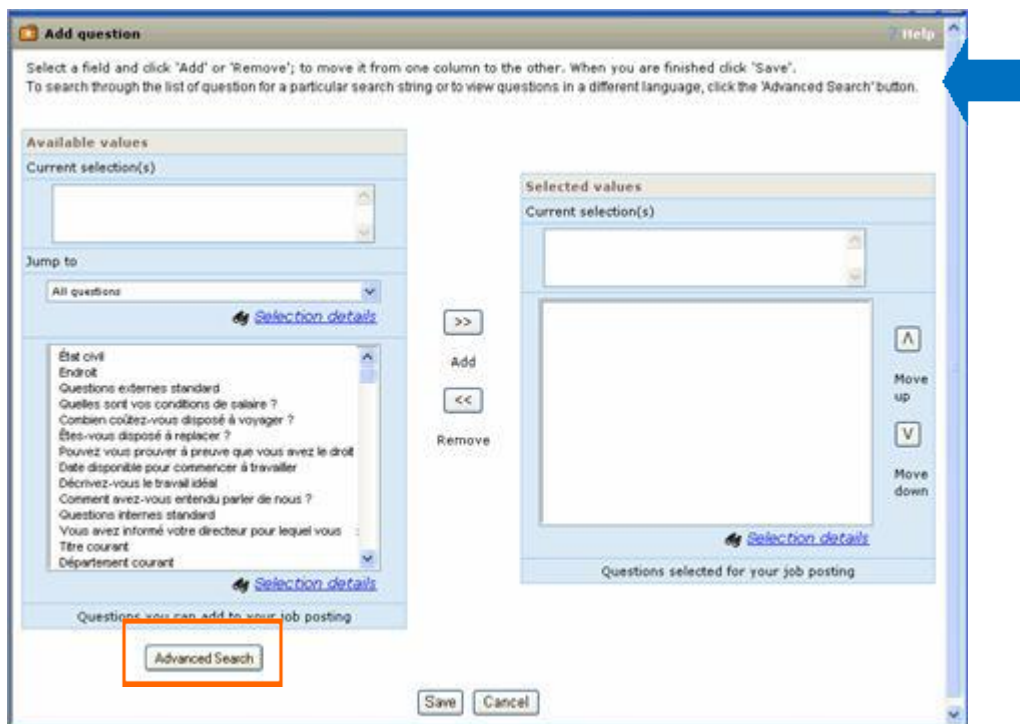
To select questions while posting the req:

1. Click Add question on the Edit site questions page.

In the Add question window, you can see the currently selected questions in the Current selection(s) box. If no questions are selected, the box is empty.

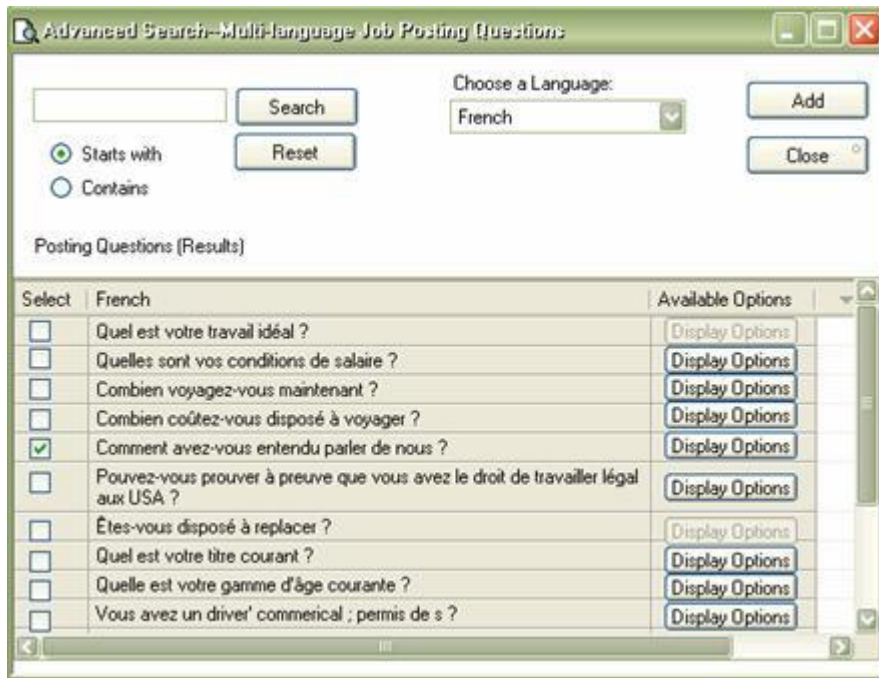
2. The Jump to list displays all questions available for selection on the Talent Gateway to which you are posting. You can restrict the number of questions you wish to view by selecting a subset of questions in the Jump to list.
3. Click Advanced Search to access the new advanced search feature to search for questions.

Figure 36: Add question page



4. The Advanced Search window opens. It displays either all questions associated with the Talent Gateway, or the subset of questions associated with your selection in the Jump to field.

Figure 37: Advanced Search – Multi-language Job Posting Questions



5. To see the options (answers to the question) that are presented to candidates for a specific question, click the Display Options button for that question. The View options list can display up to 200 options.

Note: You can view the options to determine if this is the question you want to select. You cannot take any action on the options here.

The figure below displays an example of viewing options in English.

Figure 38: Viewing the options associated with a question (in English)

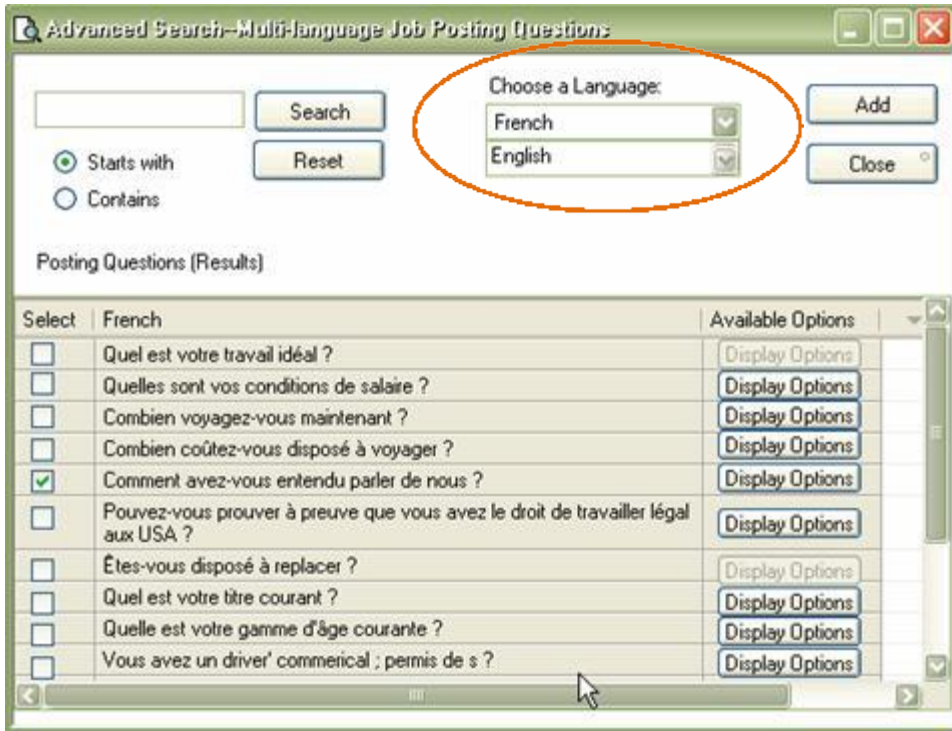


6. By default, KRB displays questions in the language of the Talent Gateway to which you are posting questions. That language could be different than or the same as your organization's base language. (Note: If the Talent Gateway language and base language are the same, the Choose a Language drop-down list displays only one language.)

To view questions in your organization's base language (assuming it is different), select it from the Choose a Language drop-down list.

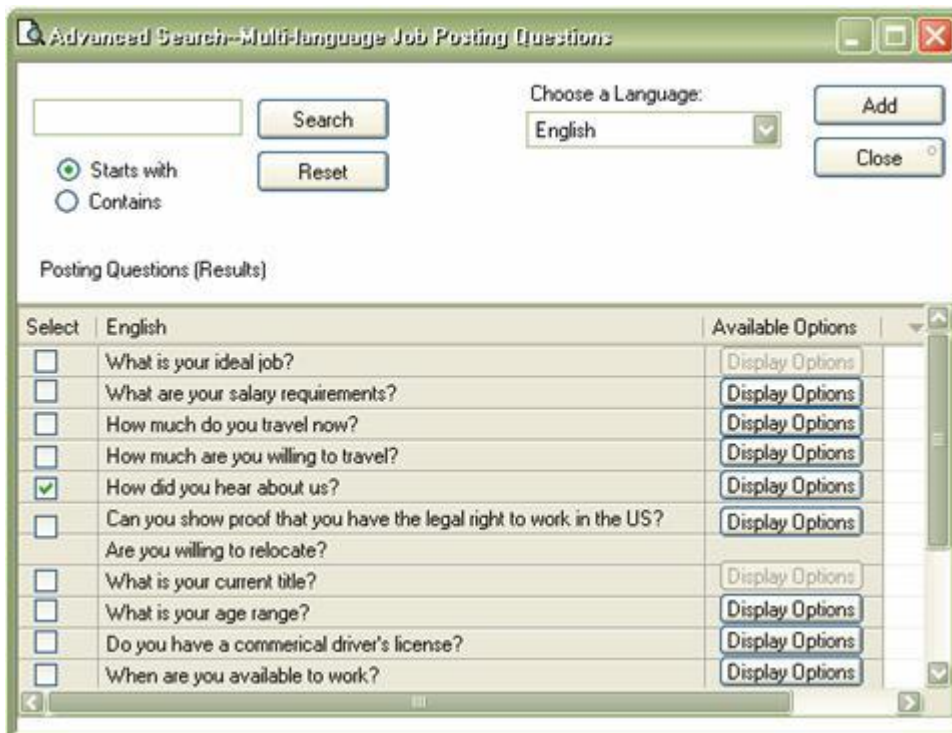
Figure 39: Selecting a different language (for example, English)





7. Once you select English, all of the questions display in English.

Figure 40: Questions display in English



8. You can select the question in the new language and click Add to add it to the Selected Values list on the Add Questions page.

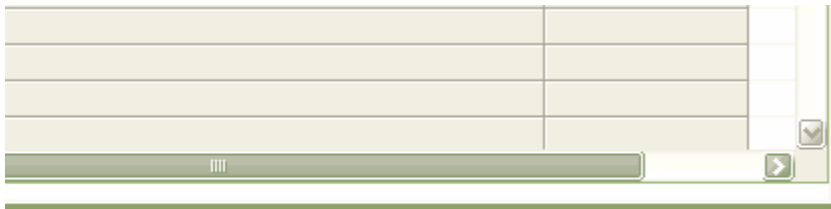
9. When you are finished, click **Close** to close the window and return to the **Add questions** page.

#### Searching for Questions

To search for questions:

1. Select **Starts with** (the default) or **Contains**, depending on how you want to search for questions.
2. Enter the string of characters (up to 255) you want to search for in the **Search** box.
3. Click **Search**.
4. KRB displays all questions that meet your search criteria.

Figure 41: Search for string “travel



**Note:** The contents of the search results depend on your selection in the **Jump to** field on the **Add questions** page. For example, if you selected "Sales Questions," KRB conducts the search on only those questions. If you selected **All questions** in the **Jump to** field, KRB conducts the search on all questions available for that gateway.

5. To see your search results in the other language, select language in the **Choose a Language** list. See the rules for advanced search language display in the next section.
6. To add a question returned in the **Results** list, select its check box.

#### Rules for Advanced Search Language Display

When you select the other language, the results are updated immediately in that language even though you have not yet changed the search string. The screen capture below shows what happens after you search for the string “travel,” retrieve a list of questions in English with the string “travel” in them, and then select French in the **Choose a Language** list. The **Search** field still displays “travel” but the **Posting Questions (Results)** list is updated to the French translation of those retrieved results the moment you select French in the drop-down list.

Figure 42: Search in another language



Edit client settings Audit Trail

MS Office 2007 attachment support  No  Yes

Multi req update  No  Yes

**Multi-language search--job posting questions**  No  Yes

Password Frequency Agency

Password Frequency Gateway

Password Frequency KRB

PasswordFrequency

Referral eLink expiration clicks (1-99)

Referral eLink expiration time (DD:HH:MM)

Referral rights expiration (1-365)

ReportsCustomURL

ReportsStandardURL

Req Attachments  No  Yes

Req Attachments File Size (mb)

Req subsidiary forms  No  Yes

ReqAllowReapplies  No  Yes

# Recruiter Experience - Using Boolean Search on Custom Text/Text Area Fields

With this release, all custom Text fields and Text Area fields added to the candidate search pages have Boolean search capabilities. This change applies to the main candidate Search page, and candidate search pages in Filter Folders, Working Folders, and your Inbox.

## Benefits

Boolean searchable fields available for display on all the candidate search pages relate to some new fields on the Talent Record.

## How It Worked Before

Before this change, if you were searching for text in custom text fields or custom text area fields, the search function looked for an exact match to your search terms. For example, if you entered the text string “mergers and acquisitions” (without the quotation marks) as your search terms, the search algorithm looked for an exact match to that text string.

## Visible Changes

A “B” displays to the right of the Custom text field and Custom text area field if and when you add them to your Search page.



## Limitations and Known Issues

Your existing Saved Searches and Overnight Searches behave as they do currently until you edit your search fields using the Edit search fields button in the top action bar, or until you click the Run button. Taking either one of these actions triggers the Saved or Overnight search to treat the search terms as a Boolean search instead of as a literal text string.

For example, a Saved Search currently built to find an exact match for “mergers and acquisitions” interprets the “and” as a Boolean operator and search for “mergers” AND “acquisitions”. It returns results where both terms, “mergers” and “acquisitions,” occur within Filter Folders, Working Folders, and your Inbox, regardless of word order.

To search for an exact match to the string “mergers and acquisitions,” you must to include quotation marks around the terms when specifying them in the search box (“mergers and acquisitions”).

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available August, 2008. Your Kenexa consultant or a Certified Workbench User (Tier II) can configure candidate form fields in Workbench.

