**Training and Enablement Session**

**Topic**: eLink Dashboard

**Date**: November 19th, 2020, December 15th, 2020 & January 14, 2021

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| **Question** | **Answer** |
| Will they have to authenticate again if they use a private browser or cache and cookies are cleared?  | Yes, they will be required to complete the two-step authentication again if cookies aren’t enabled or if they have cleared them. |
| Can users get locked out of the eLink Dashboard?  | No there is no login process so there is no lock out. If a client fails to enter the correct passcode, they will just be unable to access the eLink DB.  |
| How much history is stored on the home page? Can the amount of history showing on the home page be configured?  | 180 days is the default. The 180 days can't be configured right now. we're working on a configuration option for it to be announced early next year hopefully. |
| Any additional user type privileges to access this elink dashboard feature for users? | No additional user type privileges. When this comes out in dark launch it will be automatically enabled for clients in staging. This will replace the current eLink process/workflow/view. |
| What shows if the client isn't using the experience/education widgets on the GQ? | The cards for the experience/education will not display if the candidate has no data in those sections on their Talent Record. (So if they did not fill them out, they will not show.) |
| Does the Resume display respect the client setting?  | Yes.  |
| Do those cookie crumbs pull from the main HR Status categories or TG they came through for that req? | The status “cookie crumbs” are not pulled from customized HR status categories or specific to the TG the candidate applied through. They do look at your HR status category mapping however to indicate which step the candidate is in.The category labels are pulled from the configuration in WBTools > HR Statuses> HR status categories administration  |
| Is that "Feedback" section tied to the "eLink talent record - show 'respond' button?" client setting | Yes. If the client setting is turned off, there will be no feedback section. |
| Disabling a user in BR disables eLink dashboard access I assume? | Yes, the eLink dashboard is deactivated if the user is removed from the system.  |
| If the user does have the ability to log on, can we also show the elink dashboard on the log on account? | The eLink Dashboard is part of BrassRing but sits outside of the BrassRing recruiter system. Users that login can still access the eLink Dashboard, but it won't be available to access it when logged into BR.  |
| We have users who should log in but don't, will the system continue to send eLinks whilst encouraging them to log on? | When the eLink Dashboard is pushed live anyone that receives an eLink will be able to access the eLink Dashboard to view/take focused action. Your users can still log into BrassRing to carry out their tasks as they do today if they’d prefer. If your organization encourages or requires users to login, then that maybe a training point to tell your users that is the organization’s preference. However, the eLink dashboard allows for a much more focused and streamlined view into things that were eLinked to the user. After testing in Staging you may find that this dashboard is something you can encourage your users to take advantage of. |
| Does this mean it doesn’t expire after 10 days?! | The user can bookmark their eLink Dashboard and THAT link never expires. |
| Can we take away functionality, such as add a req? | The eLink Dashboard will only allow users to do what their user type has the option to do. |
| If the elink is to the candidate will it allow to select the candidate, or do they have to pull up the req to find the email address on the profile? | eLinks to candidates will not have the new eLink DB. This will only be for BR users. |
| In regard to the eLink not expiring - if Candidate A is eLinked to HM1 - HM can see the data on the dashboard. HM can only see active candidates in their req. Candidate A is rejected for this job. If Candidate A applies to another job which HM 1 does not work on - then HM will not be able to use the saved elink to still see Candidate A data? | The HM will only see candidates that they are eLinked. If the candidate applies to another req and the Recruiter for that other req doesn't eLink the candidate to the HM, then they wouldn't be able to see data for that newly applied req. HMs will only see those candidates that are directly eLinked to them to view/action on. (Please contact us if this does not address your question.) |
| so the first time someone tries to access the DB from a device they will need to request a passcode, but if they save that device they will not to request any other time? | That's correct. Unless the user clears their cache and cookies on their browser or uses an incognito screen, they won't have to request another passcode - it will automatically launch the eLink DB. |
