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1. Micro Skill Drill Exam
2. Unified Scenario Exam

Topic: 1
Micro Skill Drill Exam

Question: 1

Luxor Financial, a financial-services firm in Luxembourg, runs its career site in English and is expanding to recruit French-speaking candidates locally. It wants those candidates to experience the site in French while keeping the existing English experience unchanged for its other roles and audiences.

The team has added French-language roles and opened the site to the new audience, but the career site pages, search, and settings still display in English for everyone who visits. Only the job content for the new roles is in French; the surrounding experience is not. The customer needs French-speaking candidates to get a French experience across the site, and with the local hiring push already starting it wants that in place promptly, without disrupting the existing English audience. It asks how best to provide it for the new candidates.

What should the consultant do to serve the new candidates in French?

Response:

- A. Localize the Career Site Builder pages and settings for the French locale, so the site is served in French to those candidates while the English experience remains for the others.
- B. Switch the site's default language to French for everyone, accepting that the existing English-speaking candidates will then see the whole career site in French as well from then on.
- C. Rely on the candidates' own browsers to translate the English pages into French automatically whenever French-speaking candidates happen to visit the career site to look for roles.
- D. Build a separate career site in French from scratch for the French-speaking candidates, duplicating the existing configuration so the new audience has its own fully independent site.

Answer: A

Explanation:

Feedback:

Localizing the Career Site Builder pages and settings for the locale serves the site in French to those candidates while leaving the English experience intact for the others. It meets the requirement within the single career site.

Question: 2

Ulaanbaatar Telecom, a telecommunications company in Mongolia, recruits a largely mobile-first candidate base and has launched a new career site, but applicant numbers are far below plan for two compounding reasons. First, candidates and reviewers across the region report that the site loads slowly and intermittently, with some assets failing to appear, which drives many away before they even see the

roles. Second, of the candidates who do reach a job, those applying on a phone — the large majority — rarely complete the application, while the few on desktop finish normally.

The team assumes the slow loading is just regional networks and the apply drop-off is candidate impatience. Reviewing the setup, you find two distinct gaps. The data center information and Recruiting Marketing data center URLs were not configured to the correct data center, so the site is served from a mismatched location and loads poorly, and Mobile Apply was never enabled, so candidates on phones are pushed into an apply flow not built for their device. Neither networks nor impatience is the cause. The customer needs its mobile-first candidates to reach a site that loads reliably and to be able to complete applications on their phones, and asks what to do before its next recruitment campaign, when mobile traffic to the site is expected to rise sharply.

What is the correct action so candidates can reach the site reliably and apply on mobile?

Response:

- A. Ask candidates to retry on a stronger connection and add a note asking them to be patient while applying on a phone, since the loading is a network matter and the apply drop-off reflects candidate behavior.
- B. Configure the data center information and Recruiting Marketing data center URLs to the correct data center so the site loads reliably, and treat the mobile apply drop-off as candidate behavior to monitor after launch.
- C. Enable Mobile Apply so candidates on phones get an apply flow suited to their device, and treat the slow, intermittent loading as a regional network issue that should ease as candidates retry over time.
- D. Configure the data center to the correct location so the site loads reliably, and enable Mobile Apply so candidates on phones can complete applications, addressing both the loading and the apply drop-off.

Answer: D

Explanation:

Feedback:

The two causes are a mismatched data center, which makes the site load poorly, and disabled Mobile Apply, which blocks completion on phones. Configuring the correct data center and enabling Mobile Apply addresses both, so mobile-first candidates can reach the site reliably and apply.

Question: 3

Kigali Foods, a food producer in Rwanda, has captured a large number of candidate contacts through its data capture forms and campaigns, but they all sit together with no structure. Recruiters want to organize candidates into groups they can nurture — for example, by the type of role they are interested in — so they can engage each group appropriately.

At present there is nowhere to organize the captured candidates, because no talent pools were ever created. The customer wants recruiters to be able to organize the captured candidates into talent pools they can nurture, and asks how to enable that so recruiters are not working from one undifferentiated list of contacts. The captured list keeps growing through the campaigns, so the customer wants the structure in place before it grows further.

