SAP

C_THR104

SAP Certified - SmartRecruiters for SAP SuccessFactors

Latest Version: 4.0

1. Micro Skill Drill Exam
2. Unified Scenario Exam

Topic: 1
Micro Skill Drill Exam

Question: 1

A company already runs a well-established corporate marketing website that its brand team maintains carefully, and it wants open jobs to appear on that existing site so visitors can browse and apply. It has just started using SmartRecruiters and needs candidates to reach the application from the corporate site. The brand team is firm that it will not rebuild or replace its homepage, and does not want candidates sent off to a separate, differently styled site just to see the jobs, because that would fracture the brand experience it has invested in.
The recruiting lead wants jobs shown on the existing corporate site with as little disruption to it as possible, kept in step automatically as roles open and close, while applications still run through SmartRecruiters. Building a full separate careers site would duplicate what the brand team already maintains and pull candidates away from the main site. The company would far rather extend what it already has than take on a second web property to keep updated. A consultant has been asked how to surface the jobs on the existing corporate website.
How should the consultant surface the jobs on the existing corporate website?
Response:

A. Have the brand team manually add and remove each job on the corporate site as vacancies change.
B. Build a full career site in SmartRecruiters and replace the corporate site's careers area with it.
C. Embed a job widget on the existing corporate site so jobs appear and stay in sync.
D. Email the current job list to the web team each week to publish on the corporate site.

Answer: C

Explanation:
Feedback:
A job widget embedded on the existing corporate site shows the open jobs there and keeps them in sync automatically, while applications still run through the recruiting system, so the jobs appear without rebuilding the site.

Question: 2

A company has built a talent community and runs email campaigns to nurture its prospects. At the moment every recruiter can edit the communities and send campaigns, and recently a recruiter sent an unpolished, off-brand campaign to a large prospect segment, which drew complaints and some unsubscribes. The company wants only its small marketing-recruiting team to manage the communities

and send campaigns, while all the other recruiters keep their normal access to jobs and candidates unchanged.
The recruiting lead wants CRM management — editing communities and sending campaigns — limited to the marketing-recruiting team, without altering what other recruiters can do in their day-to-day recruiting work. Simply asking recruiters not to touch the CRM has been suggested, but that is guidance rather than a control and the accidental sends could recur. A single off-brand campaign to thousands of prospects can undo months of careful nurture, and the marketing-recruiting team wants clear ownership of what goes out under the employer's name. A consultant has been asked how to limit who can manage the CRM.
How should the consultant limit who can manage the CRM?
Response:

A. Ask recruiters not to edit communities or send campaigns unless they are on the marketing-recruiting team.
B. Manage CRM user access so only the marketing-recruiting team can run communities and campaigns.
C. Give the marketing-recruiting team a full administrator role so they can manage the CRM.
D. Move the communities and campaigns out of the system and run them from the marketing team's own tools.

Answer: B

Explanation:
Feedback:
Managing user access for CRM limits editing communities and sending campaigns to the marketing-recruiting team while leaving other recruiters' normal access to jobs and candidates untouched, which is exactly the scoped control the company wants.

Question: 3

A company hiring across several jurisdictions now faces rules in some locations that require a salary range to be shown on job postings, while other locations have no such requirement. Recruiters have been typing pay ranges into the free-text job description when they remember to, which has already produced postings in regulated locations with no range shown at all and inconsistent formatting where a range does appear. The legal team has flagged this as a live compliance exposure that needs fixing before the next wave of hiring.
The recruiting lead wants pay ranges shown reliably wherever the rules require them, captured in a consistent, structured way rather than buried in description text, and without forcing ranges onto postings in locations that do not require them. One suggestion is simply to instruct recruiters to always paste a range into the description, but that still depends on memory and formatting and does not distinguish the regulated locations from the rest. A consultant has been asked how to meet the salary-range requirement reliably where it applies.
How should the consultant meet the salary-range requirement reliably where it applies?
Response:

A. Tell recruiters to always paste a pay range into the job description for every posting they create.
B. Add the pay range to the job title so that it always appears wherever the posting is shown.
C. Show one standard pay range on all postings everywhere so nothing is ever missing.

