goodtime

iCIMS + GoodTime Integration Guide

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Overview

This is a step-by-step guide to integrate iCIMS with GoodTime leveraging the iCIMS Streaming API. To integrate you will need admin access on iCIMS and super admin access on GoodTime.

Each new iCIMS+GoodTime customer will need the iCIMS Streaming API. They need to purchase the license to use the Streaming API from iCIMS. The customer will need to engage with their iCIMS Implementation Manager (or Account Executive) to let him/her know that they are wanting to deploy the GoodTime integration. The customer needs to inform the Implementation Manager that they need the Streaming API access in the project. The customer will likely need to execute an SOW with iCIMS to get an implementation resource assigned to the project.

Kick-off Call

The process is subject to iCIMS's implementation, but there is likely a kick-off meeting. The following should be addressed in the meeting:

1. The Implementation Manager from iCIMS will enable GoodTime with the necessary credentials to access the Streaming API.

2. The customer should inform the Implementation Manager what fields they wish to sync using the Streaming API. A "channel" will be created to sync the specified fields.

3. The Implementation Manager will assign a "CustomerID" and "ChannelID" to identify the customer and the channel.

4. GoodTime will use the "CustomerID" and "ChannelID" to access the customer's data on iCIMS going forward.

Set Up iCIMS Integration in GoodTime

Follow the steps to complete the set up for the iCIMS and GoodTime Integration

1. Provide GoodTime with **CustomerId** (iCIMS account implementation manager can provide)

2. Connect customer's **CustomerId** to GoodTime's **clientId**

    a. Customer to ask the iCIMS account implementation manager to permit access to customer data.

    b. GoodTime's **clientId** is **7a9ef3d5-10a5-4bb3-9957-96702efde74f**

3. Provide GoodTime with a list of **Bins** & **Statuses**

    a. Customer to identify which statuses they want to trigger to schedule in GoodTime

    b. iCIMS to place GoodTime's webhook address for the statuses they want to use as triggers.

        i. US GoodTime servers: https://a.goodtime.io/v2/ats/webhook/icims

        ii. EU GoodTime servers: https://eu.goodtime.io/v2/ats/webhook/icims

4. Once all steps are completed, GoodTime can begin the data sync. *The length of the sync is dependent on how much data is in iCIMS.*

    a. The default sync is 10,000 calls per day. For customers with a high volume of candidates/jobs/users, it is recommended to ask iCIMS for an exception in order to increase the speed of the data sync.

iCIMS API Scope Information

The GoodTime Integration leverages the iCIMS Streaming API, iCIMS Profile API and iCIMS List API.

What is pulled into GoodTime from iCIMS

- Candidates:
    - All Persons in iCIMS in the **Cand:Active** folder are pulled in as Candidates into GoodTime every 15 minutes
- Users:
    - All Persons in iCIMS in the **Emp:Current Employee, Emp:Contractor/Temp,** or **HM:Active** folders are pulled in as Users into GoodTime every 15 mins
- Jobs:
    - All Jobs in iCIMS that are **Approved** and **active** are pulled into GoodTime as Jobs every 15 mins
- All Recruiting Workflow Bin / Status in iCIMS are pulled into GoodTime as Stages as part of Initial Data Sync per Org,
    - *When Bin/Statuses change for an Org, they need to notify GoodTime CSM and need to redo the sync.*
- All Recruiting Workflows in iCIMS associated with an **Open Job** and a **Cand:Active** Person are pulled into GoodTime as Applications every 15 mins

Fields GoodTime pulls from iCIMS

- Person
    - firstname
    - lastname
    - middlename
    - email
    - folder
    - phones
    - location
    - resume
    - updateddate
- RecruitingWorkflow

- ○ associatedprofile
- ○ baseprofile
- ○ source
- ○ sourceperson
- ○ bin / status
- ○ updateddate
- Job
    - ○ jobid
    - ○ jobtitle
    - ○ folder
    - ○ hiringmanager
    - ○ recruiter
    - ○ secondaryrecruiter
    - ○ jobowner
    - ○ joblocation
    - ○ updateddate
- Recruiting Workflow Bin / Status

Workflow steps to setup in iCIMS

- Steps that trigger GoodTime interaction
    - ○ Advancing a candidate within a job application (Workflow Status change) by selecting the "Send to GoodTime" picklist item.
- If the customer chooses, GoodTime can automatically advance the candidate into the next preferred Status in iCIMS. This will occur immediately once the candidate is opened in GoodTime (For example - trigger for scheduling is "Availability Requested" → Moved immediately into "Interview scheduled") Please let your CSM know if you'd like this set up.

Schedule iCIMS Candidate in GoodTime

Video clip: Scheduling a candidate for an interview

https://www.loom.com/share/ea3c54a7b8cb46bdb64b537cc1f3a098