SHL Release notes

13 June 2025
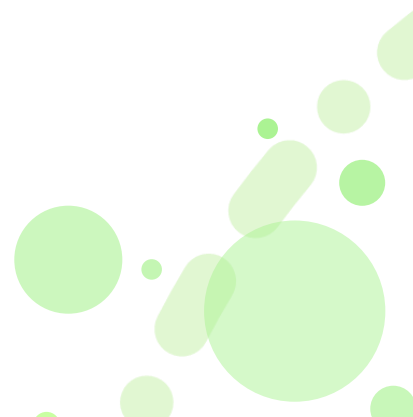
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Introducing Smart Interview Professional (SIP)

Smart Interview Professional (SIP) is our latest flagship solution designed to bring consistency, fairness, and efficiency to the interview process. Built on principles of structured interviewing, SIP empowers organizations to evaluate candidates based on clearly defined competencies, standardized questions, and objective scoring; all while delivering a seamless, modern interview experience for both interviewers and candidates.

At its core, SIP enables companies to operationalize their hiring framework by offering tools to author structured interview guides, assign relevant questions to specific skills, and score candidates using calibrated rubrics. With built-in interview collaboration, feedback capture, and reporting, SIP ensures alignment across hiring panels and improves decision-making at every stage.

SIP is particularly powerful for scaling organizations that care about reducing bias, improving interviewer readiness, and hiring top talent faster. Whether you're hiring for a technical, behavioural, or leadership role-SIP makes it easy to bring structure, accountability, and data to every interview.

In this first edition of our SIP Release Notes, we're excited to share a set of powerful enhancements and new capabilities that further expand the value of SIP- from role-based access controls to flexible scoring models and communication improvements.

Let's dive into what's new.

Communications / Email Updates for Interviews

Update 1: For Smart Interview Professional (SIP), we've introduced *support for Custom email templates* under Communication templates section in TC+, giving companies more control over tone, content, and branding in automated communications.

Communication Template

Email

Template type*

Self scheduling invitation

Smart Interview Professional: Offline inte...

Smart Interview Professional: Offline inte...

Smart Interview Professional: Manual Inv...

Smart Interview Professional: Slot selecti...

Smart Interview Professional: Self schedu...

Smart Interview Professional: Interview C...
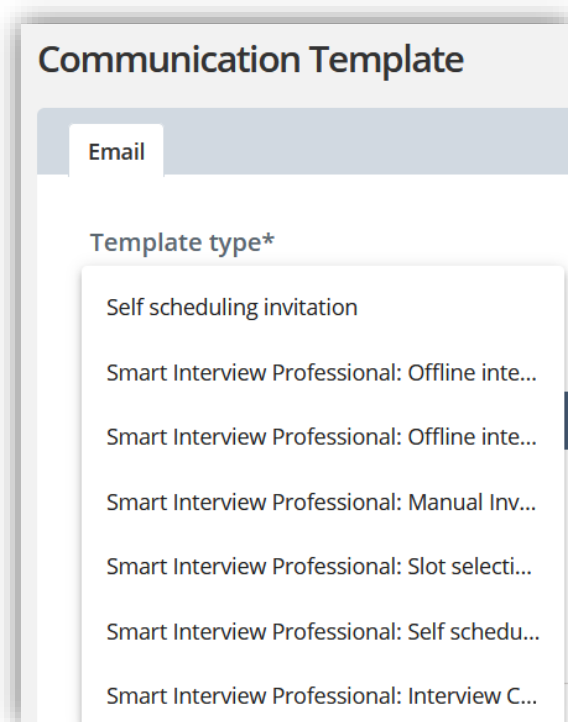
Customization allowed for the following template types:

1. Manual scheduling invite – On/Off platform
2. Slot Selection – On/Off platform
3. Self-scheduling invite – On/off platform
4. Interview cancellation

Update 2: We've enhanced our interview communications system to make the scheduling workflows more dynamic and personalized. This includes the ability to add multiple placeholders: ***Scheduler Name, Scheduler Email ID, interviewer Name, candidate Name & Role*** in both self-scheduling and manual scheduling emails, helping recipients clearly identify who initiated the interview.

Update 3: Additionally, ***Face-to-Face interview emails now support interview attachments***, allowing for richer context and pre-interview preparation.

These updates are already live across SIP interviews i.e. On platform, Off-platform with different scheduling type as Self-Scheduling and Manual Scheduling.

