# TC (Talent Catalog) Chats

A "TC Chat" is a TC version of a Slack channel where participants in the channel can post, upload files and automate information updates.

The purpose of TC Chats is to facilitate communication between parties involved in a job:
- Source partner
- Destination partner
- Candidates
- Other "fourth parties" such as TBB Global, UNHCR, IOM, Pathway Club etc

TC chats will replicate what we currently do in Slack with job related channels (eg #emp-au-iress), job/candidate related channels (eg #emp-au-iress-atheer), and job/candidate cohort channels (eg #emp-uk-mersey-cohort3). Slack channels are replaced with "TC chats" associated with the appropriate job and candidate opportunities.

## Why is it needed

There are partners without access to Slack. That is a challenge that we are already facing, with mixed success. This functionality is also essential for employer and recruiter direct access, which is currently under development. That is what has been the immediate driver for delivering this new functionality now.

### Advantages

⇒ Auto creation of standardized communication channels directly on the TC
⇒ Automatically linked to candidate opportunities and job opportunities
⇒ Automated posting of standardized alerts (e.g. stage changes) to all relevant parties
⇒ Multicast! Something that Slack not have.
   ○ What is it? Ability to send same message to multiple channels. Useful for communicating to, for example, lists of candidates - each on their own private channel

Note: We won't be able to replicate everything people can do in Slack - and Slack will continue to be a useful tool for TBB and other partners who use it. However, we should be able to provide a pretty close match to Slack, with the advantage that it is built into the TC. Apart from meaning that all partners don't need to use Slack, having this basic functionality in the TC allows for increased automation and better standardisation and organisation. It is also valuable to have the chats tightly linked to the job and candidate opportunities they are associated with.

# Chat definitions

The following sections describe for each of the 5 chats: chat name, participants, fourth party participants (in addition to normal 3 participants: candidate, source partner, destination partner), creation trigger and purpose.

Note that all chats receive automatic posts, as appropriate, by the TC for things like stage changes or updates to job details.

To clarify the main participants in each chat we will use the following abbreviations for the normal chat participants:

- S - source partner
- C - candidate
- J - job creator (destination partner)

When more than one participant of a given type can be involved in a chat, we will add a plus (+). So, for example, 'S+ J' means more than one source partner and a job creator.

## Source Partner Chat (S J)

**Purpose:** Communication related to the job between the destination partner (the recruiter) and the source partner in a particular location.

**Created:** On job creation - until the job is published the chats won't be viewable to others

**Participants:** Source partner associated with prospects for the job in a particular source location and destination partner (the recruiter).

**4th party participants:** Trainer - eg TBB Global, local UNHCR

**Example:** The destination partner may post questions relating to conditions in the particular source location.

## Admin Portal



*'Partners/Chats' tab on job opportunity*
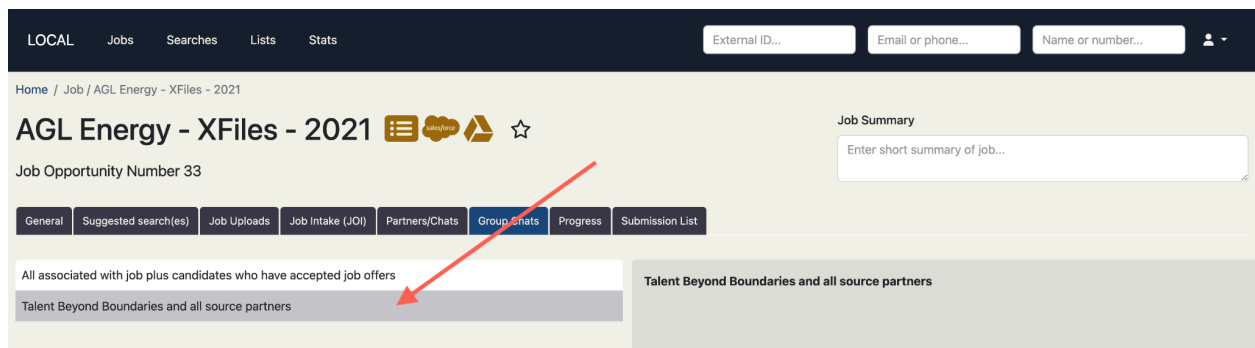
## All Source Partners Chat (S+ J)

**Purpose:** This is how the destination partner (the recruiter) can provide all source partners with general information about the job.
**Created:** On job creation - until the job is published the chats won't be viewable to others
**Participants:** The job destination partner (the recruiter) plus all source partners.

