

# BOSS - Minimum Spend per API Slide Deck Resource

Source of Truth: Huddle

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# Goals of BOSS Training

To understand the scenarios/types of escalations that could come to BOSS.

To understand the path of escalation for BOSS.

To understand billing-specific questions so BOSS may dig deeper into technical builds, support, and optimization.

# Key Components

## Overview

Indeed is implementing a [REDACTED] intended to reduce misuse by reducing API activity. This policy will directly tie a client's Sponsored Jobs API activity level [REDACTED]

**Huddle Page coming July 8**

# Key Components

## SJ API Basics

The Sponsored Jobs API allows clients to **bypass Indeed's UI experiences** for Sponsored Job Campaigns by directly & securely connecting their systems with ours.

This enables clients to use Indeed's Sponsored Jobs Campaigns through their ATS or Programmatic software.

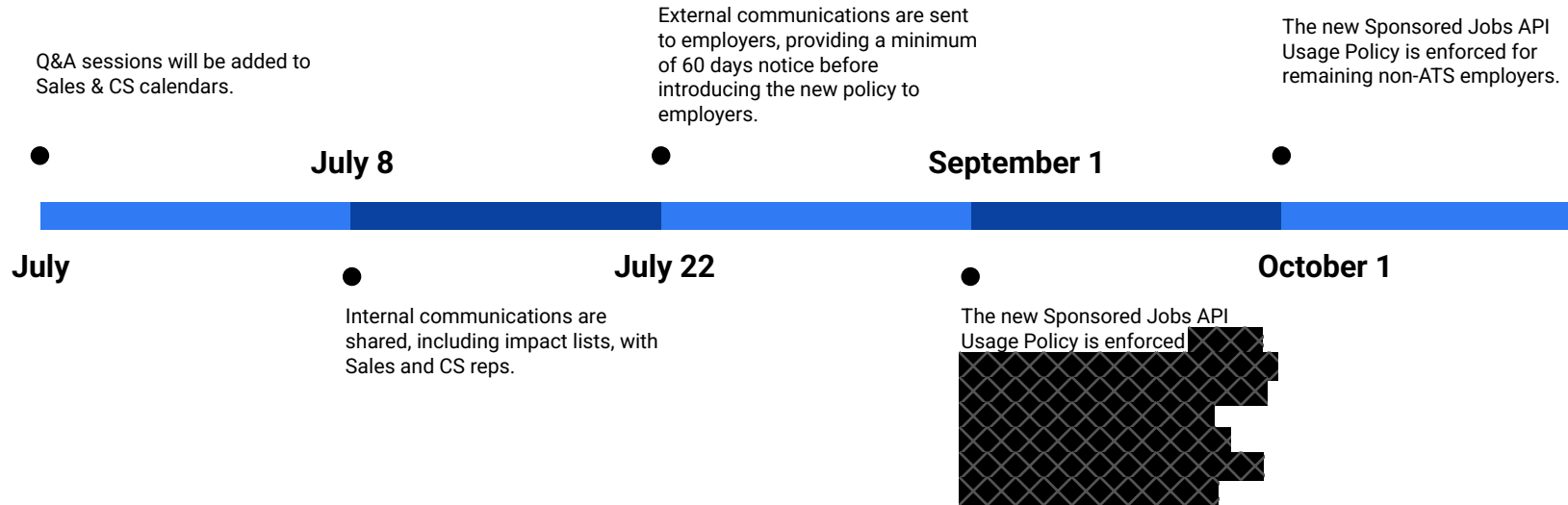
The level of client activity on the API is **measured by the number of API calls** made by the advertiser. Each "call" is an instruction from the client to Indeed which can include creating or editing campaign budgets, or, adding and removing jobs.

