



JOB FEED / CONVERSATIONAL CAREER SITE

DEPLOYMENT GUIDE

Revision History

Date	Version	Description	Author
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IN THIS GUIDE

This Deployment Guide provides instructions that will assist in the process of deploying the Workday/Paradox Integration for conversational Job Search.

GLOSSARY OF TERMS

Certified Integration	An integration system developed by Paradox to enable the data flow between Workday and Paradox Olivia as part of the Workday Solution/Certified Program. Certification is achieved after Workday deems the Software Partner has met all the Certification Program requirements.
Customer	Workday Customer using the Workday for HCM or Financials capabilities and requiring supplemental solution(s) provided and supported by Paradox.
WQL	“Workday Query Language”. Allows for retrieving data utilizing Workday’s Delivered Query Language.
Configurable Security Policy	The Configurable Security Policy describes the access required for each Integration System User and permissions needed for the integration to function.
Deployment Guide	Document to assist implementers who are configuring Workday to integrate with Paradox Olivia.
Prototype	Prototype indicates the integration design has been reviewed and approved by Workday based on the

	information available at that time but the integration has not yet met the milestones to advance from the Solution Partner phase to the Certification phase of the program. Workday requires two customers to be live on the integration prior to the Software Partner advancing to the “Certification phase” of the Program.
Integration Implementer(s)	The Integration Implementer(s) is the individual or group of individuals responsible for deploying the integration. Workday generally recommends that the customer engage the appropriate Workday Certified Consultants when deploying any integration.
Paradox Terms	“Olivia” – Personal Chat assistant used to communicate with Candidates via a chat widget on a career page, or via SMS/Email. Olivia can take on any client Persona. “Integration Center” – This is Paradox’s internal integration platform used to integrate paradox data into or from any 3rd party system with open api’s. “CEM” – This is Paradox’s Candidate Experience Manager or the backend system of Paradox. This is where clients, users, and Paradox Admin’s configure the system to produce outreaches or move candidate steps and statuses.

CERTIFIED INTEGRATION

The Certified Integration has been designed, developed, tested, documented and deployed by Paradox with Workday’s guidance and oversight. The integration facilitates the flow of data from Workday to Paradox Olivia for specific use case(s) and is not intended to address all use

cases clients may be interested in. The client benefits by receiving pre-built, pre-tested, documented, partner-maintained integrations that minimize implementer's effort as compared to custom integrations for the specific use case(s) addressed.