| Can we customize that message to the user with the passcode? | The passcode email cannot be customized at this time. |
| Will a new passcode be sent and the previous passcode expire if a user requests it more than once?  | No, once a user requests a password the system will not send a new password until the 20-minute period has passed.  |
| What is the case when we use SSO authentication for eLinks? Is this then as well the case for the eLink Dashboard? | eLink DB does work with SSO. The user doesn't have to authenticate because technically SSO is an authentication. |
| Is there any way we can get that type of smart search in the normal version of BrassRing? It appears the search just from Nandan's couple of examples works a bit better than the search bar in the regular BrassRing. | We can provide this feedback to Offering Management. |
| Another question in regard to the SSO authentication: I remember when we implemented SSO, we were able to choose for which system links it will be enabled. So would there be a configuration to have eLinks SSO restricted, but the eLink Dashboard not? | Yes, this is allowed. Specific system eLinks may not have SSO per the configuration, but the eLink dashboard URL will always be through SSO if the eLink Authentication client setting is turned on. |
| This is ONLY for when an elink has been sent to a manager or user; the recruiter / hiring manager dashboard in BrassRing will not change... correct? | This is focused on the Hiring Manager and non-system users. The recruiter homepage is not changing. |
| Can the cards be customized to contain specific information or are these the only titles the cards can have? | Cards cannot be customized at this time. |
| Does an eLink have to be sent for pending actions to show on this dashboard? | Yes, that's correct. Anything eLinked to the user would show as pending actions on this eLink DB. |
| If a recruiter eLinks something to themselves, will this then work for them in the same way? | Yes, if the recruiter eLinks themselves something from within BR, they will receive the email and be able to view it on their eLink Dashboard. |
| Once this goes live, is this going to be the only way to view eLinks? | Yes. we will be dark launching this to Staging in December, so you'll have plenty of time to test it out and communicate to your users as we don't have a prod date just yet. we'd love feedback before the launch into Prod! |
| Can you remove download resume - we try to stop HMs saving this type of data locally | No option as this time, but we can consider an option for it in future. Note that any PDF has an option to download, so the download button is just another way to do it. |
| If an eLink has not been sent it will not appear on this dashboard, correct? | That is correct. An eLink needs to be sent in order for it to be on the eLink dashboard. |
| Does "search candidates" is Boolean enabled? | No, Boolean is not available in the search. Happy to learn more about how you would use that. |
| Is it possible to hide the years’ work experience? Shows Bias so not user we can use or can it be rephrased to equivalent years of work experience.Also are there details on how this is calculated, may just be from first job but does it also count breaks? | No option to hide this, but as mentioned below this is computed from the Experience data that is already displayed.Years’ experience is from the experience data that the candidate submits (start/end year for each experience are summed up).. breaks are not counted. |
| Can it show skills also next to years of experience? | Right now, what you are seeing is the display as designed. The skills are available in the resume. But we are happy to consider that as an enhancement in the future. |
| Can you default the resume view to be PDF rather than text? | Yes, this is based on the client setting “Talent Record default view”. Note that this will be respected for the dark launch release in December. |
| Can the elink be sent as a calendar to technical / HR interviewer? | No, eLinks cannot be sent as a calendar invite.  |
| Is the feedback a public comment on the talent record? | If your organization uses the feedback option on eLinks currently it will carry over to the eLink DB - and yes, it's typically a public note, depending on the client setting you have. |
| Where would they see the forms that they need to fill out? Is it going to be in the "actions" tab? | If looking within this view, yes - but you also have the cards on the dashboard to easily access the tasks needed to be completed. |
| Once a candidate has been reviewed will it be removed from the “review Candidate tab”?  | No the candidate will stay in the list but a tick mark for those that have been viewed.The candidate will eventually be removed from the eLink dashboard when they are dispositioned within the req OR purged OR if it is past the 180 days mark since received. |
| If I sent an elink dashboard to multiple users will it change the status for everyone? | If any HR status update happens for that req, then yes, the same would be displayed/updated in all users view. |
