

SilkRoad Recruiting

Release Notes

2019.3

April 2019

New features and improvements

New features and improvements are summarized here. Need more details? Click [here](#).

Name	Tracking ID	Support Case	Description
ATS - Select sections for COEs during the job template creation process	OH-20145		When creating job templates, you can now select sections where the COE questions display during the application and hiring process. Setting at the job template level ensures consistency when using a job template to create a requisition or job posting.
ATS – Show only the most recent resume on Resume Search results	OH-34783		<p>A new <i>Candidate Resume</i> filter is available on the Resumes page. Options are <i>All</i> and <i>Show most recent</i>. <i>Show most recent</i> shows only the most recent resume record per candidate record.</p> <p>Tip: If you use one or more additional filters, the search returns the most recent resume record that matches <i>all</i> selected filters. This means that when using additional filters, the resume returned may not be the most recent—it's the most recent that matches all selected filters.</p>
ATS - Add options for other user roles to receive email notifications when CCE eForm is completed	OH-36893		<p>A new setting <i>eForm Notification Email</i> has been added to the Settings page. Use this setting to determine who receives the notification email that is sent when an applicant completes an eForm (sent via CCE Correspondence from within the ATS).</p> <p>By default, the recruiter is selected for all available eForms. You can now select hiring managers and recruiting managers to receive the email notification.</p>

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ATS - Resume-CV tab - Scanned PDF resumes need a friendlier message for ATS users	OH-37054		<p>When an applicant uploads a resume PDF file (a scanned resume) and the system cannot parse the information from that scanned file, an error message appears on the Resume/CV tab on the Candidate Profile page. This error message has been rewritten to be more descriptive. Here it is:</p> <p><i>Resume text could not be parsed. To view the uploaded resume, please use the Attachments tab.</i></p>
ATS - CCE - Break out eForm merge field links to show applied-from first	OH-37462		<p>When selecting to send a CCE Correspondence to a specific candidate and selecting merge fields, you'll notice a UI improvement. Merge fields are split into two separate sections:</p> <ul style="list-style-type: none"> · Top section lists eForms available as merge fields for the specific career portal the candidate applied through. · Bottom section lists all other available eForms <p>In cases where there is no eForm configured for one or both sections, the following message displays:</p> <p><i>There are currently no eForms available.</i></p> <p>Tip: Contact SilkRoad Support for help with making your eForms available as merge fields.</p>
ATS - Job Search not using saved Default Columns	OH-37830	751250	<p>You can save a default search for the Resume Count search. (This search runs when you click the resume count for any job. It returns the list of applicants in that count). This new Resume Count Default search works like the existing Quick Search Default search, but instead of overwriting the Candidate Name filter, this search always overwrites the Job Posting filter (if any were selected) with the job in which the user is clicking the Resume Count link for.</p> <p>Important Note: The resume count will be the same as it is today. However, in scenarios where the user saves additional filters on</p>

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ATS - Email Spoofing - Setting to remove the "Reply-To Address"	OH-40437		<p>their 'Resume Count Default' search, the count of resumes displayed on the Resumes page may not match in those instances where one of the other saved filters excludes resume records.</p> <p>This ticket is related to ticket OH-40783.</p> <p>New <i>Email Setting</i> link added to the Settings page. Clicking it opens a <i>Enable Reply-To Address</i> setting. By default, the setting is checked, which means the reply-to email address is included in the email header of every system email. Unchecking it removes the reply-to address from some of the system emails. For a list of those emails, see ticket OH-40783.</p> <p>Note: This setting was created to help clients who experienced issues with system emails sent by the ATS ending up in a recipient's Spam or Junk folder. We cannot guarantee this will solve the issue for every recipient—as there is a wide variety of possible Spam filter settings controlled by whatever email program the recipient is using, over which SilkRoad has no control.</p>
ATS - Remove Reply-To Address from Requisition Approval Email	OH-40783		<p>When the check box for the new Enable Reply-To Address setting (created via ticket OH-40437) is unchecked, the system removes the reply-to email address from the email header of the following system emails:</p> <ul style="list-style-type: none"> · Create new user · Update user · Account confirmation emails · Resend user confirmation email · Forgot Password · Accept Interview · Decline Interview · Offer approval request emails and requester copy · Locked account email · Offer approval

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			<ul style="list-style-type: none"> · All req review and approval related emails · Profile password change · Edit interview request · Candidate interview complete · Candidate review complete · Job offer review and approval · Change job owner · Change job Recruiting Manager · Post job (or post req as job) · Interview request · Candidate self-withdraw · Thank you, Agency · Change candidate email
ATS – Improve message if eForm link is no longer valid	OH-40832		<p>Improved the message that displays to an applicant if the link to an eForm is no longer valid (either because the applicant already completed the form or the link expired). The message now reads:</p> <p><i>“The form you requested cannot be found. Try checking the URL for incorrect uppercase or lowercase letters, colons, and slashes. If the form still does not load, it means that you have either completed this form already, or the link has expired. If you are certain that you did not already complete this form, please notify your HR contact to request a new link.”</i></p>
Candidate Experience - Jobs and Boolean search improvements	OH-37164		<p>The Candidate Experience keyword search capabilities have been improved. Job seekers can now use Boolean searching across the following:</p> <ul style="list-style-type: none"> · Tracking Code · City · State · Country · External Job Title · Job Description · Required Experience · Required Skills

