How to Send Secondary Submission Emails using Oracle Taleo, to Candidates Applying on an External Career Portal

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Abstract:

This document presents two innovative solutions for the efficient and targeted delivery of secondary submission emails to candidates applying for job positions via an external career portal. Solution 1 is designed to send emails to candidates who have applied using the short application flow, while Solution 2 offers a customized approach that aligns with specific business guidelines and workflows.

Keywords: *Secondary Submission Emails, External Career Portal, Customized Emails, Acknowledgment Action Block, Selective Sending, Custom Email Correspondence, Business Guidelines, Candidate Selection Workflow (CSW), Geographic Location*

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Introduction:

The effectiveness of an external career portal largely hinges on the seamless and timely communication with candidates. This document introduces two innovative solutions, meticulously designed to enhance the distribution of secondary submission emails to job candidates, catering to their unique circumstances and aligning with organizational goals.

Solution 1: Secondary Submission Emails for Continent America

Selective Email Distribution:

To ensure that secondary application links are dispatched only to relevant candidates, the following technical steps are recommended:

Create a New Block: Within the application flow, initiate the creation of a new block that will house the subsequent actions. This new block serves as the foundation for customized email communication.

Insert an Action Block: Embed an action block, which closely resembles application blocks, within the newly created block. This action block is crucial for orchestrating email communications.

Acknowledgment Email Action: Access the Block Menu and drag-and-drop the acknowledgment email action. It is vital to note that this action block will remain invisible within the application flow's user interface, ensuring a seamless candidate experience.

Target Short Application Flow: Exclusively assign the new action block to the short application flow, ensuring that it aligns with the desired candidate journey and caters to candidates who have opted for this specific application pathway.

Here are emails that can be configured in the Taleo System:

JOB-SPECIFIC APPLICATION ACKNOWLEDGEMENT

This correspondence is sent to candidates after applying to a specific role.

To: {CANDIDATE.EMAIL}

Subject: {Requisition.JobTitle}-{REQUISITION.NUMBER} at {Other.CompanyName}

Sir or Madam:

We have received your application for the position of {Requisition.JobTitle}-{REQUISITION.NUMBER} and are currently reviewing your experience and qualifications.

If you would like to review your candidate file, click here.

If your profile corresponds to our requirements, a member of our HR Department will contact you soon.

We thank you for your interest in {Other.CompanyName}.

Best regards,

Human Resources Department

{Other.CompanyName}

Replies to this message are undeliverable and will not reach the Human Resources Department. Please do not reply.

JOB-SPECIFIC CAPTURE RESUME ACKNOWLEDGEMENT, NEW CANDIDATE

This correspondence is sent to candidates after applying to a specific role after the recruiter has completed the application form on the candidate's behalf.

Note: If there are no plans to complete application forms on behalf of candidates, this email can be made inactive.

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To: {CANDIDATE.EMAIL}

Subject: {Other.CompanyName}: Acknowledgement - We received your application

Sir or Madam:

We have received your application for the position of {Requisition.JobTitle}-{REQUISITION.NUMBER}. We thank you for your interest in our company and would like to inform you that you can consult our current job opportunities and easily apply online through our corporate Web site.

You can review the candidate file that has been created for you, by using the following access code.

Access Code: {Candidate.SecurityCode}

To access your candidate file, click here.

If you already accessed your candidate file by creating your password, you can now directly access your application by clicking here.

We also invite you to submit your candidate profile, where you may choose to be informed by email of job openings that match your profile and fields of interest.

Again, we thank you for your interest in {Other.CompanyName}.

Best regards,

Human Resources Department

{Other.CompanyName}

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Replies to this message are undeliverable and will not reach the Human Resources Department. Please do not reply.

Job-Specific Capture Resume Acknowledgement, Registered Candidate

This correspondence is similar to above except that the candidate already exists within the database.

Note: If there are no plans to complete application forms on behalf of candidates, this correspondence can be made inactive.

***

To: {CANDIDATE.EMAIL}

Subject: {Other.CompanyName}: Acknowledgement - We received your application

Sir or Madam:

We have received your application for the position of {Requisition.JobTitle} - {REQUISITION.NUMBER}. We thank you for your interest in our company and would like to inform you that your candidate file has been modified accordingly.