Why it matters:
Customers increasingly need personalized, context-rich communication for their candidates and internal stakeholders. These updates make it easy to include relevant details automatically and ensure consistency across emails.

Impact on customers:
Interview participants receive clearer, more tailored emails, improving engagement and reducing confusion. It also enhances brand experience without the need for manual edits.

Customer value:
Reduces scheduling friction, saves time for recruiters, and delivers a more professional and humanized candidate experience.
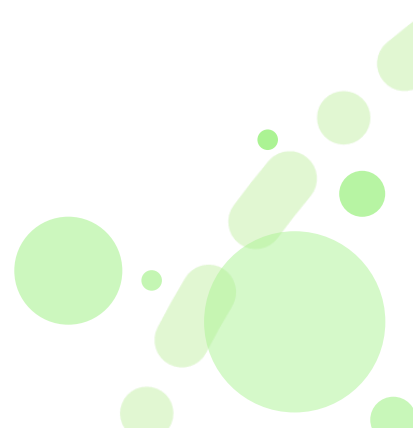
Role-Based Access Control in SIP

We've implemented robust role-based access control (RBAC) across Interview Guide permissions in Smart Interview Professional. Admins can now assign specific permissions like View interview guide, Download, Archive, Create, and Share - ensuring every user has the right level of access based on their role.

These changes are now live and can be configured by admins in the user permission settings.

Note: *Create interview guide is governed by Configure interviews while view interview guides is governed by View configurations. Rest of the guide related settings are present in the Interview guide's section.*

Every user role has their specific user permissions, like Head HR has all the permissions while interviewer has its own relevant set of permissions.

Why it matters:
In collaborative environments, not everyone should have the same level of access. This change helps teams maintain compliance, data security, and operational discipline, especially in large organizations.

Impact on customers:
Enterprise clients now have greater control over who can access and manage interview guides. This helps prevent unauthorized edits, accidental deletions, or inappropriate sharing of sensitive content.

Customer value:
Delivers enterprise-level security, aligns with audit and compliance needs, and builds trust by ensuring only the right people have access.

Skill framework Toggle

Today, our skill framework uses three levels: Category → Topic → Subtopic, with scoring performed at the subtopic level. With this release, organizations can now choose to simplify to two levels: Category → Topic and have all scoring done at the topic level.

When you switch the **Scoring Level** toggle in the New Workforce to "Topic," every question in your Interview Guide automatically maps up one level: each question belongs directly to a topic rather than a subtopic. In the Interview Player, candidates and interviewers will see topics with their associated questions grouped underneath, and the "Recommend" section will similarly roll up insights by topic. In your Interview Reports, you'll now see topic-level scores alongside topics - no more subtopic breakdown when Topic-level scoring is enabled.

Why we need it:
Not every organization needs the granularity of subtopic scoring. By letting you collapse the framework to Category → Topic, we give you the flexibility to capture the right level of detail for your hiring process.

When will it be available:
This toggle and behaviour are live in the current release. Customers can reach out to their account managers to specify the skill framework.

Where will it be available:

- **New Workforce** for admins (to switch the toggle) - ***Will be available by end June in NWF.***

- **Interview Player** (for showing questions mapped to topic)

- **Recommend section** (rolling up scores/ratings by topic)

- **Interview Reports** (showing topic-level scores)

Version: 1.0 | Last updated: 13 June 2025

Software Engineer - Python

🔗 Share guide/Interview link   **Schedule interview(s)**

2 questions added   ☐ Show all rating guides | ⬇ Download

Technical & Behavioral

Advanced Data Analysis and Visualization using Python and Tableau

Copes with Uncertainty

You manage the customer service team at your company, which has recently been acquired by a competitor. There are now two customer service teams in the joint company, and it has not yet been decided which team, or combination of teams, will remain. How could you use this ambiguous situation to benefit you and your team?

👁 View rating guide ⌄

Leadership

Motivates and Empowers Others

Your team is responsible for completing an important project, but one of your direct reports has been progressing slowly because they believe they lack the authority to make necessary decisions. This is affecting the overall work flow of the project. How would you handle this?

👁 View rating guide ⌄

Impact on customers:

Customers can tailor the depth of their evaluation: use subtopic scoring when they need fine-grained insights, or topic scoring when they want broader, quicker assessments. It streamlines both the interview experience and reporting to match each company's needs.

