



## USE CASE:

- Candidate marked 'hired' in Greenhouse.io kicks off an onboarding ticket in BetterCloud.

## PRE REQS:

- Greenhouse.io Recruiting (Must have Site Admin role)
- Source App SKU: All subscription tiers will have the option to configure webhooks in their accounts. In order to access the Dev Center settings to configure webhooks, users will need to be granted the Developer Permission for Manage and configure web hooks. That permission can be enabled on any type of user account (Basic, Job Admin, Site Admin).
- BetterCloud (Platform API Required)

# SETUP

## BetterCloud

If you haven't installed the application, follow these steps.

You've already installed the application in the BetterCloud platform.

- Go to [app.bettercloud.com](https://app.bettercloud.com)
- Navigate to the Integration Center > select the Installed sub-tab.
- Find and click the "Greenhouse" application
- Click Modify > Extensions > + Add an Extension
- Select "Create a Trigger for Workflows" > Next
- Give your trigger a name (i.e. Candidate Hired)
- Give your trigger an optional description
- Click "Next: Inbound Request"
- A unique BetterCloud webhook URL will populate
  - Please note, the URL will include an API token specific to this trigger.

### Create a Trigger for Workflows

**Initiate an inbound call to BetterCloud**

You will need to send a request to the unique URL provided below.

Configure your request using the endpoint below.

[Copy to Clipboard](#)

[More about configuring inbound calls](#)

Waiting for your request

**If you have sent a request and we have not seen it within a reasonable amount of time:**

- Verify that you are using the correct unique URL.
- Make sure the request JSON is properly formatted.

You may leave this page if you wish, and we will keep listening in the background. You may return to the Extensions page (by clicking "Modify" on the integration) at any time to check the status.

If you need additional assistance, please contact our Support team.

## Source Application

- Go to <https://app2.greenhouse.io>
- From the homepage, select the gear icon ⚙ in the upper right corner.

- On the left hand navigation pane, click Dev Center.
- Click “Web Hooks”
- Click “Web Hooks” one more time.
- You should see a page that says “Create A New Web Hook” where you’ll begin to configure the web hook for a certain event of your choice.
- Give your webhook a name (i.e. Candidate Hired)
- For the ‘When’ option, select the type of event you want to use to trigger a workflow (i.e. Candidate has been hired)
- For Endpoint URL, copy and paste the unique Bettercloud webhook URL provided within the BetterCloud platform. Please note, it must be HTTPS.
- A secret key is required for set up. Please enter any set of characters.
  - Used to verify the webhook data was sent from Greenhouse and leveraged with the webhook payload to generate a digital signature.
- Error recipient email is an optional field to help notify you if any errors occur and should the webhook happens to fail.

Hi there,

Greenhouse received an error trying to send your web hook.

**Endpoint:** <https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/6f6896b9-312c-11ec-9f73-ef8887399172/1dc1c162-9be2-42d6-8247-ad1b6dcdc4b0?authorization=ONT92UWgQS0teMASFah1qNPfr22ZXF97>

**Code:** 404 Not Found

**Message:**

This is the last of 12 attempts to deliver this web hook. There will be no further retries.

- Click “Create Web hook”.

### Create A New Web Hook

JSON data containing relevant information will be sent via POST to the entered endpoint URL when the selected event occurs. A Signature header will be included; generated by the secret key and the message payload. Only HTTPS URLs may be entered. See web hook documentation for further information.

Name this web hook

When

**Export to**

Endpoint URL

Secret key

Error recipient email

[Advanced settings...](#)

Disabled?  
 Yes  No

- Navigate back to the BetterCloud platform, you should see confirmation that the webhook was tested successfully. The “Waiting for your request” will change to a message of “Request received: Click Next to configure workflow options”.

Before	After Greenhouse.io Web Hook Creation
<p>Create a Trigger for Workflows</p> <p><b>Initiate an inbound call to BetterCloud</b></p> <p>You will need to send a request to the unique URL provided below.</p> <p>Configure your request using the endpoint below.</p> <p><input type="text" value="https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a84"/> <input type="button" value="Copy to Clipboard"/></p> <p><a href="#">More about configuring inbound calls</a></p> <p><input type="button" value="Waiting for your request"/></p>	<p>Create a Trigger for Workflows</p> <p><b>Initiate an inbound call to BetterCloud</b></p> <p>You will need to send a request to the unique URL provided below.</p> <p>Configure your request using the endpoint below.</p> <p><input type="text" value="https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a84"/> <input type="button" value="Copy to Clipboard"/></p> <p><a href="#">More about configuring inbound calls</a></p> <p><input checked="" type="button" value="Request received! Click Next to configure workflow options."/></p>

- Click the blue button at the bottom labeled “Next: Configure Workflow Options”. You’ll be taken to a take named “Create a Trigger for Workflows”.

- Please note, you should expect to see a very limited initial test payload under the “view raw data response” dropdown. Not all data parameters will be sent over at first.

### Create a Trigger for Workflows

**Configure Workflow Options**

Based on the request we received, you may use the following parameters for either Conditions or Dynamic Fields in your workflow.

**Endpoint URL:** <https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/6f6896b9-312c-11ec-9f73-ef8887399172/512ab32b-20bc-401e-bc78-9de1c372c606?authorization=x0VKnVY14qnLpG9086rHdZVMO7AwBdUI>

**View Raw Data Response**

```
{
  "action": "Test Value",
  "payload": {
    "web_hook_id": 4013991002,
    "endpoint_url": "Test Value",
    "created_at": "Test Value",
    "updated_at": "Test Value",
    "name": "Test Value",
    "event": "Test Value",
    "active": true,
    "content-type": "Test Value"
  }
}
```

- To see the full payload, you'll want to navigate back to the Greenhouse platform and trigger the Greenhouse.io webhook by going through the process of hiring a candidate or initiating whatever action of your choice that triggers the webhook.

