KenexaRecruiter® BrassRing and Talent Gateway Solutions

Product Update Guide

Release 12.0

FINAL

Release Date: 20 April 2009

Contents

Agency Manager - Notifying Agencies Correctly

If the **Notify selected agency contacts** field is unchecked when a req is unposted from an Agency Manager, no notification e-mail is sent to the Agency contacts (as would be expected).

How It Worked Before

Agency reqs are posted to and removed from the Talent Gateway based on a check mark beside two options for notifications. One of those options was sending notifications to Agency contacts even if the box was not checked.

Assessment - Results are in the User's Language

The scored results for Assessments are associated with the user's login, which is stored in the URL. As a result of this enhancement, a language parameter is stored in the URL as well. As a result, when the assessment module or partner returns the results to a multiple language Talent Gateway, it is attached to the correct Talent Record for that language.

How It Worked Before

The scored results were associated with the user's login (stored in the URL). When the assessment module or partner returned the results, they were not attached to the correct Talent Record for that language.

Benefits

Assessment results are attached to the correct Talent Record and are in the correct language.

Costs

There is no additional cost for this feature.

Date Available

This feature is available in R11.5, Build 2 on January 29, 2009.

How Do I Get this Feature?

This feature is available automatically for clients using Assessments.

Visible Changes

If your organization uses Assessments in languages other than US English, Assessment results in the correct language are stored on the candidate's Talent Record.

Communication - Extended Signature Token across Module

The signature tokens are available for all templates in the Communications Module.

A signature field contained in the User's profile provides a place to record specific required company information. The tokens reference the stored signature when generating system and non-system correspondence.

Business Need

The "signature token" functionality addresses the EU compliance directive, stated in Directive 2003/58/EC of the European Parliament and of the Council. This implementation addresses the specific concerns for interpretation of compliance in Germany.

Benefits

Clients can create and customize non-system generated e-mails using the communication functionality in KRB.

All the communication modules will accept the user signature tokens when generating communications based on letters, blurbs, e-mail, and document templates.

KRB users can:

- use merge tokens to uniquely identify the Recruiter and User Signatures contained within outgoing correspondence.

- use the **Signature** field in the user profile for each KRB user. The company information can vary by user based on which division/subsidiary they work within.

Cost

There is no additional cost associated with this feature.

Date Available

This feature is available in KRB 11.5, Build 4 on March 10, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant for assistance with the client setting. Your Certified Workbench User can ensure that the correct user type privileges are enabled for users (this is probably already done), and your templates manager(s) can incorporate the signature tokens into e-mail templates as necessary.

Details, Limitations, and Known Issues

With this release the tokens will not be rendered for templates configured for Automation Manager.

Configuration

Workbench

Kenexa personnel: Set the **User Signature** setting to **Yes**.

Workbench/Workbench Self-Service

Kenexa personnel or Certified Workbench Users: Enable the following Communications privileges for each user type as appropriate: Add / Edit / Enable / Administer for all correspondence types (letters, blurbs, e-mails, and documents).

KRB Admin+

Templates Manager: Once the feature is enabled, configure blurbs, and letter, e-mail, and document templates with **Recruiter User** and **User Signature** tokens as required for your organization.

The tokens are:

- User Signature (User Profile merge field)-Display name[#User-Info:Signature#]
- Recruiter User Signature (Req Standard merge field)-Display name [#RequisitionStd:RecruiterUserSignature#]

Data Insight Tool

The Data Insight Tool provides:

- Complete control over data filtering and output customization
- User-centered design allows you to see what you're building as you build it
- Enhanced security features with user role management
- Easy report distribution

Benefits

Your organization has maximum flexibility to create and schedule report templates to extract data, while maintaining data privacy and security by granting user role access.

Cost

There is no additional cost for this feature.

Date Available

This feature is available to be turned on in KRB 12 on April 23, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant for help with enablement.

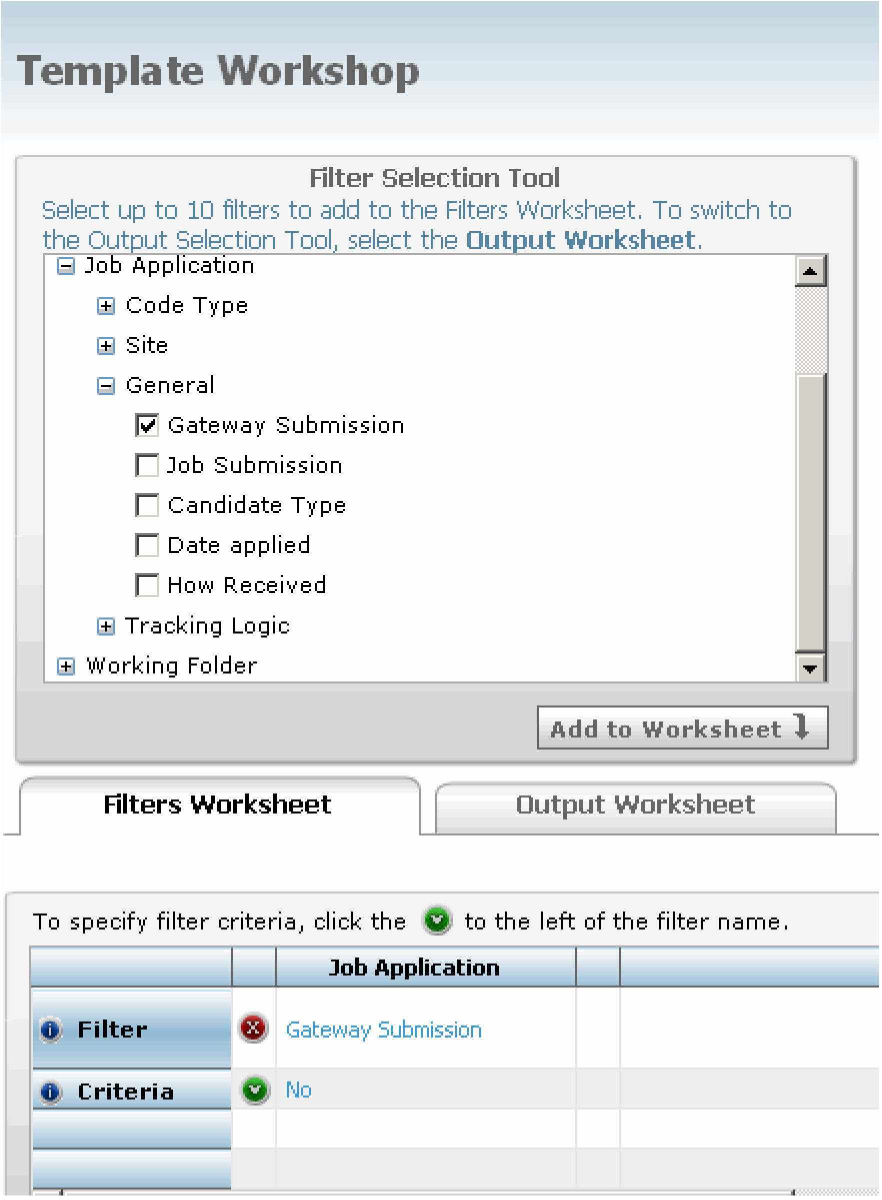
Details, Limitations, and Known Issues

To Kenexa personnel:There are three issues which came up in testing in which data might display unexpectedly. Please refer to QC Defect #129544 if you have any questions.

1. You can associate questions from many different sources with Talent Gateways. In some rare cases, a Basic Talent Gateway does not have any questions associated with it.

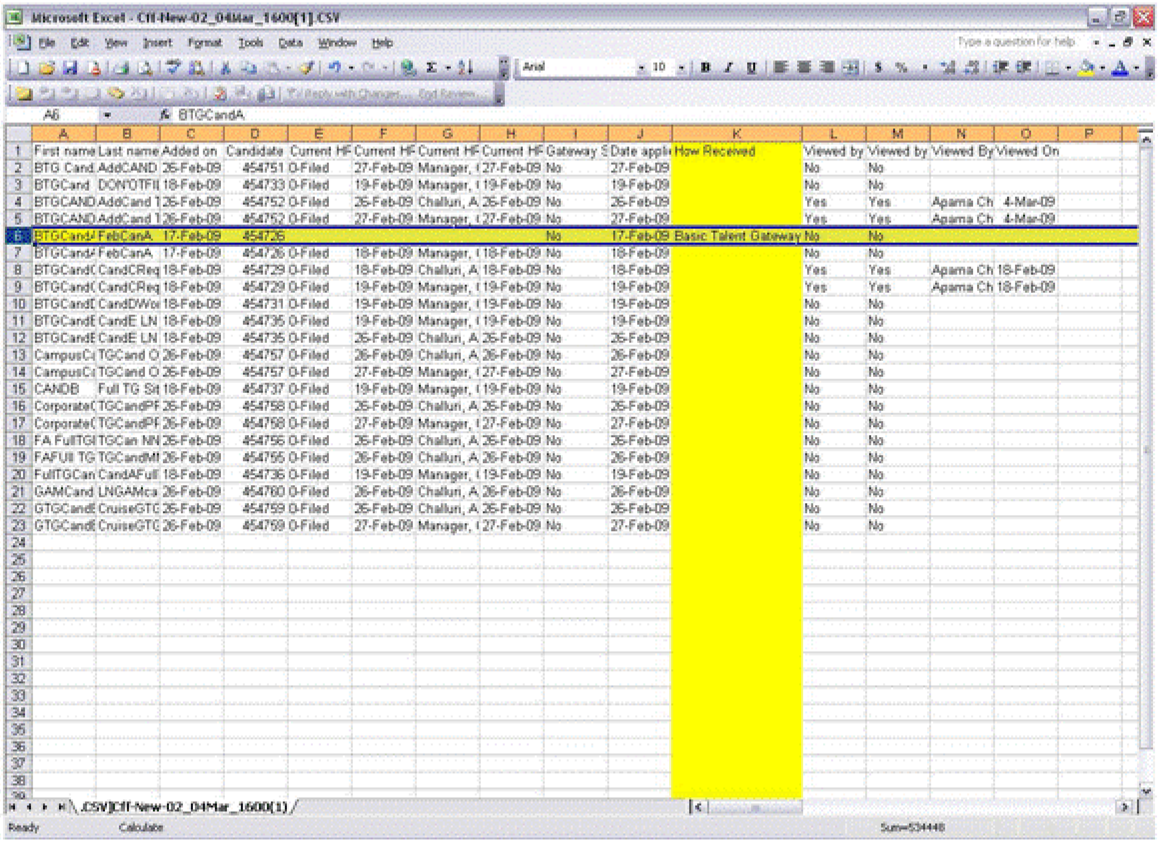
If you create an Insight template with the **Gateway Submission** filter set to **No** (as shown in Figure 1 below):

Figure 1: Gateway Submission filter criterion is "No"



… and your organization has one or more Basic Talent Gateways with no associated questions, your job results will list that Basic Talent Gateway unexpectedly in the **How Received** column of the report:

Figure 2: BTW with no questions displays in How Received column unexpectedly



2. When a candidate submission that came in originally as a req-specific submission was moved manually to a Req folder or Working folder, this resulted in some expected data not showing up in the report.

If an Insight user selects the following filter and filter criterion, **Gateway Submission** = **No**, and selects the following output fields: **Site name**, **Site type**, **Candidate type**, **How received**, **Code**, and **Code type added** as output, these fields will be blank in the job report because:

The candidate's connection to the requisition was severed, as was the candidate's connection to several other fields – **Site name**, **Site type**, **Candidate type**, **How received**, **Code**, and **Code type added**; and

The system does not recognize the candidate's connection to the Req or Working folder to which he or she was manually filed.

3. If candidates are filed to Working folders or the Inbox, the expected result is that the report should display BOTH Gateway submission candidates and non-gateway submission candidates. However, the **Site name**, **Site type**, **How received**, **Candidate type**, **Code**, and **Code type** are blank, and **Gateway submission** and **Job submission** are displayed as **No** because the candidates were filed to Working folders or the Inbox. The **Date applied** displays the date when the candidate was filed to the Working folder or Inbox. **<u>Note:</u>** If Req folder(s) are selected as output instead of Working folders or Inbox, then **Site name**, **Site type**, **How received**, and **Gateway submission** are displayed.

Visible Changes

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

Configuration

This section describes the major steps for enabling the Data Insight Tool and setting up both administrator and non-administrator user access to it.

The major steps are:

1. Kenexa personnel: In Workbench, enable the client settings.

2. Kenexa personnel or Certified Workbench User:In Workbench, enable the setting **Data Insight Tool access for Administrator** under **Administer type preferences** for the KRB user type who will be the Data Insight Tool default Admin user.

3. Kenexa personnel or Insight Admin user:Create user roles in the Data Insight Tool.

    a) Create additional administrator user roles if necessary.

    b) Create other user roles.

4. Kenexa personnel or Certified Workbench User:In Workbench, enable the setting **Data Insight Tool access for Administrator** under **Administer type preferences** for additional KRB user type(s) who will have corresponding administrator user roles in the Data Insight Tool, if applicable to your setting.

5. Kenexa personnel or Certified Workbench User: In Workbench, enable the setting enable **Data Insight Tool access for User (Non-administrator)** under **Administer type preferences** for additional KRB user type(s) who will have corresponding user roles in the Data Insight Tool, if applicable to your organization.

Enabling the Client Settings

Who does this: Kenexa personnel

1. In Workbench, select **Admin > Manage clients > Search for client > Edit client settings**.

2. Scroll to the **Restricted Settings** section.

3. Set the radio button for **Data Insight Tool** to **Yes**.

4. Enter the **Data Insight Tool URL**. **Note:** The Kenexa consultant sets the URL on a one-time basis to enable Phoenix access. Kenexa Engineering defines the URL for specific environments.

5. Click **Save**.

6. The **Data Insight Tool** option is enabled in:

   – **Tools > Users > User Type > Administer Type Preferences**

Configuring Insight Access the Insight Admin User

Who does this: Kenexa personnel or Certified Workbench User

Important: Once you assign a KRB User Type to the default Data Insight Tool Admin Role in Workbench, you cannot disable the Data Insight Tool client setting.

To configure preferences for the Insight Admin user for the first time:

1. In Workbench, select **Tools > Users > User Types**.

2. In Workbench, on the User types page, click the **Administer Type Preferences** icon for the same user type.

3. At the bottom of the Preferences window, enable **Data Insight Tool access for Administrator**.

4. Click **Save**.

Creating User Roles in the Data Insight Tool

Who does this: Kenexa personnel or Insight Admin User

As the default Admin for Insight, you should be able to access the Data Insight Tool from within Kenexa Recruiter BrassRing (KRB) once Insight has been enabled for your organization and for your KRB user type.

Your next step is to create user roles within the Data Insight Tool before you can enable access for additional Insight users. (You can create dummy user roles in Insight and configure their details later.)

Once the additional user roles have been created in the Data Insight Tool, you must go back to Workbench to configure Type Preferences for each Insight user role you created. This step essentially maps the Insight user role to the KRB user type

A **Data Insight Tool** user role definition specifies the functional areas of the KRB database to which the role is restricted. By default, the administrator role has access to all areas of the database.

To access Insight and create user roles:

1. In KRB, select **Reports > Data Insight Tool > Manage users and roles**.

2. In the User Role Library, click **Create New Role**.

3. Specify the name and description, and click **Next >**.

4. In the User Role Workshop:

   a) Use the Restriction Selection Tool to select the items to which you want to restrict access for this user role. Add them to the worksheet. (See page 12 for more information.)

   c) For each item, select criteria in the Restrictions Worksheet to restrict access more specifically. (See page 12 for more information.)

For example, if you select the item "Req Status" listed under "Requisition," you must select specific req statuses as criteria in the Restrictions Worksheet.

5. When you are finished, click **Next >**. The User Role Summary displays.

6. Review the User Role Summary. Go back to make changes if desired.

7. Save the user role. Print the User Role Summary if desired.

8. **Insight** adds the user role to the User Role Library.

9. Repeat this procedure for each Insight user role you wish to create.

Selecting Functional Area Restrictions

In the User Role Workshop, you select the combination of functional areas and criteria to which the user role has access. For a single user role, you can select a maximum of 10 functional area restrictions and up to 50 criteria per restriction. See the *Insight Selection Tool Field List* document (included in the *R12 Documentation Bundle* or the *Insight Documentation Bundle*) for detailed information on restrictions.

Custom items within functional areas are listed in alphabetical order (123/abc).

- You can select a maximum of 10 functional areas as restrictions.

- You can select a single functional area once only.

- You can add 1 or several functional area restrictions at the same time.

To select functional areas for restriction:

1. Click the plus sign beside each functional area to display the list of items.

2. Select up to 10 items.

3. Click **Add to Worksheet**.

To select the items to which the user role will be restricted:

1. In the Selection Tool, expand the functional areas and select the items that you want to restrict.

2. Click **Add to Worksheet**.

3. **Insight** adds your selections to the Restrictions Worksheet. Each restriction has its own column.

Selecting Criteria for Functional Area Restrictions

- You must select criteria for each restriction added to the worksheet (except for My Reqs and My Working Folders).

- You do not need to select criteria for My Reqs and My Working Folders.

- You can select criteria that are stored in the following field types: **Text field**, **Numeric value**, **Date**, **Date and Time**, **Multi-select List**, **Yes / No Boolean,** and **Status**.

- You can select a maximum of 50 criteria for each restriction.

To select restriction criteria:

1. In the Restrictions Worksheet, click the green arrow in the Accessible Data row to view the selections available for each functional area.

2. The selection method depends on the data type of the criteria: **Text field**, **Numeric value**, **Date**, **Date and Time**, **Multi-select List**, **Yes / No Boolean** and **Status**.

3. Once you have selected the restriction criteria, click **Save** to add the selection to the Restrictions Worksheet.

4. Click **Next >** when you are finished selecting and adding restrictions to the worksheet.

For example, if you wanted to know what requisitions were viewed by a certain HR Manager within a specified time period, select Requisitions as one of your functional areas, and select Requisition Number as the criteria for that functional area. (You would also select Viewed by and Viewed on as two more of your functional area restrictions.)

Figure 3: Filter Data Types

Filter's Data Type	Examples	Your Action

Text field	City, Candidate Name	Enter up to 255 characters in the text box. It accepts the following characters in any order: • Alphabet • Numbers • Unicode • Special Characters (except for those listed below) • Spaces in between text (but not leading and trailing spaces) You cannot use: • Wildcards (for example, * or &) • HTML tags (such as < and >) • Programming script or code • Leading and trailing spaces in the text box (HR status change) (Note: You can include spaces between the words, just not before and after the entire name.) You cannot use: • Wildcards (for example, * or &) • HTML tags (such as < and >) • Programming script or code • Leading and trailing spaces in the text box (HR status change) (**<u>Note</u>**: You can include spaces between the words, just not before and after the entire name.) • The following special characters: – ampersand & (because they are reserved for wildcards in other areas of the application) – asterisk * (because they are reserved for wildcards in other areas of the application) – colon : – question mark ?

– back slash \

– vertical bar |

– forward slash /

Note: Case does not matter: Search terms can be in uppercase, lowercase, or mixed case, including for "Exact match" search.

- To search for a string of characters, use the Contains search (the default setting). For example, enter "able" to search for a candidate whose name contains the letters "able" anywhere in the first or last name. The search would return names like "Ablett," and "Huxtable."

- To search for the beginning of a term, select Starts with and enter the first one or more letters of the term.

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To search for a string of characters, use the Contains search (the default setting). For example, enter "able" to search for a candidate whose name contains the letters "able" anywhere in the first or last name. The search would return names like "Ablett," and "Huxtable."

To search for the beginning of a term, select Starts with and enter the first one or more letters of the term.

To search for a precise term, select Exact match and enter the exact term. **Note:** Case does not matter.

Click **Save**. **Insight** adds the selected criteria to the worksheet.

Date option	Date approved, Date closed	Select a date option. **Yesterday** is the default setting. Exact date - is not a rolling date Date range

		- is not a rolling date. - Begin date must be earlier than end date. - Begin date and End dates are inclusive. - You can select the current year, plus 3 years forward and back.
Date and Time option	Date/time of interview, Date/time of request for interview	Select a time option. All times is the default setting. Exact time - is not a rolling time. Time range - is not a rolling time. - Begin time must be earlier than end time. - Times are inclusive.
Multi-select list	User name	Select or search for and select items in the Available list box. Displays the top 200 options by default. Click the double right arrows to move selected items to the Selected list box.
Yes / No Boolean	Approvals process	Radio button: Yes / No
Numeric value	Target score	Enter or search for an integer value (maximum of 9 digits) or range of integer values using the following arithmetic operators: = Equals <> Less than or Greater than < Less than > Greater than <= Less than or Equal to >= Greater than or Equal to
Status	Working folders	Select **Active** (the default setting) or **Inactive**. This status applies only to Working folders.

Note: This filter does not refer to the status of **Insight** users, as listed on the User Roster.

Reviewing and Saving the Role Summary

The Role Summary displays all of the attributes for the user role you are creating. From the summary, you can identify selections to be changed and go back and make changes.

Click **Save** when you are finished. The role is saved in the User Role Library.

Configuring Insight Access for Other Users

Use the same procedure as in the previous section to add additional administrative users who have different KRB user types.

Configuring Insight Access for Other Administrative Users

Who does this: Kenexa personnel or Certified Workbench User

To configure preferences for other Insight administrative users for the first time:

1. In Workbench, select **Tools > Users > User Types**.

2. In Workbench, on the User types page, click the **Administer Type Preferences** icon for a different KRB user type.

3. At the bottom of the Preferences window, enable **Data Insight Tool access for Administrator**.

4. Click **Save**.

5. Repeat this for each additional type of administrative user.

Configuring Insight Access for Regular Insight Users

To configure Insight access for regular (non-administrative) users:

1. In Workbench, select **Tools > Users > User Types**.

2. In Workbench, on the User types page, click the **Administer Type Preferences** icon for the the KRB user type which corresponds to an Insight user role.

3. At the bottom of the Preferences window, enable **Data Insight Tool access for User (Non-administrator)**.

4. Select one or more user roles from the **<Select Role>** list.

5. Click **Save**.

Viewing the User Roster in Insight

Once you have performed the procedures described in the previous sections, the User Roster of your instance of the Data Insight Tool will be populated with active Insight users, each of whom is assigned to an Insight User Role mapped to a KRB user type.

Adding Individual Users to Insight

In some cases, you may find you want to grant access privileges to an individual user rather than granting them to all users of a certain user type.

You can activate any KRB system user directly from within the Data Insight Tool.

When you use this method to add a user, the Data Insight Tool implicitly knows the user's user type. However, the User Roster displays “n/a” in the KRB User Type column for that user.

Data Insight Tool Preview

This section provides a brief preview of the Data Insight Tool.

Figure 4: Managing Templates

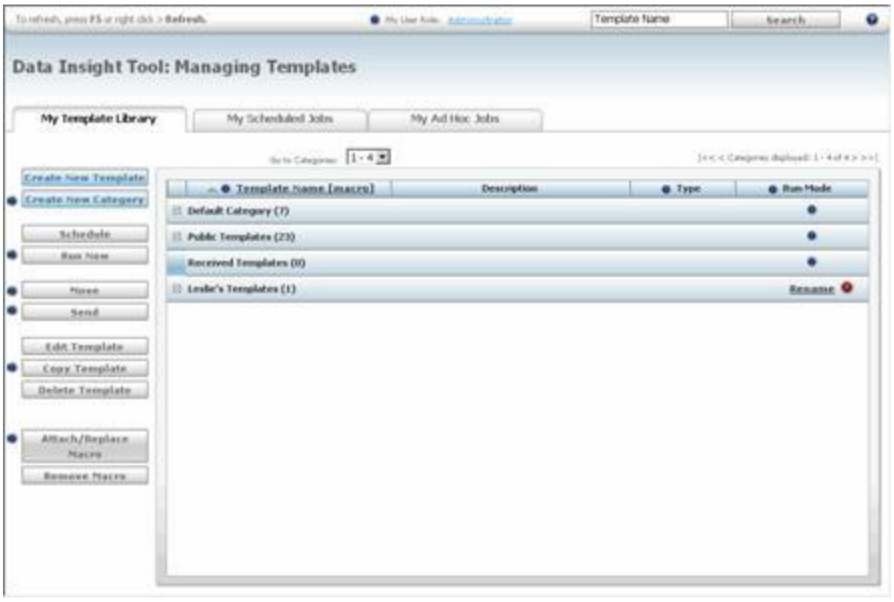


Figure 5: Template Workshop

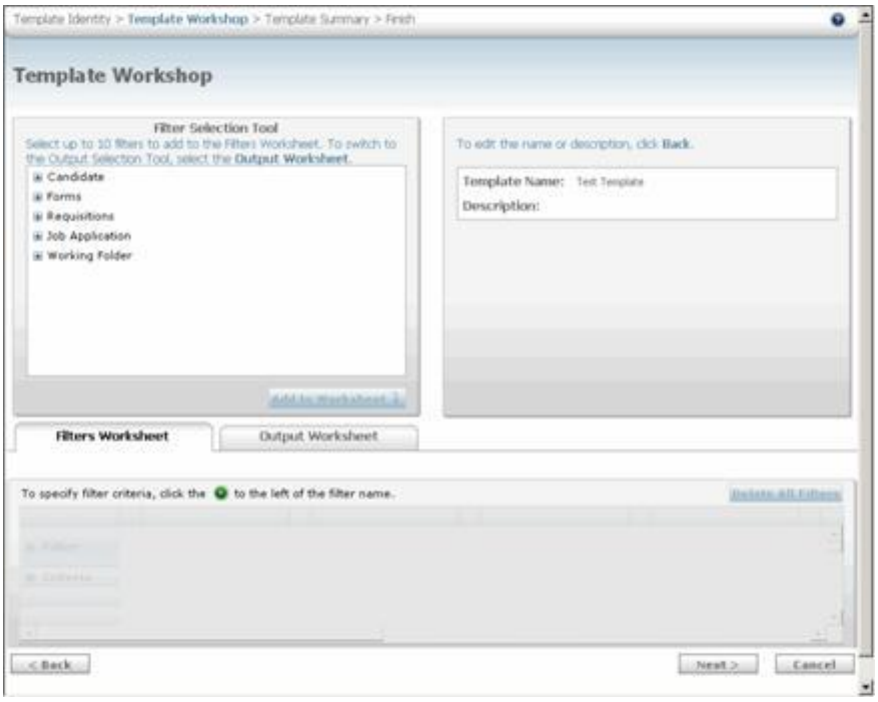


Figure 6: Scheduling Templates

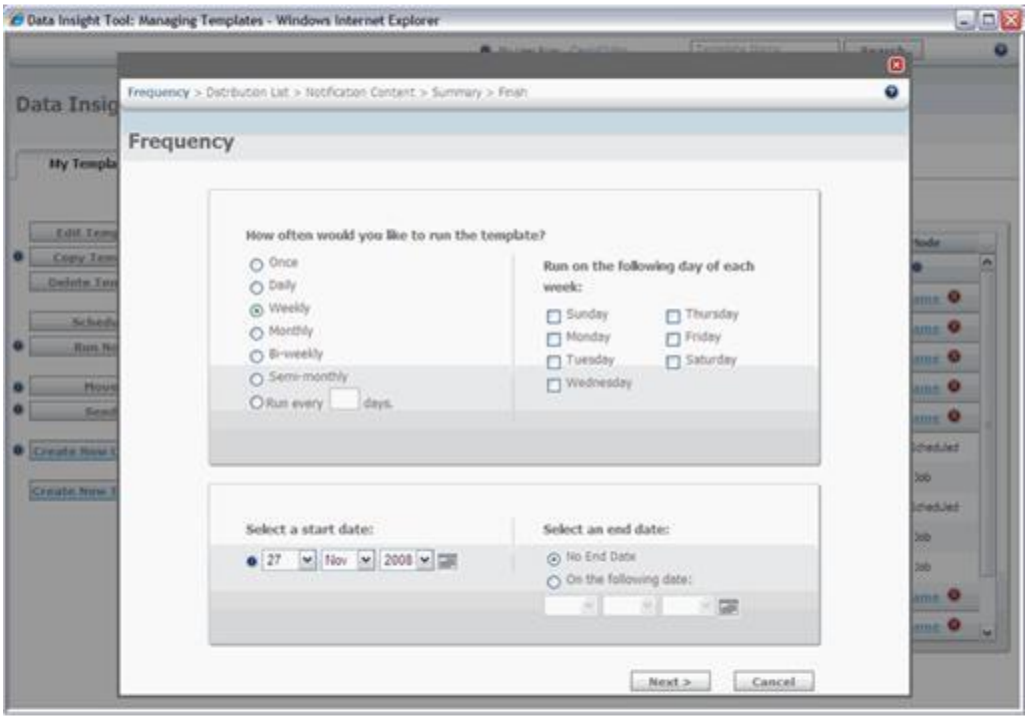


Figure 7: Creating the Notification Message

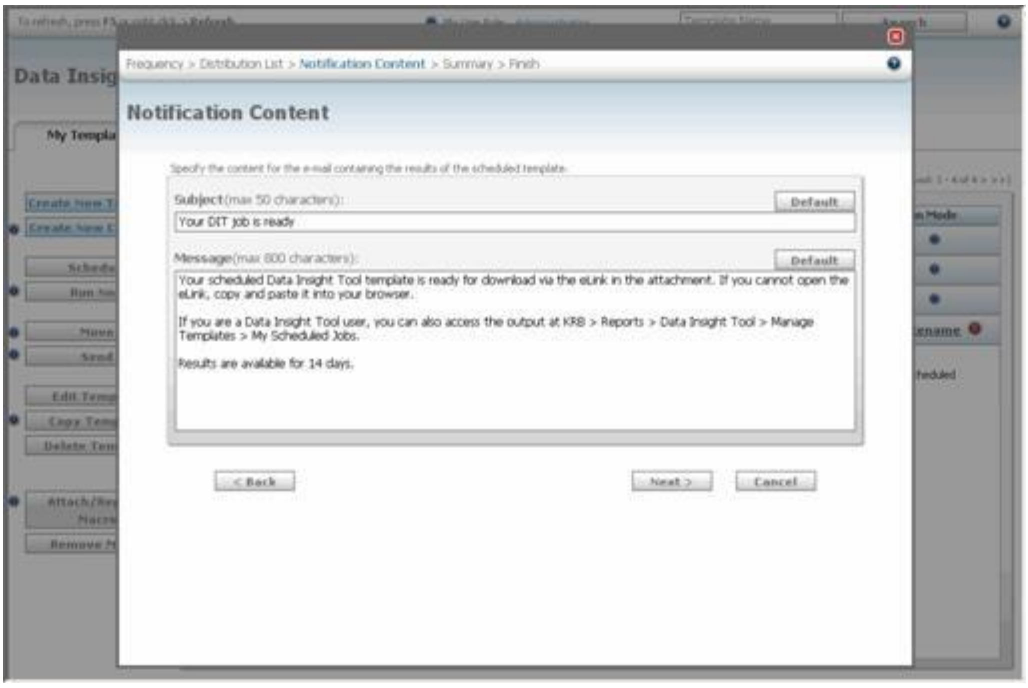
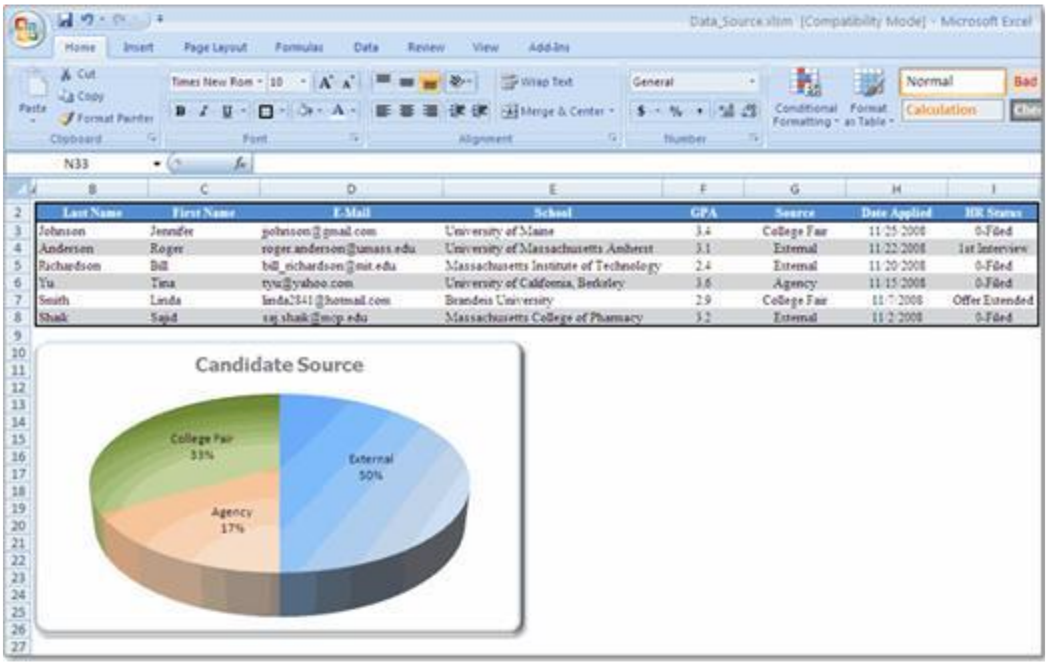


Figure 8: Report Output (This report uses an attached Excel macro.)