D. Use the salary transparency fields so ranges are captured and shown where they are required.

Answer: D

Explanation:
Feedback:
The salary transparency fields capture pay ranges as structured data and present them where the rules require, so the requirement is met consistently without over-applying to locations that do not need it.

Question: 4

A company knows its best hires often come through employees' personal networks, and it wants to formalise this into a proper referral scheme with a bonus for any employee whose referred candidate is hired. Today employees occasionally forward a friend's CV to a recruiter by email. There is no record of who referred whom, referred candidates are not distinguished from other applicants in the pipeline, and when a referred person is eventually hired there is no reliable way to work out which employee should be paid the bonus. Disputes over unpaid or wrongly-paid bonuses have already discouraged some employees from referring at all, which is undermining a source the company values.
The recruiting lead wants employees to submit referrals through the system so each referral is recorded against the referring employee, referred candidates are recognisable as they move through the pipeline, and bonus eligibility can be determined from the record when a hire is made. The scheme also needs to scale cleanly as it is promoted across the whole company. A consultant has been asked how to set up referrals so they are captured and attributed reliably.
How should the consultant set up employee referrals so they are captured and attributed?
Response:

A. Ask employees to keep emailing CVs to recruiters but to add the referring employee's name in the subject line.
B. Set up employee referrals so each is submitted through the system and recorded against the referrer.
C. Enable a "referral" candidate source so referred applicants are tagged with that source when they apply.
D. Have HR keep a spreadsheet of referrals and reconcile it against hires at bonus time.

Answer: B

Explanation:
Feedback:
Employee referrals submitted through the system record each referral against the referring employee and mark referred candidates in the pipeline, so bonus eligibility can be determined from the record when a hire is made, and it scales as the scheme is promoted.

Question: 5

A company attends university career fairs and industry events where its recruiters meet many promising people who are not ready to apply yet. Today recruiters collect names on paper or in personal notes, and most of these contacts are simply lost — no one follows up, and when a relevant role opens months

later there is no easy way to reach the people who had shown interest. The team wants to build a lasting pool of these prospects that it can nurture over time.
The recruiting lead wants prospects captured at events to flow into a talent community the team can later email about relevant roles, rather than sitting in scattered notes, and wants this to happen as the prospect signs up rather than through later data entry. One suggestion is to create the community and have recruiters add each contact by hand afterwards, but that manual step is exactly what gets skipped when recruiters are busy at an event. A consultant has been asked how to capture event prospects into the community reliably.
How should the consultant capture event prospects into the talent community reliably?
Response:

A. Collect contacts on a spreadsheet at each event and import them into the system afterwards.
B. Create a lead capture form that adds interested prospects to the talent community.
C. Create the talent community and rely on recruiters to add each event contact by hand later.
D. Ask interested people to apply to a general "future roles" job posting while at the event.

Answer: B

Explanation:
Feedback:
A lead capture form adds interested prospects straight into the talent community as they sign up, so event contacts flow in reliably and can be nurtured and emailed about relevant roles later.

Question: 6

A company sends its job offers by building each offer letter from scratch in a word processor, copying in the candidate's details and the standard terms every single time. This is slow, and because the terms are re-typed on each offer, the wording sometimes varies and small mistakes slip through — legal has already flagged a couple of offers that went out with an outdated clause.
As hiring volume grows, producing offers this way is taking more of the recruiters' time and carrying more risk. The company wants recruiters to produce a correct, consistent offer quickly, with the standard terms already in place, rather than writing each one from a blank page. With offers now a routine part of a growing pipeline, the team needs this to be fast and reliable rather than a fresh piece of drafting every single time. A consultant has been asked how to speed up producing consistent offers.
How should the consultant speed up producing consistent offers?
Response:

A. Keep a sample offer document and copy it for each new candidate, editing the details.
B. Create offer templates so offers are produced from a standard, ready-made structure.
C. Write a checklist of the terms to include and have recruiters follow it each time.
D. Have legal review every offer before it is sent so that mistakes are caught.