The new Sponsored Jobs API Usage Policy will

**Advertisers who spend above this threshold will not incur any additional charges.**

# Key Components

## 2024 Timeline



# Employer Sponsorship

## Pricing and Enforcement

The Sponsored Job API Usage Policy requires

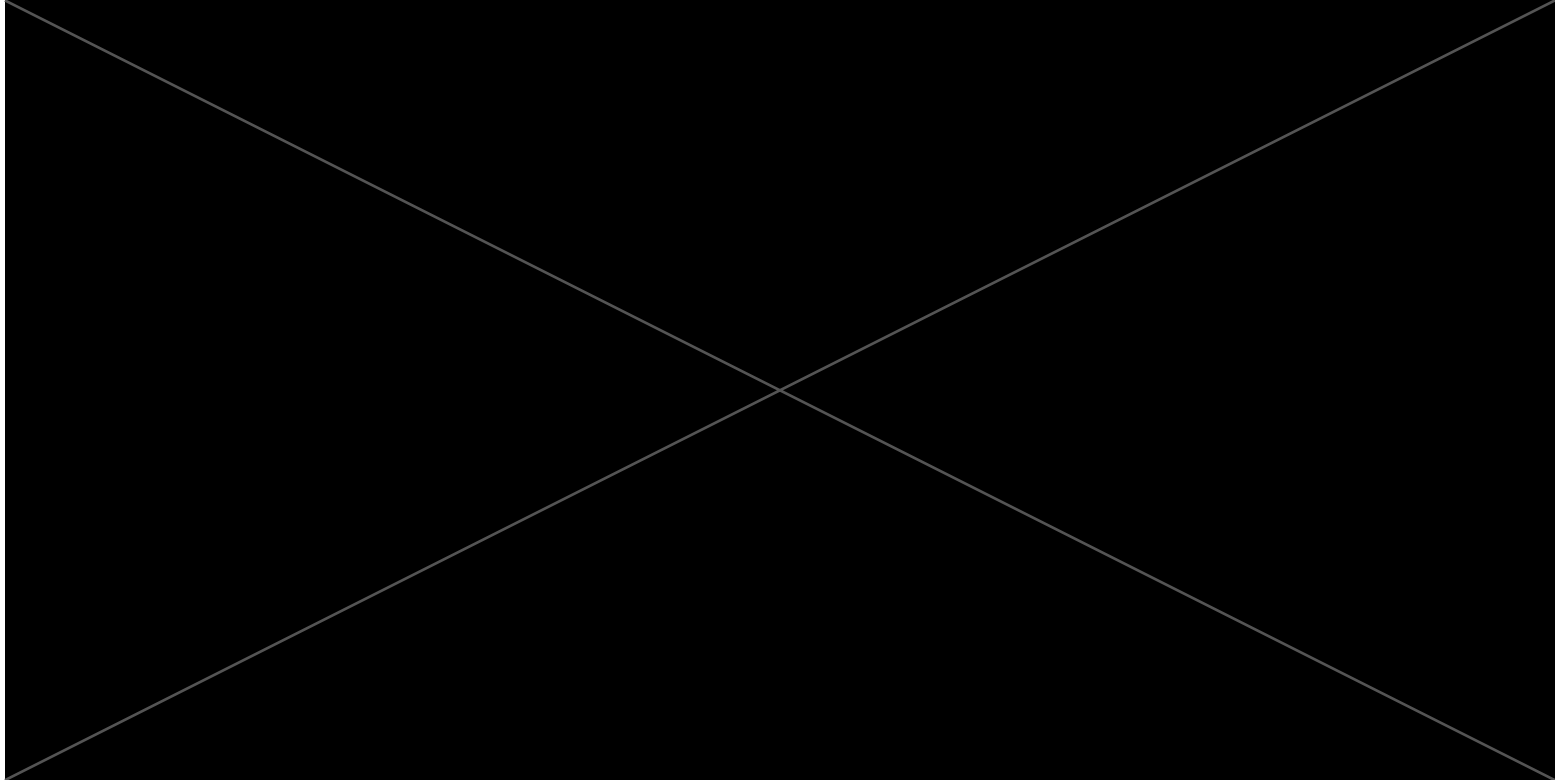
This will be enforced on a calendar monthly basis.

This policy impacts **any employer that uses the Sponsored Jobs API directly via their own integration or programmatic software** (i.e., Clickcast, Appcast, Recruitics).

Employers that indirectly access the Sponsored Jobs API via integration through their **ATS are not impacted** at this stage. However, our product team will continue to review this in the future.

