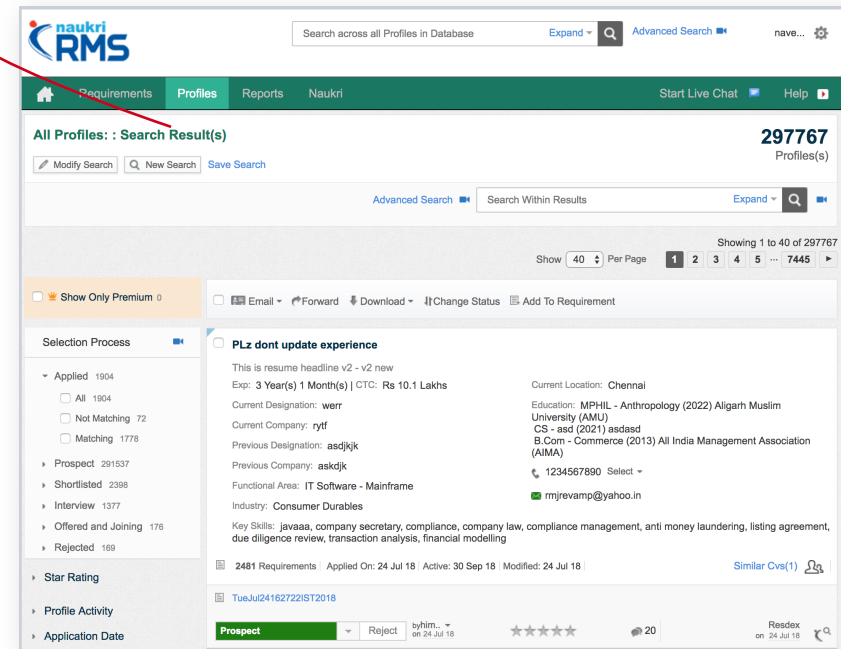
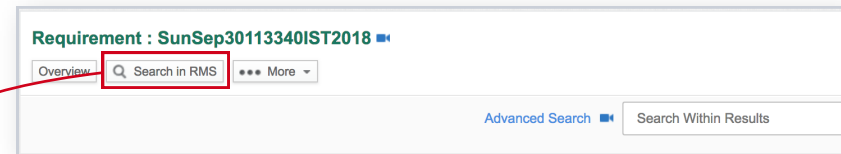


# HEURISTIC EVALUATION OF CSM - PROBLEMS IDENTIFIED

## VISIBILITY OF SYSTEM STATUS

1. Inside a requirement if you click on Search in RMS, a new tab opens up showing the candidate list without requirement name on top or anywhere on that screen. So if one person is looking inside more than one requirement then he will not know which set of candidates belong to search results of which requirement.



2. When user clicks on a report to view, the name disappears in the open version.

**Saved Reports**

[Delete](#) Show  Per Page Showing 1 to 2 of 2

Reports	View: <input type="text" value="All"/>	Last Modified
<input type="checkbox"/> <a href="#">check</a> Created By naveen.sharma Fields Used Viewed,Downloaded,Contacted,Emailed,Shortlisted,Interview,Offered and Joining,Rejected <a href="#">View</a>   <a href="#">Edit</a>   <a href="#">Delete</a>		24 May 2018

[Home](#) [Requirements](#) [Profiles](#) **[Reports](#)** [Naukri](#)

