GoodTime + Workday Integration Guide

Updated Sep 26, 2024

Overview

The Workday + GoodTime integration connects your GoodTime account with Workday Recruiting, allowing you to keep all candidate interview information synced between platforms.

This integration requires that GoodTime has access to Workday Recruiting and its API.

Utilizing the Workday API, GoodTime does the following:

- Syncs candidate data between Workday and GoodTime so information does not have to be re-entered in GoodTime.
- Syncs interviewer (employee) data between Workday and GoodTime for easy scheduling.
- Syncs a list of job applications and application stages for each candidate, enabling scheduled interview data to flow back to the appropriate candidate applications.
- Imports recruiter/coordinator/hiring manager assignments for each candidate.

Workday Configuration

Supported Versions

The Workday + GoodTime integration supports Workday Web Services v32.0 and higher.

For information regarding Workday's API, check out the following resources:
- Workday API Documentation Home
- Workday Web Services Directory (v36.2)

Utilized Services

The GoodTime + Workday integration utilizes Workday's Human Resources and Recruiting Web Services. For information on the specific endpoints used, read each of the next sections.

Human Resources

The following endpoints are found in Workday's Human Resources Web Service.

Operation	Reason Needed
Get_Workers	Allows GoodTime to sync the interviewers selected for an interview panel. This endpoint returns the IDs and

	email addresses necessary for mapping interviewers between Workday and GoodTime.
Get_Organizations	Allows GoodTime to sync a job's hiring manager and recruiter.

Recruiting

The following endpoints are found in Workday's Recruiting Web Service.

Operation	**Reason Needed**
Get_Candidates	Allows syncing of candidate data required to schedule interviews (i.e., name and email address).
Get_Job_Requisitions	Allows syncing the list of jobs available in Workday.
Get_Evergreen_Requisitions	Allows syncing the list of evergreen requisitions in Workday.
Put_Interview	Allows GoodTime to push new interviews and interview updates to Workday.
Get_Interviews	Allows GoodTime to retrieve a list of interviews. This is necessary for updating existing interviews, as well as for verifying that interviews and updates have been successfully pushed to Workday.
Get_Positions	Allows GoodTime to identify the recruiter and Hiring manager associated with the job ID.
Get_Job_Requisition_Interview_Settings	Allows GoodTime to import the interview team setting for each job requisition.
Get_Questionnaires	Allows syncing the list of interview questionnaires in Workday.

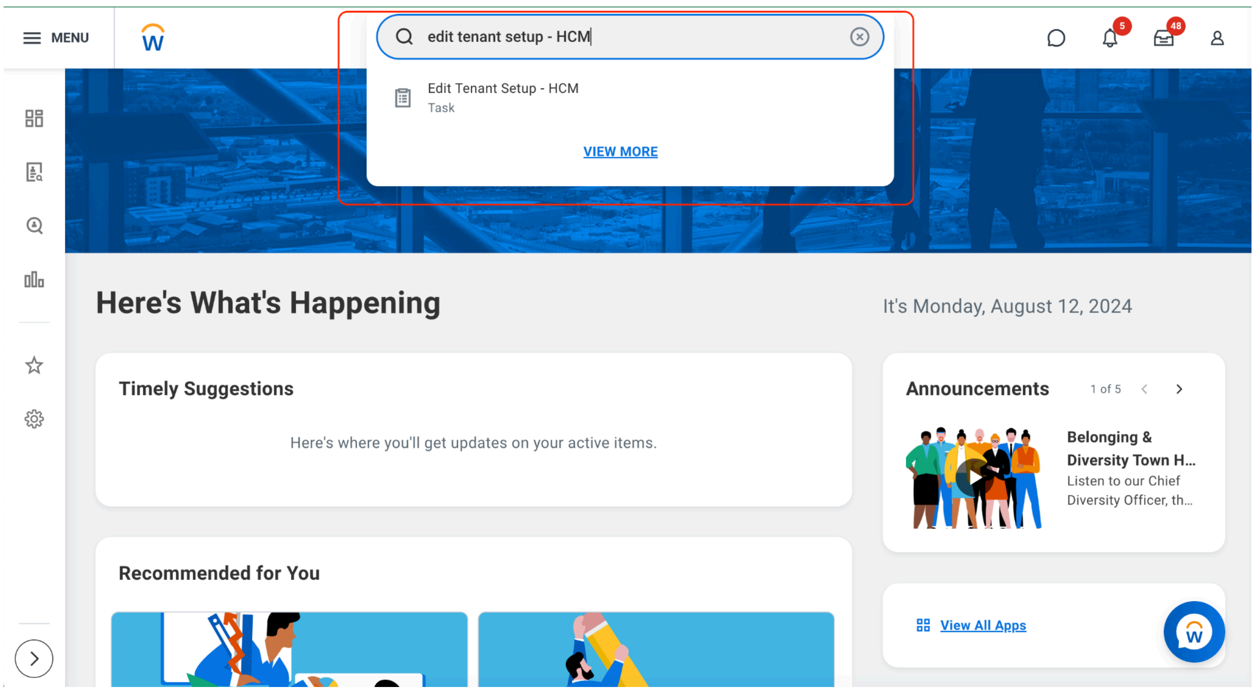
Permissions and Internal Configurations

Before integrating GoodTime with Workday Recruiting, there are a few permissions and configurations that must be set in Workday.

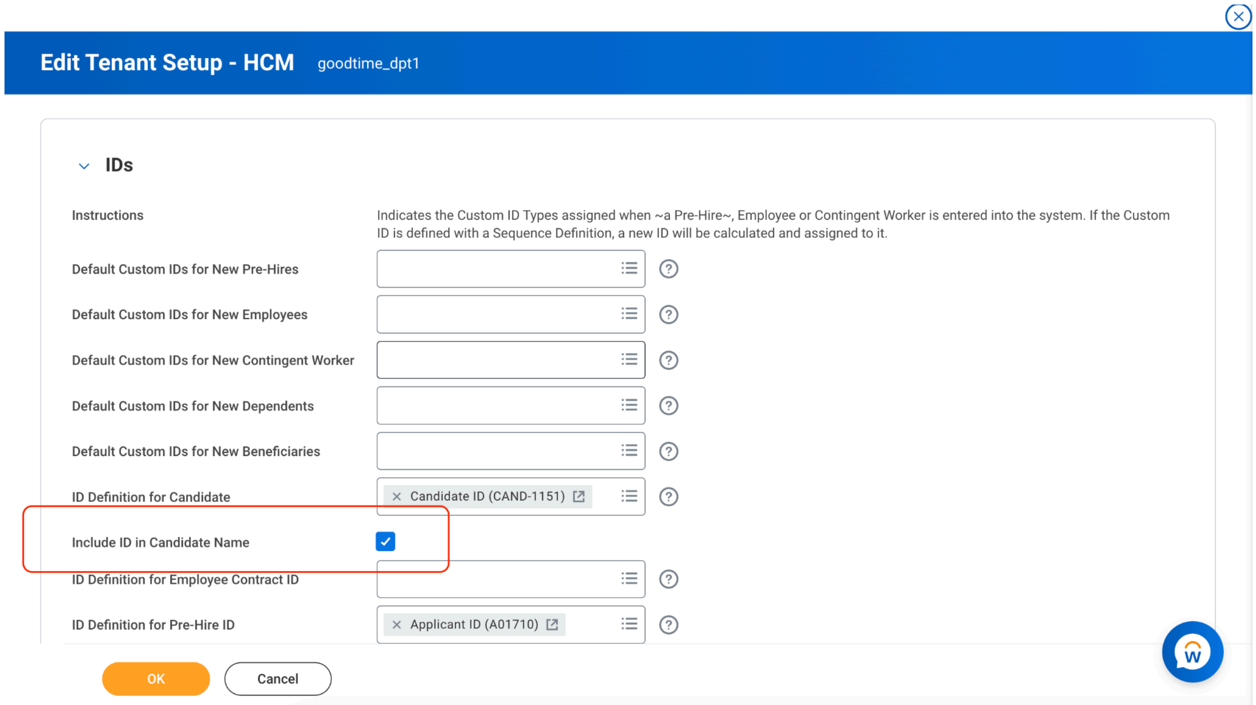
Note: To complete these actions, you must have administrative access in Workday. If you're unable to complete these actions, contact your Workday administrator.

1. Ensure UI displays the Candidate ID

Invoke task "Edit Tenant Setup - HCM" in Workday



Make sure to check the "Include ID in Candidate Name" box and click OK



2. Create an Integration System User

The first step is creating an Integration System User in Workday.

To create an Integration System User:

1. Sign in to your Workday account.
2. Access the **Create Integration System User** task.
3. Enter a new username (ex. ISU_Goodtime)
4. Enter and confirm a password.
5. Uncheck **Require New Password at Next Sign In**, check the box for **Do Not Allow UI Sessions**
6. Click **OK**.

Note: Be sure to also access the **Maintain Password Rules** task and add the newly created Integration System User to the list **System Users exempt from password expiration**. This will prevent the Integration System User password from expiring.

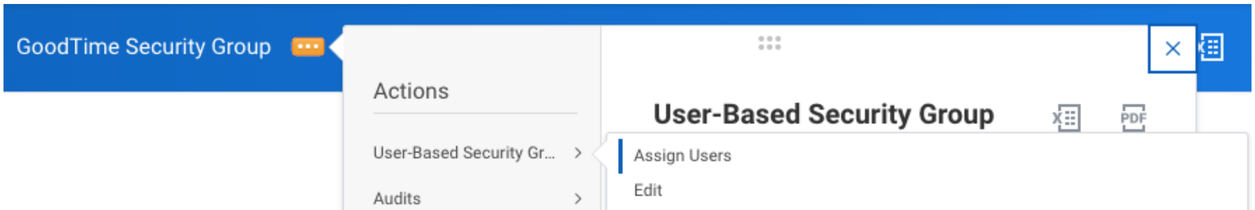
3. Create a Security Group and Assign an Integration System User

Next, you must create a Security Group in Workday and assign an Integration System User.

To create a Security Group:

1. Access the **Create Security Group** task.
2. For the group type, select **User-Based Security Group**.

3. Name the Security Group (ex. GoodTime Security Group).
4. Click **OK**.
5. Click on the action button (...) of the security group created -> User-Based Security Group -> Assign Users

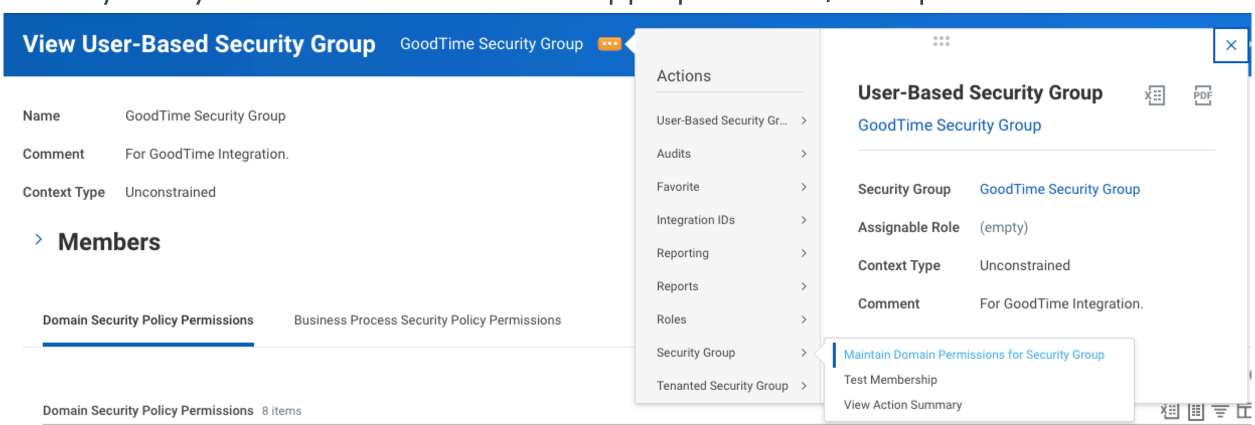


6. Select the Integration System User you created in Step 1, and click **OK**.
7. Click **Done**.

Note: You may receive an alert when you assign the Integration System User to the User-Based Security Group, but it can be bypassed.

4. Configure GET/PUT Domain Security Policy Permissions

In the newly created Security Group, you will need to edit the following Domain Security Policy Permissions and add the appropriate GET/PUT operations.