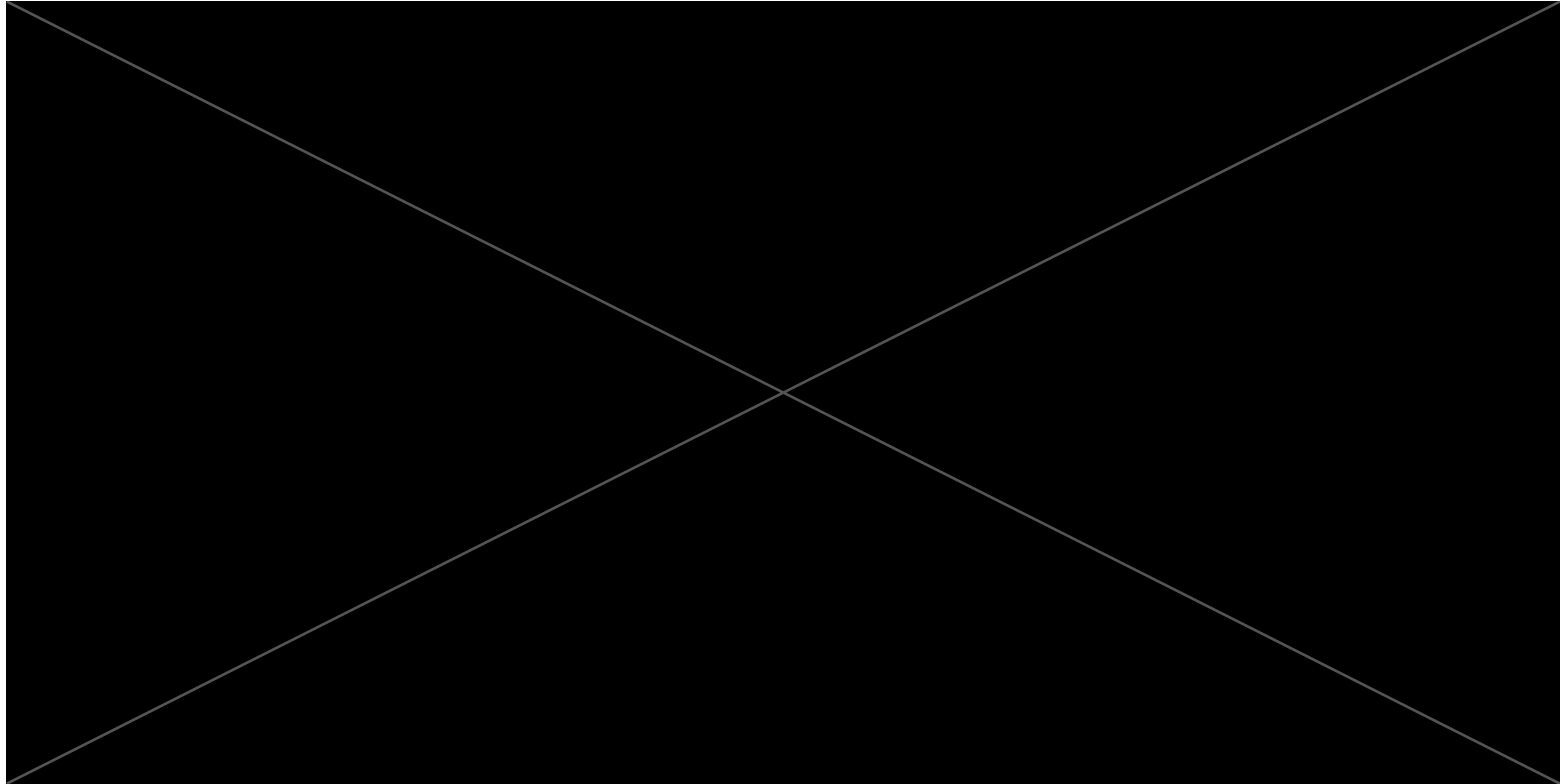
# Employer Sponsorship

Pricing and Enforcement



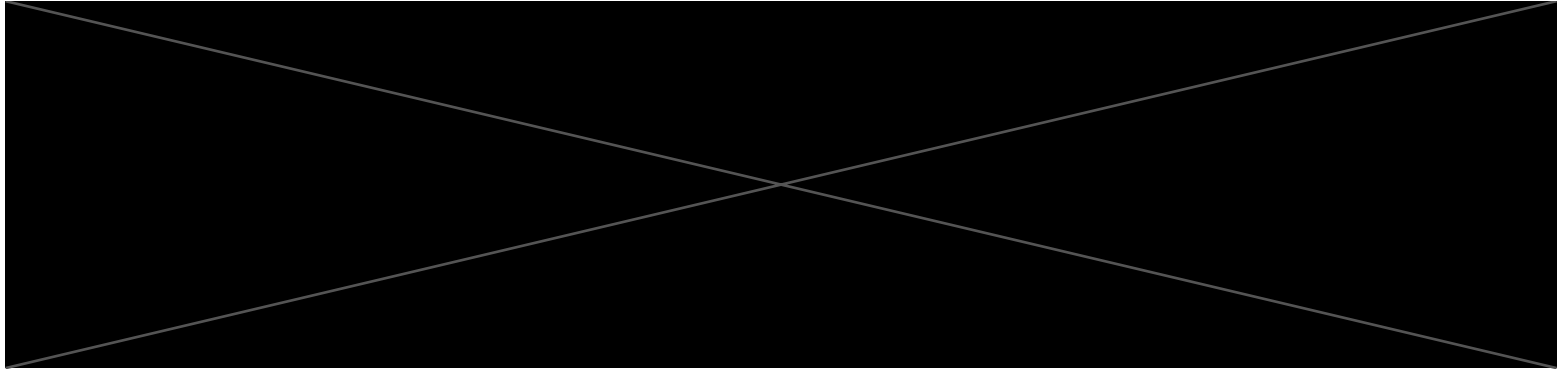
# Employer Sponsorship

Pricing and Enforcement



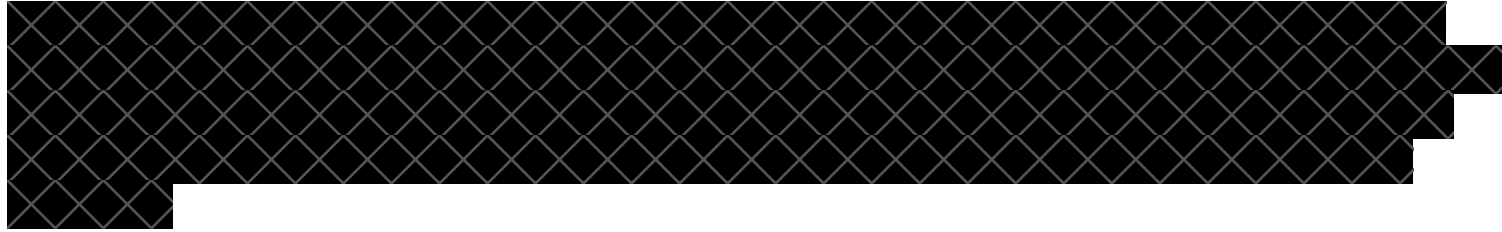
# Employer Sponsorship

Pricing and Enforcement



# Employer Sponsorship

## Billing



Revenue directly related to charging for API usage has **no impact on quotas or retention revenue.**

The invoice appearance and further agency implications are TBD.

# Support Path

## Reporting and Tooling

This linked list provides **all US advertiser IDs that used the Sponsored Jobs API via non-ATS software** from December 1, 2023, to June 27, 2024.


This list also provides an **estimate of the impact of this new policy on advertiser IDs that used the Sponsored Jobs API via non-ATS software** from April 1, 2024, through June 1, 2024. BOSS should use this list to help troubleshoot and identify clients within the new policy and to assist in conversations [REDACTED]


- [REDACTED]

# Support Path

## Reporting and Tooling

Sales and CS will **report issues to BOSS through Salesforce**. The product type will be “Sponsored Jobs API Enforcement,” and the subtypes include “technical issue,” “billing,” and “other.”

BOSS can request the assistance of GPC and Product teams by using the Slack channel # 

Clients can stop using the API, but they can't "revoke" their own access. Sales reps will submit a BOSS ticket to remove clients from API access. BOSS would then created a  ticket for product to address.

Note that we divert *external* technical support to the existing Integrations Delivery web-to-case flow, where users can click “Request Support” at the bottom of the linked page.

