Workday HiredScore

Product Summary

July 23, 2026

Contents

HiredScore Release Notes

2026

March

Wednesday, 14th March

Employee Career Guide (ECG) Language Support Enhancements

We continue to enhance the Employee Career Guide (ECG) functionality in Workday HiredScore by adding support for 14 new languages.

Business Benefit

Enhances user engagement and ease of use by presenting ECG functionality in the user's specified language.

Changes

We expand our ECG language support for:

- Chinese (Simplified)
- Chinese (Traditional)
- Dutch
- English
- French
- French (Canada)
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazil)
- Polish
- Spanish
- Turkish

The displayed language in the UI is determined by the user's settings in Workday (if the chosen language is supported).

Note: Contact Workday Professional Services to configure this ECG functionality in MS Teams.

Setup: What do I Need To Do?

This update is automatically available.

What Happens If I Do Nothing?

The messages will populate in English only.

Wednesday, 6th March

Self-Service Console for HiredScore Implementation 26R1

This update significantly expands the self-service configuration capabilities on the **HiredScore Tenant Setup** task, allowing implementers and administrators to manage most HiredScore features directly in Workday. New and enhanced self-service tabs are introduced for key areas, including message templates for the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) in MS Teams, managing and localizing email communications, and configuring data mapping for job levels and internal talent mobility Report as a Service (RaaS) definitions. Implementers and administrators can now also configure the Hiring Manager (HM) Dashboard, control actions on the Fetch Candidate profile, and consolidate general settings, streamlining setup and maintenance for HiredScore integrations.

Business Benefit

This update significantly improves implementation efficiency and reduces configuration time by converting numerous setup steps into centralized self-service configuration tabs within the **HiredScore Tenant Setup** task. Implementers can now directly manage complex configurations, including communication templates, data mapping, and the Hiring Manager Dashboard workflow, all in one place. This simplifies critical setup steps, reduces the potential for error, and results in faster deployment.

Changes

New tabs and sub-tabs are available on the HiredScore Tenant Setup task. This task contains field labels that correspond directly with HiredScore terminology.

Note: Changes submitted here will impact your account's configuration in HiredScore. If you have an existing setup, it will be overridden by the new changes, including any custom rules or filters. Please note that your changes can take between 10-30 minutes to display in the HiredScore UI. In some cases, this may take longer.

System & Integrations Tab:

- We add a new **General Settings** sub-tab that allows you to:
    - Add **Company Aliases**.
    - Specify the **Company Logo File** and **External Career Site** URLs.
    - Configure the **Supported Countries** and **Job Requisition Statuses** that are included in the HiredScore interface and that have HiredScore services applied (Spotlight and Fetch).
    - **Enable or disable Grading (Spotlight)** on all supported job requisitions for the tenant.
    - Add **Favorite/Restricted Organizations**.
    - Configure select **Grid Preferences**, including the ability to download candidate lists and deep links to Workday.
    - Configure **Candidate Data Preferences** to indicate when a candidate should be shown as a current worker and/or a rehire.
    - Enable the **My Stats** feature on the HiredScore Recruiter Home Page.
- We add a new **Job Application Business Process Export and Sync** sub-tab that allows you to sync the *Job Application* business process in Workday with HiredScore. This enables the HiredScore application and logic to mirror and enforce the same process and conditions within the application.
- We add a new **User Management** sub-tab that enables you to create HiredScore users, edit existing users, and deactivate users. HiredScore provisions users automatically based on their association to supported job requisitions.
- We add a new **Data Mapping - Candidate, Job Application, Job Requisition** sub-tab that allows implementers to map Workday business objects to HiredScore fields, which are then used for data processing and within the application.
- We add a new **Data Mapping - Job Levels** sub-tab. Job level mapping is used in HiredScore functional areas such as Talent Mobility and Fetch. The mapping provides context for an organization's ordering of their job levels. Implementers can map the values of Workday business

objects to a HiredScore numeric order value (1-20, with 1 as the lowest seniority). You can select 1 of these business objects to represent your organization's job level ordering:

    - Management Level
    - Job Level
    - Job Profile
    - Compensation Grade

- We add a new **Data Retention Policies** sub-tab that enables you to select 1 of 4 possible policies to apply to data retention, as well as the period for each supported country. HiredScore doesn't automatically mirror Workday purging and retention configuration, so organizations must select a HiredScore-specific policy. Depending on the selected policy, HiredScore purges all records and entities related to the candidate, including job applications and prospect data. All data for the candidate is deleted and is no longer available in the HiredScore database or application.
- We add a new **Data Export to HiredScore** sub-tab that enables you to initiate and monitor the transfer of data from Workday to HiredScore. This functionality is only available after you complete and authenticate the necessary integration configuration and RaaS setup steps, and is primarily used for the purposes of implementing HiredScore. When you add new supported countries on the **General Settings** tab, the data export for these countries will happen automatically.
- We add a new **Spotlight Grades Integration** sub-tab. This feature allows you to address any grades that weren't sent during the implementation process prior to going live.

AIRC Functional & UI Tab:

- On the **AIRC Functional & UI** tab, we add a new **Reverse Fetch** sub-tab that allows you to enable Reverse Fetch, which enables recruiters to find other matching job requisitions for a candidate. You can configure the filters used by Reverse Fetch, such as the maximum recommendations per candidate and job requisitions at specific stages.
- We add a new **Fetch Profile UI** sub-tab that allows you to configure the singular, main, and mass actions that are available on Fetch profiles in the UI.
- We also add a new **Email Communication Templates** sub-tab that enables implementers to edit the default message templates for these emails in all supported HiredScore UI languages. These emails are available from the HiredScore user interface, based on your enabled products/features:
    - **Contact Fetch candidate**
    - **Share Fetch candidate with colleague**
    - **Share multiple Fetch candidates with colleagues**
    - **Share Fetch candidate with hiring manager**
    - **Share multiple Fetch candidates with Hiring Manager**
    - **Contact candidate with reverse fetch recommendations**
    - **Contact Global Talent Search lead**
    - **Share job applicant profile with colleague**
    - **Share multiple job applicant profiles with colleague**
    - **Share job applicant profile with Hiring Manager**
    - **Share multiple job applicant profiles with Hiring Manager**
    - **Share job applicant with hiring team via Hiring Manager Dashboard**
    - **Share multiple job applicants with hiring team via Hiring Manager Dashboard**
    - **Notify hiring team about job applicant awaiting review**
    - **Notify hiring team about multiple job applicants awaiting review**
    - **Contact worker and invite to apply - Internal Fetch**
    - **Contact worker's manager - Internal Fetch**
    - **Contact worker's HR manager - Internal Fetch**
    - **Contact req's talent manager - Internal Fetch**
- We also add a **Talent Network Fetch** sub-tab that allows implementers to activate this HiredScore functionality in Workday, which integrates with and recommends Randstad leads in Fetch. To

activate Talent Network Fetch, contact Workday Professional Services after signing the agreement with Randstad.

Internal Fetch Tab:

We add a new **Internal Fetch** tab that enables implementers to configure how employees are identified and recommended using these fields:

- **Exclude Employees by Job Levels**
- **Fetch Employees from Maximum Distance**
- **Fetch Maximum employees per job requisition**
- **Minimum time in current role**
- **Performance Scale**
- **Minimum Performance Rating**
- **Maximum Compensation Grade Advancement**
- **Internal Fetch Policy Exceptions**
    - **Minimum Time in Role Exception**
        - **Excluded Pools**
        - **Minimum Time in Role for Excluded Pools**
    - **Maximum Compensation Grade Advancement Exception**
        - **Excluded Pools**
        - **Maximum Compensation Grade Advancement for Excluded Pools**

HM<>TA Collaborator Tab:

We add a new **HM<>TA Collaborator** tab that enables implementers to configure settings for the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) MS Teams functionality.

- **HM Dashboard Settings**
    - This sub-tab enables you to configure the Hiring Manager Dashboard, which is the dedicated user interface for hiring managers to review and action candidates. This includes which phases to show and allowed actions for Hiring Managers.
- **HM Dashboard Grid**
    - This sub-tab enables you to configure the primary UI settings of the candidate grid in the Hiring Manager Dashboard, including the columns and filters to display.
- **HM TA General Settings**
    - This sub-tab enables you to specify **Job Requisition Filters**:
        - **Job Requisition Created From**
        - **Job Requisition Status**
        - **Evergreen Requisition**
        - **Countries to Exclude**
        - **Job Levels To Exclude**
    - The **Soft Launch** section allows implementers to test HMTAC functionality and do a limited rollout with a small group of users before making it available to the entire organization. You can add specific individuals (using the **Primary Recruiter**, **Hiring Manager**, and **Recruiter Assistant** fields), to a test group of up to 30 users. After testing and before deploying to all users, remove the users selected in this section and leave the fields blank.
- **MS Teams, Channels, Tabs**
    - This sub-tab enables you to configure the HMTAC team name, the team members (for example, the hiring manager and primary recruiter), and the members and owners of the

shared requisition channel. You can also configure the Hiring Manager Dashboard's tab name and description, and up to 10 custom links, which can direct users to Help Center resources.

- These sub-tabs enable you to configure templates for HMTAC messages in JSON format using the Microsoft Adaptive Cards Designer:
    - **Welcome Message Template**
    - **Alignment for Recruitment Template**
    - **Job Requisition Posted Internally Template**
    - **Job Requisition Posted Externally Template**
    - **First Candidate to Review Template**
    - **Open Tasks Template**
    - **Provide Interview Feedback Template**
    - **Candidate Offer Template**
    - **Job Requisition Filled Or Closed Template**
    - **Recruiter Job Requisition Progress Template**
    - **Recruiter Welcome Message Template**
- The **Activate HMTA** sub-tab allows you to enable the HMTAC product and its configured flows after you set up the MS Teams integration.

Setup: What Do I Need to Do?

New customers who have a tenant connected to the HiredScore integration and who haven't yet configured the relevant domain should follow these steps:

1. Access the *Set Up: HiredScore Tenant Setup* domain.
2. Enable the **HiredScore** functional area.
    a. From the related actions menu of the HiredScore functional area, select **Edit** > **Enable**.
    b. Click **OK** and **Done**.
3. Configure Domain Security Policy.
    a. From the related actions menu of the *Set Up: HiredScore Tenant Setup* domain select **Domain** > **Edit Security Policy Permissions**.
    b. On the **Report/Task Permissions** section, **Add** a row and enter *Implementers* as a **Security Group**.
    c. Select the **View** and **Modify** check boxes.
    d. Click **OK** and **Done**.
4. Enable Domain Security Policy.
    a. On the **View Domain** page of the *Set Up: HiredScore Tenant Setup* domain, click the related actions menu next to the magnifying glass beside **Domain Security Policy**, and select **Domain Security Policy** > **Enable**.
    b. Click **OK** and **Done**.
    c. Access these domains and repeat steps *a* and *b* :
        - *Set Up: HiredScore Tenant Setup - Recruiting*
        - *Set Up: HiredScore Tenant Setup - Talent Optimization* (only Talent Optimisation customers who want to use Internal Fetch must configure this domain.)
5. Activate Pending Security Policy Changes.
    a. Access the **Activate Pending Security Policy Changes** task.
    b. Enter a **Comment**.
    c. Select the **Confirm** check box.
    d. Click **OK**.
6. Access the **HiredScore Tenant Setup** task and configure the settings.

What Happens If I Do Nothing?

The new HiredScore tenant setup functionality won't be available in your tenant and you won't be able to use the tasks.

Related Links

- 2025R2 Feature Release Note: Self-Service Configuration for Recruiting Stage Transition

May

Friday, 1st May

Paradox Browser Extension for HiredScore

HiredScore now supports the Paradox browser extension, which leverages a direct integration between Paradox and Workday Candidate and Application IDs to provide real-time status updates and an embedded experience within the HiredScore UI.

Business Benefit

The Paradox browser extension offers a more integrated and functional experience within the HiredScore UI than the existing Paradox iFrame solution. Through this embedded experience, users can gain real-time status updates in the HiredScore UI, additional UI elements, and Paradox-specific columns in the applicants table for visibility into candidate status. Users also benefit from the extension’s candidate inbox, scheduling, and calendar functionality.

Changes

With this feature, the HiredScore UI displays new visual and functional elements:

- New UI elements, such as status pills and action buttons. Clicking the embedded Paradox elements provides quick access to view the candidate in the Paradox browser extension This enables you to easily take action on candidates, including sending messages, updating their Paradox status, and scheduling interviews.
- On the **Applicants** tab in the **Recruiter Productivity** tool, the Applicants Table contains new columns. When a match is identified in the Paradox database on an active job requisition page, Paradox-specific columns are added to the applicants table, such as **Scheduling Status**.
- The extension automatically detects matches and displays relevant UI elements when users navigate to a supported HiredScore page, such as the candidate profile or the applicants table.

For customers migrating from the Paradox iFrame solution, 2 existing UI elements are removed after implementing the Paradox browser extension:

- The **Interview Scheduling** tab from the candidate profile in the Recruiting Dashboard (and potentially the Hiring Manager Dashboard).
- The iFrame integration is deactivated.

Setup: What Do I Need To Do?

Prerequisites

These prerequisite steps are completed by a Paradox representative and Workday HiredScore Support.

1. A Paradox representative must first enable this feature in your Paradox account.
    a. Navigate to Settings > Client Setup > More.
    b. Enable the Browser Extension setting.
    c. Enable ATS Embedding setting.
    d. Select HiredScore on the ATS prompt.
    e. Add the HiredScore URL to the new field (*https://cloud.hiredscore.com/*).
    f. Save the changes.

   Note: To enable manual interview scheduling at any time using the browser extension, deactivate the Disable Manual Scheduling setting in Client Setup > Scheduling.
2. Workday HiredScore assigns these recommended permissions to all intended user roles:
    - Candidates: Full Access
        - Ensures that users have complete visibility into candidate profiles and can perform supported actions in the Paradox Candidate Inbox.
    - Scheduling: Full Access
        - Required to use the Paradox Scheduling and Calendar features in the browser extension.
3. A Workday HiredScore delivery or support representative ensures that:
    - The enable_paradox_extension setting is enabled.
    - The feature is enabled in both the HiredScore Staging and Production environments.
4. For customers migrating migrating to the new extension from the previous Paradox iFrame solution:
    - Remove the Interview Scheduling tab from the candidate profile in the Recruiting Dashboard (and, if applicable, the Hiring Manager Dashboard).
    - Deactivate the iFrame integration.

Steps

After verifying that the prerequisites are met, follow these setup steps:

1. Download the Paradox browser extension:
    a. Access the Paradox browser extension through the Chrome Web Store, using the specific link provided for your organization's environment. The majority of accounts are hosted in the following instances:
        - For the Olivia (US) instances:
            - Olivia Production (US): Link
            - Olivia Staging (US): Link
        - For the Olivia EU instances:
            - Olivia Production (EU): Link
            - Olivia Staging (EU): Link

       Note: Only 1 version of the Paradox extension can be active at a time. If you have multiple versions installed (for example, in both Staging and Production environments), ensure you only enable and log in to the one relevant to your current workflow to prevent data conflicts or rendering issues.

2. Authentication and Login:
    a. After adding the extension to Chrome, log in to sync your HiredScore and Paradox sessions. Click the Paradox icon in your browser's toolbar. Alternatively, click the Extensions jigsaw piece icon and pin the Paradox extension for easy access.
    b. Select your preferred login method:
        - Username and Password:
            - Enter your standard Paradox credentials.
        - SSO (Single Sign-On):
            - Click Log in with SSO and follow your organization's standard authentication process.

        Note: The initial login using Single Sign-On (SSO) directs users to the complete Paradox CEM page. After this first successful login fully loads, open the extension again, and a session will be established before automatically synchronizing across any other open tabs. After you log in, the extension runs in the background. It automatically detects matches when you navigate to a supported HiredScore page (candidate profile or applicants table).
3. Verify that the setup was successful by navigating to an active job requisition page in HiredScore. If a match is detected in the Paradox database, the Paradox-specific columns are added to the applicants table.

What Happens If I Do Nothing?

The Paradox browser extension features won't be available in the HiredScore UI. Customers with the existing Paradox iFrame won't encounter any changes and HiredScore will continue to support the iFrame functionally.

June

Wednesday, 24th June

Workday HiredScore Skills Cloud Integration: Supporting Insights and New Filter

With this update, we align HiredScore's AI talent orchestration with the Workday Skills Cloud, ensuring a unified skills framework and taxonomy across different components of the recruiting workflow.

Business Benefit

With this update, we align HiredScore's AI talent orchestration with the Workday Skills Cloud, ensuring a unified skills framework and taxonomy across different components of the recruiting workflow.

Changes

We deliver these UI and logic changes:

- Skills Enrichment
    - HiredScore automatically identifies skills from job requisition descriptions and candidate applications, and maps them to skills within the Workday Skills Cloud.
- Skills Matching Insights
    - The Fetch, Internal Fetch, and Embedded Fetch UIs now display a Skills Matching insight that provides detailed skills matching information on the profile.
    - These insights help recruiters understand candidate fit by highlighting any overlap between their profile and a role's required and preferred skills.

- Intelligent Skills Filtering
    - A new Dynamic Fetch Skills filter can now use the Workday Skills Cloud taxonomy for its suggestions and logic. Contact Workday Support to enable it.
    - This update improves candidate sourcing by taking both enriched requisition data and candidates' mapped skills into account.
    - Note: This enhancement will replace the legacy HiredScore taxonomy filter and is a background process that doesn't impact your existing workflows or system performance.

What's Coming Next?

In a future release, we plan to add support for skill insights in Spotlight. The HiredScore Spotlight Grading algorithm will incorporate the Workday Skills Cloud and enriched data when calculating candidate grades.

Setup: What do I Need To Do?

- Fetch Skills Insights Boost
    - You can boost this feature to display it across all of your Fetch leads (not only new leads) by engaging with Workday Support. Your implementer performs a background historical data refresh, which you can extend beyond the default time period of January 2025 to the present upon request.
- Dynamic Fetch Filter Activation
    - Contact Workday Support to enable the new Dynamic Fetch skills filter for your account.

What Happens If I Do Nothing?

- Internal Fetch
    - Skills insights display automatically.
- Fetch
    - Skill insights will only display for new leads that apply after the feature is enabled. Existing leads in Fetch aren't updated. Over time, more leads will display insights as new applications are received, but a historical data refresh by Workday Support is required to backfill all previous leads.
    - Note: Workday gradually runs historical data refreshes for all customers. To expedite this process, contact Workday Support.
- Dynamic Fetch Filter
    - The existing Skills filter displays. To enable the new filter based on the Workday Skills Cloud, contact Workday Support.

- Preview Date:
    - 2026-03-14
- Production Date:
    - 2026-03-14

Attachments

Skills Match Insights.pdf

July

Wednesday, 15th July

Workday HiredScore Candidate and Job Application Purge Sync

With this release, we introduce a new integration capability that automatically synchronizes the purging of candidate and job application data between Workday and HiredScore. When you execute a data purge in Workday, HiredScore is now notified of the purged instances, ensuring your recruiting data remains securely aligned and up-to-date across both systems.

Business Benefit

This enhancement streamlines data lifecycle management and supports data privacy and compliance by removing the need to manually update HiredScore after purging records in Workday. By automatically batching large purges (over 10,000 instances) and retrying purges in the event of connectivity issues, Workday ensures reliable data synchronization without placing an additional burden on your HR and IT teams.

Changes

- We add a new **Notify HiredScore of Workday Purge** check box on the **Edit Tenant Setup - Recruiting** task. When this option is enabled, Workday sends a notification to HiredScore when candidates or job applications are purged. This removes the need for manual HiredScore record deletions.
- We updated the data purge job framework in Workday to execute an integration call as the final step in the purge process.
- After HiredScore completes the purge, the integration now triggers a controlled re-export from Workday when applicable. This helps ensure HiredScore reflects the data that remains valid in Workday after the purge event.

Setup Effort: What Do I Need to Do?

The new Notify HiredScore of Workday Purge check box is automatically available in your tenant. To enable the integration opt-in setting:

1. Access the **Edit Tenant Setup - Recruiting** task.
2. Select the **Notify HiredScore of Workday Purge** check box to enable the purge notification by Workday to HiredScore.
3. Save your changes.

What Happens If I Do Nothing?

If you don’t enable this setting, your current purge process remains unchanged. Workday won’t send a notification to HiredScore when candidates or job applications are purged, which means you must continue managing HiredScore record deletions manually to maintain data compliance.

- Preview Date:
    - 2026-07-05
- Production Date:
    - 2026-07-31

Friday, 10th July

Coming Soon: Workday HiredScore Spotlight Fit and Gap Enhancement with LLM

With this release, we enhance Workday HiredScore Spotlight basic qualifications matching and final grade assignment with the addition of a Large Language Model (LLM)-driven approach that evaluates each screenable qualification individually against the candidate’s parsed resume. Recruiters are provided with straightforward explanations, clearer grading transparency, and a new **Fit & Gap** view on the candidate profile.

Business Benefit

This enhancement gives recruiters clearer, more trustworthy grading decisions by showing plain-language explanations for each qualification match and how those results will affect the overall grade. By evaluating requirements individually, it improves accuracy by supporting more nuanced or non-numeric requirements. Detailed evidence and pointers to relevant resume sections also help recruiters assess fit faster, with less need for manual effort.

Related Information

- Community: Spotlight AI Fact Sheet
- Fit and Gap Tab in the HiredScore UI

Wednesday, 1st July

Workday HiredScore Job Requisition Parser Enhancement

With this update, Workday HiredScore enhances the job requisition parser used to extract job qualifications. This improves the quality of qualification sentence extraction and enrichment used by the Spotlight Fit and Gap feature, while continuing to extract structured qualifications (such as years of experience and education requirements) at the same level of quality as before.

Business Benefit

By extracting and enriching qualification sentences with higher quality, Spotlight can better assess whether candidates meet role requirements and provide more dependable grading and insights.

Changes

These changes enhance the job requisition parser so that extracted qualifications are enriched to include metadata such as:

- Qualification type:
  - Required or preferred.
- Qualification section:
  - Such as experience, skills, or education.
- Whether or not it’s possible to screen the qualification, and if it can be evaluated with the information on a typical resume.

Workday HiredScore uses this metadata to scope the qualifications for grading with the enhanced Spotlight algorithm (planned for a future release).

- Preview Date:
  - 2026-07-05
- Production Date:
  - 2026-07-05

Related Links

2025R1 Feature Release Note: HiredScore Version for Core Connector Job Requisition Integration

2025

March

Monday, 3rd March

HiredScore Version for Core Connector Job Requisition Integration

We enhance the *Core Connector: Job Requisition Outbound* integration by adding the *HiredScore* version.

Business Benefits

Reduces HiredScore’s dependencies of retrieving data through custom reports as a service and enhances data synchronization between HiredScore and Workday.

Changes

You can now use the version to return role assignments on the job requisition.

What Do I Need to Do?

Configure these on the *Job Requisition Core Connector* integration system:

- Configure **Integration Attributes** and select *HiredScore* version.
- Configure **Integration Services** and select *HiredScore Effective Data Fields* service.
- Configure **Field Attributes** on the *HiredScore Effective Data Fields* service.

What Happens if I do Nothing?

You won't see any changes to your current setup.

Wednesday, 12th March

HiredScore Embedded Fetch for Talent Rediscovery and Suggested Workers

Workday improves talent rediscovery with Embedded Fetch, an AI-driven tool delivered directly within Workday. Embedded fetch proactively enables recruiting professionals to discover and manage leads that best fit open roles across their system. Internal fetch enables recruiters to manage internal leads. Embedded Fetch is powered by Hirescore's AI algorithm and recruiters can access it from the Workday job requisition.

Business Benefits

Embedded Fetch:

- Streamlines hiring by uncovering the best suited and most likely-to-apply candidates.
- Improves hire quality.
- Decreases recruiting costs.
- Increases recruiting capacity by easing administrative burden.
- Decreases time to fill and cost of hire.
- Improves employee engagement and retention.

Changes

We deliver Embedded Fetch and Embedded Internal Fetch (secured to the *Candidate Data: HiredScore Fetch* domain), which works seamlessly within the Workday job requisition. Recruiters can source leads from across their system, and manage and engage them from the job requisition.

They can take action on up to 15 leads at a time. We provide these report fields on the HiredScore Mass Action Status business object (secured to the *Candidate Reporting* domain), which require access to the job requisition associated with the Fetch status:

- Mass Action Task Name for Fetch.
- Fetch Candidates - Valid internal and external candidates for the Fetch status.
- Job Requisition for Fetch.
- Fetch Tab - The tab from which the mass action is launched. Values: Fetch, Internal, or Dynamic Fetch.
- Fetch Task Completed.
- Job Applications Through Fetch - The job applications that a mass action task converts.

We deliver the new report field, Fetch Mass Action Statuses for Job Application on the Job Application business object (secured to the *Candidate Reporting* domain). It returns the status for a converted job application from at least one Fetch mass action.

What's Coming Next

Embedded will be able to uncover these types of leads:

External Leads:

- Randstad Data Harbor Leads (US / EU data Servers).
- Upwardly Global Leads (US Data server). Connecting to External Pools requires explicit client consent and agreement in place with External Pool provider (Randstad / Upwardly Global).

CRM Leads:

- Phenom
- Beamery
- Avature
- Smashfly
- Clinch

Hiring Memory Leads: Imports workers from a different applicant tracking system. Available for:

- SmartRecruiters
- SAP Success Factors ATS
- Oracle - Taleo ATS
- Oracle Cloud ATS

Deployment Considerations

Considerations:

- Diversity Blueprint isn't supported in Embedded Fetch.
- Embedded Fetch is supported in Production environments only.
- Users can only authenticate with SSO. The IDP (SSO Provider) must be the same between Workday and HiredScore.

What Do I Need to Do?

Prerequisites:

- Embedded Fetch requires HiredScore AI for Recruiting (AIRC) SKU.
- Embedded Internal Fetch requires HiredScore AI for Talent Mobility (AITM) SKU and Talent Optimization SKU.

Recruiters require:

- An active HiredScore license.
- Access to the Job Requisition (assigned or associated with the job requisition. Example: Primary Recruiter).

Security:

Required Domain: Candidate Data: HiredScore Fetch domain to use Embedded Fetch.

Optional Domains:

- Candidate Communication - for Send Message and Invite to Apply.
- Candidate Pool: Manage Membership - for Add to Pool.
- Candidate Data: Sharing - for Share with Colleague and Share with Hiring Manager. To enable recruiters and hiring managers to receive leads, add their roles to the Prospect Domain.
- Candidate Data: HiredScore Fetch - for Contact Worker's Manager.

Optional:

- Candidate Engagement SKU to include leads in Recruiting campaign audiences through Candidate Pools.
- Workday Messaging SKU for SMS in Send Message and Invite to Apply tasks.

Steps:

- Implement and configure Fetch and Internal Fetch with the HiredScore standard delivery process.
- Configure this Workday domain: Candidate Data: HiredScore Fetch.

- Update these security domains for supporting actions:
  - Candidate Communication - for Send Message and Invite to Apply.
  - Candidate Pool: Manage Membership - for Add to Pool.
  - Candidate Data: Sharing - for Share with Colleague and Share with Hiring Manager. To enable recruiters and hiring managers to receive leads, add their roles to the Prospect domain.
  - Candidate Data: HiredScore Fetch - for contact worker's manager.
- Configure message and notification templates for the Send Message and Invite to Apply tasks using the Workday notification framework.

  Note: Receiving these messages requires the candidates to opt-in to email messaging, if they have not already done so. We suggest using the Confirmed Opt-In Email Status report fields and sending a message in advance to ensure that candidates receive these messages.

What Happens if I do Nothing?

The Job Requisition experience remains the same.

Fetch in the native HiredScore user experience remains the same.

Self Service Configuration Task for HiredScore Fetch

With this release, we deliver a self-service configuration task, enabling the implementers to update and configure HiredScore Fetch parameters directly from within Workday.

Note: You must have purchased the HiredScore AI for Recruiting (AIRC) SKU to uptake this functionality.

Business Benefits

A self-service console task for HiredScore within Workday improves efficiency by reducing implementation time and cost while providing a scalable, long-term solution.

Self Service Task

We deliver the new HiredScore Tenant Setup - Fetch task (secured to the *Set Up: HiredScore Tenant Setup - Recruiting* domain), enabling implementers to update and configure HiredScore Fetch parameters from within Workday.

You can use the task to:

- Configure when HiredScore Fetch should run. Example: When a job requisition is Open, Approved, Posted Internally, or Posted Externally.

  Note: The 'Approved' trigger may not be relevant for all, we recommend that if selected, it should be combined with other run triggers.
- Set the maximum distance from a job posting location to get leads. Example: Only surface leads that are located within 50 kilometers from Paris, France.
- Specify which leads to exclude when HiredScore Fetch runs or based on the Disposition steps in your business process. Example: Those previously excluded for failed background check.
- Exclude leads from Fetch whose last application date exceeds a specified number of years.
- Exclude candidates who are Active on other job requisitions.

HiredScore Security Domains

We deliver these new domains (secured to the HiredScore functional area) that you can use to secure access to HiredScore tasks and reports:

- *Set Up: HiredScore Tenant Setup*
- *Set Up: HiredScore Tenant Setup - Recruiting*

What Do I Need to Do?

1. Access the *Set Up: HiredScore Tenant Setup* domain.

2. Enable the HiredScore functional area.
    a. From the related actions menu of the HiredScore functional area, select Edit >Enable.
    b. Click OK and Done.
3. Configure Domain Security Policy.
    a. From the related actions menu of the *Set Up: HiredScore Tenant Setup* domain select Domain > Edit Security Policy Permissions.
    b. On the Report/Task Permissions section, Add a row and enter *Implementers* as a Security Group.
    c. Select the View and Modify check boxes.
    d. Click OK and Done.
4. Enable Domain Security Policy.
    a. On the View Domain page of the *Set Up: HiredScore Tenant Setup* domain, click on the related actions menu next to the magnifying glass next to Domain Security Policy, and select Domain Security Policy > Enable.
    b. Click OK and Done.
    c. Access the *Set Up: HiredScore Tenant Setup - Recruiting* domain and repeat steps a and b above.
5. Activate Pending Security Policy Changes.
    a. Access the Activate Pending Security Policy Changes task.
    b. Enter a Comment.
    c. Select the Confirm check box.
    d. Click OK.

    Note: You should see these domains on the Domain Security Policies section:

    - Set Up: HiredScore Tenant Setup
    - Set Up: HiredScore Tenant Setup - Recruiting
6. Access the HiredScore Tenant Setup - Fetch task and configure Fetch settings.

What Happens if I do Nothing?

