

User manual

QUOKKA recruitment



2024



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After filling in the fields, we click the 'Submit' button and a summary view of our application is displayed.	30

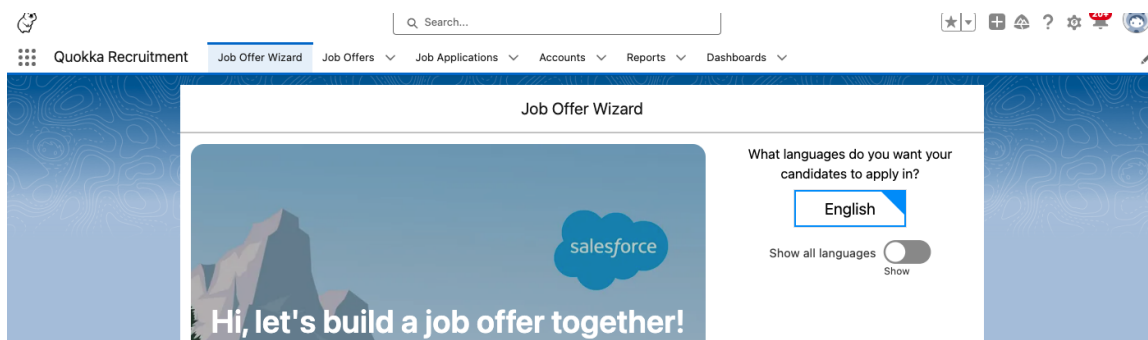


Introduction

The Quokka Recruitment application was created to support and streamline the recruitment process as a Salesforce-based ATS solution. It allows for creating and publishing job offers on external pages as well as efficiently handling candidates' applications inside your own Salesforce.com organization. The manual includes a description of the individual elements of the application and their functionality. At the end of the document, a sample scenario of application usage is provided, which will lead the system user step by step through the process of creating a job offer, posting it, and selecting candidates.

As the solution is based on the Salesforce ecosystem, support for all basic functionalities is available on websites such as www.trailhead.com or www.help.salesforce.com.

If you are interested in **how to find and install** the Quokka Recruitment application from the AppExchange, please refer to the **Installation Guide**.



Pic. 1. Quokka recruitment - logo.

Logging into the system

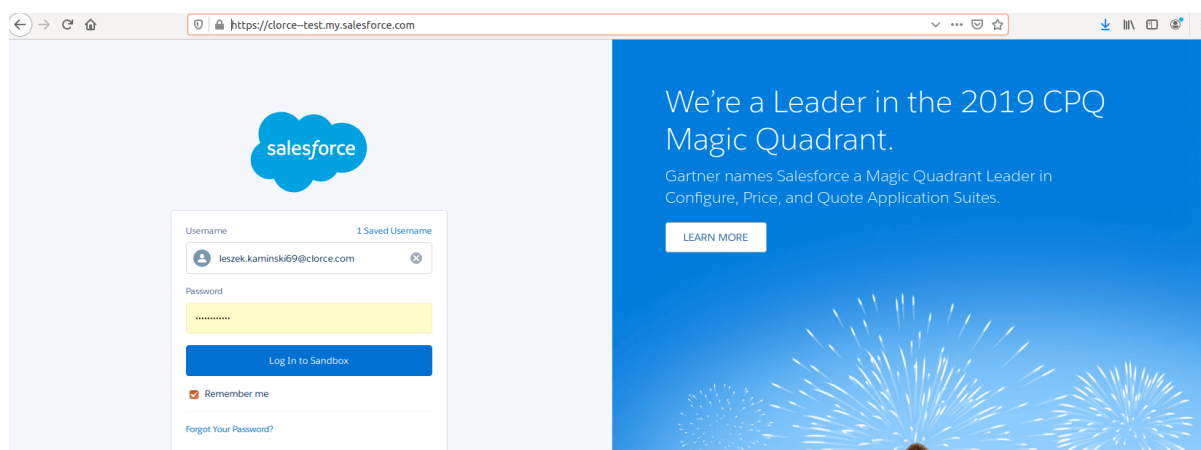
If that is your first time using Salesforce.

After creating Users, each one (whet/ther employee or others) will receive an email containing information about the username and the next steps in the registration process. The username must be in the form of an email address, so we recommend using emails in the company's domain.

Log in to your/our company's production Salesforce system:

<https://login.salesforce.com/> (the sandbox login address is <https://test.salesforce.com/>)



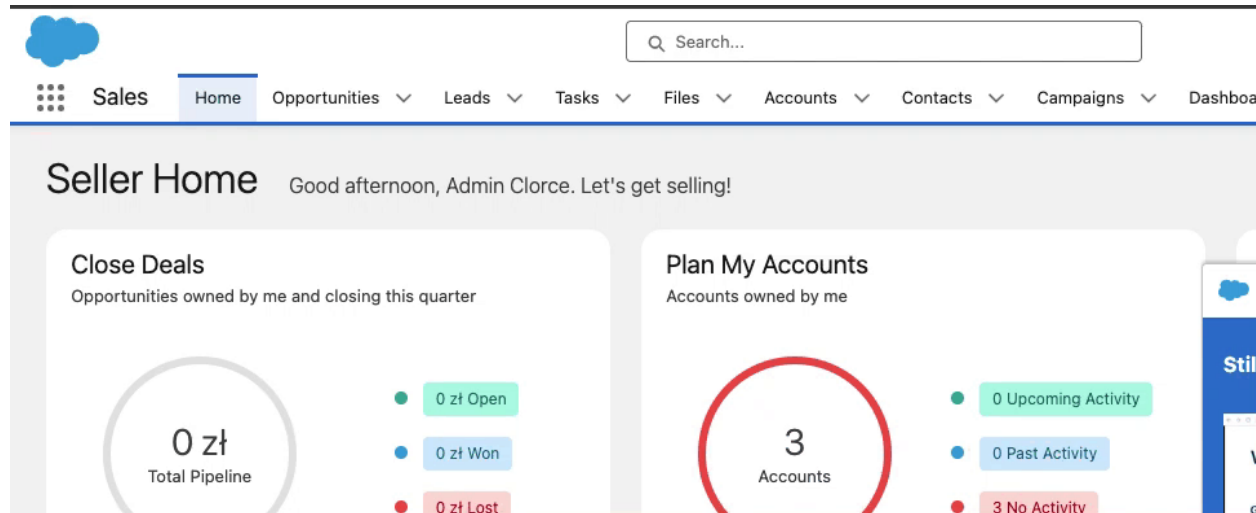


Pic. 2. Logging into the system.

If you have trouble logging in, use the password reminder option that is available on the login page (you need to know the answer to the help question) or ask your company's System Administrator for assistance.

App Launcher and tabs

Clicking the icon with 9 dots in the upper left corner (also known as App Launcher) shows a panel with all apps available to the user. Below the list of the applications "View All" list is located, where the system objects available to the user are listed, such as "Job Applications", "Accounts", "Positions" etc. If you don't see the Quokka Recruitment application, add a custom permission set to the relevant users (see the **Installation Guide** for more) or ask your Salesforce admin for help.



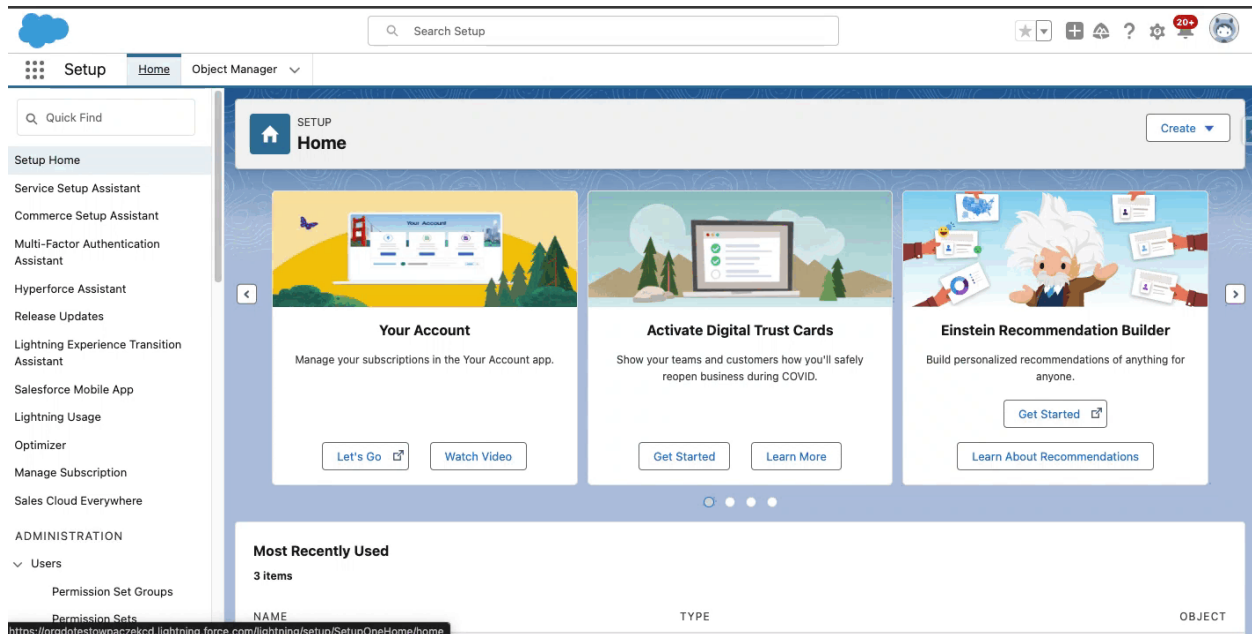
Pic. 3. Opening App Launcher and finding Quokka Recruitment App.

Tabs

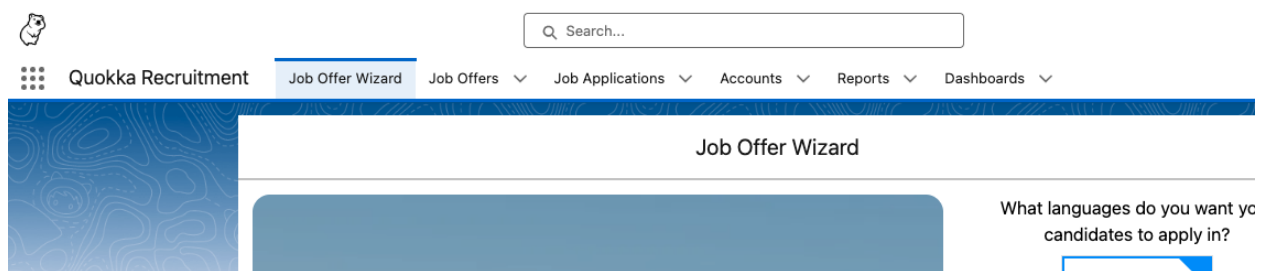
Depending on the permissions assigned to the user, one can see different tabs and the records in them. To see all the necessary tabs, make sure you have a custom permission set



assigned - check them in **Setup** → **Users** → %your_user_name% or ask the system admin to check this for you.



Pic. 4. Permission Sets..