Data Insight Tool Documentation

These documents will be included in R12 Documentation bundle for Kenexa personnel. Some of the content included in this document is captured in separate documents and posted on the R12 internal launch site on the R12 Enablement Documents page (at http://www.kenexanet.com/sites/plp/KRB12/R12%20Enablement%20Documents/Forms/AllItems.aspx):

Data Insight Tool Templates Help

Data Insight Tool User Management Help

Insight Selection Tool Field List

Adding Users to the Insight (**Internal Use Only**)

Partners - 2 New Posting Options Using TMP Pathways

<u>Note:</u> This information is partial. I will update it when more is available.

Kenexa has partnered with TMP Pathways to provide two new posting options:

- TMP Pathways Enterprise Edition for customers who post between 1K to 10K requisitions per year

- Kenexa Job Distributor powered by TMP Pathways for customers who post more than 500 reqs per year

TMP Pathways Enterprise Edition provides:

- Unlimited access to TMP's broad suite of job sites
- Posting capabilities to both automated and manual job sites
- Results-driven posting recommendations with TMP inSite
- "What's-my-Buzz" and "What's-my-Ranking" brand monitoring utilities
- Email Center and Focus Search modules for marketing management
- Job site membership and inventory management tools

Kenexa Job Distributor provides:

- Supports up to 500 transaction per year
- Clients can select up to 10 job posting sites
- Posting capabilities are to automated job sites only [did I get the right meaning?]
- Provides site membership and inventory management tools
- Clients can migrate up to TMP Pathways Enterprise Edition

Table 5: TMP Product Features

	Kenexa Job Distributor	TMP Pathways
Membership management	Yes	Yes

Company hierarchy match	Yes	Yes
Recommendation engine	No	Yes
Quick-post	Yes	Yes
Full global support	Yes	Yes
Buzz & Ranking	Yes	Yes
Search Focus	Yes	Yes
Email Center	Yes	Yes
Metrics Gateway	Yes	Yes
Domestic board access	Select (10 – prepaid)	All
International board access	Part of (10 – prepaid)	All
Posting to manual boards	No	All

Benefits

The Kenexa-TMP alliance provides:

- Distribution to social networking sites
- Robust sourcing metrics for cost/benefit analysis
- Product support by TMP through the standard Kenexa process
- Job distribution to 465 domestic sites,120 international sites and 245 manual sites

Cost

- TMP Pathways Enterprise Edition for customers who post between 1K to 10K requisitions per year
  - Customers negotiate one agreement directly with TMP
  - Kenexa does not charge any connector and/or maintenance fees
- Kenexa Job Distributor powered by TMP Pathways for customers who post < 500 reqs per year
  - Annual fees are based on company size

– Feature is powered by TMP technology

Date Available

How Do I Get this Feature?

Please contact your Kenexa consultant for more information.

Details, Limitations, and Known Issues

Apply URL link and creation process – PM and the Development team need to determine the best way to provide the apply URL link information to TMP. Several options include:

- Requiring the recruiter to manually enter the URL
- Adding a URL field to the Requisition form
- Auto create based on the Talent Gateway selection.

State of the "posted" icon once the requisition is sent to TMP. Choices include:

- A new definition for the existing icon
- Creation of a new icon to indicate that it was sent to a distributor
- Do not change the icon state since we do not know if it was actually posted.
- Return feed from TMP on which sites each requisition was posted to. TMP is working on this functionality. Will most likely be implemented in second revision of the interface.

Visible Changes

There are no visible changes associated with this offering.

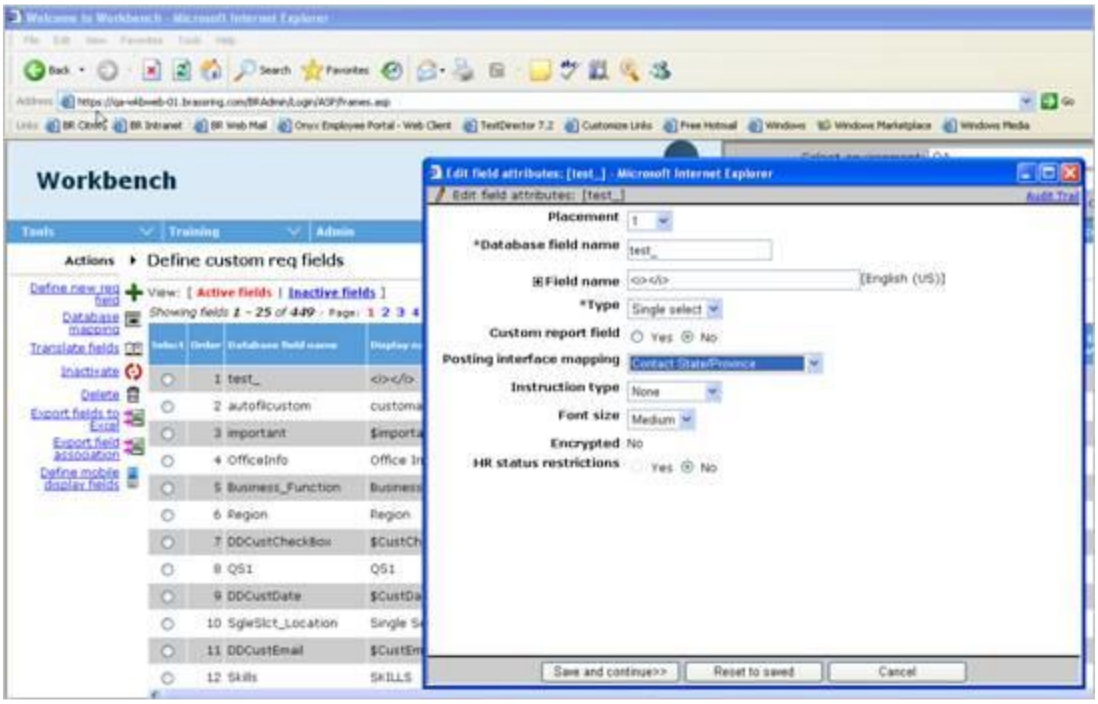
Configuration

Kenexa personnel or your Certified Workbench User maps your organization's requisition to KRB standard and custom req fields. The KRB standard and custom req fields are then mapped to TMP Pathways fields.

Workbench

1. **Kenexa personnel or Certified Workbench Users:** When adding a new req form or editing an existing req form, configure the **Posting interface mapping** settings for each field to be mapped.

Figure 77: Configure the Posting interface mapping for each field



Here is an example of a completed field mapping for a requisition. [Where does this table come from? Did Bob create it for illustrative purposes, or is it generated once all the field mappings are completed?]

Figure 78: Field Mapping Detail

Possible req fields	Map to Interface Fields	Field Options Page	Required	Corresponding TMP Field Label	Corresponding TMP Field
Job title	Job Title	Job title	YES	JOB TITLE	JOB_TITLE
Job city	Job City	City	YES	CITY	JOB_LOCATION_CITY
Job state	Job State	State/Prov	YES	STATE/PROVINCE	JOB_LOCATION_STATE
Job country	Job Country	Country	YES	COUNTRY	JOB_LOCATION_COUNTRY
Job zip code	Job Postal Zone/Zip Code	Zip/Postal code	YES	ZIP CODE	JOB_LOCATION_ZIP
Job qualifications	Job Qualifications	Qualifications	NO	JOB DESCRIPTION	TEXT
Job description	Job Description	Job description	YES		
Apply URL	TBD	Application URL	YES	CANDIDATE RESPONSE URL	JOB_APPLY_URL
Apply email	Job Reply Email	Reply e-mail	NO	EMAIL ADDRESS FOR RESUMES	EMAIL_FOR_RESUMES
Job category	Job Category	Job Category	YES	JOB CATEGORY	JOB_CATEGORY
Travel requirements	Job Travel	hidden	NO	Currently not on UI	TRAVEL
Job type	Job Type	Type	NO	Currently not on UI	JOB_STATUS
Company Name	Company Name	Name	YES	COMPANY NAME	JOB_CONTACT_COMPANY
Contact first name	Contact First Name	First name	NO	CONTACT NAME	JOB_CONTACT_NAME
Contact last name	Contact Last Name	Last name	NO		
Contact address	Contact Address 1	hidden	NO	CONTACT ADDRESS	JOB_CONTACT_ADDRESS
Contact phone	Contact Phone	Phone	NO	CONTACT PHONE	JOB_CONTACT_PHONE
Contact fax	Contact FAX	Fax	NO	CONTACT FAX	JOB_CONTACT_FAX
Contact country	Contact Country	hidden	NO	CONTACT COUNTRY	JOB_CONTACT_COUNTRY
Contact state	Contact State/Province	hidden	NO	CONTACT STATE/PROVINCE	JOB_CONTACT_STATE
Contact zip code	Contact Postal Zone/Zip Code	hidden	NO	CONTACT ZIP	JOB_CONTACT_ZIP
Contact city	Contact City	hidden	NO	CONTACT CITY	JOB_CONTACT_CITY

Does this step actually refer to how you get the fields into KRB?

Configure req fields using the standard configuration process so that the client's system can pass the Job Category to TMP:

1. Create a custom requisition field from selection (for example, TMPCAT)

2. Import the following options manually or using the spreadsheet load method.

Figure 79:

Code	Sort Order	Description (English (US))	Status	Code	Sort Order	Description (English (US))	Status
101	1	Accounting/Auditing	Active	147	47	Healthcare - Support Services	Active
102	2	Administrative and Support Services	Active	148	48	Healthcare - Therapy/Rehab Services	Active
103	3	Advertising	Active	149	49	Hospitality/Tourism	Active
104	4	Aerospace/Aviation	Active	150	50	Human Resources/Recruiting	Active
105	5	Agriculture, Forestry, & Fishing	Active	151	51	Information Technology	Active
106	6	Airlines	Active	152	52	Installation, Maintenance, and Repair	Active
107	7	Architectural Services	Active	153	53	Insurance	Active
108	8	Arts	Active	154	54	Internet/E-Commerce	Active
109	9	Automotive/Motor Vehicle/Parts	Active	155	55	Law Enforcement/Security Srvs	Active
110	10	Banking	Active	156	56	Legal	Active
111	11	Biotechnology	Active	157	57	Library	Active
112	12	Building and Grounds Maintenance	Active	159	59	Manufacturing and Production	Active
113	13	Business Opportunity/Investment Required	Active	160	60	Marketing	Active
114	14	Career Fairs	Active	161	61	Media	Active
115	15	Computer Services	Active	162	62	Military/Defense	Active
116	16	Computers, Hardware	Active	163	63	Mining	Active
117	17	Computers, Software	Active	164	64	Nonprofit	Active
118	18	Construction	Active	165	65	Operations Management	Active
119	19	Consulting Services	Active	166	66	Other	Active
120	20	Consumer Products	Active	167	67	Personal Care and Service	Active
121	21	Creative/Design	Active	168	68	Pharmaceutical	Active
122	22	Customer Service and Call Center	Active	169	69	Printing/Editing/Writing	Active
123	23	Driver	Active	170	70	Product Management/Marketing	Active
124	24	Education	Active	171	71	Project/Program Management	Active
125	25	Electronics	Active	172	72	Public Relations	Active
126	26	Employment Placement Agencies	Active	173	73	Purchasing	Active
127	27	Energy/Utilities	Active	174	74	Quality Assurance/Safety	Active
128	28	Engineering	Active	175	75	Real Estate/Mortgage	Active
129	29	Entertainment	Active	176	76	Research & Development	Active
130	30	Environmental Services	Active	177	77	Restaurant and Food Service	Active
131	31	Executive Management	Active	178	78	Retail/Wholesale	Active
132	32	Finance/Economics	Active	179	79	Sales	Active
133	33	Financial Services	Active	180	80	Sales - Account Management	Active
134	34	Government and Policy	Active	181	81	Sales - Telemarketing	Active
135	35	Healthcare - Business Office & Finance	Active	182	82	Sales - Work at Home/Commission Only	Active
136	36	Healthcare - CNAs/Aides/MAs/Home Health	Active	183	83	Science	Active
137	37	Healthcare - Laboratory/Pathology Services	Active	184	84	Sports and Recreation/Fitness	Active
138	38	Healthcare - LPNs & LVNs	Active	185	85	Supply Chain/Logistics	Active
139	39	Healthcare - Medical & Dental Practitioners	Active	186	86	Telecommunications	Active
140	40	Healthcare - Medical Records, Health IT & Informatics	Active	187	87	Textiles	Active
141	41	Healthcare - Optical	Active	188	88	Trades	Active
142	42	Healthcare - Other	Active	189	89	Training	Active
143	43	Healthcare - Pharmacy	Active	190	90	Transportation	Active
144	44	Healthcare - Radiology/Imaging	Active	191	91	Veterinary Services	Active
145	45	Healthcare - RNs & Nurse Management	Active	192	92	Warehousing	Active
146	46	Healthcare - Social Services/Mental Health	Active	193	93	Waste Management Services	Active

3. Include the defined field in the requisition template

4. Create requisition using the template

If a job category is not provided in the requisition, the client will be prompted for it during the transfer procedure to TMP. When the text provided does not match the predefine TMP categories, the client will then be required to select the appropriate job category from a list on the Pathways posting screen.

Account Setup in KRB

After purchasing either Kenexa Job Distributor or TMP Pathways suite, the client's Kenexa consultant and a designated TMP representative help them complete the onboarding process. During this process the client receives their TMP account information.

After Workbench configuration is complete, Kenexa personnel or the KRB Administrator must configure the **Posting interface defaults** in KRB with the TMP account information.

1. In KRB, select **Admin > Posting interface defaults**.

2. Click the **Edit account** icon for Kenexa Job Distributor / TMP Pathways.

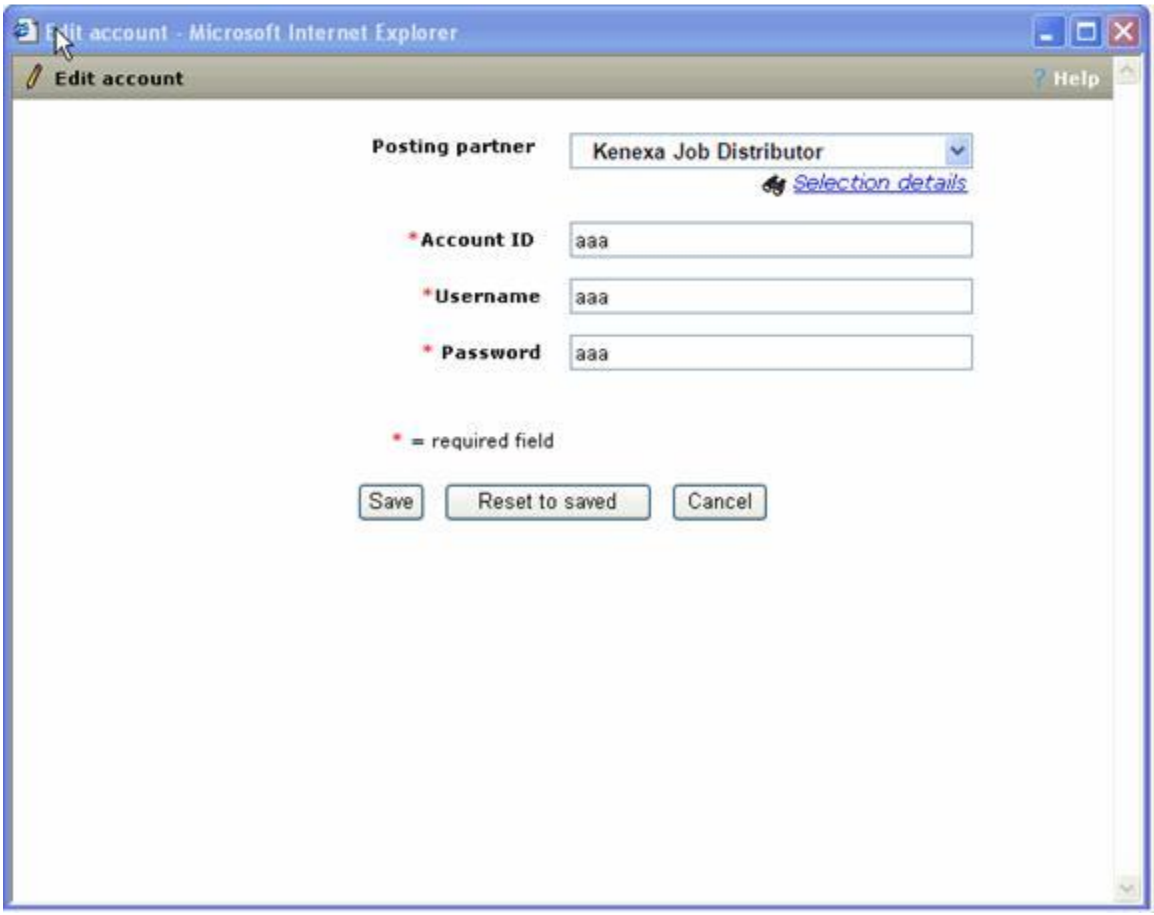
Figure 80: Posting interface defaults menu option in KRB

3. Enter your login information. The user will select the edit account icon to access the entry window. Their account information van not be entered and saved. Each time the user accesses TMP the system will pass the required login information.

4. Enter the client's TMP account information.

5. Click **Save**.

Figure 81: Edit account



Once the client's account is set up in KRB, Kenexa or the TMP performs several configuration steps within TMP pathways. See the next section, "Kenexa Job Distributor Account Set-up" on page 117.

[Will there be a section for the TMP Pathways Enterprise Edition?]

Kenexa Job Distributor Account Set-up

The following TMP Account set-up process must be completed by all Kenexa Job Distributor customers with the assistance from their Kenexa Client Services Consultant: Basic information, Group instruction, User Instruction, User List, Job Boards, Buzz, Ranking, and Tracer Tags.

Figure 82: Account Set-Up Form

tmp.worldwide advertising & communications — Universal Product Set-Up Form

This process has been set-up to ensure users are set-up correctly up front and proper permission is given across products.

You will need to:

1. Fill out all tabs of this document (Universal Product Set-Up form)

   *** Please send completed form to the Pathways Traffic team (pathwayssetup@tmp.com) in the subject line, please enter "New Set-Up Kenexa Job Distributor 'Customer Name'"**

Basic Information Tab	*Complete applicable shaded areas
Group Instruction Tab	*A minimum of one group is needed *Group structure will be used across all TMP products
User Instruction Tab	*Users can only be assigned to one level *User preferences will be used across all products.
User List Tab	*Username and passwords are required *ATS information is for JBP users only and can be completed after initial setup *All new users will need default settings for products. Please indicate user access per product *Any new users added after initial setup will be performed by the Account Team.
Job Boards Tab	*Job board information must be completed with every set up
Buzz Tab	*Must be completed when any Pathways product is purchased
Ranking Tab	*Must be completed when any Pathways product is purchased

Please see the next several screen captures for examples of each account set-up tab.

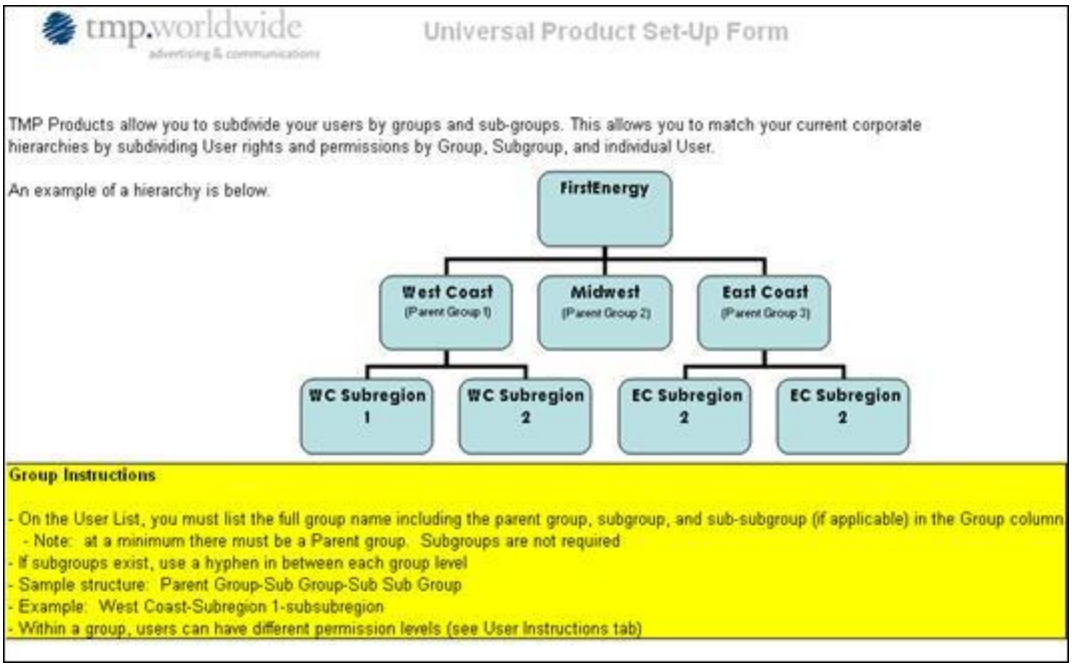
Figure 83: Basic Information

tmp.worldwide advertising & communications — Universal Product Set-Up Form

BASIC INFORMATION	
Client Name:	
Client ATS:	Kenexa
Primary Account Team Contact:	

Products Purchased (include products client is currently using):	Date purchased	License Start Date	License End Date	Number of Transactions	Notes
Kenexa Job Distributor				unlimited	

Figure 84: Group Instruction



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Universal Product Set-Up Form

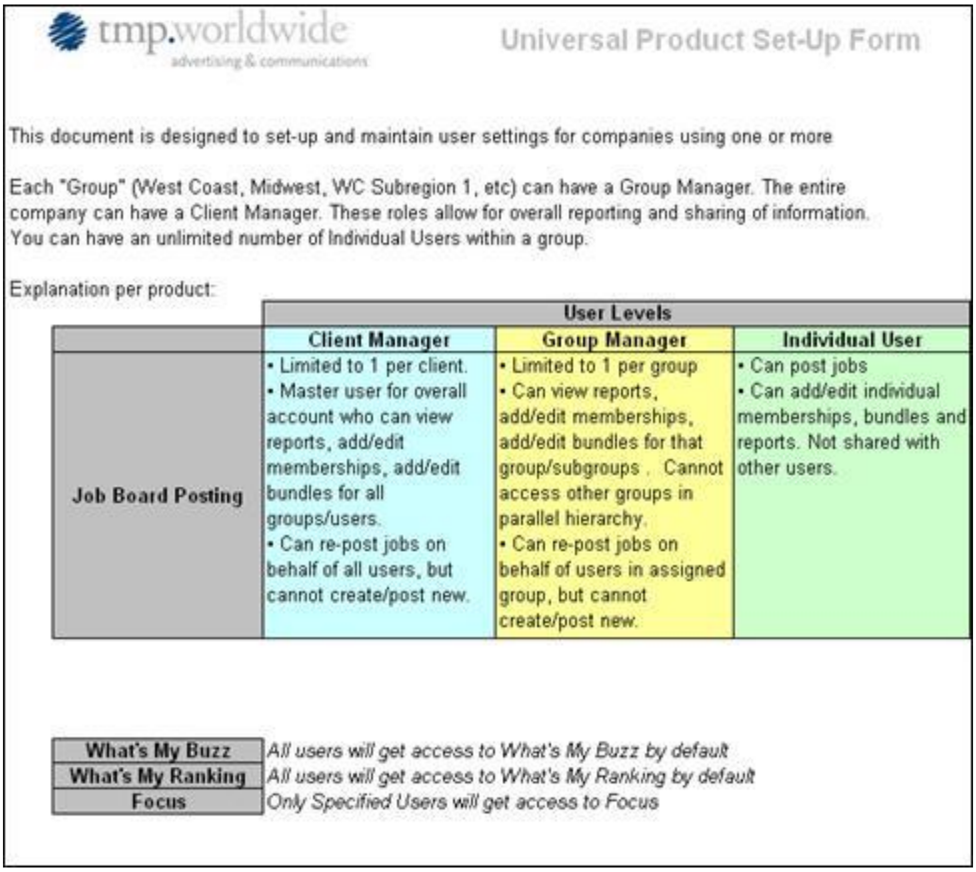
TMP Products allow you to subdivide your users by groups and sub-groups. This allows you to match your current corporate hierarchies by subdividing User rights and permissions by Group, Subgroup, and individual User.

An example of a hierarchy is below.

Group Instructions

- On the User List, you must list the full group name including the parent group, subgroup, and sub-subgroup (if applicable) in the Group column
  - Note: at a minimum there must be a Parent group. Subgroups are not required
- If subgroups exist, use a hyphen in between each group level
- Sample structure: Parent Group-Sub Group-Sub Sub Group
- Example: West Coast-Subregion 1-subsubregion
- Within a group, users can have different permission levels (see User Instructions tab)

Figure 85: User Instruction



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Universal Product Set-Up Form

This document is designed to set-up and maintain user settings for companies using one or more

Each "Group" (West Coast, Midwest, WC Subregion 1, etc) can have a Group Manager. The entire company can have a Client Manager. These roles allow for overall reporting and sharing of information. You can have an unlimited number of Individual Users within a group.

Explanation per product:

	User Levels		
	Client Manager	**Group Manager**	**Individual User**
Job Board Posting	• Limited to 1 per client. • Master user for overall account who can view reports, add/edit memberships, add/edit bundles for all groups/users. • Can re-post jobs on behalf of all users, but cannot create/post new.	• Limited to 1 per group • Can view reports, add/edit memberships, add/edit bundles for that group/subgroups . Cannot access other groups in parallel hierarchy. • Can re-post jobs on behalf of users in assigned group, but cannot create/post new.	• Can post jobs • Can add/edit individual memberships, bundles and reports. Not shared with other users.

What's My Buzz	*All users will get access to What's My Buzz by default*
What's My Ranking	*All users will get access to What's My Ranking by default*
Focus	*Only Specified Users will get access to Focus*

Figure 86: User List

Universal Product Set-Up Form

The information added will include Group, User Level, Name, UN/PW, etc.

However, all new users will need default settings for products.

Should all new users be given access to:

Job Board Posting (Y/N)	
Email Center (Y/N)	
Buzz/Ranking (Y/N)	
Focus (Y/N)	

ALL PRODUCTS							Email Center	PATHWAYS TOOLS (all products but WPService)		JOB BOARD POSTING			
Group Hierarchy	User Level	User First Name	User Last Name	User Email address	Username	Password	Email Center	Focus	Buzz/ Ranking	JBP Access	ATS Import Username*	ATS Import Password*	ATS Name
Full name of group including sub-groups (see Group Instructions tab)	CM (Client Mgr) GM (Group Mgr) IU (Individual User)	First name of user	Last name of user	Email address of user	Usually email address		Y or N (default Y)	Y or N (default N)	Y or N (default Y)	Y or N (default Y)	(JD with ATS integration only)	(JD with ATS integration only)	(JD with ATS integration only)
Example	GM	Lon	Smith	lsmith@claritycorp.com	lsmith@clarity	gm1000	N	N	Y	Y			SAP

Figure 87: Job Boards

Please enter the customer's existing Job Board contract information (up to 10) and the customer's contact at the job board

Example

Board 1	Mosnter.com
User ID	xclarityxhttp
Password	monstertest
Number of Jobs purchased	500
Number of jobs remaining in curre	450
Contract Start date	2/15/2009
Contract End date	2/14/2010

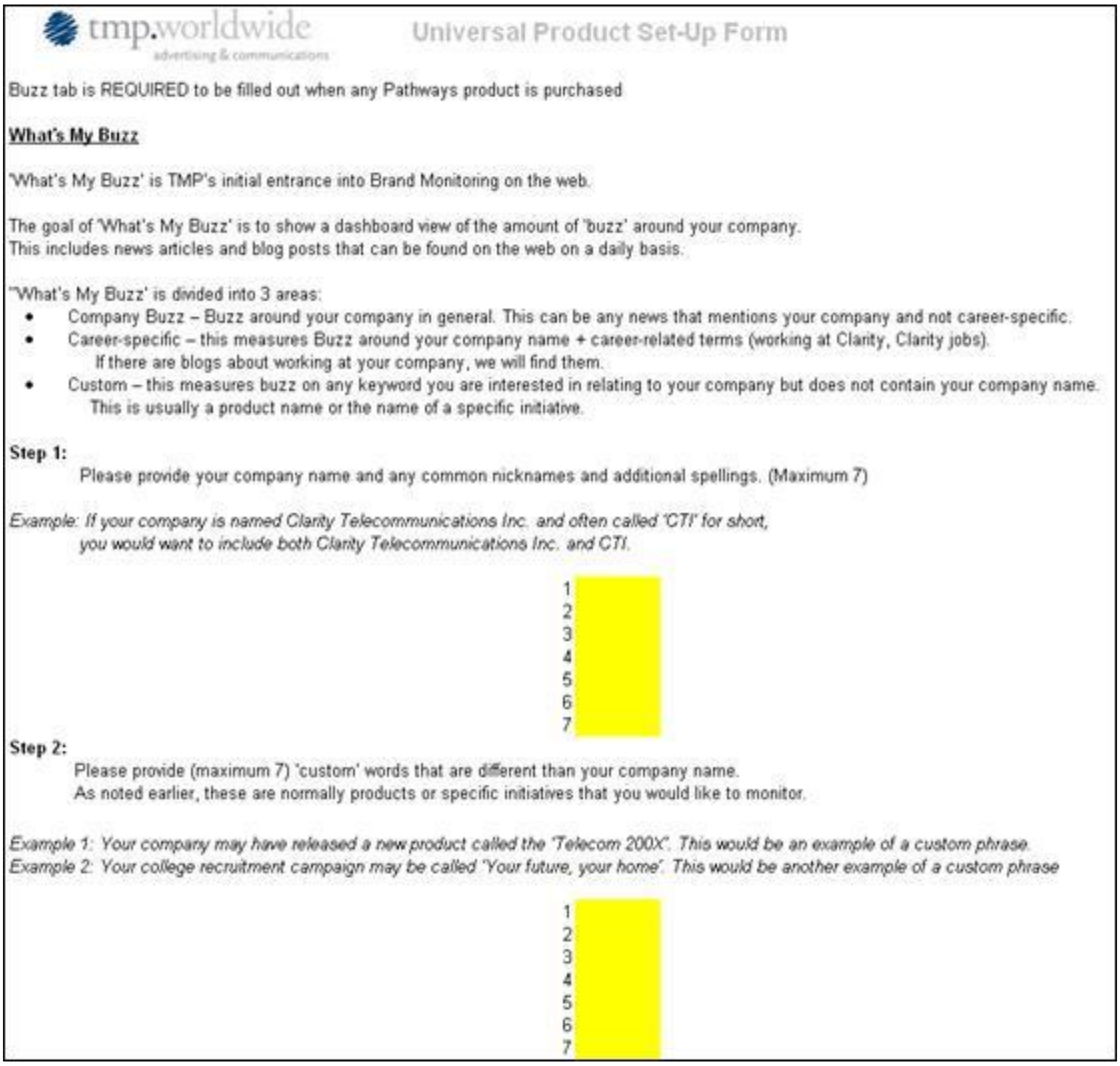
Board 2
User ID
Password
Number of Jobs purchased
Number of jobs remaining in current contract
Contract Start date
Contract End date

Board 3
User ID
Password
Number of Jobs purchased
Number of jobs remaining in current contract
Contract Start date
Contract End date

Board 4
User ID
Password
Number of Jobs purchased
Number of jobs remaining in current contract
Contract Start date 2/15/2009
Contract End date 2/14/2010

Board 5
User ID
Password
Number of Jobs purchased
Number of jobs remaining in current contract
Contract Start date
Contract End date

Figure 88: Buzz



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Universal Product Set-Up Form

Buzz tab is REQUIRED to be filled out when any Pathways product is purchased

What's My Buzz

'What's My Buzz' is TMP's initial entrance into Brand Monitoring on the web.

