

Pega's University Program



ABC Recruitment (Use Case)



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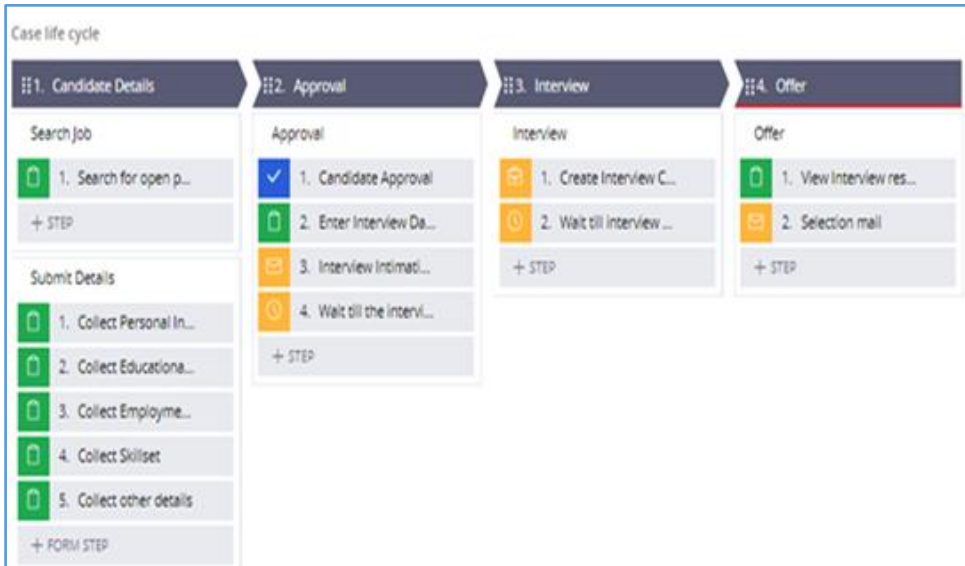
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ABC Recruitment 8-10 Hours

Use Case ID:	UC-11	Version	2.0
Use Case Name:	ABC Recruitment		
Platform Details	Pega 8.4	Time for completion	8-10 hours
Created By:	Subashini A	Last Updated By:	Sarada Satapathy
Date Created:	29-03-2020	Last Revision Date:	05-06-2020
Concepts Covered	<ol style="list-style-type: none"> 1. Case Design (Primary & Alternate stages) 2. Multi step form 3. Optional Actions 4. Child case, Case dependency using wait shape 5. Data Design 6. Data Transform 7. Data Propagation 8. Locally Sourced Data 9. Data pages 10. Correspondence 11. Validations 12. Reports 13. Delegation 		
Description:	<p>OJP is an organization that wants to use a Pega 8 application to automate their Recruitment process.</p> <p>Any Job seeker should be able to login to this application and apply for job. Job seeker can view the open positions available and can select his/her suitable position to apply.</p> <p>The Job application case should capture the personal details, educational qualifications, work experiences, skills. Once the information is submitted, the case should get routed to the manager for approval. The manager can approve or reject the application. In any case, an email should be sent to the job seeker informing him of the manager's decision.</p> <p>If approved, the date of interview will be fixed by the manager and it is communicated to the candidate by email. The interview child case will be started on the day of interview. The interviewer will view the details of the candidate, conduct the interview and either select or reject the candidate. The result of the interview (Selected/Rejected) will be sent back to the Parent case.</p> <p>The parent case will wait till the child case is resolved. In the parent case, manager will verify the result of the interview, and the mail will be sent to the selected candidate.</p>		
Actors:	Applicant, Manager, Interviewer		

