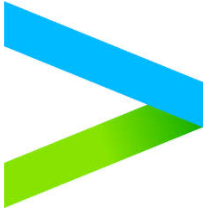
# 

**Design Document**

**AI in Candidate Recruiting**

**Version History**

| Version | Date | Author |
| --- | --- | --- |
| 0.1 | 23-03-2018 | Ishi Tenguria/ MoolSingh |
| 0.2 | 25-03-2018 | Mohammed Farhaan |
| 0.3 | 28-03-2018 | Ishi Tenguria/ MoolSingh |
| 0.4 | 06-04-2018 | Ishi Tenguria/ MoolSingh |
| 0.5 | 10-04-2018 | Mohammed Farhaan |
| 0.6 | 13-04-2018 | Ishi Tenguria/ MoolSingh |

**Revision History**

| Version | Description | Approved by |
| --- | --- | --- |
| 0.1 | Initial Draft |  |
| 0.2 | Technical Specification Added |  |
| 0.3 | Additions in Sec 2.3.2 & 2.3.3,  Section 5- Suitable Jobs  Section 6- Work Location  Section 7- Need Help  Section 8- FAQ’s,  Section 9- Workspace 360 Degree  Section 10- Documents  Renumbered, Integration Sections & updated in Technical WD Interface doc history tab |  |
| 0.4 | High Level Requirement added with specific requirements in respective sections |  |
| 0.5 | Integrations details added & modified. |  |
| 0.6 | Added Section 11 ,12,13 |  |

Reference Documents

| Document |
| --- |
| Questionnaire |
| Metric Docs |
| High Level Requirement Document |

**Technical WD Interface**

| Document |
| --- |
| Refer Section & Sub-section: 14,15 and 16 |

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## **High Level Requirements:**

**IRENE ::** VIRTUAL DIGITAL ASSISTANT FOR CANDIDATES (Conversation + Transactional BOT)

1. IRENE is an AI Virtual Assistant created for candidates to instantly answer all questions the candidate might have about the organization and keep him/her engaged throughout the entire recruitment process.
2. IRENE will be trained to a create the Candidate profile and recommend suitable Jobs to the candidates with the help of the resume that will be uploaded by the candidate.
3. IRENE will be trained to show an overview of Work locations to the candidate and recommend the nearby offices that the candidate could join to save transit time.
4. IRENE will be integrated with an AR-VR software which would enable the candidate to get a real-time Workspace Experience.
5. Enabling Mobility for Candidates, IRENE will be enabled to send Job Alerts to Candidates and the assistant will be accessible using mobile devices as well.
6. IRENE will be trained to Automate Initial Screening Process using Conversational BOT.