The goal of 'What's My Buzz' is to show a dashboard view of the amount of 'buzz' around your company.
This includes news articles and blog posts that can be found on the web on a daily basis.

"What's My Buzz' is divided into 3 areas:

- Company Buzz – Buzz around your company in general. This can be any news that mentions your company and not career-specific.
- Career-specific – this measures Buzz around your company name + career-related terms (working at Clarity, Clarity jobs).
  If there are blogs about working at your company, we will find them.
- Custom – this measures buzz on any keyword you are interested in relating to your company but does not contain your company name.
  This is usually a product name or the name of a specific initiative.

Step 1:

Please provide your company name and any common nicknames and additional spellings. (Maximum 7)

Example: If your company is named Clarity Telecommunications Inc. and often called 'CTI' for short, you would want to include both Clarity Telecommunications Inc. and CTI.

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7

Step 2:

Please provide (maximum 7) 'custom' words that are different than your company name.
As noted earlier, these are normally products or specific initiatives that you would like to monitor.

Example 1: Your company may have released a new product called the 'Telecom 200X'. This would be an example of a custom phrase.
Example 2: Your college recruitment campaign may be called 'Your future, your home'. This would be another example of a custom phrase

1
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Figure 89: Ranking

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Universal Product Set-Up Form

Ranking tab is REQUIRED to be filled out

What's My Ranking

'What's My Ranking' is a powerful tool that provides reports on average organic (natural; non-paid) rankings for specific keywords on the major search engines.

Step 1: Please provide the main domain of the company website.

Example: If your company name was Clarity, and your career site was within your company website, your domain would likely be www.clarity.com

Step 2: Please provide any other domains that you would find it acceptable for rankings to appear. This includes domains for a SEOSite.

Example 1: You may have purchased domains that you use for recruitment purposes (www.jobsatclarity.com, www.clarity-careers.com, etc.)
Example 2: Your client may have purchases a SEOSite (jobs.clarity.com, www.jobs-clarity.com, etc.)
Example 3: You may be the umbrella company for several companies. You would like all of their domains to be included.

Step 3 Please provide the twenty (20) keywords/key phrases you would like to track.
Note: The TMP SEO team will review prior to entry into the Pathways system.

1		11	
2		12	
3		13	
4		14	
5		15	
6		16	
7		17	
8		18	
9		19	
10		20	

TIPS:

Choose a mixture of branded keywords, keywords you expect to rank for, and keywords you would like to rank for.

Examples:

Branded Keywords: Clarity jobs, Clarity careers, Clarity sales jobs
Expect To Rank For: Telecommunications Sales Jobs Calgary, New York Telecommunications Jobs
Would Like To Rank For: Telecommunications Jobs, Careers in technology

Be realistic. Note that SEO is a very competitive space where everything from content to age of your site (number of years it's been around) to competitive landscape matter. Job boards spend hundreds of thousands of dollars optimizing for every career keyword under the sun. Our job is to target your most desired and realistic keywords, and improve your ranking over time using various techniques. The 'What's My Ranking' tool does not improve rankings itself – it merely tracks progress of your SEO programs.

Adding Tracer Tags to HTML Pages

A *Tracer Tag* is an invisible 1px gif embedded in apply pages and other destination pages at implementation time. Tracer tags provide the capability to do metrics reporting for clients.

Metrics reporting includes impressions, views, click data, post-impression data, and so forth, which can then be used to develop trends and analysis that enable clients to gauge job board effectiveness, cost per lead, cost per applicant and cost per conversion. ROI tracking is also available.

Who is configuring the tracer tags and where are they doing it?

Here is an example of the mark-up for a tracer tag:

<img src =“https://s0.hrtrak.com/ix.e?bb&t=9999” width=1 height=1 border=0>

Tracer Tag Placement

- The Tracer Tag must be placed within the body of the page.
- The Tracer Tag cannot be placed in the head of the page, or outside of the <HTML> tags.

- The Tracer Tag cannot be placed inside a table.

- You can add more than one tracer tag to an HTML page.

Testing Tracer Tag Implementation

To test the implementation of the tracer tag:

1. Visit the site page where the Tracer Tag should be implemented.

2. View the source code of the page. For example, in Internet Explorer, use the **View** tab and select **Source** from the menu, or right-click and select **View Source**. These instructions need fixing.

    a) In the source page, use the **Search** tab and click **Find** in the menu.

    b) In the find box, type in “hrtrak” and click the **Find Next** button until you see the Tracer code.

    c) Confirm that the Tracer id is the same as the id intended for that page. The Tracer id is highlighted in blue and looks similar to the following example:

<img src=“http://s0b.hrtrak.com/ix.e?bb&t=9999” width=1 height=1 border=0>

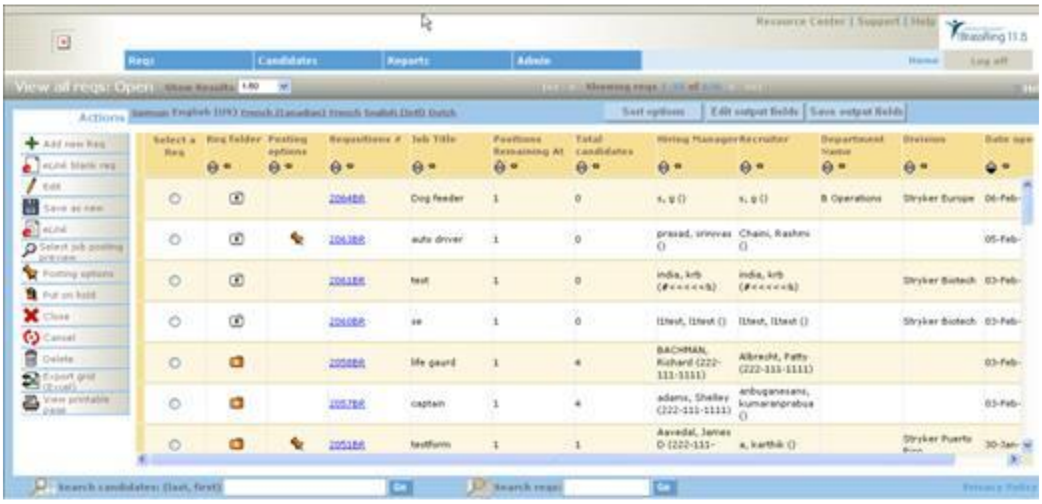
    d) Confirm that the code is inside the <body></body> tags and not within the <head></head> or table <table></table> tags.

User Experience

This section describes the user experience for posting a req when using this feature.

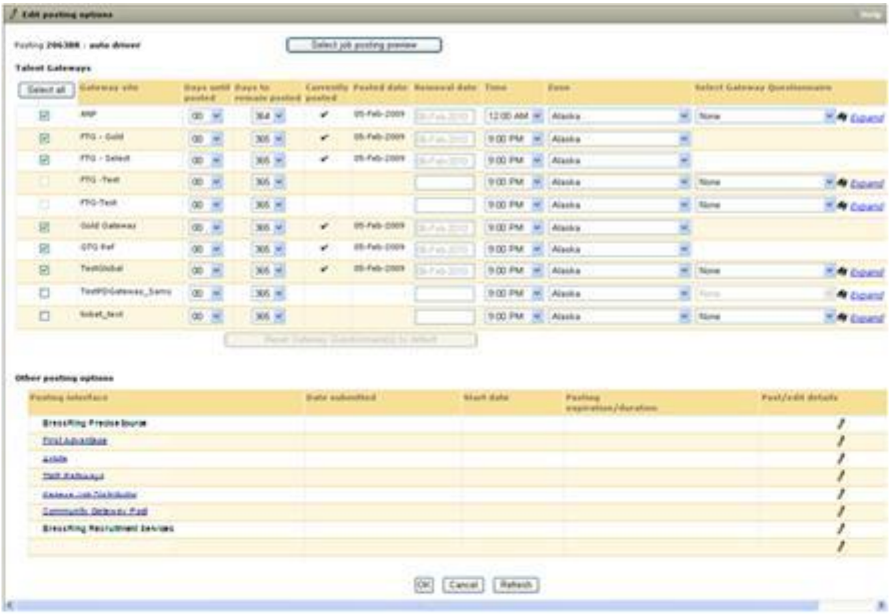
1. Navigate to the listing page for open reqs.

Figure 90: Open reqs page



2. Find the req to be posted and click **Posting options**.

Figure 91: Edit posting options page



3. Select the posting option (your selection depends on your individual user account): Kenexa Job Distributor, TMP Pathways, or the other posting options.

4. The req displays in the **Launch to posting partner** window. It is populated with the req information. (This is current functionality.)

5. You can edit the fields as needed and submit the req.

6. The TMP Pathways site displays.

Figure 92: Posting through TMP pathways

7. Select your posting sites.

Figure 93: TMP Pathways Posting Site Selection

<u>Note:</u> If your organization purchased Kenexa Job Distributor, you will see a posting page similar to the one above with this logo:

Figure 94: New Kenexa Job Distributor Logo

Recruiter Experience - 3 Ways to Access Req Approval eLinks

KRB users using the req approvals process on mobile devices have three ways to access the eLinked req from their mobile device. (Please see the "Details, Limitations, and Known Issues" section on page 81 for information about configuring the environment for mobile devices.)

As a user of "Mobile Device Approvals," you receive an automatically-generated e-mail through your mobile device asking you to view the details of a req and approve it.

If the new client setting described below is enabled, two links are displayed in the e-mail:

- the standard link View Requisition Details

- the http address link; for example: https://trmx-staging.brassring.com/MobileApproval.UserInterface/ReqApproval.aspx?g=B0EA3C3211B94102A700AB276AFBE6E5&c=nEErLCr$rvJo8/VAc3OuNQ=

In addition, the e-mail includes a message telling you to copy and paste the http address link into the browser address bar if clicking at least one of the links directly within the e-mail does not work.

How It Worked Before

On the mobile device (such as a Blackberry) the eLink to the req (View Requisition Details) was not always active and clickable by users. There was no other way to access the req from the mobile device in order to view and approve.

Benefits

You have three ways to reach the eLinked content from your mobile device; at least one of them should work!

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 2 on January 29, 2009.

How Do I Get this Feature?

To use this new capability for Mobile Device Approvals, your Kenexa Consultant must enable the new client setting in Workbench.

Details, Limitations, and Known Issues

Because our clients' environments are so variable, Kenexa is unable to test all configurations for all mobile devices. Clients using Blackberry® Enterprise Server (BES) for their e-mail client must update their BES environment to Version 4.1, Service Pack 6 or later. This version and service pack supports HTML and rich-content e-mail messages for BlackBerry devices. This feature is turned on by default. Blackberry devices must be running the Blackberry® Device Software version 4.5 or later.

Clients using Lotus Notes as their e-mail client must have IBM® Lotus® Domino® version 7.0.2 or later to support rich-content email messages on the BlackBerry Enterprise Server.

Visible Changes

There are no visible changes in Mobile Devices without configuration.

You can see the changes associated with this enhancement in the following locations:

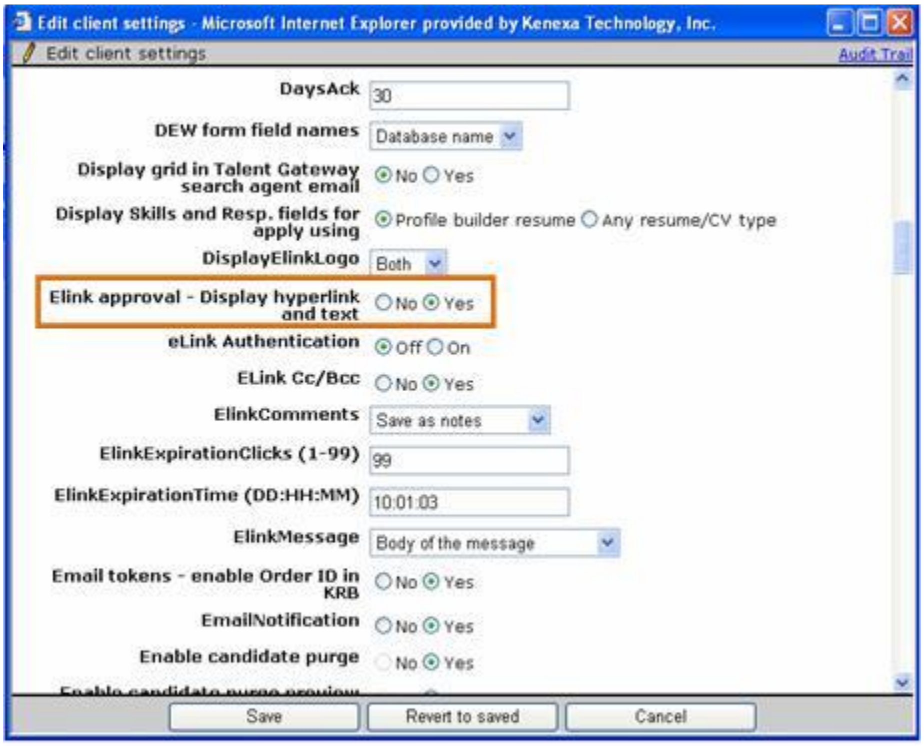
- Workbench (Internal): On the Edit client settings page, there is a new client setting eLink approval - Display hyperlink and text.

- Within the KRB req approval process on mobile devices: Once the client setting is turned on, the e-mail content generated for req approvals on mobile devices contains additional ways to access the eLinked req. Please see the description on page 43.

Configuration

Kenexa Consultants: In Workbench, set the new client setting eLink approval - Display hyperlink and text to Yes. When this setting is enabled, mobile device users will be able to see both the standard View Requisition Details link, the hyperlinked http address for the req, and the instruction to copy and paste the http address URL into the browser in the automatically-generated email requesting approval for the req.

Figure 59: "eLink approval - Display hyperlink and text" client setting in Workbench



User Experience

For KRB users who use the mobile device approval capability, the automatically-generated e-mail message inviting you to review and approve a req has the format shown in Figure 60 below.

Figure 60: Approval message for mobile devices

1

3

2

Copy the entire http address, including the = sign at the end, into the browser's address bar.

On your mobile device, the e-mail message provides three methods for accessing the eLinked requisition:

1. The standard link: View Requisition Details.

2. The actual http address link. Here is an example:

https://trmx-staging.brassring.com/MobileApproval.UserInterface/ReqApproval.aspx?g=B0EA3C3211B94102A700AB276AFBE6E5&c=nEErLCr$rvJo8/VAc3OuNQ=

3. If clicking the first or second link does not work, copy the HTTP address link (as in 2 above) and paste it into the browser's address bar, as shown in Figure 61 below. Important: Copy the entire HTTP address, including any characters as the end such as the = sign.

Figure 61: http address copied into browser's address bar

Recruiter Experience - Automatically Set to HR Status to First Step in Workflow

Your organization can elect to have a candidate's HR status automatically set to a pre-defined HR status (from the "start" statuses defined in your tracking logic) when the candidate applies to a job and is filed to a req folder through insta-filing.

This capability is configured at the level of the req form (also called the "req template"). By default, when a candidate is insta-filed to a req folder, the candidate's HR status does not change. When this new setting is configured for the req form, candidates who are insta-filed to reqs using that form are automatically set to the specified HR status.

Your organization can select different insta-file HR statuses for different req forms. For example, you might want candidates filed to reqs using one type of form to move to an HR status called "Assessment," but want candidates filed to reqs using another type of req form to move to an HR status called "Initial Screening."

You can also change the insta-filed HR status for a req form at a later time.

How It Worked Before

Previously, your only choice was the default behavior: As soon as the candidate applies, the status is set to 0-filed.

Business Need

If your organization does not use the 0-filed status, and/or wants candidates to be insta-filed automatically to one or several designated "start" HR statuses, you might be interested in this feature.

Benefits

The feature reduces the manual processing of candidates and speeds up the response time to candidates.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 2, on January 29, 2009.

How Do I Get this Feature?

Your Kenexa consultant must configure the new setting for req form(s) in Workbench when configuring new req forms. Your Certified Workbench User can edit this setting in existing req forms.

Best Practices

If you use more than one req form, determine for each req form whether you want to enable this feature and which is the appropriate "start" HR status after insta-filing to req folders.

Details, Limitations, and Known Issues

Caution: Modifying your organization's Insta-file behavior can affect custom reports if your organization currently reports on 0-Filed date and decides to stop using 0-Filed. The CSC should check with Professional Services for impact on custom reports before the setting is turned on.

When configuring this new setting, you can select only from among your organization's designated "start" HR statuses (and not from designated intermediate or final statuses, set up for tracking logic).

If you change the insta-file HR status for an existing req form, it affects only those candidates who are filed to reqs using that form after you make the change. Candidates who have already been filed to a req using a req form with the previous HR status are not affected.

This feature works with both open and closed tracking logic.

There is no change to the system-generated insta-file e-mail sent to candidates overnight.

This feature does not affect the existing req form setting Auto-send email to candidates in req folder by HR status; this setting works as it did in past releases.

If Kenexa personnel or a Certified Workbench User tries to inactivate an HR status that is being used as the insta-file HR status on a req form, the following error message is displayed:

"This HR Status cannot be inactivated since it has been configured for Automatic filing on at least one Req Form. Inactivate button on the inactivate HR status form will be deactivated."

This feature works for candidate submissions through Talent Gateways and Agency Managers, and for candidates coming in through Candidate Import.

Interaction with Automation Manager trigger: If your organization uses Automation Manager and enables the HR Status Update – notify candidate trigger, a notification is sent to the candidate based on the HR "start" status selected in this feature.

This feature does not affect Req import or Autofiling.

Visible Changes

There are no visible changes in KRB without configuration.

Workbench [Internal Use Only]

Kenexa personnel see the new setting on the Add New Req Form and Edit req form pages.

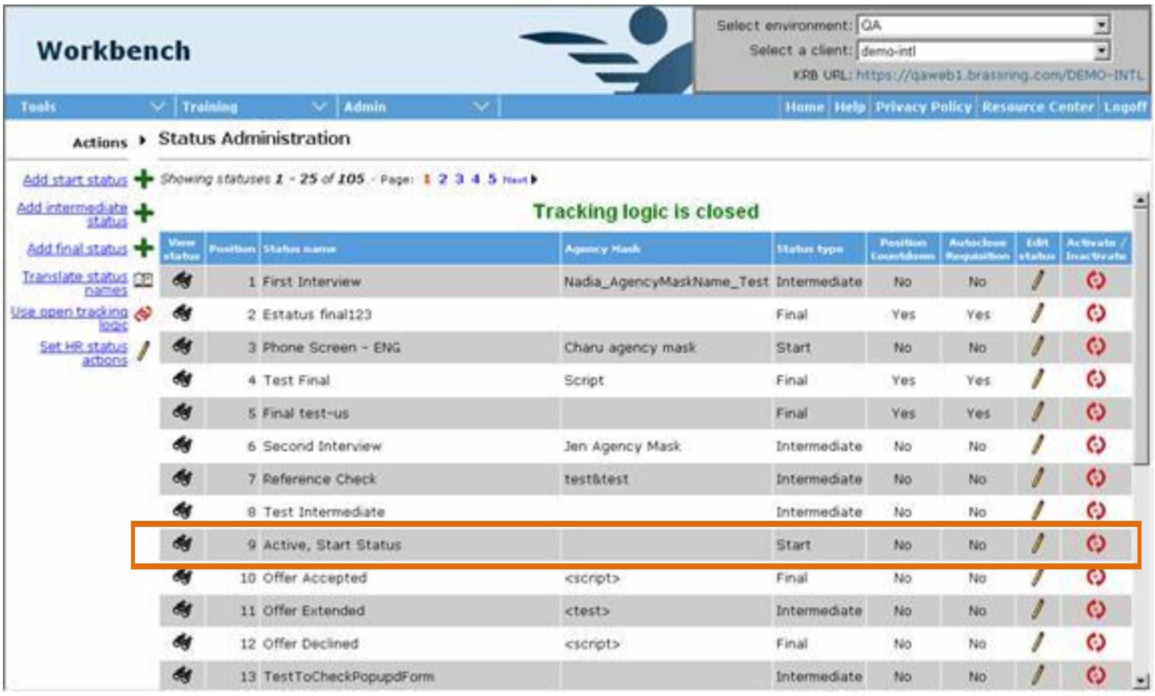
If Kenexa personnel or Certified Workbench Users try to inactivate an HR status which was selected as the insta-file HR status for a req form, the following error message displays:

“This HR Status cannot be inactivated since it has been configured for Automatic filing on at least one Req Form”

To view this message:

1. In Workbench, select Tools > Tracking logic > HR status.

Figure 30: Status Administration – Inactivating HR statuses enabled on req forms



2. Find the designated insta-file HR status you want to inactivate (for example, Active, Start Status).

3. Click the icon in the Activate/Inactivate column.

4. Workbench displays the error message as shown in **Error! Reference source not found.** below:

Figure 31: Inactivate HR status error message

5. Click Cancel to close the window.

Workbench (Self-Service)

Certified Workbench Users see the new setting on the Edit req form page.

Certified Workbench Users see the error message if they try to inactivate an HR status that is tied to a req form on the Tools > Tracking logic > HR status page.

Configuration

The goal is to configure the insta-file HR status for each req form in your organization (new and existing).

1. Kenexa personnel: Ensure that your organization has configured HR "start" statuses for tracking logic (WB > Tracking logic > HR status > Add start status). Note: This feature works with both open and closed tracking logic.

2. Kenexa personnel: For each Talent Gateway, set the Filing option setting to Insta-file. (WB > Talent Gateway > Admin > Add/Edit a gateway).

3. Kenexa personnel: Configure the insta-file HR status for each req form:

a) In Workbench, select Tools > Forms > Reqs > Req forms.

a) When adding a new req form, click Add new req form in the Actions menu. Note: If you partially finish configuring a req form and save it as a draft, it does not affect how this feature works. Once the req form is in use, the feature works as expected.

When editing an existing req form, find the req form you want to edit and click the Edit icon in the grid.

b) Select the desired insta-file HR status from the list for Automatically file candidate to Req folder by HR Status through insta-file in the Add New Req Form/Edit req form page, as shown in **Error! Reference source not found.**:

User Experience

Kenexa Recruiter BrassRing

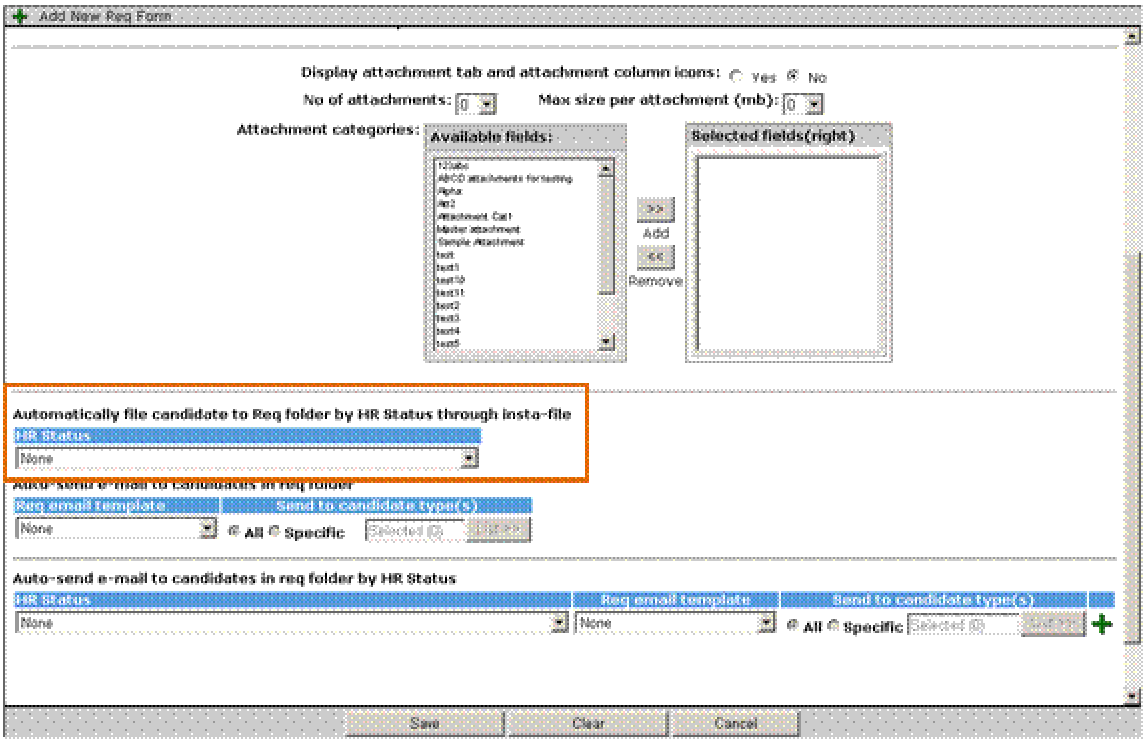
There are no visible changes without configuration.

Once this feature is configured, the process for adding or editing a req in KRB is not changed. However, insta-filed candidate submissions are set immediately to the “start” HR status configured in Workbench for the requisition’s underlying req form.

Talent Gateways and Agency Managers

When this feature is enabled, candidate submissions are filed instantly to req folders and the candidate’s HR status is set automatically to the designated insta-filing HR start status.

Figure 32: Add New Req Form



Recruiter Experience - Candidate Action View Notes Privilege

Non-system users who receive eLinks have the Quickstart user type. With this enhancement, when non-system users receive an eLink, the system checks the “Notes” user privileges of the Quickstart user type and either displays or hides notes depending on the settings for those privileges.

How It Worked Before

Prior to this change, the recruiter would send a non-system user an eLink with notes attached but was unaware that user could view the notes. The system was checking the sender’s privilege but not the recipient’s privilege.

Benefits

This enhancement ensures that non-system users see or do not see notes, as indicated by their user type privileges.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 3 on February 19, 2009.

How Do I Get this Feature?

This enhancement is available automatically in KRB for users working in this scenario with the appropriate user type privileges.

Visible Changes

When a recruiter sends an eLink (with notes attached) to a non-system user, the recipient user’s privileges are checked before the eLink is sent. The eLink recipient users’ ability to view notes attached to eLinks is now based on their user type privileges, as shown in Figure 53.

Figure 53: Notes user type privileges

Recruiter Experience - Candidate Forms Language Display

Forms and "outputable" form fields that have been selected as output fields on Candidate, Req, Req folder, Working folder, and Inbox grids display in the language in which they were created (the user's language).

The language of the data in these form fields is the same as the user language in the relevant listing grid if the forms have been translated previously into the user's language; otherwise, the forms and form fields are in your organization's Base language.

How It Worked Before

The KRB user who was logged in as a Spanish user working for an organization whose Base Language was also Spanish, expected to see candidate form fields in Spanish when selecting form fields as output fields for candidate grids (since the candidate form had been created in Spanish, completed in Spanish, and submitted through a Spanish Talent Gateway). However, the form fields were in English when the KRB user tried to select them as output fields for candidate grids.

Benefits

KRB users see and use candidate forms and form fields in the language in which they were intended to be seen and used.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 3 on February 19, 2009.

How Do I Get this Feature?

This feature is available without configuration.

Details, Limitations, and Known Issues

If the candidate form was not translated, it displays in the client's Base Language.

Visible Changes

If your organization permits candidates to submit candidate forms in languages other than English, you can see visible changes as a result of this update in the following locations in Kenexa Recruiter BrassRing:

- On candidate grids: When candidate forms have been added to the Talent Record, KRB users can select individual form fields as output fields on candidate grids.

♦ On views which include the reqs grid: When candidates have submitted an application to a job through a Talent Gateway, and the submission includes completed form fields (which have the attribute of being outputable), KRB users viewing the req for this submission can select form fields derived from that submitted candidate form for the req grid (as long as the form field is “outputable”).

♦ On the req folder output grid: When KRB users import (both by standard import and via XML) a candidate form to a candidate in KRB, and navigate to the req folder in which the candidate form now resides, KRB users can select form fields from this form for their req folder output grid (as long as the form field is “outputable”).

♦ On the Working folders/Inbox output grid: When KRB users have moved or copied a candidate to Working folders or the Inbox, KRB users can select form fields derived from the submitted candidate form for the Working folders or Inbox grid (as long as the form field is “outputable”).

Recruiter Experience - Candidate Stacking Logic Enhancement

IMPORTANT: This feature will not be enabled or announced externally in the R12 time frame due to some limitations.

Clients will be able to configure stacking logic to include a client-defined field and customize the field's label. When enabled, a new standard field appears on the Talent Gateway "Contact Information" page and on the KRB Talent Record's Overview tab.

Three new stacking logic schemas include this client-defined field.

Details

The feature was designed so that clients could capture information such as Employee ID. The Candidate stacking field can be used in the following places:

- Autofill field type (as a source for Candidate form Autofill field)
- Gateway Questionnaires (as a Contact information field widget)
- Candidate import
- Talent Profile import

If the client setting is enabled, the field displays on the KRB Talent Record on the Overview tab.

The feature will be available for Basic and Full Talent Gateways.

Clients can give the field a custom label. Each Talent Gateway must have the same label.

Clients can elect to display the field and make it required *per* Talent Gateway.

If the field is populated already in KRB, it is not overwritten by a blank if a specific Talent Gateway is set up to not display the field or to not make the field required.

Data validation (6 numeric characters) is enforced in KRB and on Talent Gateway(s) that display the field or make it required.

Kenexa personnel can customize the data validation error message.

Proposed Phase II

The *proposed* Phase II for this project is "Configurable Data Validation on Candidate stacking field." The proposal is to extend the functionality as follows:

- Encrypt data field in database

- Hide field by language and/or user type in KRB Talent Record

- Candidate Search and/or Candidate Display Grid (Output fields)

- Data Insight Tool, DEW, or Standard Reports

- Provide capability to customize the labels of other standard profile fields (This is a frequently requested capability.)

- Communications Module tokens Include field in Candidate Export

- Agency Manager

- KRB companion products (CSR, Community Gateways, etc.)

Benefits

This feature will give clients more flexibility to configure unique identifiers for stacking logic schemas used on Talent Gateways. Through the client-defined field, clients can gather additional data along with standard profile field data.

Cost

There will be no additional cost for this feature when it is made available to clients.

Date Available

This feature is first available internally in R11.5, Build 4 on March 12, 2009.

How Do I Get this Feature?

If you have a client that could benefit from Phase II of this project, please contact Janet Kubicki in Product Management. It is not client-facing yet.

Details, Limitations, and Known Issues

Due to the following limitations and known issues, this feature is not being released to the client base at this time

- Data validation is 6 characters (all numeric, leading zeros permitted)

- Data are not encrypted

- Cannot be hidden or non-editable by user type or language

- Not available for Candidate search and/or candidate display grid (Output fields) (i.e. not included in Verity)

- Not available for Agency Manager

- Not available for KRB companion products (CSR, Community Gateways, etc.)

- Not available for Letter template tokens

– Workaround: Candidate stacking field value can be auto-filled onto a Candidate form to be used for letters.

- Not available for Data Insight Tool, DEW, or Standard reports

– Workaround: Candidate stacking field value can be auto-filled onto a candidate form to be used for reporting.

Best Practices

Kenexa recommends that you do not use this capability for Social Security Numbers (or any other National Identifier) because:

- The field is NOT encrypted.

- You cannot hide this field or make it non-editable by user type or language.

Visible Changes

Workbench [Internal Use Only]:

- There is a new client setting, Enable Candidate stacking field.

- There is a new menu under Tools > Settings called Fields.

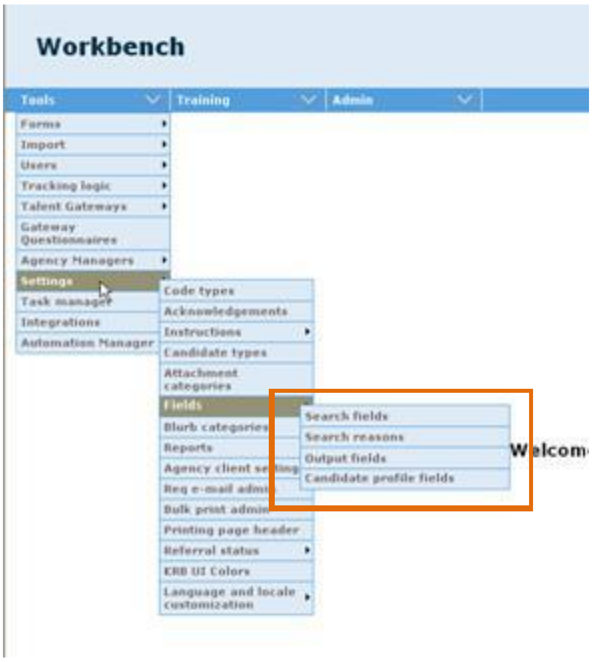
– Several existing sub-menu items have been relocated to the Fields menu: Search fields, Search reasons, and Output fields.

