# Submit X

One-Pager

## Design Goals

* Identify areas, within the process of submitting a job seeker to a job posting, where suppliers experience confusion. Then, implement a more effective way to guide suppliers through this process. This improved process should help suppliers quickly accomplish their goal of submitting quality candidates to job postings.

## What are you trying to solve?

Suppliers experience confusion with the meaning behind certain actions. For example, the meaning behind “Submit New” and “Submit Existing” is not clear. This confusion creates cases where duplicate workforce records are being created. Suppliers do not realize that certain workers already exist in their candidate pool. On top of creating duplicate workforce records in the system, it complicates the process for the supplier. The supplier manually inputs workforce record details without recognizing there is a more efficient way.

## Scope of Work (Work in Progress)

1. TBD

## Assumptions

* Suppliers are confused by “Submit New” and “Submit Existing”
* Suppliers think “Submit New” means the worker has no experience with the company listed
* Suppliers think “Submit Existing” means a worker has worked with listed company in the past
* Suppliers do not realize that a workforce record is created after going through the process of submitting a new worker
* Suppliers may not understand the meaning of the “Prequalified Only” option
* Suppliers are confused by page headings and lose track of where they are in the process

## Design Requirements

| **#** | **Title** | **User Story** | **Importance** | **Notes** |
| --- | --- | --- | --- | --- |
| 1 | Suppliers submitting workers | As a supplier, I want to quickly submit workers with the Fieldglass system in order to improve my quality score | Must-have |  |
| 2 | Suppliers submitting workers | As a supplier, I want a clear understanding of each action so that I can take advantage of all the Fieldglass system has to offer. | Must-have |  |
| 3 | Fieldglass System Administrator | As an application admin, I want a clean database (no duplicate workforce records) so that information within the Fieldglass system remains up to date. | Nice-to-have |  |

## Questions

Below is a list of questions to be addressed as a result of this requirements document:

Link to candidate search questions:

<https://sapnam-my.sharepoint.com/:x:/r/personal/luke_soenen_sap_com/_layouts/15/Doc.aspx?sourcedoc=%7BD4D13F1A-C862-4165-B416-EF22D0917EF6%7D&file=User%20Interview%20-%20Candidate%20Search.xlsx&action=default&mobileredirect=true>

| **Question** | **Outcome** | **Data Source** |
| --- | --- | --- |
| How often do suppliers create duplicate workforce records? |  | Data team (data mining ticket) |
| What percentage of Suppliers using the system understand the difference in meaning between the “Submit New” and “Submit Existing” actions? |  | We do our own research (e.g. survey the UX Partneres a.k.a. UXPs) |
| What percentage of Suppliers begin the process of submitting an existing worker but do not complete it? |  | Data team (data mining ticket) |
| Understand what other related tickets or stories are being worked on (or have been worked on). Reach out to Chris Albano. |  | Chris Albano (I’ll arrange a meeting with him next week), maybe with Yankun too |
| Are users able to navigate back to the original job posting after selecting the submit existing action button? |  | We do usability research |
| What is the average number of candidates that exist in a supplier’s candidate pool? |  | Data team (data mining ticket) |
| Do suppliers understand what a workforce record is? |  | We do our own research (e.g. survey the UX Partners a.k.a. UXPs) |
| How frequently is the “Warning: Potential Matches found.” alert triggered when submitting a new candidate? |  | Data team (data mining ticket) |
| What percent of suppliers select the continue action after the “Warning: Potential Matches found.” alert is displayed? |  | Data team (data mining ticket) |
| Do suppliers have a clear understanding of their status when submitting a job seeker? |  | We do our own research (e.g. survey the UX Partners a.k.a. UXPs) |
| What information in this process is most important for suppliers? |  | We do our own research (e.g. survey the UX Partners a.k.a. UXPs) |
| Of those that do not complete the process of submitting a job seeker, how many chose to “complete later?” |  | Data team (data mining ticket) |
| When reviewing the job posting details, what information is most important for you to know? (ex: location? Qualifications? Etc.) | Rate (83.33%)  Location (83.33%)  Qualifications (66.67%)  Duration/Type (50%)  Description (33.33%)  Hours (16.67%) | [UserZoom Survey](https://analytics.manager1.userzoom.com/1130/7a25592e-caeb-ea11-aa5e-c9768ad49726/responses/questions/b8b3e1a4-d7eb-ea11-aa5e-c9768ad49726) |
| Roughly what percentage of the time are you submitting candidates that you have pre-identified? (maybe off the top of your head or using an existing excel sheet) | Never (33%)  Rarely (50%)  Most of the time (17%) | [UserZoom Survey](https://analytics.manager1.userzoom.com/1130/7a25592e-caeb-ea11-aa5e-c9768ad49726/responses/questions/b8b3e1a4-d7eb-ea11-aa5e-c9768ad49726) |
| If you don’t know which candidates you will submit to a job posting, what is your process for finding qualified candidates? | Reference survey | [UserZoom Survey](https://analytics.manager1.userzoom.com/1130/7a25592e-caeb-ea11-aa5e-c9768ad49726/responses/questions/b8b3e1a4-d7eb-ea11-aa5e-c9768ad49726) |
| When searching for an existing candidate, in order of importance, 1st being the most important, what are your top 3 search keywords? (ex: name, skills, etc.) | Reference survey | [UserZoom Survey](https://analytics.manager1.userzoom.com/1130/7a25592e-caeb-ea11-aa5e-c9768ad49726/responses/questions/b8b3e1a4-d7eb-ea11-aa5e-c9768ad49726) |
| What top 3 details of the candidate are most important to you? 1st being the most important. (ex: location? Qualifications? etc.) | Qualifications (100%)  Rate/Wage/Salary (60%)  Location (60%)  Education (20%)  Work Authorization (20%)  Availability (20%) | [UserZoom Survey](https://analytics.manager1.userzoom.com/1130/7a25592e-caeb-ea11-aa5e-c9768ad49726/responses/questions/b8b3e1a4-d7eb-ea11-aa5e-c9768ad49726) |

## Out of Scope