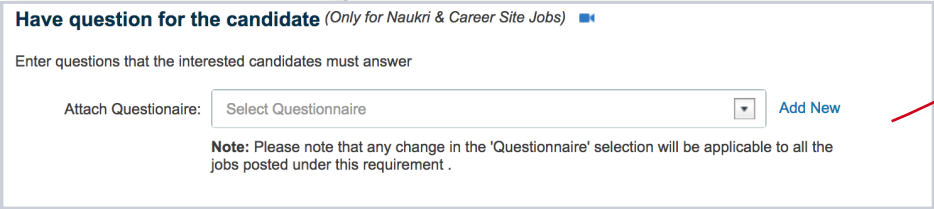
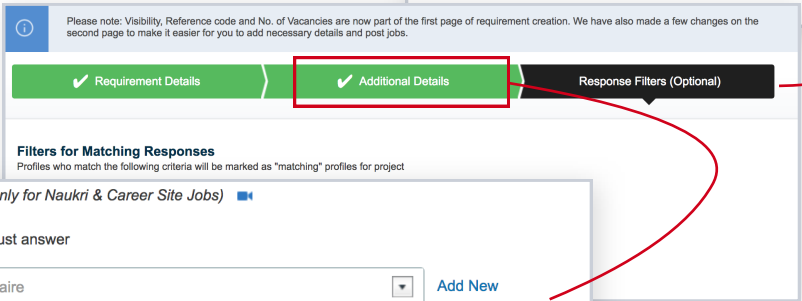
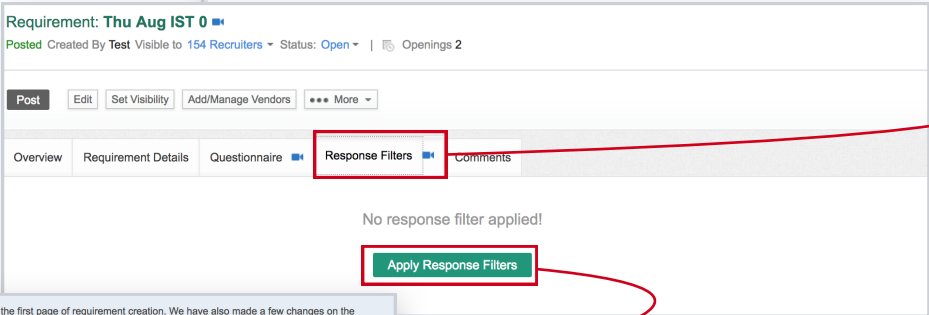
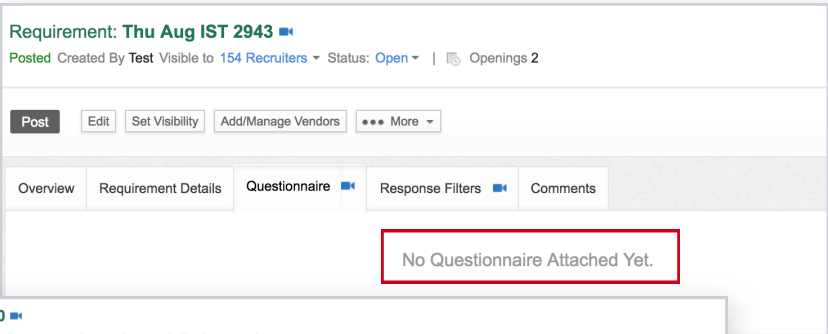
**Recruiter Report** [Modify](#) [Download](#)

Duration: 24 Sep 2018 -30 Sep 2018

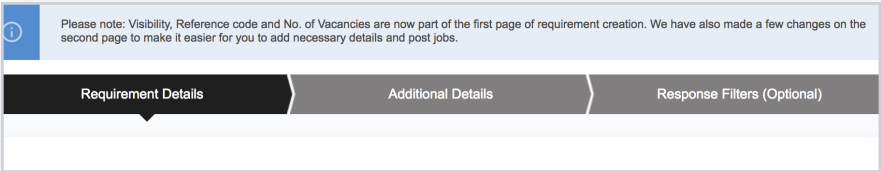
Recruiter Name	Subordinate	Break Up	Viewed	Downloaded
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# CONSISTENCY AND STANDARDS

1. There is questionnaire tab inside a requirement but its not possible to attach a questionnaire once inside that tab while same can be done in filters tab.