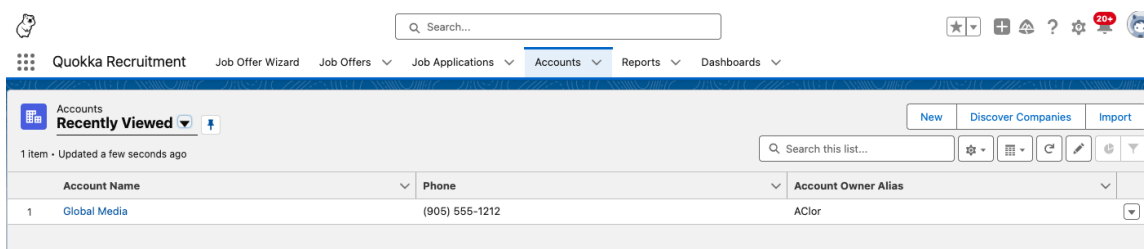
Pic. 5. Application tabs.

Navigating the Quokka Recruitment application

Accounts

This is the key place to see the candidates in the recruitment process. Here the recruiter has access to the list of candidates. By selecting the candidates view from the list, one has a view of all candidates whose Job applications has been converted into an Account.

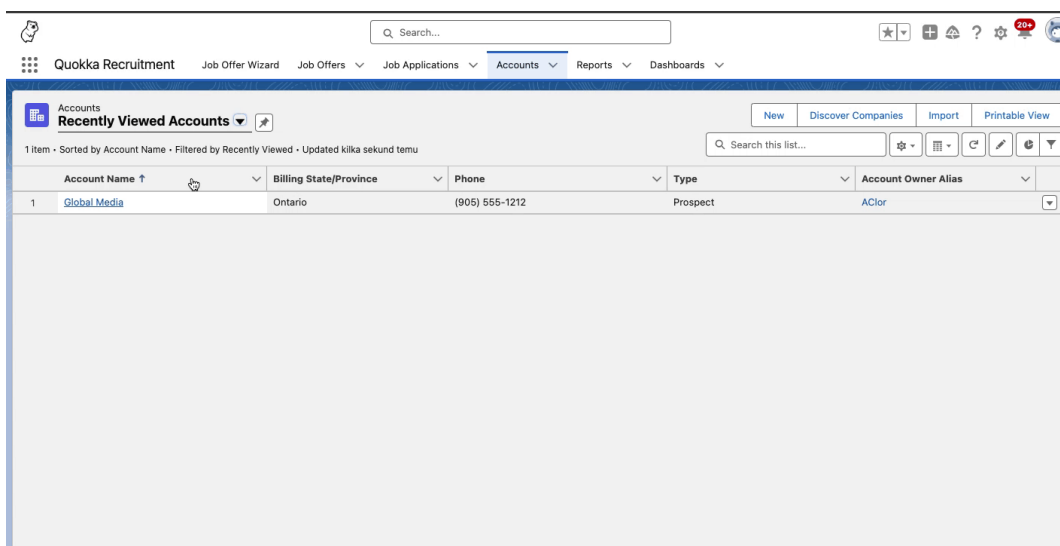




	Account Name	Phone	Account Owner Alias
1	Global Media	(905) 555-1212	AClor

Pic. 6. Accounts object view.

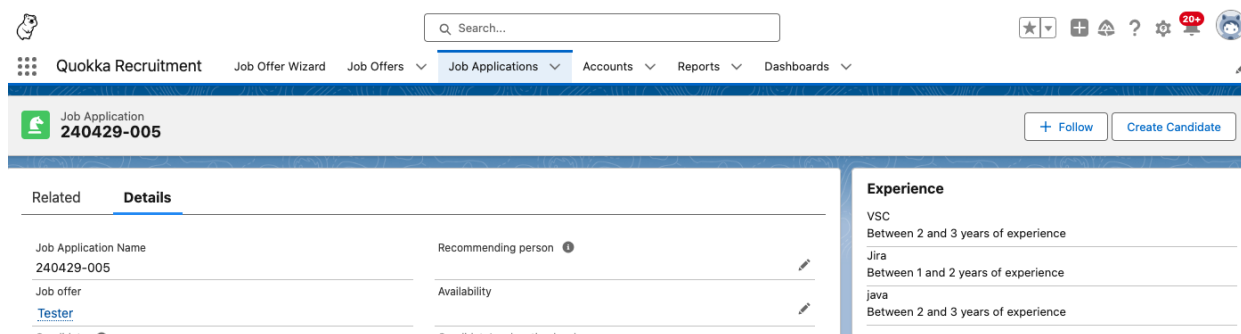
Clicking on any record will open their account and display all the data available about them.



	Account Name	Billing State/Province	Phone	Type	Account Owner Alias
1	Global Media	Ontario	(905) 555-1212	Prospect	AClor

Pic. 7. Sample client details.

The user can convert the application into an account using the 'Create candidate' button on the job application record.



Related	Details
Job Application Name 240429-005	Recommending person
Job offer Tester	Availability
Candidate	Candidate's activation level

Experience

VSC
Between 2 and 3 years of experience

Jira
Between 1 and 2 years of experience

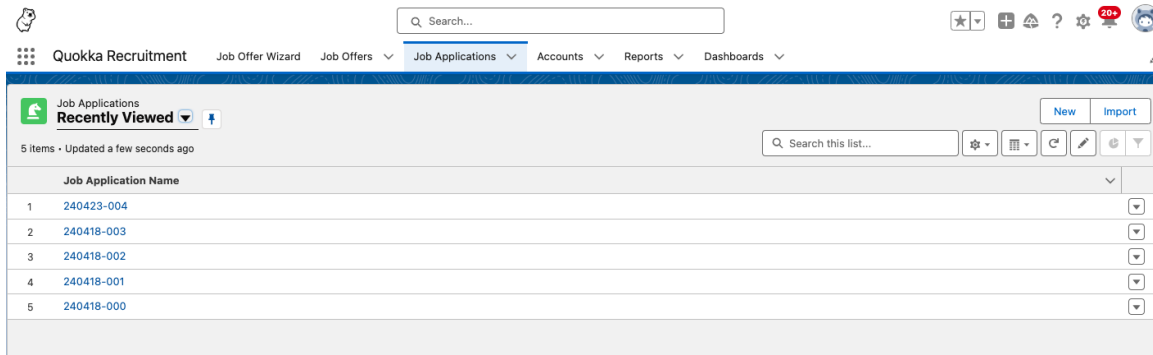
java
Between 2 and 3 years of experience

Pic. 8. Converted job application into account record.



Job Applications

All candidate applications are listed in this tab. You can filter them using standard list view capabilities.

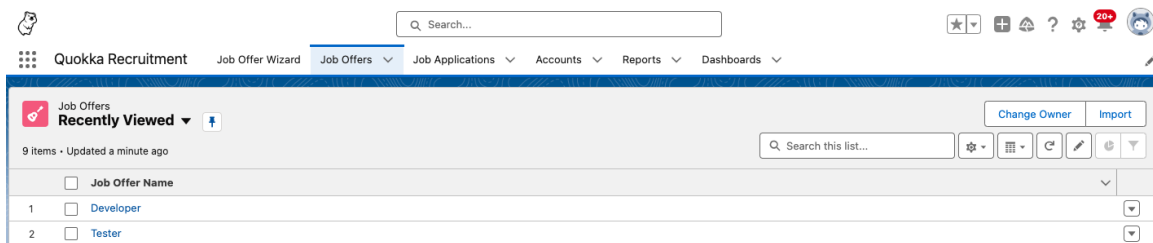


Job Applications	
Recently Viewed	
5 Items • Updated a few seconds ago	
Job Application Name	
1 240423-004	
2 240418-003	
3 240418-002	
4 240418-001	
5 240418-000	

Pic. 9. List of applications visible in Job Applications Tab.

Job Offers

This tab displays current and archived Job offers created using the Wizard. You can change the columns to show job offer starting and end date.

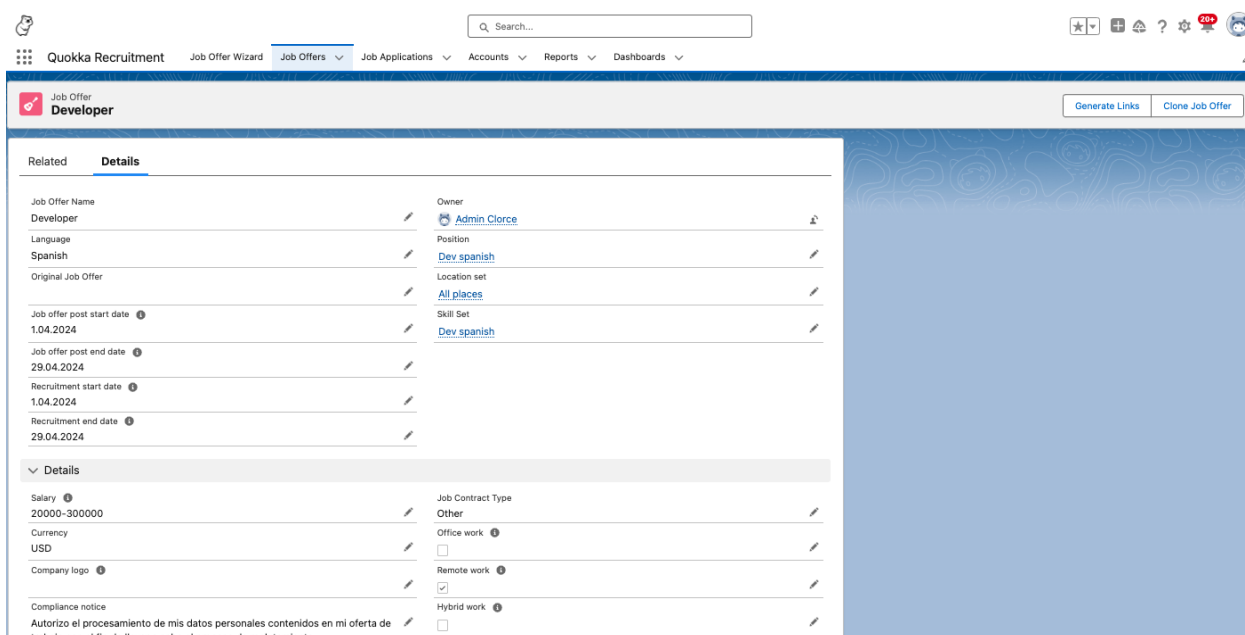


Job Offers	
Recently Viewed	
9 Items • Updated a minute ago	
Job Offer Name	
1 Developer	
2 Tester	

Pic. 10. Job Offers tab.

If a record named "Developer" is created in the "Job Offer Wizard" tab, it will be also found through the "Job offer" tab.



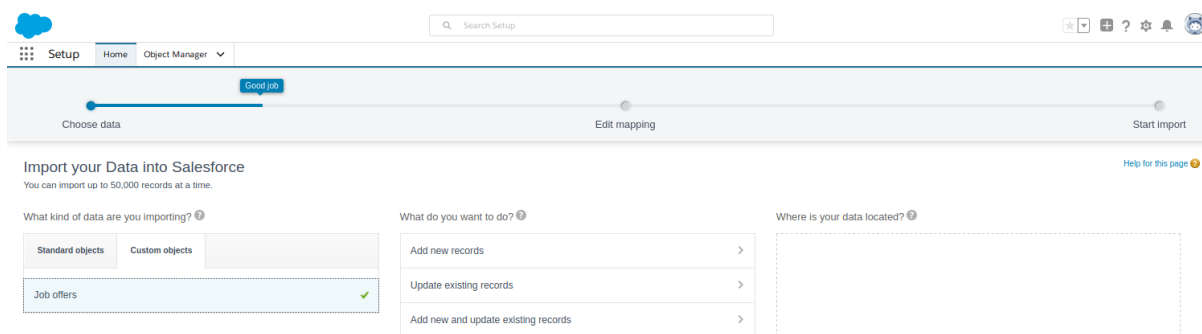


Pic. 11. Position, Skill set, Location fields.