**Example:** The destination partner can make any post that they believe will be of general interest to source partners. Source partners can communicate with each other on this chat about the job, as well as with the destination partner - for example general questions to the destination partner about the job that could be of interest to everyone could be posted here.



Admin Portal

*'Group Chats' tab on job opportunity, select chat named '{{destination partner name}} and all source partners'*

## Prospective Candidate Chat (S C)

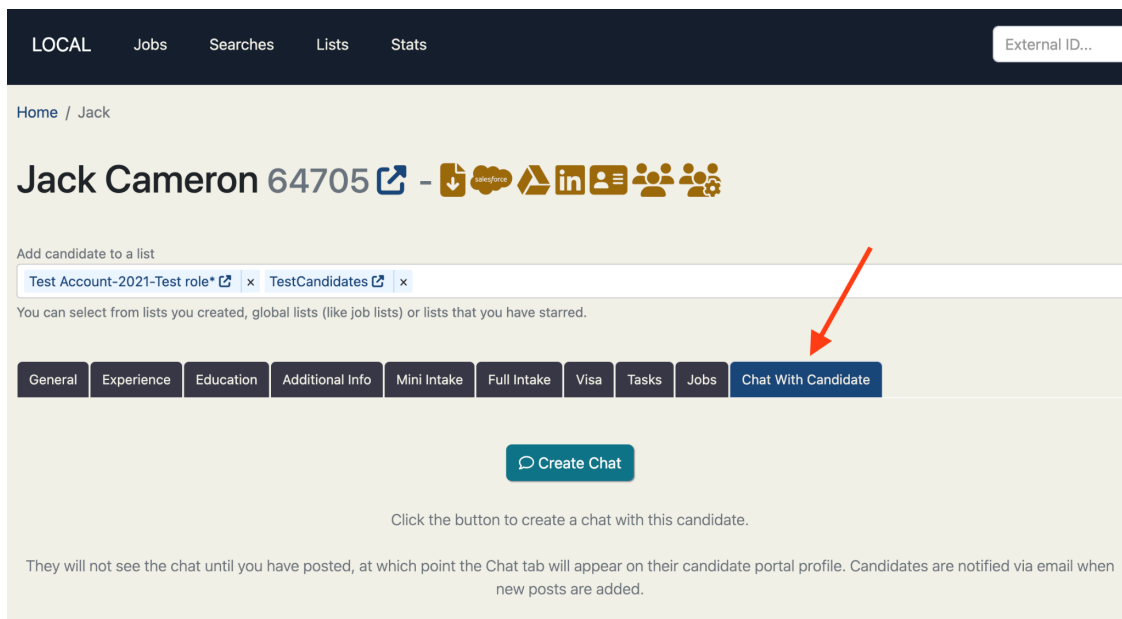**Purpose:** Private communication between source partner and a single prospective candidate.
**Created:** When a candidate is added to a submission list OR when a partner initiates/creates a chat. A partner can initiate a prospect chat by clicking on the 'Create Chat' button, or a prospect chat will automatically create if a candidate is added to a submission list - as they become a prospect for a job.
**Participants:** Source partner and candidate in source location who is either a prospect for a job OR who has been reached out to by a partner prior to becoming a prospect for a job ('Create Chat' button).
**4th party participants:** Trainer - eg TBB Global, local UNHCR

**Example:** Early communication between source partner and a potential candidate. This is prior to the CV Review stage where they will be communicating directly with the destination partner. However it can also be used in later stages for more private communication between the candidate and the source partner - not involving the destination partner.
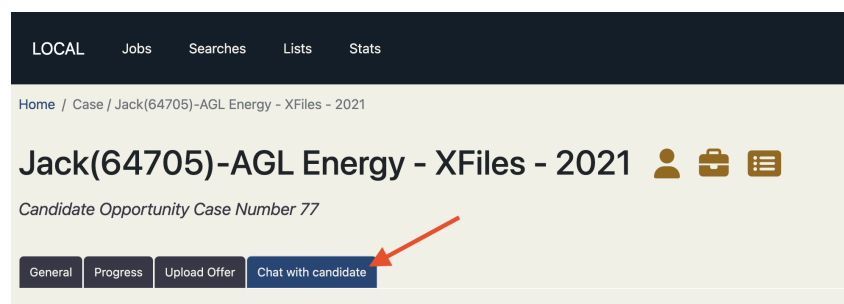
Admin portal