You won’t be able to use the new HiredScore Tenant Setup - Fetch task.

Wednesday, 19th March

HiredScore Job Recommendations

Workday improves internal mobility with AI-driven enhancements to Career Hub and Opportunity Marketplace. We now deliver even more precise and personalized job recommendations by leveraging HiredScore's advanced matching algorithms that analyze professional experience, resumes, education, and internal mobility policies.

We don't support delivering HiredScore features to Preview at this time, and we plan to deliver HiredScore Job Recommendations directly to Production with 25R1.

In preparation for the Production service update on 2025-03-15, we deliver *HiredScore Job Recommendations* (secured to the *Internal Careers* security domain) in the Recruiting functional area in Preview with the 2025-02-28 service update.

Note: This feature is part of Workday HiredScore, a separate product (SKU) requiring a separate license. To purchase Workday HiredScore, contact your Customer Account Executive.

August

Wednesday, 27th August

New Self-Service Configuration Features for HiredScore Implementation

With this release, we deliver new self-service configuration tasks and enhance existing tenant setup functionality, enabling implementers to update and configure more HiredScore features directly from within Workday.

Note: Workday HiredScore is a separate product (SKU) requiring a separate license. To purchase Workday HiredScore, contact your Customer Account Executive.

Business Benefit

Providing new self-service console tasks for HiredScore within Workday allows implementers to self-configure a customer's HiredScore environment, resulting in enhanced efficiency, less reliance on Professional Services, and greater customer autonomy.

Changes

We deliver these new HiredScore self-service configuration tasks within the **HiredScore Tenant Setup** task:

- Edit HiredScore Tenant Setup - Workday Integration
    - Configure the Workday integration details for HiredScore. This enables the flow of data (such as job applications and job requisitions) between Workday and HiredScore. After setting up a HiredScore Integration User in your tenant, use this final step to connect the systems.
- Edit HiredScore Tenant Setup - SSO Integration
    - Configure the single sign-on (SSO) integration for HiredScore to make HiredScore available to users based on your IDP configuration.
- Edit HiredScore Tenant Setup - RaaS Integration
    - Configure the RaaS definition details for HiredScore. After completing the HireScore Reports configuration in your tenant, use this step to complete the link between the systems.
- Edit HiredScore Tenant Setup - Role Mapping
    - Configure the HiredScore role mapping. Use role mapping to specify Recruiter and Manager roles in your tenant to enable Hiring Manager - Talent Advisor automation flows.
- Edit HiredScore Tenant Setup - Fetch UI
    - Configure the columns and filters that are visible in the Fetch & Dynamic Fetch UI and the Embedded Fetch grid in Workday, and specify their order.
- HiredScore Tenant Setup - AIRC Functional & UI
    - Configure the columns and filters that are visible in these UIs:
        - Job Applications Inbox
        - Pending Actions
        - My Reqs
    - On the **Candidate Profile UI** tab, you can configure:
        - Singular actions and grid mass actions that the end user can perform from their profile.
        - The ability for recruiters to download a candidate’s profile on the profile page of the candidate. This means that there is a download option on both the candidate profile itself, and in the candidate grid.
        - Insights on the candidate profile.

Note: Changes submitted using this self-service functionality can take up to 30 minutes to display in the HiredScore UI, and impact your account configuration in HiredScore. When you make changes using this feature in Workday, existing configurations (including custom rules or filters) in Hiredscore are overridden.

When you access **HiredScore Tenant Setup** > **AIRC Functional & UI**:

Example 1: Add a column to the Job Applications Inbox UI grid

1. Select the **Job Applications Inbox UI** tab.
2. Click **Edit**.
3. Add a *Candidate City and State* column to the **Job Applications Inbox UI Gridol Columns** grid.
4. Click **OK**.

Example 2: Add a filter to the My Reqs UI grid

1. Select the **My Reqs UI** tab.
2. Click **Edit**.
3. Add a *Job Department* filter to the **My Reqs UI Grid Columns** grid.
4. Click **OK**.

Example 3: Prevent end users from downloading resumes

Your company policy doesn't allow end users to download resumes, so you:

1. Select the **Candidate Profile UI** tab.
2. Click **Edit**.
3. Disable the *Download Resume* action in the **Singular Actions** and **Grid Mass Actions** grids.
4. Click **OK**.

Example 4: Remove an insight from the Candidate Profile UI

You want to hide a specific insight - "Work for F500 Company" from the Candidate Profile UI, so you:

1. Select the **Candidate Profile UI** tab.
2. Click **Edit**.
3. Disable the *Work for F500 Company* insight in the **Candidate Profile - Insights** grid.
4. Click **OK**.

Setup: What Do I Need to Do?

New customers who haven't yet configured the relevant domain should follow these steps:

1. Access the *Set Up: HiredScore Tenant Setup* domain.
2. Enable the HiredScore functional area.
    a. From the related actions menu of the HiredScore functional area, select **Edit** > **Enable**.
    b. Click **OK** and **Done**.
3. Enable Domain Security Policy.
    a. On the **View Domain** page of the *Set Up: HiredScore Tenant Setup* domain, click on the related actions menu next to the magnifying glass next to **Domain Security Policy**, and select **Domain Security Policy** > **Enable**.
    b. Click **OK** and **Done**.
    c. Access the *Set Up: HiredScore Tenant Setup - Recruiting* domain and repeat steps *a* and *b*.
4. Configure Domain Security Policy.
    a. From the related actions menu of the *Set Up: HiredScore Tenant Setup* domain select **Domain** > **Edit Security Policy Permissions**.
    b. On the **Report/Task Permissions** section, **Add** a row and enter *Implementers* as a **Security Group**.
    c. Select the **View** and **Modify** check boxes.
    d. Click **OK** and Done.

5. Activate Pending Security Policy Changes.
    a. Access the **Activate Pending Security Policy Changes** task.
    b. Enter a **Comment**.
    c. Select the **Confirm** check box.
    d. Click **OK**.

    Note: You should see these domains on the **Domain Security Policies** section:

    - *Set Up: HiredScore Tenant Setup*
    - *Set Up: HiredScore Tenant Setup - Recruiting*
6. Access the **HiredScore Tenant Setup** task and configure the settings.

What Happens If I Do Nothing?

The new HiredScore tenant setup functionality won't be available in your tenant and you won't be able to use the tasks.

October

Wednesday, 15th October

Self-Service Configuration for Recruiting Stage Transition

With this release, we add a new self-service task that enables you to configure HiredScore recruiting stage transitions directly in Workday. You can use this task to omit specific Job Application business process steps from a given recruiting stage.

Business Benefit

With the new self-service capabilities in this release, customers can now manage certain core HiredScore AI for Recruiting (AIRC) elements after they go live. This is the first phase of a gradual rollout (which completes in 2026R1) that will eventually give customers and partners the ability to deploy core AIRC elements independently.

Changes

- On the **System & Integrations** tab of the **HiredScore Tenant Setup** task, we add a new sub-tab named **Recruiting Stage Transitions**.
- On the **Recruiting Stage Transitions** tab, in the sections for each recruiting stage section, you can specify the *Job Application* business process steps that you want to exclude. When a step is excluded from a recruiting stage, Workday and HiredScore skip it and proceed to the next allowed step in the recruitment process. This configuration applies for all users.
- When you access the task, Workday displays the currently excluded steps for each stage.

Note: Changes submitted using this self-service functionality can take up to 24 hours to display in the HiredScore UI, and impact your account configuration in HiredScore. When you make changes using this feature in Workday, existing configurations (including custom rules or filters) in Hiredscore are overridden.

Setup: What Do I Need to Do?

New customers who haven’t yet configured the relevant domain should follow these steps:

1. Access the *Set Up: HiredScore Tenant Setup* domain.
2. Enable the HiredScore functional area.
    a. From the related actions menu of the HiredScore functional area, select **Edit** > **Enable**.
    b. Click **OK** and **Done**.

3. Enable Domain Security Policy.
    a. On the **View Domain** page of the *Set Up: HiredScore Tenant Setup* domain, click on the related actions menu next to the magnifying glass next to **Domain Security Policy**, and select **Domain Security Policy** > **Enable**.
    b. Click **OK** and **Done**.
    c. Access the *Set Up: HiredScore Tenant Setup - Recruiting* domain and repeat steps *a* and *b*.
4. Configure Domain Security Policy.
    a. From the related actions menu of the *Set Up: HiredScore Tenant Setup* domain select **Domain** > **Edit Security Policy Permissions**.
    b. On the **Report/Task Permissions** section, **Add** a row and enter *Implementers* as a **Security Group**.
    c. Select the **View** and **Modify** check boxes.
    d. Click **OK** and Done.
5. Activate Pending Security Policy Changes.
    a. Access the **Activate Pending Security Policy Changes** task.
    b. Enter a **Comment**.
    c. Select the **Confirm** check box.
    d. Click **OK**.

    Note: You should see these domains on the **Domain Security Policies** section:

    - *Set Up: HiredScore Tenant Setup*
    - *Set Up: HiredScore Tenant Setup - Recruiting*
6. Access the **HiredScore Tenant Setup** task and configure the settings.

What Happens If I Do Nothing?

The new HiredScore tenant setup functionality won't be available in your tenant and you won't be able to use the tasks.

HiredScore Implementation Guide

Steps: Set Up HiredScore

Context

Recruiters and hiring managers can use HiredScore to streamline the recruiting process. Key functionalities include:

- AI-powered candidate search and recommendations through features like Fetch (identifying candidates for requisitions) and Reverse Fetch (recommending jobs to candidates or prospects). You can use dedicated UIs (such as My Reqs) to manage, filter, and prioritize candidates, perform actions, share profiles, and use custom email templates for communication.
- A Hiring Manager Dashboard that enables you to screen candidates in customizable stages and take actions.
- The Hiring Manager Talent Advisor Collaborator (HMTAC), which facilitates communication by leveraging Microsoft Teams channels to:
    - Send automated message templates about various requisition and candidate events.
    - Provide and support a shared workspace between hiring managers and recruiters.

These implementation steps are completed by an implementer or administrator.

Note: Legacy HiredScore users must be aware of the following before using the **HiredScore Tenant Setup** task:

- Changes you apply on the **HiredScore Tenant Setup** task in Workday might override existing settings in your HiredScore environment.
- This task is optimized for new customers and products, and may not be required by legacy customers if your implementation is already working as expected. You might encounter errors if Workday detects an unsupported legacy structure. If this occurs, contact Workday Support.
- **HiredScore Tenant Setup** configurations operate outside the standard HiredScore OX (Copy/Push) framework. This means that you can't automatically push configuration changes applied in a Workday Implementation (pre-Production) tenant to a Production tenant. Ensure that all validated changes in your Implementation tenant are manually replicated in Production following your internal change management protocols.
- To avoid potential data loss, legacy users must pay close attention to the notes in each configuration topic.

Steps

1. Configure HiredScore Domain Security Policies.

   Refer to the *Workday Community: Recruiting Configuration Preparation Guidance* link in this topic's **Related Information**).
2. Request your HiredScore tenant login details:
   - A Named Support Contact Admin (NSCA) must email support@workday.com to open a support ticket.
   - In this email, include the customer name and relevant contact information.
   - After processing your request, Workday Support provides you with:
     - Tenant name
     - HiredScore application login URL
3. Configure Workday HiredScore Integration Details.
4. Configure HiredScore RaaS Details.
5. Configure Single Sign-On (SSO).
6. Configure HiredScore General Settings.
7. Configure HiredScore Role Mapping.

   For Hiring Manager Talent Advisor Collaborator (HMTAC) customers only.
8. Export and Sync the Job Application Business Process.
9. Exclude Recruiting Stage Transitions.
10. Configure Data Mapping for Job Levels.
11. Configure Data Mapping for Candidates, Job Applications, and Job Requisitions.
12. Configure Data Retention Policies.
13. Configure HiredScore Data Export.
14. Manage HiredScore Users.
15. Configure the MS Teams Integration.

    For HMTAC customers only.
16. Configure Fetch.
17. Configure Reverse Fetch.
18. Configure the Fetch UI.
19. Configure the Dynamic Fetch UI.
20. Configure the Fetch Profile UI.
21. Configure the My Reqs UI.

22. Configure the Job Applications Inbox UI.
23. Configure the Pending Actions UI.
24. Configure the Candidate Profile UI.
25. Configure Email Communication Templates.

    See also: Example: Set Up a HiredScore Email Template.
26. Activate Talent Network Fetch.

    For users who signed an agreement with Randstad and contacted Workday Professional Services to enable the feature.
27. Configure HM Dashboard Settings.
28. Configure the HM Dashboard Grid.
29. Configure the HM TA General Settings.

    For HMTAC customers only.
30. Configure MS Teams, Channels, and Tabs.

    For HMTAC customers only.

    See also: Example: Set Up Teams, Channels, and Tabs on MS Teams.
31. Configure the HMTAC message templates to meet your business requirements, if necessary (for HMTAC customers only).

    These topics contain detailed instructions on the available configuration options:

    - Example: Set Up a HiredScore Welcome Message Template
    - Example: Set Up a HiredScore Alignment for Recruitment Template
    - Example: Set Up a HiredScore Job Requisition Posted Internally Template
    - Example: Set Up a HiredScore Job Requisition Posted Externally Template
    - Example: Set Up a HiredScore First Candidate to Review Template
    - Example: Set Up a HiredScore Open Tasks Template
    - Example: Set Up a HiredScore Provide Interview Feedback Template
    - Example: Set Up a HiredScore Candidate Offer Template
    - Example: Set Up a HiredScore Job Requisition is Filled or Closed Template
    - Example: Set Up a HiredScore Recruiter Welcome Message Template
    - Example: Set Up a HiredScore Recruiter Job Requisition Progress Template

Reference: HiredScore Tenant Setup

Manage tenant-wide settings for HiredScore using the **HiredScore Tenant Setup** report. Changes you make on this report can take up to 30 minutes to display in the HiredScore UI.

Note: Changes submitted using this self-service functionality impact your account configuration in HiredScore. When you make changes using the HiredScore Tenant Setup report in Workday, existing configurations (including custom rules or filters) in Hiredscore are overridden.

Systems and Integrations

Tab	Description
SSO	Configure single sign-on (SSO) for your organization to allow employees to sign in to HiredScore using their existing company credentials. HiredScore integrates with all SAML 2.0 Identity Providers (IdP). Ensure that you contact your delivery manager to carry out the final integration steps and confirm validation.

<table>
<tr><th>Tab</th><th>Description</th></tr>
<tr><td></td><td>

Configure these parameters in your IdP:

Metadata URL
ACS URL
SLS URL
SP URL

On the SSO tab of the HiredScore Tenant Setup report, click Edit.
Complete the required fields.

Note: HiredScore supports only Email Address as the SAML Attribute Type value. Contact your HiredScore implementor if you need an alternative approach. For the SAML Attribute Label value, specify the SAML attribute from your IdP assertion that contains the user's email address. This value uniquely identifies the user for SSO. Common examples of SAML attribute labels include:

http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress
Email
mail

Click OK.

</td></tr>
<tr><td>General Settings</td><td>On the the General Settings sub-tab, you can:

Add Company Aliases.
Specify the Company Logo File URL and the External Career Site URL.
Configure the Supported Countries and Job Requisition Statuses that are included in the HiredScore interface and that have HiredScore services applied to (Spotlight and Fetch).
Enable or disable Grading (Spotlight) on all supported job requisitions for the tenant.
Add Favorite/Restricted Organizations.
Configure select Grid Preferences, including the ability to download candidate lists and deep links to Workday.
Configure Candidate Data Preferences to indicate when a candidate should be shown as a current worker and/or a rehire.
Enable the My Stats feature on the HiredScore Recruiter Home Page.

</td></tr>
<tr><td>User Management</td><td>Create HiredScore users, edit existing users, and deactivate users. HiredScore provisions users automatically based on their association to supported job requisitions.</td></tr>
<tr><td>RaaS Definition</td><td>Configure or migrate the RaaS definition details for HiredScore. After completing the HireScore</td></tr>
</table>

<table>
<tr><th>Tab</th><th>Description</th></tr>
<tr><td></td><td>Reports configuration in your tenant, use this section to complete the link between the systems.</td></tr>
<tr><td>Workday Integration</td><td>Configure the Workday integration details for HiredScore. This enables the flow of data (such as job applications and job requisitions) between Workday and HiredScore. After setting up a HiredScore Integration User in your tenant, use this section to connect the systems.</td></tr>
<tr><td>MS Teams Integration</td><td>The MS Teams integration enhances Workday talent acquisition capabilities by integrating HiredScore. This streamlines the management of leads and candidates for recruiters and hiring managers, and provides a centralized space for collaboration without the need to switch between platforms.
Click Edit.
Complete the required fields. These details are found in your MS Teams account.
Click OK.
Click the Generate Authentication Token URL button to receive a URL for use in the next steps.

Note: Token URL generation can take up to 10 minutes to complete. Wait for this process to complete before changing the configuration or attempting authentication.
Access the authentication token URL in your browser using the MS Teams service account credentials. Contact your MS Teams administrator if you can’t access the URL. A message displays to confirm that authentication was completed successfully.
Verify that the MS Teams Token Status field now displays Token Exists.</td></tr>
<tr><td>Role Mapping</td><td>Configure the HiredScore role mapping. Use role mapping to specify Recruiter and Manager roles in your tenant to enable Hiring Manager Talent Advisor automation flows.</td></tr>
<tr><td>Job Application Business Process Export and Sync</td><td>Sync the Job Application business process in Workday with HiredScore. This enables recruiters to view identical status options in HiredScore when updating job applications.</td></tr>
<tr><td>Recruiting Stage Transitions</td><td>In the sections for each recruiting stage, configure the Job Application business process steps that you want to exclude. When a step is excluded from a recruiting stage, it is skipped in the HiredScore UI and HiredScore proceeds to the next allowed step in the recruitment process. This configuration applies for all users. When you</td></tr>
</table>

<table>
<tr><th>Tab</th><th>Description</th></tr>
<tr><td></td><td>access this task, Workday displays the currently excluded steps for each stage.

Note: Changes submitted on this tab can take up to 24 hours to display in the HiredScore UI and impact your account configuration in HiredScore. When you make changes using this feature in Workday, existing configurations (including custom rules or filters) in Hiredscore are overridden.</td></tr>
<tr><td>Data Mapping - Job Levels</td><td>Job level mapping is used in HiredScore functional areas such as Talent Mobility and Fetch. The mapping provides context for an organization's ordering of their job levels. Map the values of Workday business objects to a HiredScore numeric order value (1-20, with 1 as the lowest seniority). You can select 1 of these business objects to represent your organization’s job level ordering:
Management Level
Job Level
Job Profile
Compensation Grade</td></tr>
<tr><td>Data Mapping - Candidate, Job Application, Job Requisition</td><td>Map Workday business objects to HiredScore fields, which are then used for data processing and within the application. Configurable areas include:
Candidate Source
Ensure candidates are identified correctly as current or past employees, or current contingent workers.
Job Application Insights
Maps questionnaire data to insights displayed in the HiredScore application (such as visa sponsorship, veteran status, or salary expectation).
AI Consent
Map calculated fields used to determine the AI opt-in status for candidates and job requisitions.
Job Requisition Data
Configure this data to enable the HiredScore application to understand</td></tr>
</table>

Tab	Description
	and identify specific job attributes such as: • Remote • Campus/student/intern jobs, and the posting status of a job (internal / external or both).
Data Retention Policies	Select 1 of 4 possible policies to apply to data retention, as well as the period for each supported country. HiredScore doesn't automatically mirror Workday purging and retention configuration, so organizations must select a HiredScore-specific policy. Depending on the selected policy, HiredScore purges all records and entities related to the candidate, including job applications and prospect data. All data for the candidate is deleted and is no longer available in the HiredScore database or application.
Data Export to HiredScore	Initiate and monitor the transfer of data from Workday to HiredScore. This functionality is only available after you complete and authenticate the necessary integration configuration and RaaS setup steps, and is primarily used for the purposes of implementing HiredScore. When you add new supported countries on the General Settings tab, the data export for these countries will happen automatically.
Spotlight Grades Integration	Trigger the transmission of HiredScore candidate grades and profile links to Workday.

HiredScore AI for Recruiting (AIRC) Functional and UI

Tab	Description
Fetch	Fetch is an automatic candidate-sourcing tool that runs when you post or open a job requisition, or both. Fetch displays a static list of up to 8 relevant leads for each requisition surfaced from your company database of applicants from the past 3 years. See How to Use Fetch for more information. Click **Edit** and configure the Fetch fields: • **Run Fetch When Job Requisition is Approved** • **Run Fetch When Job Requisition is Open** • **Run Fetch When Job Requisition is Posted Internally** • **Run Fetch When Job Requisition is Posted Externally**

Tab	Description

	• **Fetch Candidates from Maximum Distance**
	  ◦ Select the range within which HiredScore searches for potential candidates. You can choose between options of *50*, *100*, *200*, *300*, *500*, *1000*, *2000*, or *Unlimited*. The units used for these distances (miles or kilometers) are determined by the user's locale settings in Workday.
	• **Do not Fetch candidates whose last apply date is more than (years)**
	  ◦ HiredScore only fetches candidates who most recently applied for a role within the specified number of years. Select a value of *1*, *1.5*, *2*, *2.5*, *3*, or *4*
	• **Exclude candidates with specific reject statuses in the past**
	  ◦ For candidates whose applications were previously rejected, select the rejection status(es) that you want to filter out when running Fetch. The rejection status corresponds to a disposition step in Workday.
	• **Exclude active candidates on open requisition from stages**
	  ◦ Filter out candidates who are currently in a specific stage of the recruiting process for open job requisitions when running Fetch.

Reverse Fetch	Enable Reverse Fetch, which recommends candidates and leads who might be a good fit for other open job requisitions at your company. You can also configure the filters used by Reverse Fetch, such as the maximum recommendations per candidate and job requisitions at specific stages.
Fetch UI **Dynamic Fetch UI** **My Reqs UI** **Job Applications UI** **Pending Actions UI**	Configure the columns and filters that are visible to users, and the order in which they appear, in these UIs.
Fetch Profile UI	Configure the singular, main, and mass actions that are available on Fetch profiles in the UI.
Candidate Profile UI	On the **Candidate Profile UI** tab, you can configure:

Tab	Description
	• Singular actions and grid mass actions that the end user can perform from their profile. • The ability for recruiters to download a candidate's profile on the profile page of the candidate. This means that there is a download option on both the candidate profile itself, and in the candidate grid. • Insights on the candidate profile.

Email Communication Templates	Configure message templates for several HiredScore emails. Click Edit on a template, change the Subject Line, and customize the static text in the Message Body field using the available dynamic parameters:
	• *{candidate_first_name}*
	  • The candidate's first name.
	• *{candidate_name}*
	  • The candidate's first and last name.
	• *{company_name}*
	  • The name of your company.
	• *{external_careers_site_link}*
	  • The URL of the general external career site of the company.
	• *{link_to_job_page}*
	  • The URL of the specific job requisition on the company's external career site, for use in Fetch Invite to Apply templates.
	• *{recruiter_first_name}*
	  • The first name of the primary recruiter assigned to the requisition.
	• *{recruiter_name}*
	  • The first and last name of the primary recruiter assigned to the requisition.
	• *{req_address}*
	  • The full address of the primary location of the requisition, including street address, city, state, country, and zip code.
	• *{req_city}*
	  • The city in which the requisition is located, based on primary location.
	• *{req_id}*
	  • The requisition ID.
	• *{req_job_title}*
	  • The title of the requisition.

<table>
<tr><th>Tab</th><th>Description</th></tr>
<tr><td></td><td>• {req_state}
    • The state in which the requisition is located, based on primary location.
• {user_name}
    • The first and last name of the user logged into HiredScore.

Example Message Body for the Contact Fetch Candidate email template:

Hi {candidate_first_name},

We haven't forgotten about you and the interest you’ve shown in working at {company_name}.
We're reaching out to you today as we have an exciting new position that we think you would be a great match for based on your experience and qualifications:

Title: {req_job_title}
Job ID: {req_id}
Location: {req_city}, {req_state}

To learn more about the job requirements and to apply, please visit our careers site: {link_to_job_page}
Please let me know if you are interested in moving forward by replying to this email.

Thank you!

Regards,
{user_name}
{company_name}</td></tr>
<tr><td>Talent Network Fetch</td><td>Enable the Talent Network Fetch functionality in Workday, which integrates with and recommends Randstad leads in Fetch. To activate Talent Network Fetch, contact Workday Professional Services after signing the agreement with Randstad.</td></tr>
</table>

HM <> TA Collaborator

Tab	Description
HM Dashboard Settings	Configure the Hiring Manager Dashboard, which is the dedicated user interface for hiring managers to review and action candidates. This includes which phases to show and allowed actions for Hiring Managers.

Tab	Description
HM Dashboard Grid	Configure the primary UI settings of the candidate grid in the Hiring Manager Dashboard, including the columns and filters to display.
HM TA General Settings	HiredScore's Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) is a shared workspace in MS Teams where hiring managers and recruiters can collaborate on requisitions through a dedicated channel. Specify the criteria a job requisition must meet and the data to include in/exclude from HiredScore HMTAC flows using the fields in the **Job Requisition Filters** section: • **Job Requisition Created From** • **Job Requisition Status** • **Evergreen Requisition** • **Countries to Exclude** • **Job Levels To Exclude** The **Soft Launch** section allows you to test HMTAC functionality and do a limited rollout with a small group of users before making it available to the entire organization. You can add specific individuals (using the **Primary Recruiter**, **Hiring Manager**, and **Recruiter Assistant** fields), to a test group of up to 30 users. After testing and before deploying to all users, remove the users selected in this section and leave the fields blank.
MS Teams, Channels, Tabs	Configure the HMTAC **Team Name**, **Members** (for example, the hiring manager and primary recruiter), and the members and owners of the shared requisition channel. In the Tabs section, you can configure the Preferred Tab Name and Page Description, and up to 10 custom links, which can direct users to Help Center resources. See Example: Set Up Teams, Channels, and Tabs on MS Teams for more information.
Welcome Message Template **Alignment for Recruitment Template** **Job Requisition Posted Internally Template** **Job Requisition Posted Externally Template** **First Candidate to Review Template** **Open Tasks Template** **Provide Interview Feedback Template** **Candidate Offer Template** **Job Requisition Filled Or Closed Template**	Each sub-tab is the title of a HMTAC message template that you can configure. These pages contain detailed instructions on the available configuration options on each sub-tab: • Example: Set Up a HiredScore Welcome Message Template • Example: Set Up a HiredScore Alignment for Recruitment Template • Example: Set Up a HiredScore Job Requisition Posted Internally Template • Example: Set Up a HiredScore Job Requisition Posted Externally Template

Tab	Description
Recruiter Welcome Message Template **Recruiter Job Requisition Progress Template**	• Example: Set Up a HiredScore First Candidate to Review Template • Example: Set Up a HiredScore Open Tasks Template • Example: Set Up a HiredScore Provide Interview Feedback Template • Example: Set Up a HiredScore Candidate Offer Template • Example: Set Up a HiredScore Job Requisition is Filled or Closed Template • Example: Set Up a HiredScore Recruiter Welcome Message Template • Example: Set Up a HiredScore Recruiter Job Requisition Progress Template
Activate HMTA	Enable the HMTAC product and its configured flows after you set up the MS Teams integration.

HiredScore Tenant Setup Processes

Configure HiredScore Domain Security Policies

Prerequisites

- Refer to the instructions in Workday Community: Recruiting Configuration Preparation Guidance.

Steps

1. Enable the domain:
    a. Access the *Set Up: HiredScore Tenant Setup* domain in the HiredScore functional area.
    b. From the related actions menu, click **Edit** > **Enable**.
    c. Click **OK** and **Done**.
2. Configure the domain security policy:
    a. From the related actions menu, click **Domain** > **Edit Security Policy Permissions**.
    b. On the **Report/Task Permissions** section, add a row and select **Implementers** from the **Security Groups** prompt.
    c. Select the **View** and **Modify** boxes.
    d. Click O**K** and **Done**.
3. Enable the domain security policy:
    a. On the **View Domain** page, from the related actions menu for the **Domain Security Policy**, click **Domain Security Policy** > **Enable**.
    b. Click **OK** and **Done**.
4. Activate pending security policy changes:
    a. Access the **Activate Pending Security Policy Changes** task.
    b. Enter a **Comment**.
    c. Select the **Confirm** box.
    d. Click **OK**.

5. Repeat steps *a* to *d* for these domains in the HiredScore functional area:
    - *Set Up: HiredScore Tenant Setup - Recruiting*
    - *Set Up: HiredScore Tenant Setup - Talent Optimization*

Related Information
Tasks
Steps: Set Up HiredScore
Examples
Workday Community: Recruiting Configuration Preparation Guidance

Configure Workday HiredScore Integration Details

Prerequisites

- Complete the instructions in Workday Community: Recruiting Configuration Preparation Guidance (including security and domain configuration).
- A HiredScore tenant (provided by Workday Support).

Note: Legacy HiredScore users must not update this task, as the integration process must be paused to prevent data loss. Contact Workday Support for assistance.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Workday Integration** sub-tab
2. Click **Edit**.
3. On the **Integration System User prompt**, select **ISU_HiredScore**.
4. Enter these required details (obtained using the **Register API Client** task as part of the *Workday Community: Recruiting Configuration Preparation Guidance* instructions):
    - **Client ID**
    - **Client Secret Key**
    - **Refresh Token**
5. Click **OK** and **Done**.

Result

Related Information
Tasks
Steps: Set Up HiredScore
Examples
Workday Community: Recruiting Configuration Preparation Guidance

Configure HiredScore RaaS Details

Context

Configure or migrate the RaaS definition details for HiredScore. After completing the HireScore Reports configuration in your tenant, use this section to complete the link between the systems.

Steps

1. On the **System and Integrations** tab, click the **RaaS Definition** sub-tab and **Edit**.

2. On the **Report Owner** prompt, select **ISU_HiredScore**.

   If there are multiple HiredScore integration users with different report owners, verify that you assign the correct integration user and corresponding report.
3. Click **OK** and **Done**.

   Note: If legacy HiredScore users encounter blank report names while completing the **RaaS Definition** sub-tab, it may be due to a naming convention issue. This does not have any negative impact on the functionality of your Workday HiredScore integration. You can reselect the report names and submit your changes to realign the naming, but this isn't required.

Related Information
Tasks
Steps: Set Up HiredScore
Examples
Workday Community: Recruiting Configuration Preparation Guidance
Workday Community: Workday HiredScore RaaS Reports

Configure Single Sign-On (SSO)

Prerequisites

- Configure the provided parameters in your IDP.
  - See *Workday Community: Set Up HiredScore Single Sign-On with Okta* in this topic's **Related Information** section for an example using OKTA.
    - Administrators can fully carry out steps *1* and *8* on the **HiredScore Tenant Setup** task.