2. Response filters tab there while adding a new requirement but disappears when editing existing requirement.



This screenshot shows the main details page for a requirement titled 'SunSep30113340IST2018'. The requirement is 'Not Posted', created by 'himanshu.pushkar@naukri.com', and has a status of 'Open'. It is visible to all. The page includes a toolbar with buttons for 'Post', 'Edit' (highlighted with a red box), 'Set Visibility', 'Add/Manage Vendors', and 'More'. Below the toolbar are tabs for 'Overview', 'Requirement Details', 'Questionnaire', 'Response Filters', and 'Comments'. The 'Response Filters' tab is active. The page also shows a 'Posted On/Sourced From' section with 'Added from Resdex' and a 'Selection Process Overview' table.

Posted On/Sourced From		Selection Process Overview	
Added from Resdex	Manually Moved CVs from Resdex	Applied	0
	Posted by himanshu.pushkar@naukri.com on 30-09-18	All	0
		Not Matching	0

This screenshot shows the 'Requirement Details' tab in the requirement creation process. It features a navigation bar with 'Requirement Details' (active) and 'Additional Details'. Below the navigation bar, there is a text input field for 'Requirement Title' containing the value 'SunSep30113340IST2018'. Underneath the field, the heading 'Requirement Details' is followed by the instruction: 'Begin posting your job with entering some basic information about this posting'.

3. Sub users are not allowed to access manage vendors through settings but can do the same thing inside a requirement.

**Configure Recruitment Management System**

**Requirement Settings**

- Manage Questionnaires**  
List of all existing Questionnaires
  - Add New Questionnaire
- Manage Email Templates**  
View All Email Templates
  - Create a New Email Template
- Manage Tracker**  
View All Download/Summary Tracker Templates

**Account Settings**

- Manage Your Profile**  
View Your Profile Details
- Manage Reports**  
View Saved & Scheduled Reports

no add/ manage Vendors option

**Requirement: SunSep30113340IST2018**

Not Posted Created By himanshu.pushkar@naukri.com Status: Open | Visible to all

Post Edit Set Visibility **Add/Manage Vendors** More

Overview Requirement Details Questionnaire Response Filters Comments

4. Inside a requirement, there is no indication to show that no applicants have applied-- usual position is blank.

**Requirement: SunSep30113340IST2018**

Not Posted Created By himanshu.pushkar@naukri.com Status: Open | Visible to all

Post Edit Set Visibility Add/Manage Vendors More

Overview Requirement Details Questionnaire Response Filters Comments

Applications 1  
0 new

**Requirement: Mon Oct 01 024434 IST 2018**

Not Posted Created By tarun.narula@naukri.com Status: Open | Visible to all

Post Edit Set Visibility Add/Manage Vendors More

Overview Requirement Details Questionnaire Response Filters Comments

5. Different terms are used for candidates in the same system.

The screenshot shows the Naukri RMS interface. At the top, there is a search bar with the text "Search across all Profiles in Database". Below it is a navigation bar with "Requirements", "Profiles", "Reports", and "Naukri". The "Profiles" menu item is highlighted with a red box. Below the navigation bar, there is a table listing requirements. The "Number of Applications" column is highlighted with a red box. Below this table is another table showing candidate statistics. The "Total Responses" column is highlighted with a red box, and the "No of Candidates Worked On" header is also highlighted with a red box.

Requirement Title	Employer	Number of Applications
TueOct02110321IST2018 1 Sources Created By himanshu.p ... Visible to all Modify   Open   More Actions   0	--	1 New 0

Total Responses	Viewed	Downloaded	Contacted	Emailed	Shortlisted
1	0	0	0	0	0

6. Some sections have bread crumbs some don't.

The screenshot shows the Naukri RMS interface. At the top, there is a navigation bar with "Requirements", "Profiles", "Reports", and "Naukri". Below it, there is a breadcrumb trail: "Settings » Manage Employer". The "Manage Employer" breadcrumb is highlighted with a red box. Below the breadcrumb, there is a section titled "Manage Employer". Below this, there is a section titled "Requirement: senior manager strategy". Below the requirement title, there is a status "Not Posted" and "Created By You Status: Open | Visible to all". Below this, there is a row of buttons: "Post", "Edit", "Set Visibility", "Add/Manage Vendors", and "More".