– There is a new item under the Fields menu: Candidate profile fields.

Workbench/Workbench Self-Service: There is a new configurable error message.

KRB: There are no visible changes without configuration.

Figure 62: New “Fields” sub-menu



Configuration

Workbench

Kenexa personnel: Set the new client setting Enable Candidate stacking field to Yes. Once this setting is enabled, Workbench users can see the

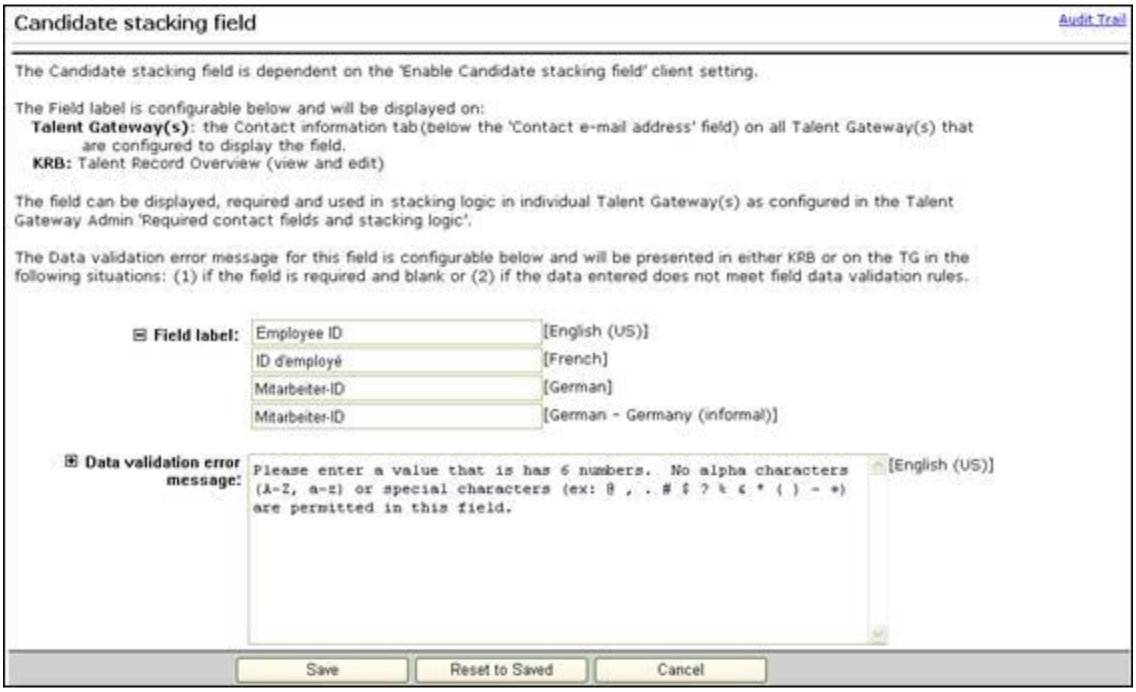
Tools > Fields > Candidate profile fields > Edit Candidate stacking field.

Kenexa personnel: Configure the custom label. The custom label displays in KRB Overview and in any Talent Gateway that has configured the field to be displayed.

Kenexa personnel: Configure the data validation error message.

Figure 63: Candidate profile fields

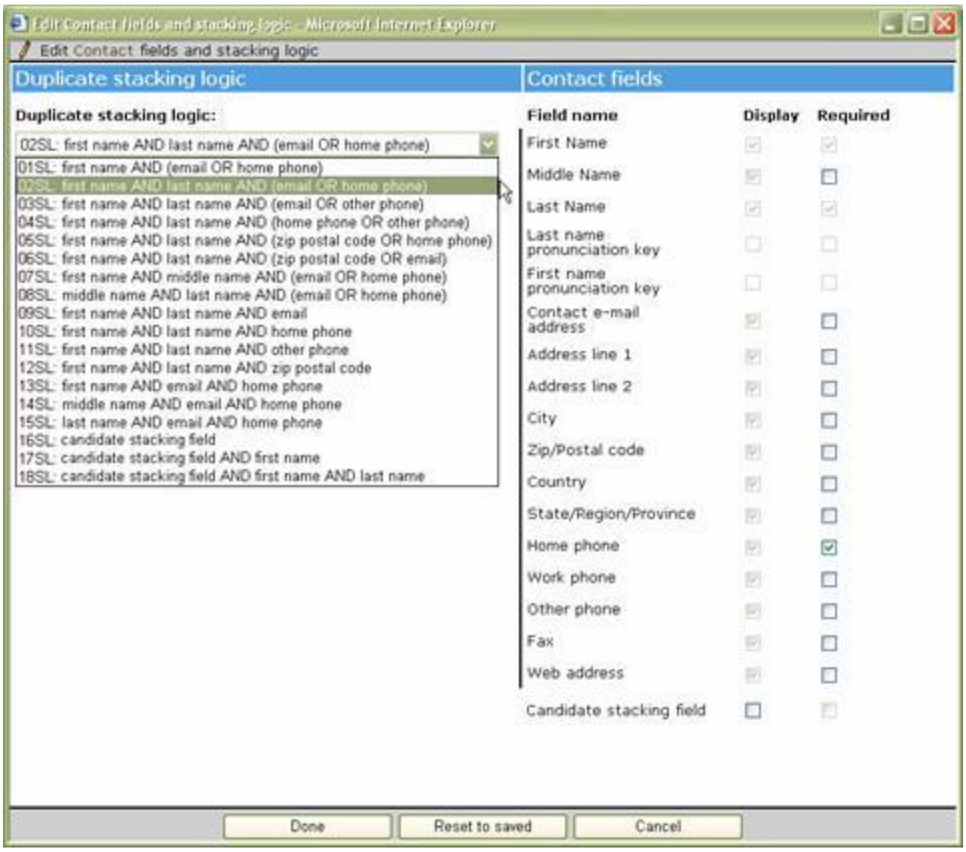
Figure 64: Candidate Stacking Fields



Talent Gateways

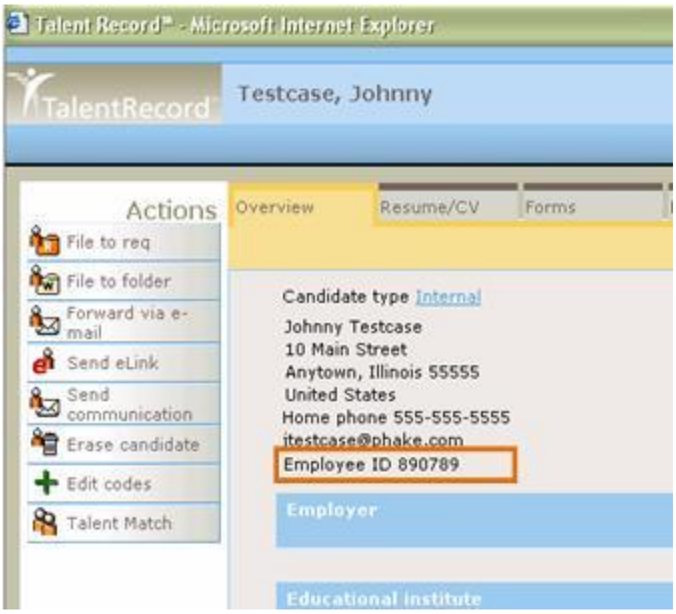
Figure 65: Talent Gateway Details

Figure 66: Edit contact fields and stacking logic



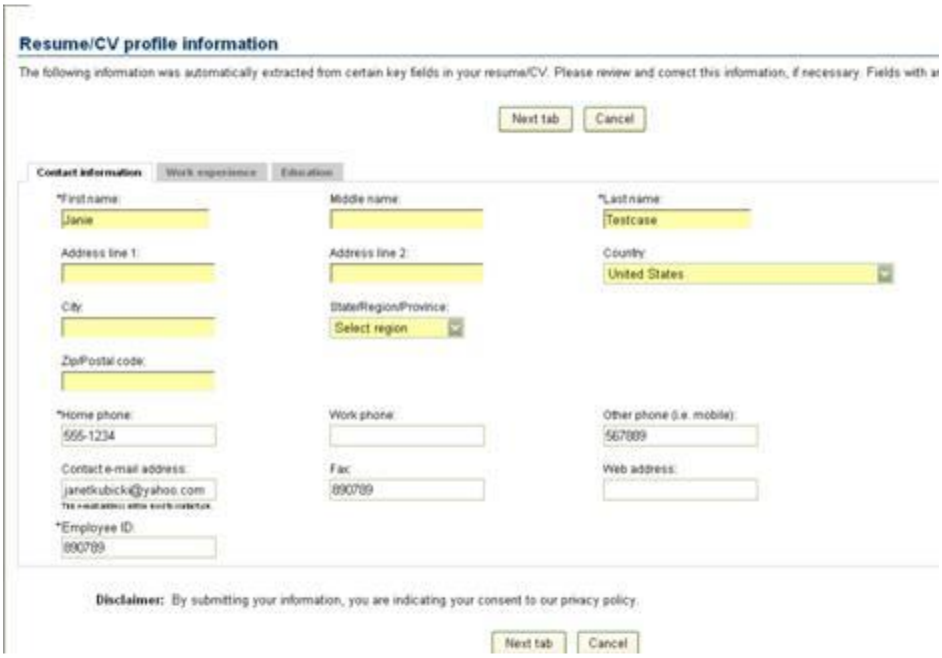
User Experience

Figure 67: Talent Record



Candidate experience on the Talent Gateway:

Figure 68: Resume/CV profile information page


Resume/CV profile information

The following information was automatically extracted from certain key fields in your resume/CV. Please review and correct this information, if necessary. Fields with a

Next tab | Cancel

Contact information | Work experience | Education

*First name: Janie
Middle name:
*Last name: Testcase
Address line 1:
Address line 2:
Country: United States
City:
State/Region/Province: Select region
Zip/Postal code:
*Home phone: 555-1234
Work phone:
Other phone (i.e. mobile): 567889
Contact e-mail address: janetkubicki@yahoo.com
Fax: 890789
Web address:
*Employee ID: 890789

Disclaimer: By submitting your information, you are indicating your consent to our privacy policy.

Next tab | Cancel

Recruiter Experience - Deleting Approved and Declined Candidate Forms

This enhancement affects the standard KRB form approval process that your organization can enable for individual forms.

On KRB pages where you can see a list of candidate forms for a candidate (such as the **Forms** tab on the Talent Record and the **Multiple forms list** page accessed from candidate grids), KRB users with appropriate user type privileges for that form can now delete candidate forms in the **Approved** or **Declined** status. Users cannot delete candidate forms that are in the **Pending** status (awaiting approval).

How It Worked Before

The original business rule in force for the standard candidate forms approval process did not let users delete approved candidate forms. KRB users with extensive privileges (such as Superuser privileges) may have expected to be able to delete approved candidate forms, but they could not. (The delete icon did not display in the list of candidate forms on the **Forms** tab of the Talent Record, nor on the **Multiple forms list** page for a specific candidate accessed from candidate listing grids, so it was impossible to delete the form.)

Benefits

KRB users with the appropriate privileges can delete approved and declined candidate forms when they are no longer needed.

Cost

There is no additional cost for this feature.

Date Available

This enhancement is available in R11.5, Build 3 on the February 19, 2009.

How Do I Get this Feature?

This feature is available without configuration to KRB users with the appropriate privileges.

Details, Limitations, and Known Issues

Here is some additional background information to explain the changes introduced with this enhancement.

Your organization can control access to candidate forms when adding forms or editing form attributes in Workbench. In addition, business rules governing form behavior can affect KRB users' access to and actions on candidate forms.

Depending on your user type, you may be able to search, output, add, view, modify, and delete forms associated with your candidates and, in some cases, other users' candidates.

The actions controlled by user type are:

- Search [forms]
- Output [forms]
- Add / View / Modify My [forms]
- View all [forms]
- Modify all [forms]
- Delete all [forms]

Some fields on your forms may be encrypted, which means that the information provided in those form fields is secure. Users with access to *view* or *update* a form with encrypted fields can view the decrypted value for the field.

In addition to controlling access to and actions on candidate forms through user type privileges, organizations can enable an approvals process for individual forms. The approvals processes include additional business rules which govern the behavior of candidate forms.

Specifically, when adding candidate forms in Workbench, your organization specifies whether the form should be subject to an approvals process. (The default setting is **No**, meaning "no approvals process" for the form.)

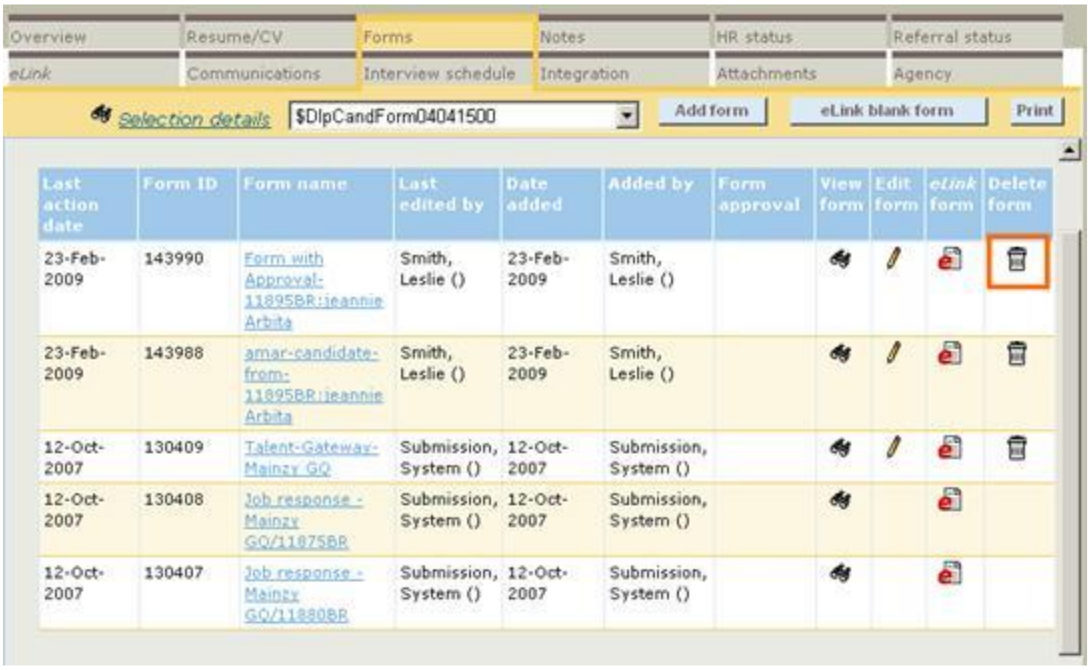
If an approvals process *is* selected for the form, it can be the standard or rules-based approval process. The standard approvals process follows many default business rules enforced by KRB. (The rules for the rules-based approvals process are configurable. Once configured, they are enforced by KRB.) This update is a result of a change in one of the business rules governing the standard approvals process.

Visible Changes

For candidate forms that are in the status of **Approved** or **Declined**, KRB users can now see the active **Delete** icon in **Delete forms** column of the candidate forms grid. The candidate forms grid is displayed in the following locations:

- On the **Forms** tab of the Talent Record [Question: I suspect that I should see something in the Form Approval column indicating the form was approved or declined, but I couldn't find an example where there was something in that column. If anyone knows what should be in that column, please contact me: Leslie.Smith@kenexa.com]

Figure 39: Delete icon on the Talent Record Forms tab



- On the **Multiple forms list** page for a candidate. To access this page, navigate to any candidate grid (by searching for candidates, or from within req or working folders, for example) and click the **Forms** column to view the **Multiple forms list** page.

Figure 40: Delete icon displays for form on the Multiple forms list page

The **Delete form** column displays the delete icon in the list of candidate forms under the following conditions:

1. The KRB user viewing this page has privileges to delete this candidate forms (configured when adding or editing the form in Workbench). (**Note:** If the user does not have the necessary privileges, he or she cannot delete forms even if the forms meet the next condition.) AND

2. The form is in either the **Approved** or **Declined** status, and is not in the **Pending** status.

Recruiter Experience - Employee Referral Action Date Email Trigger

If an employee referral candidate is hired, the action date reflects the correct hiring date when there is an earlier hiring date in addition to the current hiring date.

How It Worked Before

In a scenario such as the following, the “Hired” date referenced in an e-mail notification was wrong.

Assume that an employee referred a candidate and that candidate is hired, works at the company for two years, and leaves the company.

At some time later, another employee refers the same candidate. The candidate is hired again.

A notification e-mail with the original “Hired” status date is sent to the referring employee instead of the most recent “Hired” status date.

Benefits

The “Hired” action date is reflected accurately for referred employees.

Cost

There is no additional cost for this feature.

How Do I Get this Feature

This feature is available automatically to KRB users.

Visible Changes

With this change, the notification e-mail sent to the referring employee reflects the correct Hired status date.

The system recognizes this employee referral submission as a new submission. It checks the submission date for the candidate. Finally, it checks if the employee referral status was set to Hire after the most recent submission date before sending the notification e-mail.

Recruiter Experience - Enhanced Grid Export to Excel

KRB users can export candidate and req grids to a Microsoft Excel spreadsheet (2003 and 2007 versions). This feature works similarly to the ability to print req and candidate grids, available in R11.5.

The capability meets Cybertrust security requirements and works for all supported browsers for KRB recruiters:

- IE 6.0- Candidate Search Results page export
- IE 7.0- Candidate Search Results page export
- Firefox - Candidate Search Results page export

The content exported to the Excel spreadsheet depends on the size of the results set:

- If the results set is 50 rows or fewer, the entire results set is exported to the Excel spreadsheet.
- If the results set is greater than 50 rows, the entire results set for the current page (rows 1 through 50) is exported to the Excel spreadsheet. You have to export each page in a separate action.
- The content of the Excel spreadsheet is identical to the content displayed in the Grid except that icons are removed and plain text is substituted for links in the spreadsheet. (This means that on smaller screens, you might have to scroll to see the entire results set contained within the browser window, but the entire results set within that frame is exported, nonetheless.)

How It Worked Before

Candidate Grids

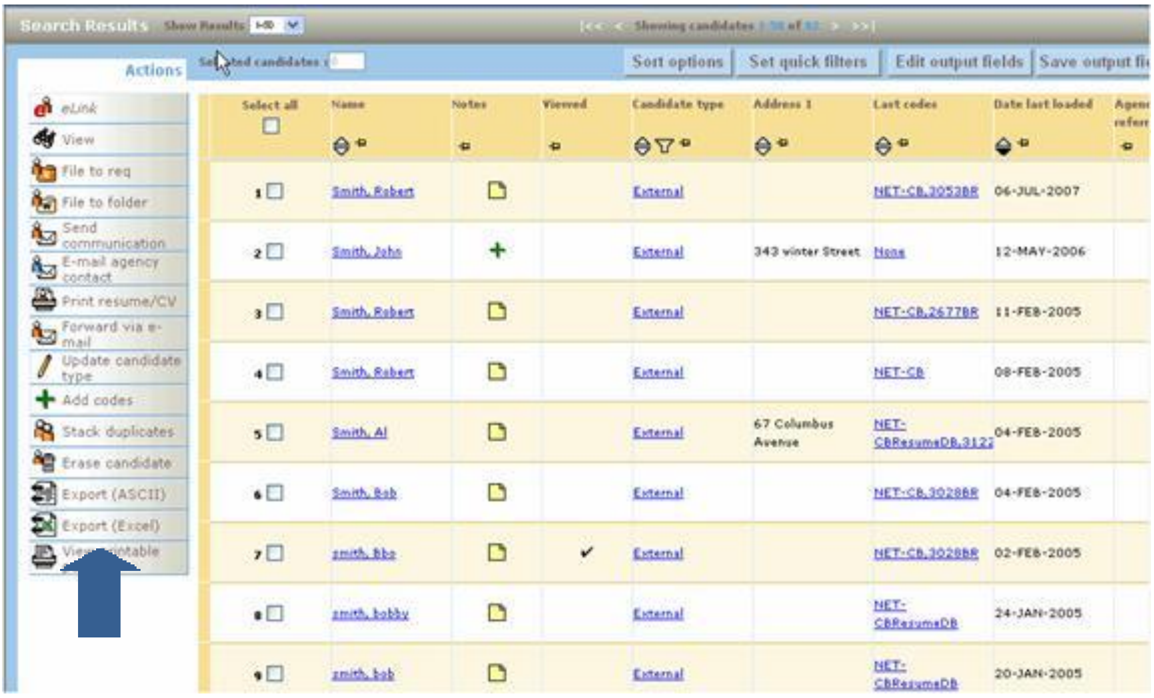
As of R10, users could export individual candidates to Excel, but not the entire candidate grid.

Before this update, the Actions menu on candidate listing pages included the option Export (Excel). KRB users were required to select one or more candidates in the candidate listing grid for export.

The exported data did not match the data displayed in the candidate grid: Exported results defaulted to a different column order than that displayed on the grid. In addition, users were required to select one or more candidates to trigger the export, but the exported results did not actually reflect the selected candidate(s).

This example shows the candidate listing grid produced by a candidate search.

Figure 41: Export (Excel) option the Actions menu on Candidate listing pages



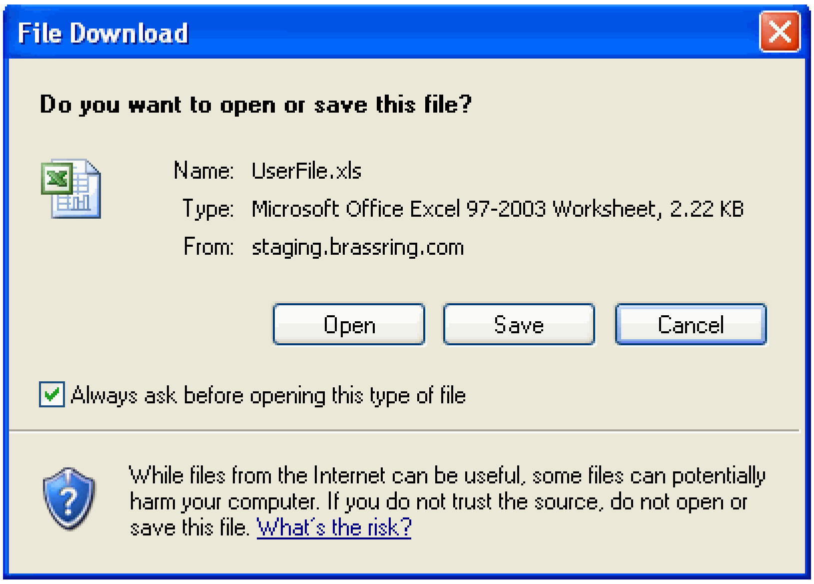
Prior to this enhancement, to export portions of the candidate grid, KRB users had to select at least one candidate's checkbox in the Select all column. If no check box was selected, the following error message appeared:

Figure 42: "Please select … candidate" message

After selecting candidate(s), the KRB user could open or save the downloaded file, as shown in Figure 43.

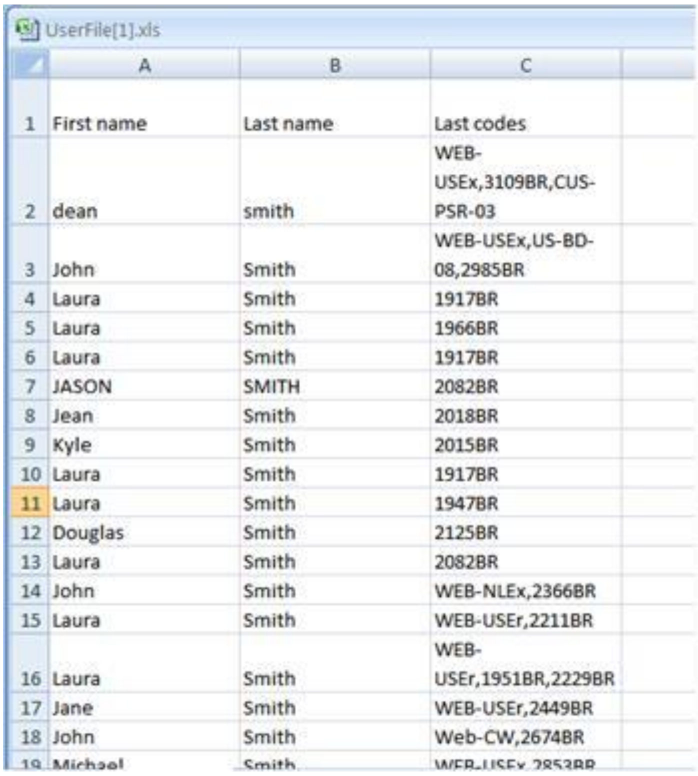
Figure 43: File Download dialog window in previous releases

The name of the Excel file created as a result of the download has been changed. It has a time and date stamp as well.



Regardless of the candidate(s) selected in the page displaying the grid, the Excel spreadsheet created by the export did not display the selected candidates only, and it did not reflect the contents and arrangement of the original candidate grid.

Figure 44: Export results prior to this enhancement


UserFile[1].xls

	A	B	C
1	First name	Last name	Last codes
2	dean	smith	WEB-USEx,3109BR,CUS-PSR-03
3	John	Smith	WEB-USEx,US-BD-08,2985BR
4	Laura	Smith	1917BR
5	Laura	Smith	1966BR
6	Laura	Smith	1917BR
7	JASON	SMITH	2082BR
8	Jean	Smith	2018BR
9	Kyle	Smith	2015BR
10	Laura	Smith	1917BR
11	Laura	Smith	1947BR
12	Douglas	Smith	2125BR
13	Laura	Smith	2082BR
14	John	Smith	WEB-NLEx,2366BR
15	Laura	Smith	WEB-USEr,2211BR
16	Laura	Smith	WEB-USEr,1951BR,2229BR
17	Jane	Smith	WEB-USEr,2449BR
18	John	Smith	Web-CW,2674BR
19	Michael	Smith	WEB-USEx,2853BR

Req Grids

Prior to this enhancement, you could not export req grid data to Excel – there was no Export (Excel) option in the Actions menu on req grid pages.

Benefits

KRB users can easily export a results set, as displayed in candidate and req grids, to an Excel spreadsheet.

Cost

There is no additional cost for this enhancement.

Date Available

This enhancement is available in R11.5, Build 1 on the January 8, 2009.

How Do I Get this Feature?

This enhancement is available without configuration.

Visible Changes

This feature introduces visible changes to candidate and req listing pages in Kenexa Recruiter BrassRing.

Changes to Candidate Listing Pages

The Export Grid (Excel) option has replaced the Export (Excel) option in the Actions menu on the following candidate pages:

- My Candidates
- Candidates >
  - My candidates > Find
  - My candidates > All
  - My candidates > 0-Filed
  - My candidates > First Interview > My candidates: 0-Filed page
  - Search
  - Saved searches
  - Candidates in queue

– My folders > Working

– My folders > My open reqs

– View my reqs: Open

– My folders > Inbox

– My folders > Inactive

– Candidate quick search (at the bottom of Candidate listing pages).

Changes to Req Listing Pages

The Export Grid (Excel) option has been added to the Actions menu on the following Req listing pages:

- Reqs > View all reqs >

– All stages

– Pending

– Approved

– Open

– Closed

– On hold

– Canceled

– Deleted

– Declined

- Reqs > View my reqs >

– All stages

– Pending

– Approved

– Open

– Closed

– On hold

– Canceled

– Deleted

– Declined

- Reqs > View my drafts > My req drafts page
- Reqs > Add my req > Set my req defaults > My req defaults page
- Reqs > Search reqs
- Req quick search (at the bottom of Req listing pages)
- Filter folder
- Req folder contents
- Working folder contents

Field Type Validation

The generated Excel spreadsheet contains the contents of the filtered grid for all field types on Candidate listing pages and for Req standard fields (text, numeric, date, email, URL, and icon).

Hypertext links and URLs are changed to text in the Excel spreadsheet.

Icon columns do not contain any data.

Form Field Type Validation

The generated Excel spreadsheet reflects the correct form field type (data type) as listed in the candidate listing grid and for custom and standard fields in req listing grids for the following field types: Text, Single-select, Radio button, E-mail address, Numeric, SSN, and Date.

Number of Candidate or Req Rows Exported

When you click Export grid (Excel), the entire results set contained in the browser window's frame is exported to the Excel spreadsheet (even if you have to scroll to see it).

Change to Naming Convention for Excel File

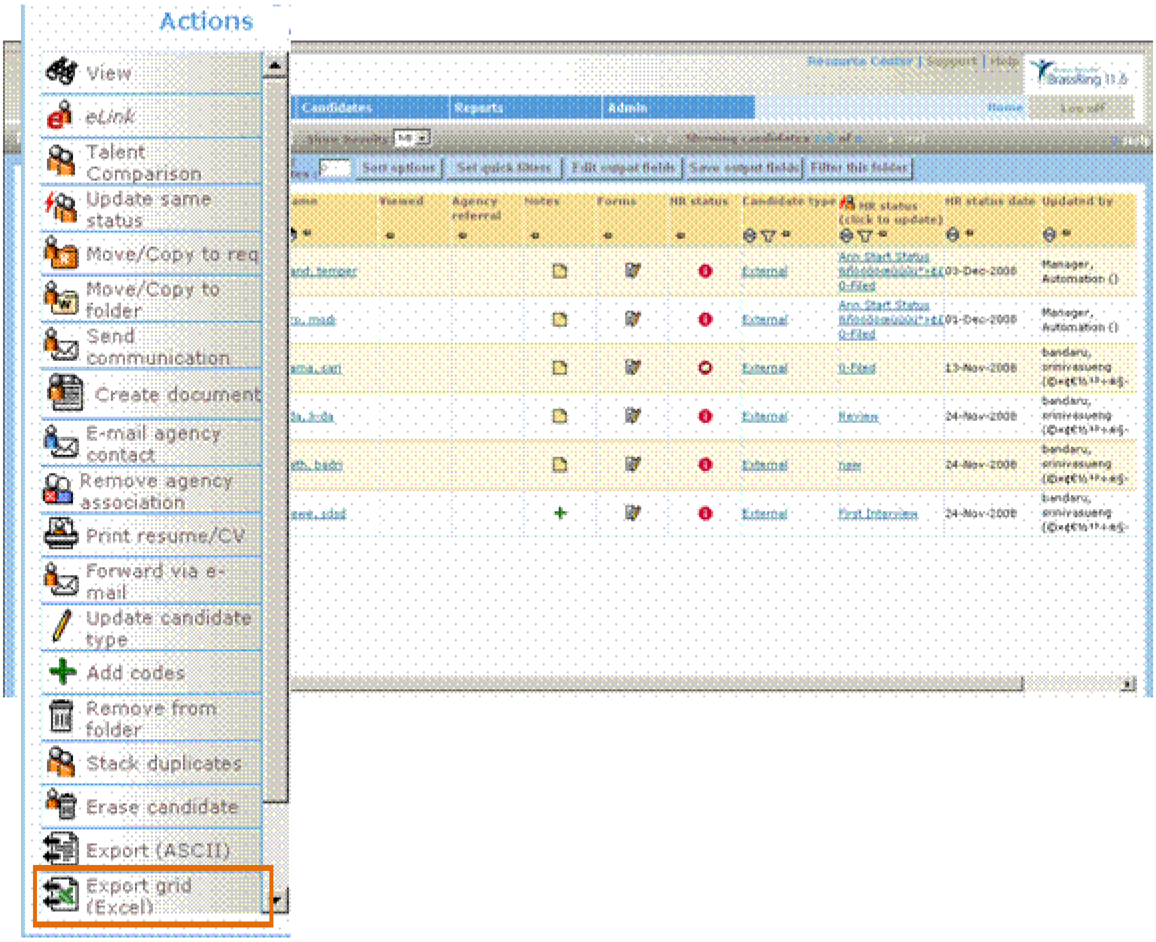
The naming convention for the Excel spreadsheet which is created as a result of the export operation has changed from `Userfile.xls` to a new name which includes the current date and time using the following naming convention: `YYMMDD-HH-MM-SS.xls`.