Context

Configure single sign-on (SSO) for your organization to allow employees to sign in to HiredScore using their existing company credentials. HiredScore integrates with all SAML 2.0 Identity Providers (IdP).

Steps

1. Complete the parameters in your identity provider (IdP) and generate the XML metadata URL.

   Refer to the *Workday Community: Set Up HiredScore Single Sign-On with Okta* article in this topic's **Related Information** section for an example using OKTA (Administrators can fully carry out steps *1* and *8* on the **HiredScore Tenant Setup** task).
2. On the **System and Integrations** tab of **HiredScore Tenant Setup** task, click the **SSO** sub-tab.
3. Click**Edit**.
4. Enter the **Metadata URL** that you generated in step *a*.
5. Select **EmailAddress** on the **SAML Attribute Label** prompt.
6. Click **OK** and **Done**.
7. (Optional) Perform the SSO Login test by completing the **Data Export to HiredScore** sub-tab details and assigning a user.

Related Information
Tasks
Steps: Set Up HiredScore
Examples
Workday Community: Recruiting Configuration Preparation Guidance
Workday Community: Set Up HiredScore Single Sign-On with Okta

Configure HiredScore General Settings

Prerequisites

- Prepare a 40 x 40 pixel JPG file of your company logo on a publicly accessible URL.
- Identify the list of countries that your organization supports and that use HiredScore functionality.

Context

Administrators can configure several settings that determine the overall HiredScore setup and functionality.

Note: For legacy customers:

- Adding new **Supported Countries** to an existing HiredScore tenant triggers a data export for the new countries' job requisitions and their respective candidates. You can track this asynchronous process on the **Data Export to HiredScore** sub-tab. In some cases, an unsupported logo format might exist for legacy customers. This doesn't negatively impact the HiredScore application, but the **General Settings** sub-tab might return an error.

Steps

1. On the **System and Integrations** tab, click the **General Settings** sub-tab and **Edit**.
2. Configure the required fields and any relevant optional fields:

Section	Description
Branding and Career Sites	You can specify: • Company aliases to provide HiredScore with a thorough understanding of candidates that are current employees (in addition to other direct and indirect systems that are in use). • A company logo and external career site URL, for use in several different communications. Example: When recruiters initiate candidate outreach from HiredScore Fetch.
Include/Exclude Job Requisitions from HiredScore	You can specify: • Supported countries. This list determines the data exported by HiredScore from Workday. HiredScore omits job requisitions and candidates from countries that aren't specified on this list. • Job requisition statuses. HiredScore only displays job requisitions and their respective candidates that are at a status included on this list.
Grading (Spotlight)	Enable this check box to display Spotlight grading in the HiredScore application. Leave the check box blank to hide it.
Favorite/Restricted Organizations	This list allows HiredScore to use these companies as insights about a candidate. This feature is useful for identifying candidates with relevant industry experience, and enables

Section	Description
	you to make informed decisions regarding candidate suitability and potential conflicts.
Grids Preferences	You can: • Enable deep links from a HiredScore job requisition grid to the corresponding job requisition in the Workday UI. • Enable CSV downloads of candidate lists.
Candidate Data Preferences	By default, HiredScore uses structured Workday fields (see the **Data Mapping - Candidate, Job Candidate, Job Requisition** sub-tab) to understand that a candidate is a prior worker or a current worker. You can change these preferences to identify candidates based on resume parsing
Home Page Settings	Enable key HiredScore's stats on the recruiter home page.

3. Click **OK** and **Done**.
4. (Optional) After completion of the data export process and SSO login, test your **General Settings** configuration by verifying that job requisitions only from your **Supported Countries** are populating the HiredScore application.

Related Information
Tasks
Steps: Set Up HiredScore

Configure HiredScore Role Mapping

Prerequisites

- Your organization must be opted-in to the Hiring Manager Talent Advisor Collaborator (HMTAC) feature.
- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details

Context

HiredScore maps key recruiting roles used in the *Job Application* business process for display purposes within the HiredScore application. Administrators can use the **HiredScore Tenant Setup** task to configure the HiredScore role mapping and specify recruiter and manager roles to enable Hiring Manager Talent Advisor automation flows.

Note: For some legacy customers, the **Role Mapping** sub-tab might not reflect your existing HiredScore tenant role mapping and display an error upon loading. Contact Workday Support if this occurs.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Role Mapping** sub-tab.
2. Click **Edit**.

3. Select and assign a single **Primary Recruiter** role and **Hiring Manager** role.

   Typically, the assigned value is *Primary Recruiter* and *Hiring Manager* respectively, but some companies use different naming conventions.

   The rest of the mapped roles are automatically generated from the **Job Requisition Association** RaaS and are mapped 1:1. Example: The **Recruiting Coordinator** value is *Recruiting Coordinator*. These read-only values display in **Role Mapping** > **All Supported Roles**.
4. Click **OK** and **Done**.
5. (Optional) When the data export step is complete and users have access, use the My Reqs view to verify the names of the primary recruiter and hiring manager.

Related Information
Concepts

Concept: Hiring Manager Talent Advisor Collaborator (HMTAC)

Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details

Configure HiredScore RaaS Details

Export and Sync the Job Application Business Process

Prerequisites

- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details
- Ensure that WQL (Workday Query Language) access is granted to the HiredScore ISU Integration System Security Group (ISSG) (refer to the *Workday Community: Recruiting Configuration Preparation Guidance* article in this topic's Related Information).
- Identify the relevant *Job Application* business processes.
  - It is recommended that you select only those used by job requisitions within the HiredScore application scope, and should typically correlate with the **Supported Countries** list.
- Verify that any security groups referred to in the *Job Application* business process conditions are also included in the **Job Requisition Association** RaaS.
  - Workday alerts you of missing security groups. Although this won't cause an export failure, it might impact users within the HiredScore application.

Context

Administrators can export the *Job Application* business process definition and then sync it with HiredScore. This enables recruiters to view identical status options in HiredScore when updating job applications.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Job Application Business Process Export and Sync** sub-tab.
2. Click **Start Process** or **Restart Process**, depending on whether there was a previous export.
3. Select the *Job Application* business processes to export and sync.
4. Click **OK** and **Done**.
5. (Optional) When the data export step is complete and users have access, click any job requisition and change a status to view the next available steps.

Related Information
Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details
Configure HiredScore RaaS Details
Examples
Workday Community: Recruiting Configuration Preparation Guidance

Exclude Recruiting Stage Transitions

Prerequisites

- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details
- Export and Sync the Job Application Business Process

Context

HiredScore is primarily utilized for the early funnel stages such as *Review*, *Screen*, *Assessment*, and *Interview*. For the later stages like *Offer*, *Background Check*, and *Hire*, users are typically expected to revert back to Workday where they use other tools that support the business process. To prevent oversight or non-compliance with the business process in these later stages, you can exclude specific steps from the HiredScore application. Workday skips these excluded steps and proceeds to the next allowed step in the recruitment stage.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Recruiting Stage Transitions** sub-tab.
2. Click **Edit**.
3. Select the steps that you want to exclude from the HiredScore application for each transitioning stage.
4. Click **OK** and **Done**.
5. (Optional) When the data export step is complete and users have access, select a job requisition and job application and select status change to verify the supported and unsupported transitions.

Related Information
Tasks
Steps: Set Up HiredScore
Configure Workday HiredScore Integration Details
Configure HiredScore RaaS Details
Export and Sync the Job Application Business Process

Configure Data Mapping for Job Levels

Prerequisites

- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details
- Verify your organization’s definition of job levels, an appropriate business object, and job level ordering.

Context

Job level mapping is used in HiredScore functional areas such as Talent Mobility and Fetch. These mappings provide context for your organization's job level ordering and assist in understanding:

- Internal mobility policies and organizational levels, progression, and compensation grades.

- Products that must exclude job levels, such as the Hiring Manager Talent Advisor Collaborator (HMTAC).
- Reporting practices on areas such as Return on Investment (ROI) and adoption, which contributes to continual HiredScore improvement and cross vertical quality control.

Implementers can select 1 of 4 business objects that best reflect the organization’s definition of job levels and map it to a HiredScore numeric order value.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Data Mapping - Job Levels** sub-tab.
2. Click **Edit**.
3. On the **Business Object for Job Level Mapping** prompt, select 1 of 4 available business objects that best represents your organization’s job level ordering:
    - **Management Level**
    - **Job Level**
    - **Job Profile**
    - **Compensation Grade**

    The selected value is typically the **Job Level** business object, but some organizations have different definitions.
4. Map 1 or multiple **Job Levels** to a **Job Level Order** value (1-20, with 1 as the lowest seniority).

    Example for when the **Business Object for Job Level Mapping** is **Job Level**:

Job Levels	Job Level Order
• Entry Level Associate • P1	1
• Senior Associate • P2	2
• Senior Consultant • Manager • P3	3

    Note: You aren’t required to map all 20 rankings.
5. Click **OK** and **Done**.
6. (Optional) For customers implementing the HMTAC, test your job level mappings:
    a. Navigate to **HiredScore Tenant Setup** > **HM TA Collaborator** > **HM TA General Settings**.
    b. Click **Edit**.
    c. In the **Job Requisitions Filters** section, the **Job Levels to Exclude** prompt should contain the same values that you mapped on the **Data Mapping - Job Levels** sub-tab.

        Example: You map the **Job Levels** business object and its values on the **Data Mapping - Job Levels** sub-tab. When you access the **HM TA General Settings** sub-tab, the **Job Levels to Exclude** prompt contains the same job level values that you mapped on the **Data Mapping - Job Levels** sub-tab.

Related Information
Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details

Configure HiredScore RaaS Details

Configure Data Mapping for Candidates, Job Applications, and Job Requisitions

Prerequisites

- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details
- Consult with the organization's implementing project team on the business definition of job levels and the right business object and ordering.
- Map job application questions on the **Map Job Application Questions** task before configuring **Job Application - Insights** mappings.

Context

Mapping data fields for candidates, job applications, and job requisitions from Workday to HiredScore is an optional process that supports various functional areas.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Data Mapping - Job Levels** sub-tab.
2. Click **Edit**.
3. As you complete the **Candidate Source** section, complete the required and relevant optional fields:

Field	Description
• **Do you use Referral Ownership Details object in this tenant?** • **Do you use Referral Ownership Details object in this tenant?**	By default, HiredScore detects candidates who are referrals based on the Referral Ownership Details object in Workday. You can deactivate this and/or add referral recruiting sources. If you want HiredScore to prioritize the Referral Ownership Details object and refer to specific sources when managing and surfacing candidate leads: • Select the **Do you use Referral Ownership Details object in this tenant?** check box. • Add referral recruiting sources in the **Select the Recruiting Source** value that indicates a candidate is a referral prompt.
• **Source for current worker** • **Current Worker Candidate Type**	These mappings assist your Workday tenant and HiredScore in automatically detecting when a candidate is a current worker.
• **Do you use Prior Worker Object in this tenant?** • **Prior Worker Candidate Type**	By default, HiredScore detects prior workers based on the Prior Worker object. Leave the **Do you use Prior Worker Object in this tenant?** check box blank if your tenant isn't configured to use this object for Recruiting. Workday automatically populates the **Prior Worker Candidate Type** mapping.
Contingent Worker Candidate Type	Workday automatically populates the **Contingent Worker Candidate Type** mapping.

4. As you complete the **Job Application - Insights** section (which supports the insights displayed in the candidate profile card), complete the required and relevant optional fields:

Field	Description
Authorized to Work in Job Country	Map 1 or more questions. You must provide a required positive and negative answer when you map a question. Example: • **Positive Answer**: *Allowed to work in job country* • **Negative Answer**: *Not allowed to work in job country* Note: You aren't required to map any questions to this insight, but ensure that you remove any existing empty rows in this grid.
Visa Sponsorship Required	Map 1 or more questions. You must provide a required positive and negative answer when you map a question. Example: • **Positive Answer**: *Sponsorship required* • **Negative Answer**: *Sponsorship not required* Note: You aren't required to map any questions to this insight, but ensure that you remove any existing empty rows in this grid.
Candidate Assessments	Assessment data can be viewed as an insight and assessment statuses used as filter options. You can configure status labels to make them more user-friendly and accessible.

   Note: You can deactivate these optional insights by navigating to **HiredScore Tenant Setup** > **AIRC Functional & UI** > **Candidate Profile UI**, and configuring the **Candidate Profile - Insights** grid.

5. Before mapping the **HiredScore AI Consent** section, ensure that there are calculated fields configured in your tenant (refer to the *Workday Community: Recruiting Configuration Preparation Guidance* link in this topic's **Related Information**). These determine the candidates opted in for AI matching and grading (Spotlight), AI talent rediscovery (Fetch) and general opting-out of HiredScore AI for an entire job requisition (for example, based on country). You can then map positive and negative values in this section.
6. As you complete the **Job Requisition Data** section, omplete the required and relevant optional fields:

Field	Description
Select External Posting Sites to indicate that job is posted externally	Specify external posting sites in this prompt to enable HiredScore to detect when a job has been posted externally.
Internal Posting Site to indicate that job is posted internally	HiredScore uses this data to detect when a job has been posted internally. Workday automatically populates this field.

Field	Description
• **Use Remote Type** • **Remote location values in Job Location data**	By default, HiredScore detects that a job is remote based on the **Remote Type** field. You can also map specific locations that HiredScore automatically identifies as remote working locations.
Job Category	This field is primarily for reporting and data/ quality analysis purposes. Select the field that best reflects a job category in your organization. By default, HiredScore maps to the **Job Family** field.
Campus/Student/Job	HiredScore omits entry level jobs from Spotlight Grading. This is because there are typically fewer requirements and candidates generally have less experience for quality matching. Use this field to map these types of jobs.

7. Click **OK** and **Done**.
8. (Optional) When the data export step is complete and users have access, test your configurations by:
    - Accessing the My Reqs UI to verify the posting status of job requisitions.
    - Accessing the candidate profile to view insights.
    - Verifying candidate filters to identify current workers, prior workers and referrals.

    Note: Data mapping changes trigger the lead generation process in HiredScore. For performance purposes, Workday recommends that you complete all necessary mappings on this sub-tab in 1 transaction, instead of configuring each mapping option on an ad hoc basis.

Related Information

Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details

Configure HiredScore RaaS Details

Examples

Workday Community: Recruiting Configuration Preparation Guidance

2024R2 Feature Release Note: Mappings for Job Application Questions

Configure Data Retention Policies

Prerequisites

- Configure supported countries on the **System and Integrations** > **General Settings** sub-tab.

Context

HiredScore exports candidates and job application data from Workday. Administrators can select policies to apply to data retention, as well as the period for each supported country. HiredScore doesn’t automatically mirror Workday purging and retention configuration, so organizations must select a HiredScore-specific policy. Depending on the selected policy, HiredScore purges all records and entities related to the candidate, including job applications and prospect data. All data for the candidate is deleted and is no longer available in the HiredScore database or application.

Note: These purge actions only remove data from the HiredScore platform. Data stored in Workday isn't impacted and is managed according to your Workday data retention configurations.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Data Retention Policies** sub-tab.
2. Click **Edit**.
3. Select 1 of 4 possible policies to apply to your organization's data retention.
4. Specify the duration for each supported country.
5. Click **OK** and **Done**.

Related Information
Tasks
Steps: Set Up HiredScore
Configure HiredScore General Settings

Configure HiredScore Data Export

Prerequisites

- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details
- Configure Data Mapping for Job Levels
- Configure Data Mapping for Candidates, Job Applications, and Job Requisitions
- Configure HiredScore Role Mapping
- Configure supported countries on the **System and Integrations** > **General Settings** sub-tab

Context

The data export to HiredScore functionality enables you to initiate and monitor the transfer of data from Workday to HiredScore. This functionality is only available after you complete and authenticate the necessary integration configuration and RaaS setup steps, and is primarily used for the purposes of implementing HiredScore.

Note: You can't re-trigger more than 1 full data export on the **Data Export to HiredScore** sub-tab. Data exports only recur automatically when you add new supported countries on the **General Settings** sub-tab, and exports are only triggered for the newly added countries.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **Data Export to HiredScore** sub-tab.
2. Click **Start Export**.
3. Enter 1 or more email address recipients to receive the export summary following the process.
4. Specify the duration for each supported country.
5. Click **OK** and **Done**.

   After a data export completes, an export summary displays on the **Data Export to HiredScore** sub-tab and the recipients you specified in step 3 receive a summary by email.
6. (Optional) When users have access to the HiredScore application, log in and verify that job requisitions and job applications are displaying as expected.

Next Steps

You can refresh **Data Export to HiredScore** sub-tab to receive an updated status.

Related Information

Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details

Configure HiredScore RaaS Details

Configure Data Mapping for Job Levels

Configure Data Mapping for Candidates, Job Applications, and Job Requisitions

Configure HiredScore Role Mapping

Configure HiredScore General Settings

Manage HiredScore Users

Prerequisites

- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details
- Configure HiredScore Data Export
- Configure HiredScore Role Mapping
- Configure supported countries on **System and Integrations** > **General Settings**
- Configure Single Sign-On (SSO)

Context

HiredScore automatically provisions users automatically based on their association to supported job requisitions. However, administrators can use the HiredScore Tenant Setup functionality to create custom users that aren't associated with any job requisitions for testing purposes. Standard permissions are assigned to all users, which enables them to view and take action on job requisitions that they're associated with.

Note: You can assign an administrator role to users on this task. This allows them to view all job requisitions, but they can't progress candidates within the HiredScore application.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **User Management** sub-tab.
2. Click **Edit**.
3. To create a user:

   a. Click **Create Users**.
   b. Search for the user by email address or name.

   To edit an existing user:

   a. Click **Edit**.
   b. Search for the user by email address or name.

   To deactivate an existing user:

   a. Click **Deactivate Users**.
   b. Search for the user by email address or name.
4. Click **OK** and **Done**.

5. (Optional) To create an administrator for testing purposes:
    a. Click **Create Users**.
    b. Search for the user by email address or name.
    c. Click **OK** and **Done**.
    d. Refresh the **User Management** sub-tab and click **Edit**.
    e. Click **Edit** to edit the newly created user.
    f. Assign the user admin permissions.
    g. Click **OK** and **Done**.
6. When SSO is configured, these users can verify they have access to the HiredScore application (and that any administrators you created can view all job requisitions) by logging in.

Related Information

Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details

Configure HiredScore RaaS Details

Configure HiredScore Data Export

Configure HiredScore Role Mapping

Configure HiredScore General Settings

Configure Single Sign-On (SSO)

Configure the MS Teams Integration

Prerequisites

- Work with your IT administrator to update these endpoint URLs in the graph application, and replace [HiredScore Tenant Name] with your specific HiredScore tenant name:
    - (Implementation (Pre-Production):
        - ```
          https://[HiredScore Tenant Name].ms-
          auth.preprod.hiredscore.com/ms-auth
          ```
    - Production:
        - ```
          https://[HiredScore Tenant Name].ms-
          auth.service.hiredscore.com/ms-auth
          ```

Context

Organizations using the Hiring Manager Talent Advisor Collaborator (HMTAC) can use the **HiredScore Tenant Setup** functionality to configure the MS Teams integration.

Steps

1. On the **System and Integrations** tab of the **HiredScore Tenant Setup** task, click the **MS Teams Integration** sub-tab.
2. Click **Edit**.
3. Complete all required fields.
4. Click **OK** and **Done**.
5. Follow the on-screen **Next Steps to Activate a New Authentication Token** instructions to complete the activation process.

6. (Optional) After configuring the **HM TA General Settings** sub-tab and the HMTAC message templates under the **HMTA Collaborator** tab, test MS Teams notifications with a small group of users.

Related Information

Concepts

Concept: Hiring Manager Talent Advisor Collaborator (HMTAC)

Tasks

Steps: Set Up HiredScore

Configure Fetch

Prerequisites

- Exclude Recruiting Stage Transitions
- Export and Sync the Job Application Business Process

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (Fetch filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Fetch** sub-tab.

Administrators can use the **HiredScore Tenant Setup** task to exclude Fetch candidates based on criteria such as distance and specific reject statuses that were previously assigned to them. HiredScore doesn't apply any default configuration on the Fetch sub-tab because these settings are specific to the Workday *Job Application* business process.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the Fetch sub-tab.
2. Click **Edit**.
3. Complete the required and relevant optional fields:

Field	Description
• **Run Fetch When Job Requisition is Approved** • **Run Fetch When Job Requisition is Open** • **Run Fetch When Job Requisition is Posted Internally** • **Run Fetch When Job Requisition is Posted Externally**	Select at least 1 option that triggers Fetch to run. Note: *Approved* status requires setting at least 1 additional trigger.
Fetch Candidates from Maximum Distance	Select the maximum Fetch distance in miles or kilometers from the user's locale, depending on user settings. HiredScore calculates distance based on the job requisition location(s) and the candidate address provided in their latest job application/prospect data/resume. Fetch filters out candidates that don't meet the distance requirement.
Do not Fetch candidates whose last apply date is more than (years)	Select a value in years to filter out candidates who previously applied within that time period.

Field	Description
Exclude candidates with specific reject statuses in the past	Select the rejection reasons from the *Job Application* business process that exclude candidates from further Fetch recommendations. Example: You specify that you Fetch must exclude candidates who don't meet qualifications from the *Background Check* step of the *Job Application* business process.
Exclude active candidates on open requisition from stages	Select the most advanced step of the *Job Application* business process for which you want to receive Fetch candidate recommendations. Example: You specify that you don't want to receive Fetch recommendations for candidates who are at the *Reference Check* step or further on active job requisitions.

4. Click **OK** and **Done**.
5. (Optional) When the HiredScore application is available and the data export is complete, verify in the UI that Fetch runs on your selected triggers and surfaces candidates within the distance limit.

   Note: Some criteria are more difficult to validate with a limited data set.

Related Information
Tasks
Steps: Set Up HiredScore
Exclude Recruiting Stage Transitions
Export and Sync the Job Application Business Process
How to Use Fetch

Configure Reverse Fetch

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (Reverse Fetch filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Reverse Fetch** sub-tab.

Reverse Fetch enables recruiting teams to get active job recommendations for candidates and prospects.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Fetch** sub-tab.
2. Click **Edit**.
3. Complete the required and relevant optional fields:

Field	Description
Activate Reverse Fetch	Select to activate Reverse Fetch in the HiredScore environment.
Reverse Fetch Availability in Profiles	Select at least 1 profile on which to enable the Reverse Fetch functionality.

Field	Description
Exclude Job Requisitions that Currently Have Candidates in these Stages	Filter out job requisitions that have candidates at 1 or more of the selected Job Application stages. This enables you to filter out jobs in more advanced recruiting stages and funnels candidates to jobs in earlier recruiting stages.
Filter Candidates by Maximum Distance from Job Requisition Location	Select the maximum distance in miles or kilometers (depending on user settings) from the user's locale for which they receive Reverse Fetch job recommendations. HiredScore calculates distance based on the job requisition location(s) and the candidate address provided in their latest job application/ prospect data/resume.
Maximum Recommendations per Candidate	Select the maximum number of Reverse Fetch recommendations for each candidate.

4. Click **OK** and **Done**.
5. (Optional) When the HiredScore application is available and the data export is complete, verify in the UI that Reverse Fetch is available on the configured profile types.

Related Information

Tasks

Steps: Set Up HiredScore

How to Use Reverse Fetch

Configure the Fetch UI

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Fetch UI** sub-tab.

This task enables your administrator to configure the columns and filters for the Fetch candidate list.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Fetch UI** sub-tab.
2. Click **Edit**.
3. Add, remove, and/or order columns and filters from the available list.

   You can specify the default column that determines the table sorting, and whether it is sorted in ascending or descending order (users can change these default settings in the HiredScore application).
4. Click **OK** and **Done**.
5. (Optional) When the HiredScore application is available and the data export is complete, verify in the UI that the filters and sorting configurations are applied, and that the columns are populated with data.

Related Information

Tasks

Steps: Set Up HiredScore

How to Use Fetch

Configure the Dynamic Fetch UI

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Dynamic Fetch UI** sub-tab.

This task enables your administrator to configure the columns and filters for the Dynamic Fetch candidate list.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Dynamic Fetch UI** sub-tab.
2. Click **Edit**.
3. Add, remove, and/or order columns.
4. Click **OK** and **Done**.
5. (Optional) When the HiredScore application is available and the data export is complete, verify in the UI that the column configuration is reflected, and that the columns are populated with data.

Related Information
Tasks
Steps: Set Up HiredScore
How to Use Dynamic Fetch

Configure the Fetch Profile UI

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Fetch Profile UI** sub-tab.

This task enables your administrator to configure the singular, main, and mass actions that are available on Fetch profiles in the UI.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Fetch Profile UI** sub-tab.
2. Click **Edit**.
3. Complete the relevant fields in these sections:

Section	Description
Fetch Candidate Profile - Singular Actions	These actions are available on the Fetch Profile card. Consult with your implementer to understand the available options, such as the ability to download resumes.
Fetch Candidate Profile - Main Actions	Enable contact and dismissal actions. Note: Dismissing a candidate from Fetch only removes their recommendation from the specific job requisition for which they were recommended.

Section	Description
Fetch Candidate Profile - Grid Mass Actions	These actions are available from the Fetch grid when users select 1 or more candidates.
Fetch Candidate Profile - Insights	Enable or deactivate insights. Note: Some insights might require specific integrations or data mapping. This is indicated in the **Description** column for the corresponding insight

4. Click **OK** and **Done**.
5. (Optional) When the HiredScore application is available and the data export is complete, verify available actions and insights in the UI to test your configuration.

Related Information
Tasks
Steps: Set Up HiredScore
How to Use Fetch

Configure the My Reqs UI

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **My Reqs UI** sub-tab.

This task enables your administrator to configure the columns and filters for the My Reqs Job Requisitions list.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **My Reqs UI** sub-tab.
2. Click **Edit**.
3. Add, remove, and/or order columns and filters from the available list.
4. You can specify the default column that determines the table sorting, and whether it is sorted in ascending or descending order (users can change these default settings in the HiredScore application).
5. Click **OK** and **Done**.
6. (Optional) When the HiredScore application is available and the data export is complete, verify in the UI that the filters and sorting configurations are applied, and that the columns are populated with data.

Related Information
Tasks
Steps: Set Up HiredScore

Configure the Job Applications Inbox UI

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Job Applications Inbox UI** sub-tab.

This task enables your administrator to configure the columns and filters for the Job Applications Inbox candidate list. In this area of the HiredScore application, recruiters can view the candidate list for their assigned job requisitions, and filter and sort the list according to their task prioritization.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Job Applications Inbox UI** sub-tab.
2. Click **Edit**.
3. Add, remove, and/or order columns and filters from the available list.
4. You can specify the default column that determines the table sorting, and whether it is sorted in ascending or descending order (users can change these default settings in the HiredScore application).
5. Click **OK** and **Done**.
6. (Optional) When the HiredScore application is available and the data export is complete, verify in the Job Applications Inbox UI that the filters and sorting configurations are applied, and that the columns are populated with data.

Related Information

Tasks

Steps: Set Up HiredScore

Configure the Pending Actions UI

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Pending Actions UI** sub-tab.

This task enables your administrator to configure the columns and filters for the Pending Actions candidate list. In this area of the HiredScore application, recruiters can view the candidate list for all of their assigned job requisitions in Workday Recruiting. They can filter by criteria such as candidate type, current job application, and business process step.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Pending Actions UI** sub-tab.
2. Click **Edit**.
3. Add, remove, and/or order columns and filters from the available list.
4. You can specify the default column that determines the table sorting, and whether it is sorted in ascending or descending order (users can change these default settings in the HiredScore application).
5. Click **OK** and Done.
6. (Optional) When the HiredScore application is available and the data export is complete, verify in the Pending Actions UI that the filters and sorting configurations are applied, and that the columns are populated with data.

Related Information

Tasks

Steps: Set Up HiredScore

Configure the Candidate Profile UI

Context

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **Candidate Profile UI** sub-tab.

Administrators can configure the available profile actions and insights on the candidate profile that HiredScore displays for each job application.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Candidate Profile UI** sub-tab.
2. Click **Edit**.
3. Complete the relevant fields in these sections:

Section	Description
Candidate Profile - Singular Actions	These actions are available on the candidate profile card. Consult with your implementer to understand the available options, such as the ability to download resumes.
Candidate Profile - Grid Mass Actions	These actions are available from the Job Applications Inbox grid when users select 1 or more candidates.
Candidate Profile - Additional Options	Recruiters can share a candidate's profile with a colleague or hiring manager outside of the HiredScore application using a secure SSO URL. Select the **Allow download option in stand alone profile** check box to allow the recipient of the shared URL to download a standalone version of the profile data.
Candidate Profile - Insights	Enable or deactivate insights. Note: Some insights might require specific integrations or data mapping. This is indicated in the **Description** column for the corresponding insight.

4. Click **OK** and **Done**.
5. (Optional) When the HiredScore application is available and the data export is complete, verify the available actions in the UI and review the generated insights.

   Note: Insights are populated based on data, so it might be difficult to verify your configuration if you have a limited data set.

Related Information

Tasks

Steps: Set Up HiredScore

Configure Email Communication Templates

Prerequisites

- Configure Workday HiredScore Integration Details

- Configure HiredScore RaaS Details
- Configure HiredScore Role Mapping
- Configure supported countries on the **System and Integrations** > **General Settings** sub-tab
- Configure HiredScore Data Export
- Configure Single Sign-On (SSO)
- Configure the Fetch profile/Candidate profile related actions
-

Context

Your organization can use HiredScore's email templates to contact Fetch leads, share profiles with colleagues and Hiring Managers, and to contact managers and employees using Internal Fetch (for organizations with this product). These email templates are accessible through the HiredScore UI, where specific actions trigger the automatic population of an email template in your supported email provider, such as Outlook.

HiredScore provides default templates for your account, which your administrator can customize further if necessary. Customization options include:

- A specific message title and body text.
- Dynamic parameters from a set list of supported parameters. These are automatically populated with the relevant data point such as candidate name and requisition location when used in HiredScore.