7. Selection stages in overview of a requirement different from what a user specifies for that particular requirement.

Requirement: **Angular JS Developer** 622 Applications  
Posted Created By You Status: Open | Visible to all

Post Edit Set Visibility Add/Manage Vendors More

Overview Requirement Details Questionnaire Response Filters Selection Stages Comments

Posted On/Sourced From

Source	Job Title	Count	Actions
Career Site	Data Engineer	0   0 New	View   Remove   Refresh   Edit Job Posted by QUOTA7 on 23-08-2018
Added Manually	Manually Added CVs in Requirement	178   0 New	Posted by QUOTA7 on 2017-05-31 15:39:44
Naukri Private Job	Expired Data Engineer	1   0 New	Repost Posted by QUOTA7 on 09-04-2018
Uploaded CVs	Uploaded CV's in Requirement	418   0 New	Upload Single CV   Upload Excel   Upload Multiple CV's   Upload CV's in Bulk

Selection Process Overview

Prospect	262
All	262
Applied	51
Shortlisted	72
Offer Round	21
New Stage	1
Interview	147
Rejected	5
Approved	4

Requirement: **Angular JS Developer** 622 Applications  
Posted Created By You Status: Open | Visible to all

Post Edit Set Visibility Add/Manage Vendors More

Overview Requirement Details Questionnaire Response Filters Selection Stages Comments

**Prospect**  
1 Users | Dummy Form10601 [Preview](#)

**Applied**  
2 Sub Stage(s)

**Shortlisted**  
1 Users | Dummy Form51042 [Preview](#)

**Offer Round**  
2 Sub Stage(s)

**New Stage**

**Interview**  
2 Sub Stage(s)

[Add Selection Stage](#)

8. Add a new employer, copy or template all perform the same function of adding a new employer but are separate links with different names.

The image shows a web application interface for managing employers. The top section is titled "Manage Employer" and includes a search bar labeled "Quick Search Employer" and a green "Add Employer" button. Below this is a table listing employers. The first entry is "INFOSYS-RAJNAP" with a date of "20 Sep 2018" and "You" as the added by. An "Edit" link is highlighted with a red box. A red arrow points from this "Edit" link to the "Edit Employer" form below. The "Edit Employer" form has a title "Edit Employer" and a subtitle "Manage details of the Employer that you are hiring for". It contains several sections: "Employer Details" (with a sub-header "Employer Name"), "Recruiters", "Employer Contact", "Billing Details", and a checkbox for "Make Employer details anonymous".

**Manage Employer**

Quick Search Employer

Show 40 Per Page Showing 1 to 40 of 421 1 2 3 4 5 ... 11 ▶

Employer Name	Added/Updated on	Added By
<input type="checkbox"/> <a href="#">INFOSYS-RAJNAP</a>	20 Sep 2018	You

**Edit Employer**  
Manage details of the Employer that you are hiring for

**Employer Details \***  
Provide name and description of the employer

**Employer Name \***

**Employer Description**  
Enter Description of the Employer Here

**Recruiters \***  
Select members who will be a part of this employer team

**Employer Contact**  
Add POCs for the requirements to be tracked for this employer

**Billing Details**  
Add billing information to generate reports

**Make Employer details anonymous**  
Enter anonymous details of your employer here to display in your job posts



# DISCOVERABILITY

1. Download by index doesn't show the total number of times I have to run the same action to download the specified number of files.

### Download

You can download upto a maximum of 200 profiles with CV or 1000 profiles in excel without CV, based on the range entered. Please enter the starting and the ending index for the resumes you wish to download.