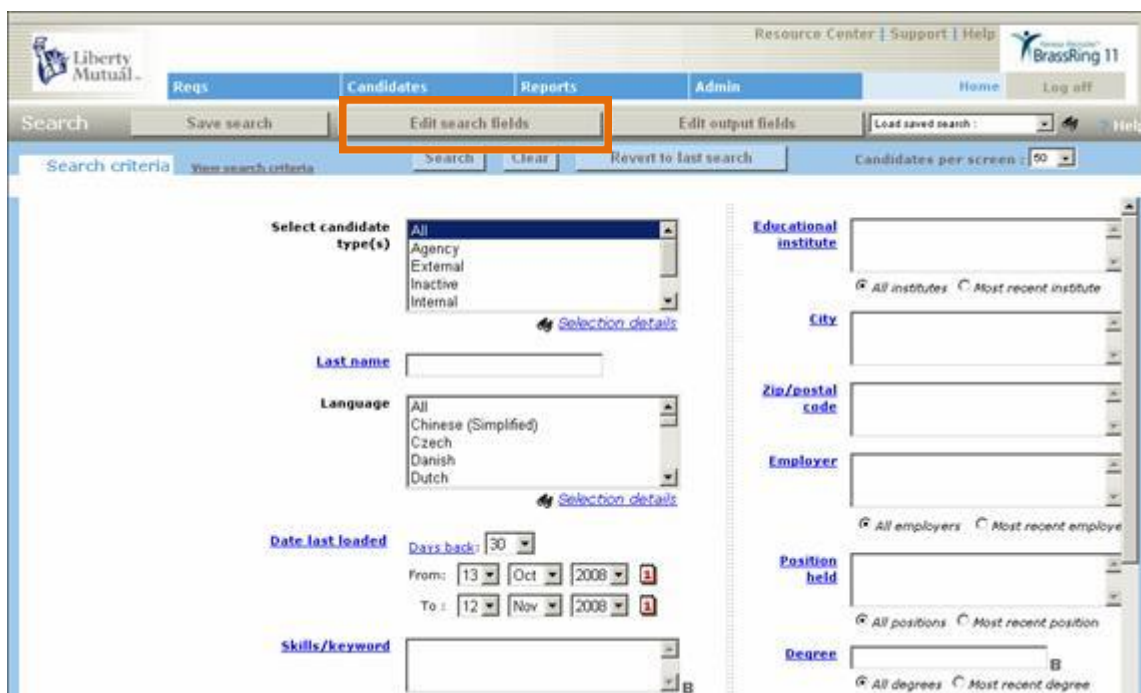
## Using this Feature

You can add custom text and custom text area fields to your personal search fields by navigating to a candidate search page and clicking the Edit search fields button.

Here are instructions for adding these two fields to your search pages if you have not already added them. (Note: This procedure is unchanged from previous releases.)

1. In KRB, navigate to a candidate Search page.

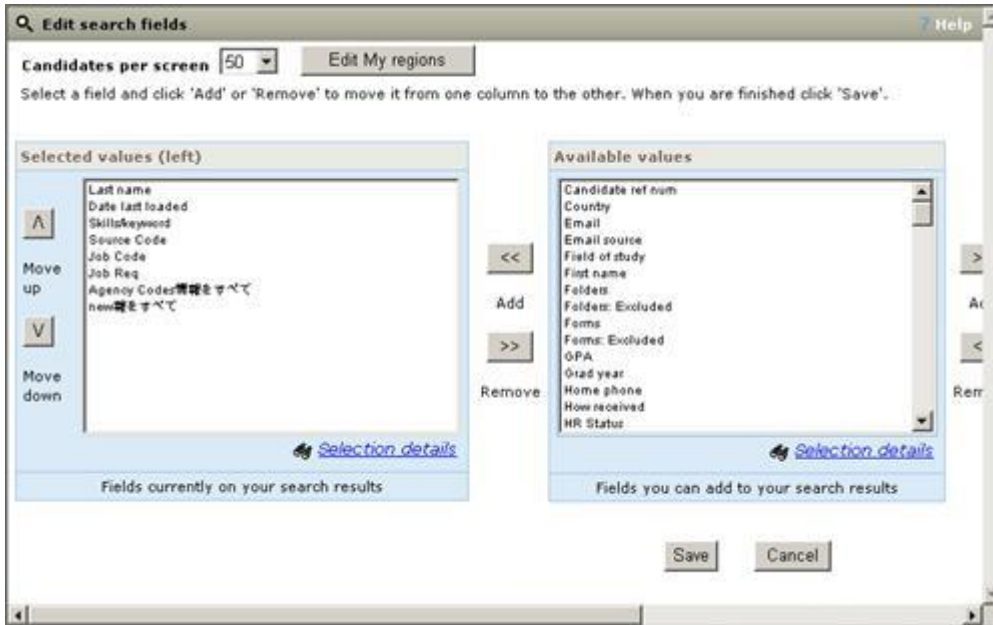
Figure 86: Candidate search field, Edit search fields button



2. Click Edit search fields in the task bar above the grid to open the Edit search fields window. This is where you select custom text and custom text area fields for display on your candidate search pages.

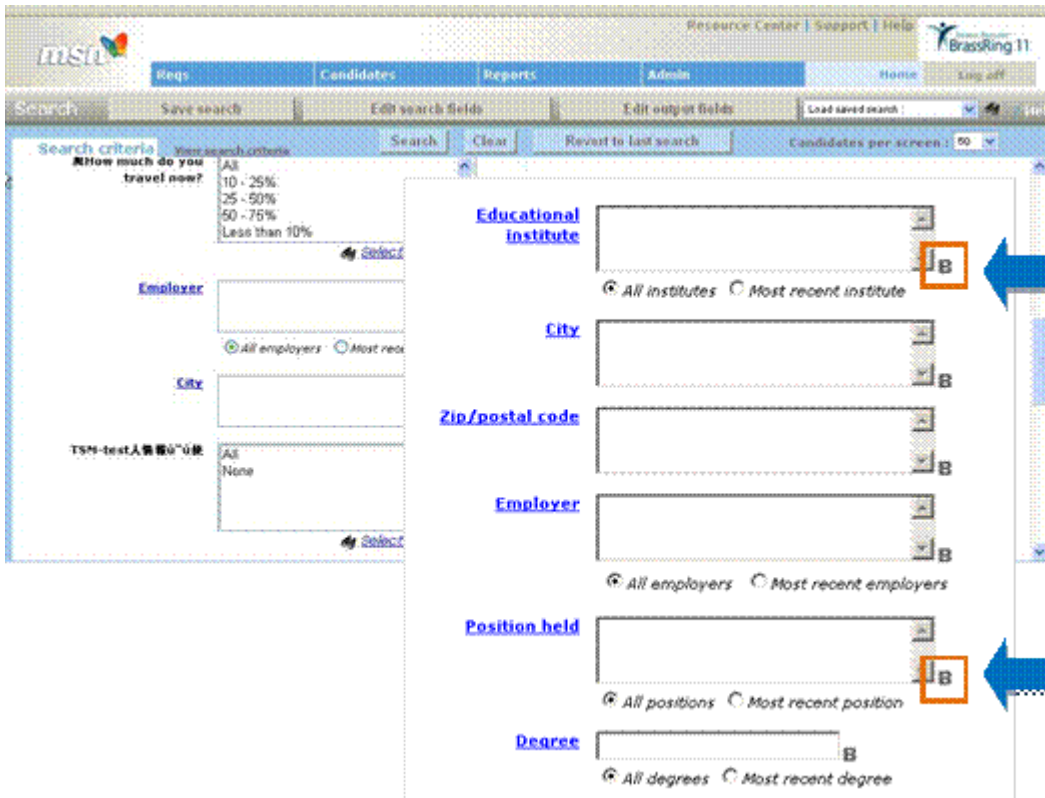
Figure 87: Edit search fields window, where you add search fields to your search page





3. Once you have added custom text fields and/or custom text area fields to your search page, you can use Boolean operators when searching custom text and custom text area fields on the candidate Search page and in Filter Folders, Working Folders, and your Inbox.

Figure 88: Candidate Search page with Boolean-searchable text and text area fields



### Enablement Steps

This section reviews the steps for making form fields available for selection on candidate search pages of various types; this is not new functionality.

For this feature, when you add or edit form fields, you must designate custom text fields and custom text area fields as “searchable” and “outputable” and map the fields to the database. They are then available for selection for search pages. Once selected, they display the “B” indicating that they are Boolean-searchable fields.

#### Workbench

There is no change in how you make candidate form fields available for selection on search pages.

To add or edit custom text and custom text area fields:

1. In Workbench, select Tools > Forms > Candidate forms.
2. Find the form for which you want to add or edit fields in the grid and click the Administer form fields icon for it.
3. To add a new field, click Add new field on the Administer form fields page. To edit an existing field, find the field in the grid and click the Edit field attributes icon for the field.
4. Make selections for field attributes as necessary. In addition to other required settings, you must set Custom report field to Yes.

Figure 89: Specifying field attributes when adding a field



The image shows a software dialog box titled "Add new field". It contains several configuration options:

- Placement:** A dropdown menu set to "21".
- \*Database field name:** An empty text input field.
- Field name:** A text input field containing "[English (US)]".
- \*Type:** A dropdown menu.
- Custom report field:** A radio button group with "Yes" selected and "No" unselected. This entire section is enclosed in an orange rectangular box.
- Font size:** A dropdown menu set to "Medium".
- Encrypted:** A radio button group with "No" selected and "Yes" unselected.
- Hide for these user types:** A list box containing "HR Staff", "Super User", "Hiring Manager", "Entry Level Manager", and "QuickStart User".
- Hide in these languages:** A list box containing "English (US)", "Azerbaijani", "Chinese (Simplified)", and "Czech".
- Required in these languages:** A list box containing "English (US)", "Azerbaijani", "Chinese (Simplified)", and "Czech".

At the bottom of the dialog, there are three buttons: "Save and continue >>", "Clear", and "Cancel".

5. Click Save and continue >>.

6. Select Yes for Searchable? and Outputable?. (Note: You cannot set custom text area fields to "Outputable.")

Figure 90: Define field attributes: Make text field "searchable" and "outputable"

Define field attributes Audit Trail

Field name text

Field length 255

Required for form creation from TG  Yes  No

Publish for use as autofill?  Yes  No

**Search / Output**

Searchable?  Yes  No

Outputable?  Yes  No

Used (TEXT)	Available (TEXT)	Enable Search & Output
125	0	<input checked="" type="checkbox"/>

Save    Revert to saved    Cancel

Note: If you are adding or editing the attributes of a Text area field, set Searchable to Yes. The Outputable field is set to No and disabled in the Define/Edit field attributes window.

Figure 91: Defining field attributes (page 2) for a Text area field

Define field attributes Audit Trail

Field name test\_text\_area

Field length 4000

**Search / Output**

Searchable?  Yes  No

Outputable? No

Used (TEXT)	Available (TEXT)	Enable Search & Output
125	0	<input checked="" type="checkbox"/>

Save    Clear    Cancel

7. Click Save.

When your organization elects to make a custom text fields “searchable and outputable” and custom text area fields “searchable,” those fields become available for selection as search fields for individual KRB users.

## Recruiter Experience - Working in Req Folders

When working in req folders, KRB users with the appropriate privileges can:

- Move, copy, and file candidates to *all* req folders
- Move candidates between req folders

Users with the existing “Candidate Actions” user type privileges of “Candidates - move/copy” and “Candidates - Remove from Req” can move candidates from req folders using the Move/Copy to req action.

### Benefits

Clients can more flexibly accommodate a variety of workflows that involve moving, copying, and filing candidates to req folders.

### How It Worked Before

Users could move, copy, and file candidates only to req folders to which they had a “My” relationship. To move a candidate from one req folder to another, users had to copy and then manually remove the candidate from the folder.

Figure 73: Users could not move, copy, or file a req to non-“my” folders



### Limitations and Known Issues

Only users with the "Candidates - Remove from Req" AND “Candidates – move/copy” privileges can move candidates from one req to another req.

### Visible Changes

Users with the existing “Candidate Actions” privileges of “Candidates - move/copy” AND “Candidates - Remove from Req” can move candidates from Req folders using the Move/Copy to req action.

### Cost

There is no additional cost for this feature.

### How do I get this feature?

This feature is available in June, 2008. Your Kenexa consultant or Certified Workbench User must enable user type privileges described in the “Enablement Steps” section.

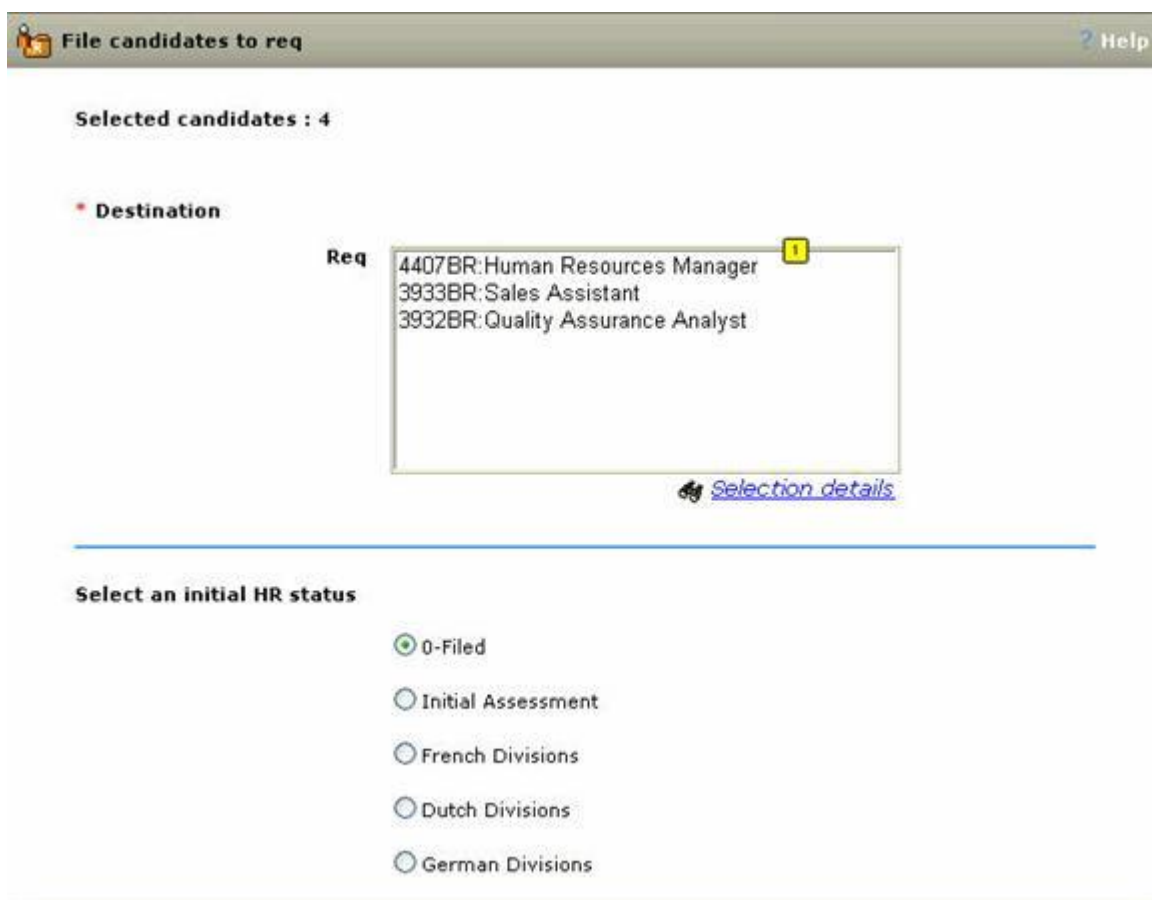
## Using this Feature

There are two new user type privileges that control this functionality (see the “Enablement Steps” section for this feature page 85 for more information). Once turned on, KRB users will see the changes described in the next several sections, depending on their precise combination of user type privileges.

