Recruiting

The H1 2020 release brings new functionality to many areas of SAP SuccessFactors Recruiting. The offer approval will speed up as a result of bulk processing. The introduction of the Position object in the job requisition and offer templates is a nice addition too. And the introduction of the Candidate Experience Management solution from Qualtrics, to seek out candidate feedback through the application process, is something I'm sure every forward-looking recruitment user is interested in knowing more about.

In this article, I'll be covering each of these topics and more:

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Recruiting Management

Mass Offer Approval of Candidates

The first feature is a fantastic one for customers with a requirement to send out offer approvals in bulk. This feature gives the opportunity to create, edit or cancel offer approvals to multiple candidates, as well as create new offer approval versions for any offers in declined, completed, or cancelled status.

Recruiters can request a way to approve offers for multiple candidates using a single action. This feature allows approvers to accept or decline offers one at a time for single/multiple candidates.

Support Position Generic Object on Job Requisition and Job Offer

If you activate this Admin Opt-in feature, you can create a single requisition for multiple positions, and you can also create a requisition for a position without copying all the attributes of that position into the requisition fields. So, the best thing for candidates is that they only need to apply once, for similar jobs.

Previously, recruiting users used to advertise for each position individually. With this new feature, recruiters can advertise once for multiple positions, thereby reducing the administrative overhead for a recruiter. It is also worth noting that later in the recruiting process, you are able to generate an offer for a position that was selected on the requisition.

Enhancements to the Forward as Applicant Functionality

When forwarding a candidate to another job, there is now the support to carry forward attachments of type "multiattachmentsselection". Through this (Admin Opt-In) feature the recruiters can have access to previous application's interview

feedback, comments, answers to pre-screening questions, assessment results, background check results, and so on, from the current application in the Job Application page.

The Jobs Applied section of the Job Application page now includes an indication of where the candidate was forwarded from.

Direct Access to Application Profile

Another interesting and universal feature is that SuccessFactors Recruiting users can now copy and share an application URL from the Job Application summary screen. This means that you can generate an application profile link, and then paste it into an e-mail, online chat, etc. to provide an easy navigation option to the recipient, which makes for an altogether better experience.

Support for Accent Characters in Quick Search

The introduction of an accent character support has improved the candidate quick-search functionality. It now supports familiar accent characters in the other languages being mapped to English-language characters, so that you can search for candidates without adding accents to their name.

Recruiting Marketing

Qualtrics Feedback from Job Applicants

If you use Qualtrics, you can now use the Admin Centre to embed a survey into the Recruiting job application process directly.

Many customers are looking for ways to get feedback, from both internal and external candidates, about their recruiting application experience immediately after they submit a job application on their career site. SAP has provided this functionality by using a Qualtrics and SuccessFactors integration.

This integration helps to simplify the process of creating and managing recruiting feedback so that the application process can be improved where necessary.

This integration is the first, but certainly not the last, use of Qualtrics in the SuccessFactors suite, as SAP continues to put the "X" experience into HXM!

Note: Enabling this feature requires a Qualtrics license as well as Career Site Builder. You can use your Qualtrics account to create surveys and to view feedback results.
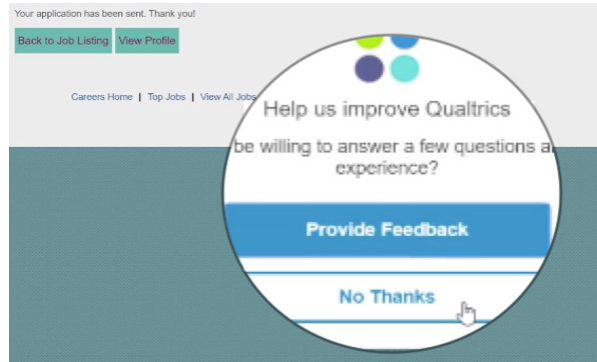
Adjustment of Spacing Around Career Site Components

One of the minor enhancements for Recruiting Marketing is the new possibility that you can now adjust the spacing around page components to accommodate your Career Site requirements. This includes general spacing controls and the addition of margins to the components, either through customised spacing size (a choice of system standard sizes) or predefined pixel sizes (spacing you can specify to a particular number of pixels).