Starting Index \*  Ending Index \*

Download:

Attached Resume

Candidate Details (Excel)

Prefill from template:

**Choose and Arrange Fields you want in Excel / Mail Body \***

Choose Profile fields	Choose Application Related Details	Arrange Column for Excel / Mail Body
<input checked="" type="checkbox"/> Name	<input checked="" type="checkbox"/> Date of application	Total Experience <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input type="checkbox"/> Resume Headline	<input checked="" type="checkbox"/> Latest Star Rating	Latest Star Rating <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/> Email ID	<input checked="" type="checkbox"/> Star Rated By	Date of application <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/> Phone Number	<input checked="" type="checkbox"/> Time when Star Rated	Star Rated By <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/> Current Location	<input checked="" type="checkbox"/> Latest Pipeline Stage	Time when Star Rated <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/> Preferred Locations	<input type="checkbox"/> Additional Pipeling Status	Current Location <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input type="checkbox"/> Functional Area	<input checked="" type="checkbox"/> Requirement Name	Interview Type <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input type="checkbox"/> Role	<input type="checkbox"/> Requirement Role	Interview SubStatus <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/> Industry	<input type="checkbox"/> Requirement Industry	Interview Location <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/> Key Skills	<input type="checkbox"/> Requirement Functional Area	Interview Date <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
<input checked="" type="checkbox"/> Total Experience	<input checked="" type="checkbox"/> Requirement CTC	Interview Time <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
		UG Specialization <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>
		Requirement CTC <input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="✕"/>

25 Fields Selected

2. Not able to select different email template while sending a message to candidate.

**Send mails from**

RMS Mail Server  naveen.testtask@gmail.com



**Send & Receive On**

naveen.testtask@gmail.com

**Subject \***

Insert Tag ▾

**Mail Body \***

**B** **I** **U**  

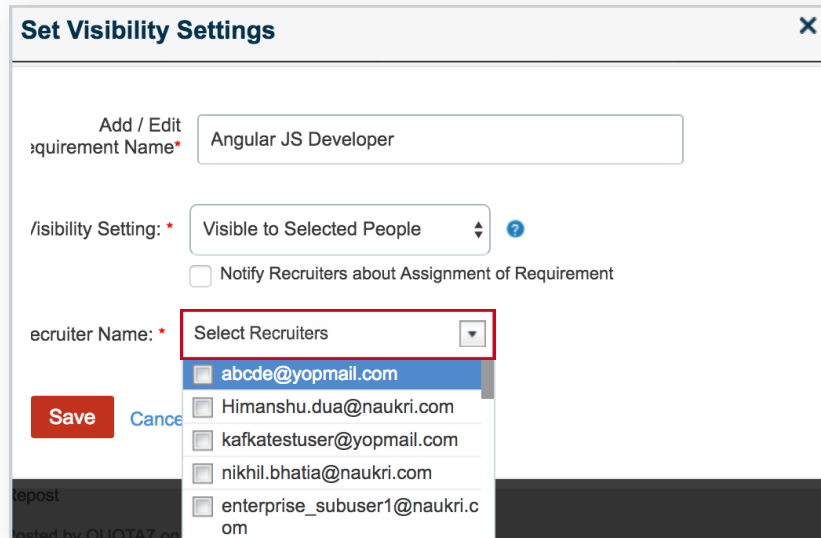
Insert Tag ▾

Send copy of this email

Save this as a new template

## FLEXIBILITY AND EFFICIENCY OF USE

1. Set visibility settings> recruiter name> no option to type.



**Set Visibility Settings**

Add / Edit Requirement Name\* Angular JS Developer

Visibility Setting: \* Visible to Selected People

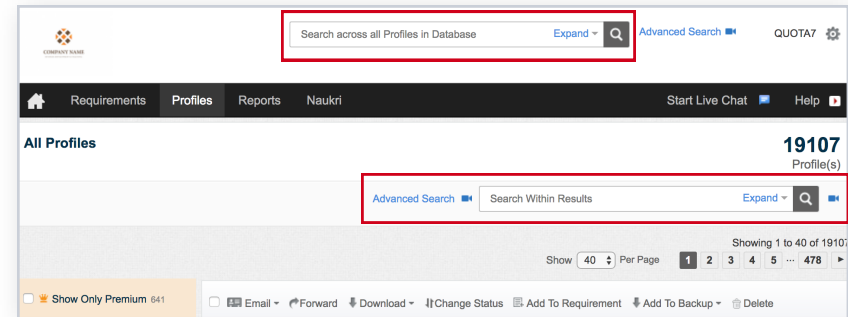
Notify Recruiters about Assignment of Requirement