INTEGRATION OVERVIEW

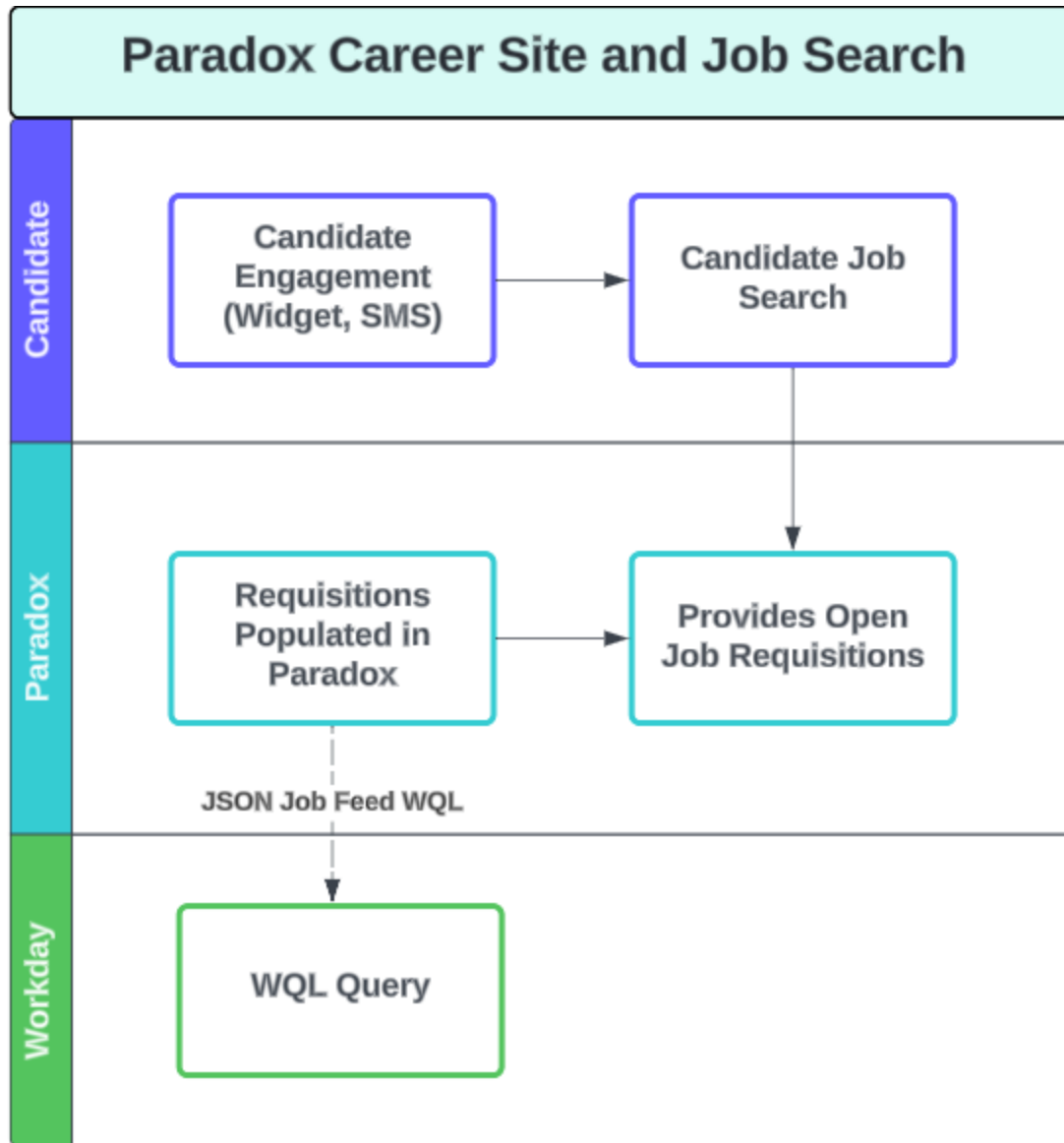
Functional Objective

The Paradox Candidate Job Feed WQL integration is a one-directional flow between Workday and Paradox to allow Paradox to ingest Job Requisition and posting data that helps power Paradox's Conversation Career Sites and Job Search functionality. This integration will run on a schedule (cadence varies, defined between client and Paradox during implementation).

Paradox Olivia will, upon the defined schedule, make a POST request to a client's REST Data endpoint utilizing a WQL statement. Paradox ingests and indexes this data internally that then refreshes the candidate experience when engaging with Olivia for Job Search assistance.

Data Flow

- One-Directional Integration
- Originating from Workday
- Integration will retrieve Job Requisition and Job Posting data via a custom report
- Frequency of integration will be dependent on client configuration (e.g. every 4 hours)
- Mechanism for triggering integration will be on the defined cadence configured within Paradox.



System Requirements

- Browser Requirements
 - Most modern web browsers are supported with the exceptions listed below, most notably legacy Internet Explorer.

- Unsupported Browsers

No	Name (Browser version)
1	IE 8 (Latest version)
2	IE 7
3	IE 6
4	Safari 5.1 (Latest version)
5	Safari 5

Transport Protocols & Authentication

- HTTPS Protocol
- WQL Query
- JSON Data Format
- OAuth

WORKDAY CONFIGURATION

- Integration System User Creation
 - Create One ISU User and Security Group
 - The ISU will be used by Paradox to POST and return data from the WQL
 - After creating the ISU, navigate to the “Maintain Password Rules” task to add the ISU to exempt from password expiration.