| If people, make a change to the same candidate will those changes reflect to others?  | Yes, this is same as in BrassRing. |
| Last view data unique to req or candidate.  | Unique to the user, candidate and req combination. |
| Is there a way to remove candidates/reqs intentionally? Or are the candidates/reqs going to remain forever and we just have to monitor the date viewed? | The data will be in the eLink dashboard for 180 days. We have an enhancement coming early next year to make that configurable for your organization. If a candidate is removed from a req, or purged from the system - they will not be visible in the eLink dashboard. |
| Does this dashboard work with Smart Approval? | Yes - this works with Smart Approval. |
| If there are additional approvers does the recruiter have to take action to send an elink to the next approver?  | No. The approval functionality works just as it does today. Once the first approver approves, the next approver will get the email to approve (including the link to the eLink DB). |
| We use RAM to send communication templates with forms to complete for our hiring managers. Would it still work with e-link dashboard? | Yes, we tested this. Forms sent via RAM will open via ELink dashboard. |
| So, for smart approval, users will no longer be sent then form/req specific approval link? Only a link to the elink dashboard? | Users will get an email as they do today however the email will have a link to the form/req for approval and a link to the eLink DB (format of the email will change as well to the new look).  |
| Are you able to give us a rough estimate of aiming for Q1 Q2 go live? | We are aiming for Q1 2021. |
| Will using the new eLink dashboard be optional?  | No, the plan is to turn it on for everyone, once available. (Visible change) |
| If we disable the user from having access to see the elink dashboard, can they still click on the eLinks they receive in their emails to view the elink? | No- it will disable all access to elink.  |
| Is there a way to view the list of people with eLink access or can you only view individually?  | No, you would have to search for each one.  |
| Can you disable multiple users at one time? | You have to disable one by one. |
| Do we get to choose which user type is the admin for this?  | Access to admin+ is limited to users who have “Admin+ ->Users” access.  |
| If a candidate has an email that they are not using, and a eLink form was sent to them. Would the solution be to change the email to the correct one and resend the e-link? | This is not available for candidates. Only for BR users. |
| So, if an HM cannot currently send an elink then they won't in the future unless we change their permissions?  | That's correct. Things users can do are still based on user type permissions. |
| With the card set up can we create a custom view for all out users to see e.g. the cards that we do not use and will be blank we would put at the end? | Cards can't be customized right now but we'll take that into consideration for the future of the DB! |
| What happens if an HM shares their unique URL with another HM? (say, they are trying to be helpful) Since it would be a different browser session would the receiving HM be forced to re-authenticate and thus wouldn't work because the authentication email with the passcode would be sent to the other HM (the one who originally shared their URL)? | The link is tied to the email address and therefore the link would not work.  |
| For log in users, do they see a similar dashboard. Would be great if this page could sit alongside the Metrics Dashboard | The current BrassRing Recruiter experience is not changing. |
| Is there an ETA for production? | Q1 2021 |
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| Does eLink dashboard use Talent Suite or BR? - in staging we see that it is picking up BR names, but we use Talent Suite | Can you tell us where it's "picking up BR names"? The eLink DB works whether you are on Talent Suite or on standalone BR. If you could give us a little more information on where you're seeing a discrepancy between a BR 'name' and a TS name that would help us review. |
| We do not want managers to Add a Req. Is this controlled via User type permissions? | Yes, it is a user type restriction. |
| Would be available in all languages depending on the user’s preference? | The user will see the eLink DB in the language that they have selected on their user profile. |
| In BR we do not permit HMs (who log on) to see Candidates that are not on a req where they are the HM and also only in specific statuses. However, I can send these via eLinks to the HM they can see them. I thought that the users access restrictions in BR would also manage this? | I can understand the desire to have the dashboard to hide the candidate at HR status but a user still has to intentionally send the candidate to a user, so you'd want that overwritten because they can't see the candidate in the HR status? That would then require the user (sending the eLink) to know which HR statuses the recipient of the eLink can see or not see. I can take this feedback to Geri, but I believe this is per functionality at this point - where the user will see any candidate that is sent to them via eLink (as that is current functionality with eLinks) |