User Experience

Candidate Grids

In the Actions menu, on all pages with candidate grids, the Export (Excel) option has been changed to Export grid (Excel).

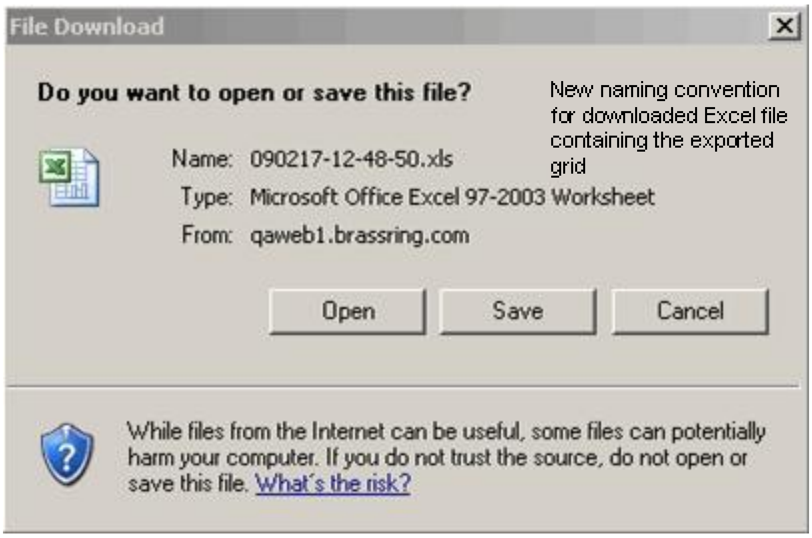
Figure 45: Export (Excel) option renamed to Export Grid (Excel) in the Actions menu



When you click Export grid (Excel) option, you are no longer required to select a candidate. The File Download window appears.

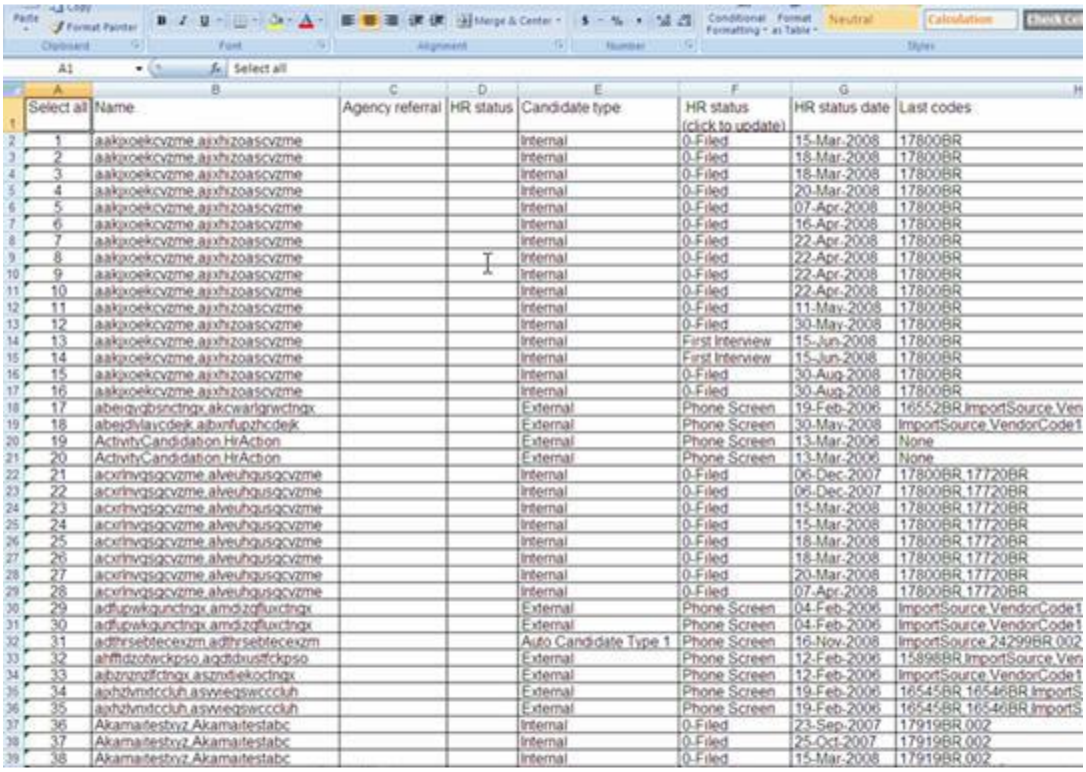
The naming convention for the Excel file created as a result of this export has changed. You can choose to open or save the Excel file.

Figure 46: New naming convention for Excel spreadsheet containing exported grid



If you open the file, the data are displayed in the spreadsheet as shown in Figure 47 below. All icons and links are removed from the columns that contain those icons/links. Only columns containing text data are displayed in the Excel spreadsheet. Alternatively, you can save the file to the desired location in the usual manner.

Figure 47: Exported candidate grid results in Excel

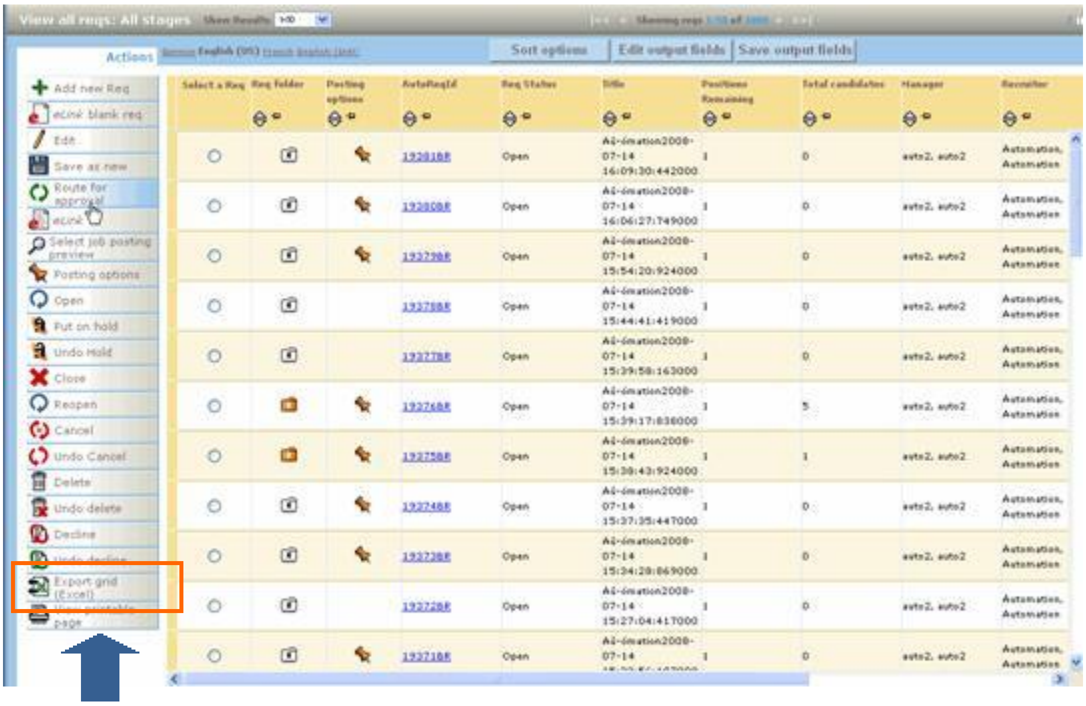


Select all	Name	Agency referral	HR status	Candidate type	HR status (click to update)	HR status date	Last codes
1	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	15-Mar-2008	17800BR
2	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	18-Mar-2008	17800BR
3	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	18-Mar-2008	17800BR
4	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	20-Mar-2008	17800BR
5	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	07-Apr-2008	17800BR
6	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	16-Apr-2008	17800BR
7	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	22-Apr-2008	17800BR
8	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	22-Apr-2008	17800BR
9	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	22-Apr-2008	17800BR
10	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	22-Apr-2008	17800BR
11	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	11-May-2008	17800BR
12	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	30-May-2008	17800BR
13	aakpoekcvzme.ajxhizoascvzme			Internal	First Interview	15-Jun-2008	17800BR
14	aakpoekcvzme.ajxhizoascvzme			Internal	First Interview	15-Jun-2008	17800BR
15	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	30-Aug-2008	17800BR
16	aakpoekcvzme.ajxhizoascvzme			Internal	0-Filed	30-Aug-2008	17800BR
17	abeigygbsnctngx.akcwarlgrwctngx			External	Phone Screen	19-Feb-2006	16552BR,ImportSource.Ven
18	abejdlyavcdejk.ajbxnfupzhcdejk			External	Phone Screen	30-May-2008	ImportSource.VendorCode1
19	ActivityCandidation.HrAction			External	Phone Screen	13-Mar-2006	None
20	ActivityCandidation.HrAction			External	Phone Screen	13-Mar-2006	None
21	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	06-Dec-2007	17800BR,17720BR
22	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	06-Dec-2007	17800BR,17720BR
23	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	15-Mar-2008	17800BR,17720BR
24	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	15-Mar-2008	17800BR,17720BR
25	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	18-Mar-2008	17800BR,17720BR
26	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	18-Mar-2008	17800BR,17720BR
27	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	20-Mar-2008	17800BR,17720BR
28	acxrlnvgsgcvzme.alveuhqusgcvzme			Internal	0-Filed	07-Apr-2008	17800BR,17720BR
29	adfupwkgunctngx.amdizqfuxctngx			External	Phone Screen	04-Feb-2006	ImportSource.VendorCode1
30	adfupwkgunctngx.amdizqfuxctngx			External	Phone Screen	04-Feb-2006	ImportSource.VendorCode1
31	adthrsebtecexzm.adthrsebtecexzm			Auto Candidate Type 1	Phone Screen	16-Nov-2008	ImportSource,24299BR,002
32	ahffidzotwckpso.agdtdxustfckpso			External	Phone Screen	12-Feb-2006	15898BR,ImportSource.Ven
33	ajbznznzfctngx.asznxtiekoctngx			External	Phone Screen	12-Feb-2006	ImportSource.VendorCode1
34	ajxhztvmxtccluh.aswegswccccluh			External	Phone Screen	19-Feb-2006	16545BR,16546BR,ImportS
35	ajxhztvmxtccluh.aswegswccccluh			External	Phone Screen	19-Feb-2006	16545BR,16546BR,ImportS
36	Akamaitestxyz.Akamaitestabc			Internal	0-Filed	23-Sep-2007	17919BR,002
37	Akamaitestxyz.Akamaitestabc			Internal	0-Filed	25-Oct-2007	17919BR,002
38	Akamaitestxyz.Akamaitestabc			Internal	0-Filed	15-Mar-2008	17919BR,002

Req Grids

As a result of this enhancement, you can choose Export grid (Excel) as an option in the Actions menu on req grid pages, as shown in Figure 48.

Figure 48: Export grid (Excel) option in the Actions menu of View all reqs page

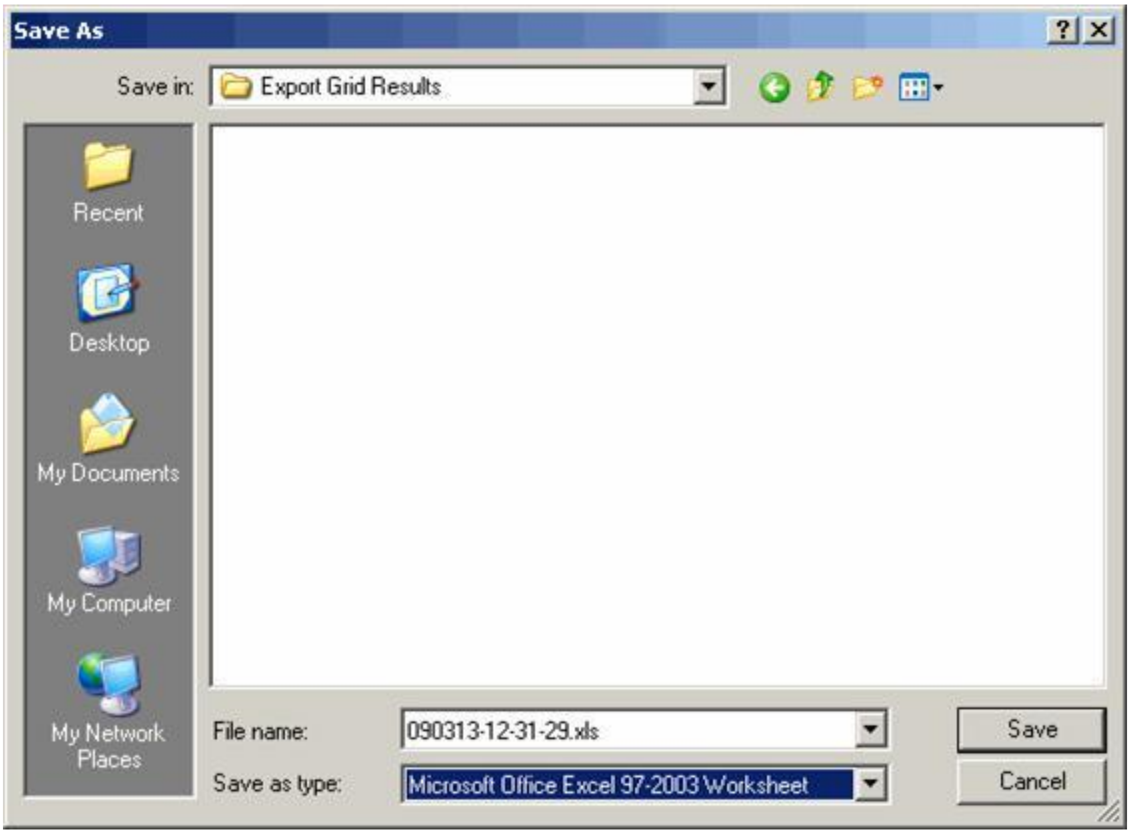


When you click Export grid (Excel) option, the File Download window appears. (Note that the naming convention for the Excel file created as a result of this export has changed.) You can choose to open or save the Excel file.

Figure 49: New naming convention for Excel spreadsheet containing exported grid

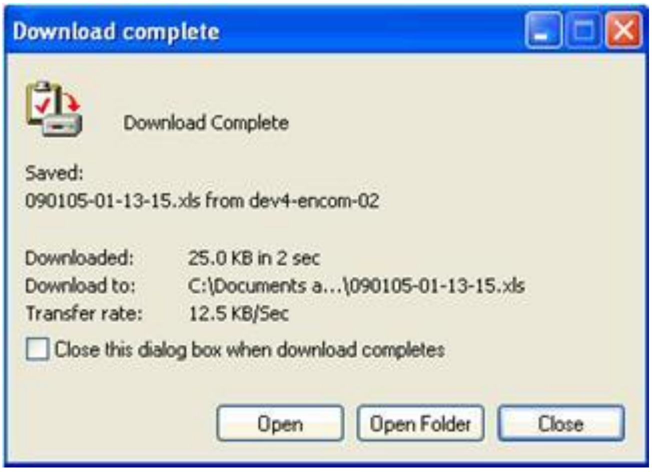
If you choose to save the file, a typical Save As dialog box displays as shown in Figure 50. Specify a name and location for the file. The new default name is `YYMMDD-HH-MM-SS.xls` (instantiated with today's date) unless you change it when saving the file.

Figure 50: Saving the exported data in an Excel spreadsheet



After you save the Excel file, the Download Complete window displays. Take the desired action by clicking Open, Open Folder, or Close.

Figure 51: Download Complete window



Opening the File: If you open the file (without saving or after saving it), the data are displayed in the spreadsheet as shown in Figure 52 below. All icons and links are removed. The Excel spreadsheet displays only those columns containing text data.

Figure 52: Exported req grid results in Excel

Select a Req

	Select a Req	Req folder	Posting options	AutoReqId	Req Status	Title	Positions Remaining	Total candidates	Manager
2				24686BR	Approved	Aû-ómation2008-12-15 11:05:11.722000	1	0	auto2, auto
3				24685BR	Approved	Aû-ómation2008-12-15 11:04:46.072000	1	0	auto2, auto
4				24684BR	Approved	Aû-ómation2008-12-15 10:54:53.687000	1	0	auto2, auto
5				24683BR	Approved	Aû-ómation2008-12-15 10:54:42.803000	1	0	auto2, auto
6				24682BR	Open	Aû-ómation2008-12-14 23:55:26.823000	1	0	auto2, auto
7				24681BR	Approved	Aû-ómation2008-12-14 23:45:44.741000	1	0	auto2, auto
8				24680BR	Open	Aû-ómation2008-12-14 23:20:19.606000	1	1	auto2, auto
9				24679BR	Closed	Aû-ómation2008-12-14 22:40:31.065000	0	1	auto2, auto
10				24678BR	Declined	8Aû-ómation2008-12-14 21:49:00.542000	1	0	auto2, auto
11				24677BR	Canceled	7Aû-ómation2008-12-14 21:49:00.542000	1	0	auto2, auto
12				24676BR	Hold	6Aû-ómation2008-12-14 21:49:00.542000	1	0	auto2, auto
13				24675BR	Deleted	5Aû-ómation2008-12-14 21:49:00.526000	1	0	auto2, auto
14				24674BR	Closed	4Aû-ómation2008-12-14 21:49:00.526000	1	0	auto2, auto
15				24673BR	Approved	3Aû-ómation2008-12-14 21:49:00.526000	1	0	auto2, auto
16				24672BR	Pending	2Aû-ómation2008-12-14 21:49:00.510000	1	0	auto2, auto
17				24671BR	Open	1Aû-ómation2008-12-14 21:49:00.510000	1	0	auto2, auto
18				24670BR	Open	8Aû-ómation2008-12-14 21:01:27.651000	1	0	auto2, auto
19				24669BR	Open	7Aû-ómation2008-12-14 21:01:27.651000	1	0	auto2, auto
20				24668BR	Open	6Aû-ómation2008-12-14 21:01:27.636000	1	0	auto2, auto
21				24667BR	Open	5Aû-ómation2008-12-14 21:01:27.636000	1	0	auto2, auto
22				24666BR	Open	4Aû-ómation2008-12-14 21:01:27.636000	1	0	auto2, auto
23				24665BR	Open	3Aû-ómation2008-12-14 21:01:27.542000	1	0	auto2, auto
24				24664BR	Open	2Aû-ómation2008-12-14 21:01:27.542000	1	0	auto2, auto
25				24663BR	Open	1Aû-ómation2008-12-14 21:01:27.526000	1	0	auto2, auto
26				24662BR	Approved	Aû-ómation2008-12-14 20:35:58.543000	1	0	auto2, auto
27				24661BR	Approved	Aû-ómation2008-12-14 20:25:53.711000	1	0	auto2, auto
28				24660BR	Open	SearchAgentTest	1	2	auto2, auto
29				24659BR	Open	JobPostingTGL22008-12-13 13:04:20.278000	1	3	auto2, auto
30				24658BR	Open	AutomationImport2008-12-13 12:40:06.445000	1	1	auto2, auto
31				24657BR	Open	JobPostingTGL22008-12-13 12:36:15.789000	1	0	auto2, auto
32				24656BR	Approved	Aû-ómation2008-12-13 12:23:02.003000	1	0	auto2, auto
33				24655BR	Approved	Aû-ómation2008-12-13 12:20:40.265000	1	0	auto2, auto
34				24654BR	Open	Aû-ómation2008-12-13 12:15:08.206000	1	0	auto2, auto
35				24653BR	Pending	Aû-ómation2008-12-13 12:13:08.107000	1	0	auto2, auto
36				24652BR	Open	Aû-ómation2008-12-13 12:09:05.081000	1	0	auto2, auto
37				24651BR	Pending	Aû-ómation2008-12-13 12:06:18.433000	1	0	auto2, auto
38				24650BR	Open	Saved As New Aû-ómation2008-12-13 11:47:07.442000	1	0	auto2, auto
39				24649BR	Open	Aû-ómation2008-12-13 11:47:29.645000	1	0	auto2, auto

Recruiter Experience - GQ: Designate Form Owner and Req ID for Forms Only GQ

Please see “GQ: Enhanced Workflow and Form Security” (the previous feature) starting on page 37 for information about this enhancement.

This feature provides the following capabilities for Create Forms Only GQs:

- The GQ submitter can assign ‘form owner’ (aka ‘Added by’) to the forms that are created by the auto-launch GQs.

- The GQ submitter can assign a req ID to “Allow req data” GQs that are auto-launched.

Note: There is a GQ proprieties setting called “Allow req data.” This setting allows fields from req forms to be added to GQs. IF the GQ has this type of data, that is when the Tie form(s) to ReqID is needed most.

Details, Limitations, and Known Issues

These two features apply to the Create Forms Only GQs, which are auto-launched through a Basic Talent Gateway.

Configuration

See configuration instructions starting on page 38.

Recruiter Experience – GQ: Enhanced Workflow and Form Security

Using the new “Create Forms Only” Gateway Questionnaire, your organization can create a complex Gateway Questionnaire to obtain additional data after the candidate has submitted to the posted req. By taking advantage of Gateway Questionnaire question branching and the ability to combine fields from one or more candidate forms, you can collect data that needs to be stored in a variety of places during one workflow.

The Create Forms Only GQ is implemented as an auto-launch Gateway Questionnaire through a Basic Talent Gateway. When the user clicks the URL, the Create Forms Only GQ launches automatically. It contains the following content:

- Minimum candidate profile information, ensuring that the form becomes attached to the correct candidate

- Candidate fields from one or more candidate forms

Through Basic Talent Gateway settings, the eLink recipient user can additionally identify:

- A designated Form Creator. The Form Creator is selected from a list of users who have the “Add / View / Modify My” privilege for this form. The user selected here will have access to the form in KRB.

- The Req ID to which the forms created by the Gateway Questionnaire should be attached.

Please see the example workflow on page 40.

Benefits

Using the Create Forms Only GQ, your organization can:

- Collect candidate data on forms for workflows after submission.

- Use question branching for accurate completion.

- Attach completed GQ to the correct candidate.

- Remove necessity of re-entering candidate profile and req information.

- Let non-logged in user (who does not have access to the system) complete forms.

- Designate a form owner so only appropriately-privileged KRB user can access the form.

- Tie forms created by the GQ to a req ID.

Cost

There is no additional cost for this feature.

Date Available

This feature is available for configuration in KRB 11.5, Build 5 on April 2, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant for additional information.

Details, Limitations, and Known Issues

Caution: CSCs must check with Professional Services on possible impacts before implementing this feature.

Gateway Questionnaires with Create form(s) only setting enabled do not display in the list of GQs when KRB users are posting reqs.

Notes to Kenexa personnel: [Internal Use Only]

The ‘Designate KRB Form Owner’ and ‘Tie forms to Req ID’ are specifically designed to be used with the ‘Create form(s) only’ functionality.

When an auto-launched Gateway Questionnaire creates the forms, the ‘form creator’ is “System Submission.” Any user with the form privilege of “Add/View/Modify My” cannot access the forms, because they didn’t create them. The ‘Designate KRB Form Owner’ is used so that a designated KRB user can be identified as the ‘form creator’ and therefore have access to the form to continue the workflow.

Additionally, when an auto-launch Gateway Questionnaire creates the forms, it doesn’t know which requisition id the candidate forms should be attached. The ‘Tie forms to Req ID’ functionality allows the individual completing the GQ to identify the correct requisition.

Best Practices

You must implement the Create Forms Only GQ as an auto-launch GQ from a Basic Talent Gateway.

You can use the Create Forms Only GQ in combination with the Basic Talent Gateway setting, Designate KRB form owner.

If you are auto-launching an “Allow per req form data” GQ, use the Basic Talent Gateway setting, Tie form(s) to Req ID.

Visible Changes

There are no visible changes without configuration.

Note: We have listed the following as a visible change in R12, Build 0:

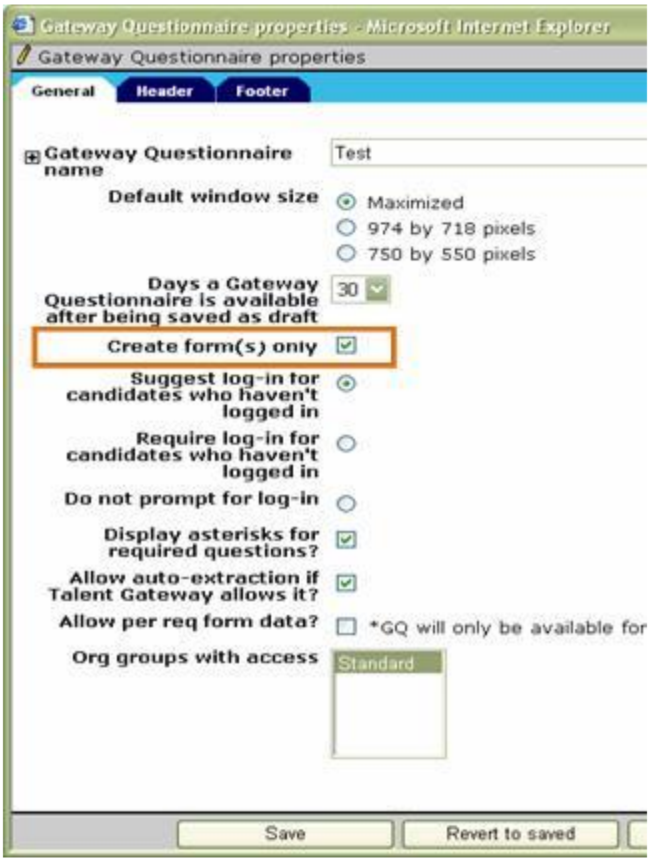
When using the Create Forms Only Gateway Questionnaire (which requires an auto-launch Basic Talent Gateway) along with the form properties (Form creator + ReqID), the Optional ReqID now displays for forms of the following type:

- Gateway questionnaire job response
- Single per candidate/req
- Multiple per candidate/req

Configuration

Kenexa personnel or Certified Workbench Users: When creating a Gateway Questionnaire, select the check box for the Create form(s) only setting.

Figure 23: GQ properties, Create form(s) only setting



1. Kenexa personnel: Configure Basic Talent Gateway details (as shown in Figure 24 on page 40) as follows:

a) Check Auto-launch Gateway Questionnaire.

b) Under the Auto-launch Gateway Questionnaire setting, configure the GQ form properties listed below. See "Table 3: Gateway Questionnaire form properties" on page 40 for more information about these settings.

Figure 24: Configure details for Basic Talent Gateway

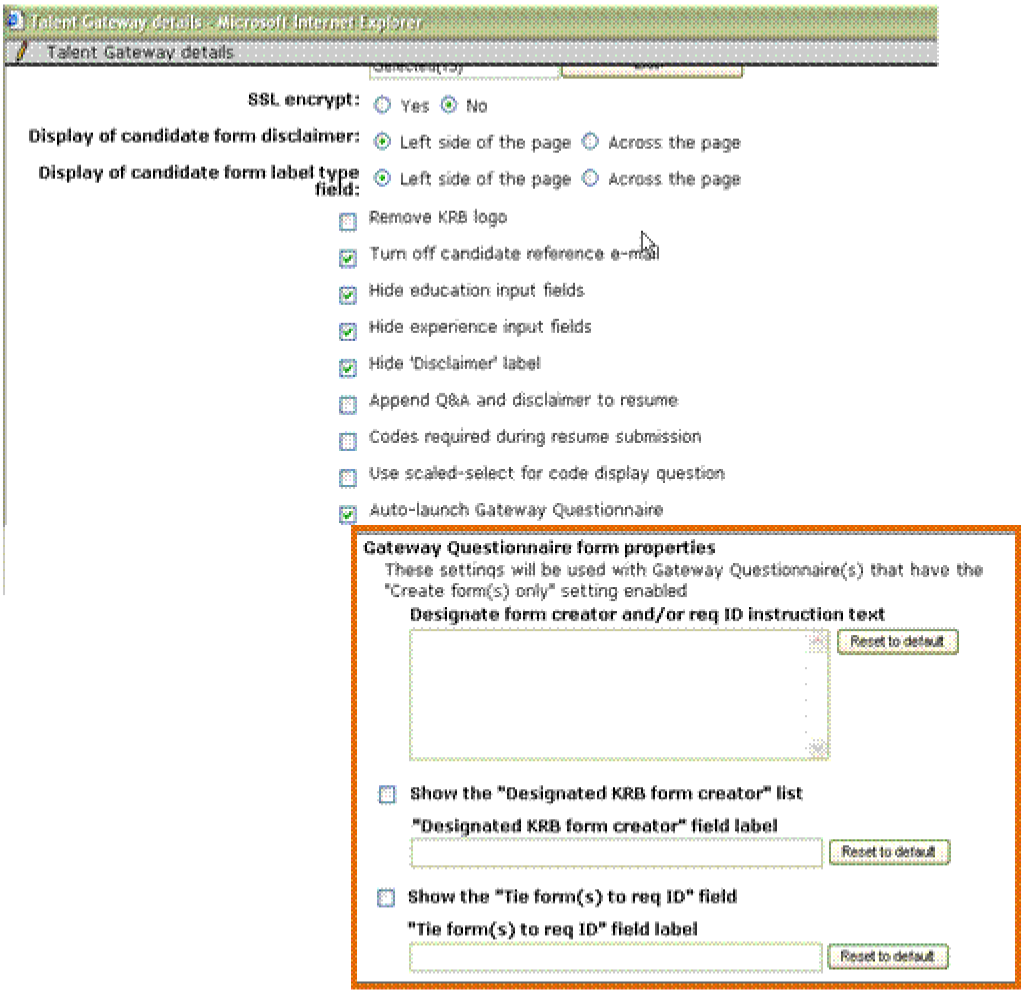


Table 3: Gateway Questionnaire form properties

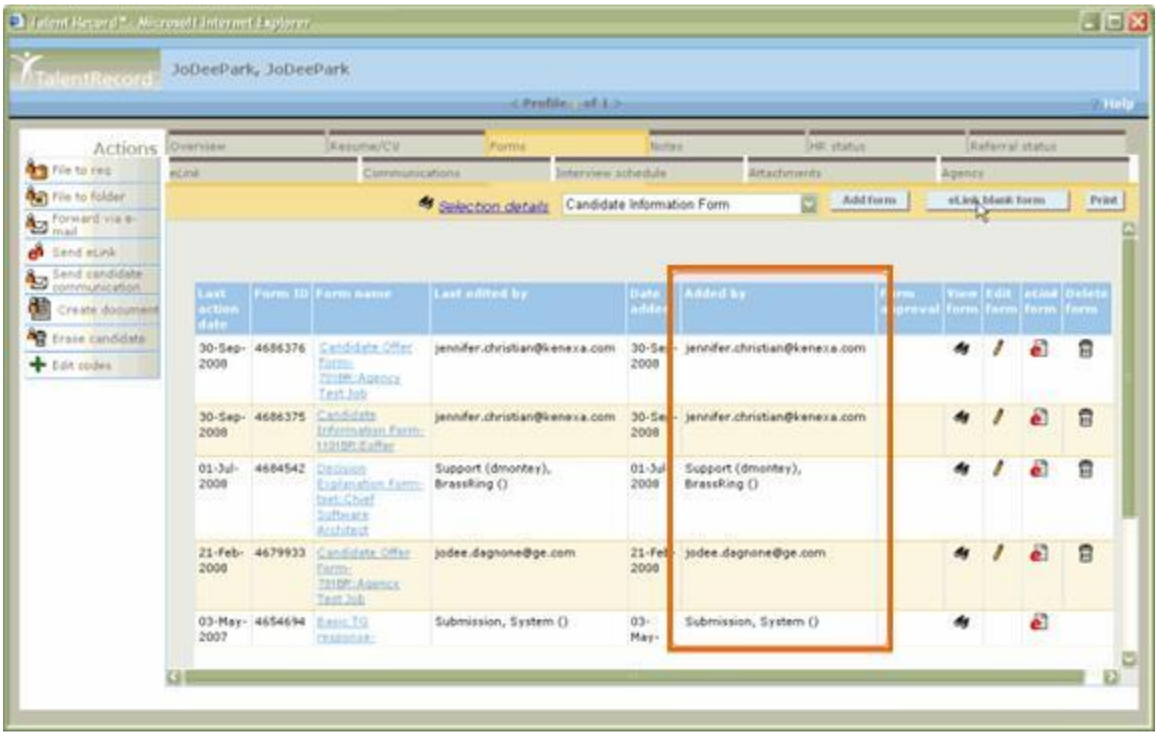
Setting	Description
Designate form creator and/or req ID instruction text	Enter instruction text directed to the KRB user who is completing and submitting the Create Forms Only GQ.
Show the “Designated KRB form creator” list	Set this setting to Yes so that the list of users who can be designated form creators displays on the GQ.
“Designated KRB form creator” field label	Edit the field label Designated KRB form creator if desired.
Show the “Tie form(s) to req ID” field	Set this setting to Yes so that the GQ displays the list of Req IDs for selection.
“Tie form(s) to req ID” field label	Edit the field label for Tie form(s) to req ID if desired.