Answer: B

Explanation:
Feedback:

Offer templates produce each offer from a standard, ready-made structure with the correct terms already in place, so recruiters generate consistent offers quickly without re-typing the wording.

Question: 7

A company finds that candidates frequently miss their scheduled interviews, and when it follows up, candidates say the emailed reminder was buried in a full inbox and they simply never saw it in time. The no-shows waste interviewers' time, delay hiring, and are especially common for interviews booked at short notice, where an email is least likely to be read before the slot.
The company wants to remind candidates of their interviews on a channel they check quickly, so that far fewer interviews are missed. Each no-show ties up an interviewer who could have seen someone else, pushes other candidates further down the queue, and leaves a poor impression on a candidate the company may still want to hire, while the team loses time rebooking slots that should never have been missed. A consultant has been asked how to reduce missed interviews.
How should the consultant reduce missed interviews?
Response:

A. Send the same email reminder several more times as the interview approaches.
B. Ask recruiters to phone each candidate the day before their interview to remind them.
C. Add the interview time to the candidate's portal and rely on candidates to check it.
D. Send interview reminders by SMS, which candidates tend to read promptly.

Answer: D

Explanation:
Feedback:
An SMS reminder reaches candidates on a channel they read promptly, so they see the interview time in good time and far fewer interviews are missed.

Question: 8

A company runs candidate background checks through a Marketplace integration. For its corporate roles the checks kick off automatically at the right stage and their results return to the candidate record. For its high-volume warehouse roles, background checks never start, and candidates there have reached the offer stage with no check completed — a compliance gap the risk team has now escalated. The recruiting lead has confirmed the integration itself: it is enabled, connected, and demonstrably running checks for the corporate roles from the same configuration, so the integration is not the problem.
The warehouse roles were deliberately set up on a separate, streamlined hiring workflow to move their high volume quickly. Because these are safety-sensitive warehouse roles, an uncompleted background check at offer stage is a serious compliance exposure, and the risk team wants it closed before the next intake. The team confirmed corporate candidates on the standard workflow have their checks initiated automatically at the same stage every time; the two role types differ only in which hiring workflow they run on, not in the integration behind them. The lead wants warehouse checks to run automatically like the corporate ones, and wants the fix aimed at the real reason they never start rather than at the integration, which works for corporate roles. A consultant has been asked what to correct.
Why do background checks never start for warehouse roles, and what should the consultant correct?

Response:

A. The Marketplace integration is not enabled, so it must be switched on.
B. The integration does not support high-volume roles, so a different provider must be found.
C. The warehouse workflow has no background-check step, so add it.
D. The integration must be reconnected for the warehouse roles, since it is not firing there.

Answer: C

Explanation:
Feedback:
A check runs where the hiring workflow includes a background-check step, and the streamlined warehouse workflow was built without one, so adding that step makes checks start automatically for warehouse roles as they do for corporate ones.

Question: 9

A company uses job alerts so candidates who subscribe are emailed when matching new roles are posted, and for most categories this works — subscribers reliably receive alerts as relevant jobs open. Subscribers to the "warehouse operations" category, however, never receive alerts even though the company has posted several warehouse roles recently, and those candidates are visibly frustrated to find jobs they would have wanted only after the fact, and the company worries it is losing strong warehouse applicants to faster competitors.
The recruiting lead has confirmed the obvious: those candidates are subscribed to the warehouse alert and receive alerts for other categories they follow, so their subscription and email delivery are both working. On review, the recently posted warehouse roles were created without the job category attribute set — the attribute the alert matches new jobs against — so although the jobs are live, they match no alert criteria and never trigger the warehouse alert. The alert is configured correctly; the jobs simply lack the attribute it keys on. The lead wants warehouse subscribers alerted when warehouse roles open, and wants the fix aimed at the real reason the alerts do not fire rather than at the alert, which works for other categories. A consultant has been asked why warehouse subscribers get no alerts and what to correct.
Why do warehouse subscribers get no alerts, and what should the consultant correct?
Response:

A. The subscribers must re-subscribe to the warehouse alert, so prompt them to sign up again.
B. The alert emails are being filtered as spam, so the email domain must be verified.
C. The warehouse job alert runs too infrequently, so its frequency must be increased.
D. The warehouse roles lack the category attribute the alert matches on, so set it.