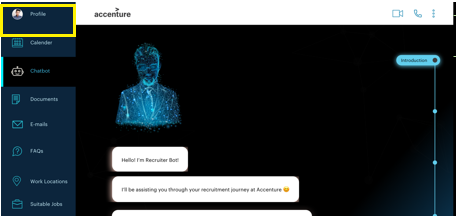
|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 1 | Chatbot | 1 Chatbot will be available to all Users visiting the Company’s Career Website or the Company’s Portal. | 1a. Available either on Company Portal or the Company Career Site. |
| 1b. The Chatbot should be accessible via Mobile devices (Tablets/Mobiles) on Android /Apple devices etc. |
| 2 | Login Screen & Profile | 2.1. First time visitor will be called Guest and Guests would will feel like if they are interacting with a real human being with the pleasant face/ photo. | 2.1a. IRENE is required to greet the guest with a personalized greeting and add a couple of small talk statements if needed and reply to questions with the most relevant answer available in the database. |
| 2.1b. IRENE is expected to exhibit Sentiment Analysis to be able to empathize with the candidates and respond based on candidate’s sentiment. |
| 2.2. As a first step, IRENE will ask candidate to upload resume/photo. IRENE will then create a user profile. | 2.2a. IRENE will interact in a vibrant and impressive way with guest, asking the required details to be uploaded (resume and photo in specific size/format). AI to auto populate name and other details from the resume and create the account. |
| 2.2b. Based on the candidate profile, IRENE will change its graphical attire and appearance. |
| 2.3 Once user account is created or existing User log's in with credentials. | IRENE is required to greet the user with the candidate’s first name and will show his /her photo adjacent to name in left top corner and reply to questions with best suitable/closest available answers in database. |
| 2.4 Phone option to be enabled for all users. | Directs all candidates to company contact page showing board line numbers. |
| 2.5 Video option will be enabled for candidates with status equal to greater than screen select.  (TO BE EXPANDED FURTHER) | Integration to connect candidates with Panel/HR for video interview. Tool required that enables video interview. |
| 3 | Calendar Tab | 4.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. |
| 4.2 Calendar tab will be enabled for candidate’s status equal to greater than screen select to share their availability for next discussion for ease of Recruitment team. | Integration required between Candidate's Calendar tab and system. |
| 4 | Email Tab | 4.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. |
| 4.2 Email tab will be enabled once candidate’s account is created with User credentials. | An Integration required which would automatically Trigger email notifications to candidate on basis of the status change. |
| 5 | Suitable Job | 5.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. |
| 5.2 Once a user is logged in with account credentials, and upload resume, this tab will be enabled. And provides all suitable active Job Requisitions matching profile. | An Integration required which would redirect the users to the list of all suitable active Job Requisitions matching profile based on the keywords in the candidate’s resume. |
| 5.3 Send Job Alerts to Candidates. | AI application will have the ability to notify candidates of jobs that are of interest to them and suitable to their profile. |
| 6 | Work Location | 6.1 This tab would provide list of all office locations of company to all Users. | An Integration with Google Maps to show distance between candidate’s home and the office locations.  Candidate should be allowed to chose his location preference. |
| 6.2 Primary & additional work locations to be highlighted in map based on the Requisitions. And zooming in further, can see multiple work premises with in a City. And shows distance from Users home address to work locations. This function would be available only once user apply to a specific Job Requisition. | An Integration to support geo-tagging features that exhibit this functionality or the data to be pre-supplied and loaded as a chatbot predictive response |
| 7 | Need Help | Help tab is activated for all and users and are to be redirected to company "Contact " page or HR team. | Redirection required between help tab and company "Contact " page or HR team contact page. |
| 8 | FAQ’s | This tab will be available to everyone. All User's will receive answers in such a way that they will feel like if they are interacting with a real human being. | An Integration required which would redirect the User's to the link available on the company career page for FAQ's. |
| 9 | Workplace 360°  Why “Organization”? | This tab will be available to everyone. This tab will publish the client/employee testimonials, Mission, Vision of company, great things about company, great culture at company, Advanced technologies company work on, Talent and skills people hold in this organization, CSR activates etc. | User's to be redirected to recorded videos about these things listed. And these videos should work on all multimedia phones (E.g. Android, IOS). |
| 10 | Documents | 10.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. |
| 10.2 Tab will be enabled for candidate’s status equal to greater than screen select to share and receive documents to and from Recruitment team. | Integration to direct users to a page where it enable's candidates to view and upload/download documents in specific format and size. |
| 11 | Mobility | 11.1 Job Alerts to be enabled for all candidates who had submitted their mobile number/profile. | Integration is required to trigger mobile SMS with job alerts advising suitable job opening available. |
| 11.2 Mobile SMS alerts with information about next round of interview and Interview Schedule to be sent to candidate’s whose status is equal to greater than screen select. | Integration is required to trigger mobile SMS with information about next round of interview and Interview Schedule to be sent to candidate’s whose status is equal to greater than screen select. |
| 12 | Social Media | 12.1 To source passive candidates or to attract potential candidates, AI to surf/search on social media sites for candidates matching required skills for an open job requisition on WD. | AI should be designed in such a way that it should pick the Key words from open Job requisition from WD and then Search for suitable candidates with similar key words on social sites viz- LinkedIn, Glassdoor, FB, Discussion forums etc. |
| 12.2 InMail’s /SMS to be send to these searched candidates about these open Jobs. | AI or integration required that will send SMS/InMail’s to these searched candidates about these open Jobs. |
| 13 | Sentiment Analysis | Chatbot would be able to detect candidate sentiment and should be able to emote accordingly depending upon the words/language used by User in chat and by the pitch of sound and by emotions voice (If voice). | AI to be designed so that it can detect candidate sentiment and should be able to emote accordingly depending upon the words/language used by User in chat and by the pitch of sound and by emotions voice (If voice). |

# **1.Functional Design - Tab: Chatbot**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 1 | Chatbot | Chatbot will be available to all Users visiting the company Website or the company’s recruitment portal or if the recruitment portal is Workday itself. | 1a. Available either on Company Portal or the Company Career Site. |
| 1b. The Chatbot should be accessible via Mobile devices (Tablets/Mobiles) on Android /Apple devices etc. |

## 1.1 Page Description

Chatbot is the interface through which all the possible queries of Candidates are going to be resolved, irrespective of the stage/ status candidature is in.



## 1.2 In Scope

Chatbot will be available to all Users visiting the company Website, they can start interaction. Also, once they apply for any suitable Job requisition, they can track the status and get their queries answered for any issue related to their candidature. It should be resolved with the best possible or exact match answer from the pre-fed answers database. Data can be fetched from WD through interface.

## 1.3 Expectation.

### 1.3.1 Chatbot Link

Chatbot to be available in Company Website or the Company’s Career Site, so that a candidate (New User) can connect

and start interacting. Along with the existing candidates can make queries once logged- in to the Chatbot.