What should the consultant do so recruiters can organize the captured candidates?

Response:

- A. Keep all of the captured candidates together and have recruiters search the whole set each time they want a particular group of candidates to contact.
- B. Create the talent pools so the captured candidates can be organized into groups that recruiters can nurture, such as by the type of role.
- C. Export the captured candidates to a spreadsheet and have recruiters group them there by hand, keeping the groups outside the system.
- D. Create a separate career site for each group of candidates so that the groups are kept apart from one another on the site.

Answer: B

Explanation:

Feedback:

Creating talent pools gives recruiters a structure to organize the captured candidates into groups they can nurture, such as by role type. It is the capability that is missing, inside the system recruiters use.

Question: 4

Antigua Financial, a financial-services firm in Guatemala, has engaged your team for a new career site to replace its existing one. The current careers page has years of content and a base of registered candidates, and it serves candidates in both Spanish and English because the firm recruits across local and regional roles. Eager to make progress, part of the team wants to start building the new site in Spanish only and move the content over later.

Two preparation gaps would undermine the result. First, nobody has evaluated the firm's current solution or defined the project's scope, so what existing content and candidates must be carried forward is unknown. Second, no localization has been planned for the locales the current site already serves, so the new site is on course to launch in Spanish only and drop the English-speaking audience the firm currently reaches. Building in one language now and migrating later would both lose the existing presence and abandon a served locale. The customer asks how the implementation should be prepared so the new site carries its existing presence forward and continues to serve both languages, and wants the project grounded before any pages are built, because correcting a single-language, blank-slate launch after the fact would be costly and slow for the firm.

How should the implementation be prepared to carry the presence forward and serve both languages?

Response:

- A. Evaluate the project scope and the customer's current solution so the existing content and candidates are carried forward, and plan localization for the locales the current site serves so both Spanish and English are supported.
- B. Begin building the new site in Spanish only to show progress, and migrate the existing content, candidates, and the English-speaking audience afterward once the Spanish site has taken shape and been reviewed.
- C. Evaluate the project scope and the customer's current solution so the existing content and candidates are carried forward, and launch in Spanish first, adding English localization only if the English-speaking audience asks for it.
- D. Plan localization so the new site supports both Spanish and English, and start the build fresh without the existing content and candidates, since a clean build is simpler to manage than carrying a migration forward.

Answer: A

Explanation:

Feedback:

The two gaps are skipped preparation: the current solution and scope were never evaluated, so the existing content and candidates would be lost, and localization for the served locales was never planned, so a language would be dropped. Evaluating scope and the current solution and planning localization for both locales carries the presence forward and serves both languages.

Question: 5

Panama City Realty, a real-estate firm in Panama, uses Candidate Relationship Management to nurture a talent pool of agents through email campaigns and content. Recruiters have limited time and want to focus their personal outreach on the candidates who are most engaged rather than contacting the whole pool evenly.

At present recruiters have no way to see which candidates are opening the campaigns and returning to the site, so they spread their effort evenly and miss the warmest candidates. The campaigns send correctly and the pool is well maintained; what is missing is visibility into how individual candidates are engaging. The customer wants recruiters to see candidate engagement so they can prioritize their outreach, and asks what to enable so the team can spend its limited time on the candidates most likely to respond.

What should the consultant enable so recruiters can prioritize the most engaged candidates?

Response:

- A. Send the campaigns to the whole talent pool more often, since contacting everyone more frequently will eventually reach the engaged candidates without needing to identify them.
- B. Enable candidate activity tracking so recruiters can see how individual candidates are engaging and prioritize their outreach toward the warmest candidates in the pool.
- C. Export the talent pool and have recruiters guess who is most engaged from job titles and locations, then concentrate the outreach on the ones that look promising.
- D. Add more attributes to the talent pool so recruiters can segment it further, since finer segments will reveal which individual candidates are actively engaging.