These options are available for each email template and supported language. Based on your enabled products/features, your administrator can configure these templates:

- Contact Fetch candidate
- Share Fetch candidate with colleague
- Share multiple Fetch candidates with colleagues
- Share Fetch candidate with hiring manager
- Share multiple Fetch candidates with Hiring Manager
- Contact candidate with reverse fetch recommendations
- Contact Global Talent Search lead
- Share job applicant profile with colleague
- Share multiple job applicant profiles with colleague
- Share job applicant profile with Hiring Manager
- Share multiple job applicant profiles with Hiring Manager
- Share job applicant with hiring team via Hiring Manager Dashboard
- Share multiple job applicants with hiring team via Hiring Manager Dashboard
- Notify hiring team about job applicant awaiting review
- Notify hiring team about multiple job applicants awaiting review
- Contact worker and invite to apply - Internal Fetch
- Contact worker's manager - Internal Fetch
- Contact worker's HR manager - Internal Fetch
- Contact req's talent manager - Internal Fetch

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Email Communication Templates** sub-tab.
2. Click **Edit** on the template you want to configure.
3. Select the **Target Language** of the email template you want to edit.

   Available languages are HiredScore's supported UI languages.
4. Click **OK**.

5. Review the current email template configured for your account. The default email templates display for first-time implementations.
6. Edit the **Subject Line**.
7. You can copy and paste parameters from the **Available Params** list into the **Message Body** to customize it. When a message is triggered, it automatically populates these parameter labels with the relevant data points, such as the candidate's first name. To avoid errors, ensure that you copy and paste the parameters without altering the parameter names.
8. Click **OK**.
9. Review your changes and click **Done**.
10. (Optional) To test your updates, perform a relevant action to trigger an email. Verify that the email template updates and the parameters populate the correct data.

    Note: You can set users to **Safe Mode User** on the **User Management** sub-tab of the **System & Integrations** tab. This prevents data from being sent to real candidates during testing, and email templates populated from the HiredScore application contain a suffix in the subject line that renders them unusable.

Related Information

Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details

Configure HiredScore RaaS Details

Configure HiredScore Role Mapping

Configure HiredScore General Settings

Configure HiredScore Data Export

Configure Single Sign-On (SSO)

Activate Talent Network Fetch

Prerequisites

Contact Workday Professional Services after signing an agreement with Randstad to enable Talent Network Fetch.

Context

In addition to resurfacing qualified leads from your company's database of previous applicants from the last 3 years, you can also gain access to leads from Randstad's talent pool by enabling Talent Network Fetch in HiredScore. Talent Network Fetch enables you to:

- Locate leads who are currently actively seeking a new job.
- View their up-to-date skills and interests.
- Share leads with your colleagues and hiring managers through HiredScore.
- Invite leads to apply to the requisition directly from HiredScore.
- View Randstad leads surfaced within HiredScore that each meet compliance requirements.

Steps

1. On the **AIRC Functional & UI** tab of the **HiredScore Tenant Setup** task, click the **Talent Network Fetch** sub-tab.
2. Click **Edit** on the template you want to configure.
3. Select the **Talent Network Fetch Enabled** check box.

   This check box isn't selectable for tenants that don't meet the prerequisites.
4. Click **OK** and **Done**.

5. (Optional) In the HiredScore application, navigate to Dynamic Fetch on any job requisition and use the filters to find Randstad leads.

Related Information

Tasks

Steps: Set Up HiredScore

Configure HM Dashboard Settings

Prerequisites

- Configure Workday HiredScore Integration Details
- Configure HiredScore RaaS Details
- Export and Sync the Job Application Business Process
- Exclude Recruiting Stage Transitions

Context

The Hiring Manager (HM) Dashboard is a HiredScore interface for hiring managers to screen and action candidates.

Administrators can use the **HiredScore Tenant Setup** task to customize up to 5 hiring manager phases and assign specific Job Application business process steps to each phase. They can also select the available hiring manager actions for each phase (such as *Move Forward* or *Do Not Advance*).

You can configure the default settings by deactivating specific phases, or assigning actions as required. You can also configure the candidate profile for each phase based on workflow and business requirements.

Note: Legacy HiredScore users must be aware of the following when using the **HM Dashboard Settings** sub-tab:

- The HM Dashboard settings on this sub-tab adhere to a specific framework. You might receive an error when you access the **HM Dashboard Settings** sub-tab if your current HiredScore setup is configured in a way that doesn't follow this framework. If this occurs and you need to change HM phase labels, assign new steps to a phase, and/or configure actions, contact Workday Support to apply the changes.
- The *Job Application* business process steps that are available for each phase configuration populate from the current configuration in HiredScore. You might receive an error if the business process synchronization between Workday and HiredScore partially failed. If this occurs, you can either remove the step from the configuration, or attempt synchronization again (see Export and Sync the Job Application Business Process).

Steps

1. On the **HMTA Collaborator** tab of the **HiredScore Tenant Setup** task, click the **HM Dashboard Settings** sub-tab.
2. Click **Edit**.

3. For each hiring manager phase:
    a. Select **Enabled** or leave the check box blank to deactivate the stage.
    b. Enter a customized **Phase Label/Title**, or use the default label.
    c. Map a *Job Application* business process step(s) to the hiring manager phase.

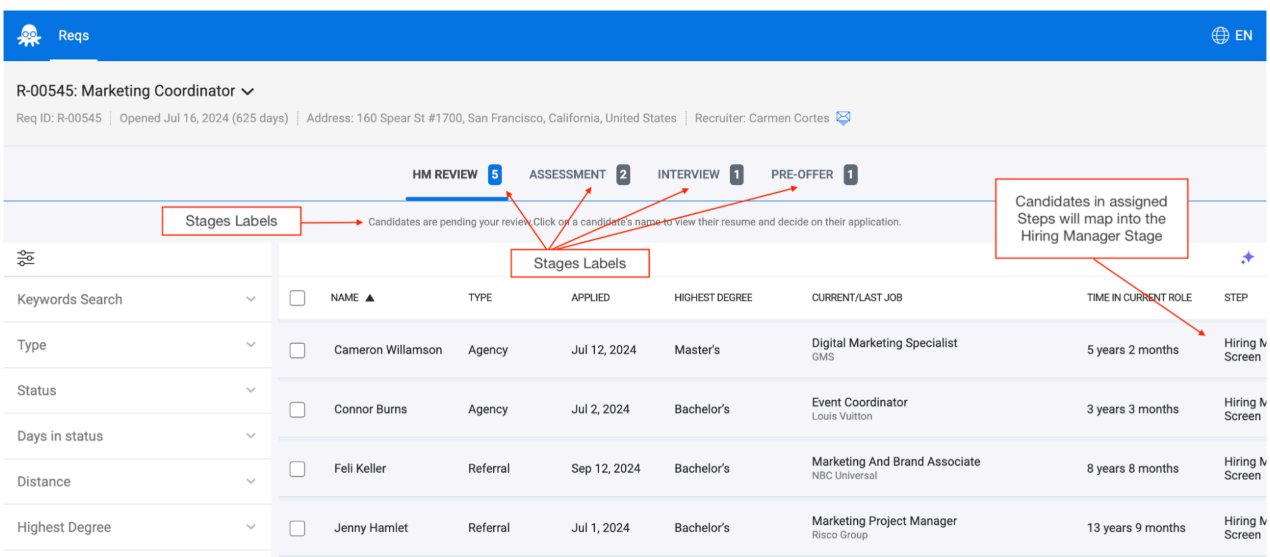
        Steps that you select on this prompt are mapped to the hiring manager phase. Candidates in these steps are visible to managers on the HM Dashboard for the corresponding phase (see the **Result** section in this topic).

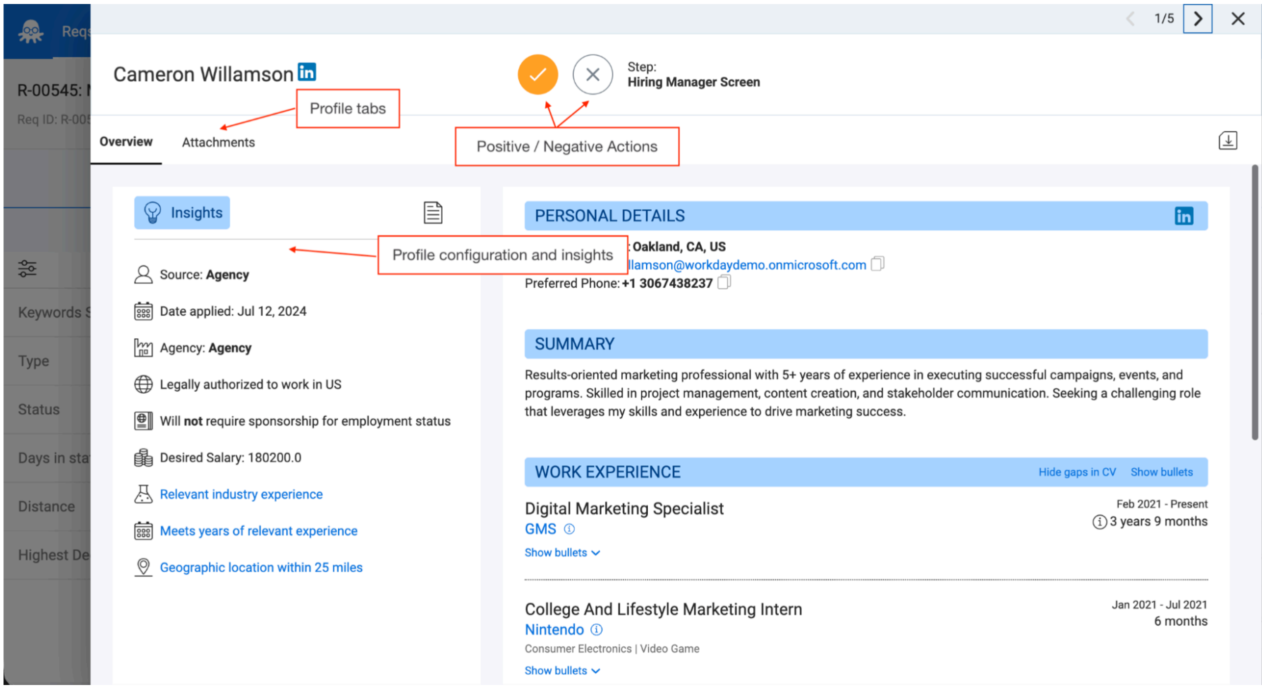
        You can search for steps more efficiently using keywords such as candidate, withdrawn, or assess (instead of step b, for example).
    d. Enter description text for the phase (see the **Result** section in this topic to view where this text appears on the HM Dashboard).
    e. Assign tooltip labels for the positive and negative action buttons.
    f. Assign steps from the *Job Application* business process for the positive and negative actions
    g. Select the **Profile Tabs** you want to enable for the phase.

        Example: You can enable **Digital Interview** for only specific phases.
4. Select a **Profile View Type**.
5. If you select **Smart Profile** as the **Profile View Type**, you can configure **Profile Insights**.
6. Click **OK** and **Done**.
7. (Optional) To test your configuration, login as a hiring manager (using SSO) that has a job requisition with candidates in different recruiting stages. Verify that the job requisition is visible on the HM Dashboard and that candidates display in the correct stages.

Result

When you map *Job Application* business process steps to hiring manager phases (see step *3a*), the candidates at these phases become visible to the hiring manager on the HM Dashboard as illustrated below. The **Description** text (see step *3d*) displays below the phase tab labels.





Related Information

Tasks

Steps: Set Up HiredScore

Configure Workday HiredScore Integration Details

Configure HiredScore RaaS Details

Export and Sync the Job Application Business Process

Exclude Recruiting Stage Transitions

Configure the HM Dashboard Grid

Configure the HM Dashboard Grid

Context

The Hiring Manager (HM) Dashboard grid is an area on the HM Dashboard for hiring managers to view a list of candidates for job requisitions they're assigned to, along with the option to filter and sort the list to support the prioritization of their actions. Administrators can configure the primary UI settings of this grid.

Note: To prevent potential data loss, legacy HiredScore users must be aware that existing configurations related to country customization (filters that are configured only for specific countries and not the entire tenant) are overridden when they change settings on the **HM Dashboard Grid** sub-tab.

Steps

1. On the **HMTA Collaborator** tab of the **HiredScore Tenant Setup** task, click the **HM Dashboard Grid** sub-tab.
2. Click **Edit**.
3. Add, remove, and/or order columns and filters from the available list.

   You can specify the default column that determines the table sorting, and whether it is sorted in ascending or descending order (users can change these default settings in the HiredScore application).
4. Click **OK** and **Done**.

5. (Optional) To test your configuration, verify HM Dashboard that the column configuration is reflected, and that the columns are populated with data.

Related Information

Tasks

Steps: Set Up HiredScore

Configure HM Dashboard Settings

Configure the HM TA General Settings

Prerequisites

- Configure supported countries on **System and Integrations** > **General Settings**
- Configure HiredScore Role Mapping
- Configure Data Mapping for Job Levels

Context

HiredScore's Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) is a shared workspace in Microsoft Teams where hiring managers and recruiters can collaborate on requisitions through a dedicated channel.

Administrators can use the **HiredScore Tenant Setup** task to specify the criteria a job requisition must meet and the data to include in HiredScore HMTAC flows using the available fields.

Note: Legacy customers must be aware that, when the HMTAC channels and messages are active, any updates to job requisition filters only apply to newly created channels.

Steps

1. On the HMTA Collaborator tab of the **HiredScore Tenant Setup** task, click the **HM TA General Settings** sub-tab.
2. Click **Edit**.
3. Specify the criteria a job requisition must meet and the data to include in/exclude from HiredScore HMTAC flows using the fields in the **Job Requisition Filters** section:

Field	Description
Job Requisition Created From	A job requisition must be created from the specified date onwards to be included in the HMTAC.
Job Requisition Status	A job requisition must be at 1 of the selected statuses to be included in the HMTAC.
Evergreen Requisition	Select this check box to include Evergreen requisitions in the HMTAC.
Countries to Exclude	Select 1 or more job locations to exclude from the HMTAC.
Job Levels To Exclude	Select 1 or more job levels to exclude from the HMTAC.

4. You can use the **Soft Launch** section to test the HMTAC functionality and do a limited rollout with a small group of users before making it available to the entire organization.

   You can add specific individuals (using the **Primary Recruiter**, **Hiring Manager**, and **Recruiter Assistant** fields), to a test group of up to 30 users. After testing and before deploying to all users, remove the users selected in this section and leave the fields blank.

5. Click **OK** and **Done**.
6. (Optional) To test your configuration, use the Soft Launch feature to validate that channels are correctly opened.

Related Information

Concepts

Concept: Hiring Manager Talent Advisor Collaborator (HMTAC)

Tasks

Steps: Set Up HiredScore

Configure HiredScore General Settings

Configure HiredScore Role Mapping

Configure Data Mapping for Job Levels

Configure MS Teams, Channels, and Tabs

Context

Administrators can configure the Hiring Manager Talent Advisor Collaborator (HMTAC) team name, the team members (for example, the hiring manager and primary recruiter), and the members and owners of the shared requisition channel. You can also configure the Hiring Manager (HM) Dashboard’s tab name and description, and up to 10 custom links, which can direct users to Help Center resources.

For a detailed example of how this sub-tab is typically configured, see Example: Set Up Teams, Channels, and Tabs on MS Teams.

Steps

1. On the **HMTA Collaborator** tab of the **HiredScore Tenant Setup** task, click the **MS Teams, Channels, Tabs** sub-tab.
2. Click **Edit**.
3. In the **Team** section, enter the **Team’s Name**.
4. In the **Channel** section, enter the **Channel's Identifier**.
5. Specify channel **Owner(s)** and **Member(s)** to add to the shared channel.
6. In the **Tabs** section, you can customize certain aspects of the HM Dashboard and **Help Center** tabs that display in the shared channel.
    a. Enter a **Preferred Tab Name** for the HM Dashboard tab.
    b. Enter a **Page Description** for the Help Center that explains the purpose of the content.
    c. Add up to 10 custom links to the Help Center page in the order you specify by entering a **Link Name** and corresponding **Link URL**.
7. Click **OK** and **Done**.

Related Information

Concepts

Concept: Hiring Manager Talent Advisor Collaborator (HMTAC)

Tasks

Steps: Set Up HiredScore

Examples

Example: Set Up Teams, Channels, and Tabs on MS Teams

HiredScore Tenant Setup Examples

Example: Activate the Hiring Manager Talent Advisor Collaborator (HMTAC)

Context

You want to enable the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in MS Teams. The HMTAC is a shared workspace in MS Teams (on desktop and mobile) that facilitates team communication and collaboration about specific requisitions. It triggers the sending of (sometimes automated) messages in MS Teams at various stages throughout the recruiting process. You want to customize these message templates, but you first need to activate the HMTAC functionality.

Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Activate HMTA** sub-tab.
3. Click **Edit**.
4. Select the **Activate HMTA Collaborator** check box.
5. Click **OK**.

Result

The HMTAC functionality is now enabled in your organization’s MS Teams accounts. You can now configure the HMTAC message templates using the template sub-tabs under the HM <> TA Collaborator tab. See these topics for instructions on how to customize the templates:

- Example: Set Up a HiredScore Welcome Message Template
- Example: Set Up a HiredScore Alignment for Recruitment Template
- Example: Set Up a HiredScore Job Requisition Posted Internally Template
- Example: Set Up a HiredScore Job Requisition Posted Externally Template
- Example: Set Up a HiredScore First Candidate to Review Template
- Example: Set Up a HiredScore Open Tasks Template
- Example: Set Up a HiredScore Provide Interview Feedback Template
- Example: Set Up a HiredScore Candidate Offer Template
- Example: Set Up a HiredScore Job Requisition is Filled or Closed Template
- Example: Set Up a HiredScore Recruiter Welcome Message Template
- Example: Set Up a HiredScore Recruiter Job Requisition Progress Template

You can also configure the HMTAC team name, team members, and more on the **MS Teams, Channel, Tabs** sub-tab (see Example: Set Up Teams, Channels, and Tabs on MS Teams for more information).

Example: Set Up a HiredScore Alignment for Recruitment Template

This example illustrates:

- How to configure the Alignment for Recruitment template for the candidate offer message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) in Microsoft Teams.
- The impact of this configuration in MS Teams.

Context

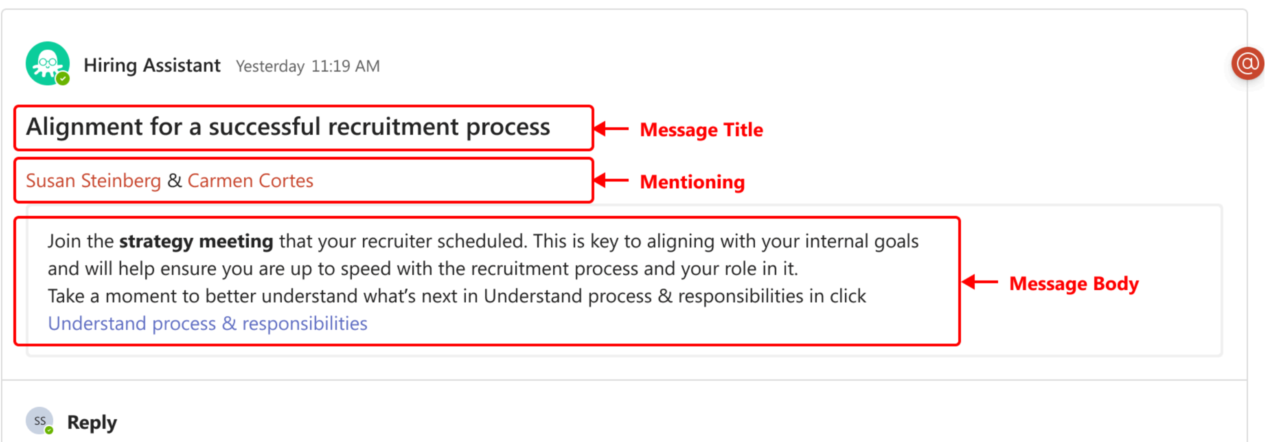
Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process.

You want to customize the Alignment for Recruitment message template, which notifies the hiring manager when a job requisition is created and is sent immediately after the Welcome message. The purpose of this message is to prompt alignment with the recruiter on the recruitment strategy. It also typically provides guidance on the process, roles, and responsibilities.

Customization needs to include:

- A specific message title.
- A tag that mentions and notifies the recruiter and hiring manager that handle the requisition.
- A specific message body.
- A link to best-practice guidance for recruiters and hiring managers at this stage.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Alignment for Recruitment** sub-tab.
3. Click **Edit**.

4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.

   Note: The **Triggered By** option isn't configurable because the Welcome message automatically triggers the sending of the Alignment for Recruitment message.
5. Enter and select these values:

Field	Value
Message Title	*Alignment for a successful recruitment process*
Mentioning	**Manager** **Recruiter**

6. Customize the template's **Message Body**.
   a. Copy the default text in the **Message Body** field.

      This field is automatically populated with a default message in JSON format.
   b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
   c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

      The card preview updates in real time to display how the message card is currently configured.
   d. In the **Card Payload Editor**, customize the message using the parameters listed in the **Available Params** section, as well as custom links (see step *g*).

      For the purpose of this example, include a custom link to a Help Center article about the relevant recruitment process and responsibilities:

      - **${alignment_for_recruitment_1}**

      The resulting JSON text in the **Card Payload Editor** is:

```
{
    "type": "AdaptiveCard",
    "$schema": "http://adaptivecards.io/schemas/adaptive-
card.json",
    "version": "1",
    "body": [
        {
            "type": "TextBlock",
            "wrap": true,
            "text": "The requisition has been successfully
 posted. Spread the word by sharing the internal posting
 link with your colleagues. Click [Internal Posting Link.]
(${req_is_posted_external_only_1})"
        }
    ]
}
```

      Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.
   e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
   f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
   g. For the **${alignment_for_recruitment_1}** parameter in the **Custom Links** section, enter the URL of the Help Center article in the corresponding **Links** field.

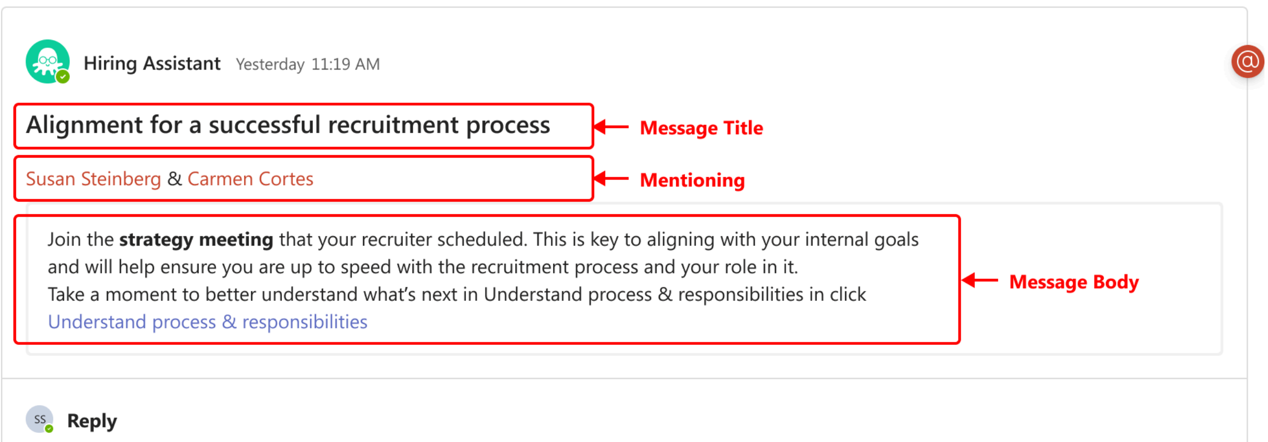
      Note: Verify that the JSON syntax is correct to avoid JSON errors.

7. Click **OK**.
8. Click **Done**.
9. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When a job requisition is created the Welcome message is sent, the HMTAC functionality triggers an automated Alignment for Recruitment message to the hiring manager. It should display as illustrated in the screengrab:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up a HiredScore Candidate Offer Template

This example illustrates:

- How to configure the template for the Candidate Offer message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in MS Teams.
- The impact of this configuration in MS Teams.

Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Candidate Offer message template, which notifies the hiring manager when a candidate (or every candidate who reaches this step) is identified for an offer. Customization needs to include:

- A specific message title.
- A tag that mentions and notifies the manager that handles the requisition.
- A specific message body.
- A link to best-practice guidance for recruiters and hiring managers at this stage.

After configuration is complete, the message should display as follows in MS Teams:

Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Candidate Offer Template** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.
5. In the **Triggered By** section, select the **Job Application Steps** that belong to the Hiring Manager Dashboard (Candidate Offer) phase.
6. Enter and select these values:

Field	Value
Message Title	*Candidate identified for an offer!*
Mentioning	**Manager**

7. Customize the template's **Message Body**.
    a. Copy the default text in the **Message Body** field.

       This field is automatically populated with a default message in JSON format.
    b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
    c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

       The card preview updates in real time to display how the message card is currently configured.
    d. In the **Card Payload Editor**, customize the message using the parameters listed in the **Available Params** section in Workday, as well as custom links (see step *g*).

       For the purpose of this example, include these parameters and a custom link to a Help Center article on sending offers.

       - **${candidate_name}**
       - **${external_req_id}**
       - **${req_title}**
       - **${identify_candidate_offer_1}**

       The resulting JSON text in the **Card Payload Editor** is:

```
{
    "type": "AdaptiveCard",
    "$schema": "http://adaptivecards.io/schemas/adaptive-
card.json",
    "version": "1.0",
    "body": [
        {
            "type": "TextBlock",
            "wrap": true,
            "text": "Congratulations! You have
 successfully identified ${candidate_name} for an offer
 for ${external_req_id} ${req_title}. For details on roles and
 responsibilities for you and the recruiter during the offer phase,
 click [Communicate the offer](${identify_candidate_offer_1})."
        }
    ]
}
```

       Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.
    e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
    f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
    g. For the **${identify_candidate_offer_1}** parameter in the **Custom Links** section, enter the URL of the Help Center article in the corresponding Links field.

       Note: Verify that the JSON syntax is correct to avoid JSON errors.
8. Click **OK**.
9. Click **Done**.

10. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When a candidate is identified and the HMTAC functionality triggers an automated MS Teams message to the hiring manager, it should display as illustrated in the screengrab.

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.

Example: Set Up a HiredScore Email Template

This example illustrates:

- How to configure email templates accessible to end users from the HiredScore UI (Recruiting Productivity Hub).
- A sample configuration of the Contact Fetch Candidate email template that's triggered in Fetch by the Contact Lead and Invite to Apply button within the HiredScore UI.
- Tips for email configuration best practices.
- The impact of this configuration.

Context

Your organization uses HiredScore's email templates to contact Fetch leads, share profiles with colleagues and Hiring Managers, and to contact managers and employees using Internal Fetch (for organizations with this product). These email templates are accessible through the HiredScore UI, where specific actions trigger the automatic population of an email template in your supported email provider, such as Outlook.

HiredScore has default templates for your account, which you can also customize further. Customization options include:

- A specific message title and body text.
- Dynamic parameters from a set list of supported parameters. These are automatically populated with the relevant data point such as candidate name and requisition location when used in HiredScore.

These options are available for each email template and supported language.

Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore integration in Workday.

Enable the related action for the relevant email templates to display in the HiredScore UI using the AIRC Functional & UI > Candidate Profile UI sub-tab on the HiredScore Tenant Setup task.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **AIRC Functional & UI** tab, select the **Email Communication Templates** sub-tab.
3. Click **Edit** on the **Contact Fetch Candidate** email template.
4. Select the **Target Language** of the email template you want to edit.

   Available languages are HiredScore’s supported UI languages.
5. Click **OK**.
6. Review the current email template configured for your account.

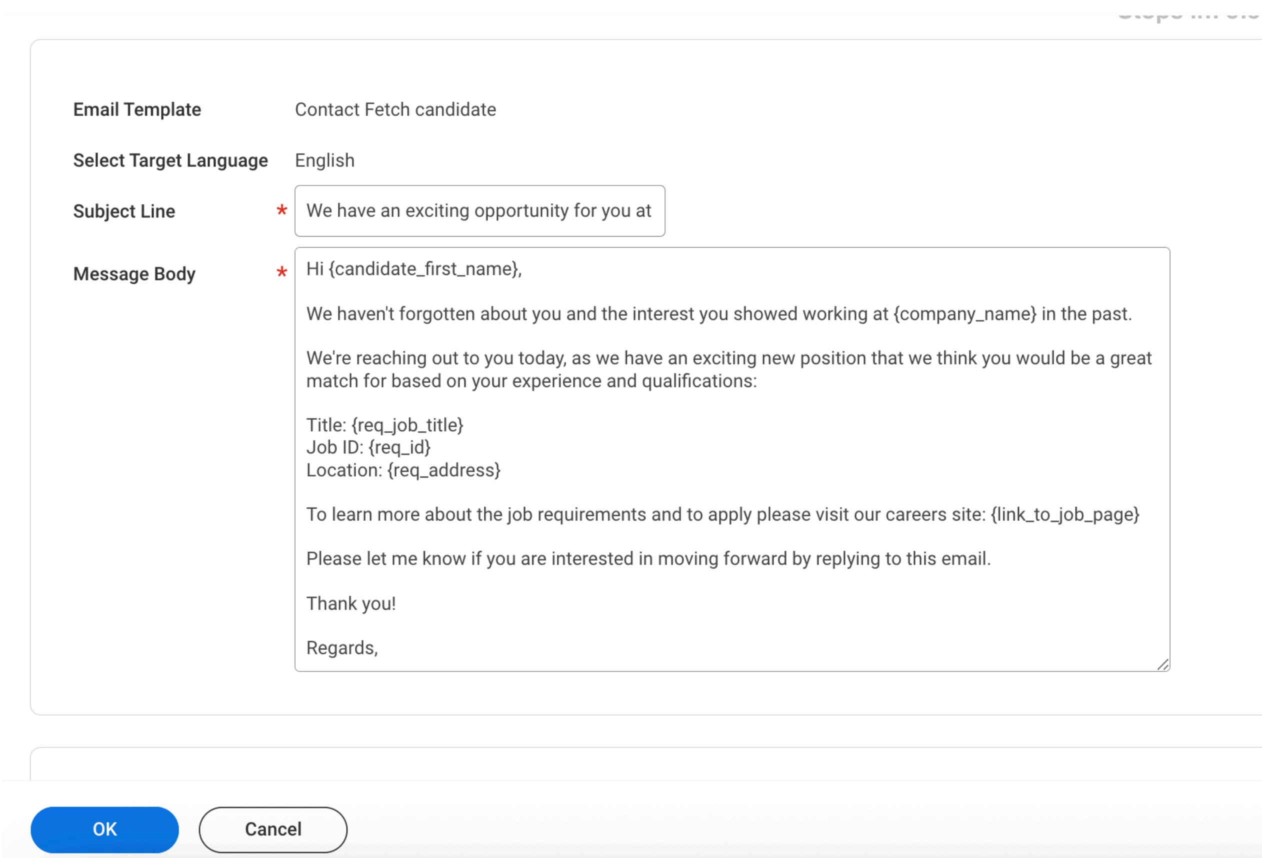
   Note: The default email templates display for first-time implementations.
7. Edit the **Subject Line**.
8. You can copy and paste parameters from the **Available Params** list into the **Message Body** to customize it.