### **2. Login Screen for Chatbot**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 2 | Login Screen & Profile | 2.1. First time visitor will be called Guest and Guests would will feel like if they are interacting with a real human being with the pleasant face/ photo. | 2.1a. IRENE is required to greet the guest with a personalized greeting and add a couple of small talk statements if needed and reply to questions with the most relevant answer available in the database. |
| 2.1b. IRENE is expected to exhibit Sentiment Analysis to be able to empathize with the candidates and respond based on candidate’s sentiment. |
| 2.2. As a first step, IRENE will ask candidate to upload resume/photo. IRENE will then create a user profile. | 2.2a. IRENE will interact in a vibrant and impressive way with guest, asking the required details to be uploaded (resume and photo in specific size/format). AI to auto populate name and other details from the resume and create the account. |
| 2.2b. Based on the candidate profile, IRENE will change its graphical attire and appearance. |
| 2.3 Once user account is created or existing User log's in with credentials. | IRENE is required to greet the user with the candidate’s first name and will show his /her photo adjacent to name in left top corner and reply to questions with best suitable/closest available answers in database. |
| 2.4 Phone option to be enabled for all users. | Directs all candidates to company contact page showing board line numbers. |
| 2.5 Video option will be enabled for candidates with status equal to greater than screen select. | Integration to connect candidates with Panel/HR for video interview. Tool required that enables video interview. |

**2.1. First time visitor will be called Guest and Guests would will feel like if they are interacting with a real human being with the pleasant face/ photo.**

* Scenario 1: First Time User is shown as Guest. All the tabs are disabled for the first-time Logins.
* Scenario 2: Once candidate tries to apply for any of the job requisition, he / she will be prompted to upload the resume, post which IRENE will create the profile and will inform the candidate that he/she should be able to edit the profile.
* After the Candidate profile is created, all the Tabs in the Chatbot will be enabled for candidate usage.

Few Examples for 1st greet:

*Hello there, how can I help you this morning/noon/evening.*

*Hello there, hope you are doing great this morning/noon/evening. How can I help you? Please upload your resume in <> format using the Attachment Icon”*

*Hetal/Farhaan – Can help with few more examples*.

Few Examples for greeting existing users:

*Hello David, how can I help you this morning/noon/evening.*

*Hello David, hope you are doing great this morning/noon/evening. How can I help you?*

IRENE will prompt the candidate to upload resume, with the help of which the candidate profile will be created and the credentials will be shared to the candidate’s personal email id shared in the resume. Once account is created, Candidate shall be able to use the profile credentials to access his/her account going forward.

* Phone option would be enabled for everyone who visits the chatbot as guest or as registered user. This option will indicate to company board line number.
* Video option will only be available to the candidates who are screen select. As shown below.



* All users shall be able to type in or can speak their questions while interacting with IRENE. Mike option is profvided for this. Text to Speech and Speech to Text Conversion should be incorporated for all the questions. Please refer Questionnaire.



* At all times, IRENE’s responses should incorporate sentiments based on the candidates’ queries and responses..

**2.2 Profile Creation in Chatbot**

* When candidate logins to the Chatbot, if logged-in as Guest, “Guest” shall display, else if logged-in with credentials, his/ her profile (Name) should display, which will be asked while creating his account.
* While creating account, Chatbot shall request user to upload resume in a required format and size. Using data on resume, IRENE will automatically pick users name, User ID /Email ID and create profile and will ask user to set password and upload Profile Picture(Image). Profile Photo is not mandatory. REQUIRED FORMAT & SIZE REQUIREMENTS NEED TO BE FORMALIZED.
* Please find below the list of mandatory fields IRENE will look for in the Resume and will ask questions if some fields will not be found. Please find below fields that are mandatory for creating Application in Workday.

*“Thanks for sharing your profile. I have a few additional questions”*

*OR*

*Farhaan: “IRENE to prompt the user “Oops ! <Information> is mandatory to take your candidature*

*forward. Please update your resume and re-upload”*

|  |  |  |
| --- | --- | --- |
| SI. No. | Fields | Questions |
| 1. | Country | *Which Country do you belong to and What is your Nationality?* |
| 2. | First Name | *What is your First name? What is your Full Legal Name?* |
| 3. | Last Name | *What is your Last name?* |
| 4. | Address | *What is your Current address?* |
| 5. | State | *Which state do you belong to?* |
| 6. | Postal code | *Please provide the Postal code for your home location. If you are planning for a transfer, kindly provide us the City Postal code where you are willing to shift.* |
| 7. | Phone Number | *What is your Phone Number or Contact details?* |
| 8. | Work Experience | *What is your Job Title? Which Company do you Work for and from When? If you have any Work experience in other Organization, provide the start date, End date, Job Title and Company name for the same.* |
| 9. | Education | *What is your Highest degree of Education and from which School or University. What is start and End date of your higher qualification.* |
| 10. | Skills | *What Skills can you bring to the Job?* |
| 11. | Languages | *What all Languages you Know and What is your Proficiency Level for these Languages in Reading, Writing and Speaking?* |
| 12. | Gender | *What is your Gender?* |
| 13. | Race | *Please provide the race which most accurately describes how you identify yourself.* |
| 14. | Hispanic Or Latino | *Are you Hispanic or Latino?* |
| 15. | Veteran Status | *What is your Veteran Status?* |
| 16. | Disability |  |
| 17. | Personal Email Id | Added by Payal |

Table 1: Required Fields (Examples only).