Customer value:

- **Flexibility:** Choose the right granularity for your process.

- **Clarity:** Topic-level scores are easier to consume at a glance.

- **Efficiency:** Less setup and fewer data points when deeper detail isn't needed.

Instant Interview – Always-On Guide Links

We're thrilled to introduce **Instant Interview**, a game-changer for face-to-face interview sessions. With this capability, every interview guide now comes with its own **permanent, never-expiring link**. Recruiters and interviewers can share that link across their teams and use it to host F2F interview events whenever they need - no more scheduling hassles or one-time URLs.

What is it?
Instant Interview gives each guide a persistent URL that any authorized interviewer can open at any time. Once they land on that link, they simply add one or more candidates to the session and click **Start** (or **join**, if someone else already kicked off the interview). Candidate entries show real-time statuses-**Not Started**, **In Progress**, or **Completed**-and when an interviewer finishes a candidate's interview session, a **Rate** button appears so they can immediately score and recommend, if they haven't already during the interview or want to make any changes.
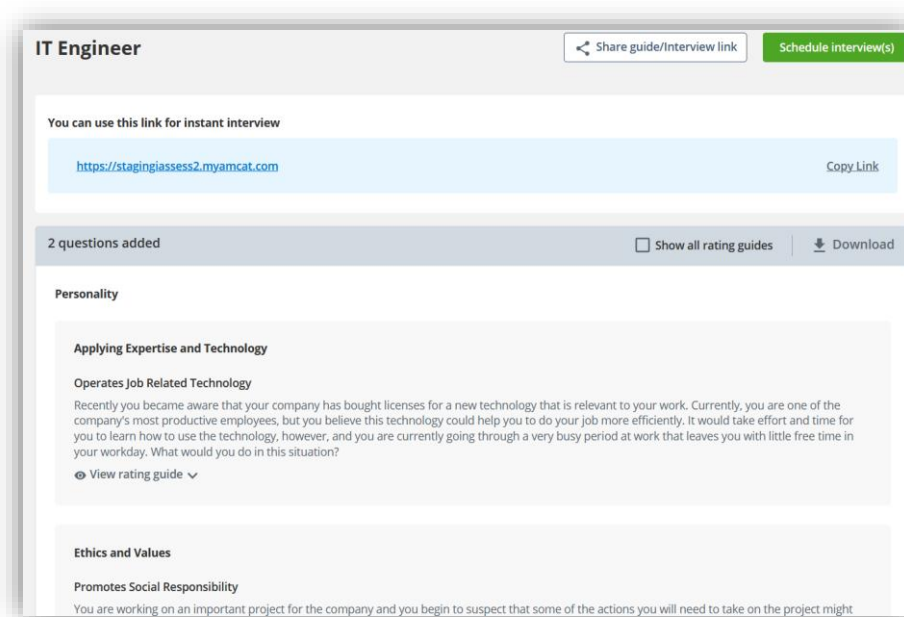
Why we need it:
Traditional one-off links can expire, causing delays or confusion-especially in dynamic hiring environments or last-minute panels. Instant Interview removes those barriers, empowering teams to run interviews on their own schedule, seamlessly add late-breaking candidates, and collaborate in real time on candidate evaluations.

When will it be available:
This feature is live with the current release. Customers need to reach out to their account managers to get this capability enabled for their account.

Where will it be available:

- **Interview Guides** section: Each guide now shows its permanent Instant Interview link.

- **Instant Interview page**: Accessed via the guide link, this page is the hub for adding candidates, monitoring statuses, launching, or joining sessions, and rating completed interviews.

Interview event for the role of IT Engineer

Total number of candidates: 4

Candidate(s)	Status	Action
Ishan ishan@shl.com	🔵 In Progress	Join
Sudhir sudhir.kumar@shl.com	🕐 Not started	Start
Swasti swasti.gupta@shl.com	🕐 Not started	Start
Nishant nishant@shl.com	✅ Completed	Rate