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Candidate Experience – Admin Portal - New Job List settings page	OH-37262		<p>New Job List settings page contains a drop-down with various options for displaying the job location details on the job list page.</p> <ul style="list-style-type: none"> · <i>City</i> · <i>City, State Code</i> · <i>City, Country Code</i> · <i>City, State Name</i> · <i>City, Country Name</i> · <i>City, State Code, Country Code</i> · <i>City, State Name, Country Code</i> · <i>City, State Code, Country Name</i> · <i>City State Name, Country Name</i> <p>Select the option that reflects the format of the job location details the way you would like to them to be displayed on the Job List page.</p> <p>Note: The <i>Show Country In Job List</i> setting has been removed from the <i>General</i> settings page, as it is no longer needed, due to the options added on the new <i>Job List</i> settings page.</p>
Candidate Experience – Admin –Add Social Media Icons to Candidate Experience Footer	OH-39357		<p>New Social Media setting added to Settings page. An Admin user can now add social media icons to the footer of the Candidate Experience career site and choose the color scheme:</p> <ul style="list-style-type: none"> · None (default option) · Color · White · Dark <p>When an option is selected, a preview of the available icons is displayed on top of a preview of the currently configured footer background color.</p> <p>Underneath the preview section is a list of URL input fields, one for each available social media icon. The URLs entered there should be the direct URLs to the company’s page on that social media platform. Only those icons for which a URL has been entered will display at the bottom of the footer.</p>

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Candidate Experience - Admin - Career Site List - Improved UI	OH-39946		<p>Career Site List page has some UI improvements. Admin user now sees a partial preview of what each configured career site looks like. For each configured career site, the Admin user sees:</p> <ul style="list-style-type: none"> · The logo image that displays on the left side of the header · The top half displays the color that is currently set as the Primary Color · The bottom half display the color that is currently set as the Site Background Color · The career site name (only displayed internally) · The career site portal URL code · The company tagline <p>Click the view icon (or anywhere else in the preview of the header) to preview that career site.</p> <p>Click the gear icon (or anywhere in the bottom half of that preview) to go to the Career Site Settings page for that career site.</p>
Candidate Experience - Display Rich Text in Candidate Experience	OH-40457		<p>A new Rich Text option is available from the new Custom Element section of the Field drop-down list for the Configurable Application form and Configurable Job Details page in Candidate Experience.</p> <p>You can select this new option as many times as you want and place it anywhere on the configurable Application form and configurable Job Details page.</p> <p>Use it to add custom text to your Application form or Job Details page and relay any kind of information to users viewing those pages.</p>
Candidate Experience - Add GDPR Opt-Out link and confirmation message to 'My Account' email	OH-40711 & OH-40719		<p>New <i>GDPR</i> setting added to settings list on the Career Site Settings page in the Candidate Experience Admin Portal.</p> <p>Admin users can now add a GDPR Opt-Out link to the email that applicants receive when they request their My Account email by simply enabling the toggle for the</p>

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			<p>Display GDPR Opt-Out Link setting. After enabling that setting, that link will display for each individual application that the applicant has submitted. When the applicant clicks the link—and confirms to continue with the process—their entire record of application is purged from the system.</p> <p>The Send Notification Email toggle allows the Admin user to decide if they want a system email to be sent to specific users, letting them know that an applicant has decided to opt-out of the application process for a specific job. After enabling that setting, the Admin user can then add the email addresses of the people who should receive those opt-out email notifications.</p>
Candidate Experience – Additional Setting for Banner Logo	OH-40791		<p>Additional setting for Banner image: <i>Display banner image on all screen sizes (incl. small mobile screens)</i>. By default, the banner image is hidden once a user's screen size is 500 pixels or less. However, if you turn on this setting, you force the banner logo to display on all screen sizes.</p>
Candidate Experience – Admin – Create and display EEO Statement	OH-40941 & OH-40946		<p>Admin users of the Candidate Experience can now configure an EEO Statement to display on the page where the EEO gender question and/or ethnicity question is displayed. When adding these questions to a page of the configurable application form, the Admin user will see a <i>Custom Rich Text</i> field in the modal window. This is the field into which the EEO Statement should be entered, if the desire is to display such a statement.</p> <p>Note: Best practice is to display the EEO type questions on their own page of the application form. This ensures that in cases where the EEO questions are not asked (due to the overwrite setting on the job level), the applicant does not see</p>