*'Chat with Candidate' tab on a candidate's profile.*

**OR**



*'Chat with Candidate' tab on the candidate opportunity*

Candidate portal - can only view chat IF prospect chat exists
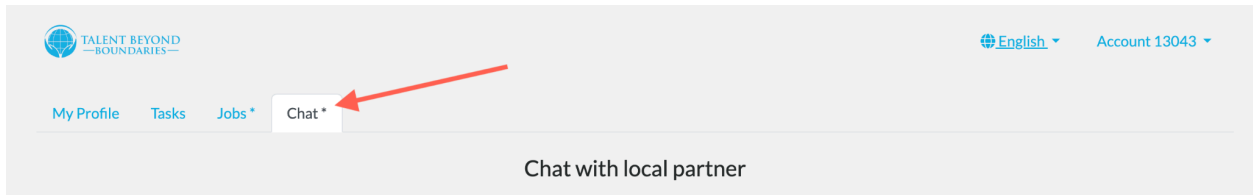


*'Chat' tab on profile - only*

**OR**
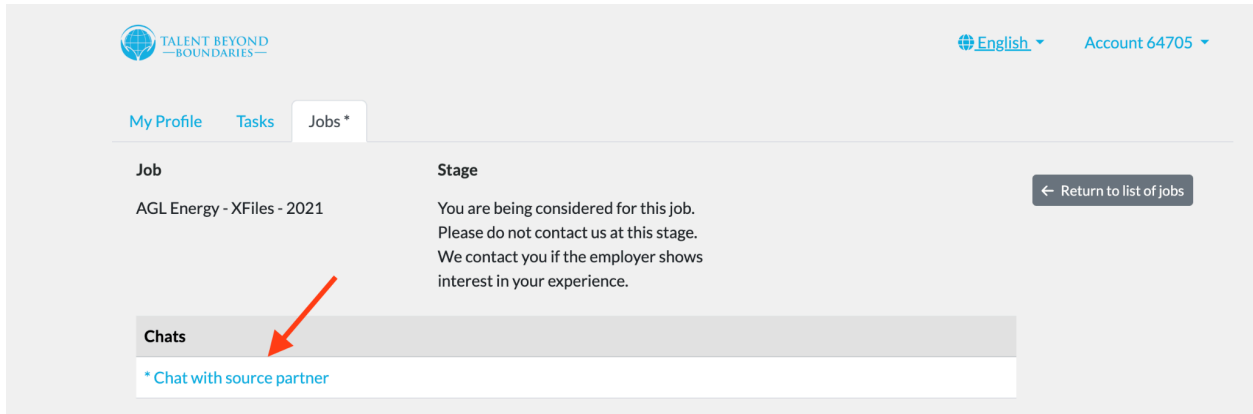


*'Job' tab on profile, select any job and then select chat named 'Chat with source partner'*