User Experience

In this example, an organization is collecting offer information from a Hiring Manager who is working externally.

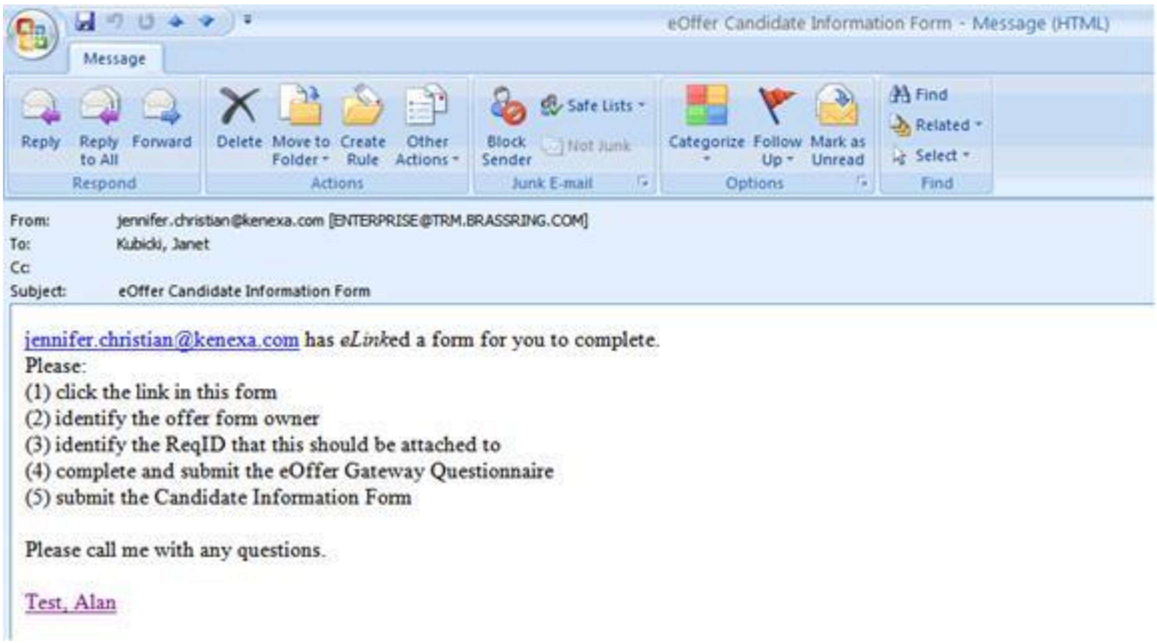
1. The recruiter eLinks a blank Candidate Information Form to a Hiring Manager. This form has autofill fields for basic candidate information that the hiring manager will need to complete the “offer” Gateway Questionnaire. This step is necessary because GQs aren’t able to autofill information from the Talent Record, and the eLink recipient needs basic information to identify the candidate to whom these forms should be attached.

Figure 25: eLink blank form from the Talent Record Forms tab



2. The Hiring Manager receives the e-mail and launches the Candidate Information Form.

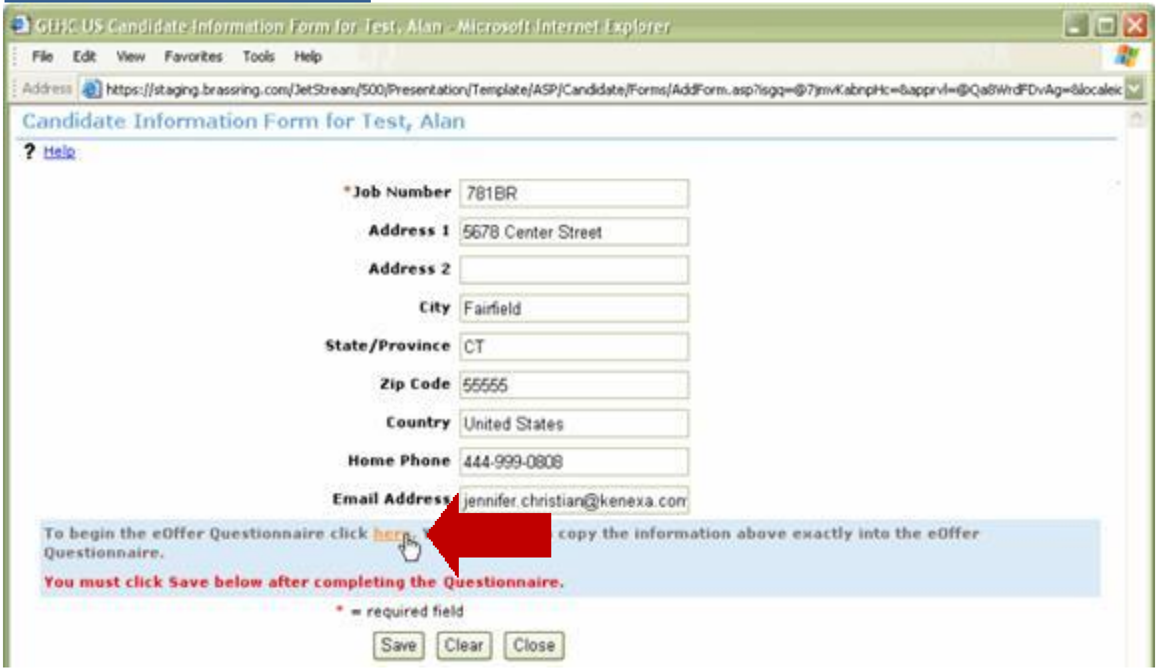
Figure 26: Example eLink e-mail



3. The Hiring Manager clicks on a link provided below the minimum profile information in a client-configurable label field to launch the offer Gateway Questionnaire.

Figure 27: Link for auto-launching the Gateway Questionnaire

GQ includes minimum profile information for the candidate and the req ID (Job Number in this example).



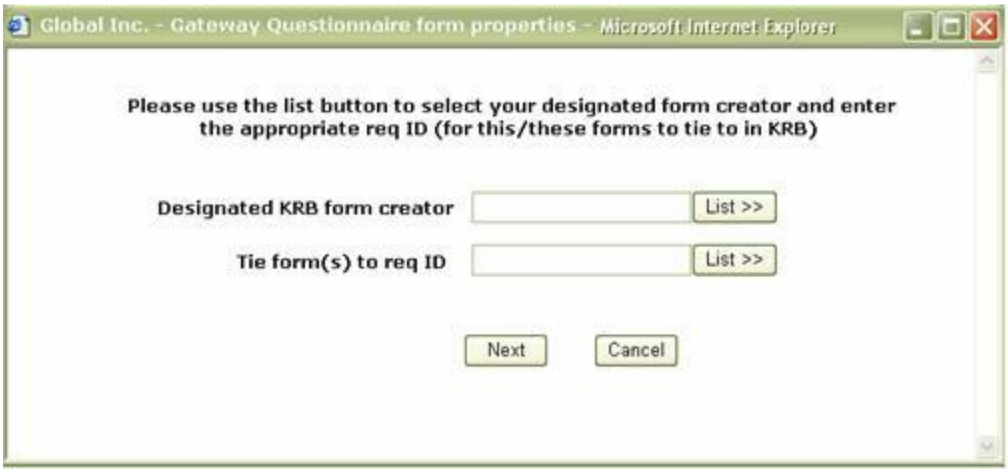
4. The Gateway Questionnaire form properties window displays.

a) Select the Designated KRB form creator.

b) Select the req ID to which this submission should be tied.

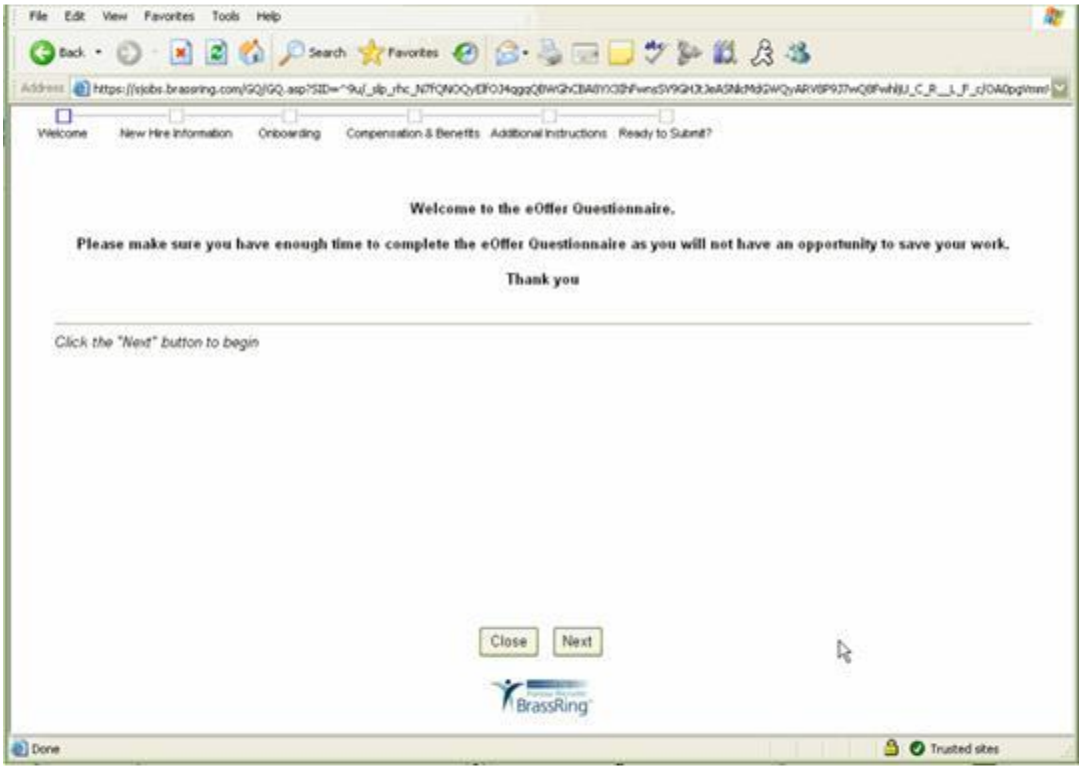
c) Click Next.

Figure 28: GQ form properties window



5. The Create Forms Only Gateway Questionnaire is launched:

Figure 29: GQ is launched



Recruiter Experience - GQ is Re-attached to Reposted Reqs Automatically

Reqs removed from On Hold (or Un-canceled) retain their connection to Talent Gateway GQs associated with their previous posting.

When you post a req to a Talent Gateway and select an associated GQ, the GQ is attached to the req and presented to the candidate as part of the application workflow.

With this enhancement, if you un-cancel a req or remove a req from "on hold," the previously attached Gateway Questionnaire is re-attached to the req when the req is re-posted. You can remove that GQ and select a different one if desired.

How It Worked Before

Prior to this enhancement, when reqs were put On Hold or canceled, they were automatically un-posted from the Talent Gateway and the connection to a Gateway Questionnaire was severed. If, that same req was removed from on hold or un-cancelled at a later time (so that it is once again actively open), KRB users had to explicitly select the Gateway Questionnaire when re-posting the req.

Benefits

KRB users do not have to remember to re-attach the GQ when reposting a pormerly "on hold" or canceled" req.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 1 on January 8, 2009.

How Do I Get this Feature?

This feature is available automatically without configuration.

Visible Changes

You will notice a visible change when removing a req from "on hold" or when "un-cancelling" a cancelled req: The req retains its association with the GQ from the previous posting by default; you do not have to remember to re-attach the GQ! When reposting the req, you can change the selection to None or to a different GQ if desired.

Recruiter Experience - Hourly and High-Volume Enhancements

The new portal pages can be configured to support the Hiring Manager's workflow for hourly and high-volume hiring. Additionally, triggers are available to automate HR Status updates based on Assessment results and the Talent Gateway score.

Benefits

The hourly / high-volume portal:

- Streamlines the Hiring Manager's workflow
- Automatically updates HR status based on Talent Gateway and/or Assessment scores
- Automatically files to candidates based on proximity search

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 12 on April 23, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant for assistance with this feature. A user from your organization will have to complete Certified Workbench Level IV training for portal panel configuration.

Details, Limitations, and Known Issues

Caution: CSCs must check with Professional Services on possible modifications required to triggers before turning on the client setting.

Visible Changes

There are no visible changes in KRB without configuration.

Hourly and High-Volume Preview

Figure 15: Hourly Portal Page – partially built

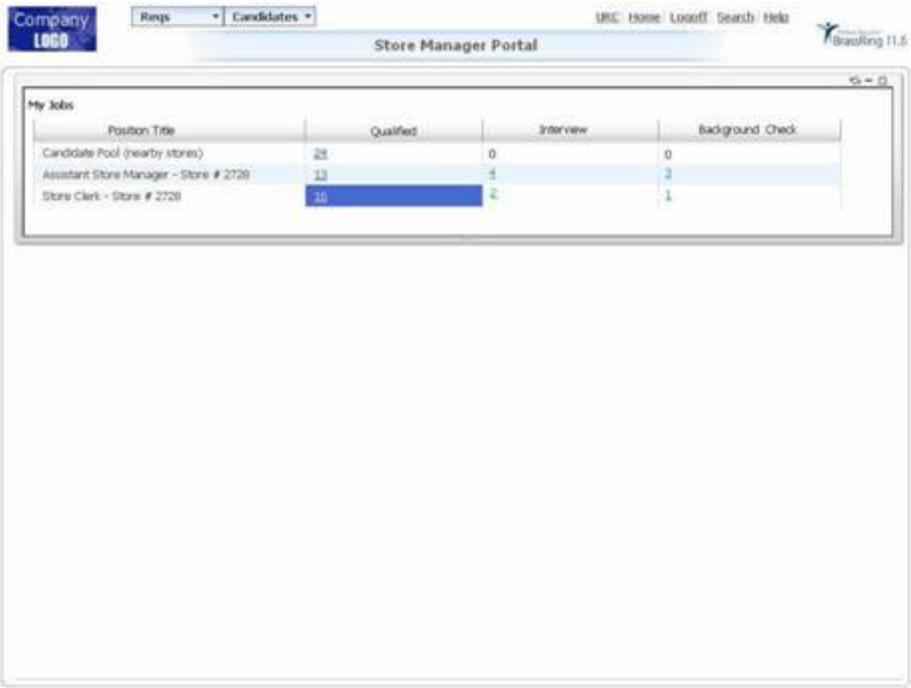
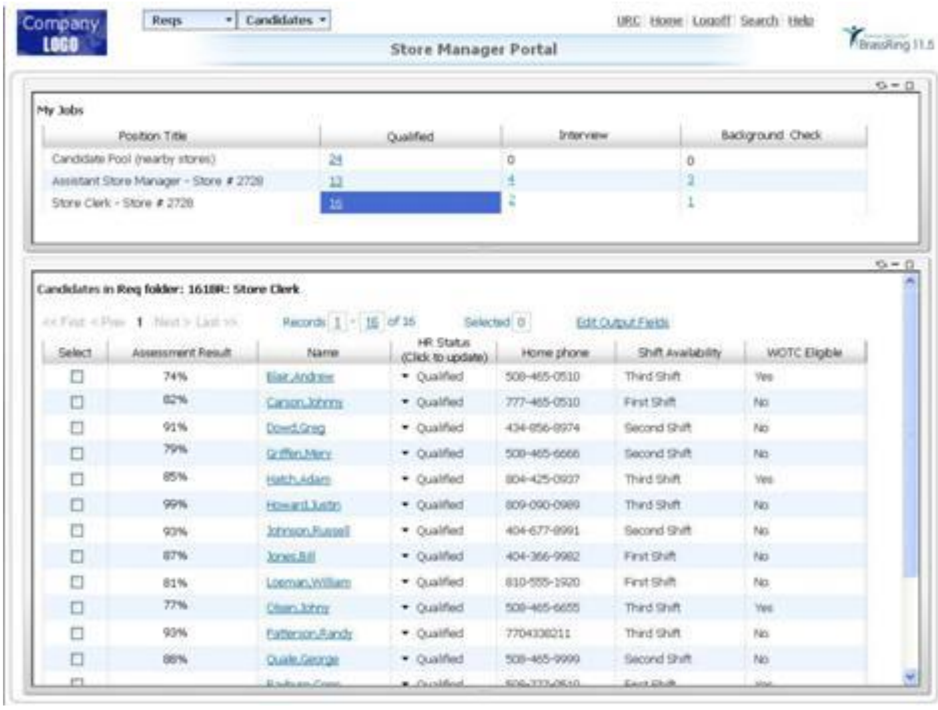


Figure 16: Hourly Portal Page



Recruiter Experience - Increased Security for “Undo status” Workflow

This enhancement stops KRB users from performing the Undo status action on candidates who will revert to an HR status that is hidden due to a user type setting for those users.

Your organization can elect to hide certain HR statuses for candidates in req folders by user type. Your Kenexa consultant or Certified Workbench User configures the HR statuses to be hidden by user type in Workbench. Due to this setting, some KRB users would have access to some HR statuses for candidates in req folders, but not others.

As a result of this enhancement, when users click the Undo status button for a candidate who will revert to a status hidden for those users, the system checks the user’s user type “Admin HR status preferences in req folders” setting. If the HR status resulting from taking the Undo status action is hidden for this user type, the system blocks the user from performing the Undo status action and displays the following error message: “An undo HR status action will not allow you to view this candidate.” Users can close the message window at that point.

How It Worked Before

Previously, KRB users could undo the HR status, thereby restoring the candidate back to an HR status that they did not have privileges to view.

Benefits

Organizations do not have the ability to monitor HR status changes for all candidates. Your organization can exert tighter controls on which user roles can take certain HR status actions and prevent users from making costly mistakes.

Cost

There is no additional cost for this feature.

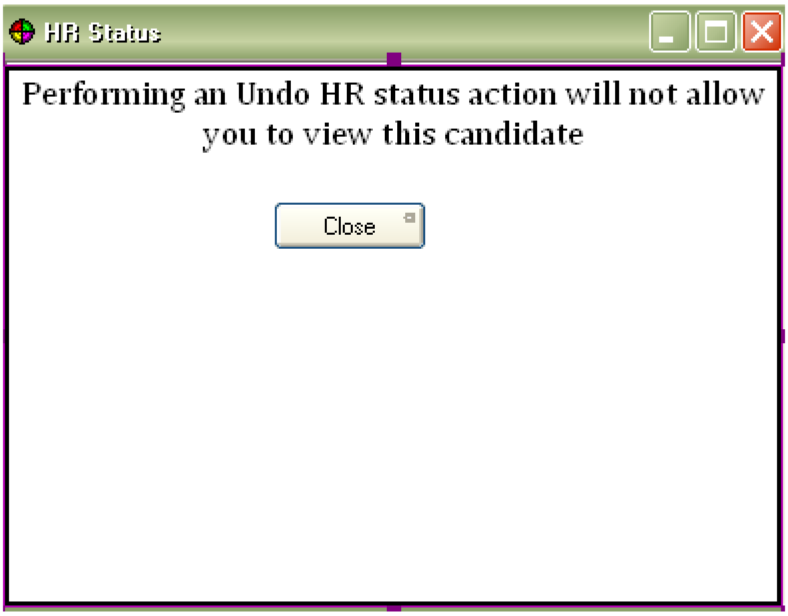
Date Available

This feature is available in KRB 11.5, Build 5 on April 2, 2009.

Visible Changes

When the KRB user tries to undo an HR status for a candidate for whom that user does not have the privileges, the system does not permit the user to perform the Undo status action and the following error message displays:

Figure 33: Undo HR status message



Configuration

This is existing Workbench functionality performed by Kenexa personnel or the Certified Workbench User.

This feature works when the user type has at least one of the Candidate Actions privileges shown in Figure 32, but also has the Hide candidates in req folders for this user type in the following statuses enabled for one or more HR statuses.

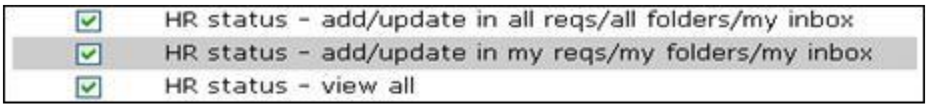
The configuration steps for this feature are:

1. In Workbench, select Tools > Users > User types.

2. Select the user type who will have the restricted set of privileges for some HR statuses.

3. Check at least one of the Candidate Actions privileges in the list below for that user type.

Figure 34: Candidate Actions privileges – HR status

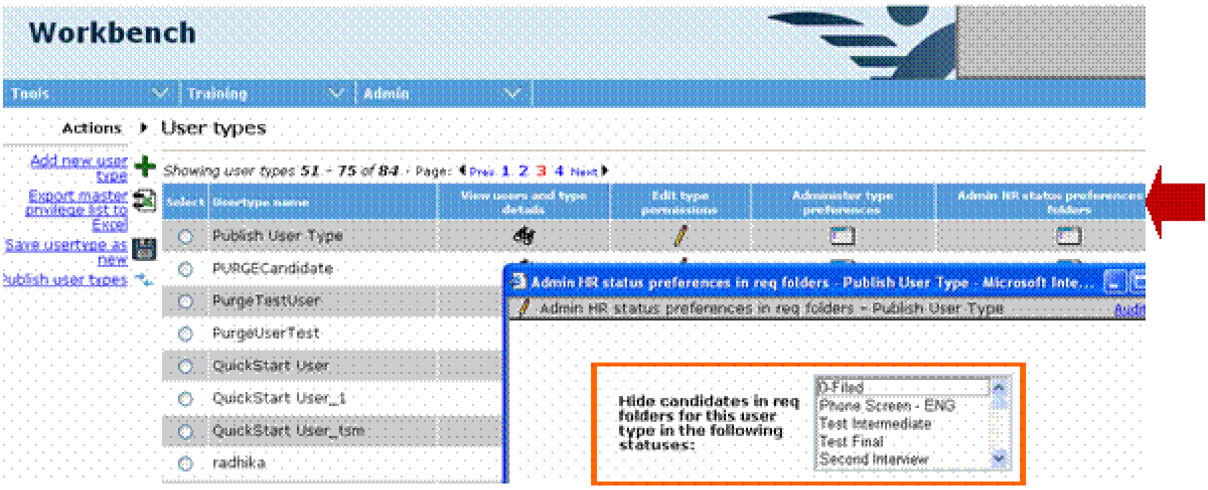


4. On the User types page, select Admin HR status preferences in req folder.

5. Select the HR statuses to hide for this user type.

6. Save the changes.

Figure 35: “Hide candidates in req folders…in the following statuses” setting



User Experience

KRB users with this combination of user type settings encounter the Undo status button in several workflows: On the HR status update page, file to folder, file to req pages, Move to folder/req, and Copy to folder/req (anywhere the Update status and Update same status options display).

When the user clicks the Undo status button, KRB displays the error message “Performing an Undo HR status action will not allow you to view this candidate.”

Figure 36: Update same status window accessed from Req folder

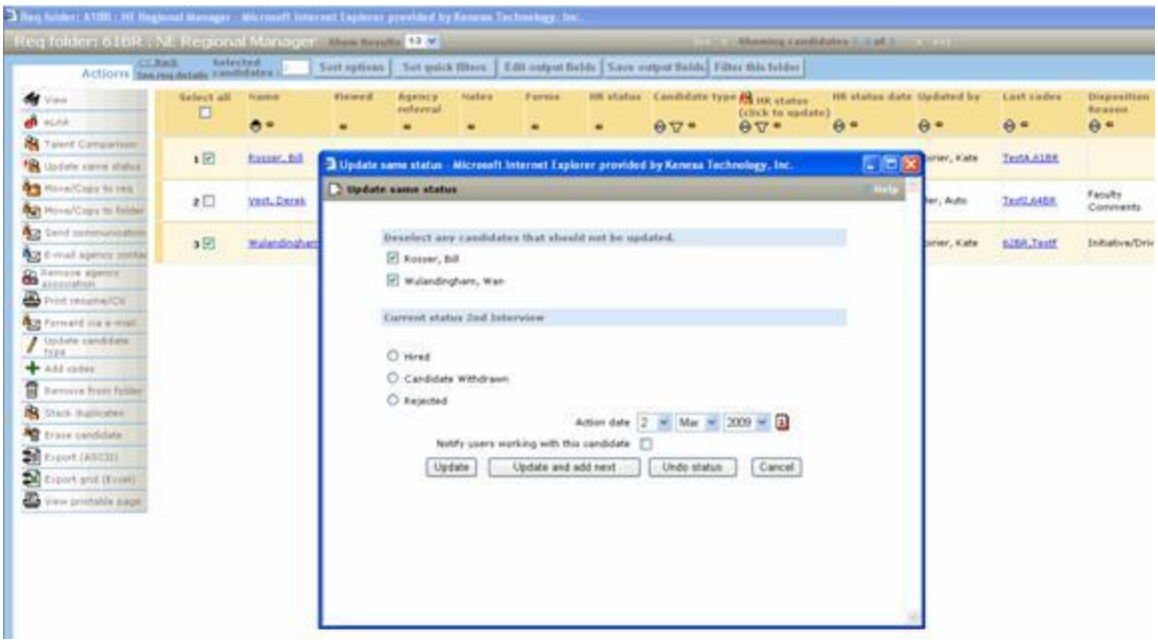


Figure 37: Undo status button in Update same status window

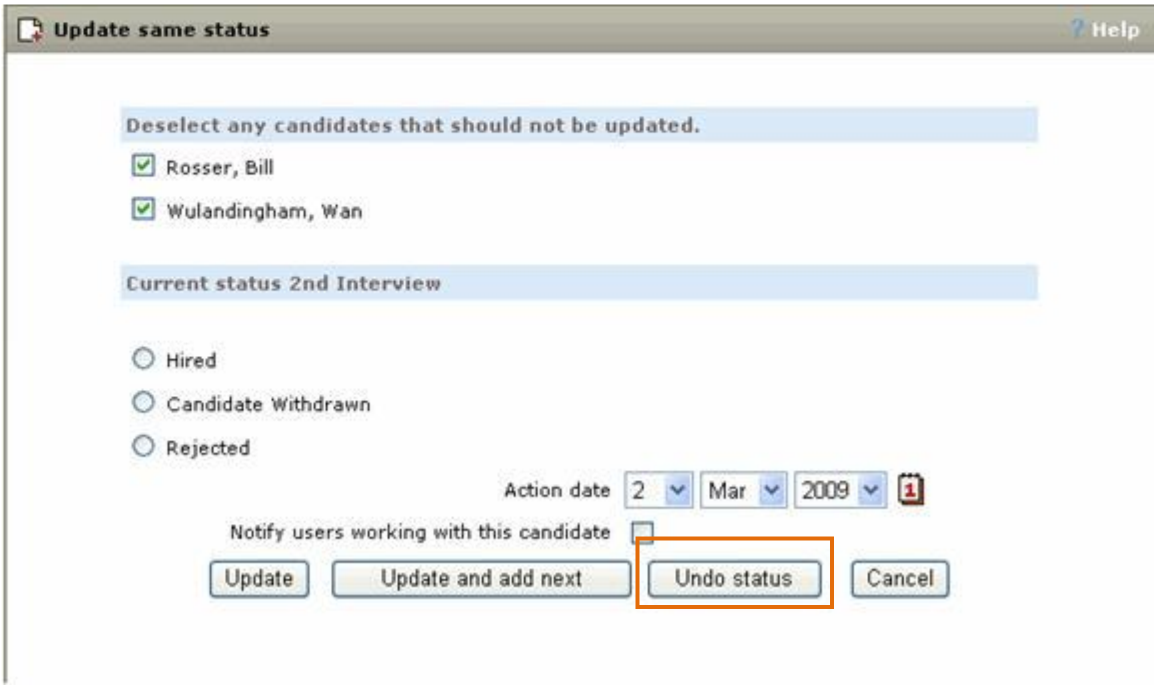
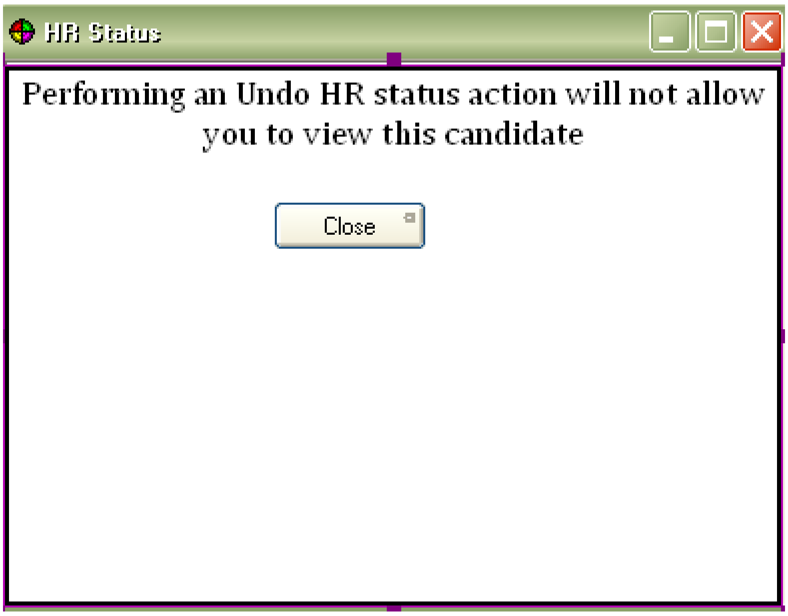


Figure 38: Error message displayed



Recruiter Experience - Mobile Device Approvals: Removed Unnecessary OK Button

Kenexa removed an unnecessary OK button in the Mobile Devices approvals process. When the Mobile Device user is approving a req or a candidate form, the Approved req process page launches directly. A message displays at the same time, indicating that the req has been sent to the next approver.

How It Worked Before

Mobile Device users had to click the unnecessary OK button to move to the next step in the process instead of going directly to the next step.

Benefits

This feature eliminates an unnecessary step for Mobile Device users.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 2 on January 29, 2009.

How Do I Get this Feature

This feature is available automatically on mobile devices.

Visible Changes

The OK button is removed in the workflow and the Mobile Device user sees the Approved req process page immediately.

Recruiter Experience - New Portal Pages Panel Configuration

Please go to the KRB 12 Enablement page on the R12 Launch site and to the URC for documentation and information about training.

Configuration

After the client setting is enabled, users who have completed Certified Workbench Training for Level IV can configure portal panels. In addition, KRB users can configure some elements in their user interface.

Kenexa Personnel: Set the Workbench client setting New UI to Yes. [Note: This setting is currently in the Restricted Settings section at the bottom of the Edit client settings page in Workbench.]

Please see the Workbench Self-Service Online Help document for full instructions for configuring panels.

Recruiter Experience - New Recruiter and Hiring Manager Portal Pages

This is the first phase of the project to update the KRB user interface. This phase focuses on the welcome page. It includes enhanced panels, configuration by role, and a simplified workflow for viewing and updating HR status.

The following panels are available for R12:

- My Open Reqs
- Candidate Results (Applies to My Open Reqs and My Candidates)
- My Reqs Pending Approval
- My Candidates
- Quick Links
- My Calendar (Requires Outlook 2003 or higher with plug-in for IE 6 only)
- Welcome Message

How It Worked Before

In the current user interface, a user must know where they are going before they can get there. This slows down experienced users and makes it difficult for new users to navigate without training.

Benefits

The new portal pages increase user efficiency and productivity through usability enhancements. In addition, your organization can define portal page contents and layouts by user type.

Cost

There is no additional cost for this feature.

Date Available

This feature is available to be turned on in KRB 12 on April 23, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant about preparation for portal enablement.

Kenexa is introducing a new Workbench Tier IV certification and training for portal panel configuration. A designated user must complete this training.

Table 1: Workbench Tier IV Certification Training Schedule

Internal enablement	April 3, 2009
Web sessions for client certification	May 6, 2009

Portal Page Documentation Availability

See page 7 for information about documentation available in the R12 bundle for Kenexa personnel. The following documentation for the new Portal Pages will be posted for clients on the URC on April 23rd:

Portal Page end-user online help (slightly updated version checked in for April 20th).

Section added to Workbench Self-Service Online Help (accessed from Help link in Workbench Self-Service, on the internal R12 Launch Site, and on the R12 Documentation page of the URC.

Note: The Enablement training recording was already posted for Kenexa personnel.

