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Latest Version: 4.1

Topic: 1
Unified Scenario Simulation
Orienting a First SmartRecruiters Implementation
Business context
COMPANY BACKGROUND
Kolbrenner Hydraulics in Kotka, Finland manufactures pumps and valves for marine customers and has grown to three plants. Hiring has always been handled informally by plant managers, but rising volumes mean the company has licensed SmartRecruiters for SAP SuccessFactors to run recruiting properly for the first time.
RECRUITING TODAY
Openings are advertised inconsistently, applications arrive by email, and each manager keeps their own notes. Nobody can say how many candidates are in progress or where they are. Strong applicants who are not hired are simply lost when a role is filled.
WHY SMARTRECRUITERS
Leadership wants one place to attract, track, and hire candidates, with a shared view for everyone working a role. The team is new to the platform and needs a clear mental model of what it does before configuring anything in depth.
FIRST PRIORITIES
The consultant is guiding the team through orientation: understanding the product's scope, learning to navigate the recruiting workspace, and progressing candidate applications consistently. The goal is confidence with the fundamentals rather than advanced configuration.
SUCCESS CRITERIA
Success at this stage means the team can describe what the platform covers, work candidates from a shared view rather than private notes, and move applications through consistent stages so status is always visible.
Your assignment
You are orienting the Kolbrenner Hydraulics team in their first weeks with SmartRecruiters. For each challenge, recommend the approach that builds correct fundamentals and a shared, consistent way of working
1. CHALLENGE 1 — Positioning the SmartRecruiters portfolio
• Summarise the lifecycle stages the platform supports, from attraction to hire.
• Confirm whether pipeline nurturing needs a separate product.
• Identify where pre-built partner extensions come from.
• Confirm how current employees can apply to internal roles.
Checkpoints
• The platform's end-to-end scope is described correctly.
• Included capabilities are not mistaken for separate purchases.
2. CHALLENGE 2 — Navigating the recruiting workspace
• Establish how the hiring team should share candidate information.
• Determine how to reuse vetted candidates across future openings.
• Decide how to widen a single job's reach through the platform.
• Identify how to understand the applicant's own experience.
Checkpoints
• Collaboration happens on shared records, not private notes.
• Reuse and reach use platform capabilities rather than manual workarounds.

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3. CHALLENGE 3 — Progressing candidate applications
• Establish where application review and progression should happen.
• Ensure candidates receive timely, consistent messages.
• Define how candidates are declined with a reason.
• Confirm status stays visible to the whole team.
Checkpoints
• Applications are progressed in-system with visible status.
• Communication and rejection follow consistent, defined paths.
Question: 1

CHALLENGE 1 — Positioning the SmartRecruiters portfolio
Leadership calls SmartRecruiters a job-posting tool. How should the scope of the product portfolio best be described?

A. It supports the full recruiting lifecycle, from sourcing and CRM through interviews, offers, and analytics.
B. It only publishes adverts and collects applications, so other stages need separate systems, as part of the standard setup work.
C. It is a reporting layer that reads from other recruiting tools you buy first.
D. It handles only onboarding paperwork after a candidate accepts an offer.

Answer: A

Explanation:
it is an end-to-end talent-acquisition suite, not just a place to post jobs.
Question: 2

CHALLENGE 1 — Positioning the SmartRecruiters portfolio
The team expects to buy a separate product to nurture pre-applicant talent pipelines. Is that necessary?

A. Yes, pipeline nurturing always requires a separate marketing-automation purchase, using the tools already in place.
B. No, candidate relationship management for nurturing pipelines is part of the portfolio.
C. Yes, because the platform only ever handles candidates who have already applied.
D. No, but only if nurturing is done manually by email outside the platform.

Answer: B

Explanation:
CRM is included, so a separate pipeline product is not required.
Question: 3

CHALLENGE 1 — Positioning the SmartRecruiters portfolio
The team wants to add a background-check capability the platform does not provide natively. Where should they look first?

A. A custom API integration commissioned before checking anything else exists.
B. A different recruiting product that lists the feature as standard.

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C. The SmartRecruiters Marketplace, for a pre-built partner app that adds the capability.
D. A manual daily file upload arranged directly with the background-check vendor, throughout the recruiting process.

Answer: C

Explanation:
the Marketplace catalogues partner integrations to enable before building custom.
Question: 4

CHALLENGE 1 — Positioning the SmartRecruiters portfolio
Current employees want to apply to internal openings. How does the platform serve them?

A. It only handles external candidates, so internal moves need a spreadsheet.
B. Employees must create external applications from a personal email address.
C. Internal mobility requires purchasing an entirely separate mobility product, for each candidate who applies.
D. Through the employee portal, where staff can find and apply to internal roles.