# Support Path

## Troubleshooting

Where can I find info on Sponsored Jobs APIs?

- Huddle Overview (July 8 - *NEW*)
- Indy Overview
- Employer Help Center Overview
- Indeed Technical Docs
- BOSS-Specific API Enforcement Training and Resources
  - Note: this pathway is frequently updated
- Questions and Answers from #████████ channel
- PR FAQ Doc

How do client support teams monitor where clients are pacing on Sponsored Jobs spend to API calls throughout the month? How can employers track this information?

- Internal reporting with updated client data will be available to Indeed teams by Sep 1, 2024.
- External reporting will be available by Nov 1, 2024.

For advertisers that got their API access revoked due to being ██████████ how do these advertiser IDs regain access to the API?

- More details on operational steps to regain access will be provided over the coming weeks.

# Support Path

## Troubleshooting (continued)

- Any client specific queries related to Sponsored Jobs API [REDACTED] should be addressed via an Integrations Delivery Salesforce ticket. Info needed:
  - Client Account under Account Name. Ensure that it's an impacted account listed on the [REDACTED] tabs in the sheet, as some clients have multiple accounts with the same name.
  - A detailed question. e.g. query volume, origin, how can they reduce the # of requests.
  - Feed/source probably aren't necessary for this type of issue, but if they're provided, please include them.

# Appendix

BOSS University:  
API Enforcement Plan; API Enforcement Rollout Pathway

All Info for This Project

Jira Ticket

Degreed Pathway for Sales/CS Training

Indeed Learn Shell for Sales/CS Training