### File Candidates to All Reqs

The reqs displayed in this list are all of the open reqs for the Req templates to which the KRB user’s Org group has access.

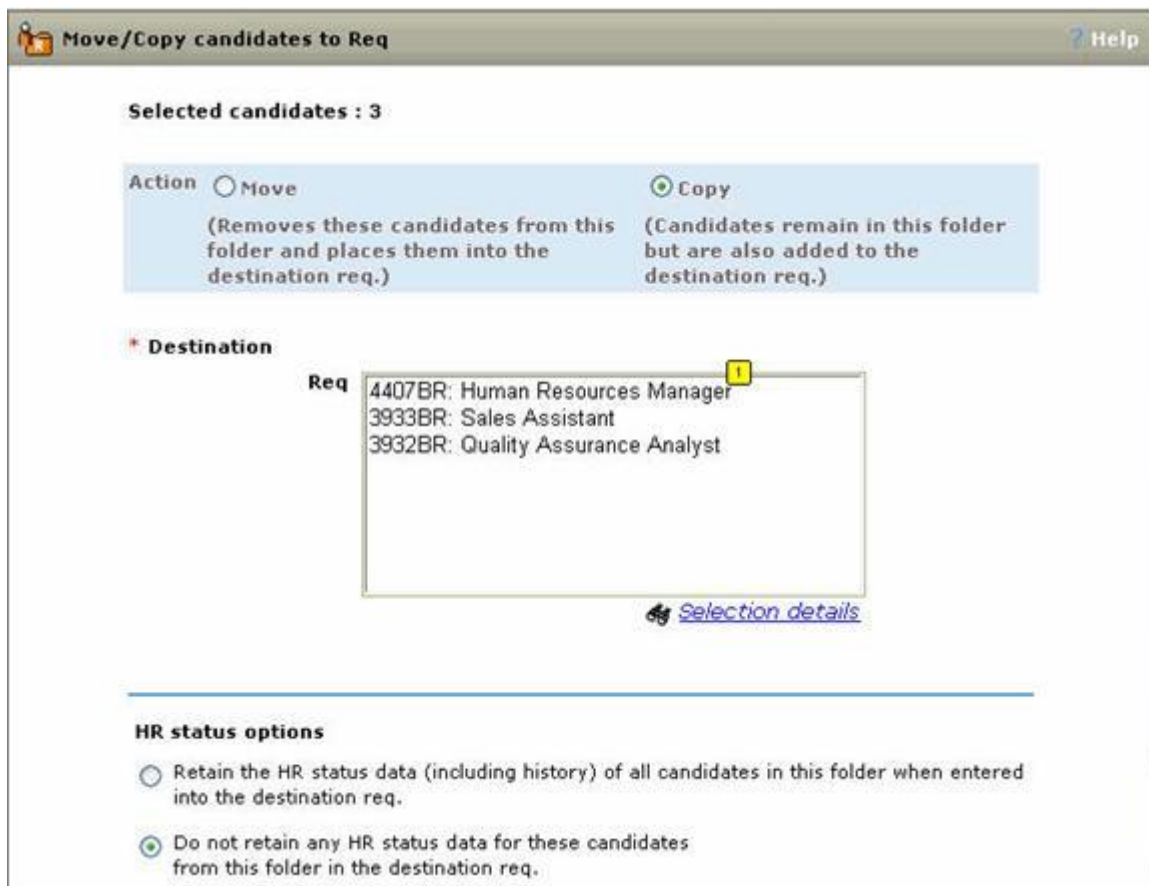
Figure 74: “File candidates to req” window



### Move/Copy Candidates to All Reqs

The reqs displayed in this list are all of the open reqs for the Req templates to which the user's Org Group has access.

Figure 75: “Move/Copy candidates to Req” window



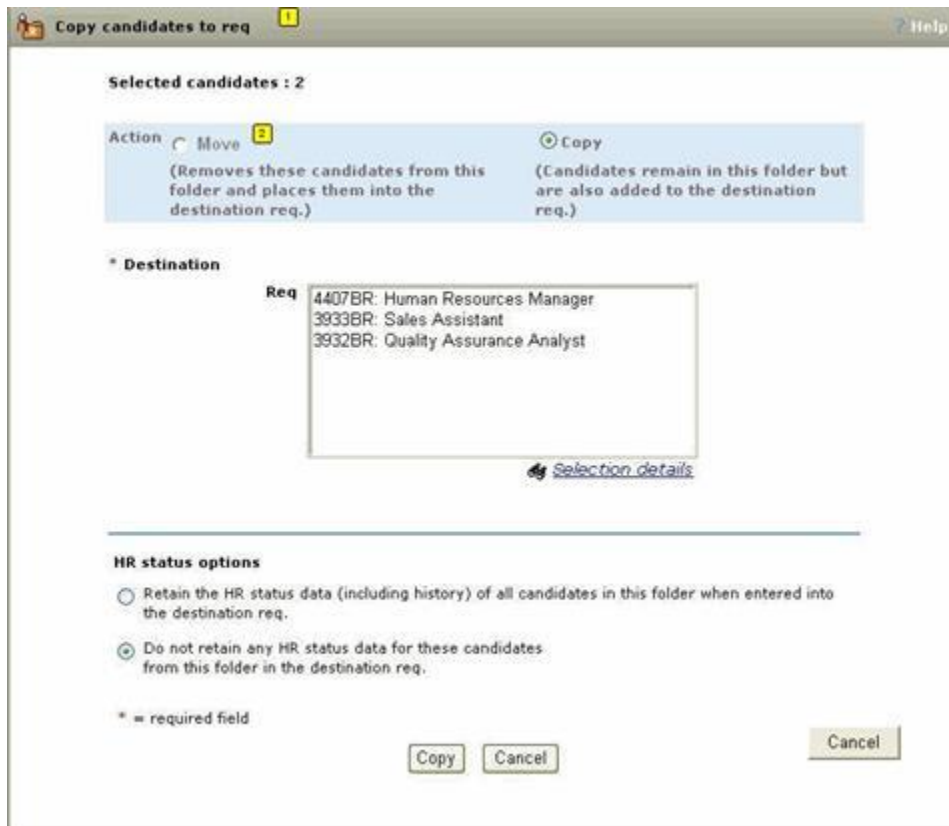
#### Move from Reqs

This enhancement is automatically available to users with the two existing privileges of “Candidates - move/copy” and “Candidates - Remove from Req.” The next several sections describe scenarios for different combinations of these privileges.

#### Move/Copy with no “Remove from Reqs” privilege

If you have the “Candidates - move/copy” privilege but not the “Candidates - Remove from req” privilege, there is no change from the previous behavior: If you select a candidate and click Move, the candidate is copied to the destination req folder but not removed from the source req folder and KRB displays a warning message.

Figure 76: Copy candidates to req



#### Move/Copy with “Remove from Reqs” Privilege

If you have the “Candidates - move/copy” privilege and the “Candidates – Remove from req” privilege, when you select a candidate and click Move, the candidate is moved from the original req folder to the destination req folder. When the action is successful, you see a confirmation window, as shown below.

Figure 77: Move confirmation window



### Enablement Steps

In Workbench/Workbench Self-Service, Kenexa made the changes to the existing user type privilege definitions described in the table below.

Table 3; Changes to Existing User Type Privileges

Privilege category	Privilege name	New definition
Candidate actions	Candidates - move/copy	Allows user to move and copy candidates from working folders and copy candidates from Req folders
Candidate actions	Candidates - Remove from Req	Allows user to remove and move candidates from Req folders

As a result, only users with the "Candidates - remove from Req" privilege can move candidates from one req to another req.

This enhancement is automatically available to users with the two existing privileges of "Candidates - move/copy" and "Candidates - Remove from Req" so you do not have to configure it explicitly for user types with those privileges turned on already.

#### Enabling Parent Privileges

The goal is to enable the two new "Candidate actions 2" user type privileges:

- Candidates – file to all Reqs
- Candidates – move/copy to all Reqs

These two privileges are not active and available for selection by default. You must enable other privileges before you can enable the two new privileges. Please see the next two sections for more information.

#### Enabling the User Type Privilege "Candidates – file to all Reqs"

To enable Candidates – file to all reqs:

1. Under Candidate Actions, select Candidates – file.
2. Click Done.
3. Under Reqs, select All reqs – view open.
4. Click Done.
5. Under Candidate actions 2, select, check Candidates – file to all Reqs.
6. Click Done.

#### Enabling "Candidates – move/copy to all Reqs" Privilege



To enable Candidates – move/copy to all Reqs:

1. Under Reqs, select All reqs – view open.
2. Click Done.
3. Under Candidate Actions, select Candidates – move/copy.
4. Click Done.
5. Under Candidate actions 2, select Candidates – move/copy to all Reqs.
6. Click Done.
7. Under Candidate Actions, select Candidates – remove from Req.
8. Click Done.

# Reporting - DEW Candidate Form Fields Display DB Name or Display Name

Your organization can choose whether to display the database name or display name for candidate form fields in DEW reports that include candidate form fields.

## Benefits

### How It Worked Before

When a candidate form field is created in Workbench, the creator of the field enters both a database name and a display name. When creating a report, KRB users could not view the database name, only the display name, making it hard to determine in some cases which field they actually need to select.

### Visible Changes

There are no visible changes without configuration.

### Cost

There is no additional cost for this feature.

### How do I get this feature?

This feature is available in August, 2008. For existing clients, candidate form fields are listed using the Display name, as in the past. To list the database name for candidate form fields instead, please contact your Kenexa consultant.

### Using this Feature

Depending on the client setting for DEW form field names, KRB users are able to see either the Display name (the default setting) or the Database name. If your organization does nothing, you should see no changes in how candidate form field names display.

Table 4: A comparison of Database field names and Display names

Database field name	Display name
2Interview_Type	Interview Type
2Date_of_Interview	Date of Interview
2Interview_Result	Interview Result
3Interview_Type	Interview Type
3DateofIntevievw	Date of Interview
3InterviewResult	Interview Result

### Enablement

Kenexa personnel must change the setting for DEW form field names to Database name.

Figure 101: DEW form field names client setting set to Database names

**Edit client settings** Audit Trail

CTIDTGB

Custom Reports Have Been Localized  No  Yes

DaysAck

**DEW form field names**

Display Skills and Resp. fields for apply using  Profile builder resume  Any resume/CV type

DisplayElinkLogo

eLink Authentication  Off  On

Elink Cc/Bcc  No  Yes

ElinkComments

ElinkExpirationClicks (1-99)

ElinkExpirationTime (DD:HH:MM)

ElinkMessage

Email tokens - enable Order ID in KRB  No  Yes

EmailNotification  No  Yes

Enable candidate purge  No  Yes

Enable candidate purge preview  No  Yes

# Reporting - OFCCP Candidate Search Project and Reporting

The OFCCP Search Standard Activity Report will work the same as it does today but now will include Monster Candidate search criteria. This feature is available October, 2008

Figure 99: Community Gateway “Search Candidates” page with Search options: “Associate Req” or “No associated Req”

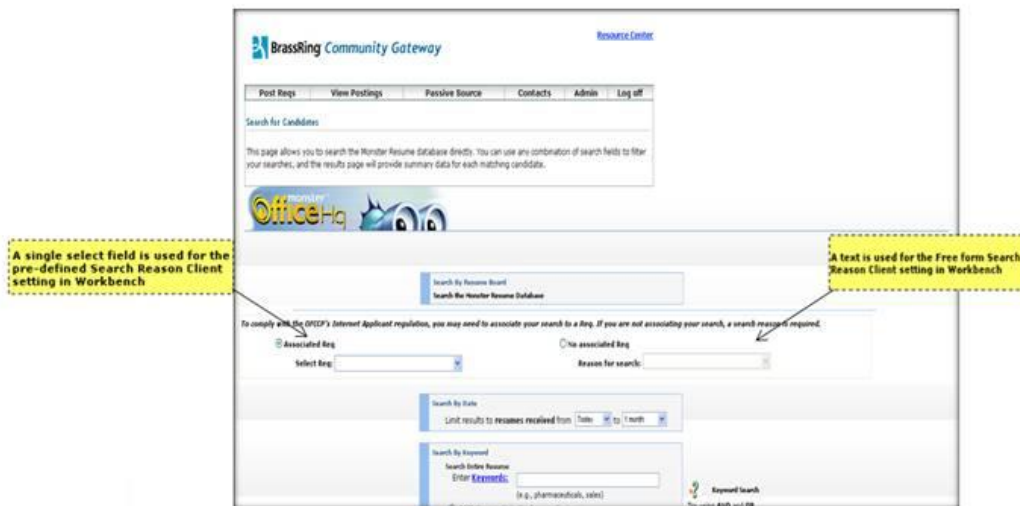


Figure 100: Standard Reports Menu with OFCCP search activity report



## **Security - 15 min option for KRB “Timeout”**

Kenexa added 15 minutes to the client setting, Cookieexpiration. This setting determines how many minutes of user inactivity can elapse before the session times out. With this change, the options in this setting are: 15min, :30min, 1hr, 2hr, 3hr, 4hr, 8hr, and 24hrs.