   When the Contact Fetch Candidate message is triggered, it automatically populates these parameter labels with the relevant data points, such as the candidate’s first name.

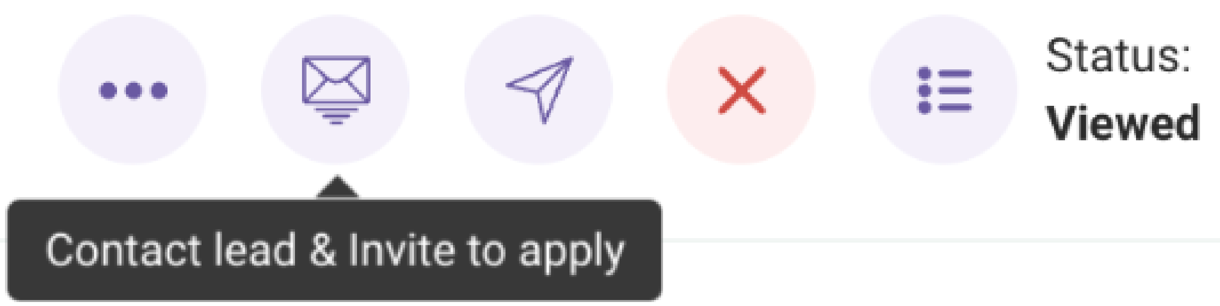
   Note: To avoid errors, ensure that you copy and paste the parameters without altering the parameter names.
9. Click **OK**.
10. Review your changes and click **Done**.
11. Verify your changes in the HiredScore UI to ensure that the email template updates and the parameters populate the correct data.

Result

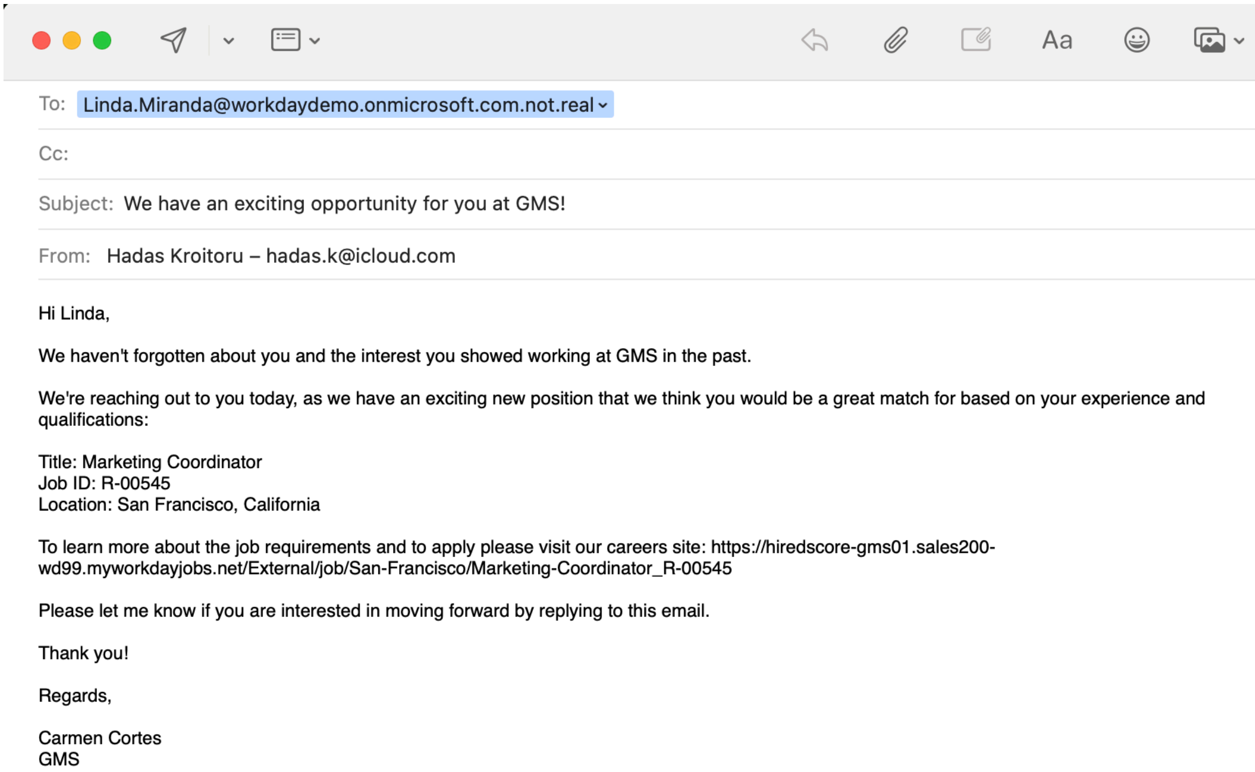
A sample Contact Fetch Candidate template configuration displays as follows in Workday:



When you click **Contact Lead and Invite to Apply** in the HiredScore Fetch UI, HiredScore opens a draft email in your email provider.



The email uses the template configuration and populates data for parameters, such as **{candidate_first_name}**. You can make ad hoc changes to the message and then send the email.



To: Linda.Miranda@workdaydemo.onmicrosoft.com.not.real

Cc:

Subject: We have an exciting opportunity for you at GMS!

From: Hadas Kroitoru – hadas.k@icloud.com

Hi Linda,

We haven't forgotten about you and the interest you showed working at GMS in the past.

We're reaching out to you today, as we have an exciting new position that we think you would be a great match for based on your experience and qualifications:

Title: Marketing Coordinator
Job ID: R-00545
Location: San Francisco, California

To learn more about the job requirements and to apply please visit our careers site: https://hiredscore-gms01.sales200-wd99.myworkdayjobs.net/External/job/San-Francisco/Marketing-Coordinator_R-00545

Please let me know if you are interested in moving forward by replying to this email.

Thank you!

Regards,

Carmen Cortes
GMS

Next Steps

Repeat the configuration steps for any email templates and language versions that you want to customize.

Example: Set Up a HiredScore First Candidate to Review Template

This example illustrates:

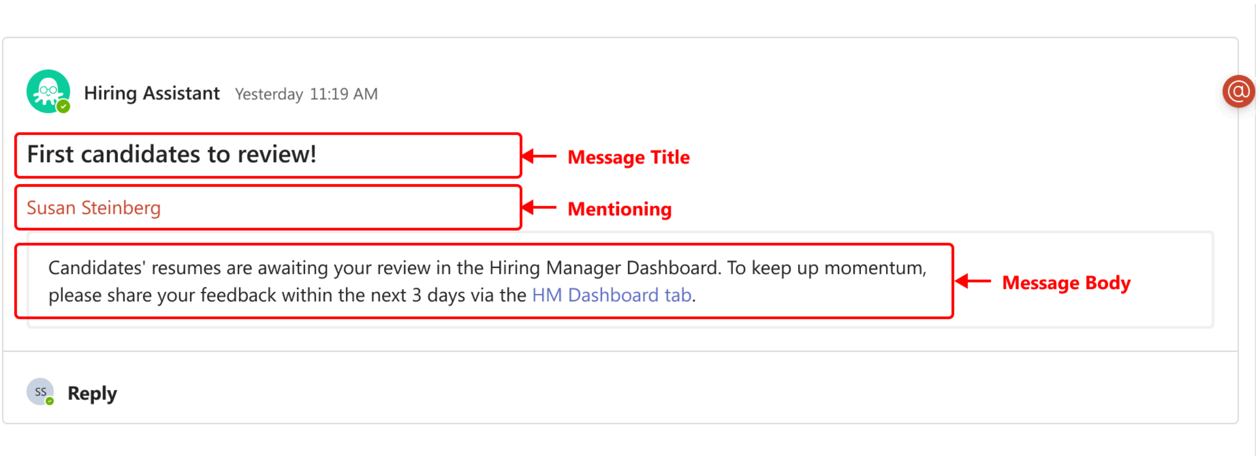
- How to configure the template for the First Candidate to Review message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration in MS Teams.

Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the First Candidate to Review message template, which notifies the hiring manager that candidates are ready for review and provides best-practice guidance on how to screen candidates effectively. The hiring manager receives this message only when the first candidate for a job requisition is shared by the recruiter. They don’t receive it for subsequent applicants on the requisition. Customization needs to include:

- A specific message title.
- A tag that mentions and notifies the manager that handles the requisition.
- A specific message body.
- A link to the Hiring Manager Dashboard.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **First Candidate to Review** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.
5. In the **Triggered By** section, select the **Job Application Steps** that belong to the Hiring Manager Dashboard phase.
6. Enter and select these values:

Field	Value
Message Title	*First candidates to review!*
Mentioning	**Manager**

7. Customize the template's **Message Body**.
    a. Copy the default text in the **Message Body** field.

       This field is automatically populated with a default message in JSON format.
    b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
    c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

       The card preview updates in real time to display how the message card is currently configured.
    d. In the **Card Payload Editor**, you can customize the message using the parameters listed in the **Available Params** section in Workday, as well as custom links (see step *g*).

       For the purpose of this example, include this parameter that links to the Hiring Manager Dashboard in MS Teams:

       - **${action_url}**

       Note: Workday recommends that you don't remove this link

       The resulting JSON text in the **Card Payload Editor** is:

```
{
    "type": "AdaptiveCard",
    "$schema": "http://adaptivecards.io/schemas/adaptive-
card.json",
    "version": "1",
    "body": [
        {
            "type": "TextBlock",
            "wrap": true,
            "text": "Candidates' resumes are awaiting your review
 in the Hiring Manager Dashboard. To keep up momentum, please share
 your feedback within the next 3 days via the [HM Dashboard Tab.]
(${action_url})"
        }
    ]
}
```

       Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.
    e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
    f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
    g. (Optional) In the **Custom Links** section, you can create links that you can also insert in the message.
        1. Enter a URL (such as the URL of a Help Center article) in the **Links** field.
        2. Copy and paste the corresponding parameter (Example: **${first_candidate_to_review_1}**) into the message template. Example:

```
Click [Hiring Manager Toolkit.]
(${first_candidate_to_review_1})
```

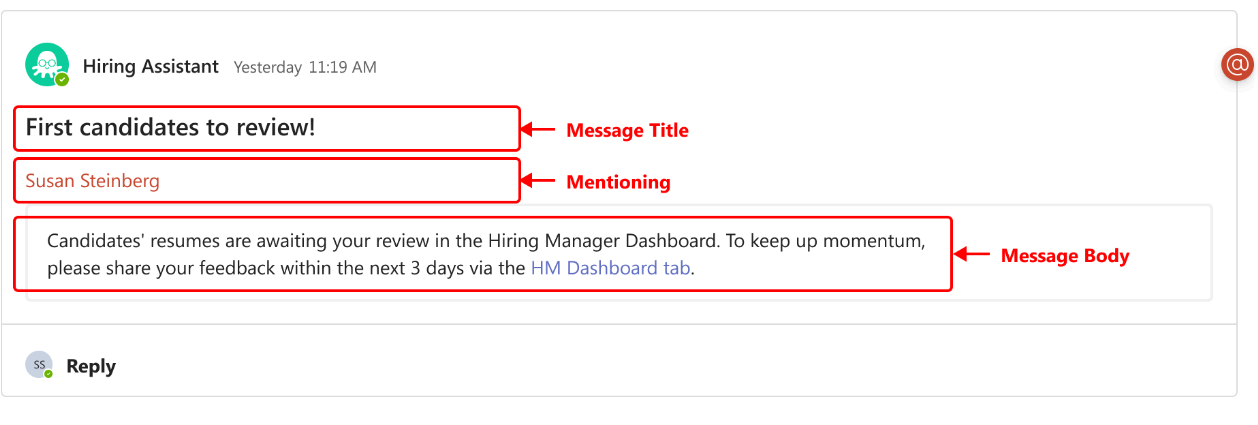
       Note: Verify that the JSON syntax is correct to avoid JSON errors.
8. Click **OK**.
9. Click **Done**.

10. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When the first candidate for a job requisition is shared by the recruiter and the hiring manager receives the automated First Candidate to Review message, it should display as illustrated in the screengrab:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up a HiredScore Job Requisition is Filled or Closed Template

This example illustrates:

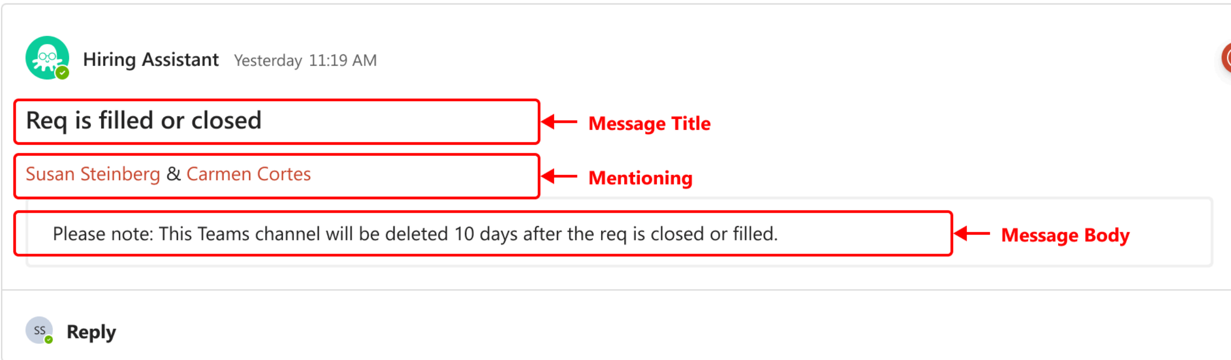
- How to configure the template for the Requisition is Filled or Closed message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration in MS Teams.

Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Requisition is Filled or Closed message template, which notifies the hiring manager and recruiter that a job requisition has been filled or closed. It also informs them that the associated HMTAC channel for the requisition will be archived or deleted as a result. Customization needs to include:

- A specific message title.
- A tag that mentions and notifies the manager and recruiter that handle the requisition.
- A specific message body.
- Whether MS Teams should delete or archive the HMTAC channel, and the number of days after filling or closing that this must happen.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Requisition Filled or Closed Template** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.
5. In the **Triggered By** section, select the **Triggered by Job Requisition Status** that triggers the sending of this message. For the purposes of this example, select **Closed** and **Filled**.
6. Enter and select these values in the **Archive or Delete Channels** section:

Field	Value
Days to Deletion/Archival	*10*
Retention Option	**Delete**

7. Enter and select these values in the next section:

Field	Value
Message Title	*Req is filled or closed*
Mentioning	**Manager** **Recruiter**

8. Customize the template's **Message Body**.
    a. Copy the default text in the **Message Body** field.

       This field is automatically populated with a default message in JSON format.
    b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
    c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

       The card preview updates in real time to display how the message card is currently configured.
    d. In the **Card Payload Editor**, you can customize the message using the parameters listed in the Available Params as well as custom links. For the purpose of this example, include these parameters:
        - **${channel_removal_option}**
        - **${value}**

       The resulting JSON text in the **Card Payload Editor** is:

```
{
    "type": "AdaptiveCard",
    "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
    "version": "1",
    "body": [
        {
            "type": "TextBlock",
            "wrap": true,
            "text": "Please note: This Teams channel will be ${channel_removal_option} in ${value} days after the req is closed or filled."
        }
    ]
}
```

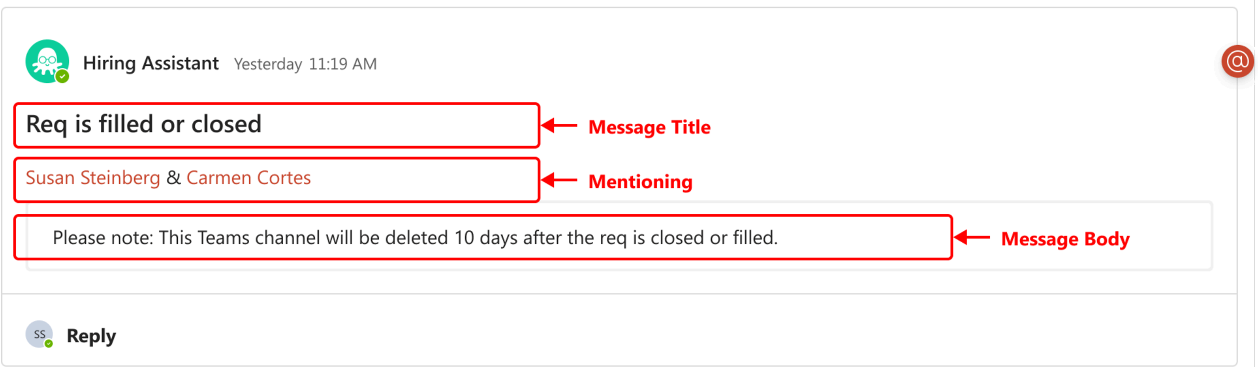
       Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.
    e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
    f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
    g. (Optional) You can include up to 3 link parameters in your message body to direct users to specific URLs. In the **Custom Links** section, enter a URL in the Links field and paste the corresponding Param (Example: **${archived_channel_message_1}**) into the message.

       Note: Verify that the JSON syntax is correct to avoid JSON errors.
9. Click **OK**.
10. Click **Done**.
11. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When a requisition is closed or filled and the HMTAC functionality triggers an automated MS Teams message to the hiring manager and recruiter, it should display as illustrated in the screengrab:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up a HiredScore Job Requisition Posted Externally Template

This example illustrates:

- How to configure the template for the Job Requisition Posted Externally message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration in MS Teams.

Context

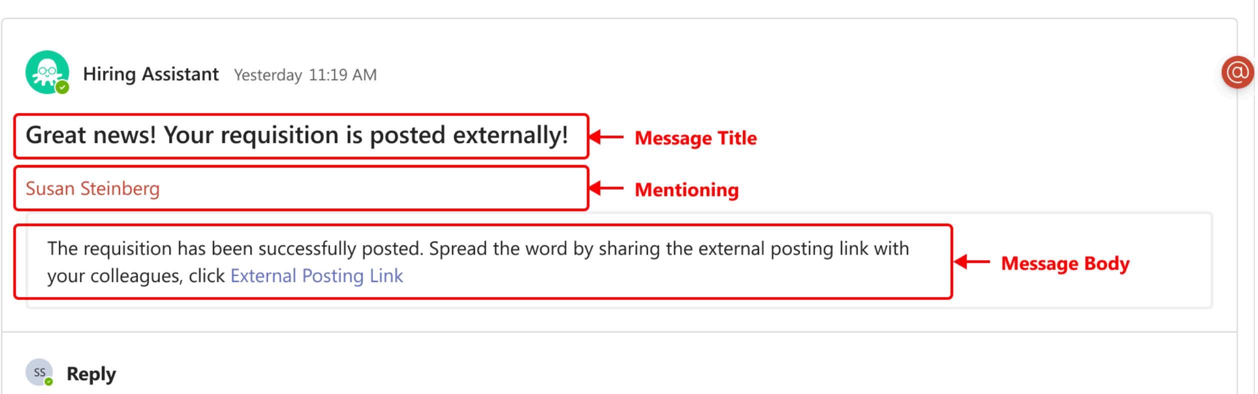
Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Job Requisition Posted Externally message template, which notifies the hiring manager when a job requisition is posted externally and provides the external posting link so it can be shared with colleagues.

Note: If the link already exists at creation time or is added later, a message is sent. If the link changes, the existing message is updated in real time without an additional Job Requisition Posted Externally message.

Customization needs to include:

- A specific message title.
- A tag that mentions and notifies the manager that handles the requisition.
- A specific message body.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Job Requisition Posted Externally Template** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.

   Note: The **Triggered By** option isn't configurable because the Job Requisition Posted Externally message is automatically triggered after the creation of the requisition is posted to the external site.
5. Enter and select these values:

Field	Value
Message Title	*Great news! Your requisition is posted externally!*
Mentioning	**Manager**

6. Customize the template's **Message Body**.
   a. Copy the default text in the **Message Body** field.

      This field is automatically populated with a default message in JSON format.
   b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
   c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

      The card preview updates in real time to display how the message card is currently configured.
   d. In the **Card Payload Editor**, customize the message and include this custom link to a Help Center article about posting externally:

      - **${req_is_posted_external_only_1}**

      The resulting JSON text in the **Card Payload Editor** is:

```
{
    "type": "AdaptiveCard",
    "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
    "version": "1",
    "body": [
        {
            "type": "TextBlock",
            "wrap": true,
            "text": "The requisition has been successfully
 posted. Spread the word by sharing the internal posting
 link with your colleagues. Click [Internal Posting Link.]
(${req_is_posted_external_only_1})"
        }
    ]
}
```

Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.

e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
g. For the **${req_is_posted_external_only_1}** parameter in the **Custom Links** section, enter the URL of the Help Center article in the corresponding **Links** field.

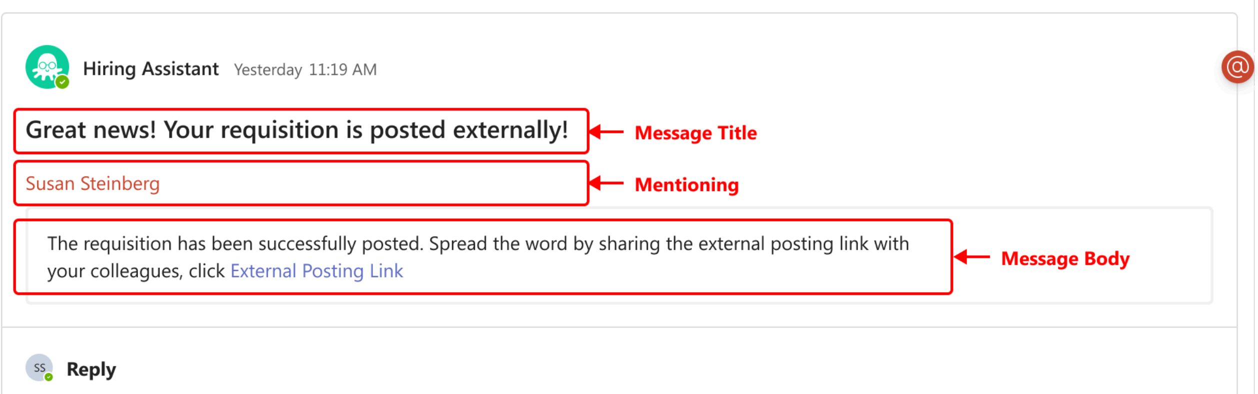
Note: Verify that the JSON syntax is correct to avoid JSON errors.

7. Click **OK**.
8. Click **Done**.
9. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When a job requisition is posted externally and the HMTAC functionality triggers an automated MS Teams message to the hiring manager, it should display as illustrated in the screengrab:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up a HiredScore Job Requisition Posted Internally Template

This example illustrates:

- How to configure the template for the Job Requisition Posted Internally message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration in MS Teams.

Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Job Requisition Posted Internally message template, which notifies the hiring manager when a job requisition is posted internally and provides the internal posting link so it can be shared with colleagues.

Note: If the link already exists at creation time or is added later, a message is sent. If the link changes, the existing message is updated in real time without an additional Job Requisition Posted Internally message.

Customization needs to include:

- A specific message title.
- A tag that mentions and notifies the manager that handles the requisition.
- A specific message body.

After configuration is complete, the message should display as follows in MS Teams:

Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Job Requisition Posted Internally Template** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.

   Note: The **Triggered By** option isn't configurable because the Job Requisition Posted Internally message is automatically triggered after the creation of the requisition is posted to the internal site. If the link already exists at creation time or is added later, a message is sent. If the link is updated, the existing message is updated and no additional message is sent.
5. Enter and select these values:

Field	Value
Message Title	*Great news! Your requisition is posted internally!*
Mentioning	**Manager**

6. Customize the template's **Message Body**.
    a. Copy the default text in the **Message Body** field.

       This field is automatically populated with a default message in JSON format.
    b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
    c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

       The card preview updates in real time to display how the message card is currently configured.
    d. In the **Card Payload Editor**, customize the message and include this custom link to a Help Center article about posting internally:

       - **${req_is_posted_internal_only_1}**

       The resulting JSON text in the **Card Payload Editor** is:

```
{
    "type": "AdaptiveCard",
    "$schema": "http://adaptivecards.io/schemas/adaptive-
card.json",
    "version": "1",
    "body": [
        {
            "type": "TextBlock",
            "wrap": true,
            "text": "The requisition has been successfully
 posted. Spread the word by sharing the internal posting
 link with your colleagues. Click [Internal Posting Link.]
(${req_is_posted_internal_only_1})"
        }
    ]
}
```

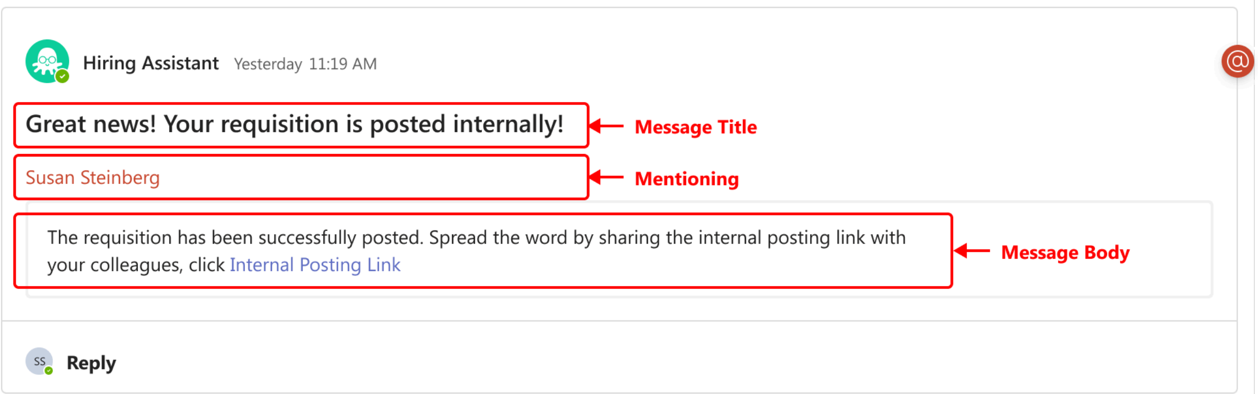
       Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.
    e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
    f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
    g. For the **${req_is_posted_internal_only_1}** parameter in the **Custom Links** section, enter the URL of the Help Center article in the corresponding **Links** field.

       Note: Verify that the JSON syntax is correct to avoid JSON errors.
7. Click **OK**.
8. Click **Done**.
9. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When a job requisition is posted internally and the HMTAC functionality triggers an automated MS Teams message to the hiring manager, it should display as illustrated in the screengrab:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up Teams, Channels, and Tabs on MS Teams

This example illustrates:

- How to configure general team, channel, and tab settings for the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration.

Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. You want to customize MS Teams elements such as the HMTAC team name, the team members, and the members and owners of the shared requisition channel. You also want to configure the Hiring Manager Dashboard’s tab name and description, and custom links which direct users to Help Center resources.

Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

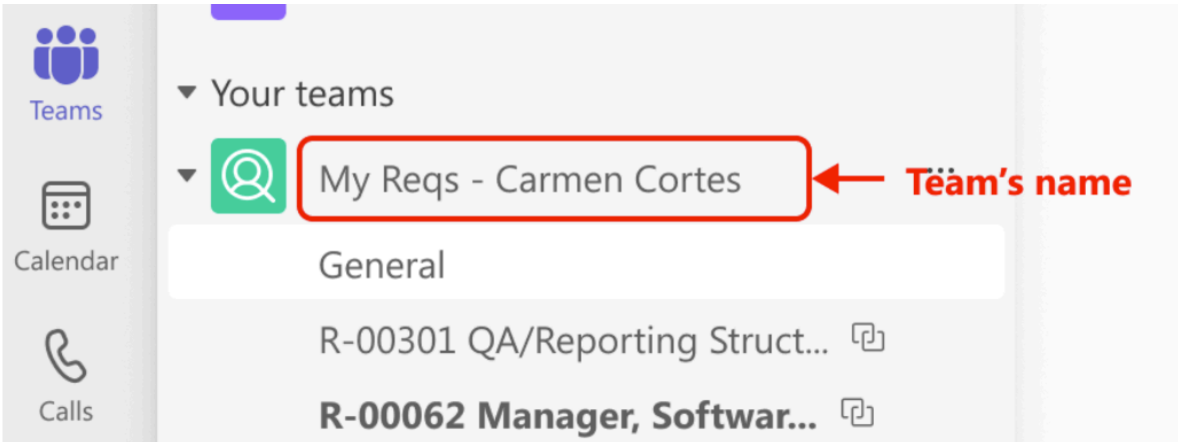
Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **MS Teams, Channels, Tabs** sub-tab.
3. Click **Edit**.

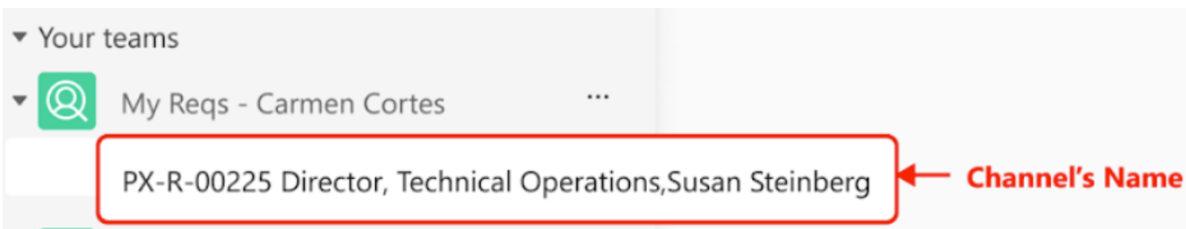
4. In the **Team** section, enter the **Team's Name**.

   This is typically *My Reqs – [Persona Name]*, which appends the persona's first and last name. The persona is usually the recruiter who owns the requisitions.



5. In the **Channel** section, enter the **Channel's Identifier**.

   Specify a channel identifier using a maximum of 5 characters. This is a prefix that displays in the label for each HMTAC job requisition channel. The prefix is followed by the job requisition ID, job requisition title, and the hiring manager's name. In the following example, the **Channel's Identifier** is *PX*.