1-4 out of 4 participants
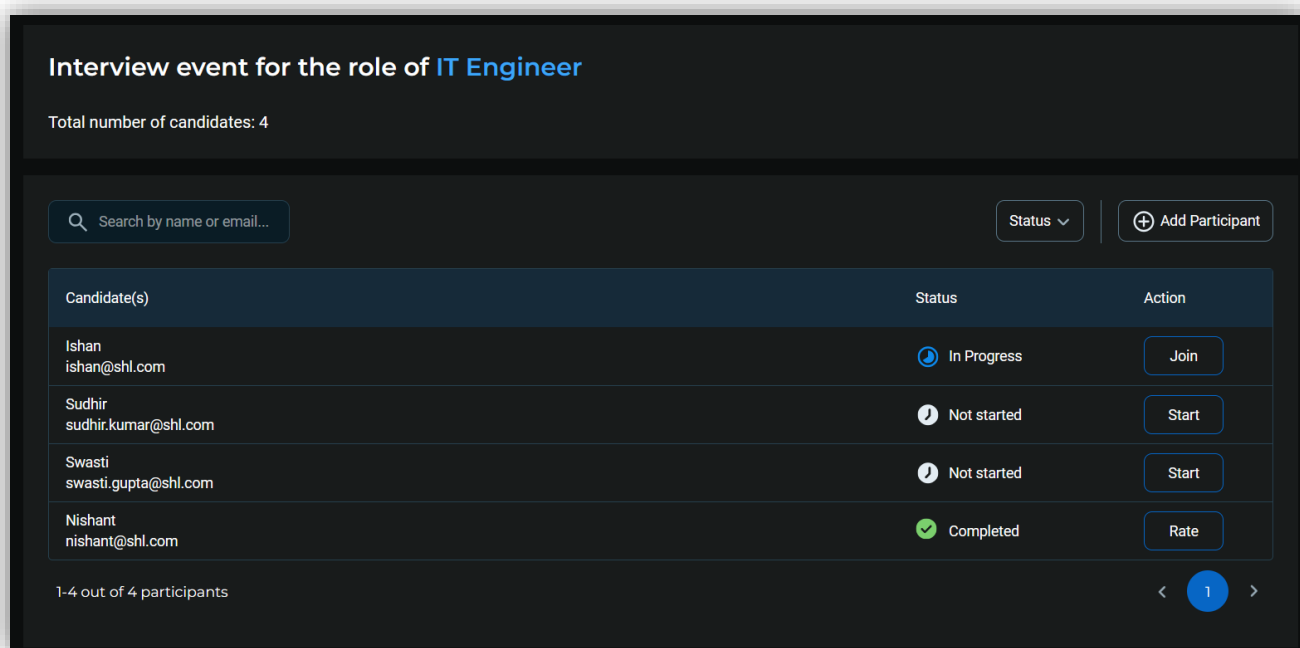
Impact on customers:

Hiring teams gain tremendous flexibility-run on-demand interviews, convene panel discussions in seconds, and avoid "link expired" headaches. Interviewer workloads become more predictable, and candidate throughput increases because there's no waiting for new links or manual scheduling adjustments.

Customer value:

- **Reliability**: One link, forever-no more expired URLs.

- **Speed**: Start or join live interviews instantly, with no prep beyond adding candidates.

- **Collaboration**: Multiple interviewers can hop in and out of sessions seamlessly and see who's in progress.

- **Accountability**: Clear candidate status mapping and immediate rating capabilities streamline debriefs and decisions.

Enhanced Text Length Support in Topics & Subtopics

We've increased the maximum character limit for both Topics and Subtopics in the Interview Guide Builder from the previous constraint to **255 characters**.

What is it?
Interview Guide authors/admins can now enter up to 255 characters of descriptive text when defining a Topic or Subtopic in interview guide, allowing for richer context, more detailed instructions, and clearer skill definitions.

Why we need it:
Many customers told us they needed more room to articulate competency expectations, provide examples, or surface nuances in their skill frameworks. The old limit forced them to truncate or oversimplify-resulting in potential misinterpretation by interviewers.

When will it be available:
This enhancement is live right now, as part of the current release. No additional configuration is required-just start typing!

Where will it be available:

- **Interview Guide Builder (IGB)**: Topic and Subtopic text fields in the guide creation and editing UI.

- **Interview Player & Reports**: Wherever Topics/Subtopics are displayed-including question panel, recommend section, and interview reports - the full 255-character text will render seamlessly.