Create Integration System User

Account Information

User Name	ISU_ParadoxInbound
Generate Random Password	☐
New Password	
Password Rules	Your new password must not be the same as your current password or user name. Minimum number of characters required: 8. The following character types must be represented: alphabetic characters, uppercase characters, lowercase characters, Arabic numerals 0 - 9, special characters !"#\$%&'()*+,-./:;<=>?@[\\]^_`{ }~.
New Password Verify	
Require New Password at Next Sign In	☐
Session Timeout Minutes Enforced	120
Session Timeout Minutes	0
Do Not Allow UI Sessions	☒

OK

Cancel

Q maintain password rules

Tasks and Reports

[Maintain Password Rules](#)

Task

Maintain Password Rules

Determine the password restrictions to apply to your system users. These restrictions apply to all system users and are not organization specific.

Password Rules Configuration

Minimum Password Length	8
Password Must Contain Alphabetic Characters	☒
Password Must Contain Uppercase Characters	☒
Password Must Contain Lowercase Characters	☒
Password Must Contain Numeric Digits	☒
Password Must Contain Special Characters	☒
Days Before Password May Be Re-used	0
Maximum Password Age in Days	0
Number of Passwords before Password Reuse	0
Failed Signon Attempts Before Lockout	5
Number of Failed Password Reset Attempts Allowed	3
Lockout Minutes	10
Force Password Reset Upon Login	☐

Session Timeout

Default Session Timeout Minutes	120
	☒ Apply to Users with no Individual Session Timeout
	☐ Override Session Timeout for All Users