## Source Partner Candidate Chats Tab
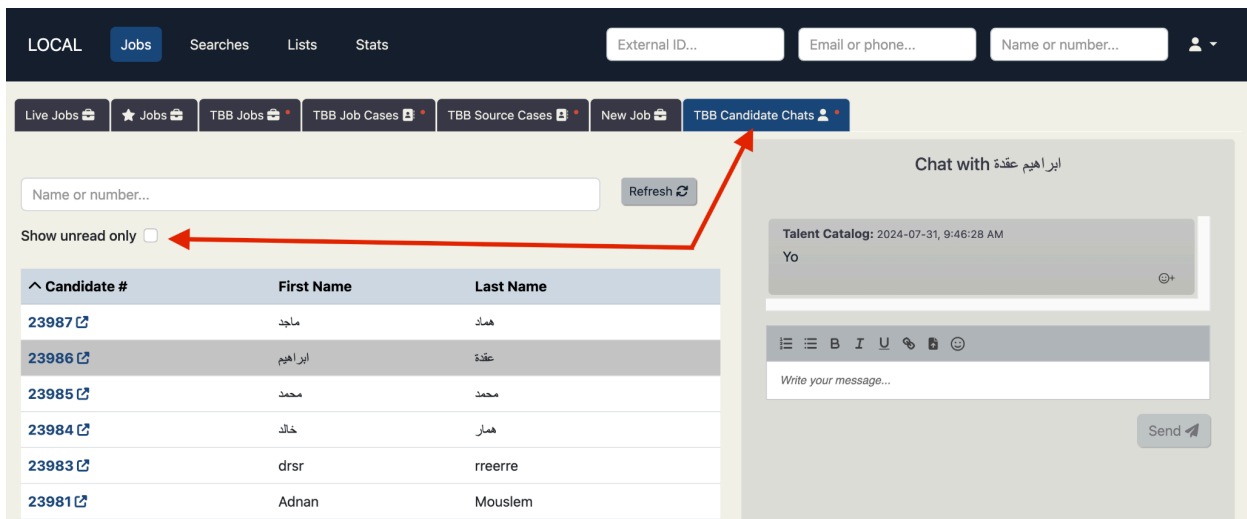


The '[Partner] Candidate Chats' tab on the 'Jobs' screen gathers together all active (containing at least one post) Prospective Candidate Chats with candidates managed by the logged-in user's source partner organization. With sortable columns, quick name and candidate number search, and the ability to filter by unread status, this is a convenient place to handle ongoing candidate correspondence.

## Recruiting Candidate Chat (S J C)

**Purpose:** This brings the destination partner into direct communication with the prospective candidate for the first time.
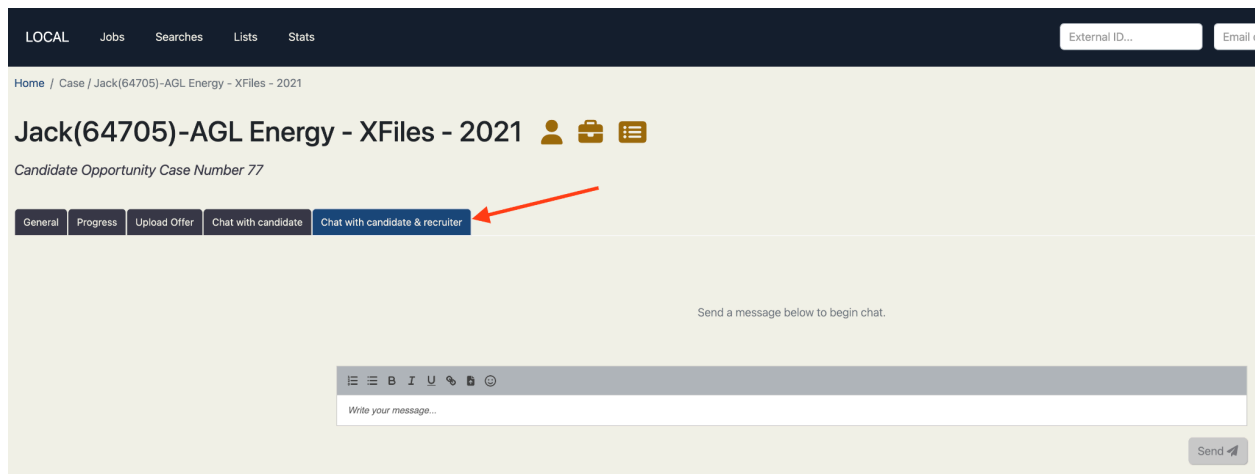
**Created:** When a candidate's opportunity stage passes the CV Review stage

**Participants:** Source partner, destination partner (the recruiter) and candidate in source location whom the employer has expressed interest in (ie past the CV Review stage).