Details, Limitations, and Known Issues

The portal pages are turned on at the user type level. Once they are turned on for a user type, users of that type have access to the new panels but no longer have access to the legacy "Welcome Page" panels, in particular the TRM dashboard panels, until they are rebuilt.

Added June 30, 2009: The New Portal Page and associated Help files are available in US English only for this release. All other supported KRB Recruiter languages will be added in a future release.

Visible Changes

There are no visible changes without configuration for this feature.

Configuration

Please see the section "New Portal Pages Panel Configuration" on page 25 for more information.

Please contact your Kenexa consultant for assistance in preparing for panel configuration for the new portal pages.

Customizing Panels within KRB

Once portal pages are enabled and configured for one or more of your organization's user types, those KRB users can:

- Minimize and maximize panels

- Drag and drop panels
- Change panel height
- Adjust page column width

Portal Pages Preview

Once this feature is turned on for a user type, the user will see the New Portal page upon login, along with new headers and footers throughout the application. The menu navigation appearing in the header is unchanged; selecting items from the menu directs users to the current KRB pages.

The following screens show examples of how the Portal Page can be configured for different user types based on their role in the hiring process:

Figure 9: New Portal Page - Recruiter

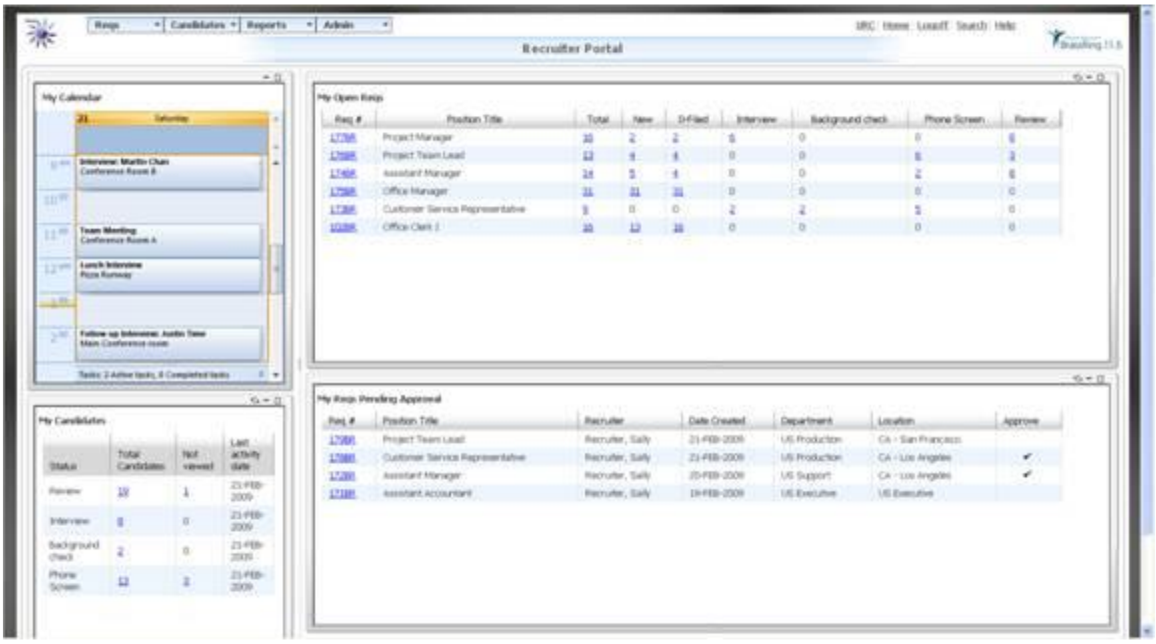


Figure 10: New Portal Page – Hiring Manager

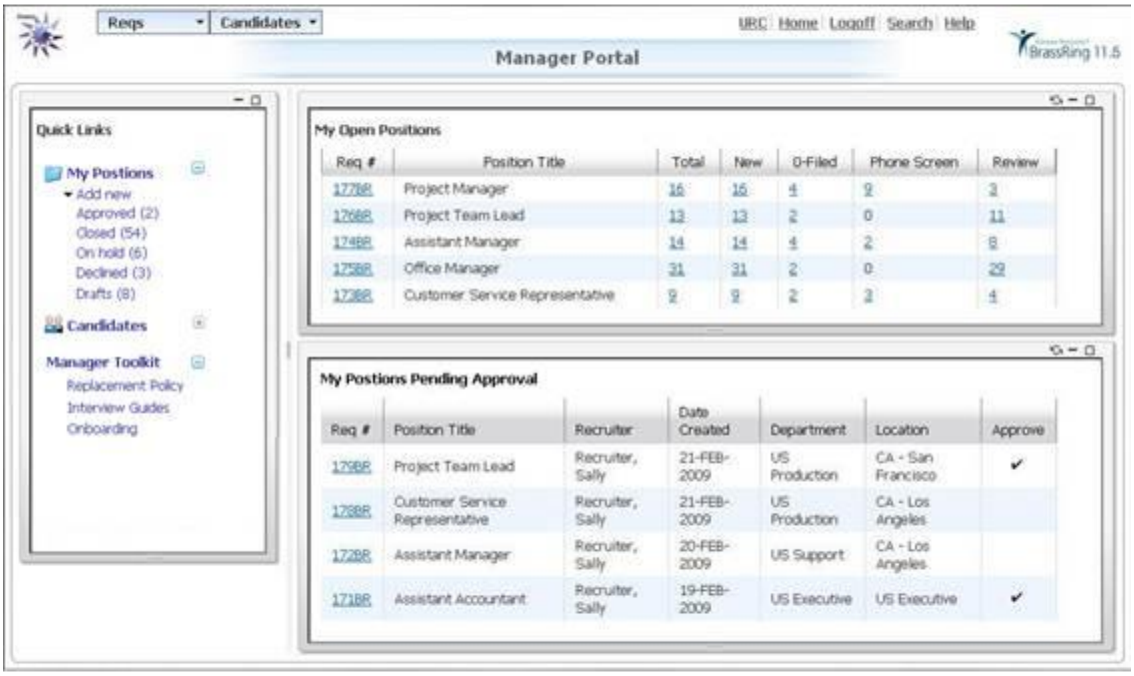


Figure 11: Candidate Results Panel

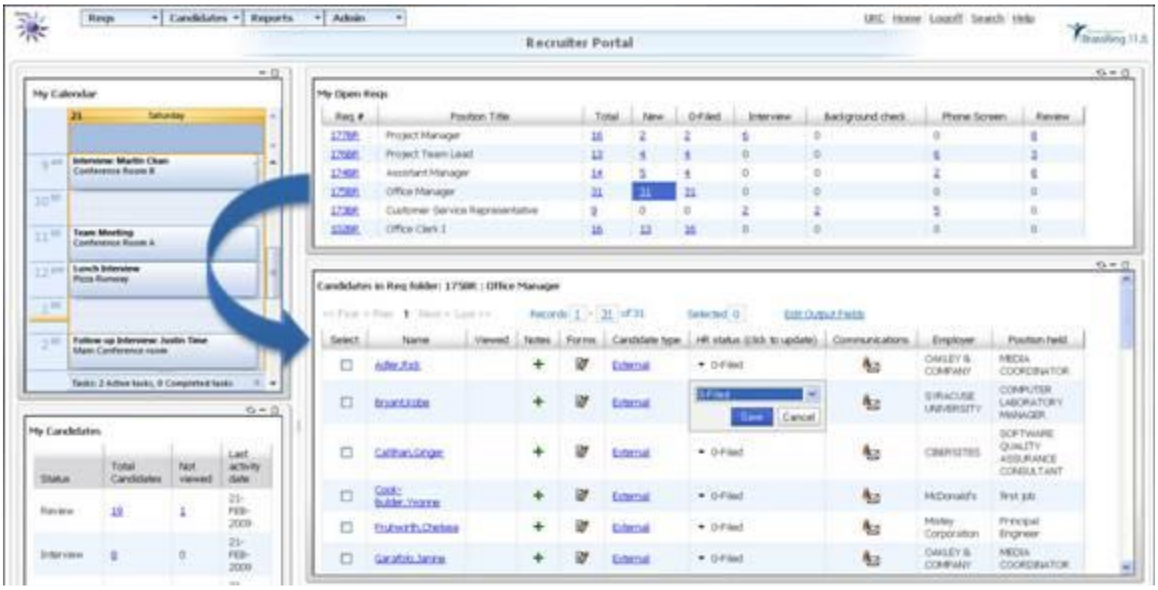
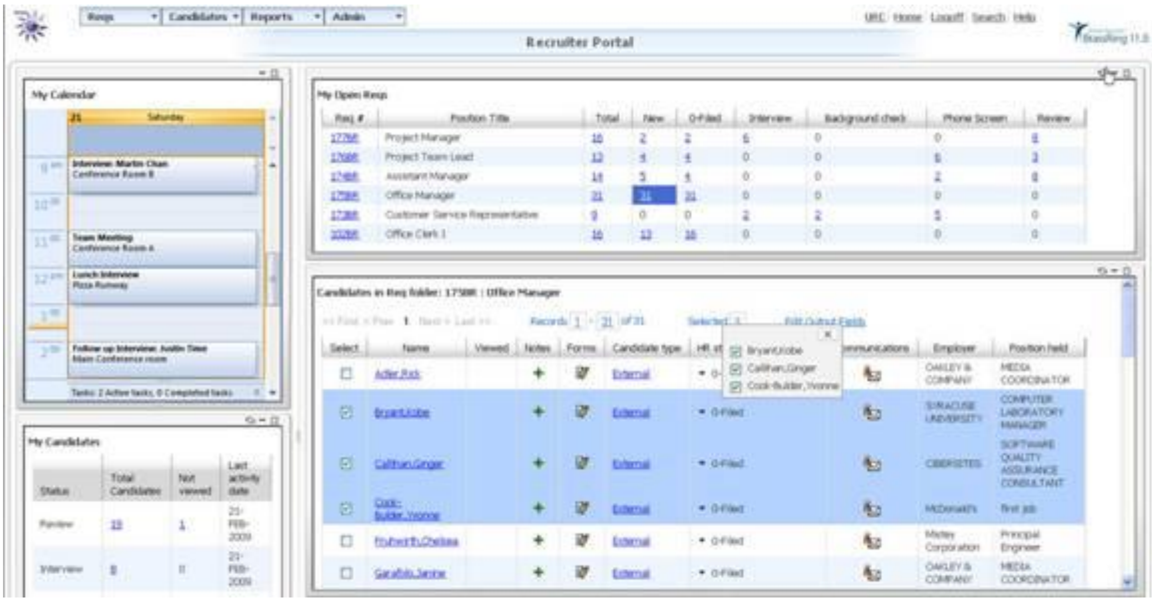


Figure 12: Update Status for Multiple Candidates

Figure 13: Update Status for Multiple Candidate (continued)



Recruiter Experience - Restricting Access to Offer Letter Attachments to Req Team

Your organization can elect to restrict access to offer letter attachments to members of the Req team under certain conditions. When this feature is enabled, only members of the Req team can see, attach, and send the offer letter as an attachment to the e-mail to the candidate and subsequently view the offer letter on the candidate's Talent Record.

The new Workbench client setting (Enable Offer Letter Viewing Restriction) controls this behavior. When this setting is set to No (the default setting), all users with the Communications user type privileges can view, update, and even delete the offer letter; attach the offer letter to an e-mail, and send the communication to the candidate *even if they are not members of the Req team*. When the client setting is set to Yes, only KRB users who are members of the Req team can perform those actions for a specific req.

Once enabled, only members of the req team can:

1. From within the req folder or from the Talent Record, create an e-mail to the candidate to whom the offer is directed by clicking Send communication in the Actions menu.

2. Attach the offer letter (already created using the "Create document" feature) to the e-mail.

3. Send the e-mail to the candidate.

Once the e-mail is sent, the record of the e-mail is stored on the Communications tab and the offer letter attachment is stored on the Attachments tab of the candidate's Talent Record.

How It Worked Before

Prior to this enhancement, all logged-in users with Communications privileges could take the following actions even if they were not members of the Req team:

- View, update, and delete an offer letter attached to a candidate's Talent Record

- Attach an offer letter to an e-mail and send it to a candidate

Benefits

Exert more control over who can upload and send, view, edit, and delete offer letters.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 2 on January 29, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant for assistance with this feature.

Details, Limitations, and Known Issues

Your organization must determine how to name offer letter documents and offer letter e-mails that are sent to candidates. The name is visible to anyone who can view the Talent Record.

Visible Changes

Workbench: There is a new client setting, Enable Offer Letter Viewing Restriction.

There are no visible changes without configuration in KRB.

Configuration

The major configuration steps for this feature are:

1. Kenexa consultant: Set the new client setting, Enable Offer Letter Viewing Restriction, to Yes.

2. Kenexa consultant or Certified Workbench User: (This step may not be necessary. It is provided FYI.) Users must have the following user type Communications privileges turned on:

- Communications – enable
- Create document – enable
- Document templates – add
- Document templates – administer
- Document templates – delete
- E-mail templates – add
- E-mail templates – administer

Note: KRB users must be selected as members of the Req team when the req is created (as described in step 4 below.

3. KRB templates manager:

a) Determine which of your existing document templates should be capable of being restricted to Req team members.

b) For each document template you identified in the previous step:

i. Edit the document template through the Edit action on the Document templates grid [KRB > Admin > Communications > Manage document templates]

ii. Select the checkbox for Restricted offer letter above content area and save the template.

c) When creating document templates in the future, check the Restricted offer letter setting when it is appropriate to restrict viewing of documents based on this template to Req team members only.

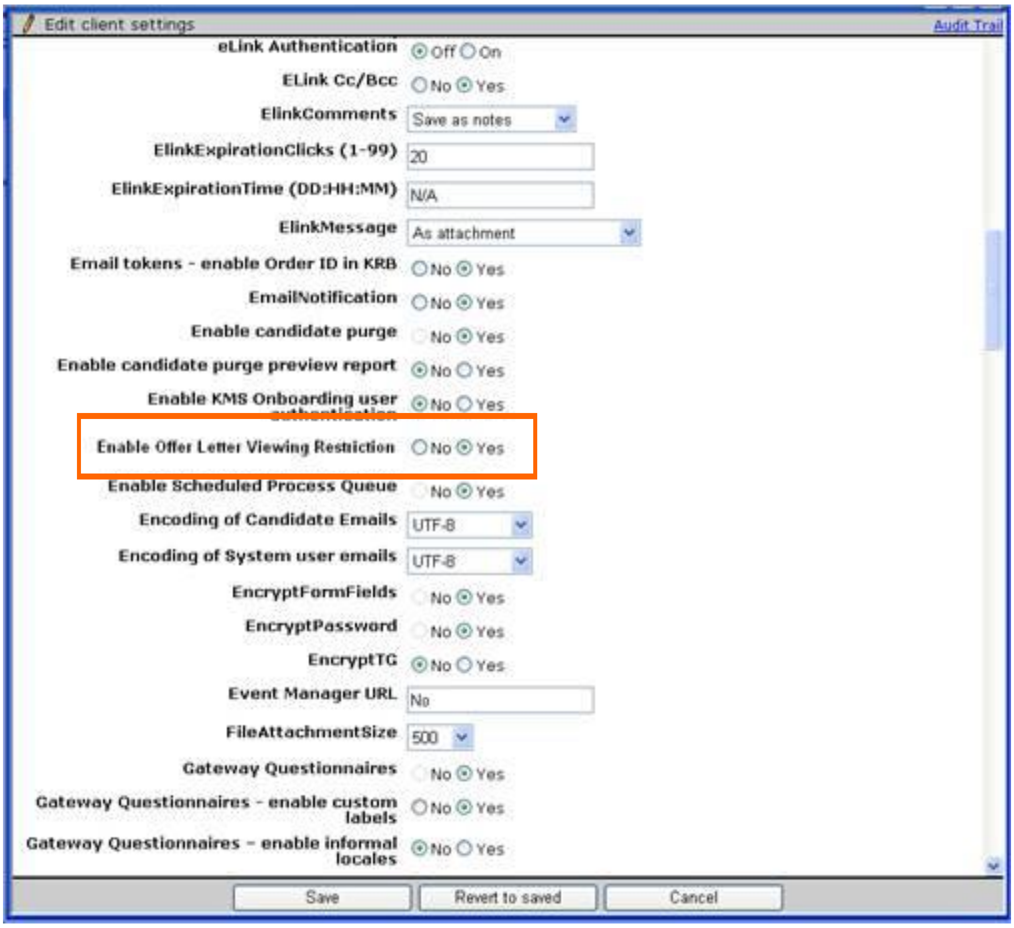
4. KRB user who creates the req: Select the members of the Req team when creating the req.

5. Updated 24 April, 2009: KRB user who creates the e-mail: Select a document to upload that is based on a document template that has the Restricted offer letter checkbox checked.

Workbench

In Workbench, set the new client setting Enable Offer Letter Viewing Restriction to Yes, as shown in Figure 17. The default setting is No.

Figure 17: Enable Offer Letter Viewing Restriction client setting



The default system behavior is as follows: When Enable Offer Letter Viewing Restriction is set to No (the default setting), KRB users with the Communications user type privileges (see the next section for a list) turned on can take the following actions, whether or not they are members of the Req team:

- Reqs > View my reqs > Open > Talent Record > Attachments tab > View | Update | Delete offer letter

- Reqs > View my reqs > Open > Talent Record > Send Communication > E-mail template > Upload attachment (all offer letters are available for selection in the list)

- Candidate search > Talent Record > Send Communication > E-mail template > Upload attachment (all offer letters are available for selection in the list)

- Candidate search > Talent Record > Attachments tab > View | Update | Delete offer letter

When Enable Offer Letter Viewing Restriction is set to Yes, only those KRB users with the same Communications user type privileges (see the next section for a list) turned on *who are also members of the Req team* can take the following actions:

- Reqs > View my reqs > Open > Talent Record > Attachments tab > View | Update | Delete offer letter

- Reqs > View my reqs > Open > Talent Record > Send Communication > E-mail template > Upload attachment (offer letter for the specific req)

- Candidate search > Talent Record > Send Communication > E-mail template > Upload attachment (offer letter for the specific req)

- Candidate search > Talent Record > Attachments tab > View | Update | Delete offer letter

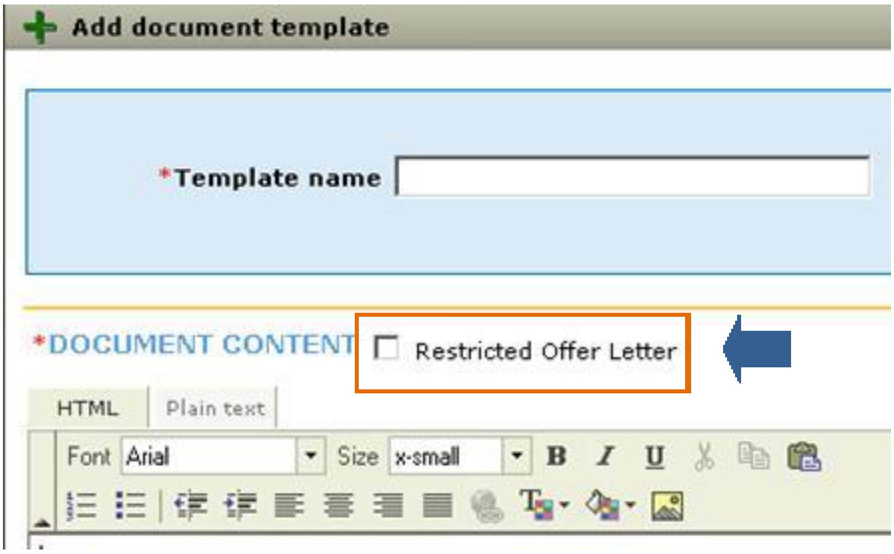
Configuring Document Templates in KRB

Your organization's template manager configures document templates (which are used for offer letters) in KRB. When the Enable Offer Letter Viewing Restriction setting is turned on in Workbench, the checkbox field Restricted Offer Letter displays above the text editor on the Add document template (as shown in Figure 18) and the Edit document template pages. It is unchecked by default for new and existing document templates.

Selecting the Restrict Offer Letter checkbox for the document template means that offer letters created using this document template will be restricted only to members of the Req team.

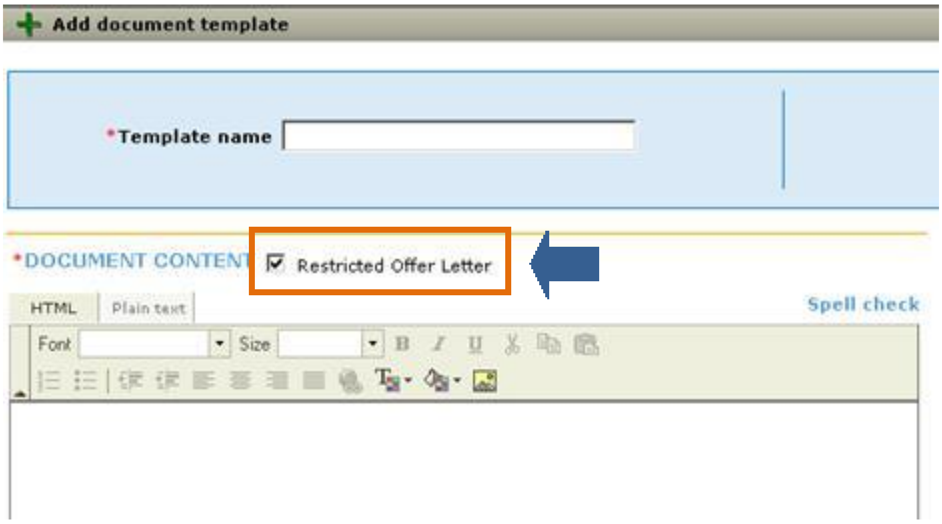
If you leave the Restricted Offer Letter setting unchecked on a document template, all logged in KRB users with Communications privileges turned on can attach documents created using this document template to e-mails. They can also view, edit, and delete the document (such as an offer letter) on the Attachments tab of the Talent Record.

Figure 18: Add document template – Restricted Offer Letter setting unchecked by default



When the Restricted Offer Letter setting is checked, logged in KRB users with Communications privileges turned on who are also members of the Req team are the *only* users who can attach documents created using this document template to e-mails. These same users can also view the document (such as an offer letter) on the Attachments tab of the Talent Record.

Figure 19: Add document template – Restricted Offer Letter is checked



User Experience

Candidate Search Results

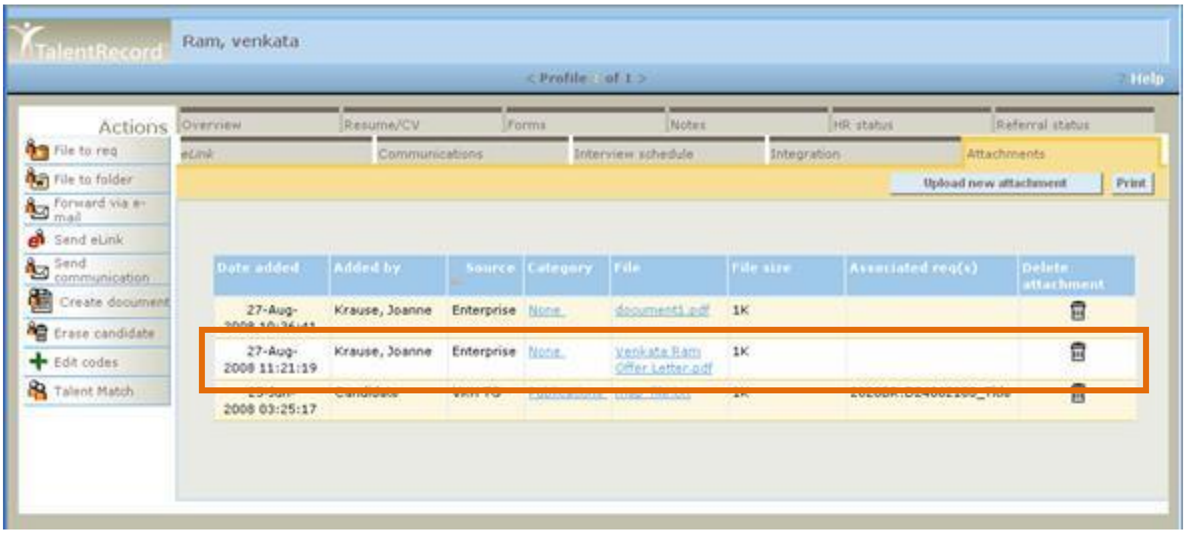
Once this feature is enabled, when KRB users who are not Req team members conduct a candidate search, the Candidate search results page displays the attachment as an inactive link to non-Req team members.

Viewing, Editing, and Deleting Offer Letter Attachments

Once this feature is enabled, and your organization's template manager has configured document templates to be restricted to Req team members only, KRB users who are not members of the Req team for a specific req can access the Attachments tab of the Talent Record and see that there is an offer letter attachment listed in plain text in the File column of the attachments grid. However, these users cannot view, edit, or delete the offer letter because they are not Req team members.

Req team members, on the other hand, can click the offer letter attachment hyperlink to view, edit, or delete the offer letter attachment.

Figure 20: Req team members see live hyperlink to offer letter attachment on the Talent Record

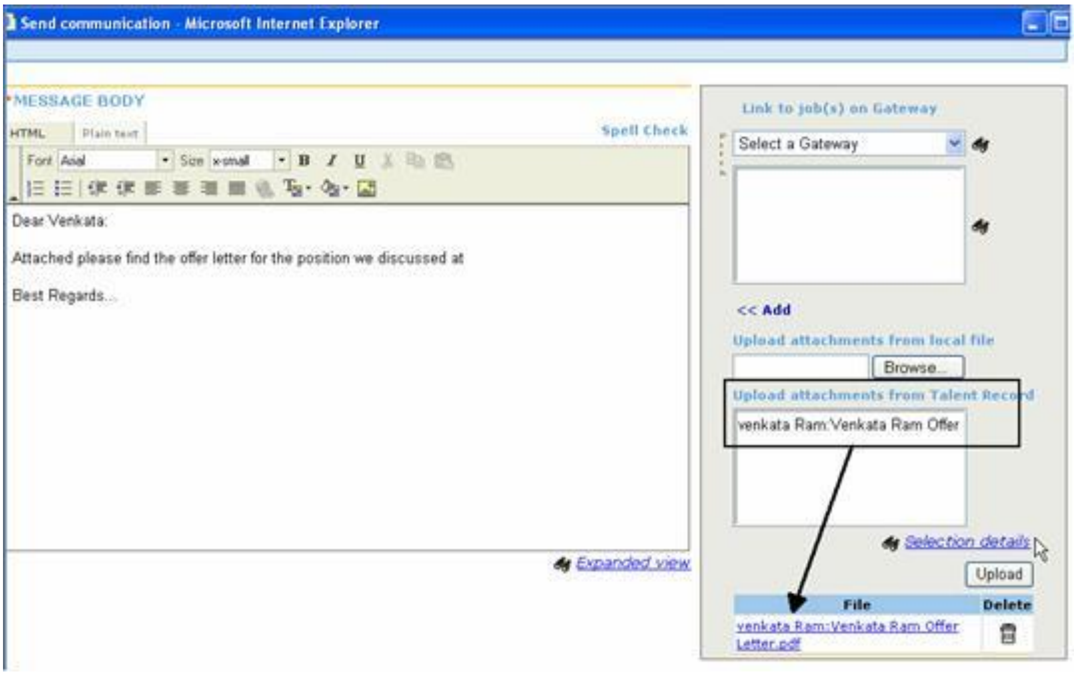


Sending a Communication to the Candidate

When the feature is turned on and the "Restricted offer letter" box is checked on the document template:

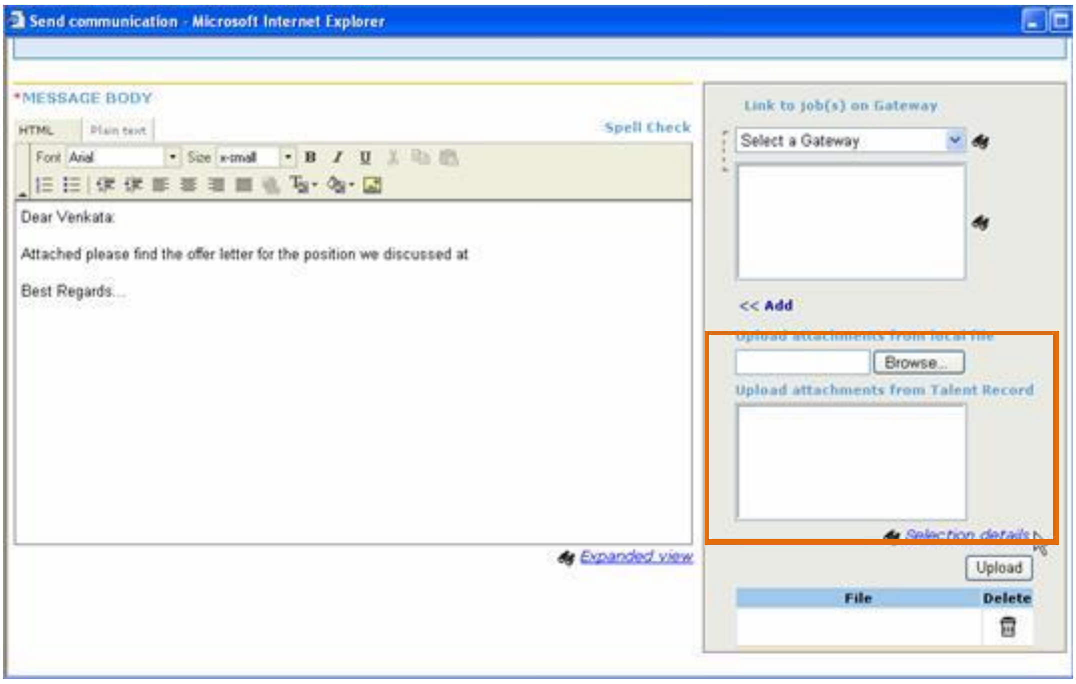
- KRB users who *are* members of the Req team can upload an offer letter as an attachment when sending an e-mail to a candidate.

Figure 21: Req team members can see and upload the offer letter as an attachment

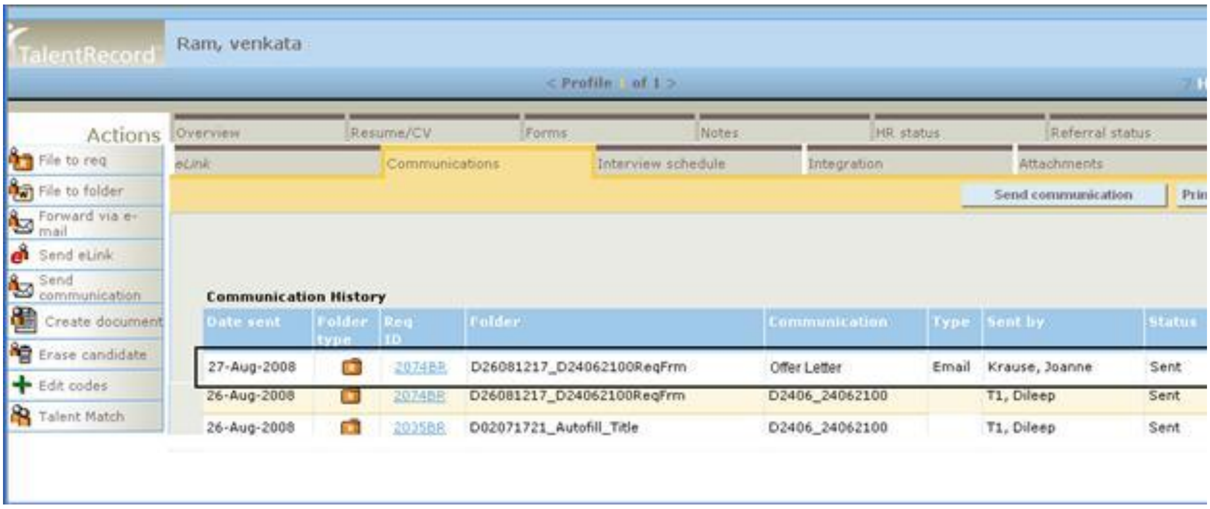


- KRB users who are *not* members of the Req team can send an e-mail communication to the candidate but cannot upload an offer letter as an attachment to that e-mail.

Figure 22: Non-Req team members do not see the offer letter in the list of attachments



Once the KRB user who is a Req team member sends the e-mail with the offer letter attachment, it is listed on the Communications tab of the Talent Record. The offer letter attachment is listed on the Attachments tab of the Talent Record.