The Administrator can also add existing fields (included in the package), such as the "Employer name" field. It gives the possibility to hire a user to a specific company inside the company hierarchy. Please don't forget to set FLS accordingly (for more info see [Salesforce Help](#)).

Import

Clicking "Import" opens a modified Data Import Wizard which allows you to import Job offer records.



Pic. 12. Import records with job openings.

By selecting "Job offers", your choices contain:

- adding new records,
- updating existing records,
- adding new records and updating the existing records.

Selecting any option will prompt you to specify the data file in aCSV format.

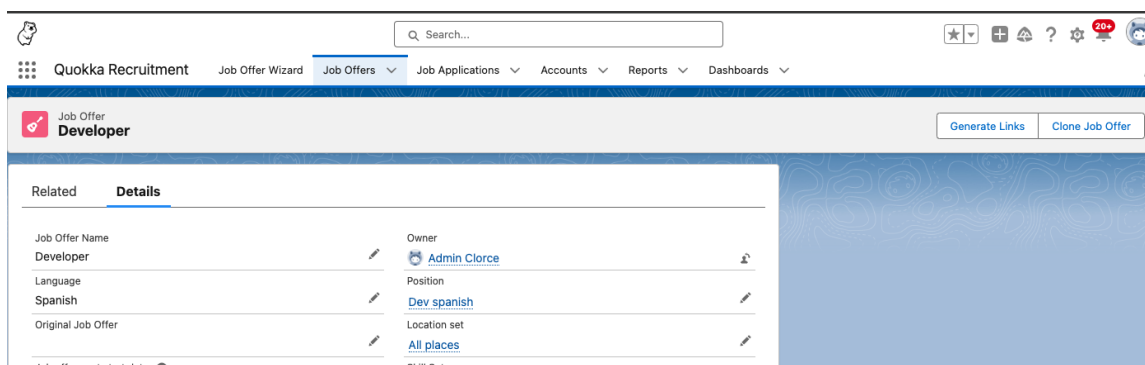


Remember to keep the data/columns separated by commas. Once you point to the file, the program will try to automatically match the columns from the file to the fields in the "Job offers" object.

We recommend that the column names in the imported files are the same as the names in the "Job offers" object to ensure a smooth import of the data.

Link building

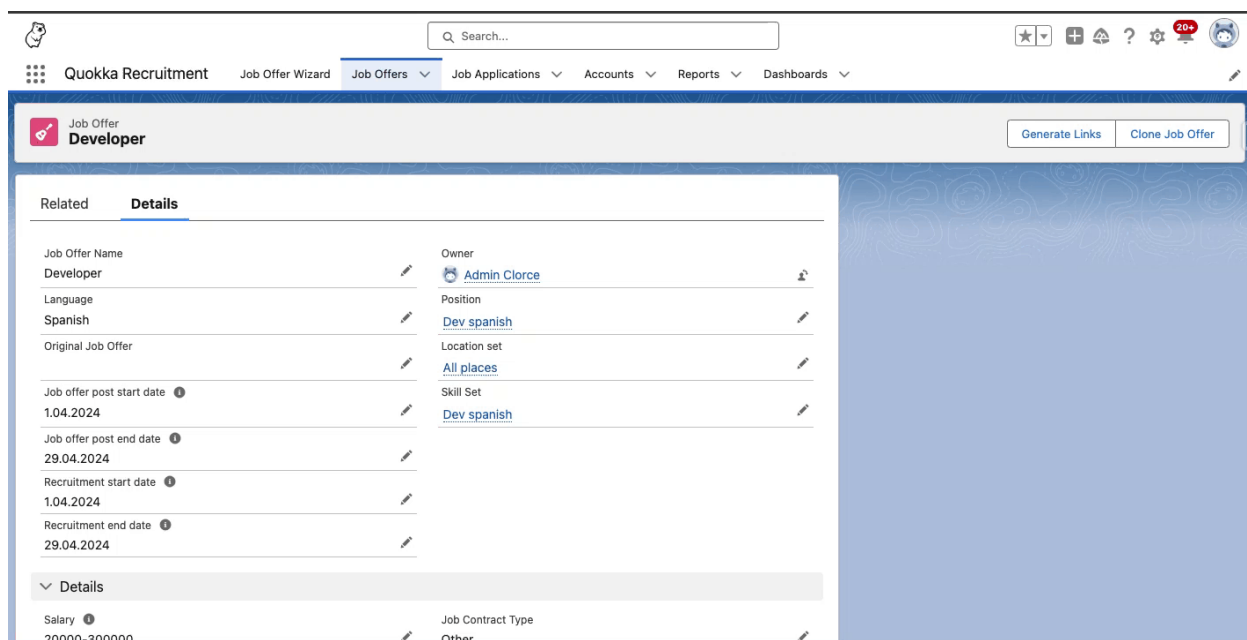
When a Job offer is created and has its record in the system), you can easily generate links to the Job offer. The links carry information about how the candidate found out about the offer (or, more precisely, how and where they clicked on the application form). This will allow you to track the sources of your applications and report on KPIs like the number of candidates from each website, the quality of each source, the number of interviews and CVs sent, and many others.



Pic. 13. Job Details.

After clicking Generate Links the user can select where he wants to display the offers:





Job Offer Details

Job Offer Name: Developer

Language: Spanish

Original Job Offer: All places

Job offer post start date: 1.04.2024

Job offer post end date: 29.04.2024

Recruitment start date: 1.04.2024

Recruitment end date: 29.04.2024

Salary: 20000-300000

Job Contract Type: Other

Owner: Admin Clorce

Position: Dev spanish

Location set: All places

Skill Set: Dev spanish

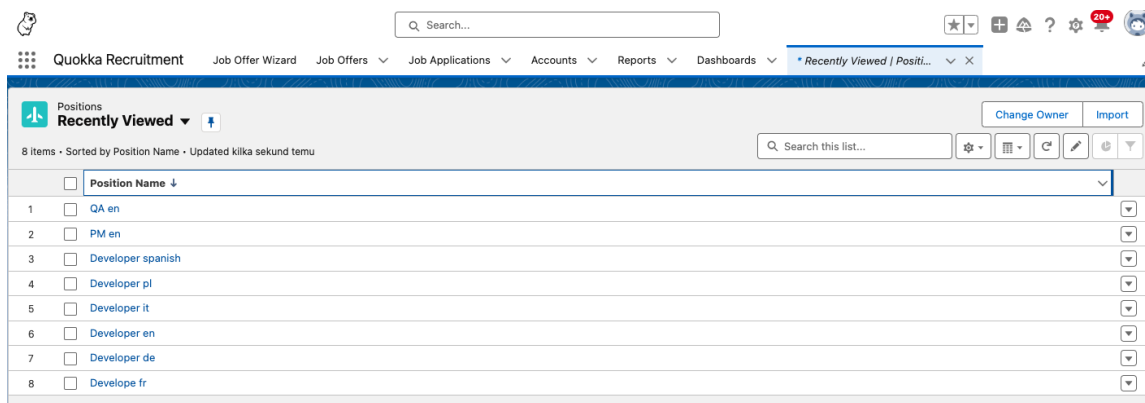
Buttons: Generate Links, Clone Job Offer

Pic. 14. Generate links with job postings.

From the available options, select those that are interesting for your organization and put them in the *Selected* column, then click *Get links*. The links lead to a page with an application form where the candidate starts their application for a given position. Just by pasting the links in the right source, you can now track each source separately or in comparison.

Positions

This object lists the jobs that can be included in the Job offer.



Positions

Recently Viewed

8 items • Sorted by Position Name • Updated kilka sekund temu

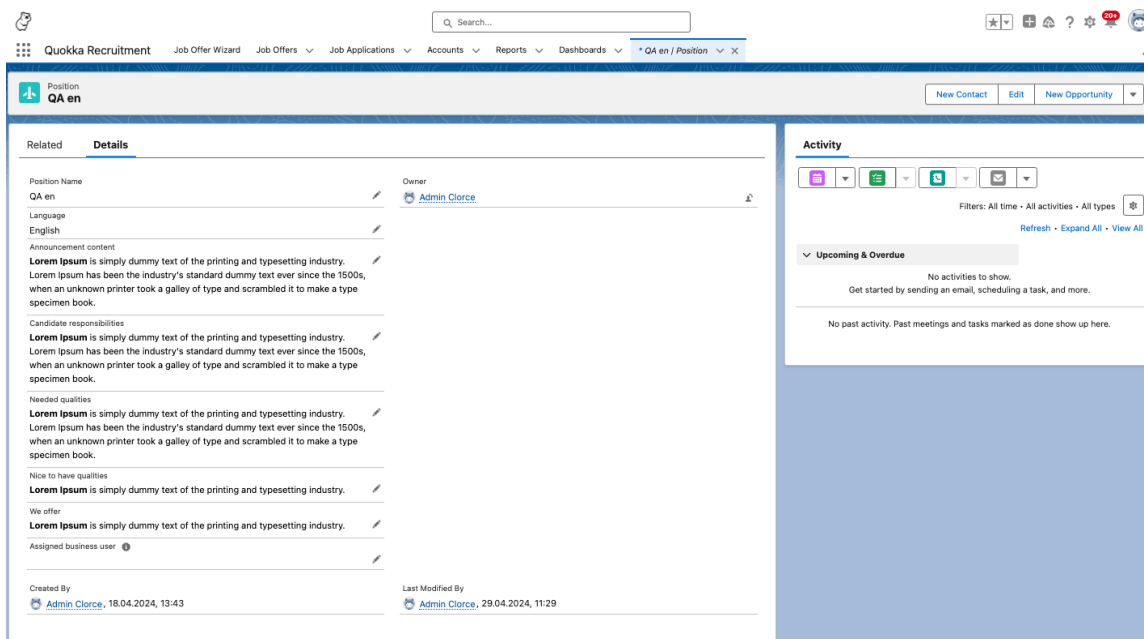
Search this list...

	Position Name	
1	QA en	
2	PM en	
3	Developer spanish	
4	Developer pl	
5	Developer it	
6	Developer en	
7	Developer de	
8	Develope fr	

Pic. 15. Job Positions.



The view of a sample record created in the Wizard:



Position QA en

Related Details

Position Name: QA en

Language: English

Announcement content: Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

Candidate responsibilities: Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

Needed qualities: Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book.

Nice to have qualities: Lorem Ipsum is simply dummy text of the printing and typesetting industry.

We offer: Lorem Ipsum is simply dummy text of the printing and typesetting industry.