Answer: B

Explanation:

Feedback:

Candidate activity tracking shows how individual candidates are engaging, which is exactly the missing capability. Enabling it lets recruiters prioritize their outreach toward the warmest candidates rather than contacting the pool evenly.

Question: 6

Reykjavik Savings Bank, a retail bank in Iceland, has had its career site live for several months and treats it as a regulated, customer-facing property. Two risks come to a head at once. The SSL certificate

securing the production subdomain is approaching expiry, and no certificate renewal was ever configured, so the site is on course to become unreachable when it lapses. At the same time, every member of the talent and marketing teams who touches the site holds full administrative access, and a recent accidental change to site-wide settings — made by someone intending only to edit a page — required an urgent fix. The team is minded to deal with the certificate when it actually expires and to remind staff to be careful.

Reviewing the production setup, you find two distinct exposures: certificate renewal was never set up, so a lapse will take the site down, and roles in Career Site Builder were never configured, so access does not match responsibilities and broad changes can be made accidentally. Reminders do not constrain access, and waiting for expiry courts an outage. The customer needs the live site to stay reachable and to be managed safely, and asks what to put in place. As a regulated institution, the bank wants both the availability and the access risks closed proactively rather than handled only once something breaks. What should you put in place to keep the live site reachable and safely managed?

Response:

- A. Renew the certificate by hand when it actually expires and remind the teams to avoid the site-wide settings they do not need, since handling the lapse at the time and asking staff to be careful keeps disruption to a minimum.
- B. Configure the certificate renewal so the production subdomain stays secure and reachable, and keep the current access arrangement, asking staff to take care until a role structure can be considered at a later point.
- C. Set up roles in Career Site Builder so access matches responsibilities and accidental site-wide changes are prevented, and plan to deal with the certificate closer to its expiry date when the renewal is actually due.
- D. Configure the certificate renewal so the production subdomain stays reachable, and set up roles in Career Site Builder so access matches responsibilities, closing both the availability risk and the access risk.

Answer: D

Explanation:

Feedback:

The two exposures have two causes: no certificate renewal, so a lapse takes the site down, and no roles, so access does not match responsibilities. Configuring certificate renewal and setting up Career Site Builder roles closes both the availability and the access risks proactively, which is what a regulated institution requires.

Question: 7

Steiermark Dairy, a dairy producer in Austria, launched a Candidate Relationship Management campaign to build a talent pool of production and logistics staff ahead of a seasonal peak. The campaign is generating clicks, but almost nothing is coming through. Two problems are at work. Candidates who click the campaign link land on a generic part of the career site with no focused place to register their interest, so most leave. And on the occasions candidates do submit details, the intended talent pool stays empty, because the data capture form was published before the pool and its status set were finished and was never tested to confirm where submissions land. The team assumes the campaign creative is simply weak and plans to rewrite the advert.

Reviewing the setup, you find two gaps in the capture path. No landing page was created for the campaign, so there is no focused destination for the clicks, and the data capture form was never bound to a finished talent pool or tested, so the few submissions are not routed anywhere useful. New creative would fix neither. The customer needs candidates from the campaign to reach a focused page and land in the talent pool, and asks what to do. The seasonal peak is approaching fast, so the customer wants the capture path working end to end before it spends more promoting the campaign.

What is the correct action to make the campaign's capture path work?

Response:

- A. Create a landing page for the campaign with the data capture form on it, and complete and test the form against the finished talent pool and status set, so candidates reach a focused page and land in the pool.
- B. Rewrite the campaign creative and point the link to the career site's main job search page, since stronger messaging and a familiar job list will convert more of the candidates who click through the advert.
- C. Complete and test the data capture form against the finished talent pool and status set so submissions are routed, and keep using the existing generic page as the destination, since candidates who want to register will do so anyway.
- D. Create a focused landing page for the campaign so candidates have somewhere to register, and leave the data capture form as it is, since once candidates reach a proper page the submissions will follow from there.