System Users exempt from password expiration

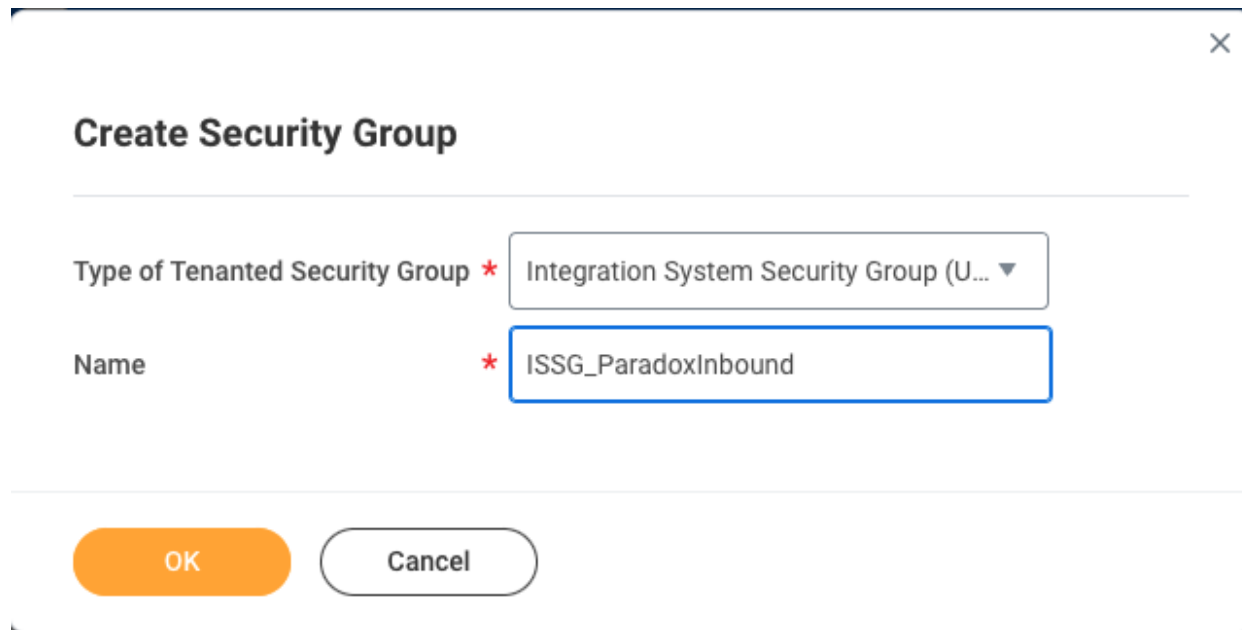
☒ ISU_ParadoxInbound

☒ ISU_Paradoxoutbound

OK

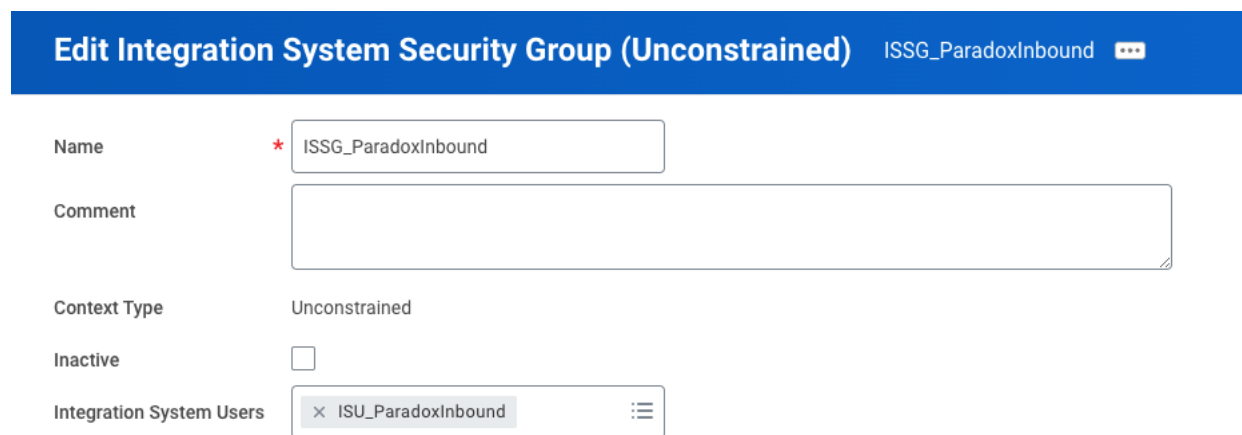
Cancel

0



A dialog box titled "Create Security Group" with a close button (X) in the top right corner. It contains two fields: "Type of Tenanted Security Group" with a dropdown menu showing "Integration System Security Group (U..." and "Name" with a text input field containing "ISSG_ParadoxInbound". Both fields have a red asterisk indicating they are required. At the bottom are "OK" and "Cancel" buttons.

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An "Edit Integration System Security Group (Unconstrained)" dialog box for the group "ISSG_ParadoxInbound". It includes fields for "Name" (ISSG_ParadoxInbound), "Comment" (empty), "Context Type" (Unconstrained), "Inactive" (checkbox), and "Integration System Users" (a list containing "ISU_ParadoxInbound").

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- Security Configuration (required)
 - Configurable Security Policy document included in the appendix that contains the Domain policies required for each ISSG/ISU.
 - Please reference the appendix with these screenshots on how to add the permissions noted in the appendix to each security group
 - Start the process by opening the "Maintain Permissions for Security Group" Task
 - Once complete with adding the permissions, be sure to activate them by opening the "activate pending security policy changes" Task
 - You can then navigate to that security group to view the permissions to confirm the changes/updates.

Q activate pending security policy changes



Tasks and Reports

Activate Pending Security Policy Changes

Task

Activate Pending Security Policy Changes

Enter a comment to describe the security changes to be published. On the following screen you will be asked to review and confirm the changes that will take effect.

Current Security Evaluation Moment 05/08/2022 09:14:25.620 PM

Comment * Activate Paradox ISSG

Proposed Security Evaluation Moment 05/18/2022 01:06:21.881 AM

Comment * Updates to Paradox ISSG Outbound Security Permissions.

OK

Cancel

View Security Group

Maintain Permissions for Security Group Task

Name

ISSG_Paradoxinbound

Domain Security Policy Permissions

Business Process Security Policy Permissions

Other Usages

Domain Security Policy Permissions 1 item

View/Modify Access	Domain Security Policy	Functional Areas
Get and Put	Move Candidate	Recruiting

0

Workday API Client for Integrations

1. Access the **Register API Client for Integrations** task.
2. Enter the **Client Name**.
3. Select the **Non-Expiring Refresh Tokens** check box.
4. From the **Scope (Functional Areas)** prompt, select Systems
 - a. Select the functional areas that Workday enables for the REST API. Also, select the functional areas for domains of any custom objects to which you might require access. Use caution to expose only those functional areas that you specifically require access to.

Refresh token Management

Manage the refresh tokens for API clients for integrations for specific Workday accounts.