Rashmi:

|  |  |  |
| --- | --- | --- |
| S. No. | Required Fields | Workday Fields |
| 1 | Years of Experience | Start date and End date in Company for which Candidate Worked previously or Working Currently. |
| 2 | Previous experience | Work Experience Section |
| 3 | Skill Set | Skills |
| 4 | Certifications | Education Section (Degree, etc.) |
| 5 | Score/Marks/Grades | Education Section (Percentage, GPA, etc.) |
| 6 | Location/ Preferred Location | Country, State, City and Postal code |
| 7 | Age / Date of Birth | Can be asked Via Questionnaire Setup for Job Requisition |
| 8 | Phone Number | Phone Number |
| 9 | Gender | Gender |
| 10 | Languages known | Languages Section |
| 11 | Readiness to relocate | Can be asked Via Questionnaire Setup for Job Requisition |
| 12 | Work Experience Gap (If any) | Work Experience Section |
| 13 | Educational Gap | Educational Section |
| 14 | Readiness for Regular/Contractual opportunity | Can be asked Via Questionnaire Setup for Job Requisition |
| 15 | Availability to join the organization (Notice Period) | Can be asked Via Questionnaire Setup for Job Requisition |

* Profile Picture to be displayed only when Image is uploaded by Candidate. For First timer login, it should be blank.
* If user is logged in as Guest: Tabs-Calendar, Documents, Emails, Suitable Jobs should be disabled. Only FAQ’s & Workspace 360-degree tabs shall be enabled.
* If user is logged in with profile credentials, all tabs should be enabled, and Interface will be fetching details from Workday as required.
* Based on the Candidate Profile; the animation for Chatbot (IRENE) will change Attire and Appearance.
* Based on the Candidate Profile; My Profile Tab gets populated with details as below.



* “No Information available “shall be displayed, if no detail can be fetched from Workday for any of these Tabs.

### 2.1 Enabling of all Tabs after the resume is successfully uploaded.

Once all the required fields are matched in the CV/ Resume, all Tabs are enabled.

IRENE attire should change with the profile matching\*

Suitable Job Tab to be activated. This will give all the suitable open Job Requisition matching with Candidates profile.

#### Solutioning

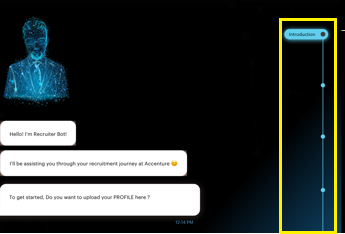
Interface to run and retrieve open job requisition form Workday, based on Key words/ Skill set.

Farhaan/Raghav/Rashmi/Lopa:

1. The Interface converts the word document into a more dynamic hypertext format and reads all the keywords from the resume and supplies the keyword as a search criterion in the recruitment portal to fetch the best matching job requisitions and displays the procured job requisitions as Names with embedded URL’s for the candidate to apply.
2. Once the candidate applies for a job; The interface will automatically create the applicant in Workday.

### 2.3 Candidature - In Process

* IRENE shall be able to answer queries of the Candidates whose candidature is in Process. Along with the status of Candidate should reflect in the Right-Side Panel. As shown below.
* Status will show on profile page of chatbot for the most recent Job requisition candidate have applied for. And user would be allowed to select/change Job requisition to see status, if he/she have applied on more than one Job requisition.



* For those candidates who have only uploaded CV / Resume, or applied for a specific Job requisition or whose profile is yet to be shortlisted or screening pending from Recruiter shall be included in Initiation status only.
* Please find below the table with the stages that can be indicated in the journey.

Rashmi:

|  |  |  |
| --- | --- | --- |
| S. No. | Job Application Stages | Description |
| 1. | Review | Initial stage of Job Application is initiated by candidate application internally, externally, or on behalf of the candidate by a recruiter or agency. |
| 2. | Screen | The screen process provides the workflow for the screen portion of the overall staffing process. It filters out candidates that don’t meet job criteria or not interested in Job opening and typically occurs early in the staffing process. |
| 3. | Assessment | Many times, the recruiting process includes testing and additional assessments before moving forward with a candidate. Third parties may perform these assessments. |
| 4. | Interview | Within the interview step, Workday can accommodate scheduling of one or more interviews, depending on the situation. During this step an interview team is scheduled and each interviewer can rate and comment on the interview. |
| 5. | Reference Check | This stage provides the opportunity to confirm the candidate's character by contacting personal and professional references. We can complete the reference check stage outside of Workday with help of third parties. |
| 6. | offer | This stage allows us to enter the compensation, such as salary, bonus, commission plans etc. The default values provided are based on eligibility rules set up in Workday Compensation. Initiation of the offer step converts the Candidate to the status Pre-hire. |
| 7. | Employment Agreement | This stage allows us to track Employment Agreement data including:  Contract Details  Collective Agreement  Probation Period  Compensation Information |
| 8. | Background Check | This stage includes checks on criminal history, finances, drug use etc. Different background check packages can be selected, depending on the needs, and the results (background check statuses) are entered in Workday |
| 9. | Ready for Hire | Ready for Hire is the completion step of the Job Application business process. |



#### 2.4 Solutioning

Interface to fetch the desired details from Workday.

