

# iCIMS Integration: Product & Client Documentation

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## Preparation

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

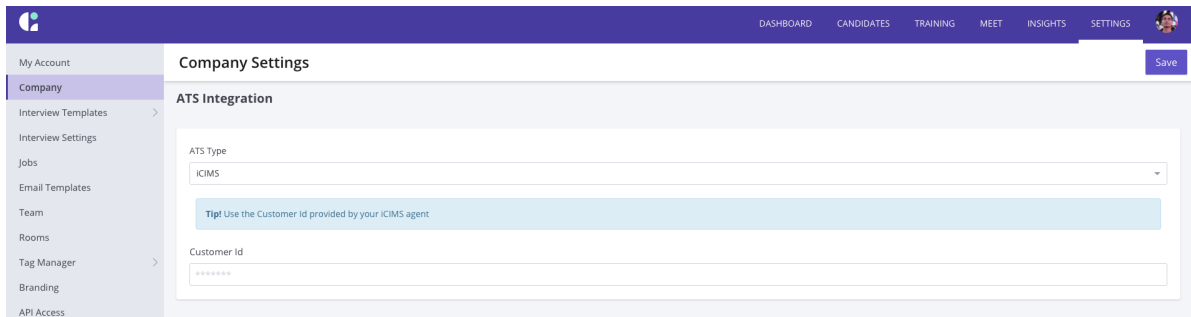
The process is subject to iCIMS's implementation, but there is likely a kick-off meeting. The following should be addressed in the meeting:

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 with the Streaming API. A "channel" will be created to sync the specified fields.
3. The Implementation Manager will assign a "CustomerID" to identify the customer and the channel.

## How to setup the iCIMS <> GoodTime Integration

- On GoodTime, ask the client to go to Settings > Company > ATS Integration and enter their customer id:

The customer id can be obtained by contacting iCIMS support team.



The screenshot shows the GoodTime user interface. At the top, there is a navigation bar with links for DASHBOARD, CANDIDATES, TRAINING, MEET, INSIGHTS, and SETTINGS. Below this is a sidebar menu with options like My Account, Company, Interview Templates, Interview Settings, Jobs, Email Templates, Team, Rooms, Tag Manager, Branding, and API Access. The main content area is titled 'Company Settings' and 'ATS Integration'. It features a dropdown menu for 'ATS Type' with 'iCIMS' selected. Below this is a light blue tip box that reads 'Tip! Use the Customer Id provided by your iCIMS agent'. At the bottom, there is a text input field for 'Customer Id' with several asterisks indicating a masked field. A 'Save' button is located in the top right corner of the settings area.

- Ask client to notify GoodTime CSM once done.
- GoodTime CSM should create a ticket in the GoodTime JIRA API board to start iCIMS integration for the client. This ticket can be assigned to an API Team Engineer.
- Once the ticket has been resolved, GoodTime will start pulling data from iCIMS. This can take a while, depending on how much data the client already has in iCIMS, so we recommend getting this step done early.

# What iCIMS APIs GoodTime uses

iCIMS Legacy Streaming API, iCIMS Profile API and iCIMS List API.

## What is pulled into GoodTime from iCIMS

- All **Person** in iCIMS in the **Cand:Active** folder are pulled in as Candidates into GoodTime every 15 minutes
- All **Person** in iCIMS in the **Emp:Current Employee** , **Emp:Contractor/Temp** , or **HM:Active** folders are pulled in as Users into GoodTime every 15 mins
  - Until iCIMS implements an API to push interview data back, this part doesn't matter much and will not affect the client's GoodTime experience
- All Jobs in iCIMS that are **Approved** (**Open**) 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

## 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.

## 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

## Disclaimer

- This document may contain forward-looking statements for which there are risks, uncertainties, and assumptions. If the risks materialize or assumptions prove incorrect, GoodTime's business results and directions could differ materially from results implied by the forward-looking statements. Forward-looking statements include any statements regarding strategies or plans for future operations; any statement concerning new features, enhancements or upgrades to our existing applications for future future applications; and any statements or belief.
- GoodTime assumes no obligation for and does not intend to update any forward-looking statements.
- Any unreleased services, features, functionality or enhancements represented in any GoodTime document, roadmap, blog, our website, press release or public statement that are not currently available are subject to GodTime's discretion and may not be delivered as planned or at all.
- Customers who purchase GoodTime services should make their purchase decisions upon services, features, and functions that are currently available.