1. As a related action on the API client for integrations, select **API ClientManage Refresh Tokens for Integrations**.
2. Select the **Workday Account** from the prompt. No more than 1 refresh token can exist for a given integrations API client and Workday account pair.
3. Select **Confirm Delete** or **Generate New Refresh Token** to delete the existing refresh token or generate a new one. You can select both options to delete the existing refresh token and replace it with a new one. Integrations that rely on the refresh token will no longer work unless you update them to use the new token. If you don't select the **Generate New Refresh Token** check box:
 - Workday won't generate a new refresh token.
 - You'll need to run the task again to generate a new one.

Proper Permissions for API Client:

1. Run “Create Integration System User” task and create user “ISU - REST”.
2. Run “Register API Client for Integrations” task and create client “RESTAPI”. Please refer to [admin guide](#) for "Scope" field:
 1. Select the functional areas to which your OAuth 2.0 client requires access.
 2. Select the functional areas for domains of any custom objects to which you might require access.
 3. Use caution to expose only those functional areas that you specifically require access to.
 4. If your OAuth 2.0 client requires access to core Workday domains that aren't in any functional areas, select the Include Workday Owned Scope check.
 5. Make sure to save the “Client Secret” value as it is invisible from here on. However, if you do forgot it, you may click the related action to this API client > Generate New Client Secret to get a new one.
3. Associate the API client with your ISU user - "ISU - REST":
 1. Search for "View API Clients" report -> Click "API Clients for Integrations" tab.
 2. Click the related action for your API client > Manage Refresh Tokens for Integrations.
 3. Search for your user from Step 1 in the "Workday Account" text box.
4. Click Ok, then check “Generate New Refresh Token” and click Ok again.
5. From “View API Clients” report, you will be able to see the “Token Endpoint” and “Workday REST API Endpoint” from the top of this page.
6. From “View API Clients” report, you will be able to see the “Token Endpoint” and “Workday REST API Endpoint” from the top of this page.
7. Open SoapUI application to generate access token using the created API client above.
8. Click REST Project with URI of token endpoint.
9. Update the Method to “POST”, and change media type to “Text/XML”. Then fill the querystring as (please replace the parameters with the correct value generated in your tenant):
grant_type=refresh_token&refresh_token=<Refresh Token>&client_id=<Client ID>&client_secret=<Client Secret>
10. The access token is generated when you submit the request.

Within the Paradox CEM the following will be taken care of by the Paradox Integration and Implementation teams.

1. Creation of mapping and ingest schedule of Job Feed WQL Query
2. Job Search Configuration
 - a. Settings configured in client account to enable job search functionality

DEPLOYMENT METHODOLOGY

Deployment of the Paradox <> Workday Conversation Job Search integration is performed within the Workday Tenant as well as within the Paradox Client CEM Account. Deployment will require a Workday ISU User to be provided and API Client for Integration.

Below describes the Roles and Responsibilities to deploy the Paradox <> Workday Job Feed Solution.

Deployment Tasks & Responsibilities

Workday Deployment - All configuration will be the responsibility of the Workday Customer or the Workday System Integrator/Implementer. The Workday responsible individual(s) will perform the following tasks

- Create API Client for Integration
- Setup an ISU User with appropriate roles and permissions
- Provide Paradox consultant/implementation manager with ISU username/password or authentication details

Paradox Deployment - All configuration will be the responsibility of a Paradox Implementation Manager and/or Consultant. The Implementation Manager/Consultant will complete all necessary steps to install, configure and deploy the Job Search integration.

UAT/SIT/Testing and Rollout - It is advised that the Workday Customer and/or System Integrator/Implementer deploy solution in an Implementation environment to ensure system requirements are met, integration is operating as described, and solution is a correct design fit for customer/client use case. Paradox will, in addition, provide the customer/client with a suitable Staging environment to test solutions.

Upon completion of validation testing, it will be the responsibility of Workday Customer or System Implementer/Integrator to migrate the solution from Workday Implementation Tenant to Workday Production Tenant. In parallel it will be the responsibility of the Paradox Implementation Manager/Consultant to migrate the solution to the Paradox Production account.

