

## SmartRecruiters Integration

Updated October 2023

### Integration Overview

The HireVue - SmartRecruiters integration simplifies the way in which recruiters use HireVue within the context of their SmartRecruiters workflow. Clients who integrate SmartRecruiters with HireVue can successfully leverage the technology of both systems without spending valuable recruiter time entering candidate and job data in each system. Specifically, once the integration is configured and live, recruiters can trigger HireVue directly from within their SmartRecruiters workflow, and then view the resulting statuses, links, and data that HireVue returns as candidates progress. Recruiters can use this integration to leverage the functionality of both SmartRecruiters and HireVue when making strategic hiring decisions.

HireVue can integrate with SmartRecruiters in one of the following integration methods:

- **Automated:** Assessment requests are made to HireVue without recruiter intervention. The integration can be configured to include a HireVue assessment either as part of the SmartRecruiters application workflow or in response to a candidate's status change within SmartRecruiters.
- **Manual:** Recruiters trigger the integration by manually indicating that they want to invite candidates to complete a HireVue assessment.

For more information about submission methods, see "Submission Methods" on page 2.

### Integration Features

The HireVue SmartRecruiters integration features the following benefits:

- **Bi-directional integration between SmartRecruiters and HireVue:** The HireVue SmartRecruiters integration is developed in partnership with SmartRecruiters. While the integration itself is configurable, it begins when SmartRecruiters activates the integration with the client. Additional configuration options described in this document enable clients to further customize the integration to suit their individual workflow and requirements.
- **Support for all interview types:** The HireVue SmartRecruiters integration supports all HireVue interview types and scheduling methods. All submission trigger the first interview stage of the HireVue job.
- **Status Updates:** When integrated with SmartRecruiters, HireVue provides status updates that users can view from within their SmartRecruiters instance. These updates include:

- **Interview Status:** Status of the interview in progress, for example, Submitted, Scheduled, etc.
- **Review URL:** Direct link to the completed candidate interview within the HireVue application. Recruiters can select this link (paperclip icon) from within SmartRecruiters to quickly access only the selected candidate's interview, eliminating the need to login to HireVue and search for candidate interviews.
- **Scores and Band:** Candidate interview response scores, assessment scores, and band.
- **Workflow status:** Indication of candidate advancement status, such as Complete, Pending, Passed, or Failed.
- **Automated or manual real-time submissions to HireVue:** Integration can be configured to allow SmartRecruiters users to trigger HireVue assessments automatically (through inline or status update integrations) or manually from within SmartRecruiters.
- **Auto creation of jobs and/or users:** HireVue can be configured to automatically create jobs and/or users if they do not exist when the SmartRecruiters request is received. This eliminates the need for recruiters to use the HireVue application to manually create jobs and users.

## Submission Methods

Submission methods are the ways in which recruiters can trigger the HireVue integration within SmartRecruiters. Clients implementing the HireVue - SmartRecruiters integration can select one of the following submission methods:

- **Automated:** Assessment requests are made to HireVue without recruiter intervention. The HireVue - SmartRecruiters integration can be configured during set up to use one of the following automated assessment methods:
  - **Inline:** SmartRecruiters includes a HireVue assessment as part of the SmartRecruiters application workflow. When candidates reach the point in the workflow where they must take an assessment, SmartRecruiters automatically sends an interview request to HireVue.
  - **Status Change:** The submission of a candidate's application within the SmartRecruiters workflow triggers the integration. This is an automated submission method that does not require recruiter intervention to trigger the integration and invite candidates to an interview.
- **Manual:** Manual process that triggers the integration when a recruiter manually selects a candidate that they want to interview, and then changes the status of that candidate to indicate they want to invite them to the interview.

For more details about these methods and how they impact the integration workflow, see [How it Works](#).

## How it Works

The HireVue SmartRecruiters integration is an automated process for submitting OnDemand video, voice, and text interviews, live interviews, and assessments. The integration can be configured to allow SmartRecruiters users to trigger interviews or assessments manually or automatically, via status update or inline methods.