| Can this bookmark be added to Quick Links? Will it work from there? | Yes, but the link is unique to each user so it will need to be added to Quick Links user by user.  |
| Is this information parsed from resume or does it have to be entered via the complex widgets on the gateway questionnaire? | This information is the same as what you would see on the candidate's Talent Record in BR. So, if your Talent Gateway allows resume upload and if it parses into the complex widgets then that's what you'd see on the Talent Record and what you'd see here in the eLink DB |
| Can the see PDF version link be moved to the top? | At this time there's no customization to allow you to move that to the top |
| Is the Quick "Feedback" section on the actions tab configurable? e.g. the two options (move to next step, disposition), or remove the section entirely? | Yes, the 'feedback' section is configurable to show or not show for your BR account. it should function the same way as it does today. if you currently don't have a 'respond' section on your eLinks then it won't be there with the eLink DB either. If you do have the section available, then it will be available in the eLink DB. |
| Are managers able to speed browse their applicants for review in this dashboard? | No, speed browse is not available inside eLink dashboard. |
| How should we give feedback on this dark launch?  | Once a feature goes to Staging, we ask that cases be sent via the GSC. If it is a future feature request in the tool, then I'd recommend an RFE. Offering Management is watching out for eLink DB requests coming in to see what we may be able to work into the product before official go live. |
| Can you see the history of what you have approved on the dashboard or does it disappear?  | For actionable Items we are not keeping History. If any action is pending/needed it would appear here.  |
| On the eLink dashboard can we configure what cards are being displayed based on user permissions.  | At this time, the cards are not configurable. The 8 cards are defaulted to display regardless of user permissions. If there is no data in the card because they don’t have access the message “no data to display will appear”  |
| Is there a way to mass upload users?  | Any user who has been sent an eLink would be in the system.  |
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| When you click on the candidate name in the email it takes you directly to that candidate in the elink dashboard? or what does it look like? | Yes, it will take the user directly to that candidate's record in the eLink DB. however they'd still have to go through the authentication if they haven't already done that. |
| How long will an elink remain active/pending inside the dashboard?  | that will be configured by the client, with the default set to 180 days. |
| Can recruiters use the elink dashboard? What would that look like?  | It was not designed with recruiters in mind - our design is based on Hiring Manager and non-system user tasks. You can absolutely send eLinks to recruiters, but the actions, features, etc, are not comprehensive to what recruiters need to do and that should be completed in BrassRIng |
| When it goes live in production, will it automatically be turned on and we'd have to work with our CSM to turn it off? | Yes, the eLink DB will automatically be enabled when this goes to production. We are looking at the March build for GA in production. You have plenty of time to continue to test and discuss change management and messaging. It will be in the ON position when that happens |
| If we wanted to work differently for different populations, could we retain the current elink settings for operations but the new dashboard for head office recruitment if we have a way to distinguish these populations? |  |
| Can the download button be removed in settings to prevent managers from storing data on personal devices? | Yes - that is an enhancement we are looking at |
| When feedback is placed into the feedback section? Is there a notification to the recruiter when it is filled out? Can we choose to not have all sections showing for the managers in the actions section, like hide the HR Status change option? | This is a public note. Where it saves is dependent on your client settings. If it is selected “save as notes” it would go to the notes section. If you don’t have save as notes it will go to the recruiter as an email and is listed in the action log.  |
| Does the approver on a Req only those fields that the User type allows? | Yes, only fields that the user is configured to view will be viewable |
| Can a req be approved from the dashboard. | Reqs can be approved from the dashboard. |
| Can the dashboard branding be changed/modified? | The logo and header color should come over from your BrassRing system |
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