Assigned business user: [User Icon]

Created By: Admin Clorce, 18.04.2024, 13:43

Last Modified By: Admin Clorce, 29.04.2024, 11:29

Activity

Filters: All time • All activities • All types

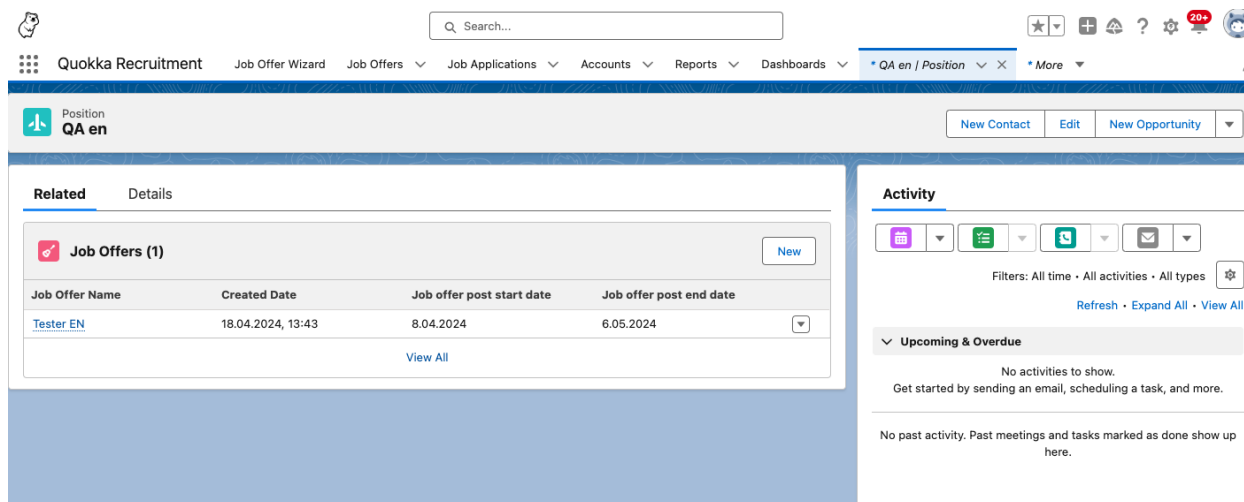
Upcoming & Overdue

No activities to show. Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Pic. 16. Position record.

Information about Job offers to which the Position is related is located on the Related Lists tab.



Position QA en

Related Details

Job Offers (1)

Job Offer Name	Created Date	Job offer post start date	Job offer post end date
Tester EN	18.04.2024, 13:43	8.04.2024	6.05.2024

[View All](#)

Activity

Filters: All time • All activities • All types

Upcoming & Overdue

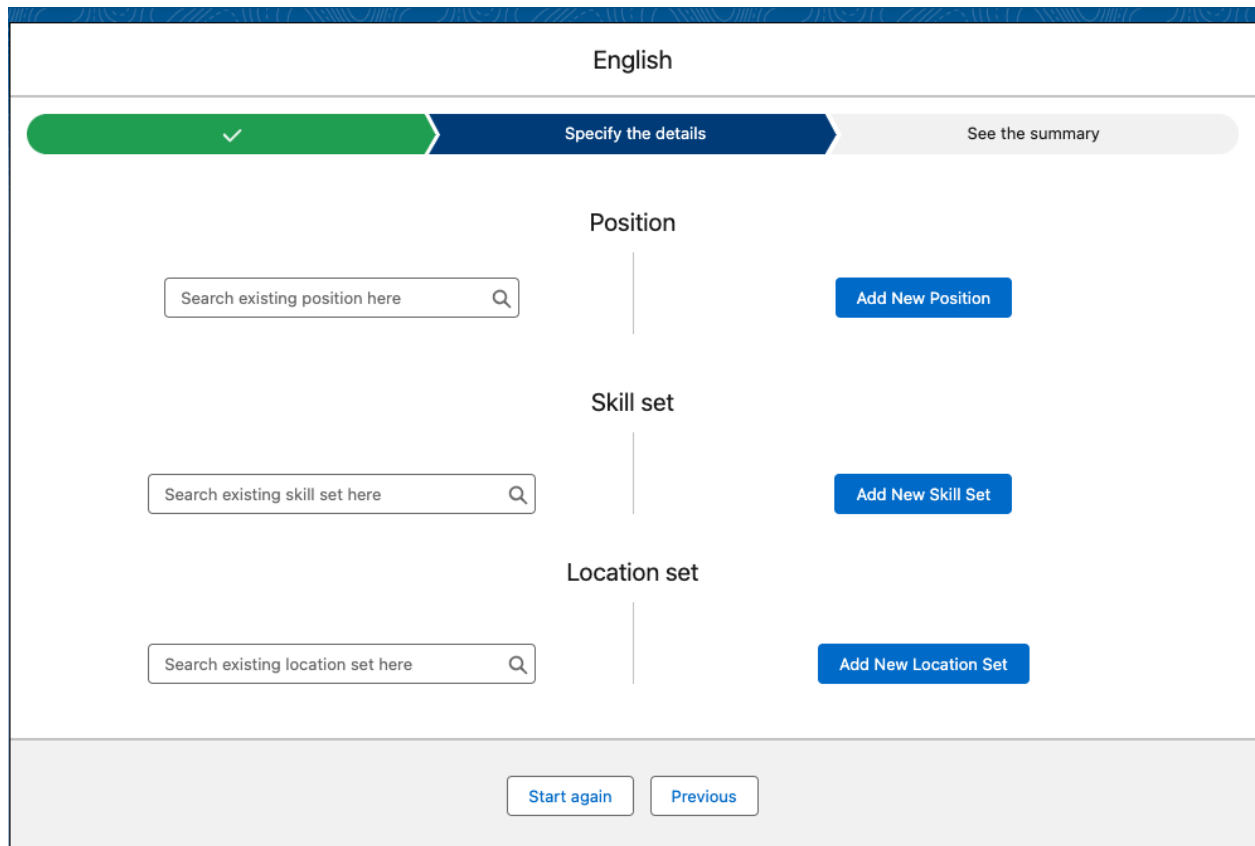
No activities to show. Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Pic. 17. Position record - related tab.



You can create a new Position in the Job Offer Wizard form, on the third step.



English

Specify the details

See the summary

Position

Search existing position here

Add New Position

Skill set

Search existing skill set here

Add New Skill Set

Location set

Search existing location set here

Add New Location Set

Start again

Previous

Pic. 18. Position on the Job Offer Wizard form.



The user clicks the 'Add New Position' button, and next should fill the form.

Add New Position

* Position name

Announcement content

Salesforce Sans ▼
12 ▼
B
I
U
↺
☰
☷
+≡
-≡
☰
☷
☷
🔗
🖼️
I_x

Enter announcement content here. Use plain text and then style here.

Candidate responsibilities

Salesforce Sans ▼
12 ▼
B
I
U
↺
☰
☷
+≡
-≡
☰
☷
☷
🔗
🖼️
I_x

Enter candidate responsibilities. Use plain text and then style here.

Needed qualities

Salesforce Sans ▼
12 ▼
B
I
U
↺
☰
☷
+≡
-≡
☰
☷
☷
🔗
🖼️
I_x

Enter needed qualities. Use plain text and then style here.

Cancel
Save

Pic. 19. Position for - part 1.

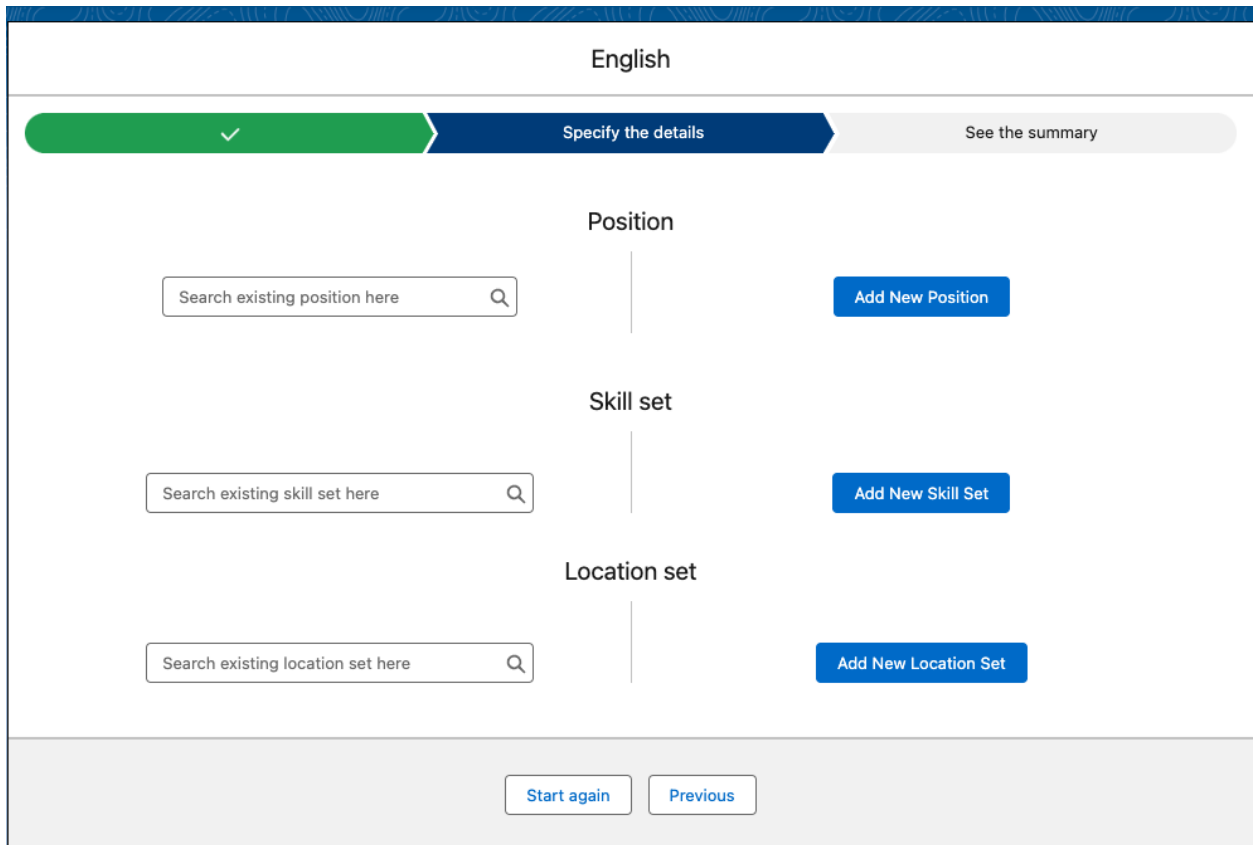
[illegible]

Pic. 20. Position for - part 2.

Such a record can be viewed in the Positions object.

Job's Skill Set

This object contains Skill Sets. Recruitment application uses them in two ways: the first is to create a set for the Job offer. In this case, the user has to go to the Job Offer Wizard and start creating a new offer. In the third view on the form you can create a new skill set.



The screenshot shows the 'Job Offer Wizard' form in the 'English' language. At the top, there is a progress bar with three steps: a green step with a checkmark, a dark blue step labeled 'Specify the details', and a light grey step labeled 'See the summary'. Below the progress bar, the form is divided into three sections: 'Position', 'Skill set', and 'Location set'. Each section has a search input field on the left and a blue 'Add New' button on the right. The search fields are labeled 'Search existing position here', 'Search existing skill set here', and 'Search existing location set here' respectively. The buttons are labeled 'Add New Position', 'Add New Skill Set', and 'Add New Location Set'. At the bottom of the form, there are two buttons: 'Start again' and 'Previous'.

Pic. 21. Job Offer Wizard - form..



The user click on the 'Add New Skill Set' button. A list of created skills appears, which can be checked.

Add skills

+ Add New Skill
Show/Hide filters

☐ Name	Type	Universal Skill Name
☐ java	Technical skill	Yes
☐ java2	Technical skill	No
☐ javaScript	Technical skill	Yes
☐ Jira	Technical skill	Yes
☐ MS Office	Soft skill	No
☐ Playwright	Technical skill	Yes
☐ PM	Soft skill	No
☐ Python	Technical skill	Yes
☐ VSC	Technical skill	Yes

Next

Pic. 22. Add skills window.