Operation	Domain Security Policy	Domain Security Policies Inheriting Permission	Functional Areas
GET and PUT	Candidate Data: Interview Schedule		Recruiting
GET Only	Candidate Data: Attachments		Recruiting
GET Only	Candidate Data: Job Application	Job Requisitions for Recruiting	Recruiting

GET Only	Job Requisition Data		Pre-Hire Process
GET Only	Job Requisitions for Recruiting		Recruiting
GET Only	Manage: Evergreen Requisitions		Recruiting
GET Only	Manage: Organization Integration		Organization and Roles
GET Only	Prospects	Prospect Sharing	Recruiting Succession Planning
GET Only	Questionnaire	Question Library Questionnaire Creation and Distribution	System
GET Only	Worker Data: All Positions		Staffing
GET Only	Worker Data: Public Worker Reports		Staffing
GET Only	Person Data: Public Work Email Address Integration		

5. Add the GoodTime Security Group to the Business Process Policy

Next, you will need to add the GoodTime Security Group (created in Step 2) to the Business Process Policy.

To do so:

1. Go to **Edit Business Process Security Policy**, select the **Interview** Business Process.
2. Under **Who Can Do Action Steps in the Business Process**, add the security group created previously (GoodTime Security Group) to the following action steps on the Business Process Policy:
   • Manage Interview Feedback
   • Schedule Interview
   • Schedule Interview Team
3. Go to **Edit Business Process Security Policy**, select the **Job Application** Business Process.
4. Under **Who Can Do Action Steps in the Business Process**, add the security group created previously (GoodTime Security Group) to the following action

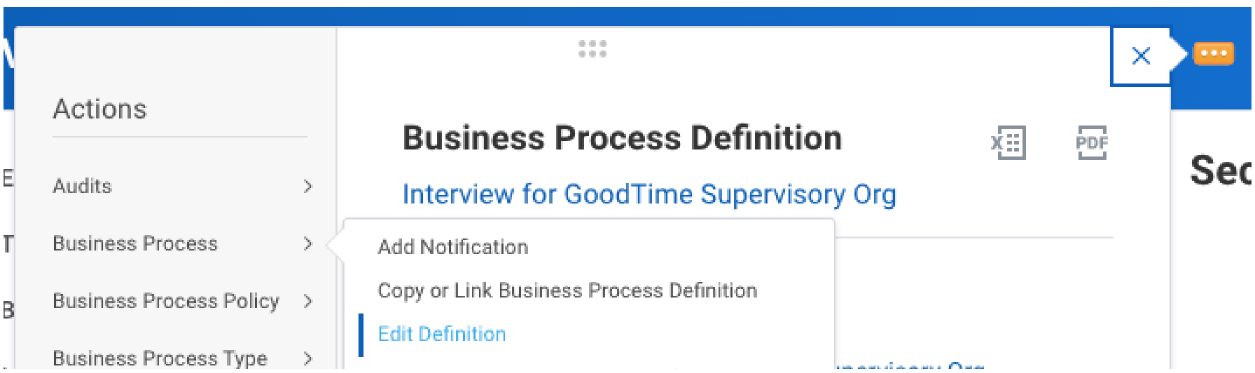
steps on the Business Process Policy:
• Interview

5. To enable the updated security, **Activate Pending Security Policy Changes**. *Note*: You will need to complete this step before you can add the GoodTime Security Group to the Interview Business Process Definition (Step 5).

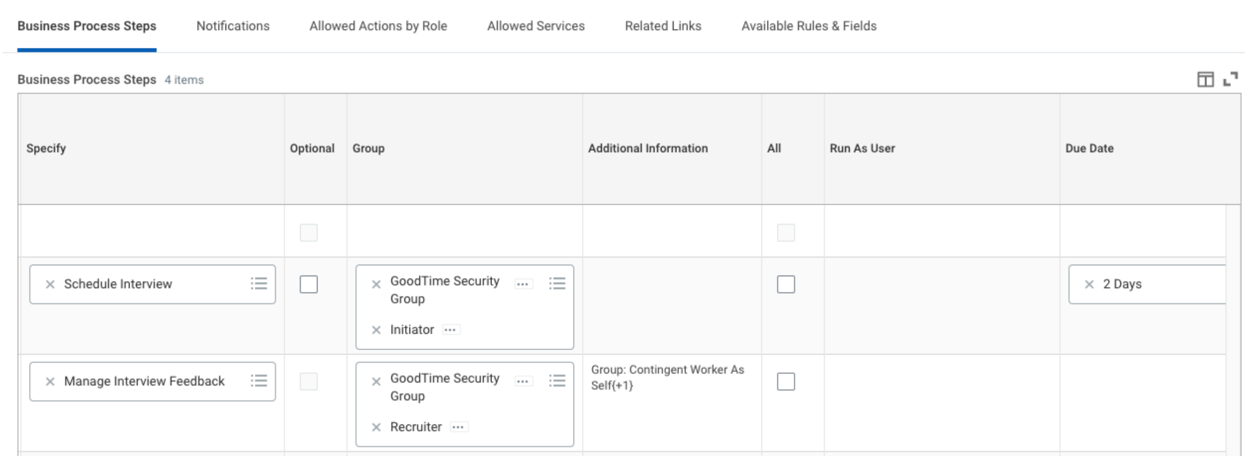
6. Add GoodTime Security Group

Edit the **Interview** Business Process Definition, and add the GoodTime Security Group to the applicable steps that GoodTime should perform via web services. This step may depend on your **Interview** Business Process Definition, so the steps given below are an example.

1. Go to your Business Process Definition for **Interview** (search **bp: Interview**)
2. In the action (...) for the business process -> Business Process -> Edit Definition



3. OK.
4. Add the security group created in the previous step (GoodTime Security Group) to the **Group** column of the business process steps **Schedule Interview** and **Manage Interview Feedback**.



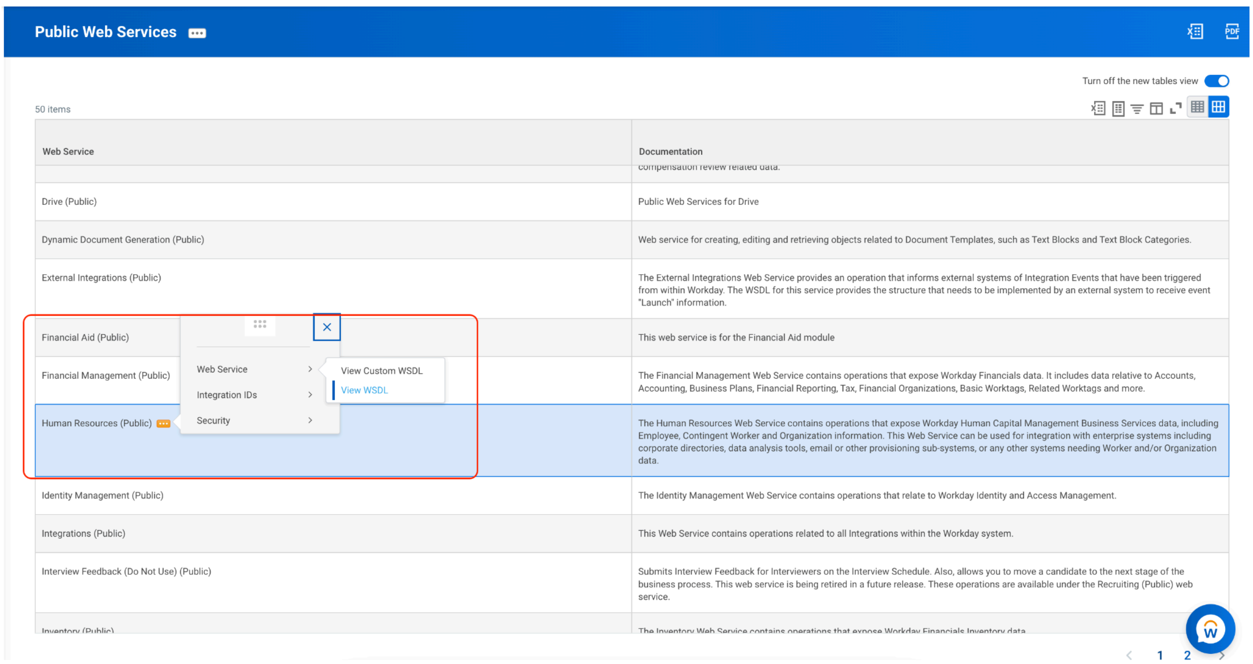
5. OK.
6. Done.

7. Obtain the Web Service Endpoints and UI URL for Your Workday Tenant

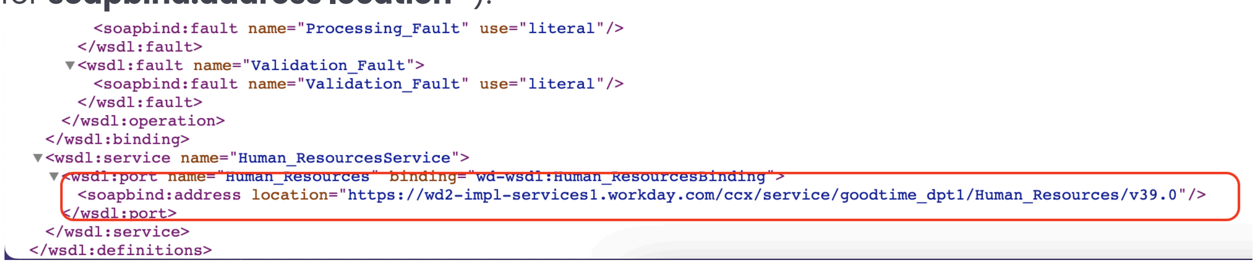
As mentioned earlier, GoodTime will need access to the Workday Human Resources and Recruiting endpoints.

To find these endpoints:

1. Search in Workday for "Public Web Services"
2. Open the **Public Web Services** report.
3. Hover over the appropriate web services (i.e., **Human Resources** and **Recruiting**), and click the ••• menu.
4. Click **Web Service** > **View WSDL**.



5. Navigate to the bottom of the page that opens, and you will find the host (Look for **soapbind:address location=**).



Endpoints differ from tenant to tenant, so be sure to provide GoodTime with endpoints for each environment you are testing in.

Here is a sample endpoint:
https://services1.myworkday.com/ccx/service/[tenant name]/Recruiting/v36.2

Getting the UI URL

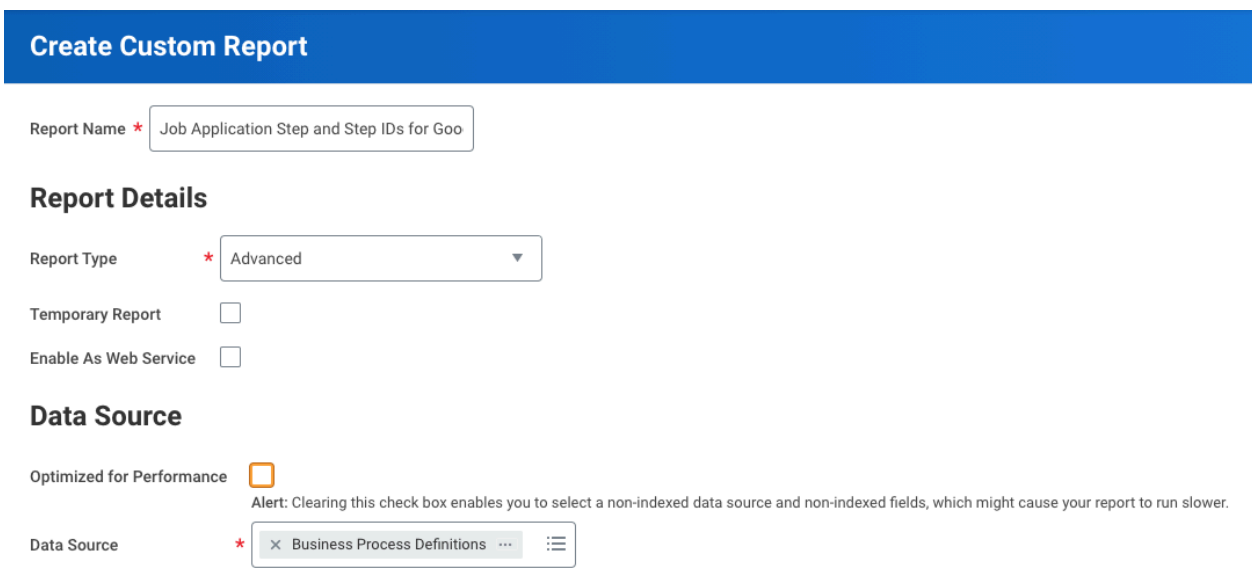
GoodTime also needs the UI URL of your Workday Tenant. When you are logged into your Workday Tenant, you can copy and paste it from your browser's URL bar and send this to your Implementation Specialist.

8. Collect Application Stage/Step References

For every workflow step on the Job Application Business Policy whose possible next step is "interview," you will need to obtain job application stage/step reference IDs. You can create a custom report to find the applicable reference IDs.