Answer: D

Explanation:
the employee portal supports internal applicants and internal mobility.
Question: 5

CHALLENGE 2 — Navigating the recruiting workspace
Each interviewer keeps private notes in separate documents. How should the hiring team collaborate?

A. Work from the shared candidate records and dashboard.
B. Keep individual note documents but email them round after each interview.
C. Have the recruiter hold all notes and brief the others verbally each week.
D. Rely on a weekly meeting as the only place feedback is ever shared.

Answer: A

Explanation:
the shared record gives one collaborative view and ends siloed notes.
Question: 6

CHALLENGE 2 — Navigating the recruiting workspace
The team re-sources the same vetted people each season. How should they reuse them?

A. Reopen each closed requisition whenever a similar seasonal role appears, as the hiring volume grows.
B. Organise vetted candidates into talent pools that can be searched and re-engaged.
C. Export the applicant list to a spreadsheet and re-import it next season.
D. Ask every past candidate to submit a brand-new application each season.

Answer: B

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Explanation:
talent pools retain grouped candidates for reuse across future jobs.
Question: 7

CHALLENGE 2 — Navigating the recruiting workspace
A hard-to-fill role attracts few applicants from the company site alone. How should reach be widened?

A. Log into each external job site individually and re-enter the posting there, within the current configuration.
B. Post only on the company site and wait for word of mouth to spread it.
C. Distribute the job to multiple external destinations directly from the platform.
D. Email the description to staff and ask them to share it on social media.

Answer: C

Explanation:
platform job distribution publishes one opening to many destinations at once.
Question: 8

CHALLENGE 2 — Navigating the recruiting workspace
Candidates abandon the application and the team cannot see why. What should they examine first?

A. The recruiter's internal dashboard configuration before anything else, each time the need arises.
B. Add more application questions to gather data on why people leave.
C. Assume the advert wording is the problem and rewrite it immediately.
D. The candidate experience, by walking through applying exactly as an applicant would.

Answer: D

Explanation:
examining the applicant's journey reveals where the friction actually is.
Question: 9

CHALLENGE 3 — Progressing candidate applications
Recruiters print CVs and keep paper notes, so nobody knows a candidate's status. How should applications be managed?

A. Review and progress each application within the system.
B. Let recruiters print CVs and keep personal paper notes as they prefer.
C. Have recruiters email the team whenever a candidate's status changes.
D. Update status only once, at the very end when a candidate is hired.

Answer: A

Explanation:
managing applications in-system keeps status current for the whole team.
Question: 10

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CHALLENGE 3 — Progressing candidate applications
Applicant acknowledgements and invites are sent by hand, late and inconsistently. How should this be fixed?

A. Give recruiters sample wording to copy into each message manually.
B. Configure email templates with automated notifications that send at defined stages.
C. Assign one coordinator to send all candidate emails personally.
D. Only email candidates who reach the final interview to reduce volume, for the roles being advertised.

Answer: B

Explanation:
automated notifications fire at the right stage with consistent wording.
Question: 11

CHALLENGE 3 — Progressing candidate applications
Candidates are declined with no recorded reason and inconsistent notification. How should declining be standardised?

A. Let recruiters move candidates out of the pipeline without recording anything, under the team's present approach.
B. Ask recruiters to email declined candidates when they happen to have time.
C. Configure a rejection process that captures a reason and triggers consistent notification.
D. Notify only those declined candidates who specifically ask for an update.

Answer: C

Explanation:
a defined rejection process records a reason and drives consistent communication.
Question: 12

CHALLENGE 3 — Progressing candidate applications
Managers want to see, at a glance, which candidates are at which stage. What supports this best?

A. Asking each recruiter for a verbal update whenever a manager wants one.
B. Maintaining a separate spreadsheet of statuses updated weekly by hand.
C. Reviewing only candidates who have already been hired each month.
D. Progressing candidates through the system's defined stages.

Answer: D

Explanation:
working candidates through defined stages keeps status visible at a glance.
Topic: 2
Micro Skill Drill Exam
Question: 13

Velcrest Ceramics, a tile maker in Braga, Portugal, is buying SmartRecruiters for SAP SuccessFactors and its leadership assumes the tool only stores job postings and CVs. In reality the team needs sourcing, candidate relationship management, interview scheduling, offers, and analytics to run full-cycle hiring across three plants. A sponsor asks the consultant to describe, at a high level, what the SmartRecruiters product portfolio actually covers so the project scope is set correctly before configuration begins. The team wants to avoid buying separate point tools for stages the platform already supports.
How should the consultant describe the scope of the SmartRecruiters product portfolio?

A. It is limited to publishing job adverts and collecting applications, so other stages need separate systems, for every opening the team manages.
B. It is purely a reporting layer that reads data from other recruiting tools you must buy first.
C. It only manages onboarding paperwork once a candidate has already accepted an offer.
D. It supports the full recruiting lifecycle, from sourcing and CRM through interviews, offers, and analytics.