**4th party participants:** Trainer - eg TBB Global, Pathway Club, IOM, local UNHCR

**Example:** Now that the employer has expressed interest in the candidate, the employer's recruiting process begins - arranging interviews, testing etc. The destination partner can use this chat to communicate directly with the candidate, and source partner, to arrange interview times etc. Later on the candidate can post questions about the job, destination country, etc directly to the destination partner. This chat can also be used by the candidate to upload required documents as requested by the destination partner.
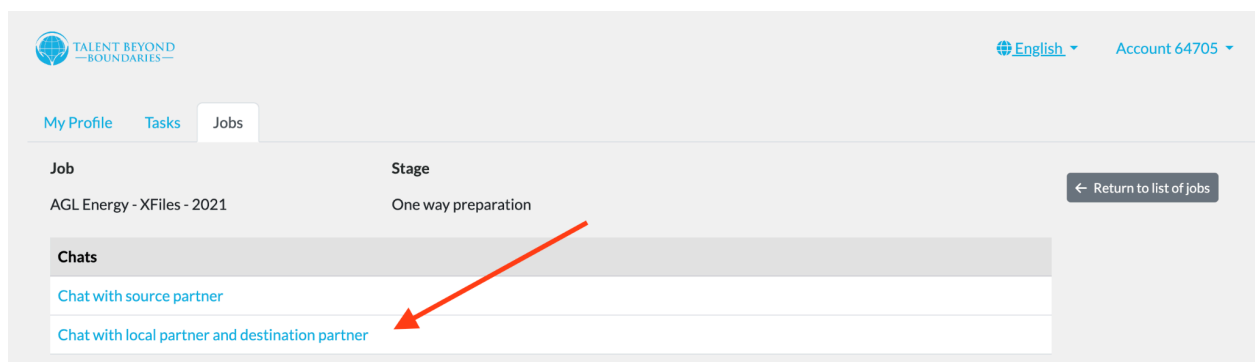
Admin portal



*'Chat with Candidate & Recruiter' tab on a candidate opportunity (only appears after candidate opp passes CV review stage*

Candidate portal



*'Jobs' tab on profile, select relevant job and then select chat named 'Chat with local partner and destination partner'*

# All Candidates Chat (S+ J C+)

**Purpose:** Communication with successful candidates, and all partners who have worked on the job.
Created: When first candidate passes the job offer stage
**Participants:** All source partners, the job destination partner (recruiter), and all candidates who have received and accepted the job offer.

**Example:** Candidates can help each other through the process of getting ready to relocate. Partners are also there to help. The key partners will be in the candidates' locations, and the destination partner of course. But other source partners may also have useful advice and experience to share.

## Admin Portal



*'Group Chats' tab on job opportunity, select chat named 'All associated with job plus candidates who have accepted job offers'*

## Candidate portal



*'Jobs' tab on profile, select relevant job and then select chat named 'Chat with partners helping with relocation'*

# User perspectives

Although the different kinds of chats might seem complicated if you try to imagine their use for all different types of user, it will hopefully seem intuitive and natural in the way it is exposed to each individual type of user. They will see the chats associated with jobs and candidate cases in a natural and easily accessible way which assists their normal daily work.

- Source partners see all 5 chats.
- Destination partners see 4 types of chat (all except the early "Prospective candidate" chat between source partner and candidate).
- Candidates see the 3 chats that specifically involve them (all except the chats just between partners: the "Source partner" and "All Source Partners' chats).

# Notifications

Users will be notified of new posts in chats that they are involved in. There are two ways that users are notified:

- **Email notifications:** Every 24 hours the TC will be checked for unread posts and users that are associated with the unread posts will be sent an email. See example of email below.

> Dear Ali Wawi,
>
> In the last 24 hours the Talent Catalog has detected that new posts have been added to chats that you are subscribed to.
>
> Log in to the Talent Catalog to see the new posts.
>
> You can log in by clicking here or by going to https://tctalent.org/candidate-portal in your browser.
>
> Your Talent Catalog username is awawi.
>
> If you forget your password, click on "Forgot password" on the Talent Catalog login screen.

- **TC notifications:** A red dot will appear on a tab where unread chats are located. If under that tab there is a list, a red dot will also appear next to the list item that has unread posts. See below for some examples.