To create a custom report:

1. Access the task **Create Custom Report**.
2. Enter a **Report Name**.
3. Set **Report Type** to **Advanced**.
4. Uncheck **Optimized for Performance**.
5. Set **Data Source** to **Business Process Definitions**.
6. Click **OK**.

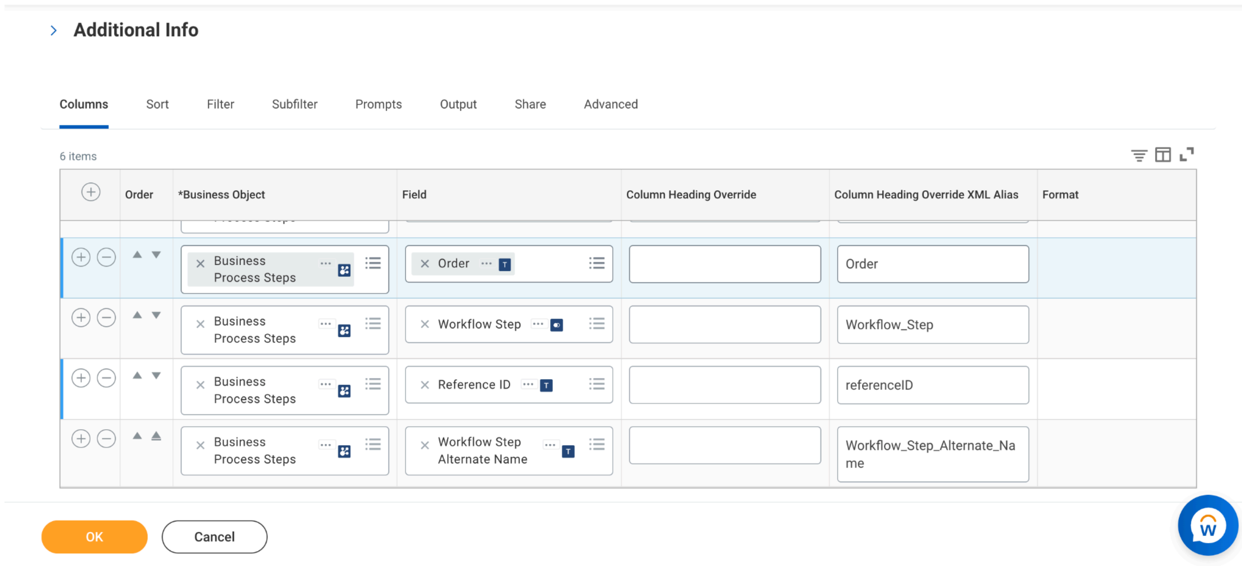


7. On the following page, click the **Columns** tab, and set the following:

Business Object	**Field**
Business Process Steps	Order
Business Process Steps	Workflow Step
Business Process Steps	Reference ID

Business Process Steps	Workflow Step Alternate Name

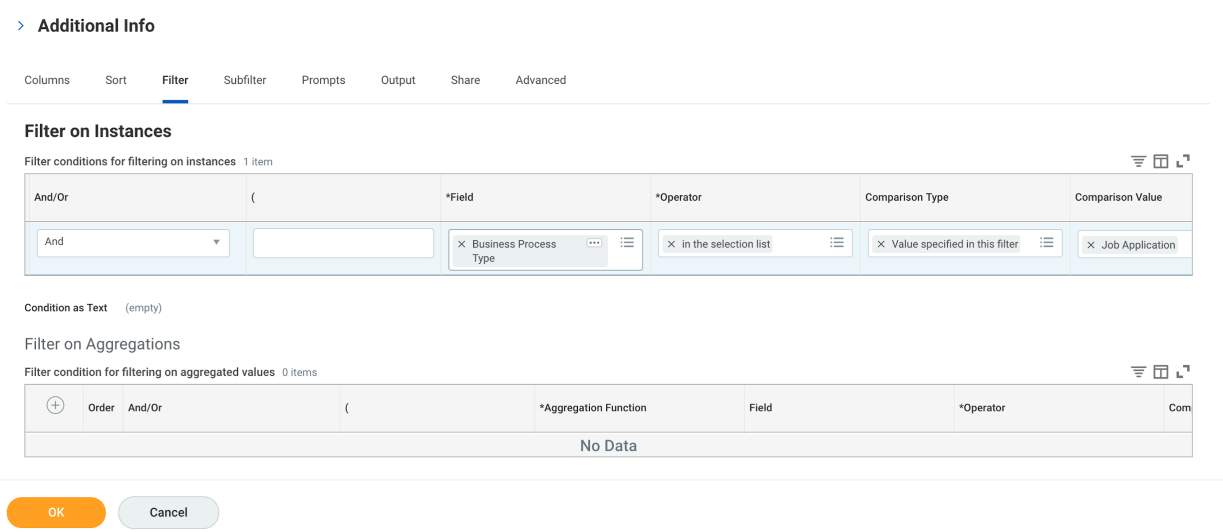
Example:



8. Click the **Filter** tab, and under the **Filter on Instances** section, add the following condition:

And/Or	Field	Operator	Comparison Type	Comparison Value
And	Business Process Type	In the selection list	Value specified in the filter	Job Application

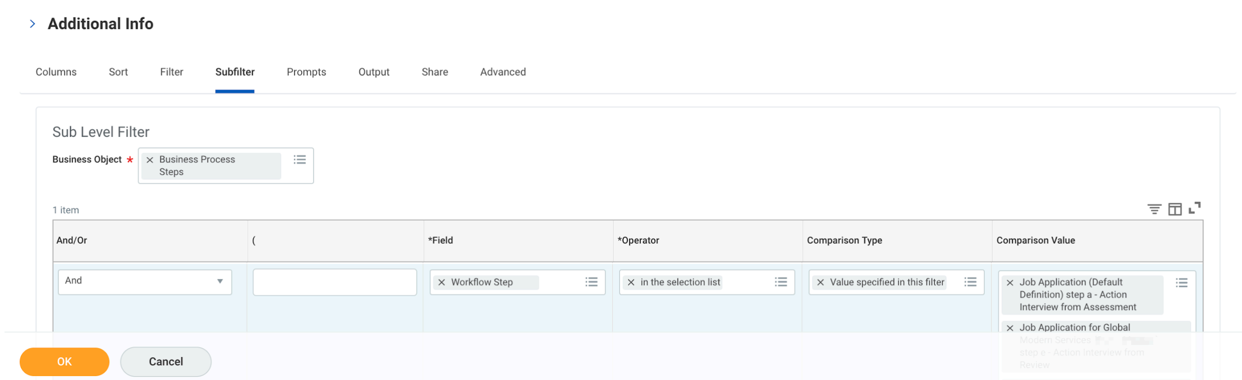
Example:



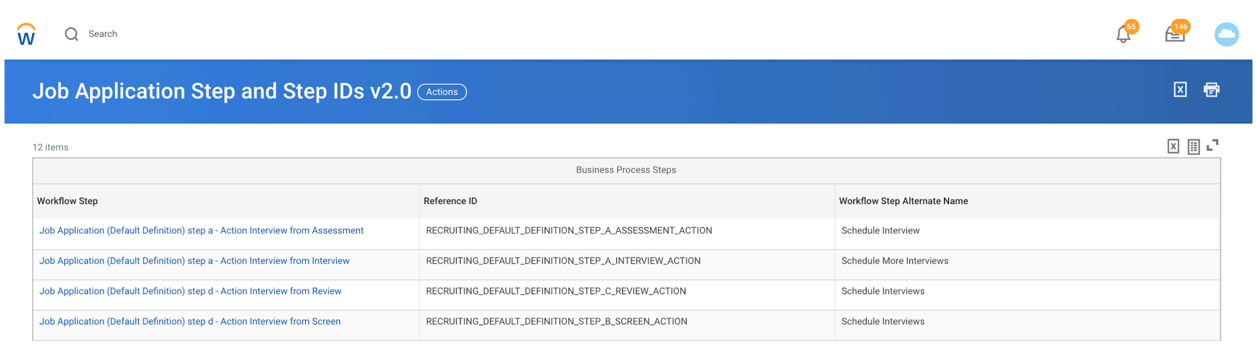
9. Click the **Subfilter** tab, and click **Add**.
10. Set **Business Object** to **Business Process Steps**.
11. Set the following condition:

And/Or	Field	Operator	Comparison Type	Comparison Value
And	Workflow Step	In the selection list	Value specified in this filter	Type "Action Interview," and select all (To quickly select all, CMD + a then Enter)

Example:



12. Click **OK**, and then **Run** your report. The second column in the report should contain the Reference IDs.



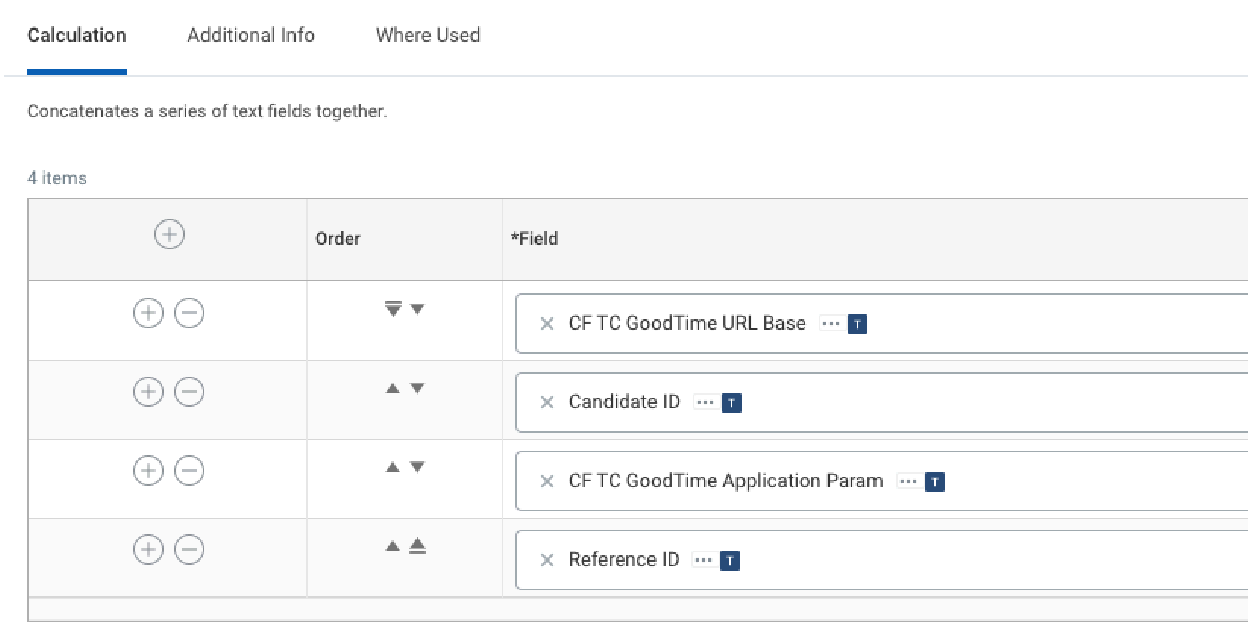
Provide GoodTime with the Integration System User username, password, web service endpoints, and interview step reference IDs. This information is needed to access the correct Workday API endpoints and secure job stage data.

Note: You will want to provide these credentials for your test and production tenants.

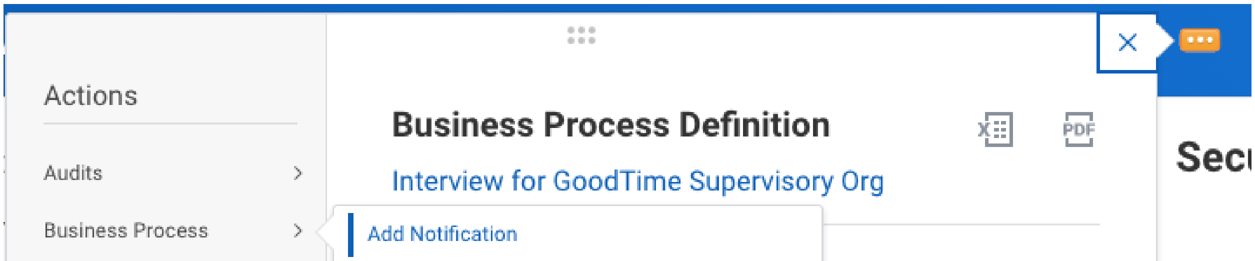
9. Setup Notifications to Recruiters with an Open in GoodTime URL

When a candidate enters the interview step, Workday can automatically send a notification to the recruiters with a URL to open the candidate in GoodTime. Depending on the Workday notification configuration, the notification can also be emailed to the recruiters.