Customer/User Acceptance Testing

Environments - It is advised to introduce Integration initially into a Workday Implementation Tenant. Paradox will additionally provide the client/customer a Staging account.

Migration - Best practice will be to export the tested the approved (Signed Off) report definition file from the tested environment. This will ensure any adjustments made during testing are mimicked into the Production Environment. Additionally, any security adjustments made during testing/UAT should be noted and copied over to production to ensure congruence between environments.

Paradox will, as well, export Signed off/Tested integration and migrate to Paradox Production Environment. This may include, but not be limited to, the integration itself, mapping values, custom code or any other enhancements made during client testing.

Test Cases -

	Test Cases	Expected Result
1	Data Validation on Paradox Ingest	Number of requisitions available on the report aligns with data processed by Paradox.

2	From a candidate experience perspective, I am able to search and view jobs	Candidate should be able to search, view, and click apply for jobs (only if they are posted externally)
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Workday Tenant

Workday recommends performing user acceptance tests in an implementation tenant. Preview and Sandbox tenants are NOT recommended as they are subject to frequent changes and may include functionality not available in Production.

INTEGRATION PROCESS FLOW

The Paradox Job Feed integration is designed to use Workday Query Language to ingest Job Requisition Data. Upon receipt of the ISU and REST URL, Paradox will configure a scheduled ingest process to fetch Job Requisition data on a defined cadence from the REST Data URL.

Upon ingestion, Paradox maps and indexes the data to allow candidates to search and view open jobs when engaging with Olivia.

ASSUMPTIONS

- Paradox will provide WQL Sample
- Client requirements can vary, and may require slight adjustments to report.
- Paradox configures the ingest of the data on a client by client basis, allowing for custom data variation as needed.
- If you use the “Remote Type” job requisition field to identify remote jobs. Paradox will need to know what values you have created and defined for this field.

- If “remote” jobs are identified differently, Paradox would work with clients to identify best data for Paradox to ingest to identify Remote Jobs correctly.
- WQL Definition does not account for handling Job requisitions with multiple external postings.
 - If you utilize multiple career site postings, you may find it necessary to add an additional filter to the report so that Paradox receives the appropriate posting URL in the WQL.

FREQUENTLY ASKED QUESTIONS

- Workday Query Language was chosen so that the data could be retrieved in a single request.
- The Query contains all Open requisitions, with a flag for if the job is posted externally or not. Paradox would only display externally posted jobs to candidates engaging via Job Search.
 - Depending on your full solution with Paradox, Paradox may require ingestion of All Open Jobs. Which is why the Query was designed to include all Open Jobs
 - If your solution with Paradox does not require all open jobs, modifying the Query with a filter for Externally Posted = True is a quick filter that can be added to the Query.
- Pay Rate/Range is not identified on the Query.
 - There are various ways a pay range may be configured in Workday, please see the following article: <https://community.workday.com/node/1047631>
 - Paradox does have the capability to display pay information to candidates during their Job Search experience. This would require identifying where this information is stored for your organization and adding that data into the custom report.

PARADOX OLIVIA SUPPORT PROCESS & CONTACTS

Paradox assigns all clients to a Client Success Manager as well as an Implementation Manager/Consultant during Implementation. For all questions or support, they should be directed to the assigned Paradox Team Members for the client.

APPENDIX A – CONFIGURABLE SECURITY POLICY

Table provided here is the same in the supplemental documentation provided named “Configurable Security Definition - Paradox Job Feed”

<i>Paradox Job Feed</i>			
Security Group Name	ISSG_PDX_JOBS		
Context Type	Unconstrained		
Integration System Users	ISU_PDX_JOBS		
Domain Security Policy Permissions			
Operation	Domain Security Policy	Domain Security Policies Inheriting Permission	Functional Areas
Get Only	Job Requisitions for Recruiting		Recruiting
Get Only	Job Postings	Job Postings: External Job Postings: Internal	Recruiting
Get Only	Set Up: Career Sites		Recruiting Talent Pipeline
Get Only	Internal Careers		Recruiting
Get Only	Questionnaire	Question Library Questionnaire Creation and Distribution	System
Get Only	Job Requisition Data		Pre-Hire Process
View and Modify	Custom Report Creation		System