## Initiating the full payload

- Navigate to your Greenhouse.io instance.
- From the homepage, find the ⊕ icon in the top right corner and select 'Add a Candidate'.
  - Make the below selections to the 'Candidate for a job' section.

### Candidate for a job

Office

New York x ▾

Job \*

Account Executive (New York) x ▾

Initial Stage

Offer ▾

- Within the 'Name & Company' section, fill out the required information including:
  - First name
  - Last name
  - Current Title
- Select the green 'Add this candidate' button at the bottom of the screen. You'll be taken to the candidate's profile and see the stage of the candidate.
- Select the 'Manage Offer' button at the middle-bottom of the screen.
- Click "Mark Candidate as Hired", further select their start date and employment type.

**Ellen Ripley** Edit Profile

Account Executive  
No contact info available  
Add a headline

On 1 Job   Activity Feed   Details   Private Follow

**Account Executive**  
Credited to Michelle Lam

↕ Move Stage   ✖ Reject

Application

Stage

Scorecards

Offer Details

1. Application Review Applied on Oct 20, 2021 |
2. Preliminary Phone Screen
3. Phone Interview
4. Face to Face
5. Reference Check
6. Offer (Current Stage) Oct 20, 2021

Offer   To be created   **Manage Offer**

**Follow-up Reminder** + Add

**Make a Note** @mentions

**Candidate Tags** + Edit

**Tools**

- Email the Team
- Make Private ⓘ
- Do Not Email ⓘ
- [See more](#)

**Recently Viewed**

**Account Executive**  
Credited to Michelle Lam

↕ Move Stage   ✖ Reject

Application

Stage

Scorecards

Offer Details

There is no offer created yet for this job.

**Create Offer**   **Mark Candidate as Hired**

- Navigate back to the BetterCloud platform and to your installed Greenhouse application, specifically within the extension and on the “Create a Trigger for Workflows” screen. You’ll see an extended list of parameters display on the ‘View Raw Data Response’ section. Comparison of the initial payload versus the updated payload shown below.

Before	After Payload Comparison
<div data-bbox="212 285 792 617"> <p>View Raw Data Response</p> <pre>{   "action": "Test Value",   "payload": {     "web_hook_id": 4013994002,     "endpoint_url": "Test Value",     "created_at": "Test Value",     "updated_at": "Test Value",     "name": "Test Value",     "event": "Test Value",     "active": true,     "content-type": "Test Value"   } }</pre> </div>	<div data-bbox="833 285 1409 1108"> <p>View Raw Data Response</p> <pre>{   "organization_id": 4001857002,   "organization_name": "Test Value",   "action": "Test Value",   "payload": {     "application": {       "id": 104087325002,       "opening": null,       "credited_to": {         "id": 4975376002,         "email": "Test Value",         "employee_id": null,         "name": "Test Value"       },       "source": null,       "candidate": {         "id": 95539583002,         "first_name": "Test Value",         "last_name": "Test Value",         "title": "Test Value",         "is_private": true,         "can_email": true,         "external_id": null,         "phone_numbers": [],         "email_addresses": [           {             "value": "Test Value",             "type": "Test Value"           }         ],         "addresses": [],         "educations": [],         "employments": [],         "recruiter": null,         "coordinator": null,         "attachments": [</pre> </div>

## BetterCloud

- Create a workflow by navigating to the left navigation pane section labeled Workflows > click 'New'.
- Give your workflow a name.
- Under the WHEN section of the library, search for Greenhouse and click the application.
- Find your webhook (i.e. Candidate Hired)
- Under the IF section, add optional criteria
- Under the THEN section, begin to build upon the automations of your choice.
- Save > Publish



**Name** [Edit Description](#)

Greenhouse.io Candidate Hired

Email Notifications: **OFF** Last saved at Oct 21, 2021 12:08 PM

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**WHEN** Greenhouse PA: Candidate Hired PA2 ×

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**IF** Greenhouse PA: Candidate Hired PA2 Department Name is ×

Sales

+ Or

+ And ⓘ

---

**THEN**

1. **Google:** Create user show\_properties ↕ ⓘ ×

---

2. **Google:** Add user `{{action1.google.Google.User}}` to Account Executives group ↕ ⓘ ×

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3. **Google:** Add user `{{action1.google.Google.User}}` to Sales Team Drive Shared Drive show\_properties ↕ ⓘ ×

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4. **Google:** Assign user `{{action1.google.Google.User}}` G Suite Enterprise (deprecating) license ↕ ⓘ ×

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5. **Google:** Set calendar timezone for user ↕ ⓘ ×

## TIPS & TRICKS

1. Greenhouse.io allows for custom fields.
2. Other Greenhouse.io triggers to consider, include: application updated, candidate has been unhired, candidate has changed stage, candidate has submitted application, offer created, and much more!
3. Full list of Greenhouse.io triggers includes the below:
  - Application Updated
  - Candidate anonymized
  - Candidate has been hired
  - Candidate has been unhired
  - Candidate has changed stage

- Candidate has submitted application
- Candidate or Prospect rejected
- Candidate or Prospect unrejected
- Candidate or Prospect updated
- Delete Application
- Delete Candidate
- Department Deleted
- Interview Deleted
- Job Approved
- Job Created
- Job Deleted
- Job interview Stage Deleted
- Job Post Created
- Job Post Deleted
- Job Post Updated
- Job Updated
- Merged Candidate
- Offer Approved
- Offer Created
- Offer Deleted
- Offer Updated
- Office Deleted
- Prospect created
- Scorecard Deleted