1. Create a calculated field for the first part of the URL
    - Field Name: CF TC GoodTime URL Base
    - Business Object: Job Application
    - Function: Text Constant
    - Text Constant: https://a.goodtime.io/dashboard?atsType=workday&candidateId=
2. Create a calculated field for the later part of the URL
    - Field Name: CF TC GoodTime Application Param
    - Business Object: Job Application
    - Function: Text Constant
    - Text Constant: **&applicationId=**
3. Create a calculated field to generate the combined URL
    - Field Name: CF CT GoodTime Open URL
    - Business Object: Job Application
    - Function: Concatenate Text
    - Calculation



4. In the **Interview** Business Process Definition, action (...) -> Business Process -> Add Notification -> Create Workflow Notification

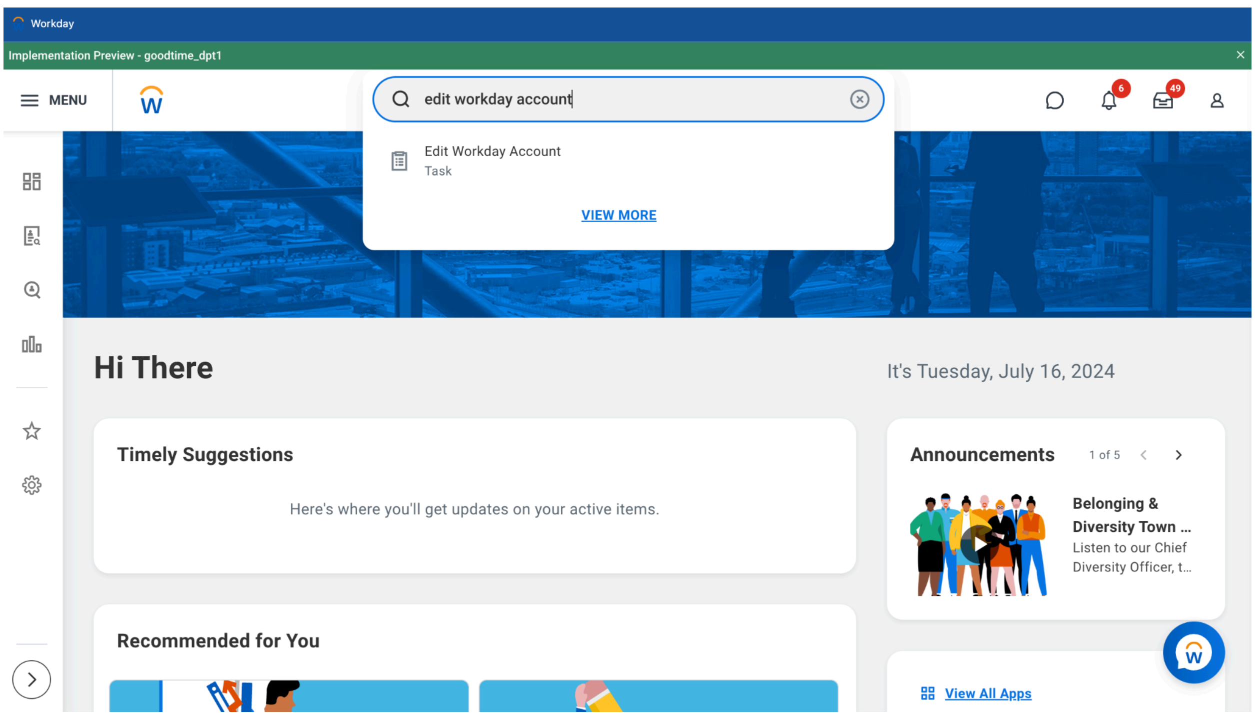


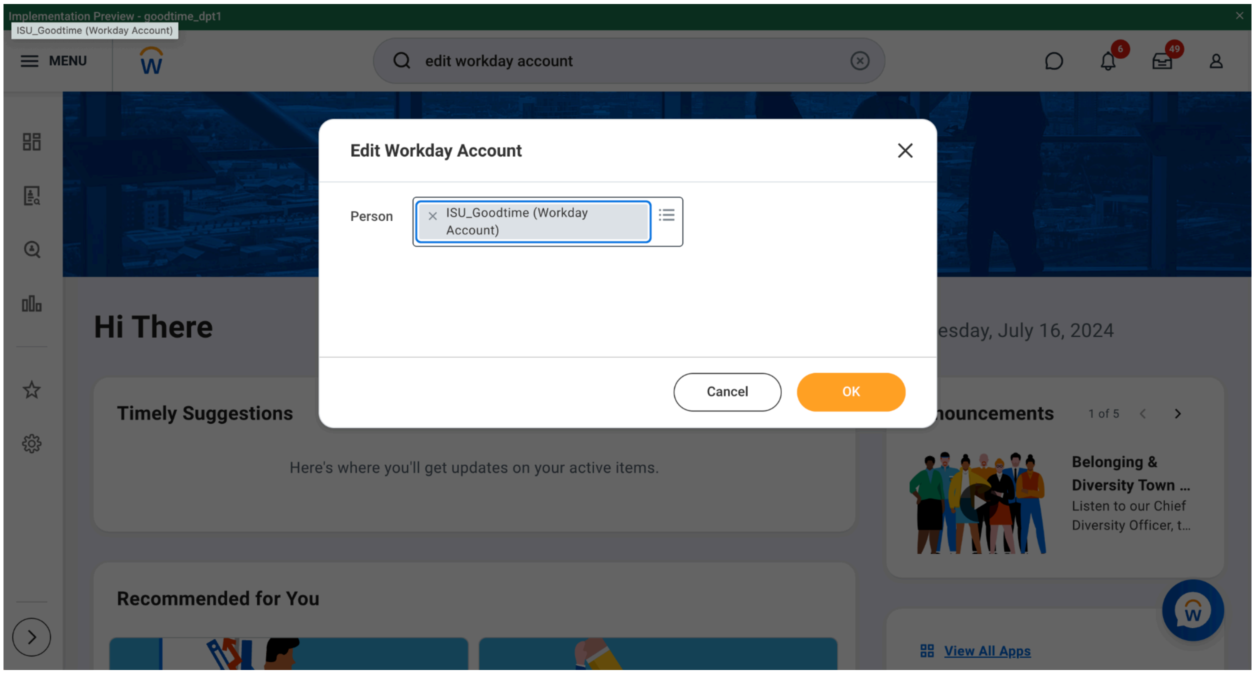
5. Ok.
6. Fill in the appropriate fields
    - Triggers: On Entry - Interview
    - Recipients: Primary Recruiters
    - Body: Field - CF CT GoodTime Open URL
7. OK.

10. [Recommended] Setting up OAuth2.0

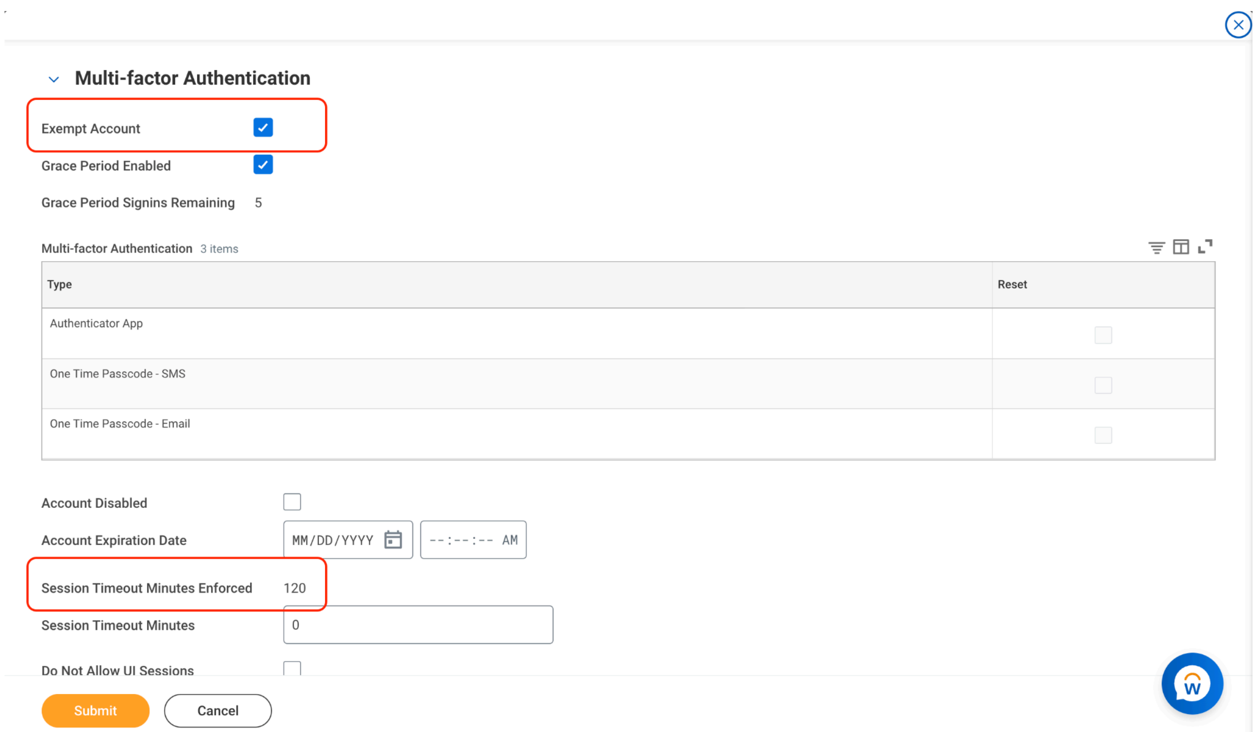
Complete these steps to use OAuth2.0 to grant access to GoodTime.