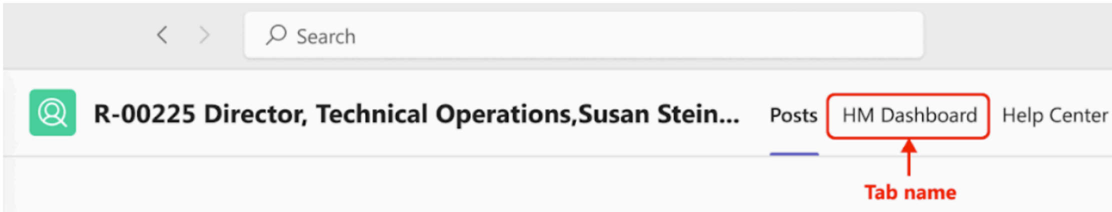
6. Specify channel **Owner(s)** and **Member(s)** to add to the shared channel.

   You can also include additional roles assigned to the requisition, such as a recruiting coordinator.

   Note:

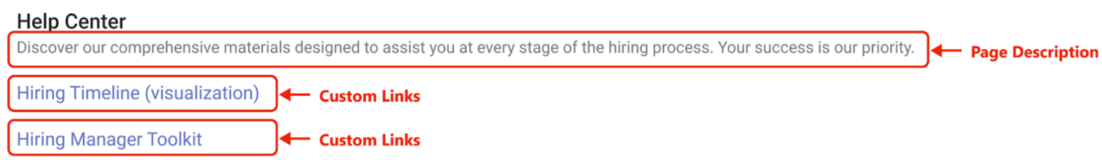
   - The **Owner(s)** value in this **Channel** section must include the **Owner** value in the **Team** section.
   - You must specify either:
     - At least 1 owner and 1 member (they can't be the same user)
     - 2 owners

7. In the **Tabs** section, you can customize certain aspects of the Hiring Manager Dashboard and **Help Center** tabs that display in the shared channel.
    a. Enter a **Preferred Tab Name** for the Hiring Manager Dashboard tab.



    b. Enter a **Page Description** for the Help Center that explains the purpose of the content.

    Example: *Discover our comprehensive materials designed to assist you at every stage of the hiring process. Your success is our priority*.
    c. Add up to 10 custom links to the Help Center page in the order you specify by entering a **Link Name** and corresponding **Link URL**.



    d. Click **OK** and **Done**.

Example: Set Up a HiredScore Open Tasks Template

This example illustrates:

- How to configure the template for the Open Tasks message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration in MS Teams.

Context

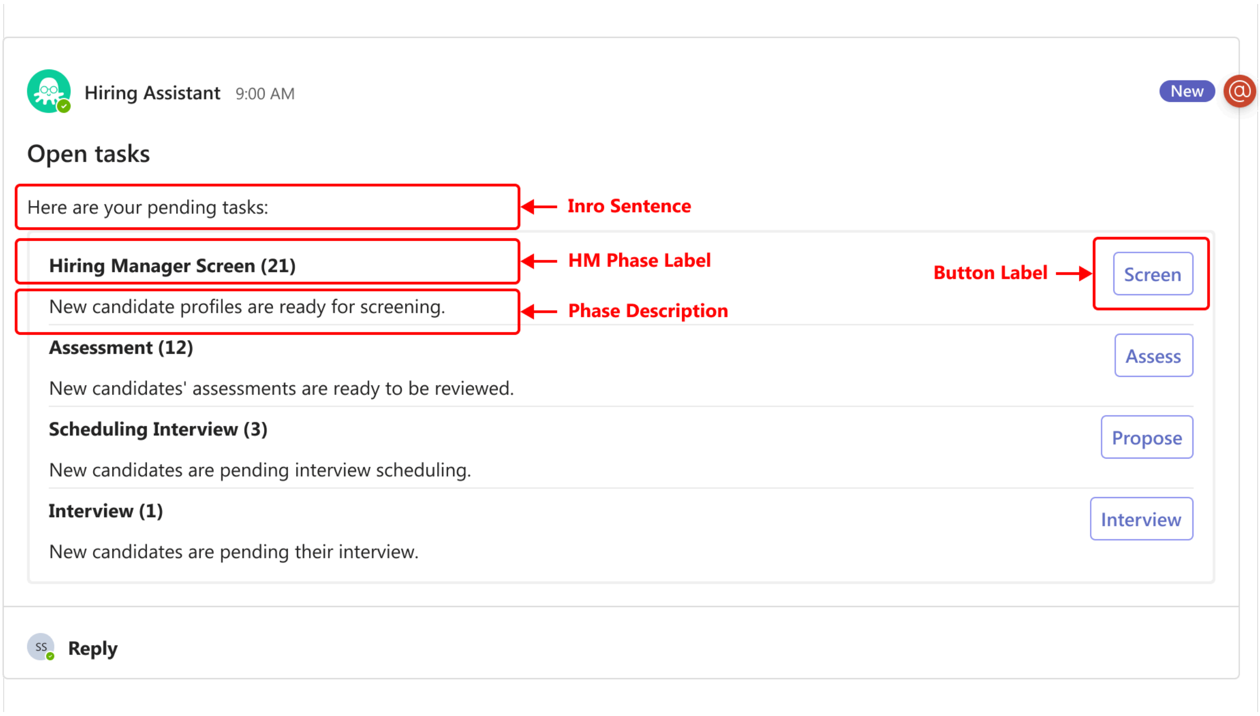
Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Open Tasks message template, which prompts the hiring manager to review their open tasks across different hiring phases, such as new candidates to screen, assessments to review, or candidates awaiting interview.

Note: The contents of the Open Tasks message updates in real time (without sending a new Open Tasks message) as the status of each candidate changes.

Customization needs to include:

- A schedule that triggers the message according to preferences. Example: Every Monday and Wednesday at 09:00AM.
- An introductory sentence.
- The specific job application steps in each phase that must be flagged in the message.
- A short description of each job application step.
- A button label that prompts an action for the hiring manager.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Open Tasks Template** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.
5. Enter and select the desired values, for example:

Field	Value
Schedule	**Monday** **Thursday**
Time (In UTC)	**9:00 AM**
Intro Sentence	*Here are your pending tasks:*

6. In the **Phase 1** section, enter and select these these values:

Field	Value
HM Phase Label	Hiring Manager Screen
Job Application Steps	Select the **Job Application Steps** for the Hiring Manager Dashboard phases to

Field	Value
	determine the hiring manager steps that trigger the action.
Step Description	*New candidate profiles are ready for screening.*
Button Label	*Screen*

7. In the **Phase 2** section, enter and select these these values:

Field	Value
HM Phase Label	*Assessment*
Job Application Steps	Select the **Job Application Steps** for the Hiring Manager Dashboard phases to determine the hiring manager steps that trigger the action.
Step Description	*New candidates' assessments are ready to be reviewed.*
Button Label	*Assess*

8. In the **Phase 3** section, enter and select these these values:

Field	Value
HM Phase Label	*Scheduling Interview*
Job Application Steps	Select the **Job Application Steps** for the Hiring Manager Dashboard phases to determine the hiring manager steps that trigger the action.
Step Description	*New candidates are pending interview scheduling.*
Button Label	*Propose*

9. In the **Phase 4** section, enter and select these these values:

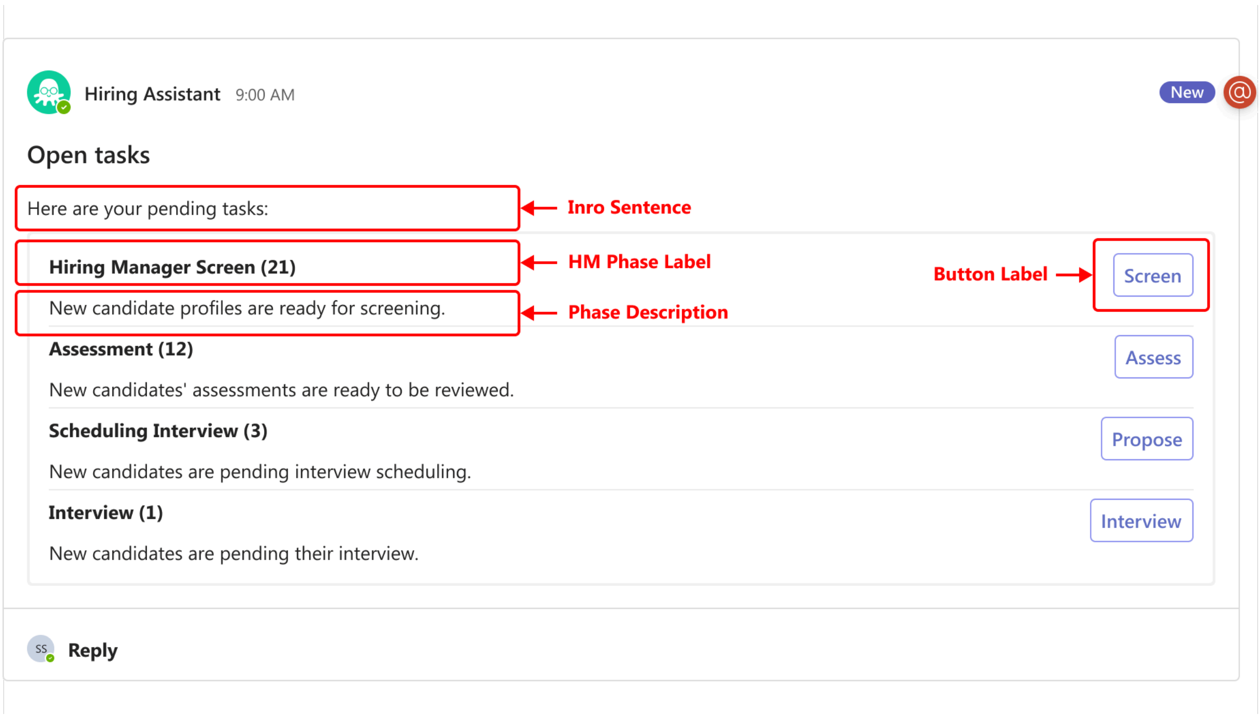
Field	Value
HM Phase Label	*Interview*
Job Application Steps	Select the **Job Application Steps** for the Hiring Manager Dashboard phases to determine the hiring manager steps that trigger the action.
Step Description	*New candidates are pending their interview.*
Button Label	*Interview*

10. Click **OK**.
11. Click **Done**.

12. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

Hiring managers receive the message illustrated in the screengrab every Monday and Thursday at 09:00AM:



Example: Set Up a HiredScore Provide Interview Feedback Template

This example illustrates:

- How to configure the template for the Provide Interview Feedback message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration in MS Teams.

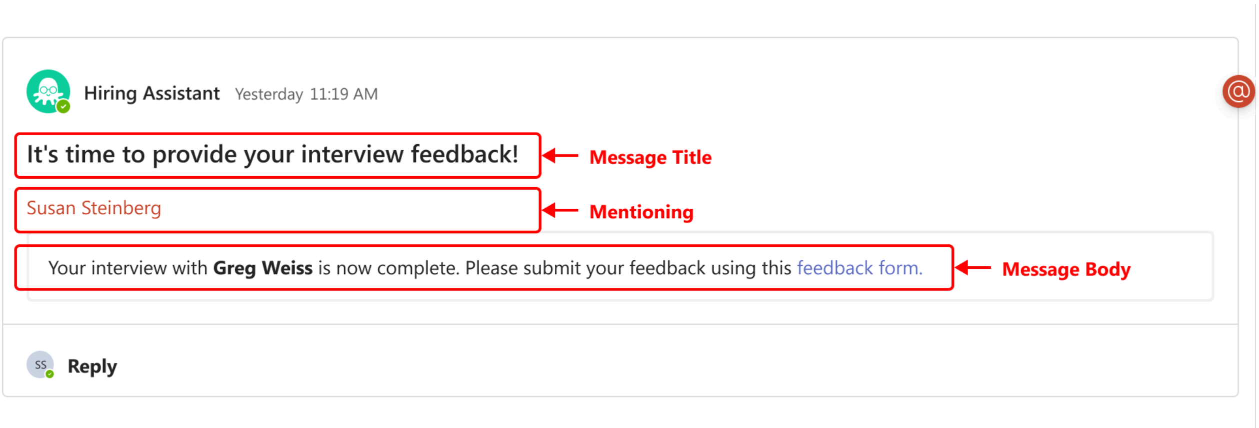
Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Provide Interview Feedback message template, which notifies the hiring manager that they completed a candidate interview and prompts them to submit their feedback. They receive a Provide Interview Feedback message for each candidate who completes an interview. Customization needs to include:

- A specific message title.
- A specific message body that includes the name of the candidate interviewed.

- A tag that mentions and notifies the hiring manager that handles the requisition and needs to provide feedback.
- A link to the feedback form.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday. They must also set up the Candidate Interview Feedback object in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Provide Interview Feedback** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.
5. In the **Triggered By** section, use the **Scheduling Tool Enabled** prompt to select the mechanism that triggers the Provide Interview Feedback message:
    - **Yes - Paradox/Workday Scheduling**:
        - Automatically triggers the message after the scheduled interview date and time.
    - **No Scheduling Tool - Job Application Steps**:
        - Job application steps (as part of the Hiring Manager Dashboard phase) trigger the message.

    For the purposes of this example, select the **No Scheduling Tool - Job Application Steps** option.
6. Select the **Job Application Steps** for the Hiring Manager Dashboard phases to determine the hiring manager steps that trigger the **Message to Hiring Manager** action.
7. Enter and select these values:

Field	Value
Message Title	*It's time to provide your interview feedback!*
Mentioning	**Hiring Manager**

8. Customize the template's **Message Body**.
    a. Copy the default text in the **Message Body** field.

       This field is automatically populated with a default message in JSON format.
    b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
    c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

       The card preview updates in real time to display how the message card is currently configured.
    d. In the Card Payload Editor, customize the message using the parameters listed in the **Available Params** section on the **HiredScore Tenant Setup** task. You also have the option of using custom links (see step *g*). For the purpose of this example, include these parameters:

       - **${candidate_name}**
       - **${wd_candidate_feedback_tab}**

       Note: The **${wd_candidate_feedback_tab}** parameter directs the hiring manager to the interview feedback form for the candidate in the Workday UI. Only customers that have already set up the feedback form (see the Prerequisites section) can use this parameter.

       The resulting JSON text in the **Card Payload Editor** is:

```
{
    "type": "AdaptiveCard",
    "$schema": "http://adaptivecards.io/schemas/adaptive-
card.json",
    "version": "1",
    "body": [
        {
            "type": "TextBlock",
            "wrap": true,
            "text": "Your interview with **${candidate_name}** is
 now complete. Please submit your feedback using this [feedback
 form.](${wd_candidate_feedback_tab})"
        }
    ]
}
```

    e. Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.
    f. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
    g. Paste the copied JSON text into the **Message Body** field to replace the existing content.
    h. (Optional) In the **Custom Links** section, you can create links that you can also add the message.
        1. Enter a URL (such as the URL of a Help Center article) in the **Links** field.
        2. Copy and paste the corresponding parameter (Example: **${interview_completed_channel_1}** into the message template. Example:

```
Click [Understand process & responsibilities.]
(${interview_completed_channel_1})
```

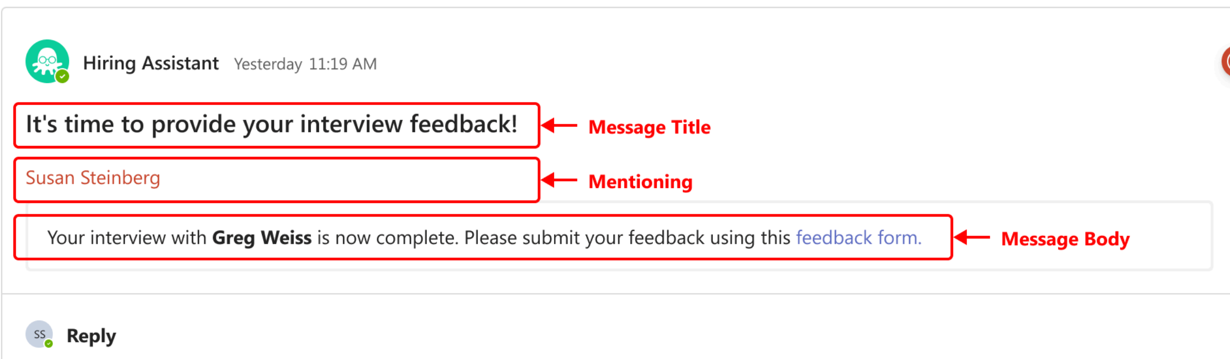
       Note: Verify that the JSON syntax is correct to avoid JSON errors.
9. Click **Done**.

10. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

Following the completion of a candidate interview, the hiring manager receives an automated MS Teams message. When they click the feedback form link in the notification, it brings them directly to the Interview Feedback task for a candidate in Workday. The notification should display as illustrated in the screengrab:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up a HiredScore Recruiter Job Requisition Progress Template

This example illustrates:

- How to configure the template for the Recruiter Job Requisition Progress message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) functionality in Microsoft Teams.
- The impact of this configuration in MS Teams.

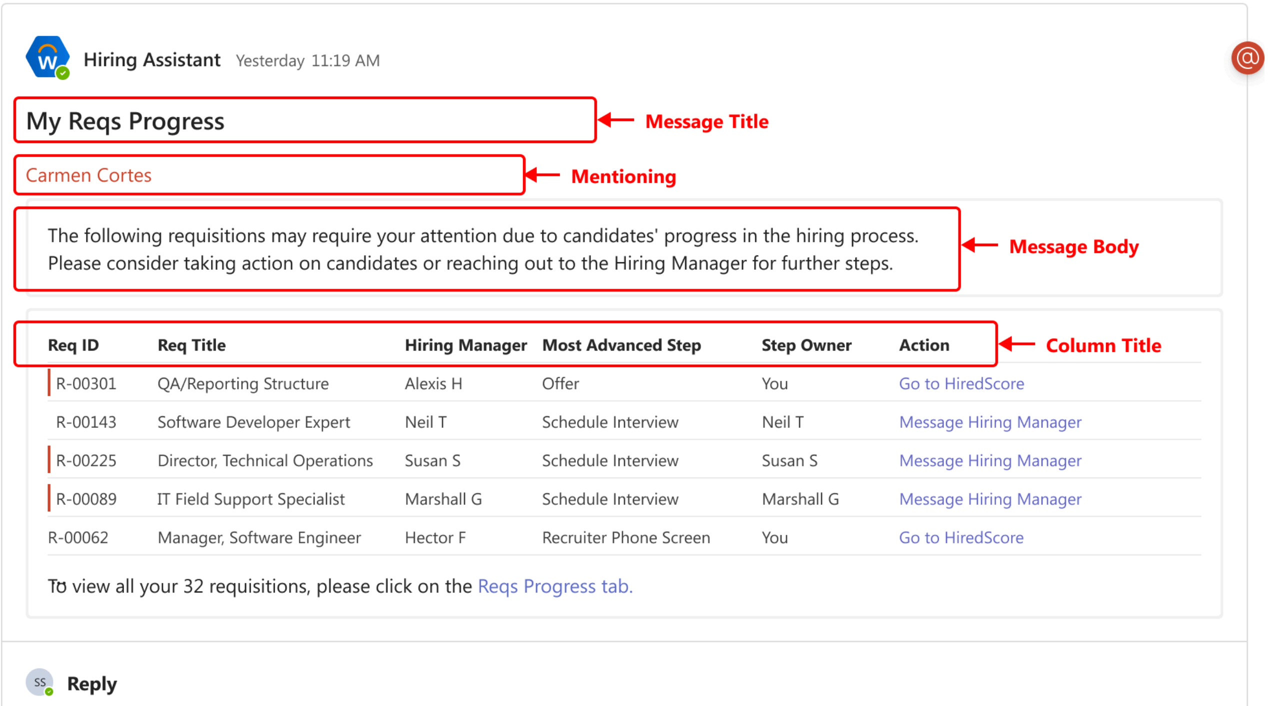
Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Recruiter Job Requisition Progress template, which helps recruiters to review all active candidates across their requisitions and decide on next actions, such as progressing candidates or following up with the hiring manager. Depending on how it’s configured, recruiters receive this notification according to a schedule you specify, or is continuously updated based on integration changes. Customization needs to include:

- A specific message title.
- A tag that mentions and notifies the recruiter that handles the requisition.
- A specific message introduction.
- A *Message to Hiring Manager* link that appears when a req reaches specific steps in Hiring Manager phases. Clicking this link allows you to send a message to the hiring manager in the shared requisition channel.
- A link to the **Reqs Progress** tab.

- A schedule that triggers the message according to preferences. Example: Every Monday, Wednesday, and Friday at 09:00AM.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Recruiter Job Requisition Progress Template** sub-tab.
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.
5. Select the **Job Application Steps** for the Hiring Manager Dashboard phases to determine the hiring manager steps that trigger the **Message to Hiring Manager** action.
6. Enter and select relevant values for these fields. For the purposes of this example, the values are:

Field	Value
Schedule	**Monday** **Wednesday** **Friday**

Field	Value
Time (In UTC)	**9:00 AM**
Message Title	*My Reqs Progress*
Mentioning	**Recruiter**
Intro Sentence	*The following requisitions may require your attention due to candidates' progress in the hiring process. Please consider taking action on candidates or reaching out to the Hiring Manager for further steps.*

7. To customize the table label headers in the message, enter these these values in the **Column Titles** section:

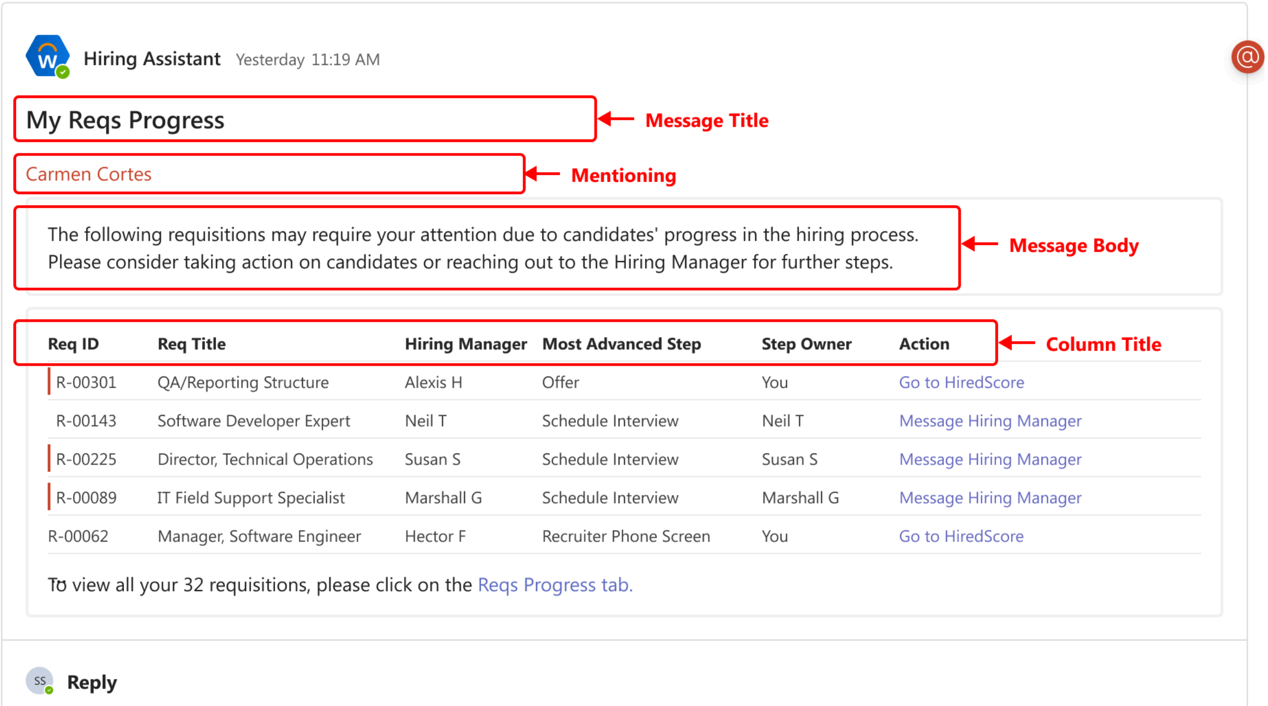
Field	Value
Job Requisition ID	*Req ID*
Job Requisition Title	*Req Title*
Hiring Manager	*Hiring Manager*
Most Advanced Step	*Most Advanced Step*
Step Owner	*Step Owner*
Action	*Action*

8. Click **OK**.
9. Click **Done**.
10. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

Recruiters receive the message illustrated in the screengrab every Monday, Wednesday, and Friday at 09:00AM in this example.

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up a HiredScore Recruiter Welcome Message Template

This example illustrates:

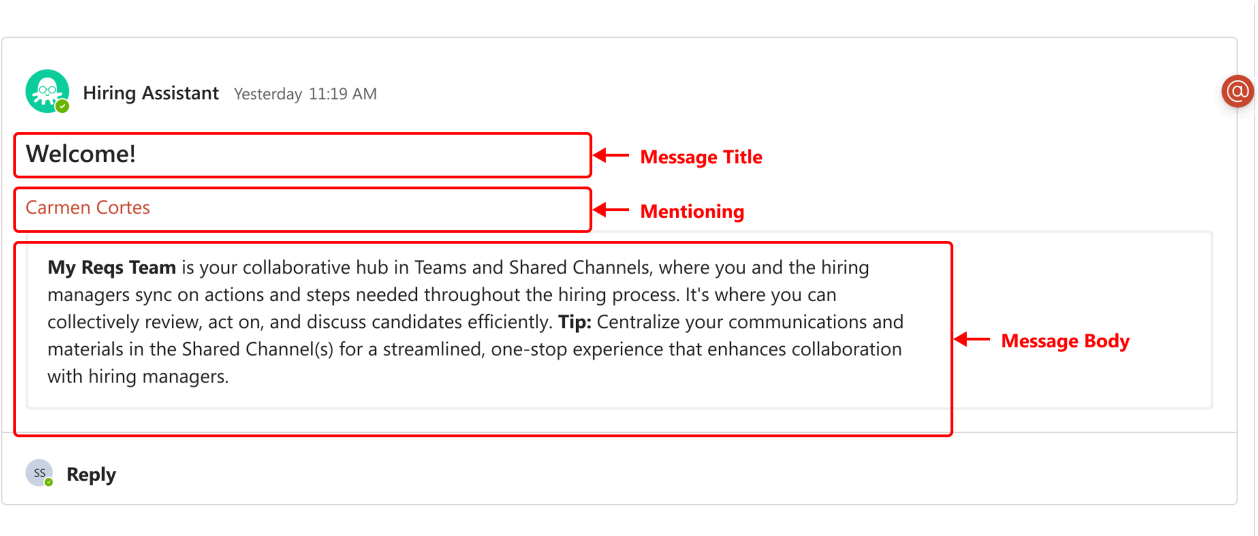
- How to configure the template for the Recruiter Welcome message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) in Microsoft Teams.
- The impact of this configuration in MS Teams.

Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of messages in MS Teams at various stages throughout the process. You want to customize the Recruiter Welcome message template, which the recruiter automatically receives after the My Reqs Team is created for the first time. The recruiter receives this message in their general channel, which is only accessible to them. The recruiter will also have shared channels for specific requisitions within that team. You want the message to:

- Welcome the recruiter to the team and provide them an overview of what to expect from shared channels.
- Mention the recruiter that handles the requisitions so that they receive a notification.
- Briefly explain the HMTAC experience.
- Describe the expectations for their role in the hiring process.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Recruiter Welcome Message Template** sub-tab
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.

   Note: The **Triggered By** option isn't configurable because the Recruiter Welcome message is automatically triggered after the creation of the My Reqs Team general channel.
5. Enter and select these values:

Field	Value
Message Title	*Welcome!*
Mentioning	**Recruiter**

6. Customize the template's **Message Body**.
   a. Copy the default text in the **Message Body** field.

      This field is automatically populated with a default message in JSON format.
   b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
   c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

      The card preview updates in real time to display how the message card is currently configured.
   d. In the Card Payload Editor, customize the message and include this custom link (from the **Custom Links** section on the **HiredScore Tenant Setup** task) to a Help Center article about the hiring manager's responsibilities (see step *g*):

      - **${shared_channel_welcome_1}**

      The resulting JSON text in the **Card Payload Editor** is:

```
{
  "type": "AdaptiveCard",
  "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
  "version": "1.5",
  "body": [
    {
      "type": "TextBlock",
      "wrap": true,
      "text": "**My Job Requisitions Team** is your collaborative
 hub in Teams and Shared Channels, where you and the hiring
 managers sync on actions and steps needed throughout the
 hiring process. It's where you can collectively review, act on,
 and discuss candidates efficiently. **Tip:** Centralize your
 communications and materials in the Shared Channel(s) for a
 streamlined, one-stop experience that enhances collaboration with
 hiring managers."
    }
  ]
}
```

      Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.
   e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
   f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
   g. (Optional) In the **Custom Links** section, you can create links that you can also insert in the message.
      1. Enter a URL (such as the URL of a Help Center article) in the **Links** field.
      2. Copy and paste the corresponding parameter exactly as it appears (Example: **${recruiter_welcome_1}**) into the message template. Example:

```
Click [Understand process & responsibilities.]
(${recruiter_welcome_1})
```

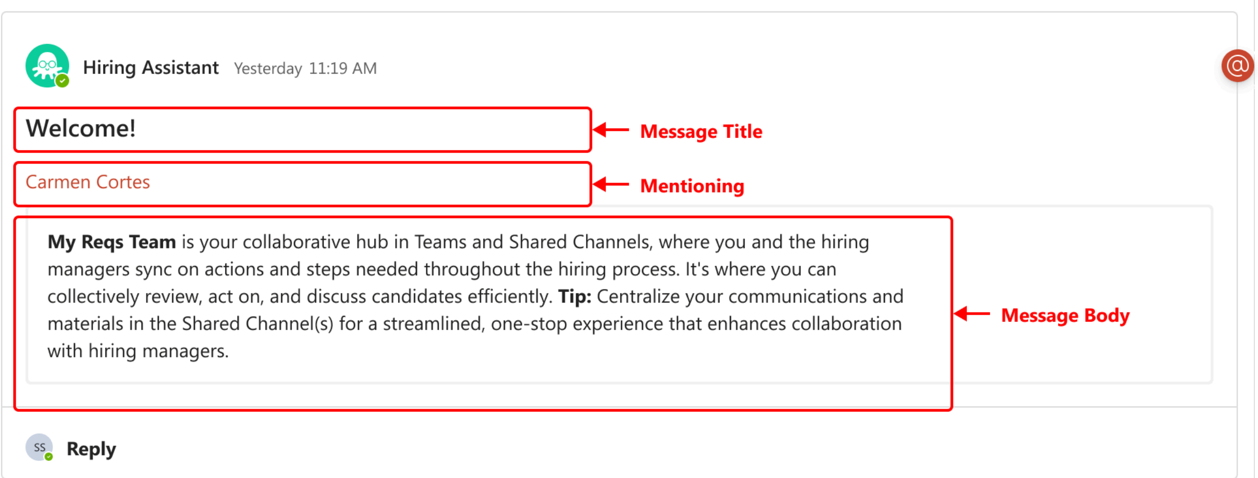
      Note: Verify that the JSON syntax is correct to avoid JSON errors.
7. Click **OK**.
8. Click **Done**.

9. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
    a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
    b. Verify that any dynamic parameters in the original message are maintained in all translations.
    c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When the HMTAC feature creates a dedicated MS Teams channel for a requisition, the hiring manager automatically receives this message:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



Example: Set Up a HiredScore Welcome Message Template

This example illustrates:

- How to configure the template for the Welcome message that is triggered by the Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) in Microsoft Teams.
- The impact of this configuration in MS Teams.

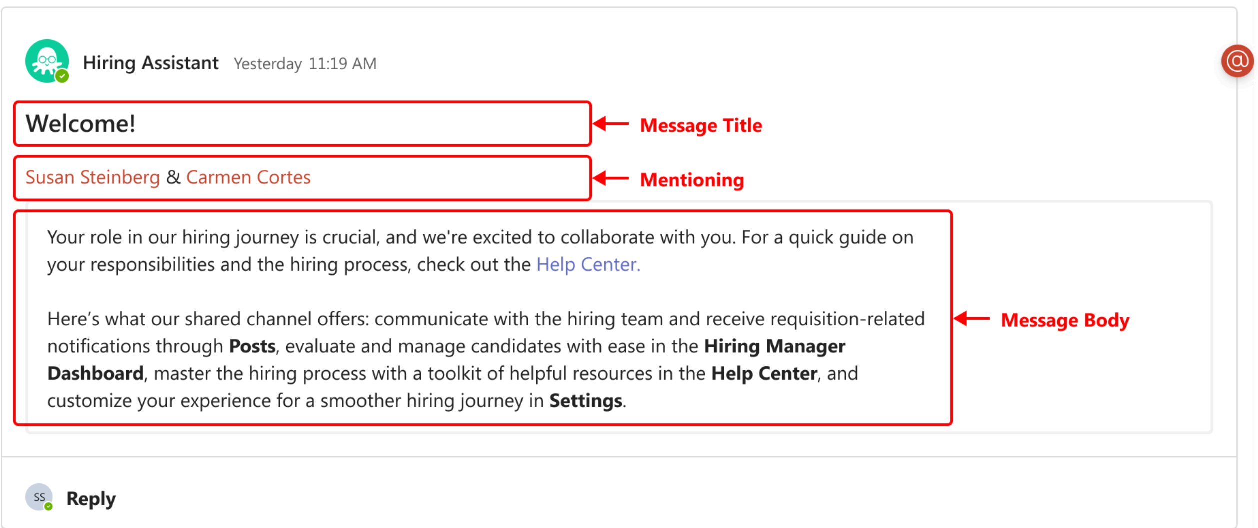
Context

Your organization uses the HMTAC functionality to facilitate team communication about specific requisitions. It triggers the sending of (sometimes automated) messages in MS Teams at various stages throughout the process.

You want to customize the Welcome message template, which is a direct message that the hiring manager automatically receives after a shared channel is created for a specific requisition. You want the message to :

- Welcome the hiring manager to the shared channel.
- Tag the hiring manager and the recruiter that handles the requisition.
- Briefly explain the HMTAC experience.
- Describe the expectations for their role in the hiring process.
- List relevant tools and resources (including the Hiring Manager Dashboard and Help Center) to support effective collaboration.

After configuration is complete, the message should display as follows in MS Teams:



Prerequisites

Your implementer must complete the steps to configure and authenticate the HiredScore and MS Teams integrations in Workday.

Note: Changes submitted on this tab impact your account's configuration in HiredScore and existing configurations (including custom rules or filters) are overridden. Changes can take up to 30 minutes to display in the HiredScore UI. In some cases, this may take longer.

Steps

1. Access the **HiredScore Tenant Setup** task in Workday.
2. On the **HM <> TA Collaborator** tab, select the **Welcome Message Template** sub-tab
3. Click **Edit**.
4. Select the **Enable in HM-TA Collaborator** check box to ensure that any changes you make on this task are effective in MS Teams after submitting them in Workday.
5. Enter and select these values:

Field	Value
Message Title	*Welcome!*
Mentioning	**Manager** **Recruiter**

6. Customize the template's **Message Body**.
    a. Copy the default text in the **Message Body** field.

       This field is automatically populated with a default message in JSON format.
    b. Access the Microsoft Adaptive Cards Designer at https://adaptivecards.io/designer/.
    c. In the Adaptive Cards Designer, replace any existing content in the **Card Payload Editor** with the JSON text that you copied in step a.

       The card preview updates in real time to display how the message card is currently configured.
    d. In the **Card Payload Editor**, customize the message and text according to your preferences. You can add any of the available parameters (placeholders for dynamic links or content) listed in the **Available Params** section on the template editing page of **HiredScore Tenant Setup** task by copying and pasting the exact parameter as it appears.

       Note: The parameter listed in the default body for the Help Center is a standard link that directs the hiring manager to the HMTAC **Help Center** tab in the Shared Channel in MS Teams. This refers to the [Help Center](${link_to_help_center}) dynamic parameter. In the HMTAC Help Center, you can add multiple custom links that direct users to articles or other external websites you create. Workday recommends that you retain this link so that hiring managers can easily access all resources.

       If you want to direct the hiring manager to a specific link, you can add or replace the standard link with a custom link, which you can set up from the **Custom Links** section on the **HiredScore Tenant Setup** task. Example: A **${shared_channel_welcome_1}** parameter that links to a Help Center article about the hiring manager's responsibilities (see step g).

       The resulting JSON text in the **Card Payload Editor** is:

```
{
  "type": "AdaptiveCard",
  "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
  "version": "1.5",
  "body": [
    {
      "type": "TextBlock",
      "wrap": true,
      "text": "Your role in our hiring journey is crucial, and
 we're excited to collaborate with you. For a quick guide on your
 responsibilities and the hiring process, check out the [Help
 Center](${link_to_help_center})."
    },
    {
      "type": "TextBlock",
      "wrap": true,
      "text": "Here's what our shared channel offers: communicate
 with the hiring team and receive requisition-related notifications
 through **Posts**, evaluate and manage candidates with ease in
 the **Hiring Manager Dashboard**, master the hiring process with a
 toolkit of helpful resources in the **Help Center**, and customize
 your experience for a smoother hiring journey in **Settings**."
    }
  ]
}
```

Note: The **version** JSON key is for internal reference purposes only and doesn't impact JSON behaviour.

e. Click **Copy Card Payload** and return to the **HiredScore Tenant Setup** task in Workday.
f. Paste the copied JSON text into the **Message Body** field to replace the existing content.
g. If you want to direct the hiring manager to a custom link, first set up the link as a dynamic parameter. For the **${shared_channel_welcome_1}** parameter in the **Custom Links** section, enter the URL of a specific article or website in the corresponding Links field. This can be any link to support resources that your organization hosts.

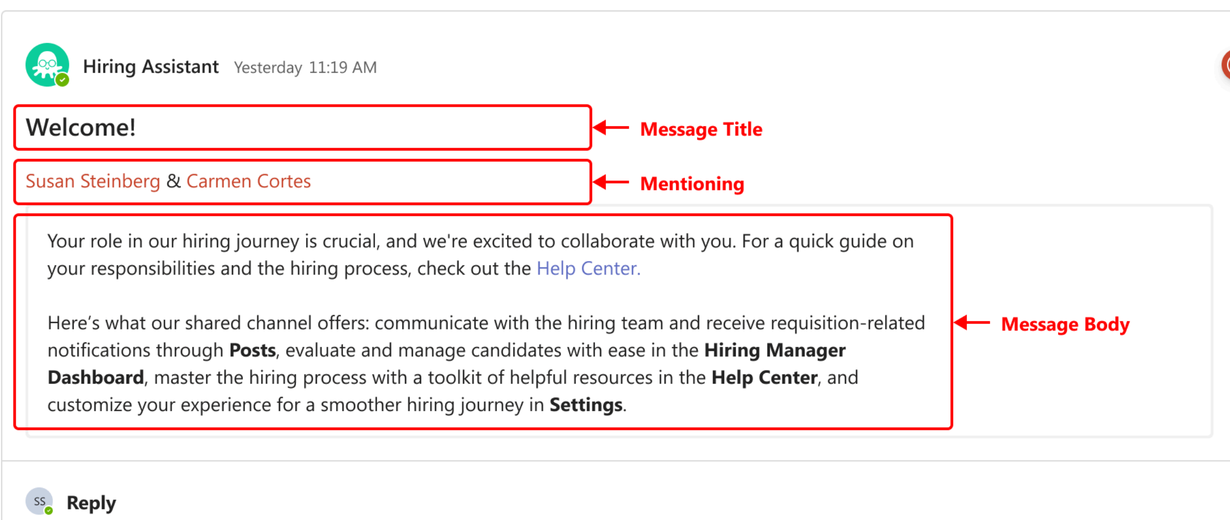
Note: Verify that the JSON syntax is correct to avoid JSON errors.

7. Click **OK**.
8. Click **Done**.
9. (Optional) You can add translations for supported languages by selecting **Add Translation** in the **Translations** section.
   a. Select the language you want to add and provide the translated text for both the **Message Title** and **Message Body** fields.
   b. Verify that any dynamic parameters in the original message are maintained in all translations.
   c. After you add translations, verify that the message renders correctly in the Adaptive Cards Designer and that all parameters and links are correct.

Result

When the HMTAC feature creates a dedicated MS Teams channel for a requisition, the hiring manager automatically receives this message:

Note: Any users selected in the **Mentioning** field receive an MS Teams notification.



HiredScore Fetch

How to Use Fetch

Context

Fetch is an automatic candidate-sourcing tool in Workday HiredScore that runs when you post or open a job requisition, or both. Fetch displays a static list of up to 8 relevant leads for each requisition surfaced from your company database of applicants from up to the past 3 years.

Fetch recommends the most relevant leads based the skills and experience specified in the job description for the requisition and on the leads':

- HiredScore profiles.
- Most recent resumes.
- Past applications to your company.

It sends leads to your Fetch inbox before candidates start to submit applications, giving you a list of relevant leads that you can invite to apply.

From the candidate inbox for a requisition, you can take these actions:

- Filter for leads with particular qualifications, experience, or skills.
- Invite leads to apply using a prefilled email template.
- Perform bulk actions for groups of leads. Example: Share leads with colleagues.
- Remove leads.
- Review lead profiles.
- Share resumes with your hiring manager.

Fetch recommendations display in the:

- Candidate list on job requisitions.
- **Fetch** column on the My Reqs dashboard.

Steps

1. Access My Reqs dashboard from the HiredScore Home Page.
2. Select a job requisition.
3. From the candidate inbox on the selected requisition, complete the Leads tab:

Option	Description
Lead Insights	Displays key information about the lead.
Attachment Tab	Displays the lead's original resume and other attachments associated with their application.
Job Description	Use to compare the requisition requirements with resumes to help determine whether leads are a good fit for the role.
Lead History	Use to review previous application details: • Company location where lead has previously applied. • Details of previous job requisition to which lead has applied.

Option	Description
	• Status of application.
Parsed Resume	Use to parse all lead resumes into the same format, making it easier to review information for multiple leads.
LinkedIn Redirect	Use to redirect to the LinkedIn profile for a lead.

Result

You can identify leads surfaced through Fetch who apply to a requisition:

- In an insight on the candidate profile.
- In Spotlight.
- On the Pending Actions dashboard.

Next Steps

- Invite qualified leads to apply by clicking the email option on their profiles. HiredScore sends a prefilled email that includes a direct link to the job requisition.
- Select the **Show Only Recommended By Fetch** check box in Spotlight and on the Pending Actions dashboard to identify candidates who are invited to apply to a requisition using Fetch.

Related Information
Reference
Reference: Candidate Actions

How to Use Internal Fetch

Context

With Internal Fetch in Workday HiredScore, you can enable automatic recommendations of current employees at your company for open requisitions in Workday Recruiting. Using AI to analyze HCM profiles and records from your applicant tracking system, Internal Fetch selects employee profiles and recommends potential candidates based on their qualifications, enabling you to proactively identify eligible candidates. HiredScore updates the list of Internal Fetch leads daily and identifies new leads when employees update their HCM profiles. Internal Fetch doesn’t consider or apply employees for roles but identifies suitable internal leads for you to review.

To be eligible for an open requisition, potential internal leads identified by Internal Fetch must:

- Be in their current role for the minimum time period you define.
- Meet minimum defined performance and manager evaluation criteria.
- Meet your company guidelines for internal appointments.

Steps

1. Access the My Reqs dashboard from the HiredScore Home page.
2. Select a job requisition.
3. In the candidate inbox on the selected requisition, click **Leads**.
4. Click **Internal** to review potential candidates.
5. (Optional) Use filters to locate priority leads.
6. Click the internal lead's name to open their HiredScore profile for review.

7. Take 1 or more of these actions:
    - Contact the employee or the employee’s manager directly.
    - Remove lead from the Internal Fetch inbox.
    - Update the lead’s Fetch status.

Result

When an employee recommended by Internal Fetch applies to the job requisition:

- An insight displays on the candidate profile.
- The candidate’s name displays in Spotlight and Pending Actions.

Next Steps

To identify candidates who have been invited to apply through Internal Fetch, select the **Show Only Recommended By Fetch** check box in Spotlight or Pending Actions.

Related Information
Reference
Reference: Candidate Actions

How to Use Dynamic Fetch

Context

Dynamic Fetch is a smart sourcing tool in Workday HiredScore that resurfaces past applicants who are a match for newly opened job requisitions at your company. Dynamic Fetch searches for applicants from the previous 3 years, but you can adjust this time period using the Last Applied filter.

You can identify the most qualified candidates by adjusting the parameters of your search using filters that are prefilled, based on the requirements of the job description. Examples:

- Adjust the required years of experience or educational requirements for a role.
- Extend the specified geographical range for requisitions to accommodate remote hiring.
- Identify specific skills.
- Search in Workday pools or using Workday tags.

You can also use Dynamic Fetch for requisitions with a status of *Open* or *Frozen*. Dynamic Fetch updates regularly, providing you with new leads for open requisitions.

Steps

1. Access My Reqs dashboard from the HiredScore Home page.
2. Select a job requisition.
3. From the candidate inbox on the selected requisition, click **Leads**.
4. Click **Dynamic Fetch**.
5. Select 1 or more filters to adjust search parameters to widen or narrow the pool of potential candidates for the requisition.

    Example: Configure the **Required Skills** section to find leads with particular skill sets.
6. (Optional) Save leads to review in your Fetch inbox or share resumes with the hiring manager.

Next Steps

- Review the HiredScore profiles of lead candidates in your Fetch inbox. Use the New-Saved filter to locate and review saved leads.

- Invite leads to apply by clicking the email option on their profiles.

Related Information

Reference

Reference: Candidate Actions

How to Use Reverse Fetch

Context

Workday HiredScore Reverse Fetch is a sourcing tool that displays recommendations for candidates and leads who might be a good fit for other open job requisitions at your company. Reverse Fetch uses artificial intelligence to recommend candidates for up to 4 additional job requisitions, based on the relevance of their resumes to the requisition requirements. HiredScore updates Reverse Fetch recommendations when your company opens new requisitions and displays them in Spotlight or Global Talent Search.

You can invite candidates to apply to the recommended requisition, or you can save the candidates to the Fetch inbox of the requisition for review and invite them to apply later.

Steps

1. Access the **Recommendations** tab on the HiredScore profile for the candidate or lead.
2. (Optional) To recommend the candidate or lead to the recruiter for the requisition, click the recruiter name to create a prepopulated recommendation email.
3. (Optional) To recommend the candidate or lead without inviting them to apply, click **Recommend** to save their details to the Fetch inbox of the requisition.
4. (Optional) To invite the candidate or lead to apply to the recommended requisition, click **Contact** to create a prepopulated invitation email.

Next Steps

- Click the requisition ID to open the Fetch inbox for the recommended requisition.
- Screen and take action on candidates or leads.

Related Information

Concepts

Concept: Global Talent Search

Reference

Reference: Candidate Actions

Concept: Fetch Attribution Model

The Workday HiredScore Fetch attribution model resurfaces and recommends leads who are a potential fit for your company but might be overlooked among multiple resumes. It provides insight into Fetch adoption metrics, enabling you to identify:

- Leads who convert to candidates.
- Recruiters associated with the candidate hire.

When leads apply to a requisition after 180 days of being viewed or contacted, HiredScore doesn’t attribute their application to Fetch.

HiredScore might categorize candidates who are directly contacted by recruiters as Fetch hires. When you view a Fetch lead but don’t contact the lead directly and the lead then independently applies to a role at your company, HiredScore attributes their application to Fetch and to the recruiter who viewed the lead.

HiredScore doesn't attribute the conversion to the recruiter who hires the lead. The conversion process takes into account all Fetch products and displays real-time results for the year, quarter, and month.

Steps: Set Up Self Service Console for HiredScore Fetch

Prerequisites

These domains in the HiredScore functional area:

- *Set Up: HiredScore Tenant Setup*
- *Set Up: HiredScore Tenant Setup - Recruiting*

Note: HiredScore Fetch is part of Workday HiredScore, a separate product (SKU) requiring a separate license. To purchase Workday HiredScore, contact your Customer Account Executive.

Context

You can use HiredScore Fetch to identify and manage leads that best match your open roles.

You can use the**HiredScore Tenant Setup - Fetch** task to update and configure HiredScore Fetch parameters directly from within Workday.

You can use the task to:

- Configure when to automatically trigger HiredScore Fetch. Example: When a job requisition is *Open*, *Approved*, *Posted Internally*, and / or *Posted Externally*.

  The *Approved* trigger may not be relevant for all clients, so if selected should be combined with other run triggers.
- Set the maximum distance from a job posting location to get leads. Example: Only surface leads that are located 50 miles from Dallas, Texas.
- Specify which leads to exclude when HiredScore Fetch runs. You can base this on the disposition steps in your business process. Example: Those previously excluded for failed background check.
- Exclude Leads from Fetch whose last application date exceeds a specified number of years.
- Exclude candidates who are *Active* on another job requisition.

Steps

1. Access the *Set Up: HiredScore Tenant Setup* domain.
2. Enable the HiredScore functional area.
   a. From the related actions menu of the HiredScore functional area, select **Edit > Enable** Edit >Enable.
   b. Click **OK** and **Done**.
3. Configure Domain Security Policy.
   a. From the related actions menu of the *Set Up: HiredScore Tenant Setup* domain select **Domain Edit Security Policy Permissions**> Edit Security Policy Permissions.
   b. On the **Report/Task Permissions** section Add a row and enter *Implementers* as a **Security Group**.
   c. Select the **View** and **Modify** check boxes.
   d. Click **OK** and **Done**.

4. Enable Domain Security Policy
    a. On the **View Domain** page of the *Set Up: HiredScore Tenant Setup* domain, click on the related actions menu next to the magnifying glass next to **Domain Security Policy,** and select **Domain Security Policy Enable**. Domain Security Policy > Enable.
    b. Click **OK** and **Done**.
    c. Access the *Set Up: HiredScore Tenant Setup - Recruiting* domain and repeat steps a and b above.
5. Activate Pending Security Policy Changes.
    a. Access the **Activate Pending Security Policy Changes** task.
    b. Enter a **Comment**.
    c. Select the Confirm check box.
    d. Click **OK**.

    You should be able to see these domains on the **Domain Security Policies** section:

    - *Set Up: HiredScore Tenant Setup*
    - *Set Up: HiredScore Tenant Setup - Recruiting*
6. Access the **HiredScore Tenant Setup - Fetch** task and configure Fetch settings.

Result

Implementers with access to the domains can configure Workday HiredScore Fetch parameters.

HiredScore Embedded Fetch

Steps: Set Up Embedded Fetch

Prerequisites

Note:

To use this feature, you must subscribe to the necessary SKUs:

- HiredScore AI for Recruiting (AIRC)
- Recruiting

For Embedded Internal Fetch:

- HiredScore AI for Talent Mobility (AITM)
- Talent Optimization

If you want to purchase a SKU, contact your Customer Account Executive

You must also implement the necessary HiredScore tools using the standard HiredScore delivery process:

- Fetch
- Dynamic Fetch
- Internal Fetch (if relevant for AITM)

Optional SKUs:

- Candidate Engagement
    - For including leads in recruiting campaign audiences through candidate pools.
- Workday Messaging
- For SMS in **Send Message** and **Invite**.

To use Embedded Fetch, you must have an active HiredScore license and be assigned or associated with the job requisition. For HiredScore users with administrative licenses, assignment to the job requisition isn't required to use Embedded Fetch. However, the requisition itself must be assigned to a license holder.

You must also have access to the required domain: *Candidate Data: HiredScore Fetch*.

Optional Domains:

- *Candidate Communication*
    - For **Send Message** and **Invite to Apply**.
- *Candidate Pool: Manage Membership*
    - For **Add to Pool**.
- *Candidate Data: Sharing*
    - For **Share with Colleague** and **Share with Hiring Manager**.
- *Prospects*
    - For enabling recruiters and hiring managers to receive shared leads.
- *Candidate Data: HiredScore Fetch*
    - For **Contact Worker's Manager**.

The IDP (SSO Provider) must be the same between Workday and HiredScore.

Context

Using Workday HiredScore's Embedded Fetch functionality, you can perform individual and bulk actions on leads (up to 15 at a time) directly from the job requisition in Workday. This feature is only available on job requisitions that are Fetch-enabled in HiredScore.

Note: Embedded Fetch is available only in Production tenants.

Steps

1. Edit Domain Security Policies.

   Configure these domains in the Recruiting functional area:

Domain	Controls Access To
Candidate Communication	**Send Message** and **Invite to Apply** options. Note: Administrators should confirm that the relevant users have permission to access this feature: • The users (HiredScore licence holders such as recruiters/sourcers). • The expected recipients (such as hiring managers).
Candidate Pool: Manage Membership	**Add to Pool** option.
Candidate Data: Sharing	**Share with Colleague** and **Share with Hiring Manager** options.
Candidate Data: HiredScore Fetch	**Contact Worker's Manager** option.

2. Steps: Set Up Workday Notifications.

   Configure message and notification templates for the **Send Message** and **Invite to Apply** features using the Workday notification framework. For more information on this functionality, including notification templates, see Send Message and Invite to Apply on Community.

   Note: To receive communications through the **Send Message** and **Invite to Apply** features, candidates must first opt in. Workday recommends that you use the **Confirmed Opt-In Email Status** report field to confirm that candidates can receive these messages.

Result

You can now carry out bulk or individual actions on leads directly in the Workday UI from a job requisition that is Fetch-enabled in HiredScore.

Next Steps

Related Information

Concepts

Concept: Confirmed Opt-In for Email Communications

Concept: Embedded Fetch

Tasks

Steps: Manage Candidate Pools

Steps: Set Up Notifications for Candidates

Examples

Community: Workday HiredScore One Stop Shop

Community: Send Message and Invite to Apply

Community: Unlocking the Power of HiredScore for Talent Acquisition

Community: Recruiting Email Confirmed Opt-In Configuration

2025R1 Feature Release Note: HiredScore Embedded Fetch for Talent Rediscovery and Suggested Workers

How to Use Embedded Fetch

Prerequisites

Note:

To use this feature, you must subscribe to the necessary SKUs:

- HiredScore AI for Recruiting (AIRC)
- Recruiting

For Embedded Internal Fetch:

- HiredScore AI for Talent Mobility (AITM)
- Talent Optimization

If you want to purchase a SKU, contact your Customer Account Executive.

Security: These domains in the Recruiting functional area:

- *Candidate Communication*
- *Candidate Pool: Manage Membership*
- *Candidate Data: Sharing*
- *Candidate Data: HiredScore Fetch*

Access to the relevant job requisition.

Configure message templates and notification templates for **Send Message** and **Invite to Apply** features using the Workday notification framework.

Context

Workday HiredScore's Embedded Fetch functionality enables you to carry out individual and bulk actions on Fetch leads (up to 15 at a time) directly from the job requisition in Workday. This is available on all requisitions that are Fetch-enabled in HiredScore.

Steps

1. Access job requisitions in Workday.
2. Select a supported job requisition.
3. Select the **Fetch** tab to source leads for the job requisition using Fetch, Internal Fetch, or Dynamic Fetch.
4. (Optional) Access a Fetch lead's profile to review and take action. Alternatively, to perform a bulk action on multiple leads, select the check boxes beside their names in the **Leads** results.

   Choose a bulk action that you can take on the selected leads:

Action	Description
Invite to Apply	Invite candidates to apply to the job requisition. You can: • Create a new message. • Use an existing message template or notification template. • Manually add the job posting. • Select the communication method (email, push notification, or SMS, if enabled).
Send Message	Send a message to the lead (without sharing a specific job posting). You can: • Create a new message. • Use an existing message template or notification template. • Select the communication method (email, push notification, or SMS, if enabled).
Add to Pool	Add any qualified leads to your Workday static pools or add candidate tags.
Share with Colleague/Hiring Manager	Share the lead with your colleague or Hiring Manager using the Workday sharing functionality. The recipient receives a My Notifications alert in Workday notifying them that they need to review a lead.

   You can carry out a non-bulk action when you select only 1 worker in the Leads list and access their worker profile.

Action	Description
Contact Worker's Manager	Click to contact the internal lead's manager (available only in Internal Fetch).

Action	Description
Save to Another Req	Save the lead to the Fetch inbox of a different open requisition. New leads saved to a Fetch inbox are set to *New-Saved* status (available only in Fetch and Dynamic Fetch).
Save to Req	Save the lead to the Fetch inbox of the current requisition from the Dynamic Fetch results (available only in Dynamic Fetch).
Copy Link Profile	Copy a shareable link for the lead's resume.
Remove Fetch Lead	Remove the lead from your Fetch inbox if they aren't suitable for the role. Share your reasons for doing so to assist the HiredScore AI in providing more accurate recommendations (available only in Fetch and Internal Fetch).

Related Information

Concepts

Concept: Embedded Fetch

Concept: Embedded Fetch

Note:

To use this feature, you must subscribe to the necessary SKUs:

- HiredScore AI for Recruiting (AIRC)
- Recruiting

For Embedded Internal Fetch:

- HiredScore AI for Talent Mobility (AITM)
- Talent Optimization

If you want to purchase a SKU, contact your Customer Account Executive.

Workday HiredScore's Embedded Fetch extends the Fetch, Dynamic Fetch, and Internal Fetch functionality and delivers it directly into Workday Recruiting. This enables users to access the AI-driven candidate rediscovery tool within the Workday Job Requisition UI.

In addition to surfacing recommended leads, users can carry out the following Workday actions directly from the job requisition:

- Invite to Apply
- Send Message
- Add to Pool
- Share with Colleague
- Share with Hiring Manager

You can perform these Workday actions on up to 15 leads at a time. Every action you perform through Embedded Fetch is logged as applicable directly in Workday in the:

- Activity Stream
- Candidate Communications Report
- Recruiting History Timeline
- Fetch lead profile
- Fetch grid

Embedded Fetch in Workday is available on all requisitions that are Fetch-enabled in HiredScore. Additional requisitions in Workday may also display in Embedded Fetch if a HiredScore license holder is assigned to the role (even if you can't see the requisition in HiredScore).

Note: If your company has another integration with a non-Workday product (such as a past applicant tracking system (ATS) or customer relationship management (CRM) system), any relevant leads identified from this source are visible only in HiredScore, and not in Embedded Fetch in Workday until a later release (Safe Harbor).

To use Embedded Fetch, you must have an active HiredScore license and be assigned or associated with the job requisition. For HiredScore users with administrative licenses, assignment to the job requisition isn't required to use Embedded Fetch. However, the requisition itself must be assigned to a license holder.

You can use Workday message and notification templates when sending messages and inviting leads to apply using the Embedded Fetch feature.

Related Information
Tasks

Steps: Set Up Embedded Fetch

How to Use Embedded Fetch

Recruiter Productivity

How to Use Diversity and Inclusion Insights

Context

The Diversity and Inclusion Insights feature in Workday HiredScore provides high-level insights about the diversity of candidates in each phase of a requisition. HiredScore organizes insights by category, based on the diversity questionnaire you share with candidates early in the application process.

When you select a job requisition, you can apply diversity filters to:

- Improve and maintain a diverse candidate lineup throughout the hiring process.
- Ensure alignment with your diversity and inclusion goals.

When you have a set number of candidates for a particular hiring stage, the insights provide a diversity analysis of the applicant pool. Examples: Gender, disability, or veteran status. Workday sets the number of candidates to 20, but you can change the default. You can use filters to:

- Exclude applicants who don't disclose diversity information on the diversity questionnaire.
- Identify candidates with particular skills and experience.
- View the representation of diversity groups for your requisition at each stage of the hiring process. Example: When you filter for candidates with a master's degree, you can determine whether this requirement increases or decreases the percentage of female candidates in your applicant list.

Steps

1. Access a requisition from the HiredScore Home page or My Reqs dashboard.
2. Select the **Diversity View** from the toolbar.
3. Select a diversity group to review its percentage representation in each stage of the hiring process.
4. (Optional) Turn off the **View all candidates** toggle to exclude candidates who don't disclose their diversity information on the diversity questionnaire.
5. Adjust the filters to create a shortlist of applicants. When you update the filters, Diversity and Inclusion Insights reflects only the diversity of applicants who align with the new filter criteria.

Next Steps

Review the insight percentages for each diversity group to:

- Determine how your filter choices impact the diversity of the applicant pool.
- Ensure you're progressing and maintaining a diverse candidate pool.

How to Use HiredScore Adoption Reporting

Context

Workday HiredScore adoption reporting provides you with access to key metrics and visibility into HiredScore license utilization. Using embedded analytics, adoption reporting enables you to:

- Identify trends with actionable insights.
- Measure product usage for Fetch and Spotlight.
- Monitor and track adoption.

You can drill down on data for segmented time periods to review trends by date, week, month, and year. You can also compare data month over month. Example: To compare data from the last 6 months, set your date range to the last 6 complete months and your time period segmentation to month.

You then can review the totals for users who:

- Use HiredScore in the specified date range.
- Haven't logged into HiredScore in the specified date range.
- Have never logged into HiredScore.

Steps

1. Access the **Reports** tab in your HiredScore account.
2. Select the date range and time period segmentation for your report.
3. Select the user region and location.
4. In the **User Permissions** section, select 1 or both of these options to determine the persona metrics for the report:
    - **admin**
    - **user**
5. Click **Update** to generate your report.