Recruiter Name: \* Select Recruiters

- abcde@yopmail.com
- Himanshu.dua@naukri.com
- kafkatestuser@yopmail.com
- nikhil.bhatia@naukri.com
- enterprise\_subuser1@naukri.com

Save Cancel

2. Complicated advanced search as well as a local search.



Search across all Profiles in Database Expand

Advanced Search QUOTA7

Requirements Profiles Reports Naukri Start Live Chat Help

All Profiles 19107 Profile(s)

Advanced Search Search Within Results Expand

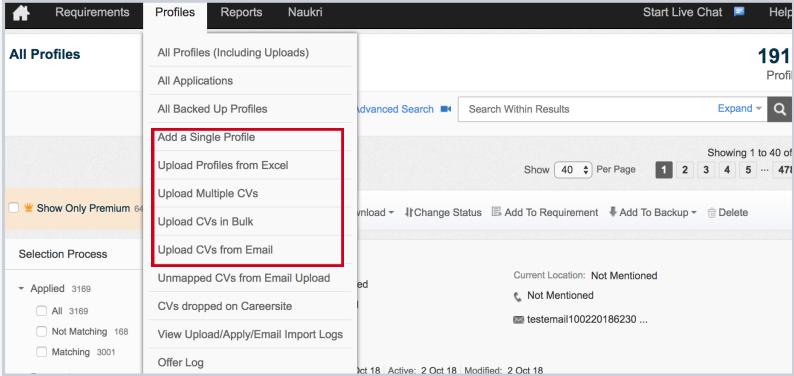
Showing 1 to 40 of 19107

Show 40 Per Page 1 2 3 4 5 ... 478

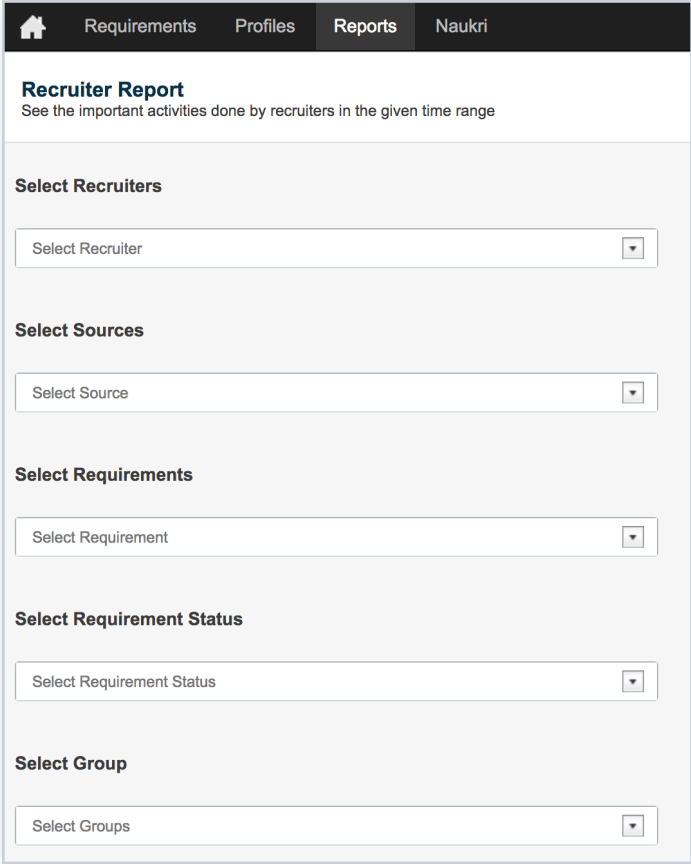
Show Only Premium 641 Email Forward Download Change Status Add To Requirement Add To Backup Delete

# AESTHETIC AND MINIMALIST DESIGN

1. Uploading candidate profile is categorised based on the type of file being uploaded and each forms a part of the main menu.