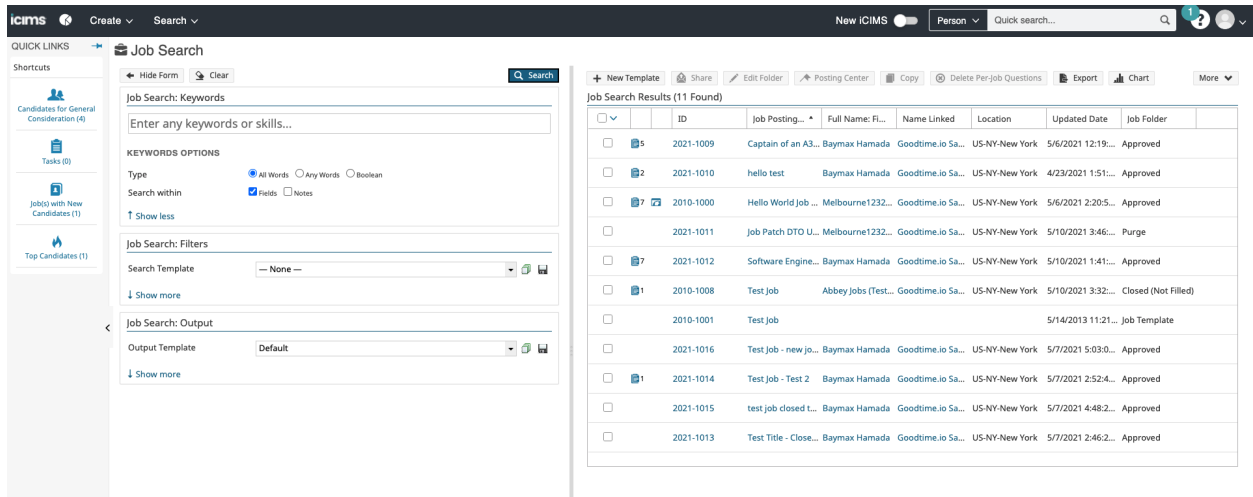
## **iCIMS <> GoodTime interactions**

[Video Showcasing all the interactions](#)

### **Where to find Jobs & Stages**

On the top menu, hit "Search" → "Job".

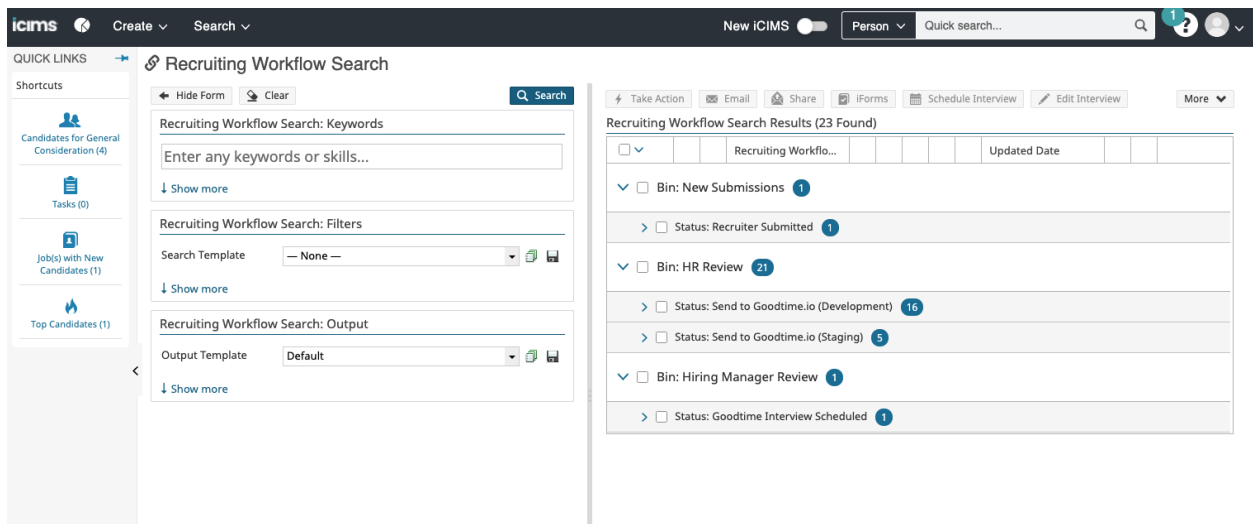
You can enter keywords or simply hit the magnifying glass "Search" button.



Stages are known as Workflow in iCIMS

To list the general Workflow of company, hit "Search" → Workflow on the top menu

Simply hit the magnifying glass "Search" button.