Answer: A

Explanation:

Feedback:

The capture path is broken at two points: there is no landing page, so clicks have no focused destination, and the form was never bound to a finished pool or tested, so submissions are not routed. Creating the landing page with the form on it and completing and testing the form against the pool fixes both, so candidates arrive somewhere focused and land in the pool.

Question: 8

Colombo Apparel, a garment retailer in Sri Lanka, wants to build a talent pool of store staff ahead of new store openings and is running a campaign to attract interested candidates. The marketing team has enabled Candidate Relationship Management and promoted the campaign, and clicks are coming in steadily from interested candidates.

The team needs a way for candidates who click the campaign to register their details so they can be added to the talent pool and nurtured. At present there is no dedicated page or form for this, so candidates who arrive from the campaign reach a generic part of the site with nowhere to sign up and most leave. The new stores open soon, so the customer wants a steady stream of registered candidates building in the pool before then, and asks how to capture interested candidates from the campaign.

What should the consultant do to capture interested candidates from the campaign?

Response:

- A. Direct the campaign candidates to the main job search page so they can apply to a specific role directly, instead of registering their interest to be added to the talent pool.

- B. Ask candidates to email their details to the recruiting team, who will then add each of them into the talent pool by hand as the emails come in over the campaign.
- C. Promote the campaign more widely on social media so that more candidates see it, and arrange a way to capture their details at some later point in the campaign.
- D. Create a landing page with a data capture form on it and test the form, so candidates can register their interest and be added to the talent pool from the campaign.

Answer: D

Explanation:

Feedback:

A landing page with a tested data capture form gives campaign candidates a focused place to register their interest and routes them into the talent pool. It is the capture path that was missing.

Question: 9

Quito Foods, a food producer in Ecuador, has built and enabled its new career site, with the pages, branding, and navigation all complete and the data center information configured. The site loads correctly for everyone who reviews it, and the recruiting team is ready to start receiving applications, with many requisitions open and active in the recruiting system.

When the team opens the site for a pre-launch check, no jobs appear on it at all — not a single requisition is listed, even though many are open and active in the recruiting system. Nothing about the site itself looks wrong, and it loads normally. The customer needs its open requisitions to show on the site so candidates can find and apply to them, and asks why the site has no jobs.

What is the most likely cause and the correct corrective action?

Response:

- A. The Real Time Job Sync between the recruiting system and the career site was never set up, so setting up the job sync brings the open requisitions onto the site.
- B. The open requisitions are all in a closed status in the recruiting system, so reopening each one is what will make the requisitions appear on the career site for candidates.
- C. The career site cache has not refreshed since launch, so clearing and refreshing the site cache will bring the existing open requisitions onto the site for candidates to view.
- D. The data center information is pointing to the wrong location, so reconfiguring the data center settings will allow the open requisitions to flow onto the career site for candidates.

Answer: A

Explanation:

Feedback:

The Real Time Job Sync is the connection that brings requisitions from the recruiting system onto the career site. Without it set up, no jobs can appear no matter how complete the site is, so setting up the sync brings the requisitions onto the site.

Question: 10

Maseru Manufacturing, a manufacturer in Lesotho, has its career site live with requisitions syncing through the Real Time Job Sync. Jobs appear and candidates can apply, but every posting shows an internal location code instead of the readable city and site name that candidates expect to see. The requisitions hold the correct, readable location in the recruiting system, and everything else on the postings is right. Reviewing the setup, you find that the location was mapped to the internal code field rather than the readable location field in the job requisition field mapping for the sync. The customer wants the postings to show the readable location to candidates, and asks how to correct it for the roles already posted and for new ones. The codes are confusing candidates and some are applying to the wrong location, so the customer wants this corrected promptly.

What is the cause and the correct corrective action?

Response:

- A. The requisitions hold the wrong location, so correcting the location on each requisition by hand in the recruiting system will make the postings show the readable location.
- B. The career site cache is stale, so clearing and refreshing the site cache will replace the internal codes with the readable location for candidates viewing the postings.
- C. The location was mapped to the internal code field rather than the readable location field, so correcting the field mapping makes the postings show the readable location.
- D. The data center information is misconfigured, so reconfiguring the data center settings will make the postings display the readable location instead of the internal code.