Trigger:	Case is instantiated when the applicant logs in to the Recruitment portal to apply for an open position in ABC organization.
Preconditions:	Create users (operators) for Applicant, Manager and Interviewer
Postconditions:	If the candidate is selected in the interview, the selection mail will be sent to the candidate. If the candidate's Job application is rejected, the rejection mail will be sent. Case will be closed with proper case status.
Normal Flow:	<ul style="list-style-type: none"> Job application case is created Candidate will select an open position and apply for it by submitting personal, educational details, work experience and other details [please refer to the end of the document for data types] Manager will approve the candidate and schedules an interview Interview will be conducted on the specified date Interviewer will either select or reject the candidate. Candidate will be informed by mail if selected in the interview  <p>Case life cycle</p> <p>1. Interview</p> <p>Conduct Interview</p> <p>1. Conduct Interview</p> <p>+ STEP</p>
Alternative Flows:	<ul style="list-style-type: none"> Manager may reject the candidate. The rejection email will be sent to the candidate specifying that the candidate's profile is not suitable for the applied position

Application Rejection

Application Rejection

 1. Rejection mail 

+ STEP

Optional Actions

- Interview can be rescheduled to any other date.

Life cycle Optional actions

Stage-only actions

1. Candidate Details


2. Approval

3. Interview

4. Offer

+ STEP

+ ACTION

1. Reschedule Interview 

+ ACTION

+ ACTION

Mock Up Screens

Job Search

Search for open position AC

Position Applied

Job ID

J1

Job Title

System Architect

Description

Project implementation

Department

Pega

Experience Required

0

Cancel Save Submit

Candidate Details

1. Collect Personal Information ✓ 2. Collect Educational Details ✓ 3. Collect Employment Details ✓ 4. Collect Skillset 5. Collect other details

Candidate Information Configure this view

Name

Krishna

DOB

3/2/2010

Gender

Female

Email

krishana@gmail.com

Phone number

955678990

Address

47, Sector II,
Gandhi Nagar
Chennai

✓ 1. Collect Personal Information 2. Collect Educational Details ✓ 3. Collect Employment Details ✓ 4. Collect Skillset 5. Collect other details

✓ Educational Details

+ Add item X Delete

	Course	Institution	Year of passing	Percentage	Remarks
1	MCA	Pega University	2020	85	First class
2	BSC. CS	Pega University	2018	90	Distinction

✓ 1. Collect Personal Information ✓ 2. Collect Educational Details 3. Collect Employment Details ✓ 4. Collect Skillset 5. Collect other details

✓ Work Experience

+ Add item X Delete [Configure this view](#)

	Role name	Company name	Years of experience
1	Project Trainee	TS Softwares	1
2			

✓ 1. Collect Personal Information ✓ 2. Collect Educational Details ✓ 3. Collect Employment Details 4. Collect Skillset 5. Collect other details

✓ Skillset

+ Add item X Delete

	Skill Name	Details
1	CSA	Pega 8.3 Certification

✓ 1. Collect Personal Information ✓ 2. Collect Educational Details ✓ 3. Collect Employment Details ✓ 4. Collect Skillset 5. Collect other details

Additional details

Worked on below projects

1. Campus Recruitment application
2. Food Order application

Manager Approval

Approval AC

Please approve or reject this Job Application

Job Title
System Architect

Candidate Information

Name	DOB
Krishna	3/2/2010
Gender	Email
Female	krishna@gmail.com
Phone number	Address
9555678990	47, Sector I Gandhi Nagar Chennai

✓ Educational Details

+ Add item X Delete

	Course	Institution	Percentage	Remarks	Year of passing
1	MCA	Pega University	85	First Class	2,020
2	BSC CS	Pega University	90	Distinction	2,018

Work Experience

+ Add item X Delete

Company name	Role name	Years of experience
TS Softwares	Project Trainee	1

Skillset

+ Add item X Delete

Details	Skill Name
Pega 8.3 Certification	CSA

Notes

Accepted

Interview Scheduling

Enter Interview Date

Interview Date *

Conduct Interview (Child case)

Interview (C-13001)

