



SHL Release notes

15 October 2025

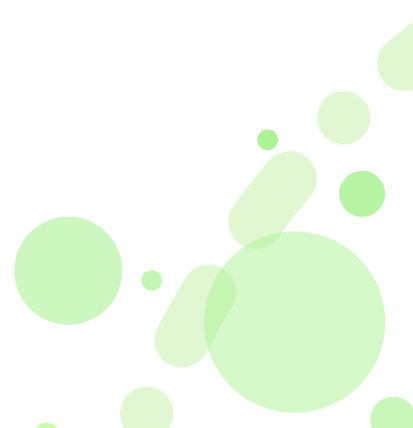


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Extending Smart Assessment Workflow (response reuse) to three asynchronously scored assessments

Overview

With this release, we're extending the Smart Assessment Workflow (Response reuse) functionality, specifically for three asynchronously scored assessments – SVAR, Smart Interview On Demand, and AI Screener (SIA).

Which means, if a candidate has successfully completed the SVAR, Smart Interview On Demand, or AI screener (SIA) assessments, and has been invited to attempt any of these assessments again within the prescribed time period, e.g., 30 days, once the candidate lands on the **task list** they will see that the assessments they have previously taken are marked as completed, and they are informed that they will not have to attempt them again. Parallely, the recruiter will be able to refer to the candidate's scores from the previous attempt for the new attempt to perform next steps.

Key Information

This section covers information about the Smart Assessment Workflow (Response Reuse) applies to these three asynchronously scored assessments.

- **When will it be applied:** When a candidate starts their candidate journey and lands on the Task List within the defined period.
- **How will it be applied:** Previous scores of the candidate for that assessment will be copied into the current attempt. Note: manual evaluation scores are never copied or reused.
- **Candidate scores on TalentCentral+, reports, and data extracts:** The copied scores will be reflected in TalentCentral+, Reports, and Excel files. However, candidate reports will not contain candidates' previous responses. Proctoring data from the first attempt will also not be copied to the report for the new attempt.

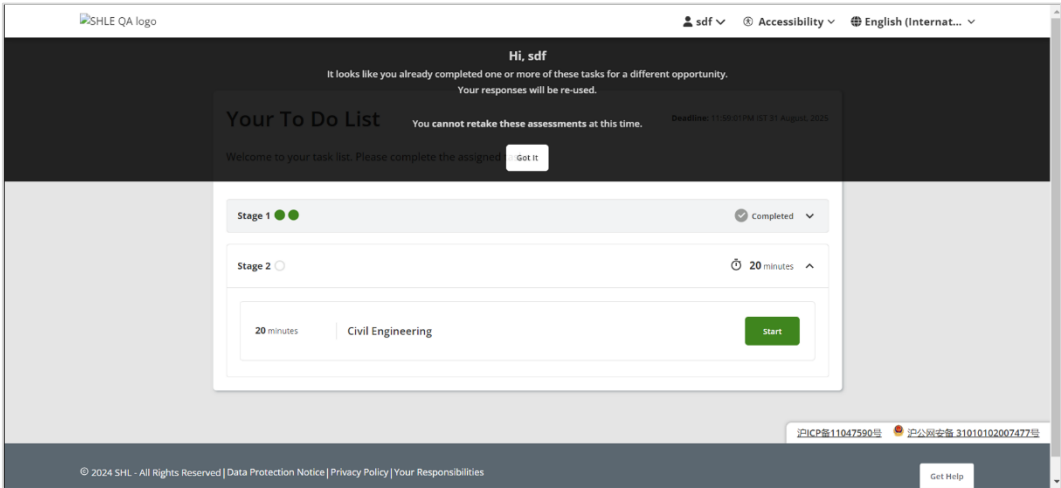
Roll out details and impact

- **Roll-out:** All companies that have Smart Assessment Workflow (response reuse) enabled today, will have it extended for the newly supported assessments after this release.
- **Impact on other assessments and Smart Assessment Workflow:** There is no impact on the functioning of Smart Assessment Workflow (response reuse) for any other assessments.

For example, if the candidate needs to attempt assessments (mix of synchronously scored & asynchronously scored assessments respectively) which support the Smart Assessment Workflow (response reuse) – The synchronously scored assessments will have the candidate's previous responses copied and scored again in real time, while the asynchronously scored assessments will have the candidate's previous score copied directly.

- **Platform availability:** This feature will be available for both integrated and non-integrated workflows.