# Automated Posts

## Job published

**Post content:** "💼 A new job has been published!
Job Name: *(job name)*
Job Creator: *(job employer/creator)*
Job Country: *(job location)"*
**Sent to:**
- All Source Partners Chat (S+ J)

**Seen by candidates?** 🚫
**Example:**

**Talent Catalog:** 2024-08-29, 12:57:46 PM
💼 **A new job has been published!**
**Job Name:**
Fragomen Canada - 2024 - Executive Assistant (Bilingual)
**Job Creator:**
Talent Beyond Boundaries
**Job Country:**
Canada
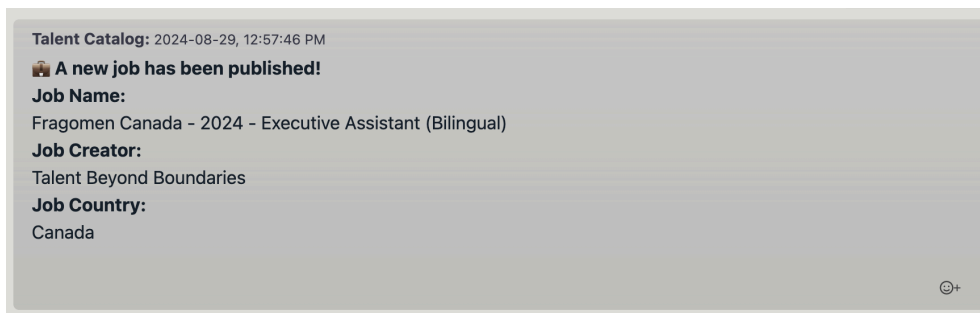
## Candidate added to submission list (deactivated for now)

**Post content:** "The candidate *(candidate name and number)* is a prospect for the job *(job name)."*
**Sent to:**
- Candidate Prospect Chat (S C)
- Source Partner Chat (S J)

**Seen by candidates?** ✅
**Example:**

**Talent Catalog:** 2024-08-29, 12:58:35 PM
The candidate Jack Cameron (64705) is a prospect for the job 'Fragomen Canada - 2024 - Executive Assistant (Bilingual)'.
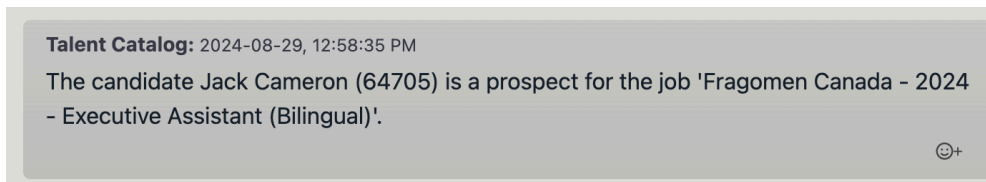
## Candidate removed from submission list

**Post content:** "The candidate *(candidate name and number)* has been removed for the job *(job name)* with the reason *(closing salesforce stage name)*."
**Sent to:**
- Prospective Candidate Chat (S C)
- Recruiting Candidate Chat (S J C)
- Source Partner Chat (S J)

**Seen by candidates?** ✅

**Example:**

> **Talent Catalog:** 2024-08-29, 4:19:30 PM
>
> The candidate Jack Cameron (64705) has been removed for the job 'Fragomen Canada - 2024 - Executive Assistant (Bilingual)' with the reason Candidate withdraws.
>
> ☺+

## Stage change - candidate opportunity

**Post content:** "💼 *(candidate opportunity name)* 🪜
This case for candidate *(candidate name and number)* has changed stage from *(previous stage)* to *(new stage)*."

**Sent to:**

- Source Partner Chat (S J)

**Seen by candidates?** 🚫

**Example:**

> **Talent Catalog:** 2024-08-29, 1:32:20 PM
>
> 💼 **Jack(64705)-Fragomen Canada - 2024 - Executive Assistant (Bilingual)** 🪜
> This case for candidate Jack Cameron (64705) has changed stage from 'Prospect' to 'Mini intake'.
>
> ☺+

## Stage change - job opportunity

**Post content:** "💼 *(job name)* 🪜 This job opportunity has changed stage from *(previous stage)* to *(new stage)*.

**Sent to:**

- All Source Partners Chat (S+ J)