### Out Of scope

Queries/question are defined in a separate Worksheet - Corpus Spreadsheet (Owners: Mukesh Karelia, Hetal <hetal.mukesh.karelia@accenture.com>; Farhaan, Mohammed [mohammed.farhaan@accenture.com](mailto:mohammed.farhaan@accenture.com))

*Farhaan: For all the queries for which the answers are not present in the database or lacks string matching or lacks proper wording, the chatbot could be programmed to output a default response as to “Can you please try to reword that, I’m still learning 😊” or “Apologies! I am not able to find an appropriate response to your query, please try to reword or reach out to xyz@abc.com ”*

## 3.Functional Design - Tab: Calendar Tab [ TO BE REVISITED LATER]

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 3 | Calendar Tab | 3.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. [NOT NEEDED] |
| 3.2 Calendar tab will be enabled for candidate’s status equal to greater than screen select to share their availability for next discussion for ease of Recruitment team. | Integration required between Candidate's Calendar tab and system. |

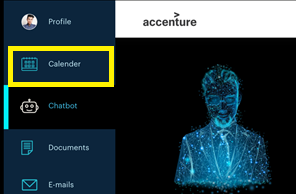
### 3.1 Page Description

* Calendar tab will be available for the candidates to show the history of appointments for the candidate with the status and future interviews planned.
* May be not at the initial stage but once their profile is shortlisted after screening. And hence this tab would be not being available to Guest users.
* Candidate can indicate their preferable slots for Interviews.

### 3.2 In Scope

### 3.3 Expectation

* Candidates will have access to this tab and then he/she can provide his/her availability for further discussions.



#### 3.4 Solutioning

### 3.5 Out Of scope

## **4.Functional Design - Tab: Email Tab**

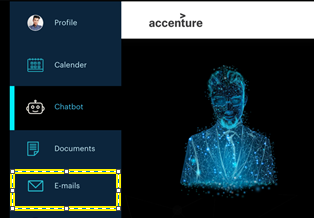
|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 4 | Email Tab | 4.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. |
| 4.2 Email tab will be enabled once candidate’s account is created with User credentials. | An Integration required which would automatically Trigger email notifications to candidate on basis of the status change. |

### 4.1 Page Description

* Email tab will be available to the candidates for communication with the Recruitment team.
* These mails will comprise of acknowledgement mails, and mail sharing the candidate status like screen selected / rejected / feedback mails as per candidate’s status.
* These mails will also be used for sharing documents and requesting documents from candidates when they are at advanced stages of recruitment.

### 4.2 In Scope

All email Communication should be maintained and traceable whenever required. Once candidate’s account is created along with credentials, Email Tab should be activated and this tab should be storing all emails related to his/her candidature.



### 4.3 Expectation

* Email Tab will reduce the time span of the recruiting life cycle as it will automatically reply to the candidate query with the help of integration with Workday and will share the candidate feedback, status etc.
* Auto email will be triggered once the status changes in system or if feedback is updated.

#### 4.4 Solutioning

Need to build an integration which will automatically trigger mails to candidate and recruiter on basis of the status and interview feedbacks updated in system.

### 4.4 Out Of scope

## 5.Functional Design - Tab: Suitable Job

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 5 | Suitable Job | 5.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. |
| 5.2 Once a user is logged in with account credentials, and upload resume, this tab will be enabled. And provides all suitable active Job Requisitions matching profile. | An Integration required which would redirect the users to the list of all suitable active Job Requisitions matching profile based on the keywords in the candidate’s resume. |
|  |  | 5.3 Send Job Alerts to Candidates. | AI application will have the ability to notify candidates of jobs that are of interest to them and suitable to their profile. |

### 5.1 Page Description

Suitable Job Tabs holds all the active job requisitions matching with the CV / Resume uploaded.

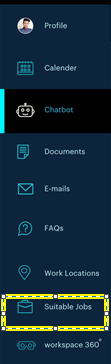
For Guest users this tab will be not available and will be hidden. Once the CV/ Resume is uploaded by registered users, this tab will be enabled. And message to click on Suitable Job is flashed.

### 5.2 In Scope

* All matching open Job Requisitions available in Workday system, matching with Candidates profile shall be displayed in list.
* Candidate shall be able to apply to more than One Job Requisition at a time.
* When Candidate clicks on “Apply Now”, Candidate is navigated to the Organization’s Career Site. Upon Applying for the first Job requisition, candidate Applicant is created in Workday.
* AI application will have the ability to notify candidates through email/Mobile SMS’s of jobs that are of interest to them and suitable to their profile. When a job requisition was posted that matched their preferences, they are notified via email. On the profile they can stipulate their preferences for where they would like to work (location) and in which area (job family).

