## **1. Introduction**

Charter/Spectrum shares a daily sFTP file to assist with candidate tracking, as our tracking pixel cannot be placed on Mobile applications due to limitations with iCIMS.

This has resulted in a manual process for funnel tracking in order to ensure that all applications are accounted for, and that we meet their Cost-per-Apply, and Cost-per-Hire goals, and to ensure accurate performance tracking.

## **2. Objectives**

1. Enable full funnel tracking from application to hire in the Mojo Platform, and ensure that all applications are properly accounted for.

## **3. Business Requirements**

### **3.1 Application Tracking via S2S File Ingestion**

* iCIMS has known limitations with mobile pixel placement, requiring a Server-to-Server (S2S) integration.
* Ensure all application data and funnel stages are captured accurately.
* Validate data integrity across systems to prevent drop-offs or data loss.

### **3.2 Funnel Tracking from Apply to Hire**

* Implement tracking for the full recruitment funnel.
* Capture key touchpoints, including New Submissions (Applies), interviews, Offers, and hires.
  + [Current Hiring Process stages](https://docs.google.com/document/d/1jW7_s1zQhMHg8OPhGmlQuQK3EsVW688TgXdBd57lRfg/edit?tab=t.0)
  + However, for funnel tracking common main stages/steps are **New Submissions, TA Review, Interview, Offer, and Hired**
* One complication with this process comes from the fact that, when a candidate is dispositioned on the same day that they apply (e.g. a candidate applies for a role on 09/12 and is dispositioned on 09/12), the candidate ID only appears as having been dispositioned.
  + To ensure all applications are accurately accounted for, we currently handle this potential discrepancy by looking at each Unique Candidate ID, and the ReqID they applied for, to see if they receive both a **New Submission** (i.e. they have applied) and a **Dispositioned Candidates** status.
* [Example of sFTP File](https://docs.google.com/spreadsheets/d/1U80tsI9XwcfiL9y-wA7ZAV2BdSTKKZrkUyj5CoDn_xk/edit?gid=5160884#gid=5160884)

## **4. Technical Requirements**

* Establish secure API connections for S2S integration to download and ingest sFTP
* Ensure compliance with data privacy and security standards.
* **Charter/Spectrum sFTP Access Credentials:**
  + host: sftp://sftp.joveo.com
  + port: 22
  + username: charterft
  + Password:2ZxPh8A356

## **5. Stakeholder Responsibilities**

* **Charter/Spectrum:** Providing sFTP files for applications and down funnel data.
* **Joveo Team:** Implement tracking solutions

## **6. Next Steps**

* Approve BRD
* David and Sunil to assist with answering any questions the team may have

## **7. Current Status**

* BRD submitted for Project Approval