### **Cost**

There is no additional cost for this feature.

### **How do I get this feature?**

This feature is available in June, 2008. Your Kenexa consultant must configure this setting in Workbench.

### **Using this Feature**

If your organization decides to use the 15-minute timeout, KRB users will be logged out automatically after 15 minutes of inactivity. The automatic timeout works the same as previously; it just has the additional setting of 15 minutes.

### **Enablement**

In Workbench, set Cookieexpiration to 15 min.

## **Security - Req Purge**

Kenexa has developed a Req purge utility. Its purpose is to purge clients' closed requisitions.

### **Benefits**

By deleting all old requisitions, we can improve the performance and reduce storage space in the database.

### **How do I get this feature?**

The Kenexa Professional Services Group performs this service. Your Kenexa consultant must log a maintenance ticket which serves as a request to the Professional Services Group.

Clients have to provide purge criteria to the Professional Services team. Professional Services personnel document and validate client-specified purge criteria. They configure req purges as scheduled tasks that execute when resources are available.

## **Security - SAML 2.0**

SAML 2.0, a new single-sign-on (SSO) method for KRB and Talent Gateway customers, is now available.

Security Assertion Markup Language is an XML-based framework for communicating user authentication, entitlement, and attribute information of a subject (often a human user) to other entities, such as a partner company.

### **Benefits**

The benefits of SAML include:

- Improved online experience for end users
- Platform neutrality
- Reduced administrative Costs for service providers: Using SAML to "reuse" a single act of authentication (such as logging in with a username and password) multiple times across multiple services can reduce the cost of maintaining account information. This burden is transferred to the identity provider.
- Risk transference: SAML can act to push responsibility for proper management of identities to the identity provider, which is more often compatible with its business model than that of a service provider.

### **Business Need**

Using SAML 2.0 reduces the need for custom solutions and maintenance. With this solution, companies are able to implement one standard solution and use the same to integrate with various service providers. SAML also streamlines application access for end-users through a standardized single sign on process.

### **How It Worked Before**

Kenexa was supporting several custom SSO implementations for different clients.

### **How do I get this feature?**

This feature is available in October, 2008. Please contact your Kenexa consultant.

### **Using this Feature**

As with any SSO implementation, end users will be able to access TG and KRB without needing to enter additional credentials since SAML will pass those for them. This significantly improves the user experience since they do not need to maintain multiple usernames and passwords.

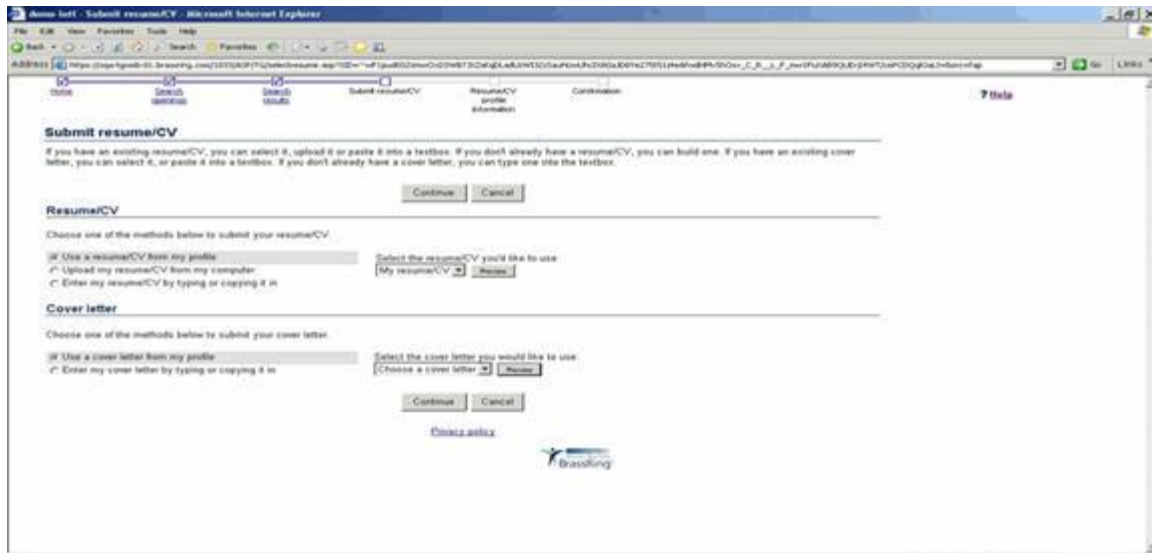
### **Enablement**

Kenexa's Professional Services Group performs the enablement for SAML 2.0.



## Talent Gateways - Access Saved Resumes on TGs

When making a general resume/CV submission through a Talent Gateway, candidates can select a resume/CV and cover letter that they had added previously to their profile, or create or upload new ones.



### How It Worked Before

Candidates who have an account do not have access to their saved resumes when using the general resume/CV submission.

### How do I get this feature?

This feature is available in August, 2008.

## Talent Gateways - Letting Candidates Reapply to a Req

Your organization can elect to allow candidates to reapply to the same requisition at a later time. This feature can be implemented in a number of ways: For individual reqs, for an individual job code used with a particular req template, or for all job codes used for a particular req template.

### Benefits

This is especially beneficial for open reqs that never expire (such as Open Continuous). This feature gives candidates an opportunity to improve their skills and apply to the same position at a later date.

### How It Worked Before

Candidates could not apply to a requisition to which they had already applied.

### Visible Changes

There are no visible changes without configuration.

### Limitations and Known Issues

Updated June 2, 2009

**Allow Reapplies and Autofiling:** The proper functioning of the “allow reapplies” feature depends on candidates being autofiled to reqs. KRB updates the HR status of candidates who reapply to a req; this update is possible only if a candidate is actually filed to a req. Accordingly, when Allow reapplies is turned on, KRB autofiles candidates to reqs *even if* the client setting Reqautofile is not enabled. Your organization should be prepared to accept req autofiling behavior if they turn on the Allow reapplies setting and, to be consistent, should explicitly turn on the Reqautofile setting.

When a candidate has a pending job submission, the Talent Gateway normally blocks a “reapply” job submission at that time. When the system updates the candidate’s HR status, there is a short delay before this information is communicated to the Talent Gateway. Due to this delay, there is a slight chance that a candidate with a pending job submission could successfully submit a reapply job submission immediately after the first submission.

Once your organization has added the custom req field to its req template(s) which allows reapplication to the req, that custom field cannot be deactivated or deleted without Custom Engineering intervention.

- If a Workbench user tries to deactivate this field, the following error message displays: “This field cannot be inactivated since it is associated with the ReqAllowReapplies client setting.”
- If a Workbench user tries to delete this field, the following error message displays: “This field cannot be deleted since it is associated with the ReqAllowReapplies client setting.”

Note: As long as there are reqs with the “Allow reappplies” custom field enabled, the client setting cannot be turned off. Your organization can make a Custom Engineering request for a script to disable the fields for all reqs and job code defaults and turn the client setting off, but your Kenexa consultant cannot do this.

There is no audit trail for changes to re-posted reqs. For example, if a req was posted without the “Allow reappplies” feature turned on and was then reposted with the “Allow reappplies” feature turned on, there is no audit trail to show when the “reapply” status was enabled.

The “Allow reappplies” feature is not available through Agency Manager, XML Candidate Import, KRB Req Import, nor other integrations.

The only option for the custom req field AllowReappplies is Yes. Workbench users cannot add more options to this field.

If your organization wants to use the “Allow reappplies” feature in other languages, the custom req field AllowReappplies must be translated; otherwise it displays in your base language.

### **Best Practice Recommendations**

Kenexa recommends that when you add the custom field to the req template to allow reappplies, place the custom req field at the beginning of the Req details section.

Kenexa recommends that you use an intermediate status for the “Designated Reapply Status” with a status name that is easily identified in reporting.

### **Cost**

There is no additional cost associated with this feature.

### **How do I get this feature?**

This feature is available in late October, 2008. Please contact your Kenexa consultant for help in implementing this feature and making a Custom Engineering request if necessary.

#### [Situations Requiring Migration](#)

Migrating from an earlier version of “Allow reappplies”: The ReqAllowReappplies setting was first released as a configurable attribute on the req template. If your organization used this earlier version of the “Allow reappplies” feature, please contact your Kenexa consultant to make a Custom Engineering request for help with migration to the new settings.

Migrating Job Code Default Data: If your organization uses Job code default data with a req template has not been enabled on the earlier version of the “Allow reappplies” feature and you want to enable the feature at this time, please contact your Kenexa consultant to make a Custom Engineering request for help with migrating to these new settings and reposting to the Talent Gateway.

### **Using this feature**

Once this feature is enabled, KRB users post reqs on Talent Gateways. Candidates apply to jobs through a normal workflow. Candidates can reapply to a req if they are in an HR status (configured by your organization) for that req which allows the candidate to reapply to the job.

Behind the scenes, the Talent Gateway checks the “Allow reapplies” custom field for the req and the candidate’s HR status.

As long as the req supports the “reapply” feature and the candidate is in an HR status which permits him or her to reapply, the candidate can submit a “reapply” application successfully. When that happens, the candidate’s HR status is automatically updated to the designated “Reapply” HR status and the candidate’s complete HR status history remains intact.

In the case these conditions aren’t met, the Talent Gateway displays the standard message stating that the candidate cannot reapply to that particular position.

## Enablement Steps

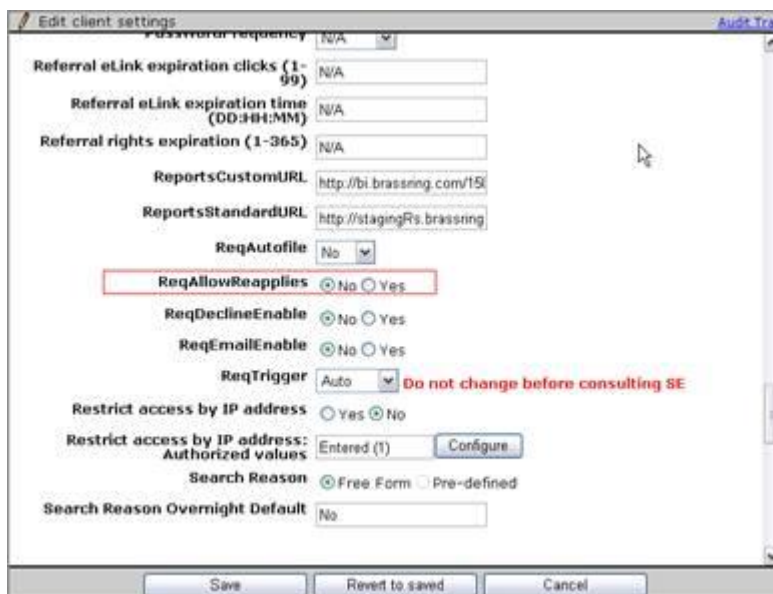
You must configure some or all of the client’s req templates to allow reapply and configure HR status(es) to allow reapplies.

### Workbench

To enable the “Allow reapplies” feature:

1. Kenexa personnel: In Workbench, set the client setting ReqAllowReapplies to Yes. When this client setting is turned on, the custom req field Allow Reapplies is created.

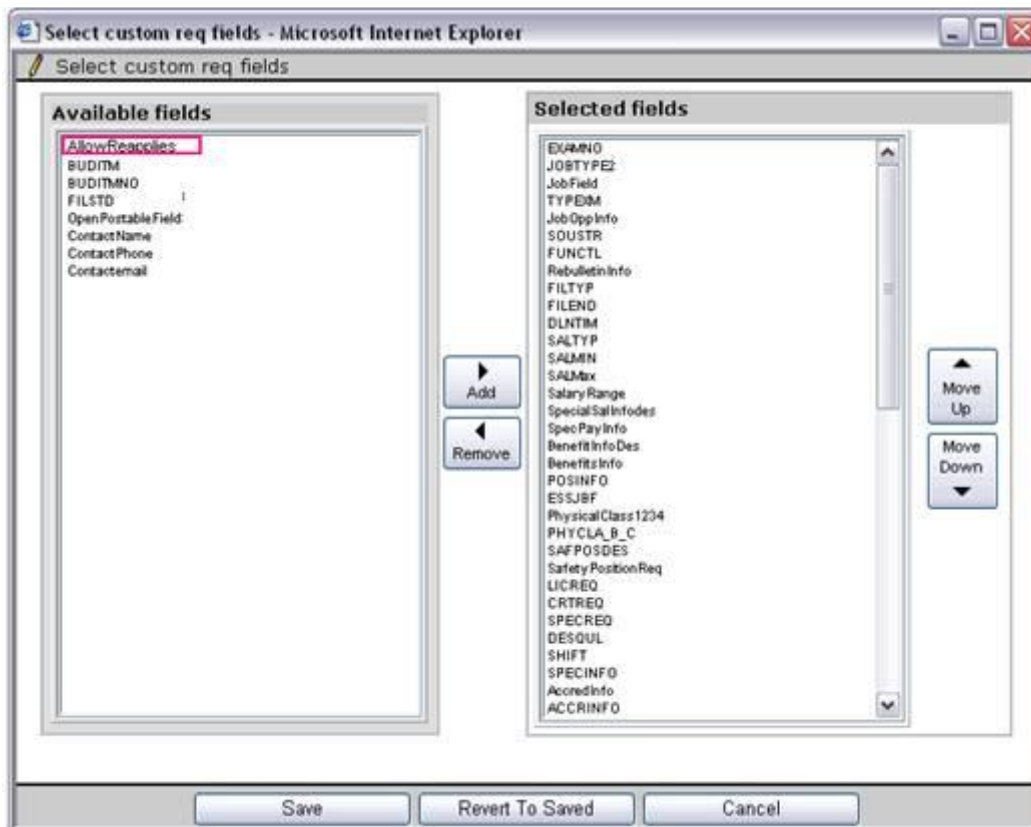
Figure 113: Client setting “ReqAllowReapplies”



2. Kenexa personnel or Certified Workbench Users: Add a custom req field to the req template.
  - a) In Workbench, select Tools > Forms > Req Forms > Administer req fields.