**JOB ALERT REQUIRMENTS**

* **Preferences:** Candidate is able to set their preferences for job alerts, using our Job Profiles, Job Families, Functions, Locations (country/city) etc. Basically we would like to define what we offer for the preferences.
* **Opt in/out (legal requirement):** Candidate needs to be able to opt in and out of receiving the notifications.
* **Multiple Preferences:** Candidate can select multiple preferences (e.g. multiple locations).
* **Registration Process:** Simple registration process, minimum email address.
* **Notification:** When a job is posted, a notification is sent to all candidates who’s preferences match the job requisition details.
* **Customizable Notification Content:** Be able to customize the notification (at a global level)
* **Link to Job Ad:** Notification should include a deep link (that includes the source code) to the posted job ad.
* **Notification Preferences:** Candidate can stipulate frequency of receiving the notifications (e.g. one per job, once per day, once per week etc).
* **Link with Workday:** If possible, integrate with Workday to pass back the conversion rate. So we are able to report on the number of candidates who are hired from the job alerts (or other metrics). Also the conversion rate could come via the source code in the link.
* **Job Alert from a Search**: The ability to create a job alert based on search criteria (through a booleon search or using the search parameters).
* **External/Internal:** Solution needs to work on both external careers site and internal (Workday Find Jobs).
* **Analytics:** Analytics, open rates, click through rates etc.
* **Global Social Media:** Option to register with global social media account e.g. LinkedIn, Facebook etc. Nice to have.
* **Local Social Media**: Option to register with local social media (e.g. WeChat).Nice to have.



### 5.3 Expectations

Using the keywords on CV/Resume and as per the required fields/details provided by candidate. Integration or AI shall be able to

fetch all open Job Requisitions matching candidate’s profile. And from this page, candidate should be able to apply for those job

requisitions and candidate shall be able to apply to more than One Job Requisition at a time.

#### 5.3.1 Solutioning

Rashmi:

“Find Jobs” Workday delivered Report need to be used to fetch all Matching Open Job Requisition. Farhaan will be creating two integrations – one to fetch Open Job Requisition matching to Candidate’s profile and other one is to Link Apply Now with Job Requisition’s Posting URL (This URL will be generated post to External career site Configuration in Workday).

The Integration shall be able to fetch all Open Job Requisitions matching with Candidate.

If Workday system don’t have any open Job requisition matching candidates profile, a positive message in professional manner to

show asking the candidate to please look for Suitable roles currently or soon.

Farhaan/Hetal – Please define the message for this scenario.

### 5.4 Out of Scope

## 6. Functional Design - Tab: Work Location [ TO BE REVISITED LATER]

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 6 | Work Location | 6.1 This tab would provide list of all office locations of company to all Users. | An Integration with Google Maps to show distance between candidate’s home and the office locations.  Candidate should be allowed to choose his location preference. |
| 6.2 Primary & additional work locations to be highlighted in map based on the Requisitions. And zooming in further, can see multiple work premises with in a City. And shows distance from Users home address to work locations. This function would be available only once user apply to a specific Job Requisition. | An Integration to support geo-tagging features that exhibit this functionality or the data to be pre-supplied and loaded as a chatbot predictive response |

### 6.1 Page Description

Candidate should be allowed to choose his location preference.

Open Job requisitions primary work location (City), along with additional job locations (Cities) shall be displayed in work location Tab.



### 6.2 In scope

Primary & Additional Job Location to be identified in pictorial Map.

### 6.3 Expectations

Primary & additional work locations to be highlighted in map based on the Requisitions. And zooming in further, can see multiple

work premises with in a City. And shows distance from Users home address to work locations. This function would be available only

once user apply to a specific Job Requisition.

#### 6.3.1 Solutioning

TBD

The exact distance of work premises & home shall be driven by GPS.

Hetal – Please define the Conversational Bot related located question here.

### 6.4 Out of scope

TBD

Depending on Solutioning’s approach, we can decide.

## 7. Functional Design - Tab: Need Help

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 7 | Need Help | Help tab is activated for all and users and are to be redirected to company "Contact " page or HR team. | Redirection required between help tab and company "Contact " page or HR team contact page. |

### 7.1 Page Description

This page shall describe whom to contact. So ideally by clicking on this link, Candidate shall be directed to Contact details page of

the company website or shall provide recruiter contacts.

### 7.2 In Scope

* Contact details to be available to New User/ Existing user viz- Company Office Addresses, Board line phone number, General inquiry email id etc.
* Screen select Users can be redirected to the respective recruiter contacts.

### 7.3 Expectations

### 

Candidate shall be directed to Contact details page through this Chatbot Tab.



#### 7.3.1 Solutioning

AI to be designed to redirect users to company Contact details page, and for screen select candidates, an Integration required to

pull Recruiter's contact for that specific Requisition.

### 7.4 Out of Scope

NA

## **8.Functional Design - Tab: FAQ’s**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 8 | FAQ’s | This tab will be available to everyone and will have frequently asked questions. | This tab will be available to everyone and will have frequently asked questions. |

### 8.1 Page Description

Frequently asked questions tab will help candidates with the answers of general questions they might have during the

recruitment life cycle. This tab will available to all users.

### 8.2 In Scope

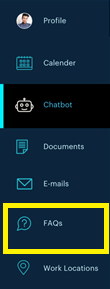
This Tab would be linked to the page available on the company career page which would read as “Frequently Asked Questions”.

This link would be highlighted in bold and will direct the users to the page where the list of questions with the answers will be

documented with the segregated sections.

### 8.3 Expectations

* This tab will be a self-help tab for the candidates and they would be able to find answers to most of their questions. Also, this tab will reduce the dependency of other sources of information which candidates may refer before they apply or during the recruitment life cycle.