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Candidate Experience – Admin - Configure the Jobs/My Account borders in the header	OH-41257		<p>an empty page or section. The system does not display a page that contains only EEO questions if no questions are going to be displayed to the applicant.</p> <p>In cases where the banner image background color is configured to be the same color as the primary color, the three borders in the header next to the JOBS and MY ACCOUNT links stop at the bottom of the header, which makes it look like they just end in the middle of nowhere. We added a new <i>Navigation Border Color</i> setting that defaults to the current <i>Navigation Text Color</i>, but when changed to the same color as the primary color, those 3 lines will now blend in.</p>
Candidate Experience – Admin - Configure the button color	OH-41261		<p>Until now, the button color was included in the <i>Primary Color</i> setting. In cases where the <i>Primary Color</i> and the <i>Site Background Color</i> were the same, the buttons throughout the career site were difficult to see. Therefore, we separated the button color from the primary color and added a new <i>Button Color</i> setting.</p>
Candidate Experience - Admin - Allow for editing portal name	OH-41279		<p>Admin users of the Candidate Experience can now configure an internal portal name for each configured career site in the Admin portal. <i>Portal Name</i> setting has been added to the General settings page. It displays internally only throughout the Candidate Experience Admin portal—in places like the Career Site List page and header text of each of the settings for that career site.</p>
Candidate Experience – Character count added to all text and text-area fields	OH-41379		<p>A character count has been added to text/text-area fields in Candidate Experience except the Resume text-area field.</p> <p>Character count helps you know when you are close to reaching the character limit for a field.</p>

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Candidate Experience – Limit the field length for the <i>Suffix</i> field	OH-41388		<p>Previously, the length of the <i>Suffix</i> field between the Candidate Experience and the ATS did not match. When a candidate used all the available characters in a field when applying to a job via Candidate Experience and an ATS user then clicked Edit/View button on Candidate Profile, a field limit error appeared for <i>Suffix</i> field.</p> <p>Now the field length between Candidate Experience and the ATS is consistent.</p>
Candidate Experience – Implemented a maximum length allowed for search strings	OH-41355		<p>When a job seeker performed a search on a Candidate Experience career site, and the Keyword/Boolean search string that was entered was too long, a browser error was returned, since the search URL had become too long.</p> <p>We now implemented a maximum length of 500 characters for the search string, which can be handled by all browsers, and still allows for a very detailed Boolean keyword search string.</p>
Candidate Experience – Improve process to determine the source of a candidate	OH-41446		<p>The default source variable for the SilkRoad Recruiting product is called ONLINE. However, this default source gets replaced by the actual source, i.e. job board name, to record the exact source of the candidate. However, there are still possibilities where the applicant arrives on a Candidate Experience career site with a source variable of ONLINE. In those cases, the <i>How did you hear about us?</i> drop-down will now display on the application form of the Candidate Experience career site, giving the applicant the opportunity to select his/her actual source from that drop-down, and that selection will then replace the source of ONLINE.</p> <p>Note: Remember when configuring an application form in Candidate Experience to add the <i>How did you hear about us?</i> drop-down to the application form and mark that field</p>

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			as required to achieve the best possible source recording.

Resolved issues

Tracking ID	Support Case	Description
OH-25332		Fixed an issue where the (OFSalary) merge field in offer letters did not display the correct currency code for the salary amount that was displayed in the offer letter.
OH-26663	611266	Fixed an issue where text that was configured to display as italicized in the job description did not display italicized on the career portal when job seekers viewed the job description.
OH-34144		Fixed an issue where the Job Template field was not marked as required (if the required setting had been enabled) when editing or cloning a job posting in the ATS.
OH-40533		Fixed an issue where the text of the description for a configured application form in the Candidate Experience Admin portal would break mid-word in instances where the length of the description text exceeded the available space and needed to break to the next line.
OH-40614	778620	Fixed an issue where updates internal applicants made to the information of some of the fields that pre-populated with previously entered information when selecting to submit an existing profile.
OH-40836		Fixed an issue where the decimals .00 were not sent over to Onboarding when the offer information was sent from Recruiting. The offer insert code was stripping the .00 off numerical custom fields (when it existed) before inserting it. Code has been submitted to resolve this. Note that this only fixes offers going forward not existing offers.
OH-40898		Fixed an issue where the posted job title mapping was not consistently feeding over the correct job title when rolling out the Red Carpet.
OH-41338		<p>For applicants who navigated directly to the Candidate Experience career site and applied to a job on a career site that did not have the "How did you hear about us?" question configured to display, the "SilkRoad Recruiting" source was not displayed in the Source column of the applicant source or reported in the Applicant Count by Source report.</p> <p>The source now displays in all those areas as "SilkRoad Candidate Experience" for resumes that enter the ATS via the scenario mentioned above. And in scenarios where the resume is created via the APIs, the default source will be shown as "SilkRoad Recruiting API". Again, these are just default values if a source is NOT specified. If a source has</p>

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		been specified by any other means, that source name is used.
OH-41398		In some cases, duplicate jobs would display on the Candidate Experience career sites, as well as some legacy career sites. Code changes were made to avoid the duplicate displays of jobs going forward.

More info

- Click [here](#) for information about early adopter process, supported languages and browsers, and more.

Technical support

For technical assistance for any of our solutions, contact our support staff at:

- **International Toll Free:** Access numbers via SilkRoad Engagement Center.
- **SilkRoad Engagement Center:** <https://engagementcenter.silkroad.com>
No access? Email support@silkroad.com for access.
Email: support@silkroad.com