Answer: D

Explanation:
SmartRecruiters is a talent-acquisition suite covering the whole hiring lifecycle, so separate point tools for individual stages are unnecessary.
Question: 14

Ambervale Retail in Utrecht, Netherlands gave its store managers a standard system role so they could review applicants, but that role also lets them edit company-wide job templates and security settings. Managers only ever need to view and progress candidates for their own stores, yet several have accidentally changed shared templates. The administrator wants each manager to have exactly the permissions their work requires and nothing more, without weakening what genuine administrators can do. The aim is least-privilege access for a large group of managers.
How should the administrator right-size the store managers' access?

A. Create a custom system role granting only the candidate-review permissions managers need.
B. Give managers the full administrator role so permissions are never a blocker.
C. Leave the standard role in place but ask managers not to open template or security screens.
D. Remove all roles from the managers so they can no longer sign in to the system.

Answer: A

Explanation:
A custom system role lets you grant precisely the permissions required, applying least privilege without touching admin roles.
Question: 15

Kettleby Dairy in Cork, Ireland has grown its recruiting team to forty coordinators who all sign in with a simple username and password. After a phishing attempt exposed one coordinator's credentials, security asked that every user prove identity with a second factor at sign-in, consistently and without each person opting in individually. The administrator is reviewing company-wide security settings in SmartRecruiters and wants the requirement applied to everyone rather than left to personal choice. Leadership wants one enforced standard across the whole company.

What is the most appropriate way to enforce the second sign-in factor for everyone?

A. Restrict sign-in to office IP addresses so remote credential use is blocked.
B. Enable global multi-factor authentication at the company level.
C. Email each coordinator asking them to switch on two-factor authentication for their own account.
D. Lengthen the password rules and require a reset every month for all accounts.

Answer: B

Explanation:
Global MFA applies the second-factor requirement company-wide and consistently, which is exactly what security asked for.
Question: 16

Saltmarsh Brewing in Aarhus, Denmark works with a dozen staffing agencies, but each agency emails CVs to different recruiters, terms differ by conversation, and nobody can compare which agency actually delivers hires. Recruiting wants one controlled place where approved agencies submit candidates under agreed terms and where their performance can be measured. The consultant is asked how SmartRecruiters standardizes and centralizes these agency partnerships instead of scattering them across inboxes. The goal is governed, comparable agency sourcing.
How should the consultant centralize and govern the agency relationships?

A. Ask each recruiter to keep a personal list of which agencies they prefer to use.
B. Sign one exclusive agency and stop working with the others entirely.
C. Create a shared mailbox where all agencies send their candidate CVs for recruiters to sort.
D. Onboard agencies to the agency portal.

Answer: D

Explanation:
The agency portal gives approved agencies one governed channel with consistent terms and built-in performance visibility.
Question: 17

At Norsholm Marine in Bergen, Norway, recruiters keep rebuilding the same shortlist of qualified deckhands every season because each new fishing-vessel opening starts from an empty candidate list. Strong past applicants who were not hired are lost once a requisition closes, so the team re-sources people it has already vetted. A recruiter asks how SmartRecruiters lets them keep promising candidates grouped for reuse across future openings rather than starting cold each time. The goal is to shorten time-to-fill for recurring seasonal roles.
Which SmartRecruiters capability best lets the team reuse vetted candidates across recurring openings?

A. Export the applicant list to a spreadsheet at close and re-import it next season, across all of the company's sites.
B. Organize vetted candidates into talent pools that can be searched and re-engaged.
C. Reopen each closed requisition whenever a similar seasonal role appears again.
D. Ask each past candidate to create a brand-new application every season.

Answer: B

Explanation:
Talent pools retain grouped candidates independently of any single requisition, so the team can re-engage vetted people instead of re-sourcing.
Question: 18

Thornbeck Motors in Graz, Austria lets every hiring manager create job openings from scratch, and the results are wildly inconsistent: required fields are skipped, approval steps vary, and legal disclaimers are sometimes missing. Recruiting wants new openings for the same job families to start from a consistent, pre-approved structure so managers fill in only what changes. The consultant is asked how to make job creation repeatable and compliant without policing every posting by hand. The team hires for a small set of recurring roles.
What should the consultant recommend to make job creation consistent and compliant?

A. Build job templates for the recurring roles.
B. Send managers a written style guide describing how each job posting should be filled in.
C. Lock job creation so only recruiting can ever open a new requisition.
D. Have recruiting manually correct every posting after managers submit it.

Answer: A

Explanation:
Job templates seed each opening with the standard fields, disclaimers, and structure, so consistency is built in rather than policed.

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