- b) Select the custom req field.
- c) Select the “AllowReapplies” field to add it to the req template (req form) of interest. By default, this field is not selected on any req templates. Move the field up or down as needed to position it on the req. (Note: Kenexa recommends that you position it near the top of the Req details section.) Translate the field for each language if necessary.

Figure 114: Add the “AllowReapplies” field to the req template

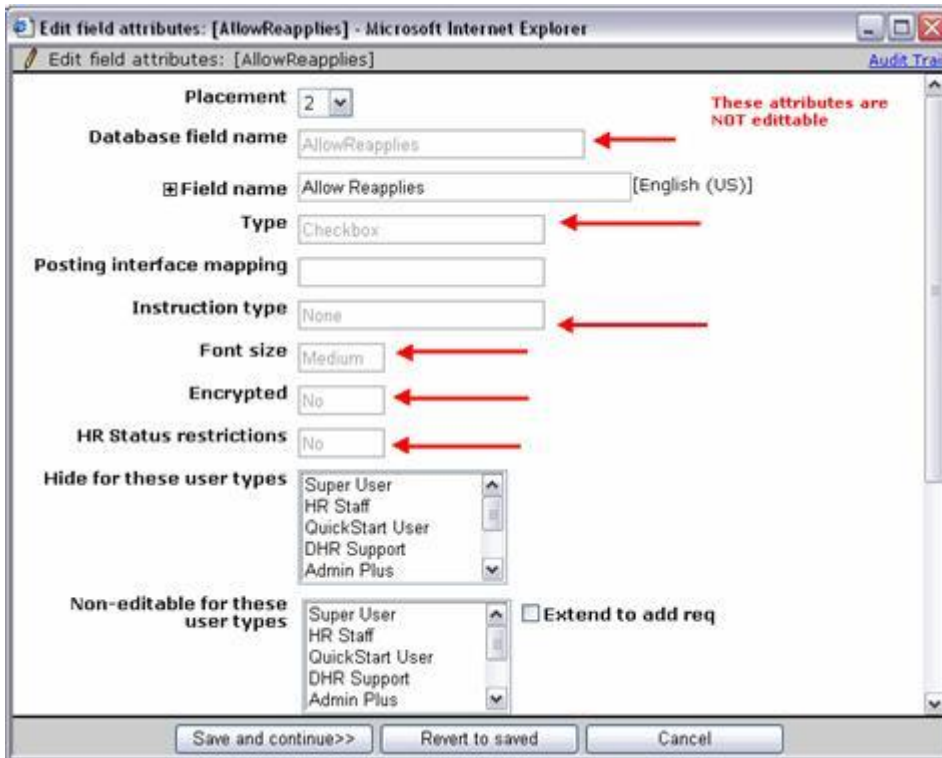


3. Edit the custom req field attributes on req template(s):
  - a) Select Tools > Forms > Req Forms > Administer req fields.
  - b) Find the Allow Reapplies field in the grid and click the Edit field attributes icon for it.
  - c) You can do the following:
    - Enter translations for the Field name
    - Edit the following attributes:
      - ▶ Hide for these user types
      - ▶ Non-editable for these user types
      - ▶ Required for these user types

- ▶ Hide for these languages
- ▶ Required for these languages

Note: You cannot edit the fields highlighted with red arrows.

Figure 115: Field attributes you can edit for Allow Reapplies



4. Define the required HR statuses for the following: Status Allows for Reapplies and Designated Reapply Status. You cannot use the same HR status for both of these settings.

Status Allows For Reapplies

You can enable Status Allows for Reapplies for Intermediate and Final statuses. You must enable this attribute for at least one (1) HR status along with designated reapply status for “Next Statuses” for the “Allow reapplies” feature to be completely enabled.

- a) Select Tools > Tracking Logic > HR Status.
- b) Enable the attribute Status allows for Reapplies for each HR status from which candidates will be allowed to reapply.
- c) Select the designated reapply status for “Next Statuses.”

Figure 116: Enable “Status Allow for Reapplies” for HR statuses

**Status type:** Active, Intermediate Status

**Status name:** Rejected: Experience [English (US)]

**Agency mask name:**

**Placement:** 19

**Valid after:**

Valid after	Pre-requirement	Status
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Supplemental Questionnaire
<input checked="" type="checkbox"/>	<input type="checkbox"/>	1st Interview
<input checked="" type="checkbox"/>	<input type="checkbox"/>	2nd Interview
<input type="checkbox"/>	<input type="checkbox"/>	Offer Extended

**Next Statuses:**

Next Status	Pre-requirement	Status
<input checked="" type="checkbox"/>	<input type="checkbox"/>	0-Reapply
<input type="checkbox"/>	<input type="checkbox"/>	1st Interview
<input type="checkbox"/>	<input type="checkbox"/>	2nd Interview
<input type="checkbox"/>	<input type="checkbox"/>	Offer Extended

**Show on eLinks:**

**Optional popup form:**

**Email:**

**Integration:**  Pass resume key to Event Manager  
 Status allows for Reapplies  
 Designated Reapply Status

**Restrictions:**  Block req HR status update when the req is not posted for a defined period of time  
 Block auto req cancellation  
 Block job submission withdrawal when withdrawing candidate is at this HR status  
 Block job submission reactivation when any candidate in req folder is at this HR status

Buttons: Save, Reset to saved, Cancel

5. Add the Designated Reapply Status. The following rules are in place for this status:

- You can configure the Designated Reapply Status on one HR status only.
- It is restricted to Intermediate statuses.
- Kenexa recommends that you create a new intermediary HR status (such as “0-Reapply”) and check the setting Designated Reapply Status for it.
- There can only be one Designated Reapply Status per client.
- If no statuses are selected, then the check box is enabled.
- If a status is already selected, the checkbox is grayed out on other HR statuses.
- You must disable the setting on one HR status before enabling it for a different HR status.
- For Next Statuses, select the necessary HR statuses that follow in the tracking logic.
- You do not need to set the Valid After statuses.

To configure the Designated Reapply Status:

- a) Select Tools > Tracking Logic > HR Status.

Figure 117: Define the “Designated Reapply Status”

- b) Enter the Status name and translations for it if necessary.
- c) Select its placement on the page.
- d) Select the Valid after statuses.
- e) Select the designated reapply status for “Next Statuses.”
- f) Under Integration, check the Designated Reapply Status option.
- g) Configure other options for it as necessary.

6. Click Save.

#### Configuration Options for Requisitions

KRB users can enable Allow Reapplies on an individual requisition. See “Configuring “Allow reapplies” on Individual Reqs” on page 137 for more information.

Clients can elect to have the custom req field Allow Reapplies to be present on reqs and defaulted to Yes either by uploading Job Code Default Data for multiple job codes at a time or by administering code lists for individual job codes at a time. See sections starting on page 138 for information on both methods.

Note: The only way to enable this field at the req template level is by using Job Code Default Data.



When AllowReapplies is enabled through Job Code Default Data, all reqs created using the job code and req template combination allow candidates to reapply to those reqs, independent of normal Talent Gateway restrictions and irrespective of the Hide for these user types and Hide for these languages settings for the field.

#### Configuring “Allow reapplies” on Individual Req

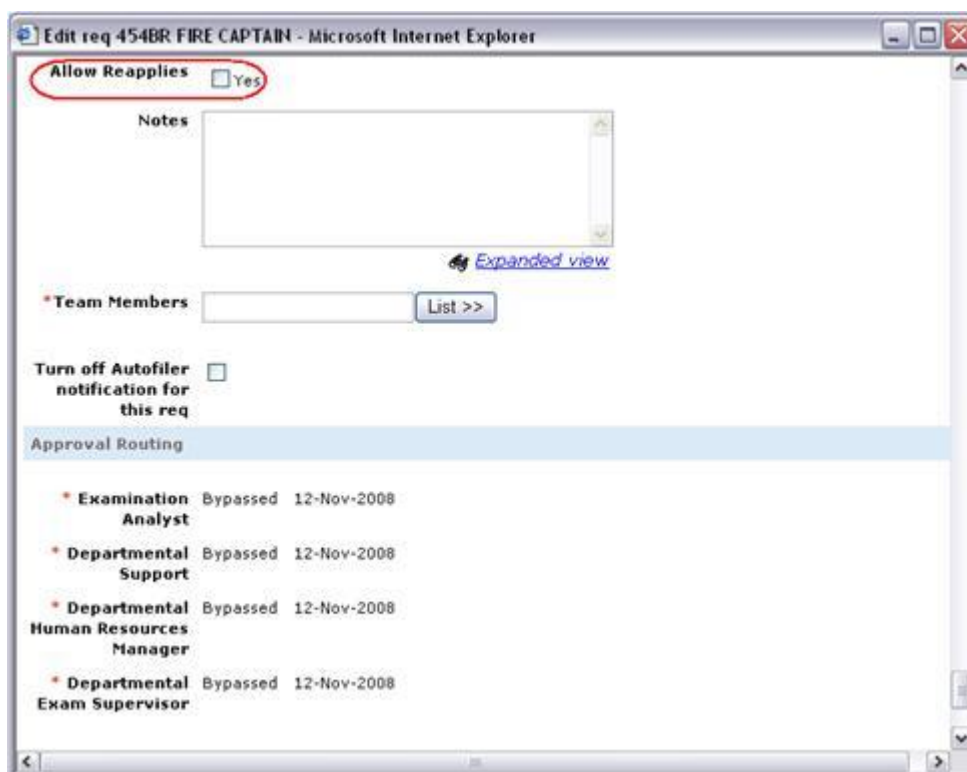
To enable “Allow reapplies” for a specific requisition (and not all reqs based on a specific req template or job code), do the following:

Do not enable the custom req field in Workbench as described above. Instead, the KRB user should enable the custom req field on the individual requisition.

To enable a custom req field on an individual req:

1. Log into KRB.
2. Navigate to the req you want to edit.
3. On the Edit req details page, select the check box for Allow Reapplies.
4. Click Save.

Figure 118: “Allow Reapplies” check box on an individual req



#### Importing Job Code Defaults for Multiple Job Codes

This import updates multiple job code defaults for a given req template.

To import the Job Code Defaults for multiple job codes at a time:

1. Verify that the profile is configured correctly:
  - a) In Workbench, select Tools > Import > Profiles > Add a profile Or Edit profile.
  - b) Verify the mapping on the Map Import Profile page.
  - c) Select Overwrite all if you want to overwrite all fields.
  - d) Once the profile is ready to import, click Launch to import the changes.
  - e) Select the modified .xls file with the new values.

Important: The field DB name AllowReapplies must be set to Yes for the “Allow reapplies” feature to be enabled; otherwise, it is blank for that Job Code for that req template.

2. View the existing Job Code Defaults for each req template by exporting Job Code Defaults to Excel.
  - a) In Workbench, select Tools > Forms > Req Forms > Administer req fields for the selected req form.
  - b) Click Export job code defaults to Excel.
  - c) The KRB Task Manager sends you an e-mail when your export has completed.
  - d) To retrieve the .xls file, select Tools > Task Manager. You can use this file to update any of the defaults by making the needed edits in the field values and importing again.

Important: The field DB name AllowReapplies must be set to Yes for the “Allow reapplies” feature to be enabled; otherwise, it is blank for that job code for that req template.

#### [Enabling Job Code Defaults for Single Job Codes](#)

To enable or update the job code defaults for one job code on one req template:

1. In KRB, select Admin > Admin+ > Codes > Job Code > Administer Code List > Edit code for the selected job code.
2. Select the correct req template and check the Allow Reapplies checkbox.
3. Save your changes.

## **Talent Gateways - Authentication and Deep Links API**

Your organization can now initiate the login process from your own site without the candidate being required to authenticate a second time (to our site).

After authenticating using the above method, they can access the following links:

- Saved drafts
- Edit profile
- Job Status check
- Search openings
- Resume/CV manager
- Job Cart
- Search agents
- Submit Now
- Log off

# Talent Gateways - Including Job Details in Job Search Agent Email

Using this feature, you can include fields from the Search Results grid within e-mails sent to the candidate by a Talent Gateway search agent. Search agents send the search results grid rather than a simple list of jobs that match the search criteria. The Search Results grid displays job details so that the candidate no longer has to click each job to see them (to see the grade for the requisition, for example).

## Benefits

This change allows you to determine which fields appear in the e-mail based on how you configure the Search Results grid.

## How It Worked Before

Currently, if you run a search to find all jobs in a given job family, when you get the results you need to click into each job and view the job details to see the grade for this requisition. If you are only interested in jobs at a certain grade level this is time consuming.

## Visible Changes

There are no visible changes without configuration.

## Limitations and Known Issues

This Talent Gateway setting applies to Full Talent Gateways and Global Talent Gateways (at the global level), but not Basic Talent Gateways.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available in November, 2008

Your Kenexa consultant must configure the new Workbench setting. This setting directs any Search Agent e-mails to embed the results from the search in the form of the grid in the e-mails sent to potential candidates. Your Kenexa Consultant can assist you in configuring the Search Results grid.