We can choose from among the already available or add a new one. Click the 'Add new skill' button.

Add skills

×

Skill Name
 Enter Skill Name

Skill Type
 Select Skill Type

Is the skill name universal across all languages?
 No

Save Save & New Show/Hide filters

☐ Name	Type	Universal Skill Name
☐ java	Technical skill	Yes
☐ java2	Technical skill	No
☐ javaScript	Technical skill	Yes
☐ Jira	Technical skill	Yes
☐ MS Office	Soft skill	No
☐ Playwright	Technical skill	Yes

Next

Pic. 23. Creating a new Skills Set.



Fill in the name field, choose the type of skill and check whether the name of the value is the same in each language. Then click the 'Save' button. The new value will show on the list below. Clicking the 'Next' button the user will have to add the Skill set name and save everything.

Add skills

Name	Type	Universal Skill Name	
Cypress	Technical skill	Yes	

Create new skills set

* Skill set name

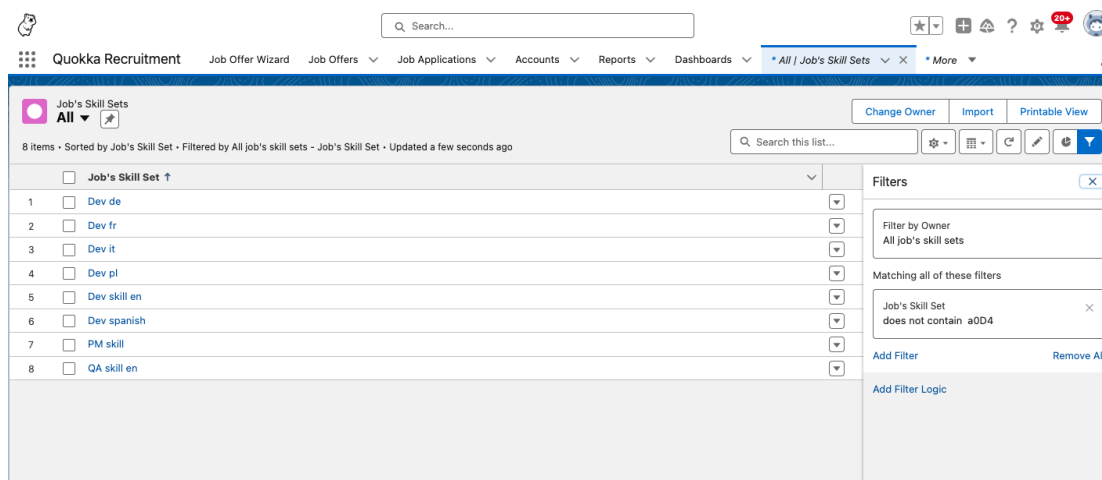
Enter Skill set name

Cypress

[Previous](#)
[Cancel](#)
[Save](#)

Pic. 24. Creating a new Skill set name.

The second function of the Skill Sets is to store the skills that candidates have declared in the advanced form. Each candidate who has done so has a separate record created with their competencies. In this case, the competency set has a name in the format xxxxxxxxxxxx. By default, the Job's Skill Set tab runs a filter that hides individual candidate records.



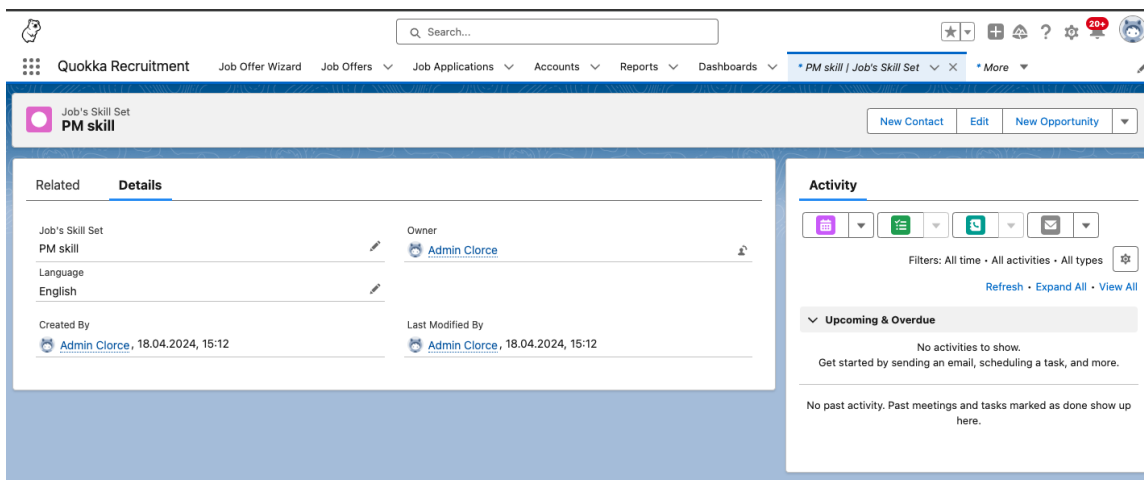
The screenshot shows the 'Job's Skill Sets' page in Quokka Recruitment. The page has a search bar at the top and a navigation menu. The main content area shows a list of 8 items, sorted by Job's Skill Set. The list is filtered by 'All job's skill sets'. The list contains the following items:

Job's Skill Set	Filter
1 Dev de	
2 Dev fr	
3 Dev it	
4 Dev pl	
5 Dev skill en	
6 Dev spanish	
7 PM skill	
8 QA skill en	

On the right side, there is a 'Filters' panel. It shows a filter by Owner: 'All job's skill sets'. Below this, it says 'Matching all of these filters'. There is a filter box that says 'Job's Skill Set does not contain a0D4'. There are buttons for 'Add Filter', 'Remove All', and 'Add Filter Logic'.

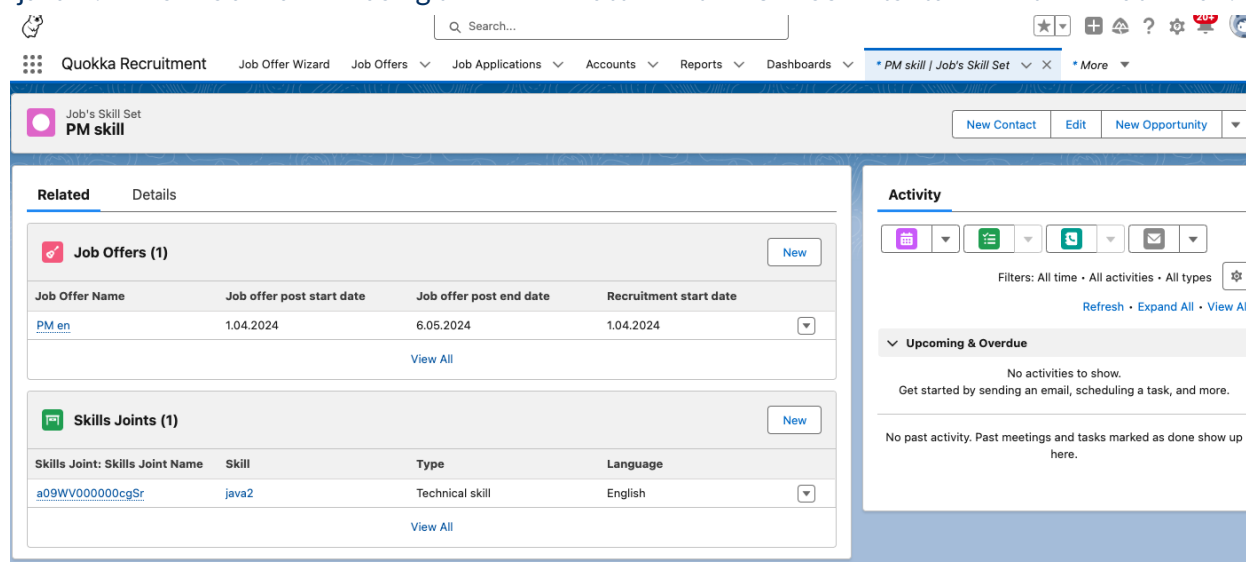
Pic. 25. Examples of Skills Set.





Pic. 26. Skill Set details.

In the above example, a set named "PM skill" is defined, which contains 1 skills such as "java2". The skills are added using the "New" button in the "Skills Joints" table on the Related Tab.



Pic. 27. Related tab.

The name "Skills Joint Name" and "Skill" must be filled in. The "Job's Skill Set" field is a field that will be completed by the applicant on the application form.



New Skills Joint

* = Required Information

Information

* Skills Joint Name

Complete this field.

* Job's Skill Set

* Skill

Cancel

Save & New

Save

Pic. 28. Adding a new Junction Skill object.

Job's Location Sets

Location sets groups given locations into a larger set. For example, the set "Poland" may include "Warsaw", "Poznań", "Bydgoszcz". It is used while displaying Job offers to the candidates.

Locations

Locations tell where a given Job offer will be published and appear in the search engine.



Add Locations

[+ Add New Location](#)
[Show/Hide filters](#)

☐ Name	☐ Universal Location Name
☐ Cracow	Yes
☐ Kraków	No
☐ Poznań	Yes
☐ Remote	Yes
☐ Rzeszów	No
☒ Poland	Yes

[Next](#)

Pic. 29. Location Details.

Location can be created in step 3 in Job Offer Wizard.

Quokka Recruitment

Job Offer Wizard

Job Offers

Job Applications

Accounts

Reports

Dashboards

Dev de / Job's Skill Set

More

English

[✓](#)
[Specify the details](#)
[See the summary](#)

Position

Search existing position here

Skill set

Search existing skill set here

Location set

Search existing location set here

[Start again](#)
[Previous](#)

Pic. 30. Add new location

The user clicks on the 'Add New Location Set' button and chooses from existing values or creates new ones.



Add Locations

* Location Name

Is the location name universal across all languages?

No

☐ Name	☐ Universal Location Name
☐ Cracow	Yes
☐ Kraków	No
☐ Poznań	Yes
☐ Remote	Yes
☐ Rzeszów	No

Pic. 31. Add new location.

In the next view, we have to fill Location Set Name and choose Location Set Country.

Add Locations

Name	Universal Location Name	
Warszawa	Yes	Add

Create new location set

* Location Set Name

* Location Set Country

Select Location Set Country

Warszawa

Pic. 32. New Location Set.