Answer: D

Explanation:
Feedback:

Alerts fire when a new job matches the alert's criteria, and the warehouse roles were posted without the category attribute the alert keys on, so setting that category on them lets the jobs match and triggers the warehouse alert.

Question: 10

A company posts every opening on its own career site, but for hard-to-fill roles it also wants the posting to appear on external job boards to reach a wider audience. Currently a recruiter copies the text into each board by hand, which is slow, drifts out of sync when the role changes, and leaves stale versions live after the role closes. The company wants to publish selected roles to external boards from within the system so the postings stay consistent and are managed in one place. A consultant has been asked how to advertise selected roles on external job boards.
How should the consultant advertise selected roles on external job boards?
Response:

A. Keep copying each posting into every external board by hand for the roles that need wider reach.
B. Post the roles only on the career site and wait for candidates to find them there.
C. Email the job details to a contact at each board and ask them to post it on the company's behalf.
D. Use the system's job advertising to publish the selected roles to the external boards.

Answer: D

Explanation:
Feedback:
Publishing through the system's job advertising pushes the selected roles to the external boards from one place, so the postings stay consistent and are updated and removed centrally.
Topic: 2
Unified Scenario Exam

Question: 11

CHALLENGE 1 — Regional Access Design for Delegated Recruiting Administration
HarborTech wants regional HR administrators to help with recruiter support during UAT, but the central recruiting operations lead does not want them changing global recruiting behavior. Which recommendation best fits the access design requirement?
Response:

A. Assign regional HR administrators broad system administration rights temporarily and remove them after launch stabilization.
B. Use scoped delegated administration supported by access groups and keep global recruiting configuration ownership centralized.
C. Give regional HR administrators hiring manager roles on all regional jobs so they can resolve access requests indirectly.
D. Disable WebSSO for regional administrators until the access model is finalized and rely on manual login controls.

Answer: B

Explanation:
Feedback:
Scoped delegated administration allows regional support without turning local administrators into global configuration owners. It aligns with the scenario's need to preserve candidate data boundaries and recruiter accountability while still supporting regional UAT activity.

Question: 12

CHALLENGE 1 — Regional Access Design for Delegated Recruiting Administration
A hiring manager in the installation business can see candidate information for another region after being added to several hiring teams during UAT. What is the most likely configuration area to investigate first?
Response:

A. The candidate source configuration for installation jobs.
B. The access group and hiring team role relationship.
C. The SMS template permissions assigned to recruiters.
D. The career site brand page used by installation candidates.

Answer: B

Explanation:
Feedback:
The observation is about candidate visibility crossing an intended regional boundary after hiring team assignment. Access groups and hiring team roles are the most relevant dependency because they control who can participate in jobs and what candidate information they can see.

Question: 13

CHALLENGE 1 — Regional Access Design for Delegated Recruiting Administration
The project sponsor asks whether global MFA can be deferred because WebSSO is planned for internal employees. Which response best reflects the launch-readiness trade-off?
Response:

A. Defer global MFA because WebSSO covers all users involved in recruiting operations.
B. Enable MFA only for recruiters because they own candidate-facing communication.
C. Keep MFA planning for users outside the identity-provider path while validating WebSSO for covered internal users.
D. Replace MFA with stricter access groups because authorization controls are more important than authentication controls.