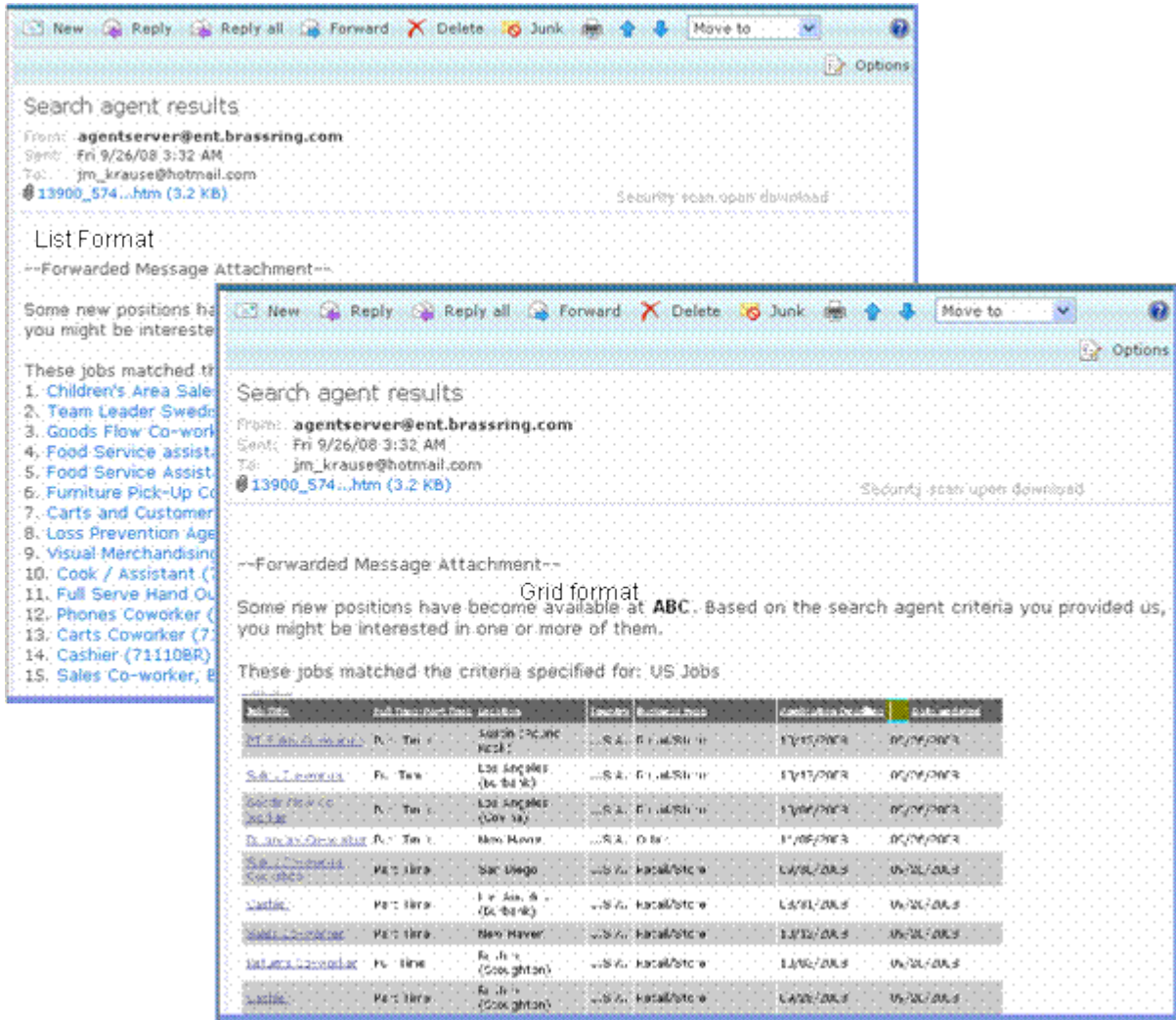
## Using this Feature

### [Talent Gateway Changes](#)

As described in the previous section, if the Workbench setting for the Display grid in Talent Gateway search agent email field is No, then the search agent sends the Talent Gateway user the existing search results page that simply lists the jobs that match their search as shown below.

If the Workbench Display grid in Talent Gateway search agent email field is set to Yes, when the Talent Gateway user sets up a search agent, the information provided in the search results grid appears in that email as shown in 0. The fields that appear in that grid depend up how you (or your Kenexa TC) have configured your search results grid.

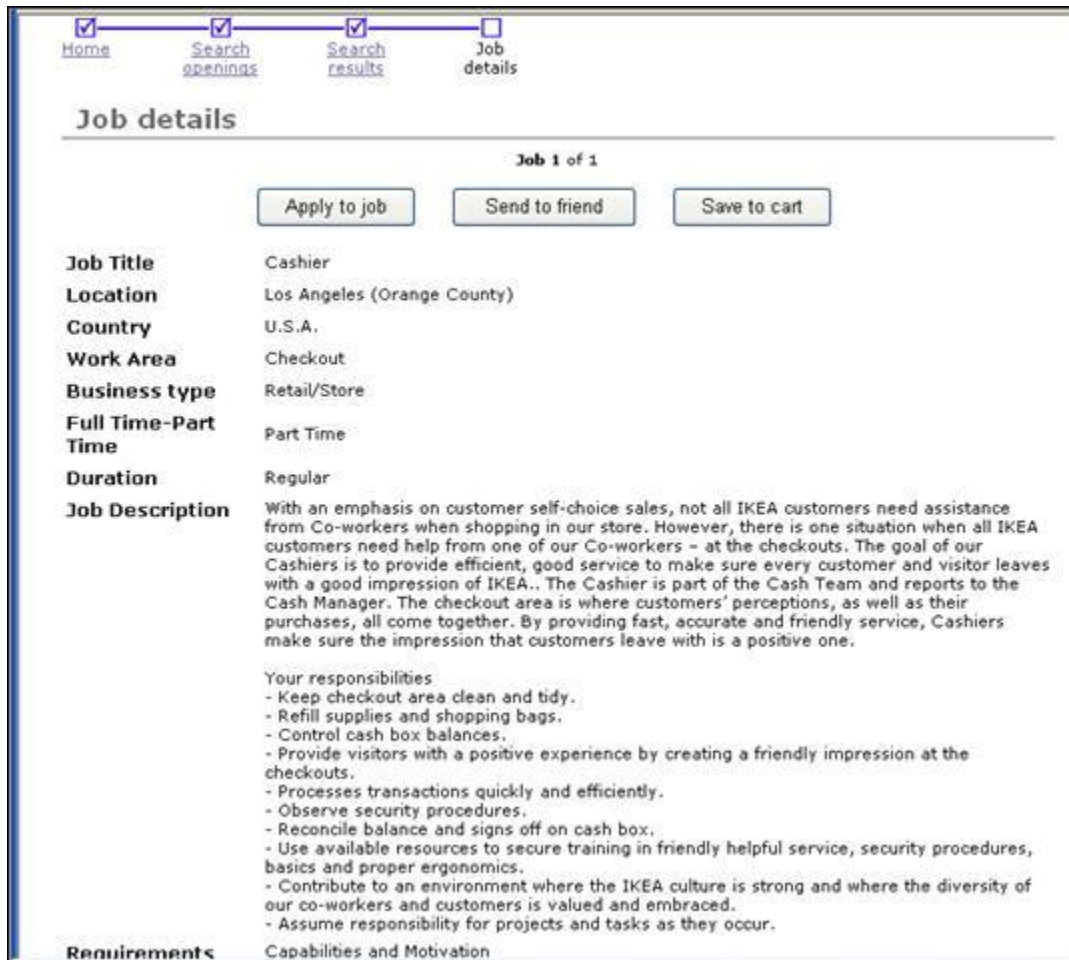
Figure 107: Search Results displayed in list and grid format



Users cannot sort grid columns contained in the Search agent results e-mail nor link to anything in its contents. The Job Title column is the only hypertext link.

When the Talent Gateway candidate chooses a job link from the Search Agent e-mail, the Job details page displays as shown below.

Figure 108: Job details page



## Enablement Steps

This section describes how to enable this feature.

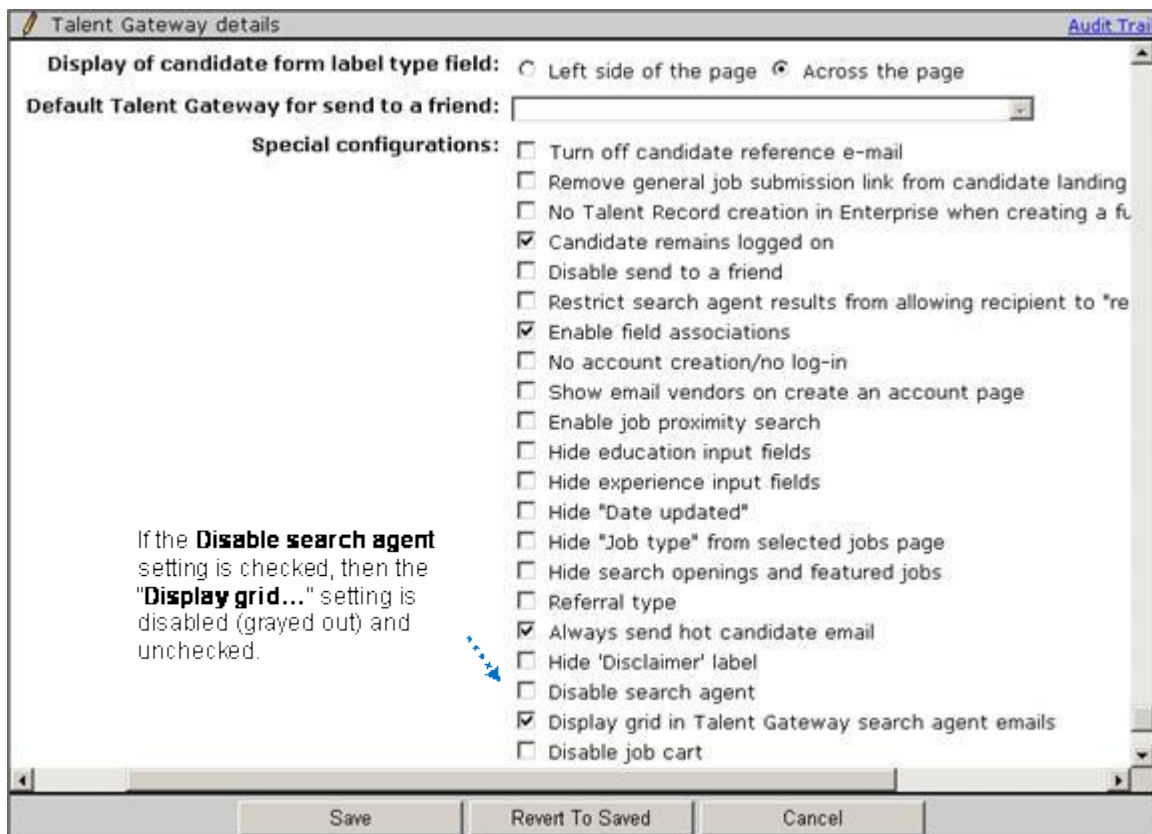
## Workbench

Kenexa personnel must configure a Workbench client setting to enable this feature.

To configure the setting:

1. Select Tools > Talent Gateways > Admin > Edit icon for the Talent Gateway.
2. On the Talent Gateways details page, select the check box for Display grid in Talent Gateway search agent emails as shown below. It is not checked by default.

Figure 109: “Display grid in Talent Gateway search agent emails” setting



When not checked, the search agent e-mail sent to the candidate is displayed as a list of jobs that match the configured search agent with job title links to the actual job description, as in previous releases.

3. Click Save. Once you have enabled this setting, it is listed as set to Yes in the Special configurations section of the Talent Gateway details window in “view” mode and Talent Gateway users are recipients of the new search agent functionality.

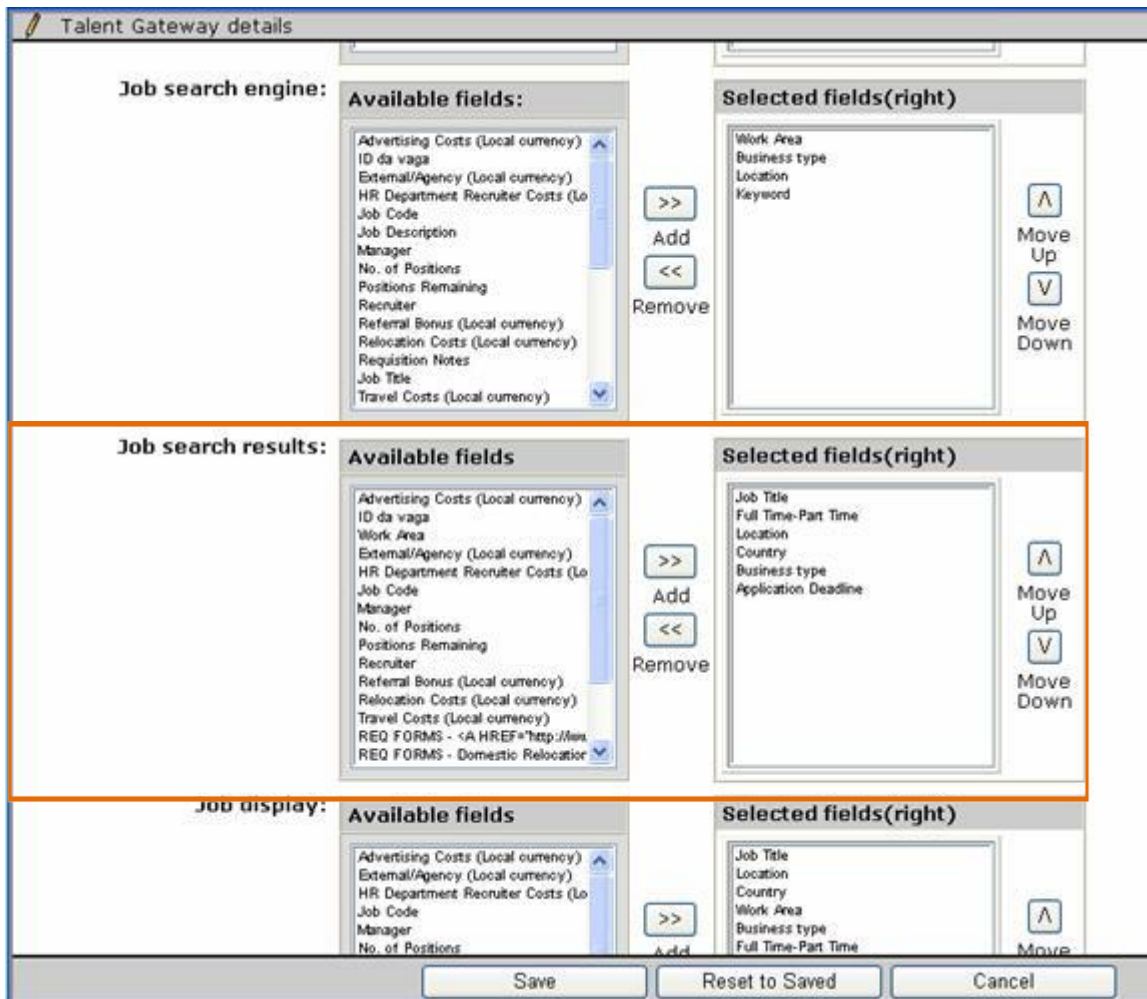
### Configuring the Search Results Grid

To configure what displays in the e-mail Search Results grid:

1. In Workbench, select Tools > Talent Gateway > Admin > Edit settings for the TG you want to configure this feature for.
2. In the Talent Gateway details window, scroll to the Job search results section of the page.
3. Select fields from the Available fields box and move them to the Selected fields (right) or Selected fields (left) box. Use the up and down arrows to change their order if desired.
4. Click Save.