Next Steps

Download your report.

Concept: Recruiter Productivity

Recruiter Productivity is an applicant screening tool in Workday HiredScore that enables you to:

- Review the most qualified candidates.
- Take action on the candidates who are the best match for your requisitions.
- Use filters to narrow your candidate search.

When you select a requisition from the My Reqs list on the HiredScore Home page or from the My Reqs dashboard, HiredScore redirects you to an **Applicants** tab for the requisition, where you can screen and take action on active applicants. You can sort your applicant list by grade, which HiredScore assigns based on how well the candidate resume matches the required skills and qualifications for the job description.

You can then access candidate profiles for review and progress candidates to the next stage or eliminate them from requisitions.

Filters

You can use a keyword search and filters to locate priority candidates with particular skills, experience, and qualifications, enabling you to efficiently identify the most qualified candidates for a job requisition. When you add requirements to the keywords search, HiredScore updates the list of candidates to display only applicants whose resumes reference those requirements.

You can filter candidates by:

- Candidate type.
- Distance from the requisition location.
- Education.
- Visa or sponsorship requirements, or both.

Concept: Job Descriptions

Note:

This topic provides general information for building AI solutions to read jobs, understand job requirements, and optimize searches based on job descriptions. It is not intended to instruct, provide legal guidance, or otherwise determine in any manner how your organization defines and publishes job descriptions, and it does not guarantee any results. Consult your human resources and legal team before incorporating any changes into your job descriptions or HR processes.

We recommend that you use objective rather than subjective requirements on job requisitions. Objective job requirements are targeted and specific. Examples:

- 2 years of experience in machine learning.
- 4 years of experience in developing open source frameworks.
- Certified in Python.
- Degree in computer science.
- VMware-certified professional.

Subjective requirements are more general. Examples:

- Computer science or related degree.
- Direct or indirect management experience.
- Familiarity with related disciplines.
- Hands-on experience in a related field of work.
- Relevant knowledge of Python.

We also recommend that you structure job descriptions in terms of priority.

Example: Your job requisition for an integration engineer requires a bachelor’s in computer science, engineering, or a related discipline and experience in these areas:

- Configuration control tools.
- Middleware and database technologies.
- Shell scripting and automation.
- UNIX or Linux.

To optimize the job description, you split the qualifications in terms of priority:

Priority	Qualifications
Required	• Bachelor’s in computer science, engineering, or a related discipline.

Priority	Qualifications
	• Minimum 7 years experience of different states of the software development lifecycle. • UNIX/LinuX server platform experience.
Preferred	• Experience in middleware technologies such as WebLogic, WebSphere, IBM, MX Series, Oracle Tuxedo. • Experience with configuration control tools. • Proficiency in shell scripting and automation.

Concept: Hiring Manager Dashboard

On the Hiring Manager dashboard, you can review and take action on candidates sent to you by recruiters you're working with on open requisitions. From the dashboard, you can:

- Communicate with recruiters directly.
- Efficiently navigate between requisitions.
- Share feedback with recruiters on candidates.

You can use the dashboard to compare selected requisitions to similar past requisitions at your company and gain useful candidate insights. Examples:

- Candidate application date.
- Length of time candidates spend pending review.

When you receive emails from recruiters notifying you that you have candidates to review and take action on, you can view all candidates pending review on the dashboard. You can access the HiredScore profiles for candidates you're interested in from the dashboard and share feedback with the recruiter to progress or reject candidates.

When HiredScore notifies the recruiter of your decision, it moves the applicant to the read-only section of the dashboard, where you can view the entire hiring process for the role. The recruiter performs the next steps for the candidate. To take action on and share feedback about candidates in the dashboard, ensure that you are assigned to the requisition in your applicant tracking system as the hiring manager or recruiter.

Masked Hiring Manager Dashboard

When you mask the Hiring Manager dashboard, hiring managers can review and take action on candidates who are shared with them, without accessing applicant information that might lead to unconscious or conscious bias affecting their decisions.

HiredScore replaces or removes applicant-information fields on the masked version of the dashboard:

Hiring Manager Dashboard	Masked Hiring Manager Dashboard
Resume	HiredScore masked candidate profile
Name	Candidate ID
Personal and contact details	None
LinkedIn profile link	None
Educational institution	University Or College
Previous company name	Company

You can also mask requisitions with specific configurations. Examples: Requisitions hiring for a particular industry or location and evergreen requisitions. Hiring managers can view all masked applicants pending review on the dashboard and review their HiredScore smart, masked candidate profiles.

Concept: Global Talent Search

Global Talent Search is a candidate-sourcing tool in Workday HiredScore that you can use to search your company database of previous applicants to identify relevant candidates for open requisitions. Using Global Talent Search, you can filter for candidates by name, location, years of experience, skills, education level, and language. You can also search for candidates who you add to a pipeline in the selected time frame and who have:

- A particular major.
- Previously applied to another role at your company.
- Previously worked at a preferred company.

When you identify potential candidates, you can access their HiredScore profile to review their:

- Parsed resume.
- Previous history with your company, where relevant.
- Reverse Reverse Fetch recommendations, where HiredScore recommends up to 4 potentially matching requisitions.

You can then invite candidates to apply for roles or save them to the Fetch inbox on any open requisition.

Related Information
Reference
Reference: Candidate Actions

Concept: HiredScore Grades

Workday HiredScore assigns candidates a grade in Spotlight and on the Pending Actions dashboard, based on how well their resumes match the skills and qualifications specified in the job description.

HiredScore assigns these grades to candidates, with grade A indicating the most qualified and grade D the least qualified:

A	Candidate meets or exceeds the basic requirements.
B	Candidate meets the basic requirements.
C	Candidate meets some but not all of the basic requirements.
D	Candidate doesn't meet the basic requirements.

When reviewing a large number of candidates, you can use the HS grade column in HiredScore to prioritize candidates for review, listing the most qualified first. You can also use the HiredScore Grade filter to quickly identify and focus on priority applicants.

HiredScore doesn’t assign grades when:

- Candidates don’t submit a resume with their application.
- Candidates submit a resume in an unsupported format.
- There’s no job description for the requisition.
- You’re reviewing candidates on a campus or graduate requisition.

Candidate Prioritization and Interview Rates

Using grades is the most efficient way to screen candidates, as those with top grades are the most likely to reach the interview stage. Although candidates with grades A or B meet or exceed the requisition requirements, candidates with grades C or D might still be a great fit for the role. Example: You post a requisition for an engineer with a master's degree and 10 years of experience. After reviewing grade A and B candidates, you screen a grade C candidate with a bachelor's degree and 8 years of more relevant experience who you believe is a better fit for the role.

Related Information

Concepts

Concept: Candidate Profiles

Concept: Candidate Profiles

The candidate profile in Workday HiredScore contains all of the information that you need for candidate screening. You can review and take action on candidates from their profiles.

Examples:

- Move candidates to the next step of the hiring process.
- Reject candidates.
- Share candidate profiles with colleagues.

Overview Tab

The **Candidate Insights** section displays key information that you can use for candidate screening and selection. When you select an insight, HiredScore highlights information relevant to the job requisition on the candidate's parsed resume. Example: When you select the Worked at a F500 Company insight, HiredScore highlights the relevant work experience and company on the candidate resume. Candidate insights are unique to individual requisitions and candidates.

In the **Parsed CV** section, HiredScore presents candidates' parsed, or smart, resumes in the same format to ensure that you can consistently and easily find relevant information. HiredScore calculates employment gaps and time in position. You can drill down on resumes to learn more about candidates' work experience, education, and skills. You can only view smart resumes when candidates attach resumes with their applications in a supported format. HiredScore supports these file types for resume attachments: DOC, DOCX, PDF, RTF, and TXT.

The **Job Description** section displays the skills, experience, and qualifications required for the role, presenting a side-by-side comparison of the job description and details on the candidate's smart resume.

In the **History** section, you can view candidates' previous engagement with your company.

Examples:

- Requisitions they previously applied for.
- The previous hiring team and date.
- The status assigned to the previous application.

You can also determine whether a candidate you're screening is active in another requisition.

Attachments Tab

You can:

- Download and review resumes and supporting documentation uploaded by candidates.
- Search for keywords in a candidate's original resume.

Prescreening Questions Tab

You can view candidate responses to questions on your prescreening questionnaire. To request a new filter based on a particular prescreening question, contact your customer success manager or HiredScore Support.

Related Information

Reference

Reference: Candidate Actions

Reference: Candidate Actions

When you select a requisition from My Reqs, HiredScore directs you to the candidate inbox, where you can screen and take actions on candidates who apply. You can take these actions on a single candidate or for multiple candidates:

Action	Description
Contact Lead & Save to Fetch	Click the email button to contact leads and invite them to apply to a requisition. Opens a prefilled email that you can send from HiredScore.
Change Applicant Status	Advance candidates using the quick action check mark button, reject candidates using the x button, or select a step from the **Status** prompt. When you change a candidate's status, HiredScore syncs the change in your applicant tracking system (ATS) or Workday. When you update a candidate's status in your ATS or Workday, the status change automatically updates in HiredScore. Note: Fetch does not sync candidate statuses into Workday.
Consecutive Status Change	Available as a bulk action, only. Enables you to change the status of multiple leads consecutively, without deselecting leads you action on from the candidate inbox.
Copy Profile Link	Select a link to a shareable candidate resume.
Download Resume	Download candidate resume file.
Print Resume	Print resume or save as pdf. When you bulk saved resumes as pdfs, HiredScore saves all the resumes in 1 file.
Share Lead	When you share leads with your hiring manager, hiring team, or a colleague, HiredScore creates a prefilled email containing a link to the candidate profile or to the Hiring Manager dashboard, where the hiring manager can view and take action on it.
Bulk Actions	To perform a bulk action, select the check boxes next to candidate names and a step from the **More Actions** prompt. Example: Select *Change Status* to mass update the status of candidates.

You can only take these actions on a single candidate from the candidate profile:

Action	Description
Change Grade	When you change a candidate grade and provide a reason, these details display in a tooltip.
Go to ATS Profile	Enables you to quickly access the ATS or Workday version of the candidate profile.

Reference: Recruiter Productivity Home Page

This table contains details of the Workday HiredScore Recruiter Productivity Home page, which contains these sections:

Section	Description
My Stats	Displays key performance indicators (KPIs) for hiring at your company. Provides real-time data updates for tracking internal goals. Enables you to view personalized data and review actions that you can take on open requisitions to align with your KPIs and goals. Displays these recruiter performance and Fetch adoption metrics: • Pending Fetch recommendations. • Percentage of candidates in *New* status for 7 days. • Percentage of requisitions open beyond 60 days. • Percentage of unviewed Fetch recommendations.
My Reqs	Displays requisitions that you collaborate on or own, with key data points for each requisition. You can organize and optimize your requisition lists by: • Hiding low-priority or irrelevant requisitions using the **Show** toggle. • Making a favorites list by clicking the star icon, ensuring that preferred candidates always display at the top of the list. • Using filters to refine data based on priorities. Examples: Location, requisitions owner, hiring manager, and requisition status. You can also identify whether HiredScore has assigned grades to candidates for a requisition in the **HS** column.
Pending Actions	Displays the status of all active candidates for your open requisitions. Enables you to easily identify bottlenecks in the hiring process and active candidates who you need to progress. HiredScore lists active candidates by category, according to their hiring status. When you access

Section	Description
	the Pending Actions dashboard from the Home page, you can: • Filters for high-priority candidates. • Screen and review candidate profiles. • Progress candidates through the hiring process or eliminate them from requisitions. • Perform bulk actions on candidates with the same hiring status across all of your open requisitions.

Reference: HiredScore Adoption Report Definitions

This table provides explanations for adoption report terminology:

Definition	Description
User	HiredScore license holder.
HiredCore Active Days	Days when users perform at least 1 action in HiredScore. Examples: Add filters, open profiles, review Fetch leads, or search using Dynamic Fetch.
HiredScore Activity	Users log in and use HiredScore at least 1 during a specified time period.
Potential Active Days	Days when users have statused applications in your applicant tracking system (ATS) or HiredScore.
HiredScore Adoption (%)	Value determined by dividing HiredScore Active Days by Potential Active Days.
Total HS Active Users	Total number of users with HiredScore Active Days during a specified time period.
Statusing	Refers to changing candidate status during a phase of the hiring process supported by HiredScore.
Total Status Changes	Indicates all status changes that you can make in HiredScore, either in HiredScore or the ATS.
Average Statusing	Value determined by dividing Statusing by Total Status Changes.
Reqs with Fetch Views	Total number of requisitions for which users view Fetch recommendations.

Example

A recruiter statuses 10 applications in the company ATS on Monday and 1 application in HiredScore on Tuesday, which makes Monday a potential active day and Tuesday a HiredScore active day. Totals for the week are:

- 1 HiredScore active day.
- 2 potential active days.

- 11 status changes.

The recruiter's:

- Adoption for the week is 1 of 2 potential days, or 50 percent.
- Percentage statusing on HiredScore is 1 of 11, or 10 percent.

FAQ: Workday HiredScore

How does HiredScore interact with my applicant tracking system?	Actions that you perform in HiredScore sync automatically with your applicant tracking system (ATS). When: • Candidates apply to open requisitions, their applications sync with HiredScore. • You open or are assigned a requisition, the details display on the HiredScore Home page and My Reqs dashboard. • You close or cancel a requisition, HiredScore removes it from My Reqs. HiredScore also replicates actions that you take in your ATS that activate automatic communications with candidates.
Why can't I find new applicants on the My Reqs dashboard or HiredScore Home page?	• It typically takes approximately 5 to 15 minutes for new applicants to display in HiredScore. However, in some cases, it can take up to 24 hours. When candidates don't display in that time frame, create a support case with this information: • Application date. • Candidate name and ID. • Job requisition title and ID. • The amount of time that has passed since the candidate applied.
Why can't I move a candidate to another requisition?	You can't move candidates between requisitions in HiredScore. Candidates must actively apply to individual open requisitions to ensure that they're considered for a role.
Why doesn't HiredScore assign a grade to a candidate?	HiredScore doesn't assign a grade when it can't parse the candidate's resume. This might occur when the candidate doesn't upload a resume or uploads a resume in an unsupported file format. HiredScore supports these file types for resume attachments: • DOC • DOCX • PDF • RTF • TXT

Troubleshooting: Requisitions Missing from My Reqs

Solution:

Cause	Solution
You haven't selected the correct ownership filter.	1. Access the My Reqs dashboard. 2. From the **Ownership** prompt, select All Reqs to view all requisitions that you're assigned to as a recruiter, sourcer, or collaborator.
You're not displaying hidden requisitions.	1. Access the My Reqs dashboard. 2. In the **Hidden Reqs** section, enable **Show Hidden Reqs**.
You're using filters on your requisition list.	1. Access the My Reqs dashboard. 2. Remove all filters from your requisition list.
You're not the owner of or a collaborator on the requisition.	1. Access your application tracking system. 2. Assign yourself to the requisition as an owner or collaborator.

Internal Talent Mobility

Concept: Employee Career Guide (ECG)

Note:

To use this feature, you must subscribe to the necessary SKUs:

- HiredScore AI for Talent Mobility (AITM)
- Recruiting

If you want to purchase a SKU, contact your Customer Account Executive.

Workday HiredScore's Employee Career Guide (ECG) is an AI-driven tool that provides relevant and personalized job recommendations to workers for open internal and external positions through Microsoft Teams and email notifications. These recommendations are based on multiple factors, such as:

- Skills
- Company mobility rules
- Professional experience
- Location

By suggesting actionable opportunities, ECG gives workers greater control over their career development, while also reducing the time it takes to fill open positions and lowering recruitment costs to source external candidates. ECG can also help promote a company's internal mobility policies and goals.

Note: Manager Moderated Internal Mobility is an add-on product that enables managers to authorize, dismiss, or forward ECG job recommendations to relevant workers. Contact your Customer Account Executive or Workday Support for more information or to purchase this feature.

After receiving an ECG notification, workers can view the job description for the suggested role and proceed directly to the application form for the position in Workday. To customize and configure ECG, you must work with your Workday-certified implementer.

How to Use Employee Career Guide (ECG)

Context

Workday HiredScore's Employee Career Guide (ECG) alerts workers to open positions in their organization that are highly personalized and relevant to their skills and experience. Depending on how your notifications are configured, you can receive recommendations through Microsoft Teams or email notifications.

If you receive a notification and are interested in applying for an open position, you can access the job posting directly through a button in the notification.

Steps

1. (Optional) Access your Workday profile to enter your skills, job history, and education.

   Completing these details on your profile enables ECG to give you the most relevant job recommendations.
2. To learn more about the open position (depending on whether you receive an ECG email or Microsoft Teams notification):
   - Click the **View Role** button in the email.
   - Click the **View job description** button in the Microsoft Teams notification.

   Alternatively, if you're not interested in the position, you can unsubscribe, or click **Not interested** on the Microsoft Teams notification, select a reason, and click **Submit**. Specifying why you're not interested in a suggested role helps Workday HiredScore's AI provide more accurate recommendations in the future.

   If you click to view the position:
   - The email directs you to the **View Job Posting Details** page for the role.
   - In Microsoft Teams, an ECG modal window displays containing the role details.
3. If you want to apply for the position and access the application form:
   - Click **Apply** on the **View Job Posting Details** page.
   - Click **Apply** on the Microsoft Teams notification.
4. Complete the application form and click **Submit**.

Result

Workday sends you a follow-up notification to confirm that you applied for a position.

To ensure you maximize the ECG functionality, you can click the links in the Microsoft Teams notifications to:

- Add information about skills, experience, and education to your Workday profile if it is incomplete.
- Update your preferences such as relocation preferences.
- Visit the **Career Hub** to view additional opportunities.

Hiring Manager Talent Advisor Collaborator (HMTAC)

Concept: Hiring Manager Talent Advisor Collaborator (HMTAC)

HiredScore's Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator) is a shared workspace in MS Teams (on desktop and mobile) where hiring managers and recruiters can collaborate on requisitions through a dedicated channel. This feature helps streamline communication, reducing feedback delays and long follow-up times. Its integration with MS Teams, using the Microsoft Graph API, enables a centralized space for collaboration without the need to switch between platforms. Notifications are triggered by events such as requisition creation, candidate selection, and the offer stage. Members of the team channel are also notified of personnel changes such as newly added members, removals, and role changes. Automated messages for the hiring manager in the requisition channel can include:

- *Welcome to the channel*
- [User] *was added to the channel*
- [User] *was removed from the channel*
- *Alignment for a successful recruitment*
- [User] *role was changed in the requisition. They are now owner in the shared channel*.
- [User] *role was changed in the requisition. They are now member in the shared channel*.
- *Great news! Your requisition is posted internally!*
- *Great news! Your requisition is posted externally!*
- *First candidate to review!*
- *Open Tasks*
    - You can configure and schedule this message, which updates based on status changes. The message includes the relevant pending actions for the hiring manager with a direct link to the Hiring Manager Dashboard to take the action.
- *It's time to provide your interview feedback!*
- *Candidate identified for an offer!*
- *Your requisition has been filled or closed*
- *Your requisition has been canceled*

The typical sequence of events that occur in the HMTAC is detailed in this topic.

Hiring Manager Initiates Channel Creation

When a hiring manager opens a requisition in the ATS, a new channel is automatically created in MS Teams for that requisition. This channel includes any accounts that are assigned to the job requisition, such as the hiring manager and recruiter. All future updates and notifications for that requisition occur within this channel.

Hiring Manager Welcome Notification

The hiring manager receives a welcome notification in the newly opened MS Teams channel and is guided through the hiring process. They are prompted to join a strategy meeting and explore documents on process and responsibilities. They’re also provided with internal and external job posting links that they can share on various external channels. Throughout the process, hiring managers have 24/7 access to online resources.

Candidate Review Notification

After the recruiter shares applicants with the hiring manager, the hiring manager receives a notification that new candidates are pending their review and awaiting feedback in the dashboard. This update outlines the exact actions required.

Candidate Screening

The hiring manager clicks a link to access their Hiring Manager Dashboard, where they can view and action candidates awaiting their review. From here, they can click into each step of the funnel to view applicants.

Candidate Reviews and Actions

Within the Hiring Manager Dashboard, the hiring manager can select a candidate's name to access their HiredScore profile, which typically displays the resume alongside the job description. They can advance or decline the applicant with one click.

Ongoing Task Notifications

As requisitions progress, the hiring manager continues to receive automatic notifications with open tasks they need to complete. They can efficiently screen candidates and share feedback directly from their profile.

Interview Feedback Request

After the hiring manager interviews a candidate, they receive a notification requesting their feedback from the interview.

Candidate Offer

The hiring manager receives an update when a candidate is selected for an offer, including a guide on the offer process.

Requisition Closure Notification

Both the recruiter and the hiring manager are notified when the requisition is filled or closed, and the MS Teams channel is deleted after 10-30 days.

Note: A deleted Teams channel (including shared channels) typically disappears from HiredScore within 30 days of deletion. However, the channel and its content are retained for this period to allow for recovery. In cases where another new channel is created for the same requisition, it overwrites the previous messages from the deleted channel and you can’t restore them.

The recruiter also receives an automatic reminder to contact remaining candidates.

Recruiter's Centralized Task Summary

The recruiter receives an automated task summary in their own separate General channel. This helps them to prioritize open requisitions and collaborate with hiring managers. Each action in this summary is clickable, and enables recruiters to:

- Open the relevant MS Teams channel to follow up
- Access the specific requisition in HiredScore if it’s their responsibility to carry out the next step.

Reference: Hiring Manager Talent Advisor Collaborator (HMTAC) Best Practices

Recommendation	Description
Centralize communication in the shared Microsoft Teams channel.	Keep all communication between the relevant hiring managers and recruiters in the dedicated Microsoft Teams channel for the requisition. Example: If the hiring manager contacts the recruiter through direct message, phone, or email, the recruiter should respond within the channel. This streamlines communication and ensures all messages are recorded in one shared workspace.

Recommendation	Description
Leverage tagging for notifications.	Use the @ mention feature to send instant alerts for new messages and updates. This helps the recruiting team identify and respond to new messages and action items.
Use Favorites to prioritize key channels.	Use the Favorites feature to pin high-priority requisition channels to the top of your channel list. This ensures your most important roles are always easily accessible.

FAQ: Hiring Manager Talent Advisor Collaborator (HMTAC)

This topic contains frequently asked questions about HiredScore's Hiring Manager Talent Advisor Collaborator (also known as HMTAC or the HM-TA Collaborator). The topic is divided into 6 themes:

- General Configuration and Language Support
- Channel Creation and Discovery
- Channel Lifecycle (Deletion and Restoration)
- Roles, Collaboration, and History
- Notifications and Messages
- Troubleshooting and Display Issues

General Configuration and Language Support

How do I enable the HiredScore App in Teams?	The HiredScore integration is not a standard app from the MS Teams Store. It is a backend integration powered by the Microsoft Graph API. If the integration appears inactive, contact your internal IT administrator or Workday Support team, as this requires a specific implementation project and SOW.
What languages does the HMTAC interface support?	The solution supports a wide range of languages across different interfaces. • Core Languages (Available for Recruiter, Sourcer, HM, and Talent Manager): English, French (Canada and Continental), Portuguese (Brazil), Spanish, German, Dutch, Italian, Japanese, Chinese (Traditional and Simplified), and Korean. • Hiring Manager Dashboard (Additional Support): Greek, Polish, Romanian, Russian, Serbian, Turkish, Ukrainian, Vietnamese, and Thai. • MS Teams Solution (Additional Support): Polish and Turkish. Note: In a future update, we plan to allow you to add your own languages and translations through self-service using the Workday language set.

Does the product support multi-tenant Azure setups?	The product currently supports a single-tenant Azure setup. Multi-tenant configurations are not supported.

Channel Creation and Discovery

How long after opening a requisition is a channel created?	Channels are typically created within 1-2 hours after a requisition meets the required filter criteria. However, in some cases, it can take up to 24 hours.
When is the General channel created?	The General channel is created at the same time as the requisition channel.
Why can't I find the channel for my requisition?	Channels often exist but may be hidden by default Teams filters or are difficult to find in large lists. 1. Search: Enter the Requisition ID (Example: R19781) in the main MS Teams search bar. 2. Wait: Allow 15–20 minutes for processing of newly-created requisitions and search indexing. 3. Check Data: Ensure the requisition has Primary Recruiter and Hiring Manager assigned in the ATS. Missing assignment data is the most common reason for creation failure.
Why wasn’t my requisition channel created?	When a channel fails to create, it's usually due to one of the following reasons: • Missing Data: Mandatory fields (such as Recruiter, Hiring Manager, Job Field) were empty at the moment of approval. • Opt-Out Flags: A specific field (such as **Exclude from HiredScore** or **Evergreen**) was set to **True** or **Yes**. • Timing: If you added the exclusion flag after the requisition was approved, the channel may have already been created. If you added required data (like the Recruiter) hours after creation, the initial trigger may also have been missed. • System Outage: An MS Teams outage can result in issues related to channel creation. In cases where the issue affects multiple users, Workday proactively provides updates and initiates channel creation as needed.

Channel Lifecycle (Deletion and Restoration)

What happens when a requisition is closed or filled?	When a requisition is filled or closed, the corresponding Teams channel is processed according to your organization's initial configuration. It is either deleted or archived (typically after 10 to 30 days).

What happens when a user deletes a channel?	Although Microsoft Graph API does offer ways to interact with Teams, including managing channels, there's no direct functionality to recover a deleted channel through the API. Deleted channels remain in a remain deleted, but still recoverable state, for a limited time (usually 30 days). During this period, they can be restored through the MS Teams interface or the Microsoft Entra ID admin center.
What if the channel was deleted because the requisition was filled or closed?	Workday can't recover channels that are deleted due to the requisition being filled or closed. However, your MS Teams or Azure admin can restore it. After it's restored, please notify Workday Support so we can update our database accordingly.
Why wasn't an MS Teams channel recreated after I reopened a requisition?	MS Teams prevents the creation of a new channel when a deleted channel of the same name still exists in its Soft Delete recycle bin (30-day retention). You must wait for the 30-day Microsoft retention period to expire.
Can I restore messages from a deleted channel and relocate them to a new one created for the same requisition?	When the original channel is recovered by your IT team, all associated messages are restored. However, when a new channel is created for the same requisition, previous messages from the deleted channel are unavailable.
How long does it take for a deleted channel to disappear from view?	A deleted Teams channel (including shared channels) are generally hidden from the UI within 30 days of deletion. However, the channel and its content are retained for this period to allow for recovery. After 30 days, the channel is permanently deleted.
What happens when a role that was previously filled becomes unfilled?	After the role is filled, the channel is deleted and won't reopen for the same requisition.
How does Workday manage the retrieval or auditing of messages sent through MS Teams after a channel has been deleted?	This is managed through the client's instance of MS Teams. Workday doesn't provide this support.

Roles, Collaboration, and History

What happens when a primary recruiter is changed on the requisition?	When a primary recruiter is updated on a requisition: 1. The previous primary recruiter is removed from the channel. 2. The new primary recruiter is added. 3. An automated notification is posted to announce the new primary recruiter and owner of the shared channel. Note: The requisition remains under the original team structure in the menu on the left. This remains in the same location to prevent duplicate channels and loss of chat history.

What happens if I change the hiring manager?	The new hiring manager is added to the channel. The previous hiring manager is removed, unless they are still assigned to the requisition in a different role. If this is the case, they are usually retained as a channel team member to ensure they keep access to historical context.
What happens when another role is changed (such as the manager, assistant, or sourcer)?	An automated notification is posted to announce any channel additions, removals, and role changes. Example: • [User] *was added to the channel* • [User] *was removed from the channel*
Does the team name change if the recruiter (or another role) is updated?	The team name doesn't change, even if the recruiter or another role is removed.
Can new members (recruiters or managers) see the channel history?	When a user is added to an existing shared channel (due to a role change, for example), they are able to view the entire conversation history from the beginning of that channel.
Are newly-added recruiters on a requisition automatically added to the channel?	After an update is complete, new recruiters on a requisition are added to the channel if they belong to a supported role for that client.
When a user leaves the channel, are they automatically added again later?	When a user manually leaves the channel, they are not re-added during future updates.
Can I manually add people to the shared channel?	Only the channel owner can add people to the shared channel. However: • Users added manually must be assigned to the requisition in the ATS to view data in the Hiring Manager Dashboard tab. • HiredScore automated messages doesn't tag manually added users.
Why can't I share a candidate with a specific manager?	If you can't find a manager's name when you try to share a candidate, this means that they aren't assigned to your requisition. HiredScore creates user profiles based on active ATS assignments. To resolve this, assign the manager to the relevant requisition in your ATS. After the system syncs (approximately 15 minutes), their profile is created and they are visible in the **Share** list.

Notifications and Messages

Can a message be re-triggered if it wasn't sent?	In general, you can't re-trigger messages. The only exception is the daily digest, which you can resend for a specific channel by submitting a Support ticket.
Why do I receive Open Task notifications on days I didn't schedule?	HiredScore uses Adaptive Cards (live-updating messages). When a candidate's status changes (such as moving to *Review*), the system updates the existing message card in the channel. MS Teams handles this update as a new activity,

	often highlighting the channel in bold (unread), or sending a push notification if you were tagged in the original message.
Why does my Activity Feed contain duplicate notifications?	When an Adaptive Card updates with new data, MS Teams may log this as a new event in your Activity Feed. When you are directed to an old message after clicking the notification, this means that it was a data refresh instead of a new message.
Why didn't the Welcome message send?	To trigger the Welcome message, the hiring manager must be assigned at the exact moment of channel creation. If the channel is created first (based on the requisition opening), and the hiring manager is assigned later, the Welcome message trigger fails and is skipped.
Why can't I right-click and Copy Link from a notification?	This is a MS Teams limitation with Adaptive Cards, in which the card is interpreted as a single object. Instead, you can click the link to open it in your web browser, and then copy the URL from the browser's address bar.

Troubleshooting and Display Issues

Why is the HiredScore tab blank or saying Access Denied?	• Role Mapping: Your role in the ATS (such as Delegate Recruiter) may not be mapped to a standard role in HiredScore. Contact support to update the role mapping. • Licensing: Ensure you have a valid Office 365 license. • Caching: For recently added users, try to access MS Teams through web browser to verify whether it's a local app caching issue.
Why are candidates missing from the Dashboard?	There is often a data synchronization lag between the ATS and the Dashboard. For candidates that were moved to **Submitted to Manager**, allow 1 to 2 hours for the systems to sync.
Why did my channels disappear?	If multiple channels disappear at once, this may mean that your IT department archived the entire MS Team hosting the channels. Contact your internal IT admin to unarchive the specific Team ID.