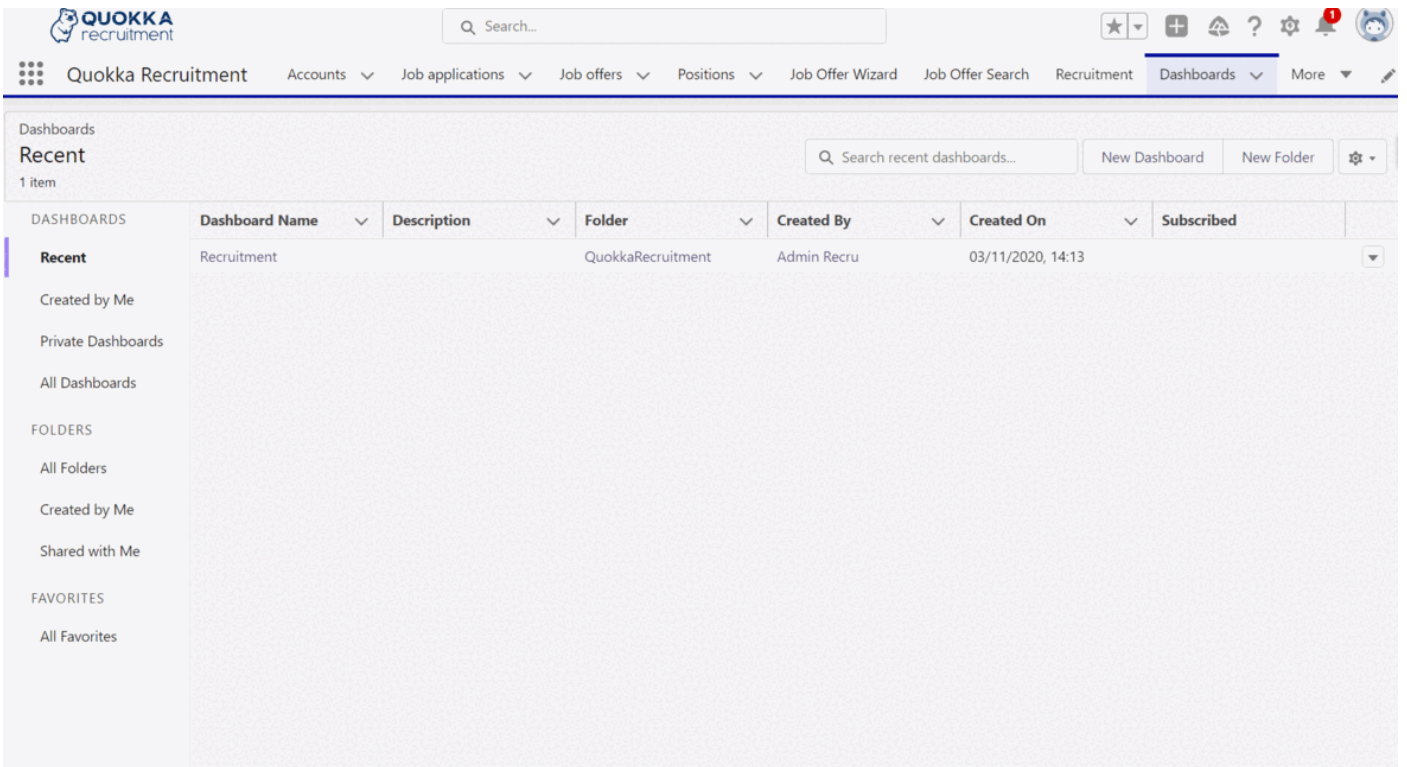


Reports and Dashboards

Reports are one of the primary ways to show recruitment statistics. They are designed to group recruitment parameters. Examples of report usage:

- grouping by source of application,
- grouping by similar experience,
- grouping by skills,
- grouping by scoring points.

A report can be created by navigating to the Reports tab from the Quokka Recruitment app. Dashboards can be created from reports and multiple reports can be presented in the given dashboard in different forms and metrics.



DASHBOARDS	Dashboard Name	Description	Folder	Created By	Created On	Subscribed
Recent	Recruitment		QuokkaRecruitment	Admin Recru	03/11/2020, 14:13	

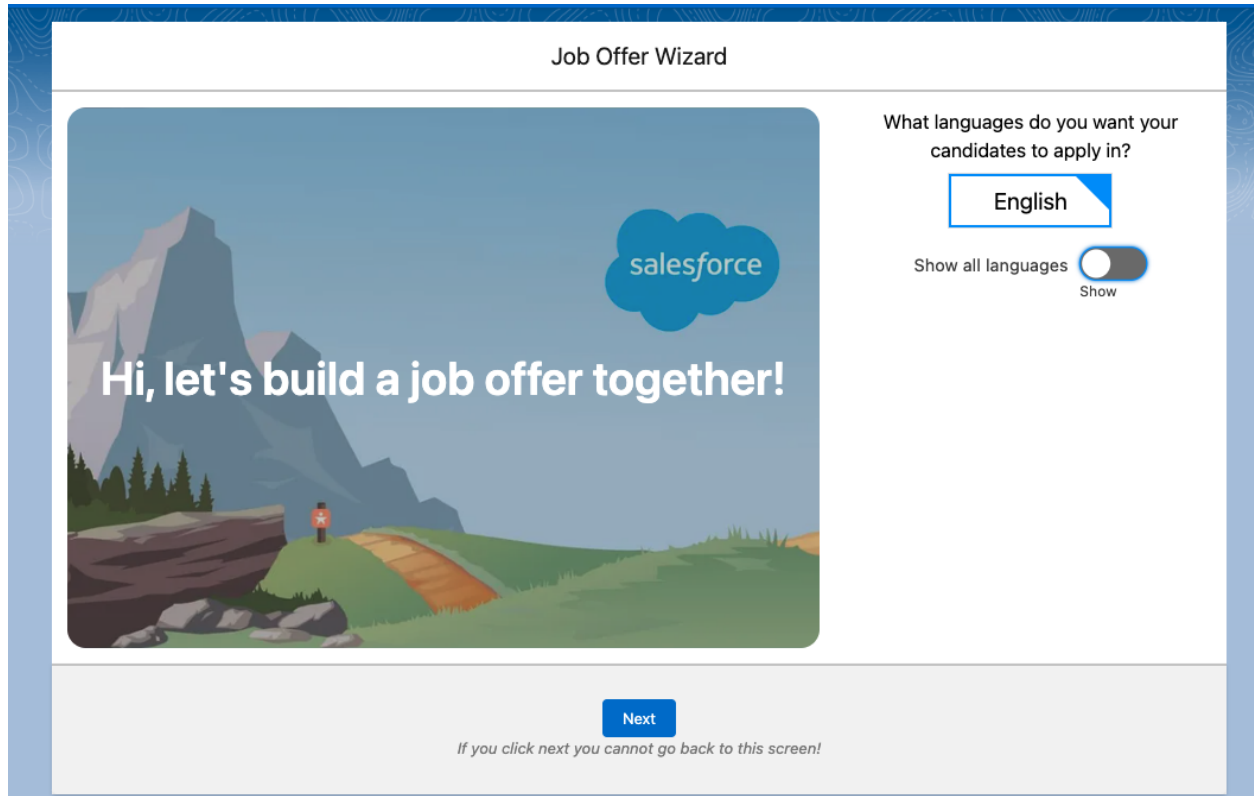
Pic. 33. Dashboard example



Job Offer Wizard

Job Offer Wizard is a tool that guides Quokka app users in four steps to create a composite Job offer. Thanks to this functionality a complex offer with all necessary fields can be created quickly.

The first thing to do is to choose the language in which you want to configure the job offer. The default language is English, but after unchecking the "Show all languages" checkbox, you can also configure the Job offer in German, Spanish, French, Italian, and Polish.



Pic. 34. Job Offer Wizard - step 1.

In step two, list all important details of the Job offer (name, type of contract, etc.).

Pic. 35. Create a Job offer - step 2.

At this stage, three validations were applied to block dates that were not entered correctly:

- Error condition formula which was used:

```
ISBLANK(Quokka__Recruitment_start_date_c)
||
ISBLANK(Quokka__Recruitment_end_date_c)
||
ISBLANK(Quokka__Job_offer_post_end_date_c)
||
```

ISBLANK(Quokka__Job_offer_post_start_date__c)

- Job_Offer_post_date_cant_travel_to_past - Job Offer dates must be today or later in the future.

Error condition formula which was used:

```
Quokka__Job_offer_post_start_date__c < TODAY()  
||  
Quokka__Job_offer_post_end_date__c < TODAY()  
||  
Quokka__Recruitment_start_date__c < TODAY()  
||  
Quokka__Recruitment_end_date__c < TODAY()
```

- Job_Offer_recru_dates_cant_be_in_past - Recruitment end date can't be earlier than the Recruitment start date, Job offer post start date or Job offer post end date.

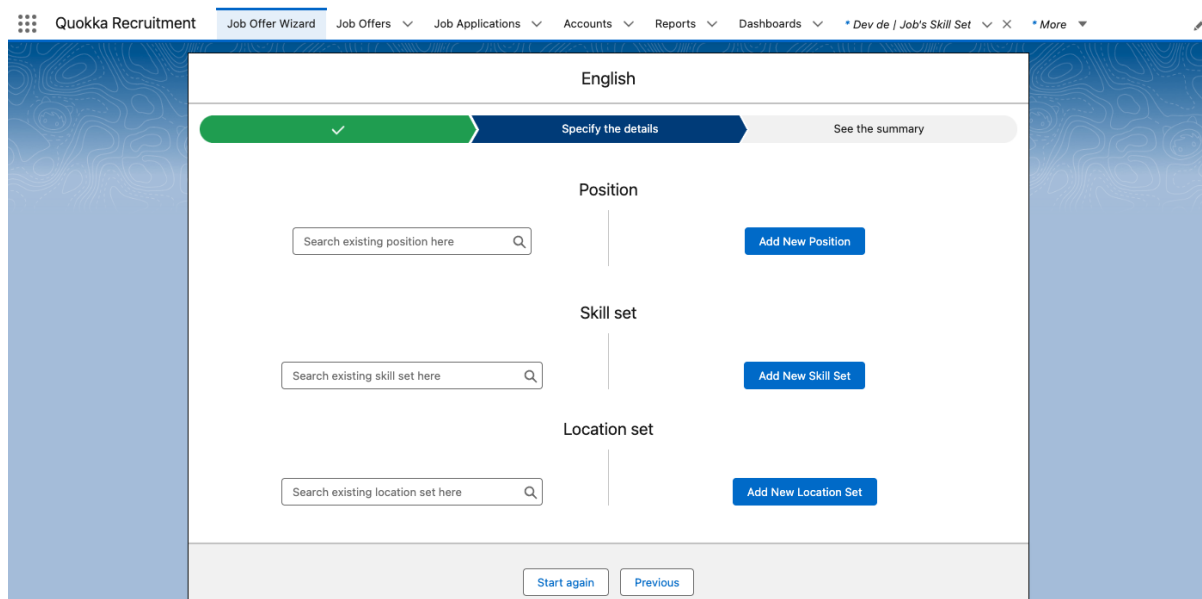
Error condition formula which was used:

```
Quokka__Recruitment_end_date__c < Quokka__Recruitment_start_date__c  
||  
Quokka__Recruitment_end_date__c < Quokka__Job_offer_post_start_date__c  
||  
Quokka__Recruitment_end_date__c < Quokka__Job_offer_post_end_date__c  
||  
Quokka__Job_offer_post_end_date__c < Quokka__Job_offer_post_start_date__c
```

All these formulas were applied to the object Job offer. The error will appear when clicking the "Next" button at the bottom of the page.



In step three, create or choose an existing Job position, Skill set, and Location set.