Answer: C

Explanation:

Feedback:

The field mapping determines which requisition field feeds each value on the posting. With location mapped to the code field, the site shows the code, so correcting the mapping to the readable location field makes every synced posting display the right location.

Topic: 2

Unified Scenario Exam

Question: 11

CHALLENGE 1 — Making the Application Quicker and Workable on a Phone

Applications are started far more often than they are completed, especially on phones, and the phone apply steps are awkward. How should the consultant improve the experience for candidates applying on phones?

Response:

- A. Advise candidates to switch to a desktop computer to finish the application instead.
- B. Enable Mobile Apply so candidates on phones get an apply flow suited to their device.
- C. Add a note on each role warning candidates that applying works best on a computer.
- D. Reduce the number of roles on the site so fewer people try to apply on phones at once.

Answer: B

Explanation:

Feedback:

Mobile Apply gives candidates on phones an apply experience built for their device, which is exactly where the drop-off is happening. Enabling it lets the phone-based audience Corveltdt depends on complete their applications.

Question: 12

CHALLENGE 1 — Making the Application Quicker and Workable on a Phone

The application asks for more than seems necessary simply to apply, adding to its length. How should the consultant address the length of the application?

Response:

- A. Keep all the current fields but let candidates skip any that they find inconvenient.
- B. Move the extra questions to the end so that candidates reach them only last.
- C. Add a progress bar so that the length of the application feels shorter to candidates.
- D. Ask only for what is needed to apply, and move non-essential detail to later.

Answer: D

Explanation:

Feedback:

Asking only for what is needed to apply, and moving non-essential detail out of the initial application, shortens the form to what completion actually requires. It reduces the length that is driving candidates away rather than disguising it.

Question: 13

CHALLENGE 1 — Making the Application Quicker and Workable on a Phone

Several apply steps are awkward on a small screen, even for candidates who intend to finish. How should the consultant improve the awkward steps on phones?

Response:

- A. Adjust the application experience so its steps work cleanly on a small screen.
- B. Ask candidates to zoom in and scroll carefully to get through the awkward steps.
- C. Tell candidates to rotate their phones so that the awkward steps fit better.
- D. Remove the questions in the awkward steps from the application altogether.

Answer: A

Explanation:

Feedback:

The steps are awkward because the experience is not suited to a small screen, so adjusting it to work cleanly on phones fixes the cause. Candidates who intend to finish can then get through the steps without friction.

Question: 14

CHALLENGE 2 — Letting Candidates Pause and Return Without Losing Progress

A candidate who leaves partway through and comes back finds their earlier progress gone and has to start again. How should the consultant let candidates continue an interrupted application?

Response:

- A. Let candidates save their progress and return to finish the application where they left off.
- B. Ask candidates to set aside enough uninterrupted time to complete the application in one sitting.
- C. Shorten the form so that starting over is at least quick when candidates come back to it.
- D. Email candidates the questions in advance so they can prepare their answers before starting.

Answer: A

Explanation:

Feedback:

Letting candidates save their progress and return means an interruption no longer costs them their work, so they can finish later. It directly addresses why interrupted candidates do not come back.

Question: 15

CHALLENGE 2 — Letting Candidates Pause and Return Without Losing Progress

For saved progress to work, candidates need a reliable way to get back to their own part-finished application. How should the consultant enable candidates to return to their saved application?

Response:

- A. Give each candidate a printed reference number to type in and rebuild their application from scratch.
- B. Rely on the candidate's browser to remember the application on the same device they started on.
- C. Let candidates create an account or sign in so that their saved application is tied to them.
- D. Ask candidates to email the recruiting team so their earlier progress can be restored for them.

Answer: C

Explanation:

Feedback:

Tying the saved application to an account the candidate signs in to lets them return to their own progress reliably, from wherever they resume. It gives saved progress a dependable way back to the right candidate.

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