Figure 110: Talent Gateway details, Job search results fields





The figure below shows how the Job Search Results fields map to the Search Results grid e-mailed by the search agent.

Figure 111: Job Search Results Mapped to the Search Results Grid



Job title	Full time-Part time	Location	Country	Business type	Application deadline	Date Updated
<a href="#">PT Sales Co-worker</a>	Part Time	Austin (Round Rock)	U.S.A.	Retail/Store	10/13/2008	09/26/2008
<a href="#">Sales Co-worker</a>	Full Time	Los Angeles (Burbank)	U.S.A.	Retail/Store	10/17/2000	09/26/2000
<a href="#">Goods Flow Co-worker</a>	Part Time	Los Angeles (Covina)	U.S.A.	Retail/Store	10/06/2008	09/26/2008
<a href="#">Recovery Co-worker</a>	Part Time	New Haven	U.S.A.	Other	11/09/2008	09/26/2008
<a href="#">Sales Co-worker Cops-shop</a>	Part Time	San Diego	U.S.A.	Retail/Store	09/30/2008	09/26/2008
<a href="#">Cashier</a>	Part Time	Los Angeles (Burbank)	U.S.A.	Retail/Store	08/31/2008	09/26/2008
<a href="#">Sales Co-worker</a>	Part Time	New Haven	U.S.A.	Retail/Store	10/12/2008	09/26/2008
<a href="#">Returns Co-worker</a>	Full Time	Boston (Stoughton)	U.S.A.	Retail/Store	10/03/2008	09/26/2008
<a href="#">Cashier</a>	Part Time	Boston (Stoughton)	U.S.A.	Retail/Store	09/20/2000	09/26/2000

**Job Search Agent grid fields**

**Selected fields(right)**

- Internal Job Title
- Full Time-Part Time
- Location
- Country
- Business type
- Application Deadline

▲ Move Up  
▼ Move Down

**Workbench selected Job search results fields**

Note: The Date Updated column is specified in the Workbench. See the Special configurations section of the Talent Gateway details window for the Talent Gateway.

If the Hide “date updated” field is left unchecked, this column displays in the search results grid and in the new e-mail grid. This column always displays in the search results grid as the last column and thus will display in this new e-mail grid.

### Configuring “Search agent reply email” Introductory Text

Kenexa personnel or Certified Workbench Users (Tier II) can configure the introductory text in the search agent e-mail in Workbench.

To configure the introductory text, select Talent Gateway > Admin > Edit > Search agent reply email text field as shown in the figure below:

Figure 112: Configuring the text for search agent e-mail introductory text

**Talent Gateway details** Audit Trail

(xxxxx@memo.IKEA.com) or your e-mail address and choose a password. This will enable you to access your information in the future.

**Gateway login:** Enter your e-mail address and password to access information you previously submitted.

**Send to a friend email text:** Your friend has found job(s) at <b>[clientname]</b> that you might find interesting.<br><br>Please click the following "View jobs" button to view job(s).<br>[viewjobs]<br><br>Best regards.

**Custom field for send to friend:**

**Search agent reply email:** Some new positions have become available at (Specify client's name here). Based on the Search Agent criteria you provided us, you might be interested one or more of them.

**Search openings text:** Use the search criteria below to identify the career opportunity you are looking for and click <b>Search</b>. To select or deselect multiple items in a list, hold down the CTRL key on a PC while you click.

Save    Reset to Saved    Cancel

## Grid Details

Note the following information about the Search Results grid, which does not change as a result of this project.

- Text in columns wrap properly.
- Column widths depend on the widths of the content contained therein; there is no hard limit.
- Column headings do not contain links and cannot be sorted.
- The column fields support HTML display
- The e-mail feature supports the same e-mail applications as it does today.
- The grid displays in the same colors as configured in the Talent Gateway Site Colors settings use the same font and font size. The colors include:
  - Header—Dominant dark

- Odd rows—Accent dark
- Even rows—Access light

# Talent Gateways - Navigation on Top and Bottom of Job Search Results Pages

The Refine search link and individual page links are available on both the top and bottom of search results pages.

## Benefits

When users reach the bottom of lengthy a search page, they can easily refine their search criteria or move to another page.

## How It Worked Before

The Refine search link and individual page links were at the top of the page only, so users had to scroll back to the top to change their search criteria or move to another page.

## Visible Changes

All Talent Gateway users will now see the following changes.

The Refine Search link and page links are visible at the top and the bottom of the search results page. See “Using this Feature” on page 115 below.

## Cost

There is no additional cost for this feature.

## How do I get this feature?

This feature is available in October, 2008. This feature is available automatically on Talent Gateway search pages.

## Using this feature

Figure 102: Refine search button and page links at top of page



These links appear at the bottom of the search results page as shown below.

Figure 103: Refine search link and page links at the bottom of the page



## Enablement Steps

None.

## **Talent Gateways - CV/Resume Upload Increases to 3 MB**

This feature is available in August, 2008.

Before this enhancement, candidates could upload resumes of 1 MB.

## Talent Gateways - Using Hover Text for Search Results, Hot Jobs, and Latest Jobs

Clients can elect to display hover text containing additional information for several different types of fields that typically display on Talent Gateways. They can do this for:

- \*One custom or standard req field which will display in the first column of the Talent Gateway search results grid.
- Latest Jobs
- Hot Jobs
- Jobs that display in the client's initial Career page on the Talent Gateway

\* The selected field must be indexed by Verity and designated as searchable and/or outputable.

When this feature is enabled, Talent Gateway users can see this information when they pass their cursor over the field for which the hover text is configured. For example, a candidate searching on a Talent Gateway for jobs could pass her mouse over the Job Description field, the first field in the search results grid, and see a more detailed description of the job.

### Benefits

This allows the candidates to quickly view job descriptions without loading a separate page to display the details.

### How It Worked Before

Previously, the Talent Gateway user was required to click on the link, which would display a separate page with all of the job detail for the job in which they are interested.

### Visible Changes

There are no visible changes for this feature without configuration.

### Limitations and Known Issues

There are a fixed number of fields that can be mapped to Verity.

### Best Practices

Many clients configure the first column of the job search results grid on the Job search results page to link to the Job Details page. Please note that clients do not have to include the hover text field on the Job Details page *per se* but Talent Gateway users most likely expect to find the expanded job description of the job they are viewing (and reading in hover text) there.

When Kenexa personnel implement this feature, they should make sure that the flow is logical to the Talent Gateway user.

Important: Once the hover text feature is enabled:

- Kenexa personnel and clients must ensure that the designated hover text field is included in every req template.
- Clients must make the inclusion of hover text part of the req creation and req posting workflow.
- Kenexa suggests that instead of using the Job description field, clients create a req custom field of a fixed length under 750 characters that they use for their hover text field in search results grid. That way, KRB users can be sure of what will display in the hover text field and they won't have to count characters. Clients should decide if they want to make it a required field or not. If KRB users can leave it empty, the hover text container displays without any contents to the Talent Gateway user.

## **Cost**

There is no additional cost for this feature.

## **How do I get this feature?**

This feature is available in December, 2008. Your Kenexa consultant must configure the Talent Gateway details settings in Workbench and verify that your req templates contain the designated hover text field.

## **Using this Feature**

When your organization activates this feature, it has implications for KRB users:

When creating a req with a designated hover text field, you (as a KRB user) must include the text including any HTML formatting (if desired) that will display in the hover text container.

If this feature is enabled, the hover text container automatically displays up to 750 characters of text (depending on the Talent Gateway's hover text character limit setting). HTML tags are included in the count of characters used up.

If KRB users enter no text in the designated hover text field, the hover text container displays as empty to the candidate on the Talent Gateway.

### [Candidate Experience](#)

In the example below, the candidate sees expanded text when he or she passes the cursor over the field chosen to be the first field displayed in the search results grid on the Search Results page. A pop-up message displays a fuller description of the job. The candidate can click anywhere on the web page he or she is viewing to fade out the hover text.

Figure 104: Hover Text Over Search Results Page (first field)



The **Business Analyst** is responsible for all portfolio level analytical support for the Third Screen Media mobile advertising network. The Business Analyst finds portfolio level drivers of the business and supports the strategic growth projects for TSM. The **Business Analyst** will be...

Click [here](#) for job details

The candidate can then click the link if they wish to view more about the job. This full description shows what the client would get had s/he clicked on the link (Business Analyst in this example).

Your organization can also configure hover text to display when the Talent Gateway user passes the cursor over the Featured Jobs list as shown in Figure 105.

Figure 105: Feature Jobs Hover Text Example



This is a mid-level paralegal position providing professional legal support on legal matters of a complex nature. This support may take the form of legal research, drafts of legal and business communications, filing preparations and management of files, databases and reports as requested. This position also performs other tasks as assigned by management....

Click [here](#) for job details

## Enablement Steps

### Workbench

You configure hover text for the req field (standard or custom) for which you want hover text to display. To use the hover text as a means of displaying the job description as hover text on the Search Results page, you might create a custom field such as “Req description” and make it your first column on the search results grid for the Talent Gateway.

1. In Workbench, select Tools > Talent Gateways > Admin.
2. Find the Talent Gateway you want to edit this setting for and click the Edit icon.

3. On the Talent Gateway details page, scroll to the Hover text field.
4. From the drop-down list, select the field (standard or custom) for which you want to display hover text.

Note: The field you select for the hover text field must be “searchable” OR “outputable” and mapped to Verity.

Reminder: There are a fixed number of fields that can be mapped to Verity.

5. The Maximum hover text display length field becomes active and required when the user selects a field for the Hover text field. Enter a value as shown in Figure 106. The character limit is 750. You can limit the length of the text string that can display in the hover text container, if desired.

Figure 106: Select the Hover text field for the Talent Gateway

The screenshot shows the 'Talent Gateway details' configuration page. A red box highlights the 'Hover Text field' dropdown menu, which is currently set to 'Job Description'. Below it, the 'Maximum hover text display length (750 character limit)' is set to 100. The 'Job search results' section contains two lists: 'Available fields' and 'Selected fields(right)'. The 'Available fields' list includes various fields such as 'REQ FORMS - D0509NumChild', 'REQ FORMS - date field', 'REQ FORMS - Education Requirem', 'REQ FORMS - ESWS558F0631', 'REQ FORMS - FUNCTION CODE', 'REQ FORMS - gpa', 'REQ FORMS - JAC5555', 'REQ FORMS - Job Term', 'REQ FORMS - Languages', 'REQ FORMS - level1', 'REQ FORMS - Major', 'REQ FORMS - Maximum:', 'REQ FORMS - Mode', 'REQ FORMS - Minimum:', and 'REQ FORMS - M5TextABC'. The 'Selected fields(right)' list includes 'REQ FORMS - Job Title', 'AutoReq ID', 'Job Code', 'No. of Positions', 'Recruiter', and 'Location'. A blue arrow points to the 'REQ FORMS - Job Title' field in the selected list. At the bottom of the page, there are buttons for 'Save', 'Revert To Saved', and 'Cancel'.

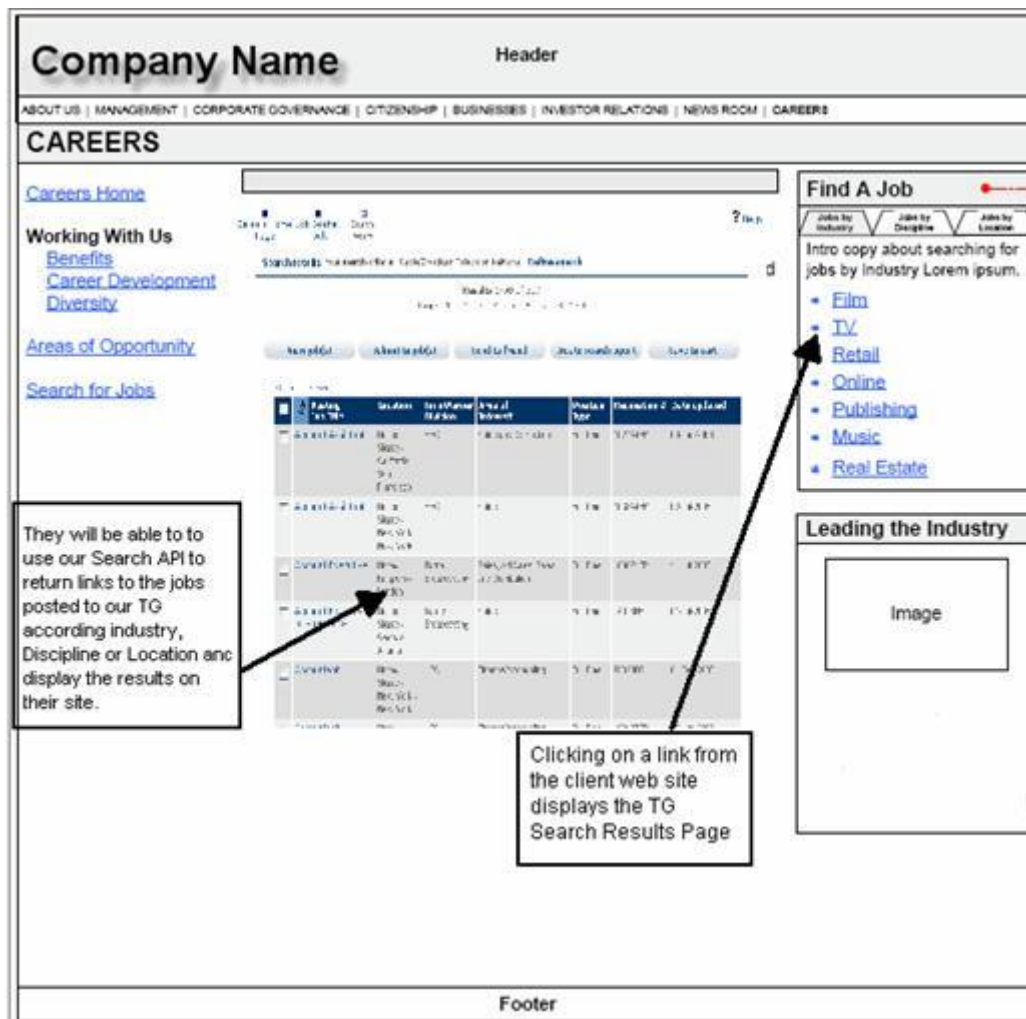
6. Save your changes to the Talent Gateway settings.
7. For all req templates, check that the field selected as the “hover text” field is included.