English

✓ Specify the details See the summary

Position

Search existing position here

Add New Position

Skill set

Search existing skill set here

Add New Skill Set

Location set

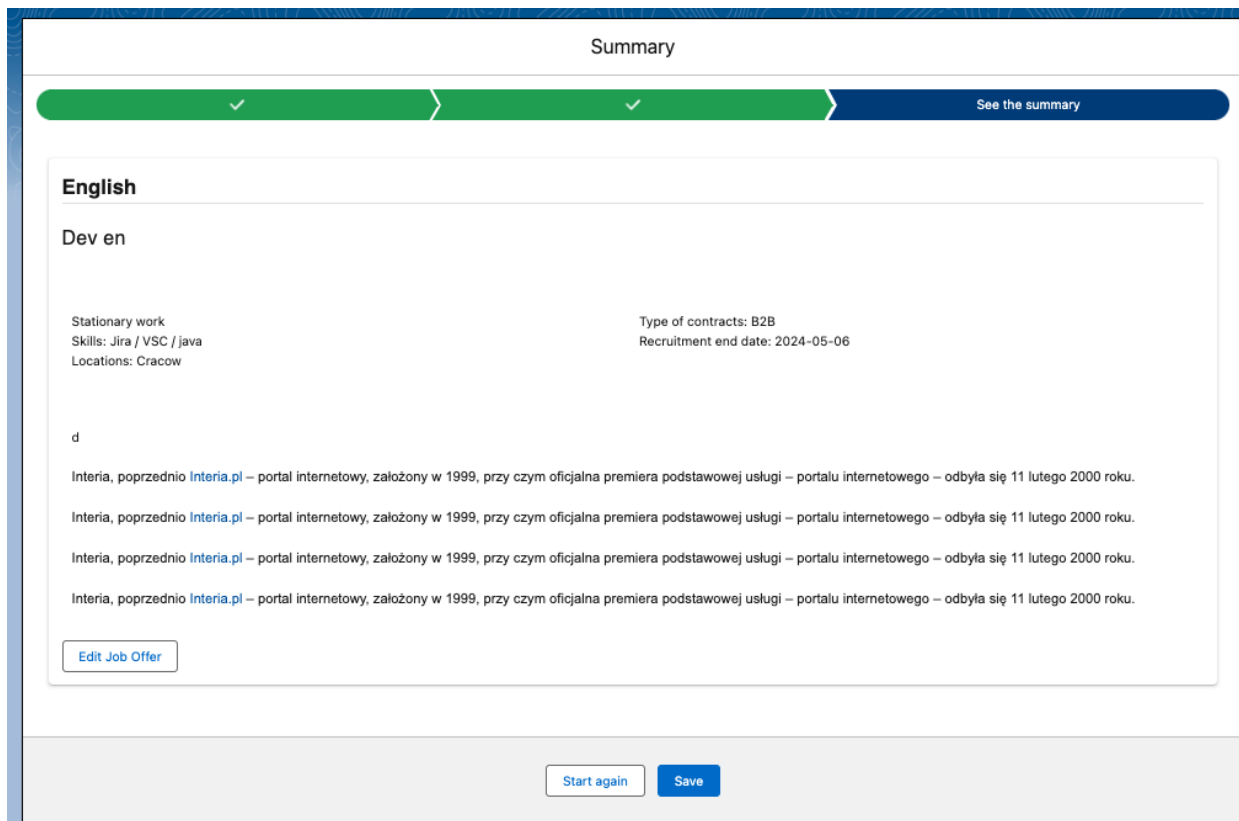
Search existing location set here

Add New Location Set

Start again Previous

Pic. 36. Job Offer Wizard - step 3.

In the last step, we have a preview of our created Job offer. We can edit it or save it in the system.



Summary

✓ ✓ See the summary

English

Dev en

Stationary work
Skills: Jira / VSC / java
Locations: Cracow

Type of contracts: B2B
Recruitment end date: 2024-05-06

d

Interia, poprzednio [Interia.pl](#) – portal internetowy, założony w 1999, przy czym oficjalna premiera podstawowej usługi – portalu internetowego – odbyła się 11 lutego 2000 roku.

Interia, poprzednio [Interia.pl](#) – portal internetowy, założony w 1999, przy czym oficjalna premiera podstawowej usługi – portalu internetowego – odbyła się 11 lutego 2000 roku.

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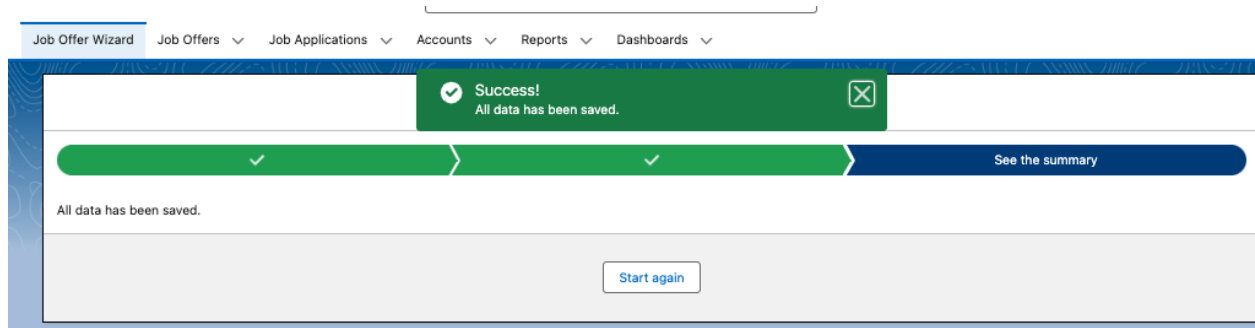
Edit Job Offer

Start again Save



Pic. 37. Job Offer Wizard - step 4.

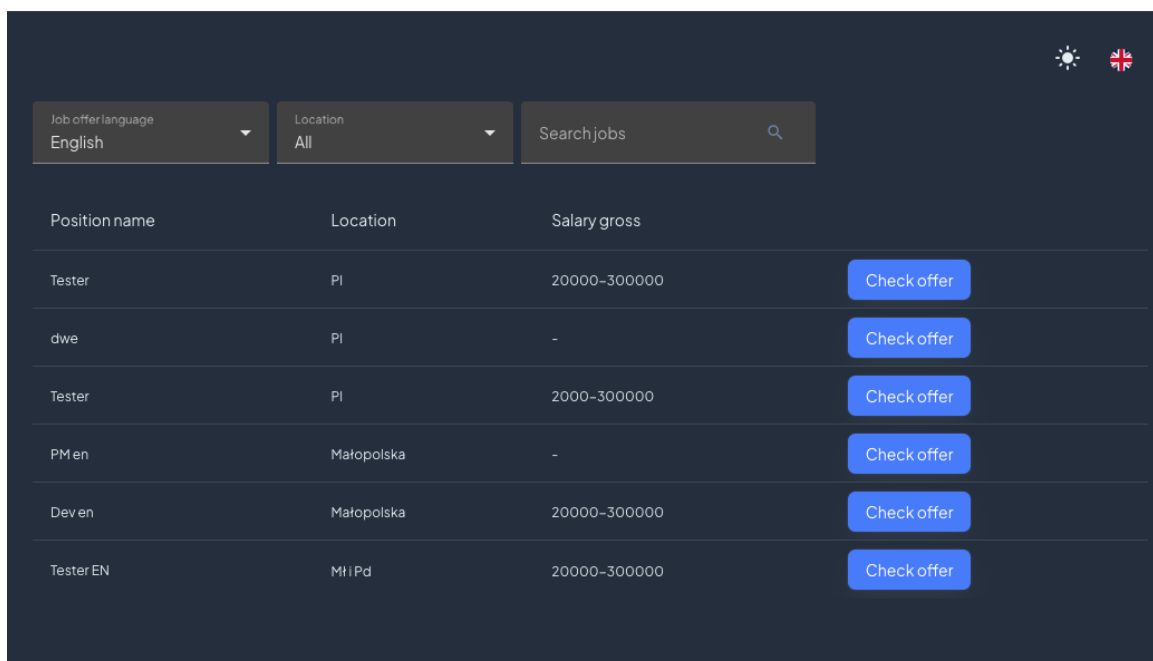
When the job offer is saved successfully, a screen like the one below will appear with the information that you have added a new job offer.



Pic. 38. Job Offer Wizard - confirmation step.

Job offers page

All currently **active** Job offers can be found on the page <https://quokka.jobs/org/auth/login>, where you can log in with your 18-digit ID.



Position name	Location	Salary gross	
Tester	PI	20000-300000	<button>Check offer</button>
dwe	PI	-	<button>Check offer</button>
Tester	PI	2000-300000	<button>Check offer</button>
PMen	Małopolska	-	<button>Check offer</button>
Dev en	Małopolska	20000-300000	<button>Check offer</button>
Tester EN	MiP d	20000-300000	<button>Check offer</button>

Pic. 39. List offers..

The user can filter offers by the offer's language, and location. They can also search using the entered string in the Search field.

When the user clicks the 'Check offer' button next to the selected advertisement, they are redirected to the job offer description.



Tester

Stationary
Salary range: 20000–300000 PLN

Skills: Jira, VSC, java
Location: Cracow

Contrary to popular belief, Lorem Ipsum is not simply random text. It has roots in a piece of classical Latin literature from 45 BC, making it over 2000 years old. Richard McClintock, a Latin professor at Hampden-Sydney College in Virginia, looked up one of the more obscure Latin words, consectetur, from a Lorem Ipsum passage, and going through the cites of the word in classical literature, discovered the undoubtable source.

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Interia, poprzednio Interia.pl – portal internetowy, założony w 1999, przy czym oficjalna premiera podstawowej usługi – portalu internetowego – odbyła się 11 lutego 2000 roku.

ApplyBack

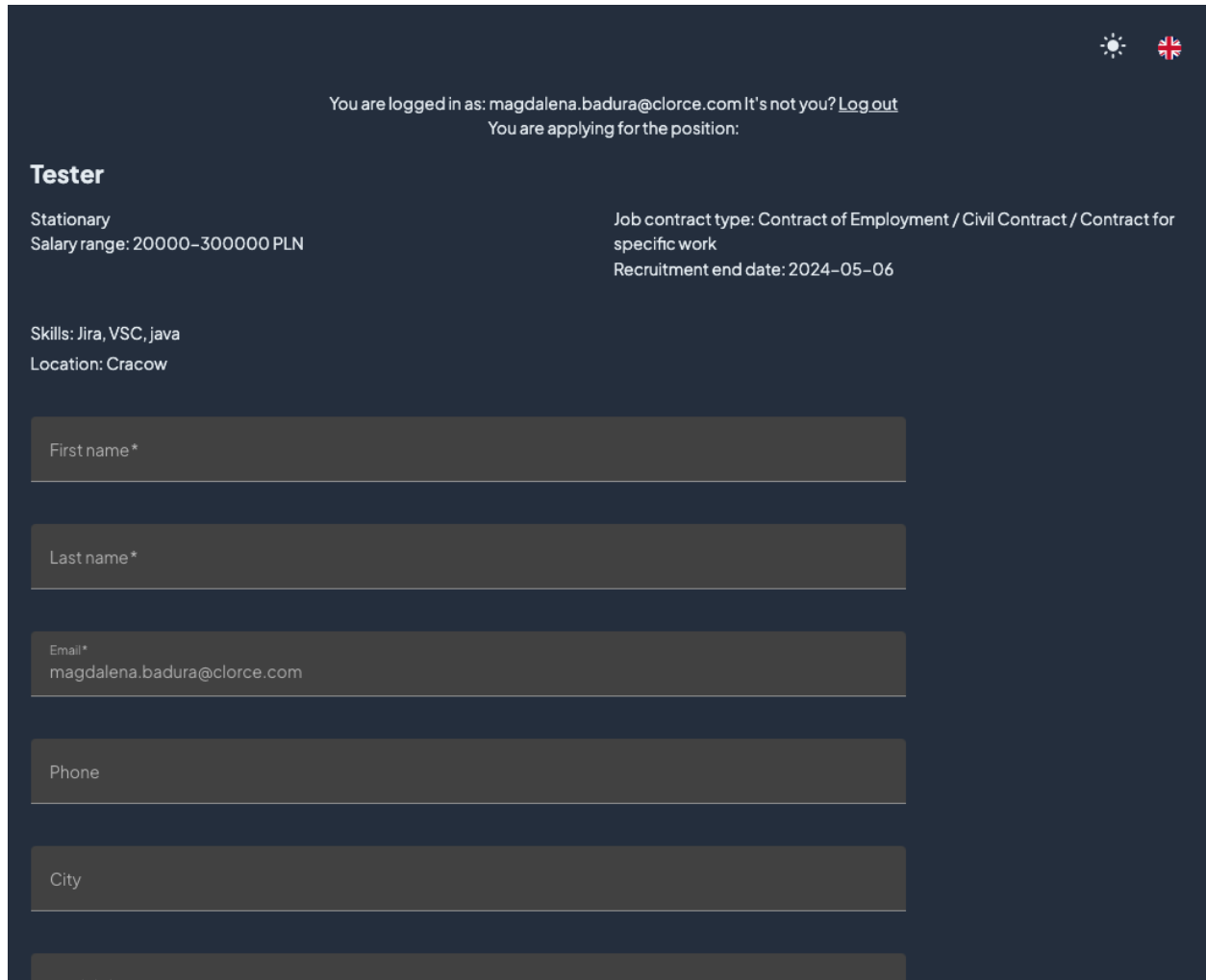
Job contract type: Contract of Employment / Civil Contract / Contract for specific work
Recruitment end date: 2024-05-06