1. Start task "Edit Workday Account", choose the account "ISU_Goodtime"

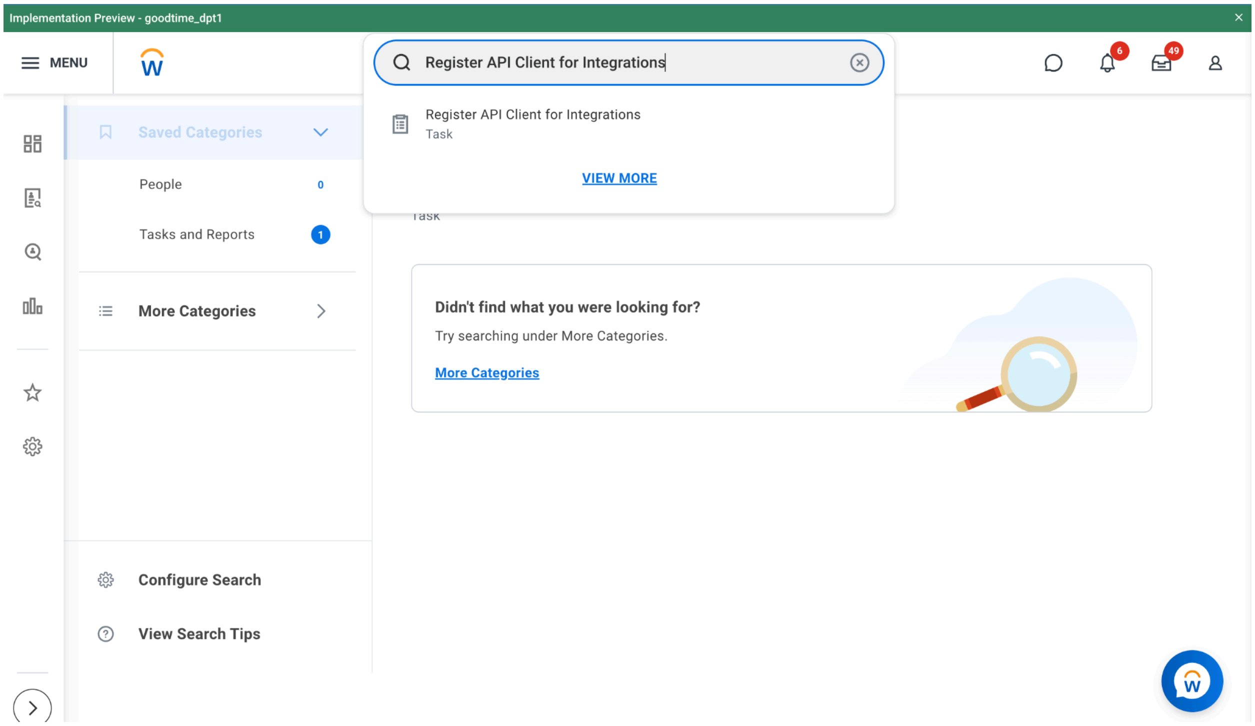




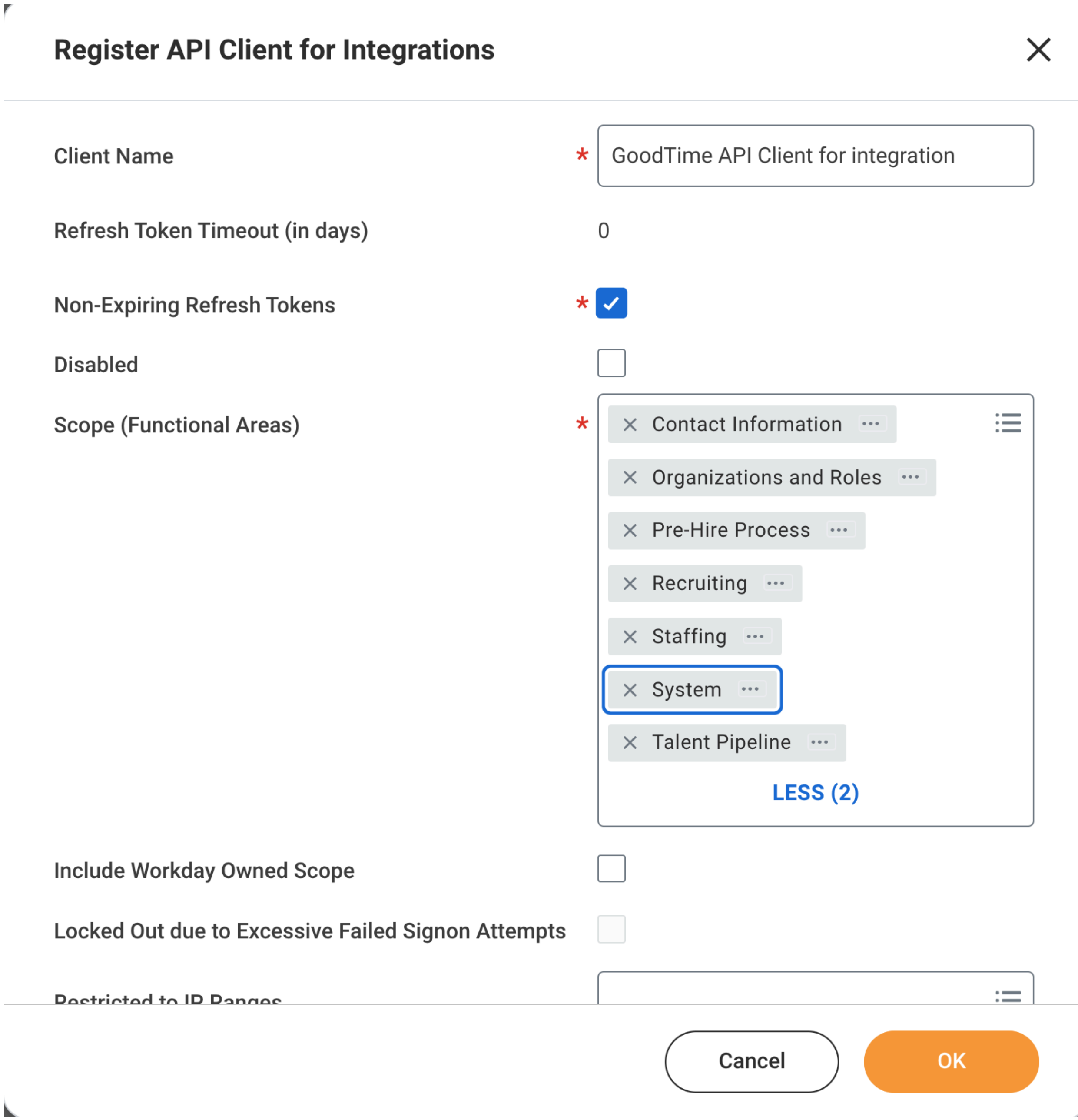
2. Scroll down to “Multi-factor Authentication”, check “Exempt Account” box, and take note of “Session Timeout Minutes Enforced” value, click “Submit” to save.



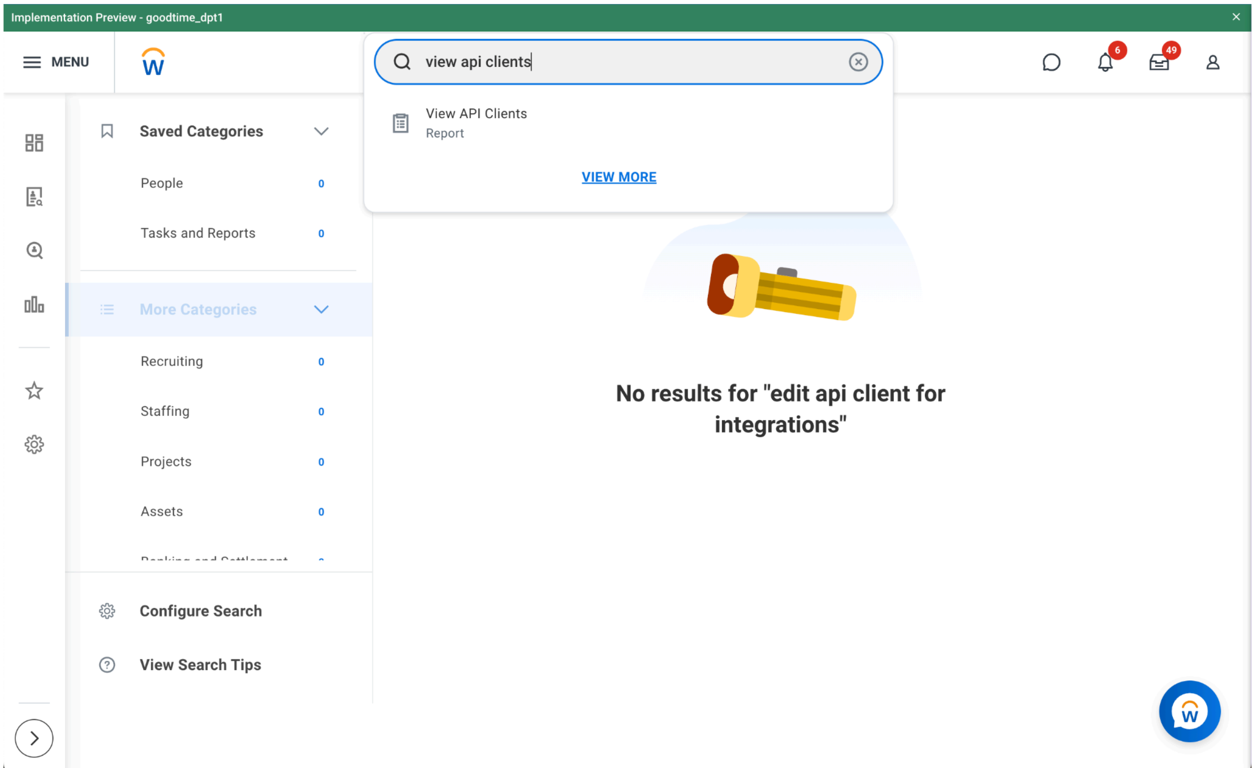
3. Start task “Register API Client for Integrations”

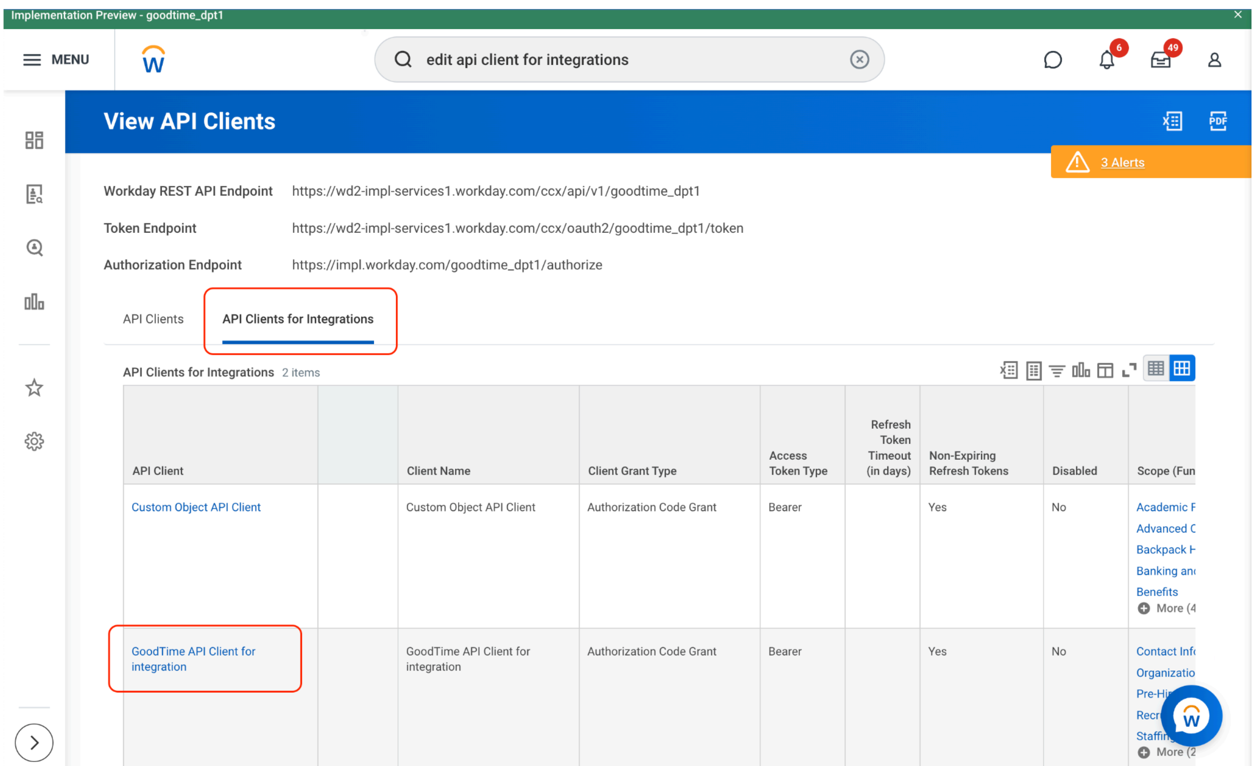


4. Make sure these values are filled:
    a. Name: `GoodTime API Client for integration`
    b. Non-Expiring Refresh Tokens: Yes
    c. Disabled: No
    d. Scope (Functional Areas): *[See screenshot below]*
    e. Include Workday Owned Scope: No
    f. Restricted to IP Ranges: (Optional)

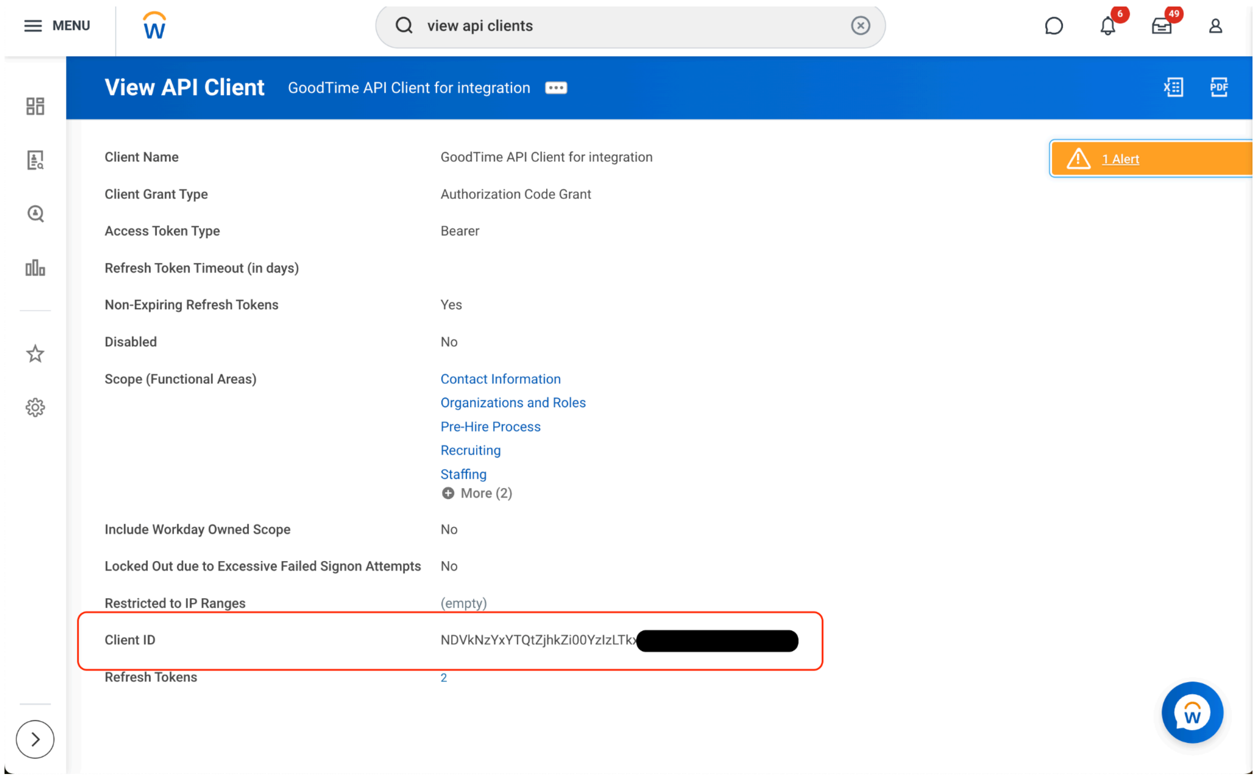


5. Click “OK” and copy down the Client ID and Client Secret values, you will need these later.
6. Start task “View API Clients”, choose the “GoodTime API Client for Integration”