Note: If you enable the hover text setting but provide no text, the text box pops up empty when the candidate working on the talent gateway passes the mouse over the field.

# Talent Gateways - Web Service API

Kenexa provides a Web service API for your organization to define parameters, execute queries, and display search results (including “featured jobs”) on your company’s website without being on the KRB talent gateway. Visitors to your site see the search results page.

Figure 119: Example client site with Search API



This feature supports proximity search and job match functionality as long as these two features are enabled in Workbench for the Gateway being queried.

## Benefits

The client can define parameters on their site and execute queries and display results on their site without being on the gateway. They will be able to link to the search results page, passing a specific query either on the URL or in a form. This will result in the user seeing the search results page rather than XML.

## Visible Changes

There are no visible changes without enablement.

## **Cost**

There is no additional cost for this feature.

## **How do I get this feature?**

This feature is available in December, 2008. Please contact your Kenexa consultant for more information.

## **Using this Feature**

Visitors to the client's website can access front end dynamic queries and results once the visitor is authenticated through the Talent Gateway.

The client passes the specified parameters for the query including any of the Job Search and Featured jobs fields. The API generates the XML for all custom and standard fields in Verity. The results are displayed through the client's website to the user as a typical search results page.

## **Enablement Steps**

Please see the document, Using Kenexa's Web Service API, posted on the KRB 11.5 Enablement/Training Sharepoint site for more information.

The major configuration steps are:

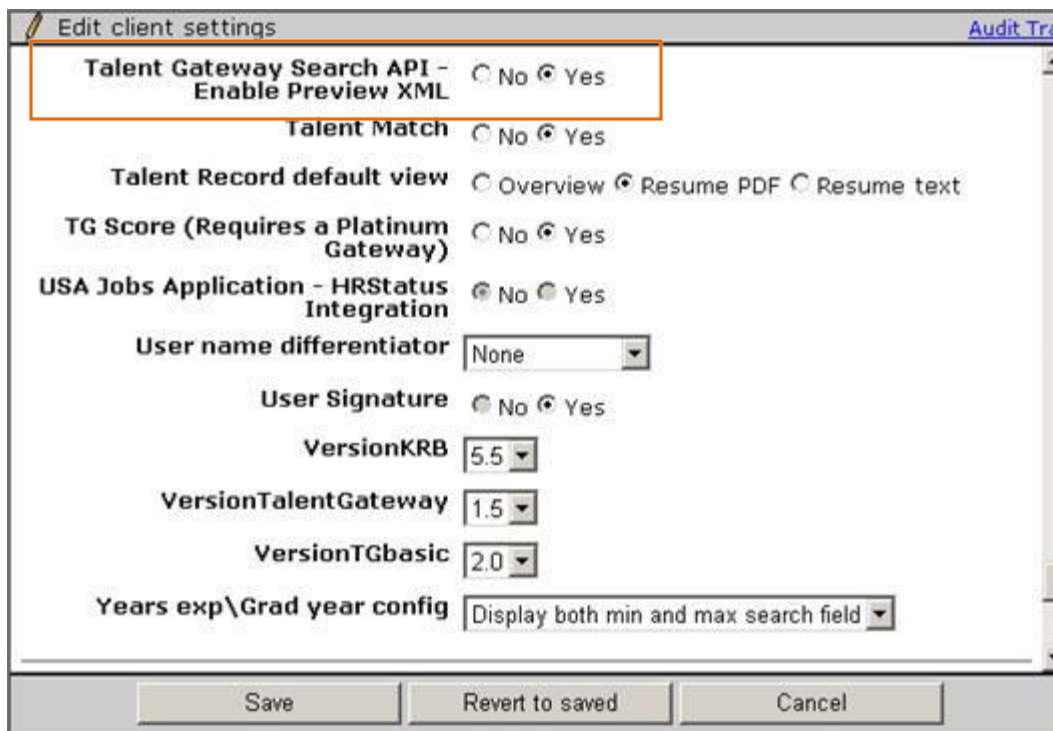
1. In Workbench, enable the Workbench Talent Gateway Search API – Enable Preview XML client setting.
2. In Workbench, for each Full Talent Gateway or individual members of a Global Talent Gateway for which you want the XML preview, enable the Talent Gateway details setting Allow Web service to query this gateway.
3. Customers use Kenexa's template to code their requests.
4. In Workbench/Workbench Self-Service, preview the XML form fields.

### [Workbench](#)

To enable this feature:

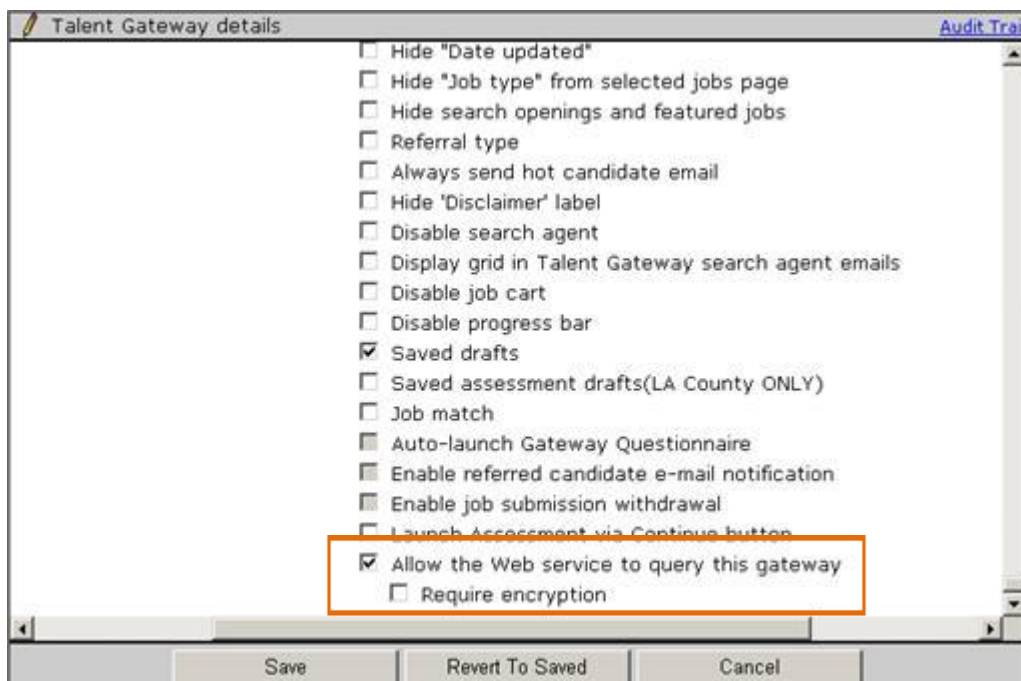
1. In Workbench, set the client setting Talent Gateway Search API – Enable Preview XML to Yes. (No is the default.)

Figure 120: Client setting for TG Search API – Enable Preview XML



2. In Workbench, set the Talent Gateway setting Allow Web service to query this gateway to Yes to enable the web service for that gateway. The setting is No by default.
3. If desired, check the Require encryption setting.

Figure 121: Talent Gateway details settings for Web service



Once the client setting is turned on, Kenexa and Certified Workbench Users (Tier 2) can preview the XML Talent Gateway Integration for selected req forms in Workbench. The Workbench user would in most cases be passing this information to a web designer in his or her organization.

To preview the XML TG integration:

1. In Workbench, select Tools > Forms > Req forms.
2. Select the req form and click Preview XML Talent Gateway Integration to view the fields.

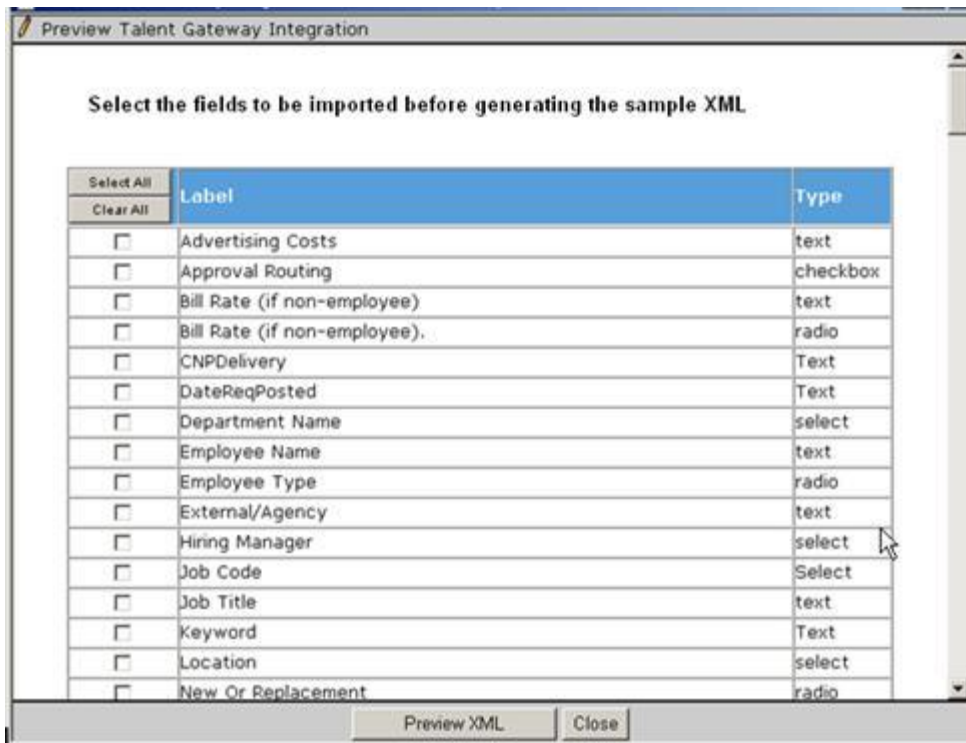
Figure 122: Preview XML Talent Gateway Integration



3. The Preview Talent Gateway Integration window displays the list of Verity fields in the client's Base language (it does not display translated fields). This list includes:

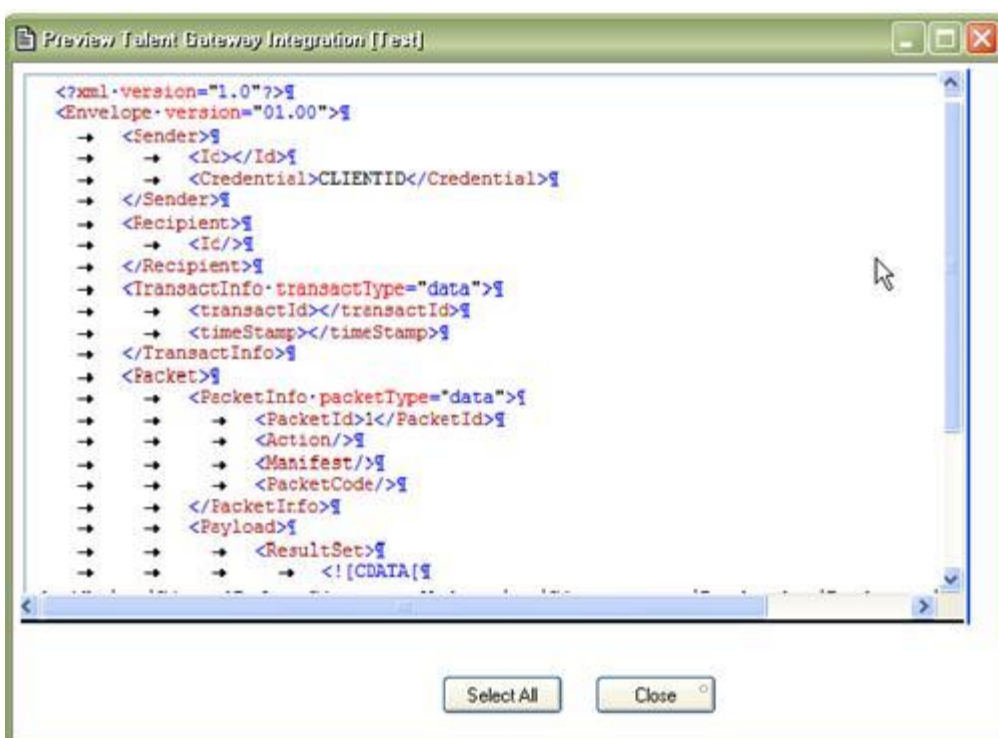
- Standard Req fields sorted alphabetically
- Custom Req fields sorted alphabetically
- Active fields only
- Fields that are searchable and mapped to Verity

Figure 123: Preview Talent Gateway Integration window



4. Select the check boxes of fields you want to create XML for and click Preview XML.

Figure 124: Example XML: Preview TG Integration window



Note: The XML in the above screen capture is an example. Kenexa provides the actual XML code.



## Frequently Asked Questions (FAQs)

### 1. How does the client create the input XML file?

a) Create the input XML using Kenexa's standard format.

a) Save the file for immediate and/or future use.

### 2. What happens with the output XML?

The output XML is in regular XML format. Clients can display the output on their website however they want. For example, clients can display a link on their home page which takes the user to the search results output.

### 3. Does the Web Service API support RSS feeds?

If a client wants individual RSS feeds for candidates coming into their site, they would have to come up with a way to save the candidate's search criteria, make the call to our web service, save the results into an XML file, provide that link to the candidates for their RSS reader, and then update the XML file at appropriate intervals. We provide RSS only as an output type.

### 4. How is the XML passed to us? Is it SOAP call or Form Post?

As this is a web service, the default communication is through SOAP. They have to invoke this web service at their end then pass the XML input string to the route method.

### 5. When does a client use the Message Router address and when do they use the Web Service address?

The client will always use the Message Router address. The Message Router is internally invoking the Search Web Service. The Message Router is always used as entry point for client and router web service. It is used for:

- Validating the client credentials (sending into the <Sender> tag)
- Validating input XML (if any node is incorrect or invalid XML string)
- Doing encryption/decryption if client is enabled for encryption.

Once the client request is validated, it sends the input string to Search Web Service, which actually returns the results to the message router. The message router in turn returns the results to the client.