If you would like to review your candidate file, click here.

We also invite you to submit your candidate profile, where you may choose to be informed by email of job openings that match your profile and fields of interest.

Again, we thank you for your interest in {Other.CompanyName}.

Best regards,

Human Resources Department

{Other.CompanyName}

Replies to this message are undeliverable and will not reach the Human Resources Department. Please do not reply.

JOB-SPECIFIC REFERRAL, AGENT

This correspondence is new to version 6.1. Previously there was only piece of correspondence that was sent to referrers (friends and agents). The email is sent to the agent (external recruiter) thanking them for referring candidates.

***

To: {AGENT.EMAIL}

Subject: Thank you for your referral to {Other.CompanyName}

Sir or Madam:

We thank you for referring {Candidate.FullNameOrCandidateEmail} to our company for the position of {Requisition.JobTitle}-{REQUISITION.NUMBER}. His/her file is being reviewed. If s/he is hired and successfully completes the probation period, we will contact you regarding the bonus associated with your referral.

Please note that your rights as the referrer of this person are valid {Other.ReferralValidityPeriod}. However, if this person was already in our database under a different email address, the bonus might be non-applicable. For more information on our referral program, visit {Other.CompanyStaticPage}.

We thank you for using our employee referral program and welcome you to refer more candidates to us.

Best regards,

Human Resources Department

{Other.CompanyName}

Replies to this message are undeliverable and will not reach the Human Resources Department. Please do not reply.

Customized Email Communication:

To facilitate tailored communication and provide candidates with a personalized experience, follow these steps:

Develop a Custom Email Correspondence: Craft a custom email correspondence that aligns with the organization's branding and messaging guidelines. This correspondence will serve as the foundation for tailored email communication.

Link It to Requisition Location: Associate this custom email correspondence with the 'Requisition Location' element. By doing so, emails will be dispatched based on the specific location specified in the requisition, ensuring that candidates receive information relevant to their geographic location.

Establish an Indirect Connection: Forge an indirect connection by linking message templates to the requisition location. This sophisticated mechanism ensures that emails are sent to the appropriate locations, thus avoiding any miscommunication or confusion.

Placement of Action Block: To ensure the desired candidate behavior and communication flow, strategically insert the application action block at the conclusion of the application flow. This ensures that the secondary submission email is sent at the right moment in the candidate's journey.

Solution 2: Custom Solution Aligned with Business Guidelines

This custom solution is specifically designed to align with organizational business guidelines and deliver a secondary application flow following a candidate's completion of the short application process. Follow these steps to implement this solution:

Email Notifications: Create an email notification that is triggered when a candidate reaches the first step and status of the Candidate Selection Workflow (CSW). This notification is sent to all candidates who progress to this initial CSW step and status and includes the secondary application link, ensuring that candidates receive the necessary information to continue their journey.

Here is an email that can be triggered:

WORKFLOW EVENT NOTIFICATION

Notes: Notification of a new event (step/status) in the workflow process

To: System User

Subject: New event for the requisition {RequisitionIdentifier}

A new event has occurred in the selection process for your requisition ({RequisitionIdentifier}): {StepStatus}.

For more details, please refer to the candidate file attached to this message.

Best regards,

System Administrator

Replies to this message are undeliverable. Please do not reply.

Additional Email Correspondence: Develop an additional email notification intended for all US-based candidates who reach the first step and status. This email correspondence should also contain the secondary application link to facilitate a smooth transition into the secondary application process.

Acknowledgment Action Block: Create an acknowledgment action block within the secondary application flow, tied to a correspondence that functions as a generic thank-you email. This final step in the process ensures that candidates are appropriately acknowledged and provided with a seamless experience.
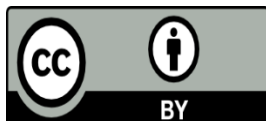
Conclusion:

These two innovative solutions offer practical and efficient methods for delivering secondary submission emails to candidates engaged in the external career portal application process. Solution 1 introduces selectivity and customization, ensuring that candidates receive tailored communication. Solution 2 aligns with established business guidelines, enhancing the overall candidate experience and organizational efficiency. These solutions collectively contribute to the effectiveness of the career portal, making it a valuable asset in the talent acquisition process.

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