Customer value:
More context per topic for consistent, high-quality evaluations.
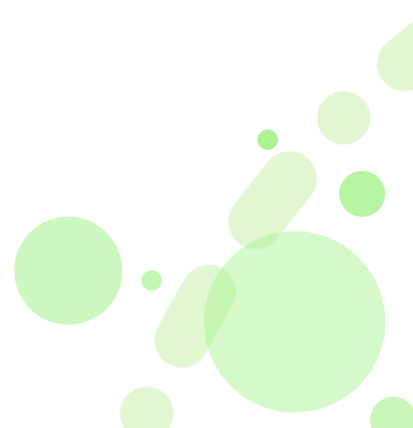
SIP Interview Reports

What is it?
We introduced detailed Interview Reports for Smart Interview Professional (SIP) sessions-summarizing interviewer ratings, candidate responses, and scorecard evaluations in a clear, downloadable format.

Why we need it:
Customers needed a way to document interview outcomes for panel alignment, post-interview reviews, and audit trails.

When will it be available:
Already available in previous SIP updates.

Where will it be available:
Interview Reports can be accessed post-interview from the candidate listing page.

Impact on customers:
Hiring teams get a unified, professional view of interview performance with clear scoring and actionable insights.

Customer value:
Improves hiring decisions and panel collaboration with standardized feedback.
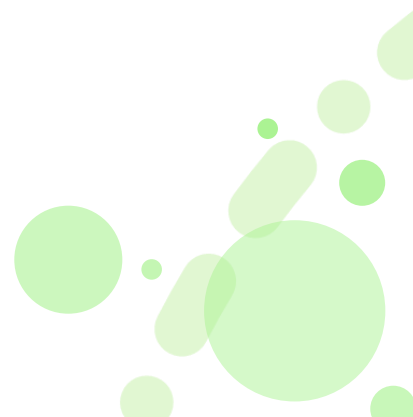
WCAG 2.1 AA Compliance for Interviewers and Candidates

What is it?
Our platform now adheres to WCAG 2.1 AA accessibility standards, ensuring a more inclusive experience for both interviewers and candidates. Screen reader, Keyboard Navigation, Colour contrast capabilities are available as per the WCAG guidelines.

Why we need it:
Accessibility is essential for equitable hiring. Compliance ensures users with disabilities can fully participate in interviews without external tools or workarounds.

When will it be available:
Available in the prior SIP release.

Where will it be available:

- Across Interview Player, Candidate Experience, and Interviewer UI.

- Whiteboard would not be accessible as per WCAG 2.1 AA.

Impact on customers:
Supports DEI goals and meets global compliance standards.

Customer value:
Inclusive, accessible experiences that reflect modern hiring values.

Platform:			Availability: 28 May 2025
☐ TalentCentral™	☒ TalentCentral+™		
☐ 360/MFS	☐ SHL Apps		
☐ Insights			

Product Availability TalentCentral™

JFA

Product	Language
Reskilling Potential	Brazilian Portuguese Canadian French Danish Dutch Finnish French German Norwegian Spanish Swedish Spanish (Latin American) Japanese Chinese Simplified Italian

Platform:			Availability: 6 June 2025
☒	TalentCentral™	☐	TalentCentral+™	
☐	360/MFS	☐	SHL Apps	
☐	Insights			

Product Availability TalentCentral+™

Skills Tests

Product	Language
Reading Comprehension	Simplified Chinese Japanese Malay Indonesian Arabic
Listening Comprehension	Simplified Chinese Japanese Malay Indonesian Arabic Portuguese

JFA

Product	Language
Entry Level Contact Center Job Fit Assessment	International English US English Polish Romanian

SVAR

Product	Language
SVAR Reports	Latin American Spanish Brazilian Portuguese

Verify

Product	Norm
Deductive Reasoning Norms	Deductive Reasoning General Composite (Middle East) v1 Deductive Reasoning General Composite (Saudi Arabia) v1 Deductive Reasoning General Composite (Egypt) v1 Deductive Reasoning General Composite (UAE) v1
Inductive Reasoning Norms	Inductive Reasoning General Composite (Saudi Arabia) v1 Inductive Reasoning General Composite (Egypt) v1 Inductive Reasoning General Composite (UAE) v1
Numerical Ability Norms	Numerical Ability General Composite (Middle East) v1 Numerical Ability General Composite (Saudi Arabia) v1 Numerical Ability General Composite (Egypt) v1 Numerical Ability General Composite (UAE) v1

Platform:			Availability: 6 June 2025
☐	TalentCentral™	☒	TalentCentral+™
☐	360/MFS	☐	SHL Apps
☐	Insights		