**Seen by candidates?** 🚫

> **Talent Catalog:** 2024-08-29, 2:02:13 PM
> 💼 **Fragomen Canada - 2024 - Executive Assistant (Bilingual)** 🪜
> This job opportunity has changed stage from 'Candidate search' to 'CV preparation'.
>
> ☺+

## Step change - candidate opportunity

**Post content:** "💼 (candidate opportunity name) 🪜
The next step details have changed for this case relating to candidate *(candidate name and number)*.
Next step: *(next step)*
Due date: *(next step due date)*"

**Sent to:**

- Source Partner Chat (S J)

**Seen by candidates?** 🚫

**Example:**

> **Talent Catalog:** 2024-08-29, 4:13:01 PM
> 💼 **Jack(64705)-Fragomen Canada - 2024 - Executive Assistant (Bilingual)** 🪜
> The next step details have changed for this case relating to candidate Jack Cameron (64705).
> **Next step:** 29Aug24| Contact candidate and do intake --caroline
> **Due date:** 2024-09-05
>
> ☺+

## Step change - job opportunity

**Post content:** "💼 *(job name)* 🪜
The next step details for this job opportunity have changed:
 Next step: *(next step)*
Due date: *(next step due date)*"

**Sent to:**
- All Source Partners Chat (S+ J)

**Seen by candidates?** 🚫
**Example:**

> **Talent Catalog:** 2024-08-29, 4:13:55 PM
> 💼 **Fragomen Canada - 2024 - Executive Assistant (Bilingual)** 🪜
> The next step details for this job opportunity have changed:
> **Next step:** 29Aug24| Get feedback on the new candidates submitted --caroline
> **Due date:** 2024-09-13
>
> ☺+

## Job offer accepted

**Post content:** "The candidate *(candidate name and number)* has accepted the job offer from *(job name)* and is now a member of the [Pathway Club](#)."
**Sent to:**
- Prospective Candidate Chat (S C)
- Recruiting Candidate Chat (S J C)
- Source Partner Chat (S J)

**Seen by candidates?** ✅
**Example:**

> **Talent Catalog:** 2024-08-29, 2:05:00 PM
> The candidate Jack Cameron (64705) has accepted the job offer from 'Fragomen Canada – 2024 - Executive Assistant (Bilingual) and is now a member of the [Pathway Club](#).
>
> ☺+

# Salesforce Stages –> Candidate Portal translations

As of 23 Aug 2024 - all explanations editable

| Salesforce Stages | Candidate facing stage translation |
|---|---|
| case-stage.prospect | . |
| case-stage.miniintake | . |
| case-stage.fullintake | . |
| case-stage.visaeligibility | . |
| case-stage.cvpreparation | . |
| case-stage.cvreview | We shared your CV with the employer. Employer will decide if you are suitable for the job and proceed with interviewing you. Employer will notify us when they make a decision. We may not be in touch until we hear back from them. |
| case-stage.onewaypreparation | Employer has asked that you make a video of yourself answering some standard questions. We will share the details soon. |
| case-stage.onewayreview | We shared your video with the employer and are waiting for their response. We may not be in touch until we hear back from them. |
| case-stage.testpreparation | Employer shared that they want you to complete an additional test. We will share the details soon. |
| case-stage.testing | Employer will send you testing instructions soon. You are now required to take the test. |
| case-stage.twowaypreparation | The employer would like to interview you. We will soon contact you to tell you more about the interview and to help you prepare for it. |
| case-stage.twowayreview | The employer has completed all their interviews. We are now waiting to hear whether they want to offer any candidates a job. We may not be in touch until we hear back from them regarding your application. |
| case-stage.offer | Congratulations! The employer has said that they would like to offer you a job! A formal written job |