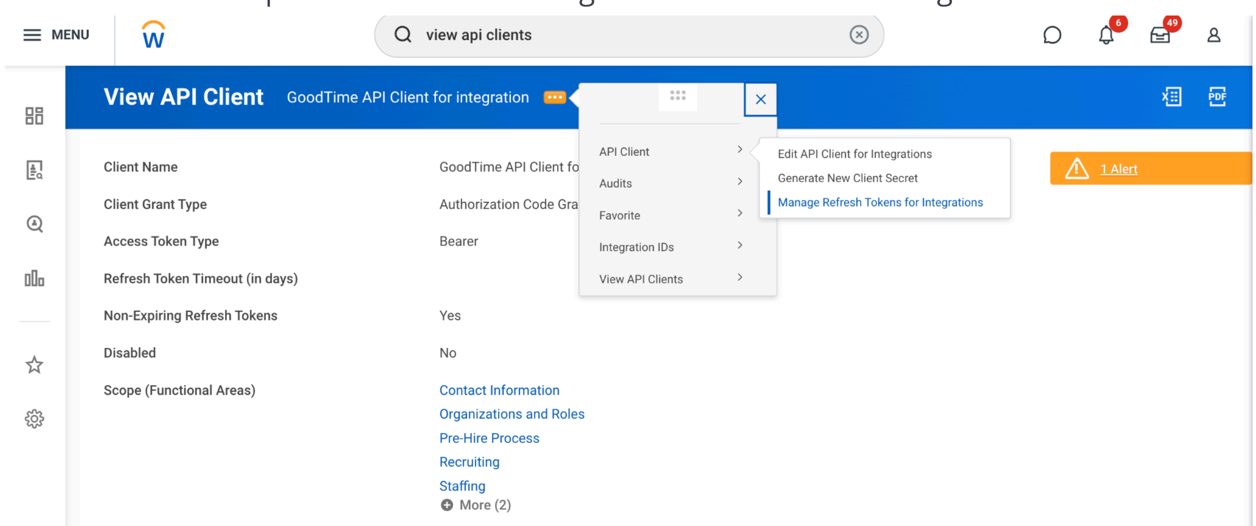




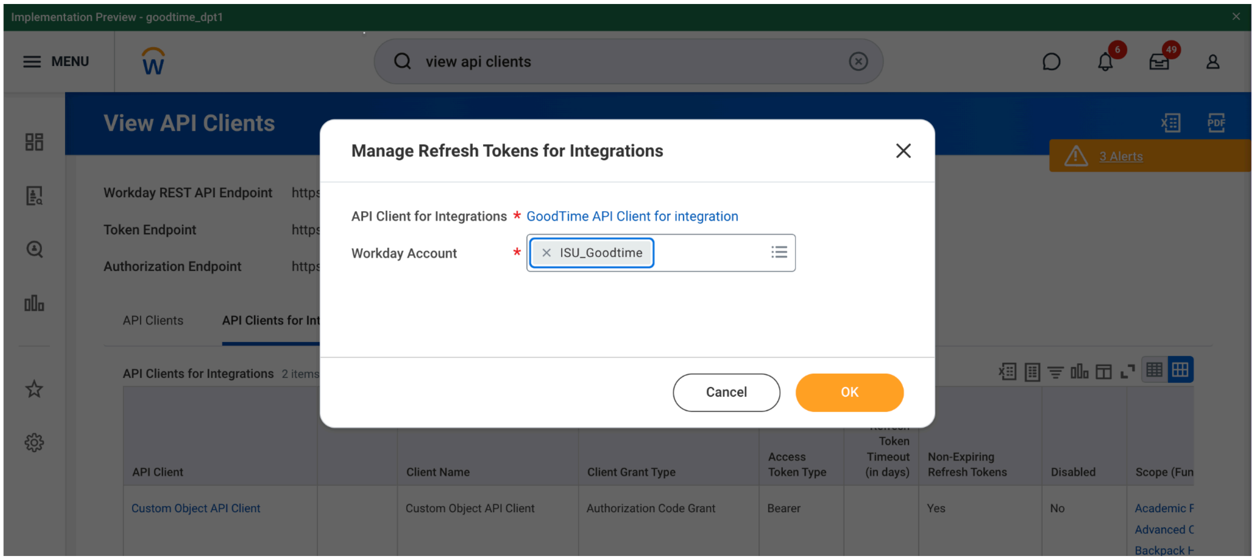
7. Click "GoodTime API Client for Integration", copy down the Client ID value if you have not already done so.



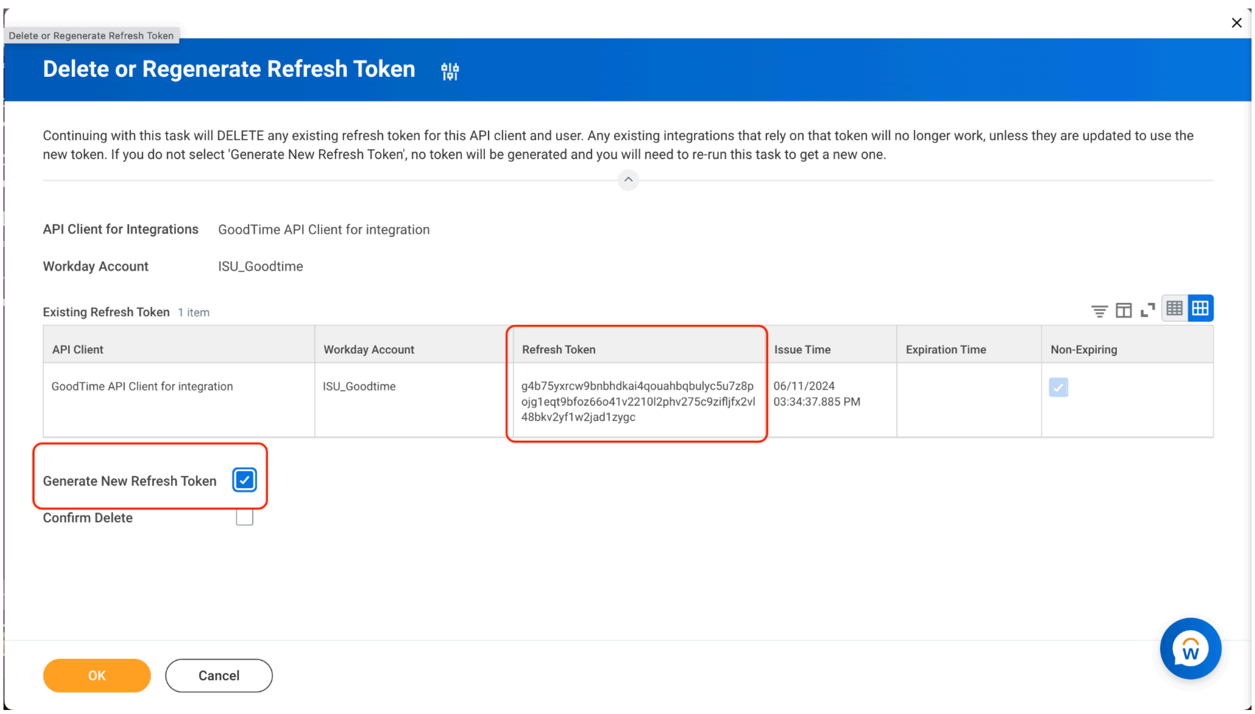
8. Then click "..." on top → API Client → Manage Refresh Tokens for Integrations



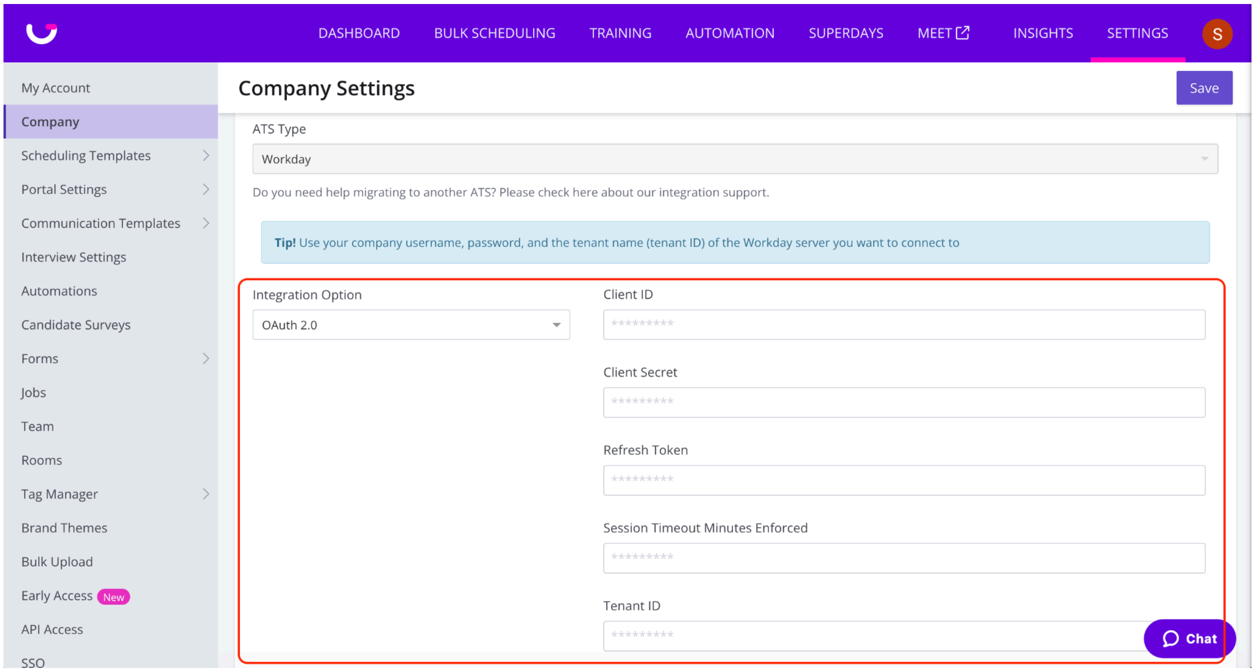
9. Workday Account: "ISU_Goodtime", then click "OK"