The integration can be triggered through one of following methods:

- **Automated**
  - **Inline:** SmartRecruiters includes a HireVue assessment as part of the SmartRecruiters application workflow. When candidates reach the point in the workflow where they must take an assessment, SmartRecruiters sends HireVue an interview request. HireVue then:
    - Returns a URL which recruiters can give to candidates to begin their interview.
    - Sends candidates an email reminder to complete their interview.
  - **Status Change:** A status change for candidates within SmartRecruiters (for example a candidate submitting their application) triggers an assessment request to HireVue. HireVue sends an email invitation to candidates to complete their interview.
- **Manual:** Recruiters request that candidates take the HireVue assessment from within SmartRecruiters. SmartRecruiters then sends HireVue an interview request, and HireVue sends candidates an email invitation to complete their interview.

Regardless of trigger method, SmartRecruiters sends a request to HireVue that contains the following information:

- Candidate (last name, first name, and email address)
- JobId
- UserId
- PackageId (Job Template Requisition Number)

HireVue uses the above information to request additional information from SmartRecruiters such as Job Ref No., Job Title, User Information (the user who assigned the assessment to the candidate), or Recruiter on the Job (if the UserId was not sent via the request).

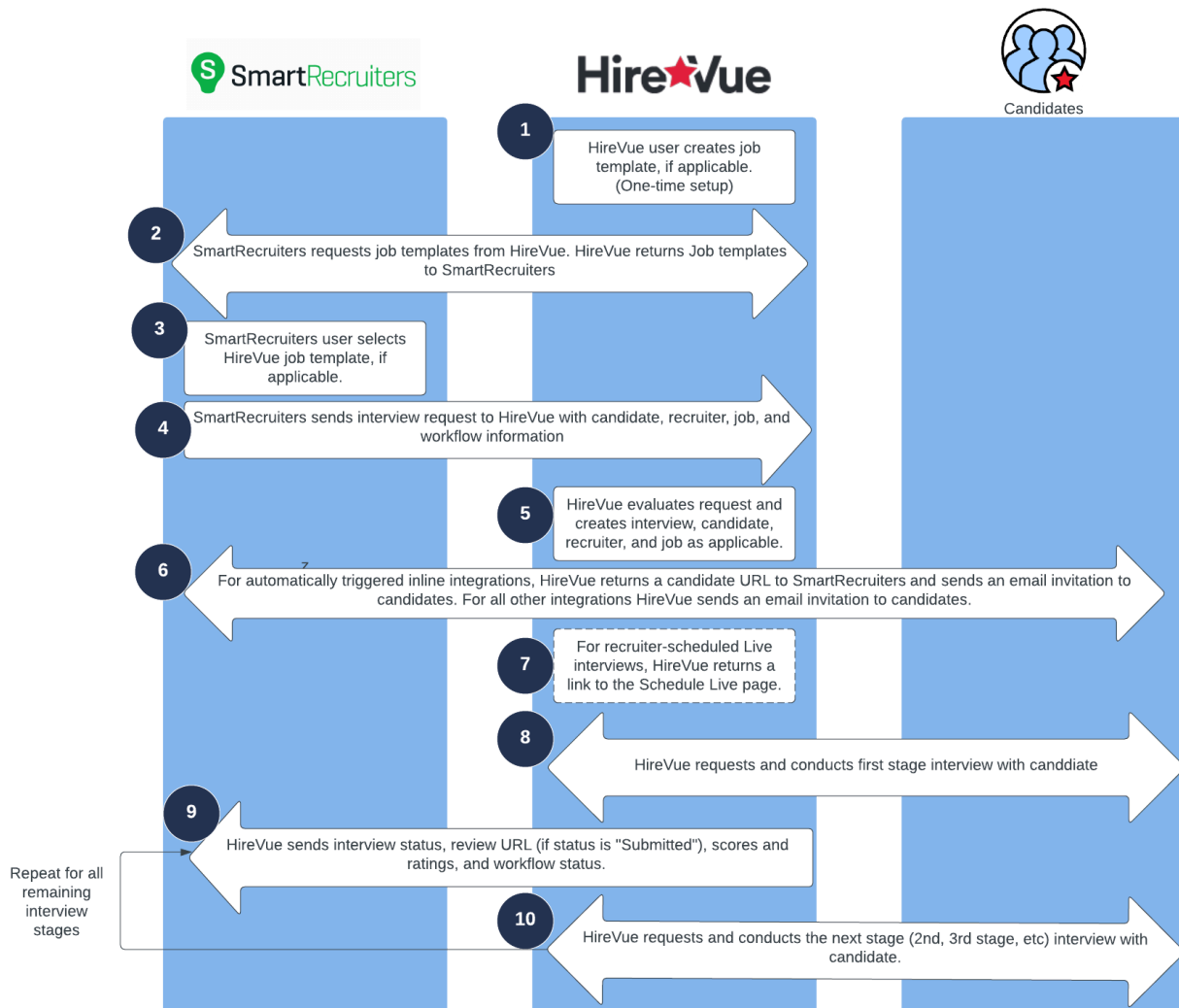
When all information is received, HireVue evaluates the request. If the:

- **Candidate does not exist in the system**, then HireVue creates a candidate record with the information provided.
- **Recruiter does not exist in the system**, then depending on client configuration, HireVue either creates a recruiter record with the information provided or generates an error message indicating the recruiter must be created within HireVue. Once the recruiter has been added to the system, the Administrator can resend the transaction.

- **Job does not exist in the system**, then depending on client configuration, HireVue either creates a new job record or generates an error message indicating the job must be created within HireVue. If clients choose to create a new job, they can configure the system to create the job based on an existing job template. Once the job has been added to the system, the Administrator can resend the transaction.
- **OnDemand interview does not have questions** for the candidate to answer, HireVue generates an error message requesting that the recruiter add questions to the interview.

HireVue then requests and conducts the interviews or assessments with candidates, sending status updates to SmartRecruiters as various events occur (for example, if an interview was canceled, or if a deadline has expired). When the interviews or assessments are complete, HireVue sends a status to SmartRecruiters and provides a link to the completed results within HireVue.

The following diagram illustrates the high-level data/process flow between SmartRecruiters, HireVue, and candidates.



## Status Updates and Results

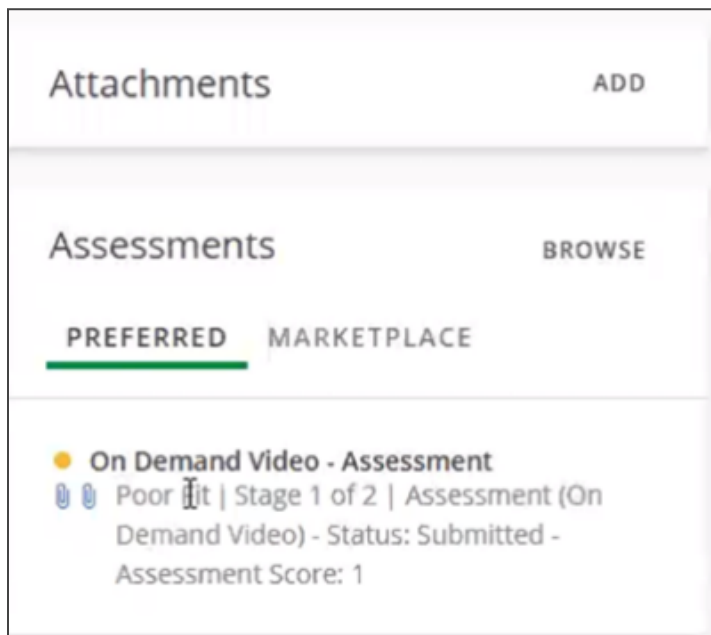
### Status Updates

If a request is made through SmartRecruiters, HireVue passes statuses back to SmartRecruiters regarding the request being made. This allows a recruiter to see a candidate's status directly from SmartRecruiters without needing to come to HireVue.

### Example

The following image displays the Assessments area in a sample candidate record in SmartRecruiters where the candidate completed an OnDemand Video - Assessment.

Notice the interview/assessment status and paperclip icon that recruiters can click to access HireVue and display the results. Each stage that the candidate completed has a corresponding paperclip that links to the Review page for that stage. In the example below, the candidate completed two stages, each of which is linked by a paperclip in the Assessments area.



### Statuses

Valid statuses include:

- **OnDemand:** Not Started, Started, Submitted, Canceled, Expired
- **Live:** Scheduled, Completed, Canceled
- **Scheduling:** Acknowledged, Waiting for Interviewer, Waiting for Candidate