Pic. 40. Job offer search - advertisement.

Apply using the 'Apply; button at the bottom of the page.



Clicking the Apply button transfers the candidate to the page where the entry form is located, so to proceed one must complete the form.



You are logged in as: magdalena.badura@clorce.com It's not you? [Log out](#)
You are applying for the position:

Tester

Stationary
Salary range: 20000-300000 PLN

Job contract type: Contract of Employment / Civil Contract / Contract for specific work
Recruitment end date: 2024-05-06

Skills: Jira, VSC, java
Location: Cracow

First name *

Last name *

Email*
magdalena.badura@clorce.com

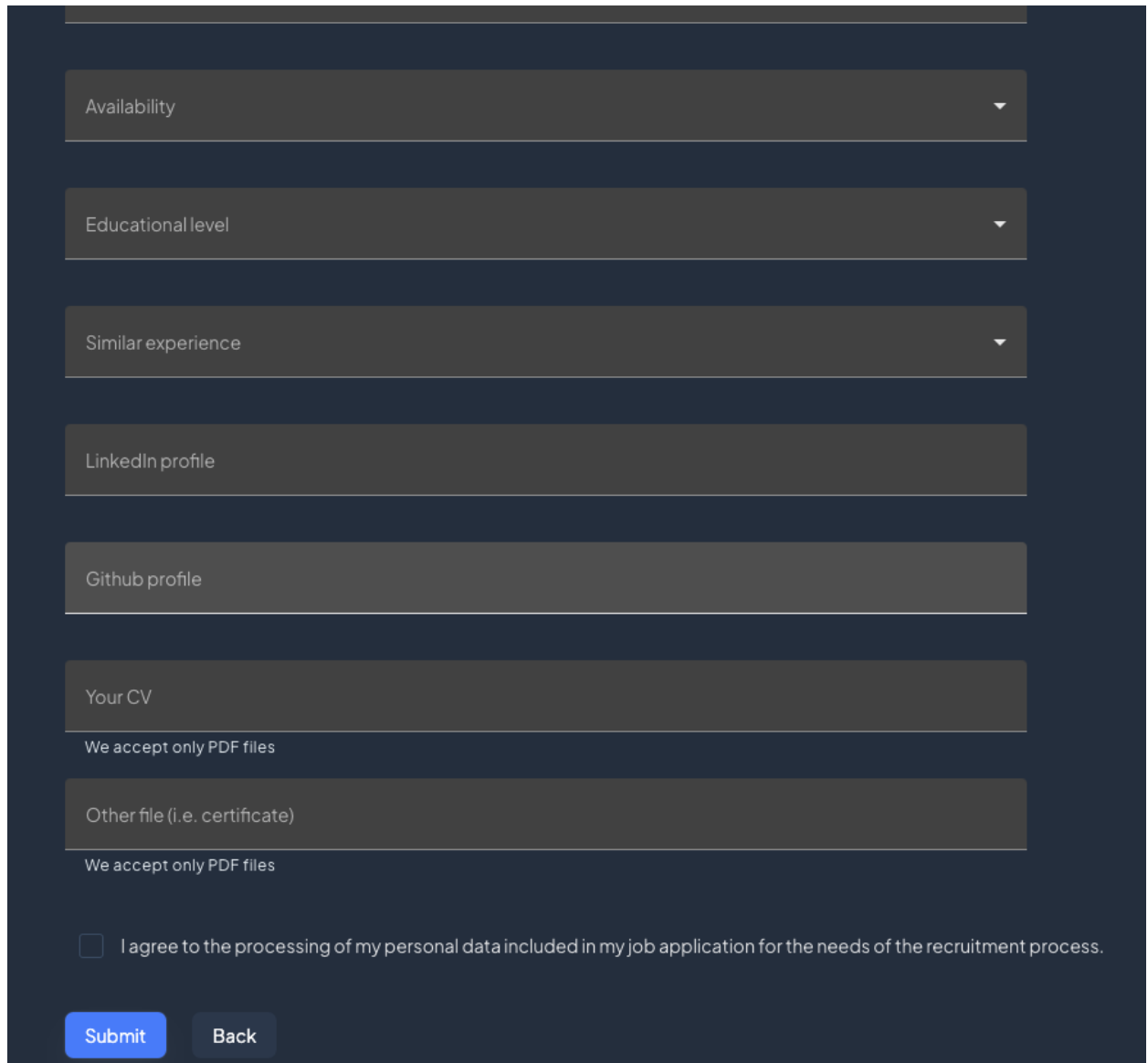
Phone

City

Availability

Pic. 41. Job offer - entry form - part 1.





A screenshot of a job application form titled 'Job offer - entry form - part 2'. The form is set against a dark blue background with light gray input fields. It includes several dropdown menus for 'Availability', 'Educational level', and 'Similar experience'. There are text input fields for 'LinkedIn profile', 'Github profile', 'Your CV', and 'Other file (i.e. certificate)'. Below the 'Your CV' and 'Other file' fields, a note states 'We accept only PDF files'. At the bottom, there is a checkbox for agreeing to data processing, followed by 'Submit' and 'Back' buttons.

Availability

Educational level

Similar experience

LinkedIn profile

Github profile

Your CV

We accept only PDF files

Other file (i.e. certificate)

We accept only PDF files

☐ I agree to the processing of my personal data included in my job application for the needs of the recruitment process.

Submit Back

Pic. 42. Job offer - entry form - part 2.

There are several mandatory fields. After filling out the form and clicking the 'Submit' button, the user is redirected to the next view, where fields for selecting the level of skills required in the advertisement are located.



You are applying for the position:

Tester

Stationary
Salary range: 20000–300000 PLN

Job contract type: Contract of Employment / Civil Contract / Contract for specific work
Recruitment end date: 2024–05–06

Skills: Jira, VSC, java
Location: Cracow

Jira

VSC

java

Submit

Pic. 43. Job offer.

Email confirmations are sent to the email address stated in the form.

After filling in the fields, we click the 'Submit' button, and a summary view of our application is displayed.

You are applying for the position:

Tester

Stationary
Salary range: 20000–300000 PLN

Job contract type: Contract of Employment / Civil Contract / Contract for specific work
Recruitment end date: 2024–05–06

Skills: Jira, VSC, java
Location: Cracow

Application Submitted

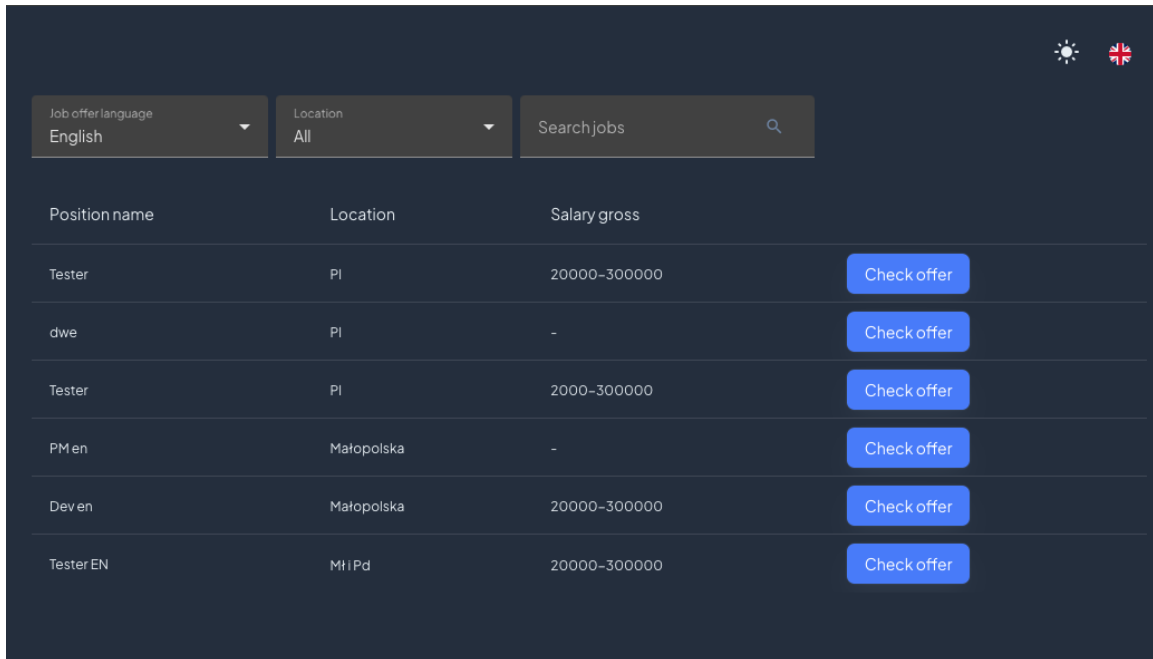
Thank you for your application.

Back to jobs

Pic. 44. Job offer



By clicking the 'Back to jobs' button, the user returns to the list of remaining advertisements.



The screenshot shows a dark-themed interface for the Quokka Recruitment App. At the top right, there are icons for a sun (light mode) and a flag (language). Below these are two dropdown menus: 'Job offer language' set to 'English' and 'Location' set to 'All'. To the right of these is a search bar labeled 'Search jobs' with a magnifying glass icon. Below the filters is a table with three columns: 'Position name', 'Location', and 'Salary gross'. Each row in the table has a blue 'Check offer' button on the right. The table contains six rows of job offers.

Position name	Location	Salary gross	
Tester	Pl	20000-300000	Check offer
dwe	Pl	-	Check offer
Tester	Pl	2000-300000	Check offer
PM en	Małopolska	-	Check offer
Dev en	Małopolska	20000-300000	Check offer
Tester EN	MiP d	20000-300000	Check offer

Pic. 45. List offers..

For additional information, please contact the Quokka Recruitment App development team via quokka@clorce.com.