Answer: C

Explanation:
Feedback:
The scenario states that WebSSO is planned for employee and recruiter access, while global MFA remains required for users not covered by the identity provider. The best response separates authentication paths and preserves readiness for external or non-covered users.

Question: 14

CHALLENGE 1 — Regional Access Design for Delegated Recruiting Administration
HarborTech's regional leaders argue that broader local access will reduce UAT delays. Compliance owners prefer tighter candidate visibility boundaries. What is the best advisory recommendation?
Response:

A. Approve broad local access for UAT and document a post-launch access review.
B. Preserve scoped access and establish an escalation path for support actions that exceed delegated authority.
C. Restrict all regional administrators to read-only access until every integration is activated.
D. Let each region define its own access groups because local leaders understand recruiting operations best.

Answer: B

Explanation:
Feedback:
This recommendation balances performance and governance by keeping access scoped while providing a practical path for cases that require central support. It avoids weakening candidate data boundaries merely to improve short-term UAT speed.

Question: 15

CHALLENGE 2 — Job Template Governance for Multi-Brand Hiring
Nearly two hundred open requisitions need updates before launch. Recruiters want to use bulk edits immediately, but salary transparency varies by location and job family. What should the consultant recommend?
Response:

A. Perform bulk edits first, then review salary transparency only for jobs that receive candidate complaints.
B. Validate representative template, field dependency, location, and approval behavior before applying controlled bulk edits.
C. Allow each recruiter to manually decide salary transparency behavior during cleanup to improve speed.
D. Freeze all existing requisitions and create only new jobs from corrected templates after launch.

Answer: B

Explanation:
Feedback:
Bulk edits should follow representative validation because the scenario ties salary transparency to location and job family dependencies. This approach supports launch speed while avoiding large-scale propagation of inconsistent posting and approval behavior.

Question: 16

CHALLENGE 2 — Job Template Governance for Multi-Brand Hiring
A local service hub requests permission to add a new organization field value directly into job templates for its market. Central HR wants service hub expansion supported without template drift. Which decision is best?
Response:

A. Permit the local service hub to edit its templates directly because the change is limited to one market.
B. Route the new value through centrally governed field and dependency review before making it available to the market.
C. Add the value through bulk edit on open jobs without changing the underlying template configuration.
D. Ask recruiters to place the new service hub name in the job description until after launch.

Answer: B

Explanation:
Feedback:
The new field value affects template behavior and dependencies, so it should be reviewed through central field governance before use. This preserves local operational support without creating uncontrolled variation.

Question: 17

CHALLENGE 2 — Job Template Governance for Multi-Brand Hiring
During template testing, a corporate job and a showroom job both use the same organization field, but approval routing behaves differently after a location change. What is the best next validation action?
Response:

A. Compare the template, location, field dependency, and approval routing configuration for both job types before approving cleanup.
B. Standardize both jobs to the corporate approval workflow so routing is consistent across the company.
C. Remove the organization field from the showroom template because it creates routing complexity.
D. Continue with bulk edits because approval routing differences are expected across job families.

Answer: A

Explanation:

Feedback:
The symptom appears after a location change and involves both field behavior and approval routing. Comparing the full dependency chain is necessary before large-scale cleanup because a second-order configuration relationship may be driving the behavior.

Question: 18

CHALLENGE 2 — Job Template Governance for Multi-Brand Hiring
HarborTech asks for a recommendation that improves requisition cleanup speed without weakening template governance. Which approach is strongest?
Response:

A. Create a cleanup sequence that validates representative jobs first, applies approved bulk edits second, and reviews exceptions before launch.
B. Let recruiters correct each job manually because local review is more accurate than system-driven template behavior.
C. Delay all cleanup until after launch so UAT can focus only on newly created jobs.
D. Apply bulk edits to all jobs and rely on approval rejection to catch incorrect configuration.

Answer: A

Explanation:
Feedback:
This approach balances performance and governance by sequencing validation, controlled execution, and exception review. It treats bulk edits as a governed cleanup step rather than a substitute for template readiness.