NEW



Conduct Interview

AC

Candidate Information

Configure this view



Name

Krishna

DOB

3/2/2010

Email

krishna@gmail.com

Phone number

9555678990

Interview Result *

selected



Comments

sound technical knowledge, good attitude

Cancel

Save

Submit

	<p>View Interview result (in Parent case)</p> <div> <div>View Interview result</div> <div> <div>Interview Result selected</div> <div>Cancel</div> <div>Save</div> <div>Submit</div> </div> </div> <p>Correspondence Templates</p> <p><u>Interview Scheduling mail</u></p> <p>Hi Krishna</p> <p>Thanks for applying for the position <<position name>>. We look forward to have a face to face interaction on <<date>> for the next interview process. . Please confirm your availability. For any further details you can reach to our hiring manager <<contact no.>></p> <p>Please find below our office address ABC Limited Sector IV, JP Nagar Bangalore - 45</p> <p>Regards,</p> <p>Hiring Manager ABC Recruitment</p> <p><u>Selection Mail</u></p> <p>Hi Krishna</p> <p>We are happy to offer you the role of System Architect in our organization. Please reply to this mail as a confirmation of the offer accepted.</p> <p>Regards,</p> <p>Hiring Manager ABC Recruitment</p>
	<p>Exceptions: NA</p>
	<p>Includes Create data types in the appropriate layers and create reusable sections</p>
	<p>Frequency of use Any time when “Open positions” are available in ABC</p>
	<p>Special Requirements: Candidate phone number should be 10 digit long/ alternate number and valid email id Manager should approve/reject the candidate in 3 business days Interview date must be a future date Required field validations should be used appropriately Custom case status such as “Interview-Scheduled” can be used</p>

Future Requirements:	Customer Sign-Up Interview can be conducted at various levels Work queue for HR Managers and Interviewers
Assumptions:	"Positions" local data source contains only "Open" job positions
Notes and Issues:	NA
Reports	Manager should see the summary report of how many candidates are recruited per department
Delegation	Manager can add new positions. [Positions local data source can be delegated for adding new positions]
Acceptance Criteria Functional Testing	Unit test to ensure that the initial urgency of Job application case is set to 20 All requirement should be implemented UI screens should adhere to the mock up screen formats

Data Types that can be used

- Create a data type called **"Positions"**, create a local source for it and add records.
 - Job ID, Job Title, Description, Department, Status (Open/Closed), HR Name, Date of creation, Experience required

Job ID	Job Title	Department	Status	Date of Creation	HR Name	Description	Experience Required
1	System Architect	Pega	Open	3/29/2020	Sara	Project implementation 0	
2	Senior System Architect	Pega	Open	3/29/2020	Sara	Project implementation 5	
3	Sales Head	Sales	Open	3/29/2020	Jade	Product Sales	10

- Create a data type called **"Candidate"** with the following fields
 - Name, DOB, Gender, Email, Phone number, Address
- Create a data type called **"Educational Qualifications"** with the following fields.
 - Course Name, Institution, Year of passing, Percentage scored, Remarks
- Create a data type called **"Work Experience"** with the following fields.
 - Role name, Company name, Years of experience
- Create a data type called **"Skillset"** with the following fields
 - Skill name, Details

Enhancements

1. Conducting Multiple Interviews (Project Interview, Technical Interview) which can happen in any order.
2. Trigger an Email once assignment added to worklist of operator
3. Determine the candidature status by calculating based on the scores awarded in interviews.
4. If required candidates can withdraw the application during the case processing and can modify their communication details.
5. Recognise any duplicate applications from the same candidate
6. Facilitate the candidate to download the application form for future use.
7. Restrict the availability of the job offer for a certain period from the date of selection
8. Screen the candidate before proceeding to the interview based on the experience and his previous job responsibilities (if any)
9. Identify the recruiter who process the case to send communication status to the candidate.
10. Display the list of applications processed by the recruiter