2. Multiple entry fields to generate a report but no predefined reports.



# ERROR PREVENTION AND RECOVERY

1. Requirement>>overview>>add a single profile>>add to a new requirement>>add a new requirement-- now user can't go back to the initial requirement he started from.

Requirement: **Angular JS Developer** Posted Created By You Status: Open | Visible to all

Post Edit Set Visibility Add/Manage Vendors More

Overview Requirement Details Questionnaire Response Filters Selection Stages Comments

**Add Single Profile**

**Add to Requirement**

Angular JS Developer | Created 31-05-17 by You Add New

Set Status: Prospect Set Source: Select from List

Set Rating: ★★★★★

Comments:

Add Candidate

**Add to Requirement**

Select Requirement Choose From Existing

**Add New Requirement** - Provide details for new Requirement. You can change them later.

Title\*

Reference Code

Work Experience Minimum To Maximum

Annual CTC Rs Minimum Salary To Maximum Salary

Job Location Start typing locations

Show international locations

2. Star rating of the candidate is first generated by the system and then can be modified by anyone, so a candidate who might be a good fit for one requirement may have a low rating because someone might have viewed the same candidate and changed his rating for another requirement in which he might not fit well.

**Neha**

Working as a software developer using Core Java and Spring for last 2 years.

Exp: 2 Year(s) 4 Month(s) | CTC: Rs 12.05 Lakhs

Current Location: Bengaluru / Bangalore

Current Designation: Associate Java Developer

Current Company: Sabre Travel Technologies

Previous Designation: Associate Java Developer

Previous Company: Sabre Travel Technologies

Functional Area: IT Software - System Programming

Industry: IT-Software/Software Services

Key Skills: Core Java, Apache Camel, Spring, Activemq, Maven

Education: MCA - Computers (2015) National Institute of Technology (NIT), Other B.Sc - Computers (2012) Delhi University

918904624164 Select

nehakumari.1980@gmail ...