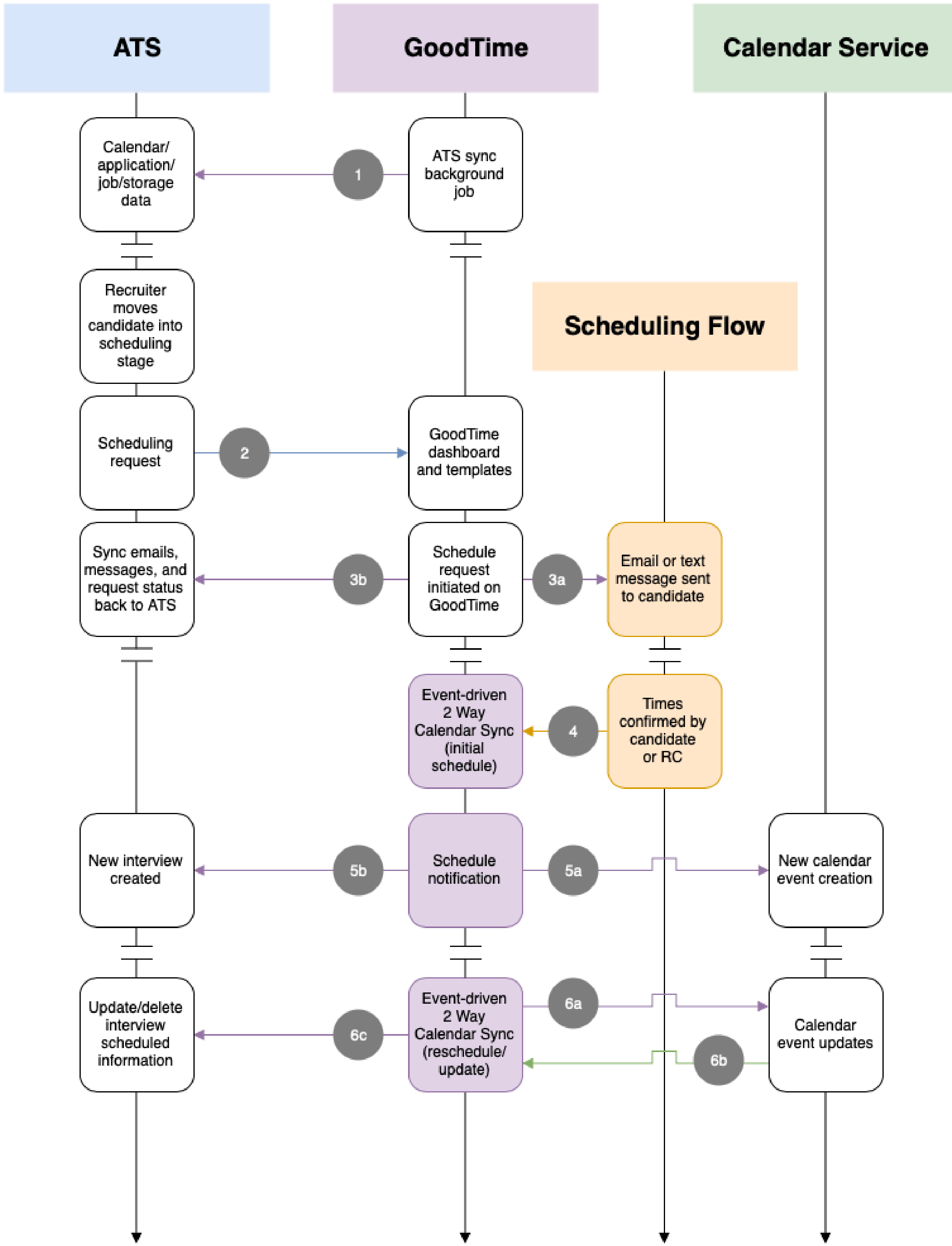
10. In "Delete or Regenerate Refresh Token", check "Generate New Refresh Token", click "OK and copy down the value of the resulting Refresh Token



11. At this point you should have copied 4 values:
    a. Client ID
    b. Client Secret
    c. Refresh Token
    d. Session Timeout Minutes Enforced
12. Enter the values into GoodTime corresponding to each heading (Client ID, Client Secret...etc). Your Workday Admin should have your Tenant ID.
    Remember to hit "Save" when finished.


DASHBOARD
BULK SCHEDULING
TRAINING
AUTOMATION
SUPERDAYS
MEET
INSIGHTS
SETTINGS
My Account
Company
Scheduling Templates
Portal Settings
Communication Templates
Interview Settings
Automations
Candidate Surveys
Forms
Jobs
Team
Rooms
Tag Manager
Brand Themes
Bulk Upload
Early Access New
API Access
SSO
Company Settings
Save
ATS Type
Workday
Do you need help migrating to another ATS? Please check here about our integration support.
Tip! Use your company username, password, and the tenant name (tenant ID) of the Workday server you want to connect to
Integration Option
OAuth 2.0
Client ID
Client Secret
Refresh Token
Session Timeout Minutes Enforced
Tenant ID
Chat

Data Flow


ATS
GoodTime
Calendar Service
Calendar/ application/ job/storage data
1
ATS sync background job
Recruiter moves candidate into scheduling stage
Scheduling Flow
Scheduling request
2
GoodTime dashboard and templates
Sync emails, messages, and request status back to ATS
3b
Schedule request initiated on GoodTime
3a
Email or text message sent to candidate
Event-driven 2 Way Calendar Sync (initial schedule)
4
Times confirmed by candidate or RC
New interview created
5b
Schedule notification
5a
New calendar event creation
Update/delete interview scheduled information
6c
Event-driven 2 Way Calendar Sync (reschedule/ update)
6a
6b
Calendar event updates

The following sections outline how data flows through Workday, GoodTime, and Calendar Services. For a detailed explanation of the above flow chart, read the section that applies to each step in the flow.

Step 1: Workday Syncs Background Job

A cron job running on GoodTime servers calls Workday API to keep active candidates, jobs/stages, and interviewers in sync between Workday and GoodTime.

Action	**Type**	**Description**
Candidate Sync	Sync	The GoodTime cron job will periodically hit the Workday API to keep active candidate data synced between Workday and GoodTime.
Job (Requisition) Sync	Sync	The GoodTime cron job will periodically hit the Workday API to keep active jobs data synced between Workday and GoodTime.
Interviewer Sync	Sync	The GoodTime cron job will periodically hit the Workday API to keep interviewer IDs synced between Workday and GoodTime.

Step 2: Scheduling Request Initiated from Workday

A user-triggered scheduling request from within the Workday UI initiates a scheduling action.

Action	**Type**	**Description**
Scheduling Request	System Action	A Scheduling request triggered from the Workday UI creates a task

		communication (such as a Jira ticket or an email) with a link that redirects the user to GoodTime. For more information on link creation formatting, read the “URL Structure” section.

URL Structure

Opening a GoodTime link in a web browser requires the following URL structure:
https://a.goodtime.io/dashboard?atsType=workday&candidateId=<CANDIDATE_ID>&applicationId=<APPLICATION_ID>

Note: <CANDIDATE_ID> and <APPLICATION_ID> should be replaced with the respective candidate and application IDs.
Tip: See **8. Setup Notifications to Recruiters with an Open in GoodTime URL (Optional)** above

Step 3a: Scheduling Request Sent to Candidate

Note: This step does not require integration.

The user creates an interview scheduling request and sends it to the candidate. The request delivery method can be email or text message.

The candidate receives an availability request with a unique interview link that allows them to schedule an interview time.

Step 3b: Scheduling Request Status Syncs to Workday

When the user sends the request availability link to the candidate, a notification is sent from GoodTime to Workday, updating the status of the interview request from “pending” to “request sent.”

Action	**Type**	**Description**
Sync Request Status	Event Triggered	A scheduling request is sent by the recruiter or RC from the GoodTime platform. GoodTime sends updates to Workday, including data

		such as interview start/end times and applicable interviewers.

Step 4: Candidate Confirms Interview

After the request availability link is sent to the candidate, the candidate shares their availability with the recruiting team using a mobile-friendly web application page. Availability is sent back to the GoodTime platform which triggers the syncing described in the next step (Step 5).

Action	**Type**	**Description**
Candidate Availability Submitted	Event Triggered	The candidate uses the GoodTime UI to submit their availability. Availability dates and times are captured, triggering the 2 Way Calendar Sync (Steps 5a and 5b).
Talent Team Availability Review	Event Triggered	If a "review required" workflow is selected prior to sending out request availability (Step 2), the talent team will have the option to review availability submitted by the candidate. This will happen prior to sending the 2 Way Calendar Sync (Steps 5a and 5b).

Steps 5a and 5b: Scheduling Notifications Trigger 2 Way Calendar Sync

After the talent team sends an availability request, the candidate confirms available times and triggers the 2 Way Calendar Sync, a GoodTime service which keeps interview data synced between Workday and the calendar service.

Action	Type	Description
New Calendar Event Creation in Calendar Service	Event Triggered	GoodTime creates a new calendar event in the calendar service with various pieces of information, including—but not limited to—the candidate profile link. Workday must provide the API to access the candidate profile link.
Interview Object Created in Workday	Event Triggered	The GoodTime 2 Way Calendar Sync pushes information into Workday and the calendar service, including job/requisition, stage, candidate, interviewers, and interview date and time.

Steps 6a, 6b, and 6c: User Updates Trigger 2 Way Calendar Sync

The GoodTime 2 Way Calendar Sync service keeps candidate, interviewer, and interview data synced between Workday and the calendar service. Updates that are triggered in GoodTime or the calendar service will be synced via the 2 Way Calendar Sync, keeping Workday, Calendar Service, and GoodTime up to date.

Action	Type	Description
Reschedule or Interview Updates from GoodTime	Event Triggered	Interview updates from GoodTime are pushed to both Workday and Calendar Services (shown in the diagram in Step 6a and 6c). Syncing specific interview data between GoodTime and Workday can be maintained by sharing interview object IDs.
Reschedule or Interview	Event Triggered	The GoodTime 2 Way

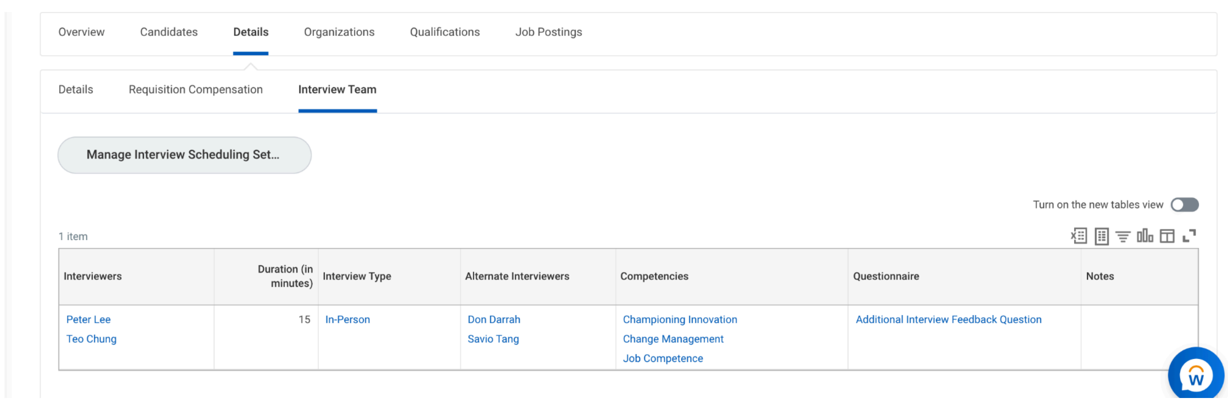
Updates from Calendar Service		Calendar Sync looks for changes in the calendar services. When it detects changes (Step 6b), notifications from the calendar service cause the system to resolve any differences and update GoodTime. Changes are also pushed to Workday (Step 6c).

Advanced Integration Features

Note: As of Q1 2022, these features are on a limited beta availability. Please contact your CSM if your team is interested in these features.

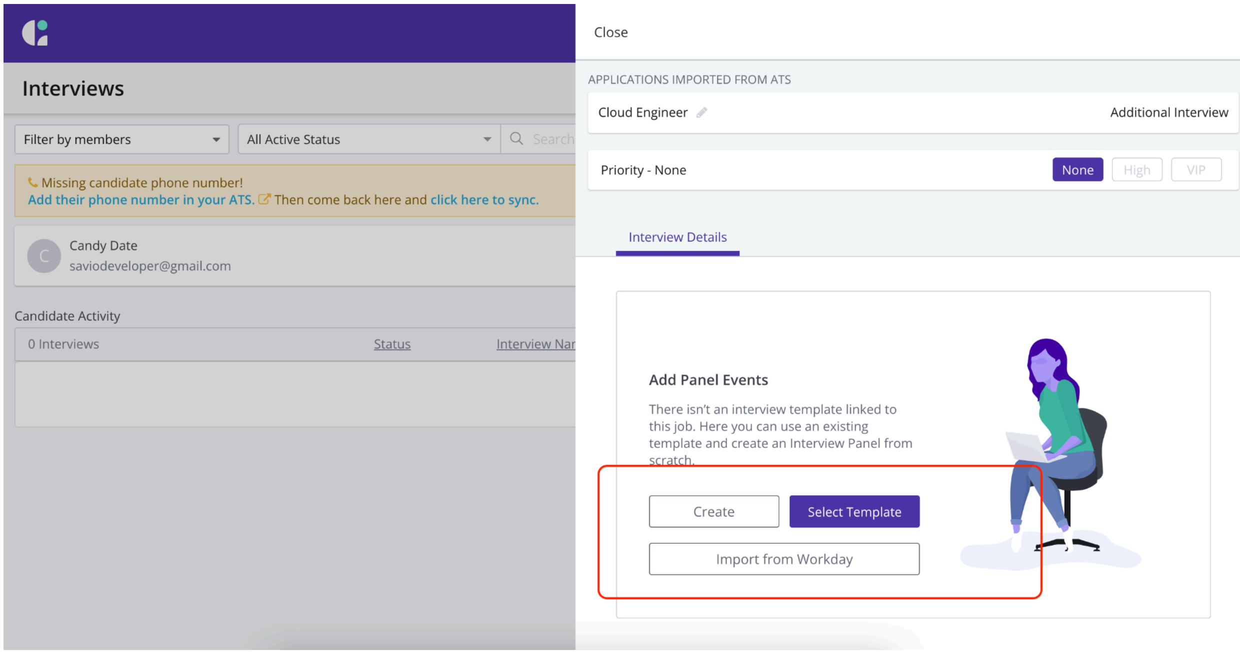
Import of Interview Team from Workday into GoodTime

For each Job Requisition in Workday, Talent Acquisition team members can set up an Interview Team. (In Workday, on the Job Requisition's page, scroll down to the "Details" tab and "Interview Team" sub-tab.