## Schedule iCIMS Candidate in GoodTime

Video clip 1: From iCIMS, open candidate to be scheduled in GoodTime

<https://www.loom.com/share/b3701d22bb2b4cbd917dce16d2055551>

Video clip 2: Click on the link in iCIMS to open

GoodTime <https://www.loom.com/share/12cf7fc1c21640cfb98df26a9aac39b4>

Video clip 3: Scheduling the candidate inside GoodTime

<https://www.loom.com/share/acb3e30a7b1d4018a15d089bfd9ed77c>

## Link iCIMS Resume in GoodTime

On the Candidate Screen, you can Upload a resume or Download existing resume

The screenshot displays the iCIMS interface for a candidate profile. The candidate's name is Jinping W. Xi, with ID 144. The profile is marked as 'CANDIDATE' and has a 0/5 rating. The resume section shows a sample from Bellevue University Career Services, titled 'RESUME SAMPLES'. The text of the resume sample is as follows:

Preparing an effective resume is a difficult and time-consuming task. This handout contains resume examples that will help you get started. Different formats and styles are used to illustrate the various suggestions and tips contained in the handout, "Preparing Your Resume," also available through the Bellevue University Career Services Center.

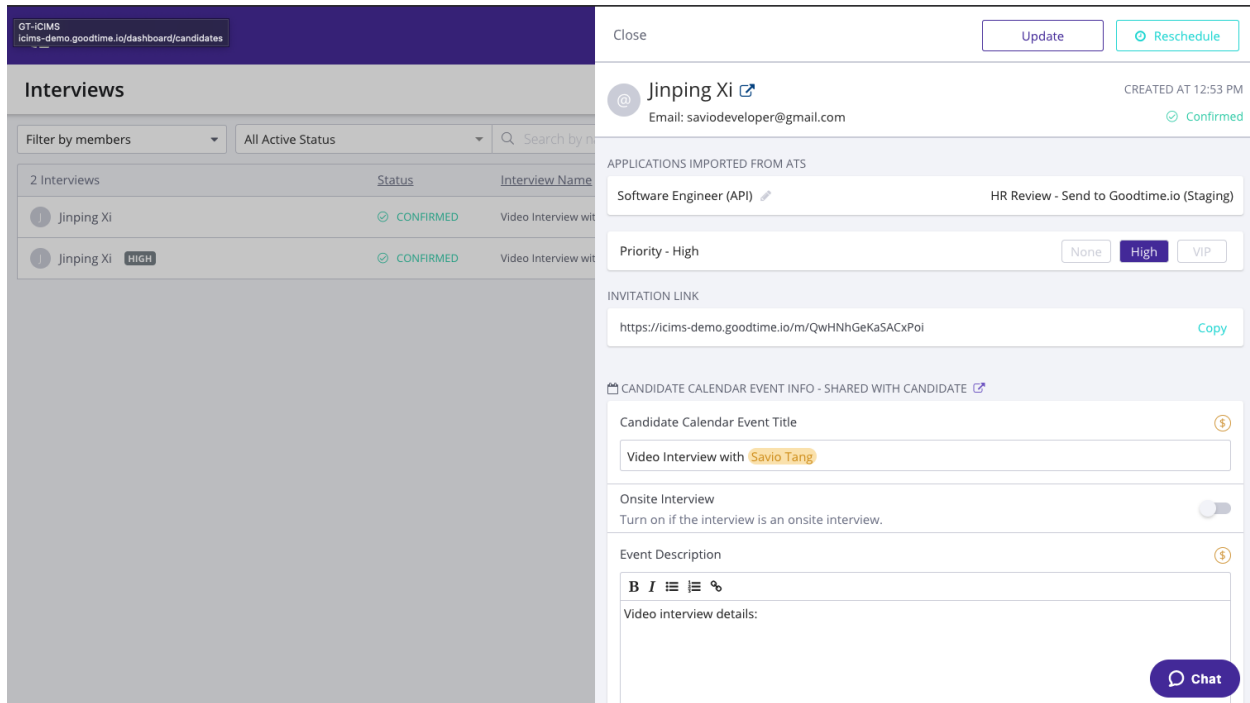
Remember, these are intended to serve only as examples. You should modify or change as appropriate to customize your resume according to your skills, experience, education, and the job you're applying.

For additional guidance or assistance, contact the Career Services Center at (402) 557-7423, (800) 756-7920 ext. 7423 or careerservices@bellevue.edu.

## Link iCIMS Candidate profile in GoodTime

In GoodTime Interviews list, click on candidate's name to bring up the drawer UI.

You can click the link beside candidate's name to open his/her profile in iCIMS.



## Limitations

iCIMS currently does not provide API endpoints to sync data back.

Therefore the following data are not sync'ed back to iCIMS.

**Interview data not pushed back to iCIMS**

**Email data not pushed back to iCIMS**