TalentRecord
Ram, venkata
< Profile 1 of 1 >
Actions
File to req
File to folder
Forward via e-mail
Send eLink
Send communication
Create document
Erase candidate
Edit codes
Talent Match
Overview
Resume/CV
Forms
Notes
HR status
Referral status
eLink
Communications
Interview schedule
Integration
Attachments
Send communication
Communication History
Date sent
Folder type
Req ID
Folder
Communication
Type
Sent by
Status
27-Aug-2008
2074BR
D26081217_D24062100ReqFrm
Offer Letter
Email
Krause, Joanne
Sent
26-Aug-2008
2074BR
D26081217_D24062100ReqFrm
D2406_24062100
T1, Dileep
Sent
26-Aug-2008
2035BR
D02071721_Autofill_Title
D2406_24062100
T1, Dileep
Sent

Recruiter Experience - "Save Without Routing" Button Removed for Non-System Users

Non-system users can create a req form from an eLinked a blank req but they no longer see the Save without routing for approval button.

KRB system users will still have all the options available to them, including the ability to save without routing for approval, if they are part of the Req team.

How It Worked Before

Prior to this enhancement, non-system users who were eLinked a blank req could create the req form and click the button Save without routing for approval.

Benefits

This enhancement stops non-system users from circumventing the approval process for a req.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 1 on January 8, 2009.

How Do I Get this Feature?

This feature is available automatically without configuration.

Visible Changes

Non-system users no longer see the Save without routing for approval button in an eLinked blank req.

Recruiter Experience - Time Zones Renamed

Four time zones applicable to both Canada and the United States have been renamed as shown in Table 4 below.

Table 4: Renamed Time Zones

New Time Zone Name	Former Time Zone Name
Pacific Time (US & Canada)	US Pacific
Mountain Time (US & Canada)	US Mountain
Eastern Time (US & Canada)	US Eastern
Central Time (US & Canada)	US Central
Atlantic Time (Canada)	Atlantic

How It Worked Before

Time zones applicable to Canada referred to the US only. See Table 4 above.

Benefits

This way of referencing the time zones is more globally appropriate.

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 3 on February 19, 2009.

How Do I Get this Feature?

Kenexa personnel must configure the client settings Job Posting Removal Time & Time Zone and Job Posting Removal Time Zone (Default) to enable this functionality in KRB. If your organization has already enabled this feature, users will see the renamed time zones automatically.

This feature is available without configuration, assuming your organization has already enabled the two job posting removal time zone settings.

Visible Changes

You can see this change to time zone names in the following locations:

- Workbench (internal): Job Posting Removal Time Zone (Default) [Internal Use Only]. Please see the Configuration section on page 77.

♦ KRB: Send interview request and Schedule interview windows, and the associated Selection details window for time zones. Please Figure 54, Figure 55, and Figure 56 starting on page 75.

♦ KRB – Edit posting options window in the Zone field in Figure 57 on page 77 below.

“Interview schedule” Tab on the Talent Record

Navigate to a candidate’s Talent Record (for example, by using Candidate search or through a req folder) and select the Interview schedule tab. On this tab, click Send interview request or Schedule interview to open the appropriate windows. Both windows include the Time Zone field.

Figure 54: “Send interview request” window with Time zone field

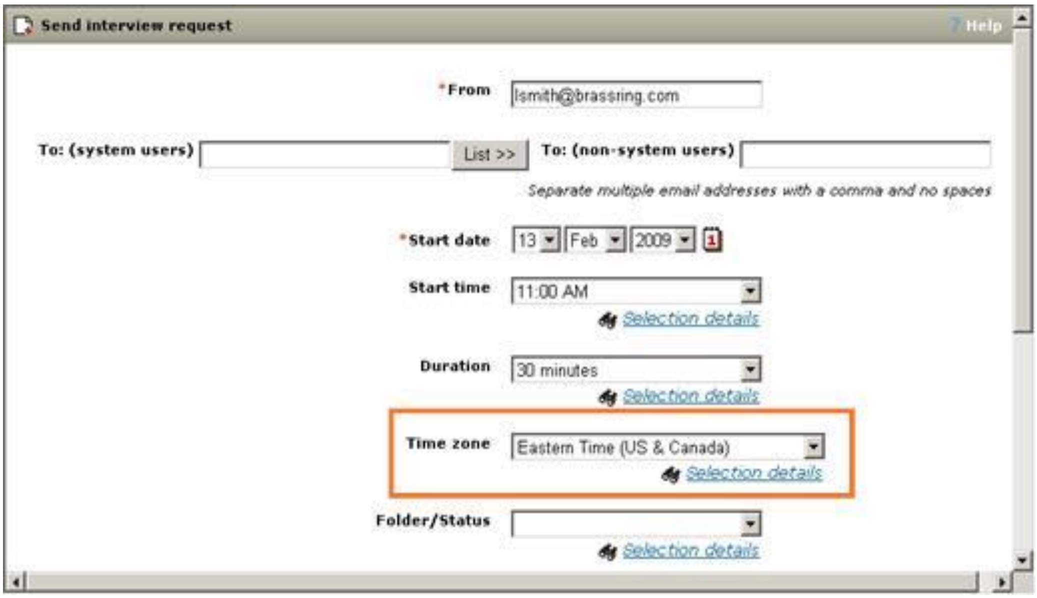
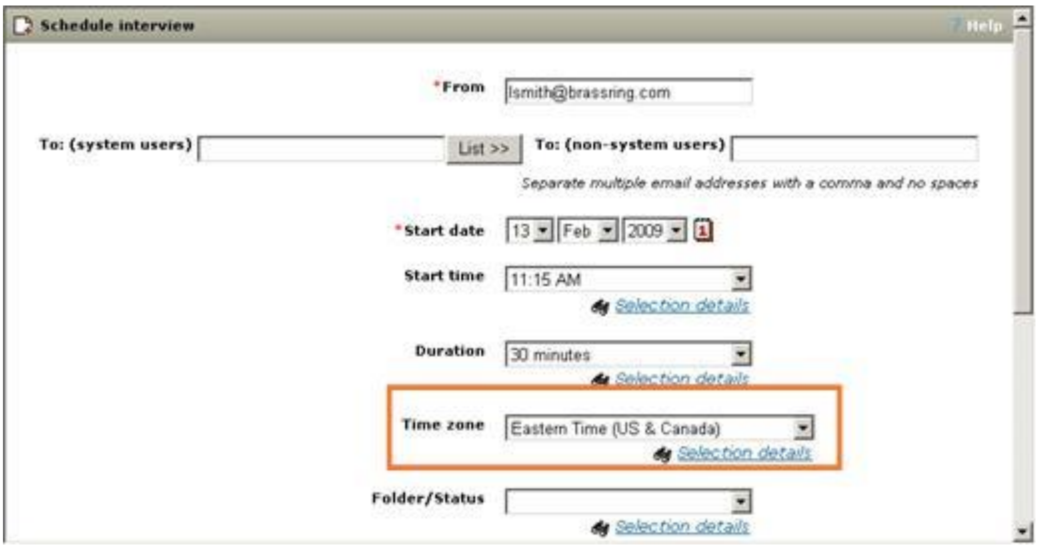
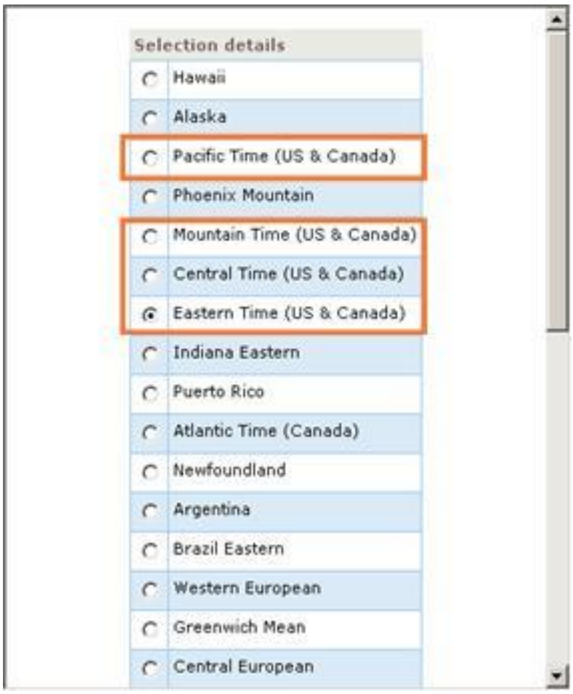


Figure 55: “Schedule interview” window with Time zone field



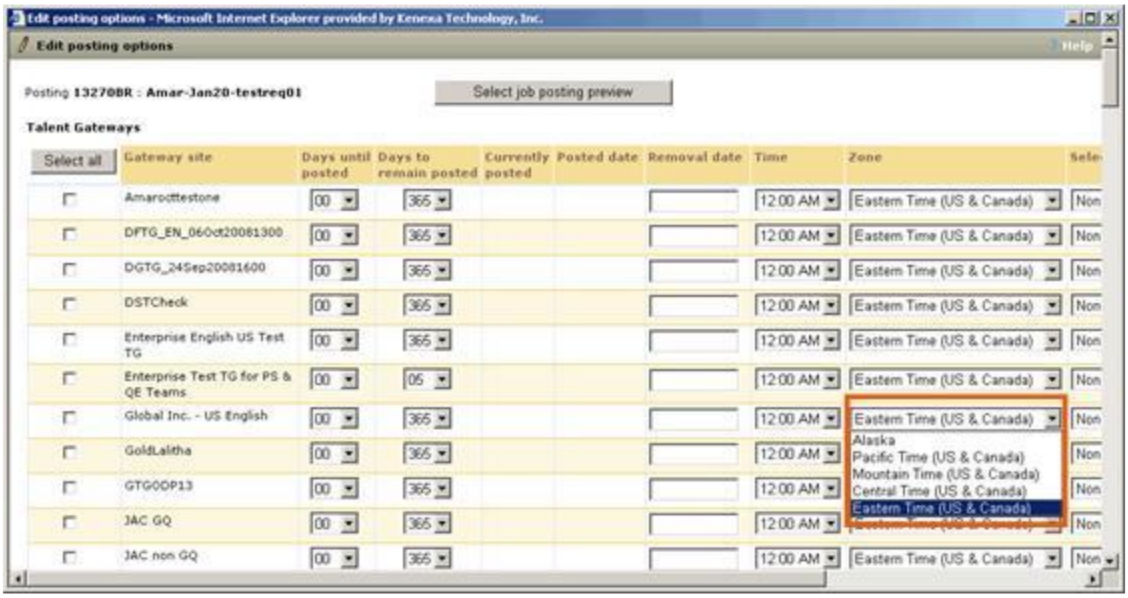
“Selection details” Window for Time Zones

Figure 56: Selection details window with updated time zone labels



“Edit posting options” Page

Figure 57: “Edit posting options” page – Zone drop-down list



Configuration

Note: The setting Job Posting Removal Time & Time Zone must be set to On to make this setting active.

Figure 58: Job Posting Removal Time Zone (Default) setting – list of time zones

Job Posting Removal Time & Time Zone must be enabled to make **Job Posting Removal Time Zone (Default)** active.

Security - Cookie Expiration Settings for KRB and TGs Renamed

To maintain consistency with the new Agency Manager “session expiration” settings, the settings CookieExpiration and CookieExpiration Warning Prompt have been renamed to the following:

- Session Expiration: KRB and Talent Gateways
- Session Expiration warning prompt: KRB and Talent Gateways

Security - Generic Login Messaging

The Generic Login Messaging feature includes the Generic Login Message and the Generic "Forgot Password" Confirmation Message. These two messages convey just enough information to users when they are unable to log in, and/or when they click the "forgot my password" link, to get them to the next step.

The "Generic Login Messaging" feature is available for KRB, Talent Gateways, and Agency Managers. It is controlled by three new Workbench client settings. By default, when you log in to Workbench and see these settings for the first time:

The Generic Login Messaging selection for Agency Manager is **Off**.

The Generic Login Messaging selection for Talent Gateways is **Off**.

The Generic Login Messaging selection for KRB is **Off**.

The "Generic Login Messaging" feature is also available in Workbench as the new standard messaging format.

Once the client setting is enabled, the system displays the Generic Login Message on the login page and the Generic Confirmation Message on the "forgot password" page for the appropriate product.

Benefits

Kenexa is implementing state-of-the-art security features, some of which are client-configurable. Your organization can use Generic Login Messaging for the suite of Kenexa Recruiter BrassRing products alone or in combination.

Cost

There is no additional cost for this feature.

Date Available

This feature is available to be turned on in R12, Build 0 on April 23, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant for help with enablement.

Details, Limitations, and Known Issues

You can enable Generic Login Messaging for Agency Manager, Talent Gateways, and/or Kenexa Recruiter BrassRing at any time. You can disable Generic Login Messaging at any time.

Note: Talent Gateways include an additional workflow which prompts users with a set of security questions if no valid e-mail address exists on file. This feature has not impact on the additional Talent Gateway workflow.

Visible Changes

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

Configuration

Kenexa personnel: In Workbench, navigate to the Edit client settings page for the client. Set the generic login messaging settings to **On** for each of KRB, Agency Manager, and/or Talent Gateways, as desired and save your changes.

Figure 70: Workbench Client Settings for Generic Login Messaging

There is no client setting for the Generic Confirmation Message in Workbench. It is enabled for Workbench by default.

KRB/TG/AM User Experience

Generic Login Error Message

On the login page, the following generic login error message displays under the conditions listed below: “The information you entered does not match our records. Please try again.”

- If the KRB, Talent Gateway, or Agency Manager user enters an invalid username, password, client identifier (if applicable); or

- If the selected account has been locked out

Generic “Forgot Password” Confirmation Message

When the Generic Login Message is turned on for KRB, the “forgot password” workflow is as follows:

On the login page, for KRB, Talent Gateways, or Agency Manager, the user specifies either a valid or invalid username/e-mail address and company identifier (if applicable), and then clicks **Continue** or **Recover my password**.

The “forgot password” page loads and the Generic Confirmation Message displays:

You have asked to recover your password. For your protection, this operation is carried out through a secured e-mail, which has been sent to the address associated with your user profile. Please click on the link in the e-mail to reset your password. Check your e-mail for a message called "Password recovery."

Security - Session Time-out for Agency Managers

The Session Timeout feature is new for all Agency Managers.

By default, a login session for the Agency Manager user expires 24 hours from the time that the user last took an action, as detected by the system.

By default, Agency Manager users see a warning prompt telling them that their session will expire 5 minutes before the session expiration takes place. The user can click OK to extend the session at some point within the 4 minutes and 59 seconds duration before the session expires.

If the user does not click OK to extend the session within the appropriate amount of time, the session ends and the user is automatically logged out of the system.

Your organization can elect to configure the Session Timeout settings to be different lengths of time than their default values.

Benefits

Kenexa is implementing state-of-the-art security features, some of which are client-configurable. Your organization can use the “Session Timeout” feature for its Agency Managers. (Note: Talent Gateways already have the “Session Timeout” capability.)

Cost

There is no additional cost for this feature.

Date Available

The default settings are enabled automatically for this feature in R12, Build 0 on April 23, 2009. The feature is available for configuration at that point.

How Do I Get this Feature?

Please contact your Kenexa consultant for help with configuration if you want to change the Session Timeout settings.

Details, Limitations, and Known Issues

The Session Timeout feature for Agency Managers is controlled by two new Workbench client settings: Session Expiration: Agency Manager and Session Expiration Warning Prompt: Agency Manager.

The settings for both values are applied to all Agency Managers for your organization.

The Session Expiration: Agency Manager setting sets the amount of time before the user is logged out due to inactivity.

The Session Expiration Warning Prompt: Agency Manager setting sets the amount of time between when the session timeout warning prompt is displayed to the user due to inactivity, and the actual time when the session expires and the user is logged out automatically.

Visible Changes

There are visible changes associated with this feature without configuration but users are not likely to experience them. The Session Timeout warning prompt and the Session Timeout are new visible behavior for Agency Manager users. After 24 hours of inactivity (the default setting), the user sees the Session Expiration warning prompt. 5 minutes later, the user is logged out of Agency Manager if he or she takes no action. (So if the client does not change the default values associated with the two client settings, this would affect users who had failed to log out of their system at the beginning of the weekend or in any case where 24 hours go by without any user activity.)

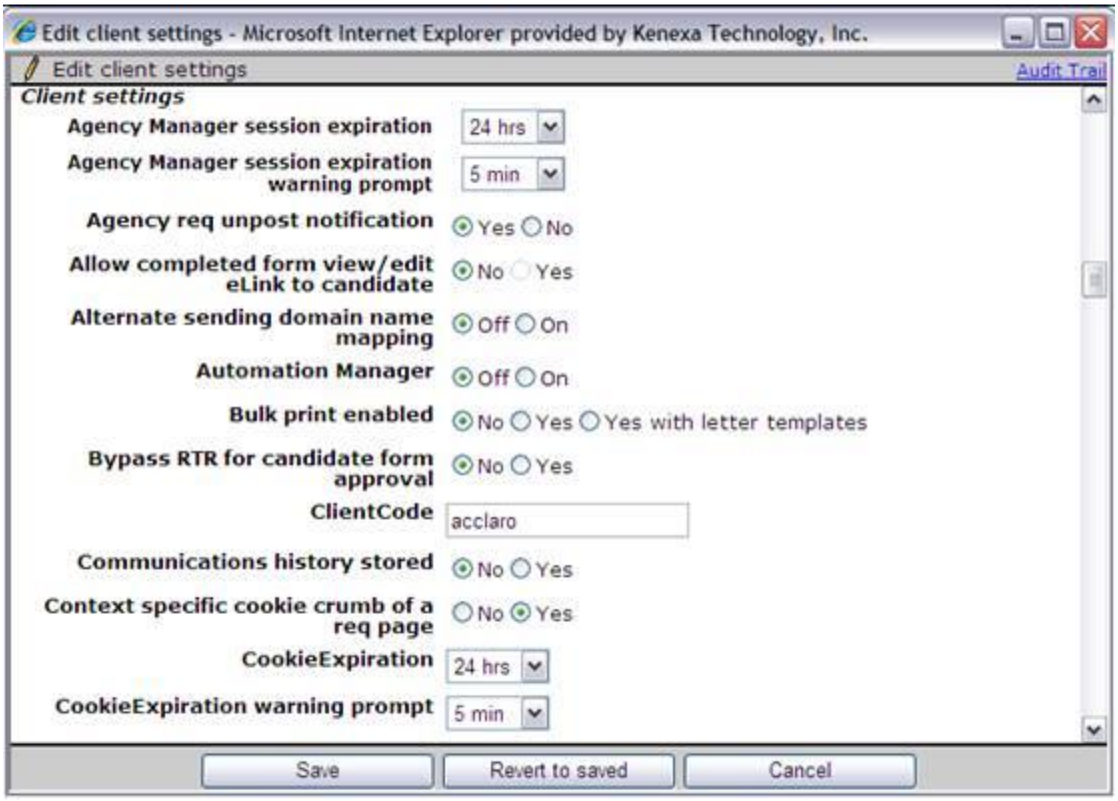
Configuration

Who does this: Kenexa personnel

To enable Session Timeout settings for Agency Managers:

1. In Workbench, select Admin > Manage clients > Search for client > Edit client settings.

Figure 74: Agency Manager Session Expiration client settings in Workbench



2. Select the length of time that can elapse before the session expires:

15 min

30 min

1 hr

2 hrs

3 hrs

4 hrs

8 hrs

24 hrs (the default)

3. Select the length of time that can elapse between the displaying the warning prompt to the user and expiring the session.

30 sec

1 min

2 min

5 min (the default)

10 min

4. Click Save.

Agency Manger User Experience

The length of a session and the length of time between the warning prompt and the session expiration are determined either by the default settings, or by your organization's choices for the two Workbench settings that control the "session timeout" behavior.

By default, the Session Timeout warning prompt (as shown in Figure 75) displays 5 minutes before the system logs the user out automatically *if the user takes no action in response to the warning prompt*.

Figure 75: Session Timeout warning prompt

By default, the user has a little less than 5 minutes to click OK to extend the session. If the user does not respond to the warning prompt, the session ends exactly 5 minutes after the warning prompt is displayed. The Session expiration message displays, as shown in Figure 76:

Figure 76: Session expiration message

The user is redirected to the login page.

Security - Strong Password for Talent Gateways

Your organization can elect to enable the “Strong Password” feature for Talent Gateways. When this feature is enabled, candidates are required to create passwords which meet the stringent criteria outlined below.

Benefits

Kenexa is implementing state of the art security features, some of which are client-configurable. Your organization can use the “Strong Password” feature for its Talent Gateways.

Cost

There is no additional cost for this feature.

Date Available

This feature is available to be turned on in R12, Build 0 on April 23, 2009.

How Do I Get this Feature?

Please contact your Kenexa consultant for help with enablement.

Details, Limitations, and Known Issues

The Strong Password feature for Talent Gateways is controlled by a new Workbench client setting, Talent Gateway password strength. (Please see the *Configuration* section for more information.) You can enable and disable Strong Password for Talent Gateways at any time.

The guidelines for creating and resetting passwords are displayed to the Talent Gateway user on the Create login, Reset password , and Career Site Help pages of the Talent Gateway. The guidelines for creating strong passwords are:

- Your password must be a minimum of 8 characters and a maximum of 25 characters.
- Your password must contain at least one of the following special characters: {}[],.<>;:'"?/|\`~!@#$%^&*()_-+=.
- Your password may not contain spaces
- Your password may not be the same as your login e-mail address
- Your password may not be the same as any of the 5 preceding passwords
- Your password will be case-sensitive

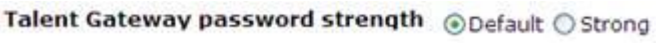
Visible Changes

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

Configuration

Kenexa personnel: In Workbench, navigate to the Edit client settings page for the client. Set the Talent Gateway password strength setting to Strong.

Figure 1: Workbench Client Control



Talent Gateways User Experience

Talent Gateway users see password guidelines (either the default set or *Strong Password* set of guidelines) when creating a new login, resetting their password by editing their profile, or resetting their password after clicking the Forgot my password link.

Default Password Requirements

If clients leave the Talent Gateway password strength setting set to Default, or return to that setting at some point in the future after using the *Strong Password* option, the default set of requirements for passwords are in force:

- The password must be a minimum of 6 and a maximum of 25 characters.
- Your password may not be the same as your username.
- Your password may not be the same as any of the 2 preceding passwords.
- Your password will be case-sensitive.

Strong Password Requirements and Messaging

If clients set the Talent Gateway password strength setting to Strong, Talent Gateway users encounter the *Strong Password* requirements when resetting a forgotten password, viewing tips for passwords, and when changing their passwords by editing their profiles.

Talent Gateways can support a unique string username or e-mail address as username. (The type of username is controlled by a client setting.) The password guidelines for the *Strong Password* feature are displayed slightly differently depending on whether users are logging in with a unique string username or with an e-mail address as username, as shown in Figure 71 and Figure 72:

Figure 71: Password Guidelines for username only login

Password guidelines:

- Your password must be a minimum of 8 and a maximum of 25 characters.
- Your password must contain at least one of the following special characters: {}[],.<>;:'"?/|\`~!@#$%^&*()_-+=.
- Your password may not contain spaces.
- Your password may not be the same as your username.
- Your password may not be the same as any of the 5 preceding passwords.
- Your password will be case-sensitive.

Figure 72: Password Guidelines for e-mail address as username login

Password guidelines:

- Your password must be a minimum of 8 and a maximum of 25 characters.
- Your password must contain at least one of the following special characters: {}[],.<>;:'"?/|\`~!@#$%^&*()_-+=.
- Your password may not contain spaces.
- Your password may not be the same as your login e-mail address.
- Your password may not be the same as any of the 5 preceding passwords.
- Your password will be case-sensitive.

Creating a New Login

When candidates try to create a new login or existing Talent Gateway users must reset their password for a Talent Gateway, and the "Strong Password" feature is turned on, they see the extended set of password guidelines on the Create login and Reset password pages respectively, as shown in Figure 73 and Resetting a Password

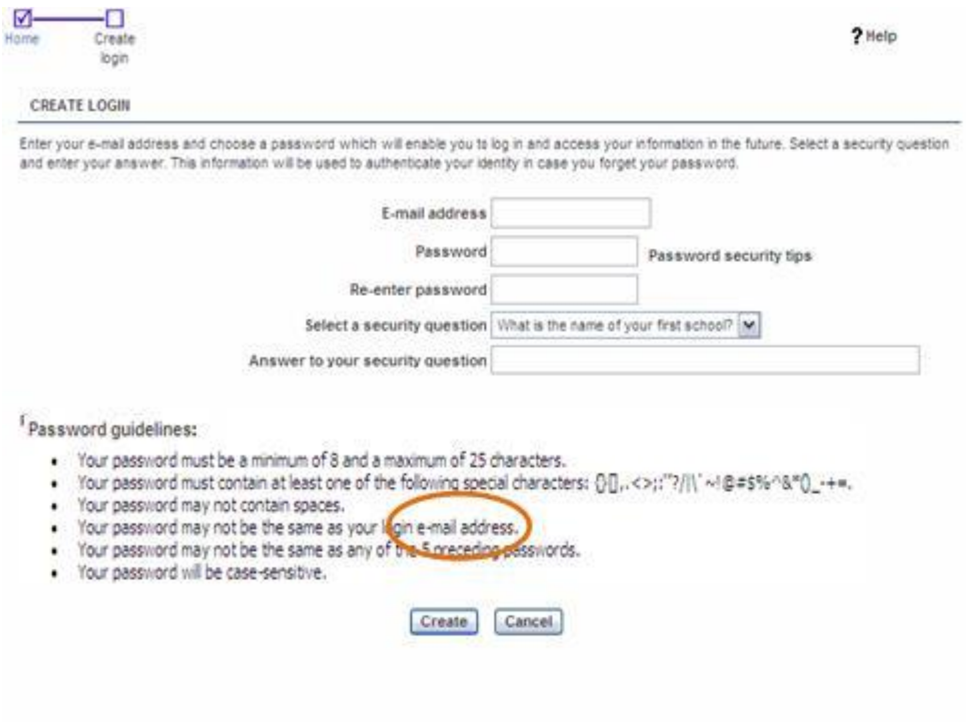
Talent Gateway users enter the "reset password" process when they click the Forgot my password link on the login screen, or when they elect to change their password as part of editing their individual profile on a Talent Gateway.

When users click the Forgot my password link, the system sends a "password recovery" e-mail to the user which contains the password reset link (Click here to reset your password).

When users change their password as part of editing their profile, they must log into the Talent Gateway, click Edit your profile and then Change password.

below.

Figure 73: Create Login page with "Strong Password" guideline



Resetting a Password

Talent Gateway users enter the "reset password" process when they click the Forgot my password link on the login screen, or when they elect to change their password as part of editing their individual profile on a Talent Gateway.

When users click the Forgot my password link, the system sends a "password recovery" e-mail to the user which contains the password reset link (Click here to reset your password).

When users change their password as part of editing their profile, they must log into the Talent Gateway, click Edit your profile and then Change password.

Career Site Help

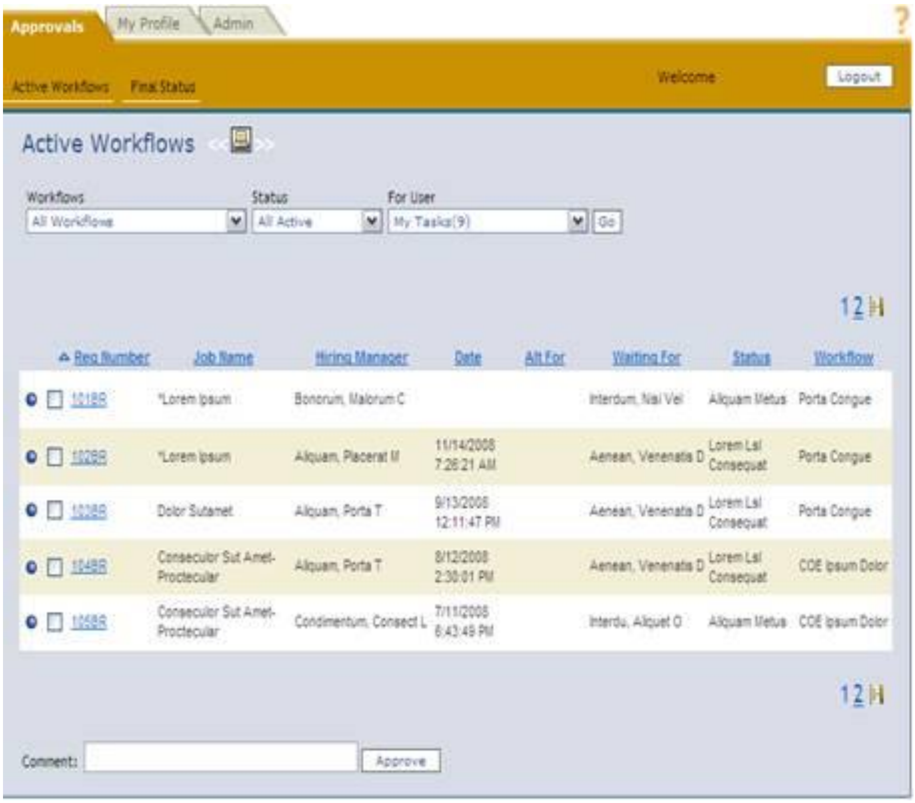
The password guidelines are included in the Career site help system as well.

Smart Approval

Smart Approval has two enhancements: Improved workflow selection and improved sorting usability.

- The new “All Workflows” option has gives users the ability to view all workflows relevant for a particular status and user.
- The sorting selection is retained with pagination.
  - Visual cues have been added to indicate if a column allows sorting.
  - Visual cues have been added to indicate which column is being sorted and in which direction.

Figure 95: Active Workflows for Smart Approval



Talent Gateways - Pre population of Data on SSO TGs, and on GQs

Your organization can pre-populate candidate profile fields and Gateway Questionnaire questions on SSO-enabled Talent Gateways using xml.

The xml can specify the display property for each field [whether the field is editable, read-only, or hidden (**Note:** Only form fields can be "hidden")].

The following documentation is posted on the R12 Enablement Documents page in the "TG_GQ Pre-population via xml" folder. (Go to the R12 Product Launch Portal > KRB 12 > R12 Enablement Documents > TG_GQ Pre-population via xml.)

TG Import xml rules

TG_GQ Prepopulation User Guide

Benefits

This capability:

- Eases the candidate's application process, thereby increasing your internal candidacy pool
- Ensures the accuracy of the data included in the submission
- Provides data consistency across client applications

Cost

There is no additional cost for this feature.

Date Available

This feature is available in KRB 11.5, Build 4 on March 12, 2009.

How Do I Get This Feature?

Client resources create the xml files. Kenexa resources supply the client with a user guide, sample xml files, and rules.

Details, Limitations, and Known Issues

The Talent Gateway must be SSO-enabled.

Education and **Work Experience** each have one display setting for all fields associated with them; either all fields are editable, or all fields are read-only.

Visible Changes

There are no visible changes without configuration.

Workbench - Configuration Publish

Kenexa personnel can publish configured data from the Source to the Target environment.

The feature includes “Single entry publish,” which lets trained users publish pieces of Workbench data from Staging to Production.

Users can generate two reports: the Difference Report or Publish Report.

Users can select individual or all functional areas. The functional areas available in R12 are:

User types	Users
Code types	Agency Manager
Gateway Questionnaire	Talent Gateway
HR Status	Codes
Org Groups	Acknowledgements
Instructions	Resume Security Access Groups
Approvals	Search Fields
Candidate Types	

Functional Areas to be Added in the Future

- Forms
- Questions
- Options

How It Worked Before

To move client-configured data changes from one environment to another, clients had to submit a maintenance request to Systems Engineering to accomplish any post-installation publishes.

Benefits

Your organization can contact your Kenexa consultant to make changes to your published environment instead of submitting a maintenance request. Your requested changes can be made faster and more easily.

Cost

There is no additional cost for this feature.

Date Available

The first phase of Configuration Publish is available in R12 on April 23, 2009. **Important:** Product Management will make an internal training announcement after R12 is released.

Details, Limitations, and Known Issues

The following functional areas will be added after R12:

Forms

Questions

Options

Configuration

The client setting is listed in the Restricted Settings area. You must contact Engineering for help to enable or disable this setting.

The setting is restricted to Superusers and Tech Services users

Figure 69: Workbench client settings – Restricted Settings area