### 8.4 Out of Scope

If in case there is no question/answer available in our database of a specific candidate question, then most appropriate or closest

question/answer to be displayed and a message to show that

“We are trying to get the closest available answer we have, for more details you may reach the Recruitment SPOC or [info@email.com](mailto:info@email.com)”.

Farhaan/Hetal – Please create an additional tab in Corpus Spreadsheet to indicate FAQ’s. Can be a repeat of other tabs as well.

## **9.Functional Design- Tab: Workplace 360° [To be Revisited again]**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 9 | Workplace 360°  Why “Organization”? | This tab will be available to everyone. This tab will publish the client/employee testimonials, Mission, Vision of company, great things about company, great culture at company, Advanced technologies company work on, Talent and skills people hold in this organization, CSR activates etc. | User's to be redirected to recorded videos about these things listed. And these videos should work on all multimedia phones (E.g. Android, IOS). |

### 9.1 Page Description

This tab will be helpful from the both candidate and company prospect. As this tab will publish the client/employee testimonials, great things at company, Great culture at company, Advanced technologies company work on, Talent and skills people hold in this organization, CSR activates etc. This page would also publish Mission, Vision of company.

### 9.2 In Scope

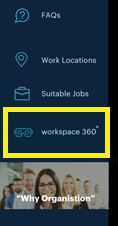
This tab will direct the users to the page where these details are published about Organization on the company website. Like

Client testimonials, Culture, Perks/benefits, Technology, CSR, Mission/Vision etc.

### 9.3 Expectations

* This tab will be a self-help tab for the candidates and they would be able to find a lot of Information about organization and its culture. Also, this tab will reduce the dependency on other sources of information which candidates may refer before they apply or during the recruitment life cycle.
* Videos can be recorded showing the great things about company, about culture, about advanced technologies, Company Mission/Vision and about client/employee testimonials etc.

* Once user click on this tab, user can be redirected to these videos or these videos should play. And these videos should work on all multimedia phones (E.g. Android, IOS).



#### 9.3.1 Solutioning

The Integration shall be directing the candidate/users from this tab to the page containing videos and Information about

organization as listed above in page description.

## 10.Functional Design- Tab: Documents

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 10 | Documents | 10.1 This tab would not be available to Guest user’s. | Hide for Guest user’s. |
| 10.2 Tab will be enabled for candidate’s status equal to greater than screen select to share and receive documents to and from Recruitment team. | Integration to direct users to a page where it enable's candidates to view and upload/download documents in specific format and size. |

### 10.1 Page Description

This tab will be available to candidates for submission of their documents required by Recruitment team during recruitment lifecycle. And, candidate can view/access the documents send by recruitment team to him/her.

### 10.2 In Scope

This tab will help candidate and recruitment team both with the sharing to and from required documents during the

recruitment life.

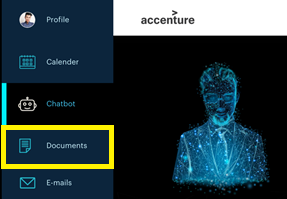
### 10.3 Expectations

This tab will direct the candidates to the page where they can view/access the documents sent by recruitment team and they

would also be able to upload the required documents to be uploaded. These documents should be in the specific size and in the

specific format (as per requirement). E.g.: Word document not exceeding 200 KB.

File Size: TBD



#### 10.3.1 Solutioning

The Integration shall be directing the candidate/users from this Chatbot tab to the page where they can upload, download, view/

access documents.

### 10.4 Out of Scope

If in case candidate is not able to view/access or download/upload documents which are above size limit or not the

required/accepted format. Candidate can reach recruitment team via mail.

## 11.Functional Design- Tab: Mobility

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 11 | Mobility | 11.1 Job Alerts to be enabled for all candidates who had submitted their mobile number/profile. | Integration is required to trigger mobile SMS with job alerts advising suitable job opening available. |
| 11.2 Mobile SMS with information about next round of interview and Interview Schedule to be sent to candidate’s whose status is equal to greater than screen select. | Integration is required to trigger mobile SMS with information about next round of interview and Interview Schedule to be sent to candidate’s whose status is equal to greater than screen select. |

### 11.1 Page Description

Job Alerts will be sent to all candidates who have submitted their profiles and the interview schedule will be sent via mobile SMS.

### 11.2 In Scope

Job Alerts with open job positions/details will be sent to all candidates who have submitted profiles and we have user’s mobile

number in our database. Mobile SMS will also be sent with information about next round of interview and Interview Schedule to

candidate’s whose status is equal to greater than screen select.

### 11.3 Expectations

* Job alerts will be based on suitable open positions in workday and AI/Integration to pick key words from user’s profile and search for all suitable open positions and match them

and then the mobile SMS to be sent to user’s.

* Mobile SMS will also be sent to candidates with the details of the next interview status and with the interview schedules. This will only happen for candidates whose status is equal to greater than screen select.

#### 11.3.1 Solutioning

AI/Integration to pick key words from user’s profile and search for all suitable open positions and match them and then the mobile

SMS to be sent to user’s.

Integration is required to trigger mobile SMS with information about next round of interview and Interview Schedule to be sent to

candidate’s whose status is equal to greater than screen select.