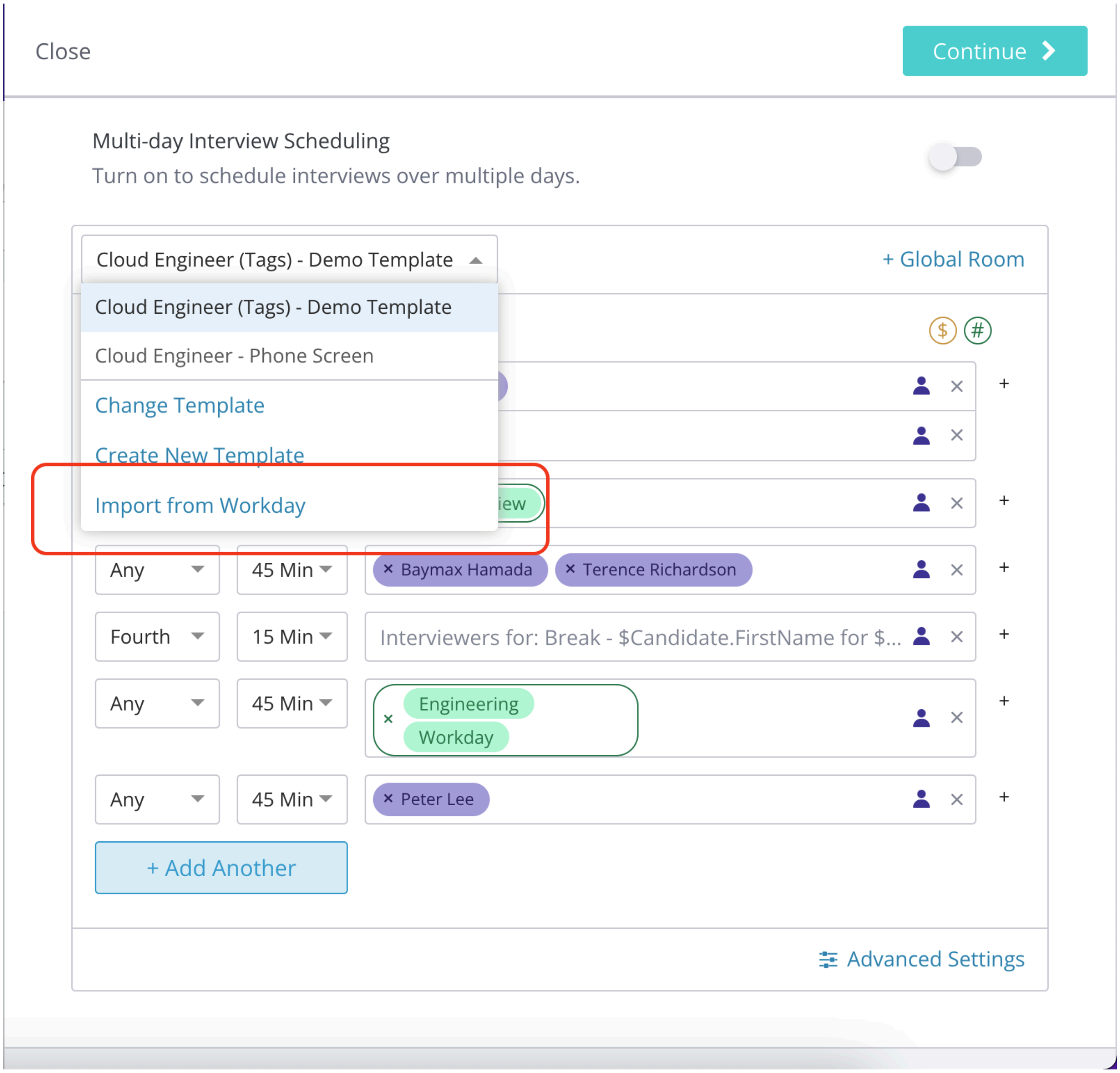
If the Interview Team is set up properly and GoodTime has enabled this Advanced Integration, the option to "Import From Workday" will be available within the scheduling flow in GoodTime:

If you do not have any templates previously linked, the screen will show this:



You have the extra option of "Import from Workday"

If you have previously linked other template(s) to this Job and Stage, you will find the same option under a drop-down menu:



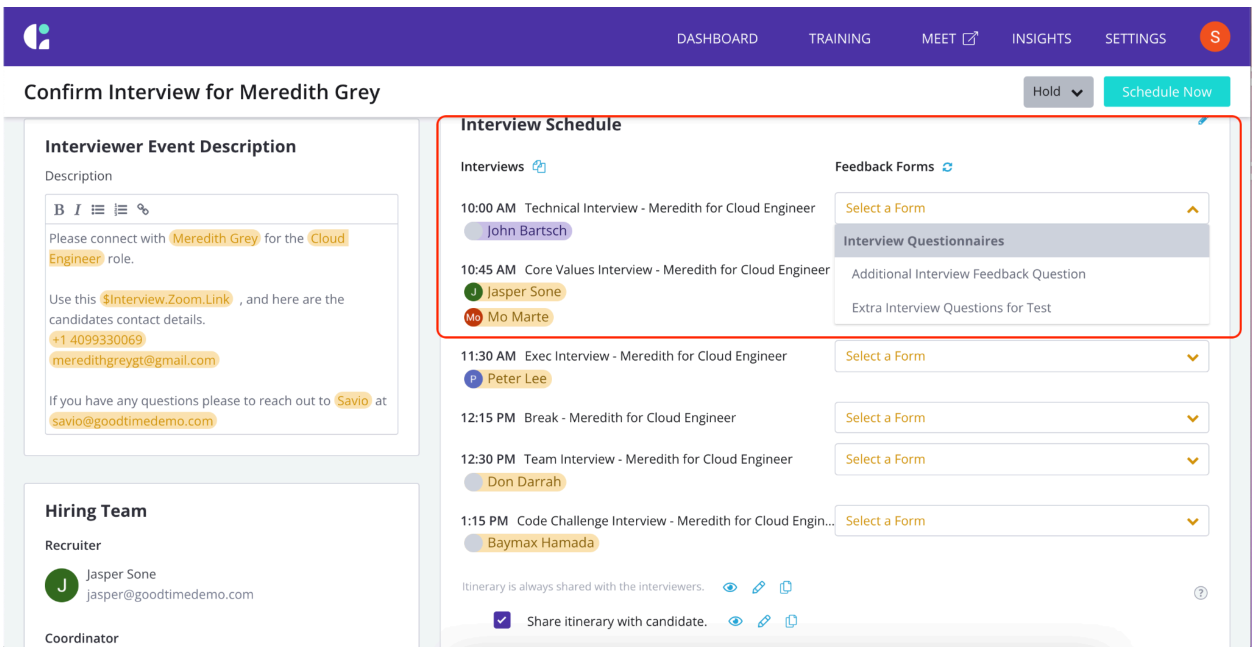
Please note:

- The Interviewers from Workday will be imported into GoodTime as an Interview Template.
- The interview events are imported in order, but can be re-ordered in GoodTime.
- Multiple main interviewers imported from Workday are imported into GoodTime with an "AND" relationship.
- Interview duration is also imported.
- Alternate interviewers are imported into GoodTime with an "OR" relationship.
- Interview Questionnaires list is also imported.
- Interviewers who are actually scheduled will be synced back to Workday

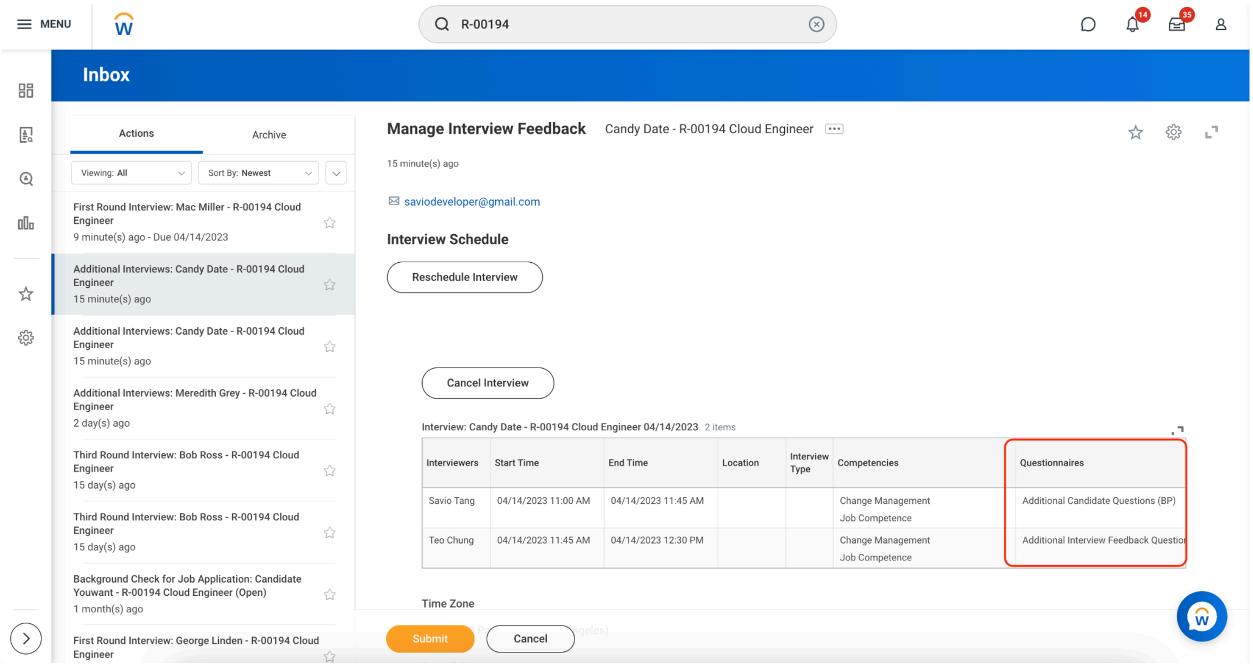
Workday Questionnaires Support

Questionnaires can be set up inside Workday, please note that GoodTime will only recognize the Interview Type of Questionnaire in Workday (Workday supports multiple other types).

In the Confirmation step of the GoodTime scheduling workflow, the imported list of Interview Questionnaires will be displayed in a drop-down list. A Recruiting Coordinator will be able to confirm which questionnaires are to be used for each interview session.



After an interview has been scheduled in GoodTime, the details are synced back to Workday. The names of Questionnaires (names only, not the contents) chosen will also be synced back to Workday:


MENU
R-00194
Inbox
Actions
Archive
Viewing: All
Sort By: Newest
First Round Interview: Mac Miller - R-00194 Cloud Engineer
9 minute(s) ago - Due 04/14/2023
Additional Interviews: Candy Date - R-00194 Cloud Engineer
15 minute(s) ago
Additional Interviews: Candy Date - R-00194 Cloud Engineer
15 minute(s) ago
Additional Interviews: Meredith Grey - R-00194 Cloud Engineer
2 day(s) ago
Third Round Interview: Bob Ross - R-00194 Cloud Engineer
15 day(s) ago
Third Round Interview: Bob Ross - R-00194 Cloud Engineer
15 day(s) ago
Background Check for Job Application: Candidate Youwant - R-00194 Cloud Engineer (Open)
1 month(s) ago
First Round Interview: George Linden - R-00194 Cloud Engineer
Manage Interview Feedback
Candy Date - R-00194 Cloud Engineer
15 minute(s) ago
saviodeveloper@gmail.com
Interview Schedule
Reschedule Interview
Cancel Interview
Interview: Candy Date - R-00194 Cloud Engineer 04/14/2023 2 items
Interviewers
Start Time
End Time
Location
Interview Type
Competencies
Questionnaires
Savio Tang
04/14/2023 11:00 AM
04/14/2023 11:45 AM
Change Management
Job Competence
Additional Candidate Questions (BP)
Teo Chung
04/14/2023 11:45 AM
04/14/2023 12:30 PM
Change Management
Job Competence
Additional Interview Feedback Questio
Time Zone
Submit
Cancel