Preview Option for Advanced Rules Created in Career Site Builder

To verify an advanced rule in Career Site Builder is valid, there is now a preview option. The option enables you to test a rule before it is added to a category page. A "Test Rule" button is included in the Edit Advanced Rule dialog window. When you select it, the table in the dialog is populated by those jobs that match the criteria of your rule.

Editable Job Field Mapping in Custom Job Page Layouts

As a result of customer feedback, SAP has amended the behaviour of the Custom Job Page Layouts, so that customers can choose a different Job Field Mapping after they have created a custom job page layout. As a result, there is now no need to delete a custom layout just to change the value in the field. This is a universal update.

Google Maps for Branded Career Sites

Another feature highlight is available when you enable the Branded Search Results option in Career Site Builder. Upon enabling this, all Google job maps for non-default brand pages (such as home, content, job layout, landing, or category pages etc.), will display only the jobs for that brand.

In previous versions, any Google job map you displayed on your branded site showed all of your jobs, regardless of brand. Now, with this release, this is changed, such that Google job maps displayed on your branded site only show jobs for that specific brand. A logical and welcome universal update.

Home Button Links Back to Branded Career Site

Based on customer feedback around improving the candidate experience, SAP has provided an update for branded career sites. When selecting the home link at the top of the page, it now takes you to that specific brand's jobs home page, rather than to the jobs home page for the main corporate brand.

Recruiting Posting

Automated Job Posting to Job Boards

There is a minor release feature in Recruiting Posting so that jobs can be posted automatically to job boards when the jobs are posted to the external career site. This eliminates the need for the recruiter to manually post the jobs to job boards. You can view a demo here.

Do take note that this change does require some configuration to utilise. You would need to enable the Intelligent Service Center (ISC) in Provisioning, assign ISC permissions and then create a flow for the "Initiate Job Posting" event.

Enhancements to Self-Service Reports in Recruiting Posting

This universal feature enhances self-service reports to add more options to track and monitor the recruiting posting usage. You can also select school job boards as part of self-service reports. The following options added below for self-service Reports:

Period:
• Last (for example, last x days, weeks or months).
• Since (for example, since the fifth of the month).

Sending Frequency:
• Time of the day.
  - Example: the sending frequency can be every day, at 12:30 pm.
• Days of the week.
  - Example: the sending frequency can be every week on Monday and Friday at 08:00 am.
• Days of the month.
  - Example: the sending frequency can be every month on the first, the 16th, and the last day, at 6:15 pm.

Note: Reports are generated in Coordinated Universal Time (UTC).

Job Boards in the Job Board Market Place

There were many new job boards added to the Job Board Market Place to fulfil the continuous recruitment needs of customers in this release. These include:

• PharmiWeb – Worldwide.
• Hireveterans.com – United States of America.
• ExpressoJobs – Canada.
• Secretaire-inc. – Canada.
• Work 180 – Australia.
• JobThai, Top Gun – Thailand.
• Jobstreet VN – Vietnam etc.
• Superjob.ru – Russia.
• Undelucram – Romania.
• Immo-jobs.ch – Switzerland.

Conclusion

We can see that SAP SuccessFactors have substantially invested in Recruiting module enhancements for this release. From the mass offer approval to supporting the position object in Job Requisition and offer detail. I think this release also brings great news, as the possibility to includes Qualtrics feedback for applicants will bring many benefits to improve candidate relationship experience in recruiting. It's a place for Qualtrics to make a big difference. One thing I think is undoubtedly safe to say is that– we can expect to see a lot more around survey capabilities in upcoming releases, and Qualtrics will have a big part to play.

Some key points to take away are that SAP is focused on user-friendliness and self-service of administrator tools, as well as enhancing the recruitment process with minor but useful improvements throughout. I look forward to seeing how this will continue in the H2 release later this year.

How Can We Help?

Zalaris excels in delivering comprehensive HR and payroll services across the Northern Europe, UK, the Baltics and Poland. Our industry leadership position, however, goes beyond the borders and constraints of other providers to enable what matters most to our clients: maximising the value of human capital through excellence in HR processes.

- **Scoping Services** - for if you are thinking of moving to the HCM Cloud but are unsure of where to start.
- **Support Services** - for if you are already using SAP SuccessFactors and want a flexible support partner.
- **Release Management Services** - for if you are struggling to take advantage of the quarterly innovations in SAP SuccessFactors.
- **Business Process Services** - for if you are looking for operational support with your HCM processes.
- **Training Services** - for if you are not getting the most out your SuccessFactors system.