## **12.Functional Design - Tab: Social Media**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 12 | Social Media | 12.1 To source passive candidates or to attract potential candidates, AI to surf/search on social media sites for candidates matching required skills for an open job requisition on WD. | AI should be designed in such a way that it should pick the Key words from open Job requisition from WD and then Search for suitable candidates with similar key words on social sites viz- LinkedIn, Glassdoor, FB, Discussion forums etc. |
| 12.2 InMail’s /SMS to be send to these searched candidates about these open Jobs. | AI or integration required that will send SMS/InMail’s to these searched candidates about these open Jobs. |

### 12.1 Page Description

InMail’s/SMS will be sent via this tab to source passive and potential candidates and to create candidate pool using social media for open job requisitions.

### 12.2 In Scope

Social media sites will be leveraged to generate candidate pool for Evergreen Requisitions and it will help source passive and

prospective candidates from these social media sites viz- LinkedIn, Glassdoor, Facebook, Discussion forums etc.

### 12.3 Expectations

* AI/Integration should be designed in such a way that it should pick the Key words from open Job requisition from WD and then Search for suitable candidates with similar key words on social sites viz- LinkedIn, Glassdoor, FB, Discussion forums etc.
* Once candidate profiles are match with open jobs, AI/Integration will be sending InMail’s/ SMS to all these shortlisted candidates advising about the open positions available with our organization.

#### 12.3.1 Solutioning

TBD - AI/Integration to be designed likewise.

### 12.4 Out of Scope

TBD

## 

## **13.Functional Design- Tab: Sentiment Analysis**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Number** | **Label/Field/Tab** | **High Level Expectations** | **High Level Requirement**  **(Technical)** |
| 13 | Sentiment Analysis | Chatbot would be able to detect candidate sentiment and should be able to emote accordingly depending upon the words/language used by User in chat and by the pitch of sound and by emotions voice (If voice). | AI to be designed so that it can detect candidate sentiment and should be able to emote accordingly depending upon the words/language used by User in chat and by the pitch of sound and by emotions voice (If voice). |

### 13.1 In Scope

* Chatbot would be able to detect candidate sentiment and should be able to emote accordingly depending upon the words/language used by User in chat and by the pitch of sound and by emotions voice (If voice).
* It will help in keeping all users happy, motivated and excited about our organization and will always provide positive responses in all situations.
* IRENE should be interactive to calm stress level with decent gesture and shall be able to respond - Verbally & Written in all situations/ levels of users.

Hetal/ Farhaan - Can add few sentences /statements in this category for written responses.

### 13.3 Expectations

Guest/ Existing users query concerns should be addressed in all circumstances with appropriate and polite responses.

#### 13.3.1 Solutioning

* AI to be designed so that it can detect candidate sentiment and should be able to emote accordingly depending upon the words/language used by User in chat and by the pitch of sound and by emotions voice (If voice).
* AI to be feed with queries and their all best possible solutions. - Written & Verbal both.

### 13.4 Out of Scope

Farhaan:

## 14.Workday - Integration Configuration & Specification-Integration Description

### 14.1 Integration Type

Report as a Web Service which is accessed by running the Custom Report which outputs the data in various formats such as CSV, Simple XML and Workday XML.

14.2 Trigger

Other: External Web Service Call from the Downstream AI system environment through the Workday Provided XML link.

14.3 Frequency

On-Demand. The N number of times the AI engine makes the Report URL call.

14.4 Interface Type

Web Services: The Report XML being transmitted as a Workday Web Service.

14.5 Dependencies

Worker should exist in Workday as a Pre-Hire with a valid Workday account.

14.6 External Web Service

The External AI environment will call the current instance of the Report that feeds the External call with the as of date data from the Custom Report.

14.7 Target System

Accenture AI and various other stakeholder technologies. TBD.

14.8 System Location

In-House.

## 15.Web Service

### 15.1 Web Service Type

XML/HTTP

### 15.2 Authentication

Basic Authentication

15.3 Web Service Specification

TBD. Depend on the fields of the Custom Report.

15.4 Web Service Mapping

TBD. Depend on the fields of the Custom Report.

15.5 Workday Web Services

Get\_Applicants

Get\_Pre-Hire

TBD

15.6 Purpose

Some of the pre-hire/applicant themed web services can be used to fetch data from the Workday system if the Custom Report is not found to be feasible or the data that can be fetched from the Custom Report has limitations.

## 16.Workday Custom Report

### 16.1 Report Name

AI\_WD\_RPT\_Chatbot\_Data\_Source

### 16.2 Report Purpose

To aggregate report fields and calculated fields, the output of which serves as a source for all the responses to the anticipated questions a candidate might have during the recruitment lifecycle.

### 16.3 Report Data Source

All Pre-Hires which accesses Pre-Hire as the primary object and returns one row per pre-hire. Includes all pre-hires as well as pre-hires converted to hires.

### 16.4 Data Filters

Worker for whom the report is to query the pre-hire data for.

### 16.5 Prompts

Worker as Text Entry for whom the report is to query the pre-hire data for.

-------------------------------------------------------------------------------------------------------------------------------