27 Jul 18 | Active: 27 Jul 18 | Modified: 27 Jul 18

Added Manually via Resdex on 27 Jul 18

1 Requirements | Applied On: 27 Jul 18 | Active: 27 Jul 18 | Modified: 27 Jul 18

TECH ASSOCIATE

Prospect Reject byYOU on 27 Jul 18

★★★★★

★★★ by you on 02 Oct 2018

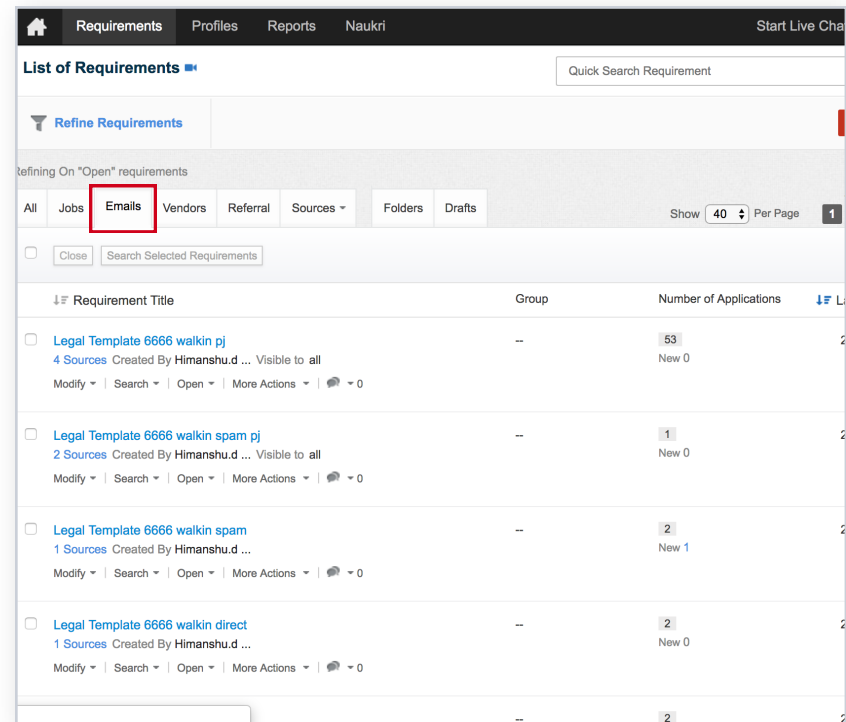
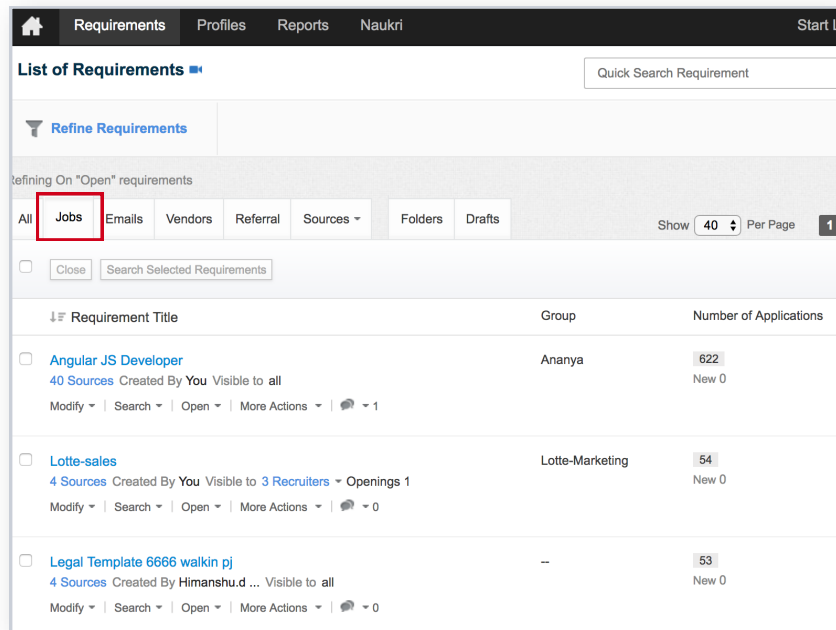
★★ by RMS on 27 Jul 2018

0

Name **Neha Sorot**

# RECOGNITION RATHER THAN RECALL

1. Difficult to understand what different tabs jobs, emails, vendors, sources in requirement listing mean. When any tab is selected the content looks similar, so only people who have been using the system for a long time understand where to find what.



2. In profiles section there are multiple links to upload the candidate profiles, they all look similar making it difficult for the new users to understand what files can be uploaded through which link.

The screenshot displays the Naukri web interface. At the top, there is a navigation bar with 'Requirements', 'Profiles', 'Reports', and 'Naukri'. The 'Profiles' tab is active. On the left, there is a sidebar with 'All Profiles' and a 'Selection Process' section showing 'Applied 3169', 'Not Matching 168', and 'Matching 3001'. A dropdown menu is open under 'Profiles', listing several options: 'All Profiles (Including Uploads)', 'All Applications', 'All Backed Up Profiles', 'Add a Single Profile', 'Upload Profiles from Excel', 'Upload Multiple CVs', 'Upload CVs in Bulk', 'Upload CVs from Email', 'Unmapped CVs from Email Upload', 'CVs dropped on Careersite', 'View Upload/Apply/Email Import Logs', and 'Offer Log'. The 'Add a Single Profile', 'Upload Profiles from Excel', 'Upload Multiple CVs', 'Upload CVs in Bulk', and 'Upload CVs from Email' options are highlighted with a red border. The main content area shows a search bar with 'Advanced Search' and 'Search Within Results', a pagination control showing 'Showing 1 to 40 of' and 'Per Page 40', and a list of profiles with columns for 'Download', 'Change Status', 'Add To Requirement', 'Add To Backup', and 'Delete'. A profile is visible with 'Current Location: Not Mentioned', 'Not Mentioned', and an email address 'testemail100220186230 ...'.