| | offer will be shared with you soon. We will contact you to discuss the offer and answer any questions you may have. |
|---|---|
| case-stage.acceptance | Congratulations! You have received and accepted the job offer. We will be in touch soon to begin the visa application process. |
| case-stage.training | You are currently completing training at the employer's request. We will contact you if any further action is required at this time. |
| case-stage.provincialvisapreparation | We are helping the migration agent prepare your provincial visa application. We will contact you if we need any information from you or if we need you to supply any documents. |
| case-stage.provincialvisaprocessing | Your visa application has been submitted to the provincial immigration authorities. We will notify you when there's an update on your case. We can not guaranteee how long the processing of your application will take. |
| case-stage.visapreparation | We are helping the migration agent prepare your visa application. We will contact you if we need any information from you or if we need you to supply any documents. |
| case-stage.visaprocessing | Your visa application has been submitted to the immigration authorities. We will notify you when there's an update on your case. We can not guaranteee how long the processing of your application will take. |
| case-stage.relocating | Congratulations! Your visa has been approved. We will contact you soon to help arrange your relocation. |
| case-stage.relocated | Congratulations on arriving in your new country! We will put you in touch with organizations who can help you settle in to your new life.  If you are facing any issues please let us know.

There are a number of ways you can help future candidates. Please contact us for details. |
| case-stage.settled | You appear to have settled well in your new job and country. If you are facing any issues please let |

| | |
|---|---|
| | us know.<br><br>There are a number of ways you can help future candidates. Please contact us for details. |
| case-stage.durablesolution | Congratulations and all the best for your new life. Please keep in touch!<br><br>There are a number of ways you can help future candidates. Please contact us for details. |
| case-stage.nojoboffer | Unfortunately, the employer decided not to offer you a job. The employer felt that your experience may not align precisely with their requirements, or they might have chosen a candidate with more extensive experience.<br><br>While we always request feedback from employers regarding their decisions, they don't always provide this information. If any feedback was shared, you'll find it below. If there are no comments, please understand that there's no further action we can take at this point. |
| case-stage.novisa | Unfortunately, your visa application was declined by the immigration authorities. Your immigration lawyer will be in touch with you with more details. Please understand that there's no further action we can take this this point. The decision made by the immigration authorities is conclusive. |
| case-stage.notfitforrole | . |
| case-stage.noteligiblefortc | . |
| case-stage.noteligibleforvisa | . |
| case-stage.nointerview | Unfortunately, the employer decided not to interview you. The employer felt that your experience may not align precisely with their requirements, or they might have chosen a candidate with more extensive experience.<br><br>While we always request feedback from employers regarding their decisions, they don't always provide this information. If any feedback was shared, you'll find it below. If there are no comments, please |

| | understand that there's no further action we can take at this point. |
|---|---|
| case-stage.candidateleavesdestination | You have departed from the job's country of location. We cannot provide further assistance. |
| case-stage.candidaterejectsoffer | You have rejected this job offer. There is no further action required at this point. |
| case-stage.candidateunreachable | We have been unable to contact you. If you are still interested in participating in our program please contact us. |
| case-stage.candidatewithdraws | You have decided to withdraw your application for this job. There is no further action required at this point. |
| case-stage.jobofferretracted | The employer has decided to retract your offer.<br><br>While we always request feedback from employers regarding their decisions, they don't always provide this information. If any feedback was shared, you'll find it below. If there are no comments, please understand that there's no further action we can take at this point. |
| case-stage.relocatednojobofferpathway | . |
| case-stage.trainingnotcompleted | . |

# Diagram



**CANDIDATE STAGE**

**ACTION**

**CHAT**

Candidate

PROSPECT — CV REVIEW — OFFER

Job published

Source partner starts chat

Candidate added to submission list

**SOURCE PARTNER CHAT**
**WHO:**
Source partner and job destination partner (job creator)
**CREATED WHEN:**
A job is published

**ALL SOURCE PARTNERS CHAT**
**WHO:**
All source partners and job destination partner
**CREATED WHEN:**
A job is published

**PROPECTIVE CANDIDATE CHAT**
**WHO:**
Source partner and candidate who is a prospect for a job OR who has been reached out to by a partner.
**CREATED WHEN:**
A candidate is added to a submission list, or when a partner initiates a chat.
Only appears for candidate once a chat has been sent.

**RECRUITING CANDIDATE CHAT**
**WHO:**
Source partner, job destination partner and candidate
**CREATED WHEN:**
When a candidate's opportunity stage passes the CV Review stage.

**ALL CANDIDATES CHAT**
**WHO:**
All source partners, job destination partner and all candidates who have passed Job Offer stage
**CREATED WHEN:**
When a candidate's opportunity stage passes the Job Offer stage.