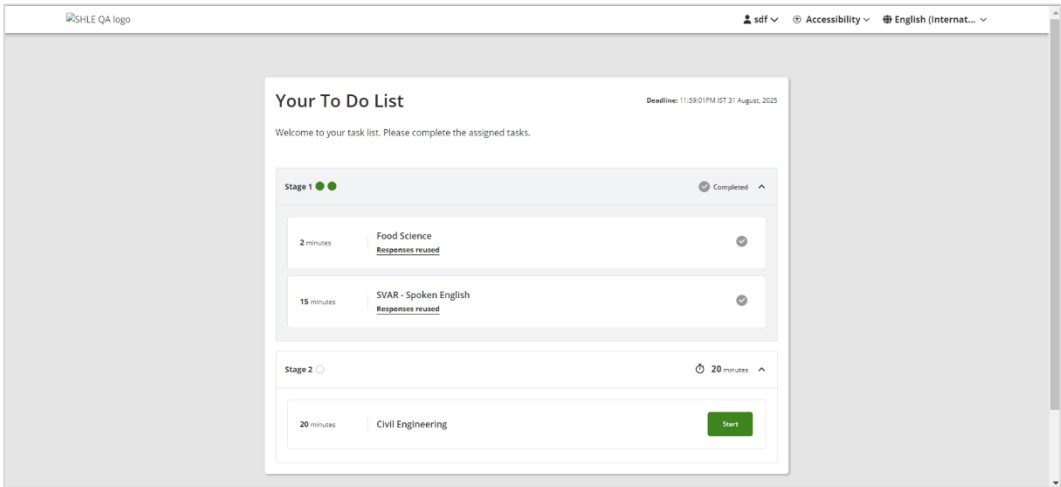
Candidate Workflow



Once the candidate lands on their **task list** they will see that the assessments they have previously taken are marked as completed, and they are informed that they will not have to attempt them again.

If all the assessments have previously been completed the candidate will not have to attempt any assessment.

If some assessments have previously been completed the candidate only has to attempt the remaining assessment(s).



Platform:		Availability: 14 August 2025	
☐	TalentCentral™	☒	TalentCentral+™
☐	360/MFS	☐	SHL Apps
☐	Insights		

Smart Interview Professional: New Features and Improvements

We have made the following changes as part of our program of continuous improvements to SHL's flagship interview product.

Single Sign-On (SSO) Now Supported for Smart Interview Professional

We've enhanced interviewer security by introducing a customer-configurable access control system. This allows customers to define policies that control how interview or event invites can be forwarded, ensuring that only authenticated interviewers are allowed to join the interview/event.

What Is It

We've introduced two new company-level flags: "Authenticate" and "Interview Link Forwarding". When the Authenticate flag is enabled, users clicking on an interview or event link, must sign in via SSO or TC+ sign-in. After authentication, the system verifies whether the interviewer was originally invited to the interview or event. Depending on this check and the status of the Interview Link Forwarding flag, the interviewer will either be allowed to join or blocked from joining the interview or event. Specifically, if forwarding is off, access is blocked; if on, access is granted. If the Authenticate flag is disabled, the system behaves as before, redirecting the interviewer directly to the player without requiring sign-in.

Why We Need It

Previously, there was a lack of interview authentication and security; when an interview or event link was forwarded, any recipient could access the interview or event as if they were the originally intended interviewer. The new approach ensures proper identification and authentication of the interviewer accessing the interview or event.

When Will It Be Available

This capability is available in the current release and can be enabled by contacting your account manager.

Where Will It Be Available

It is currently available on request basis. If you'd like this feature enabled for your organization, or need more information, please reach out to your Account Manager. Once enabled, the authentication pages will be visible when the interviewer clicks the interview link from the email or from the Interview details page, clicks on the event link on the guide, or clicks on the scheduled event link in the email.

Self-Scheduling – Smarter Slot Selection Statuses and Bulk Actions

We've completely upgraded the self-scheduling experience to provide full visibility into candidate slot selection status, both before and after deadlines, and across all relevant views in the system.

What Is It

We've introduced two new statuses: **Pending Slot Selection** and **Deadline Missed Slot Selection** and renamed two existing ones to **Pending Interview** and **Deadline Passed Interview** for clarity. These statuses now appear across the candidate list, the participants list in **Your Interviews**, and Excel file

downloads. Recruiters can take targeted actions like filtering, sorting, cancelling interviews, and sending reminders based on slot selection status. Additional actions include sending reminders, viewing impacted interviews, and restricting bulk actions for non-relevant states.

Why We Need It

Lack of visibility into self-scheduling candidates created confusion and delays in follow-ups. These enhancements close that gap, empowering recruiters to take timely actions with clarity and precision.

When Will It Be Available

This capability is now live. It applies automatically to all self-scheduled interviews created after the release.

Where Will It Be Available

- **Candidate list:** New filters, cancel action, reminder trigger, Status columns, Excel download updates.
- **Your Interviews:** Filter updates and visibility of impacted candidates

The screenshot displays the SHL interview management interface. It includes several filter sections: 'Schedule By' with a 'Select User' dropdown, 'Schedule Date' with a date range selector (DD-MM-YYYY To DD-MM-YYYY) and a refresh icon, and 'Interview Score' with a slider from 0 to 5. There are also 'Interviewer' and 'Interview Date' filters. A 'Status' dropdown menu is open, showing a list of status options with their respective counts: Completed(214), Strong Consider(50), May Consider(17), Not recommended(11), Pending(5), Pending interview(2), Pending slot selection(3), In Progress(0), Deadline passed(328), Deadline passed interview(321), Deadline passed slot selection(7), and Declined(1). Below the filters is a table with columns: Status, Participant, Interview Title, and Interviewer.

Communications / Email Updates for Interviews

For Smart Interview Professional, we've introduced **support for custom email templates in the Candidate list** in TC+, giving companies more control over the automated communications.

Customization allowed for the following template types:

1. Manual scheduling invitation – with/without video
2. Slot selection – with/without video
3. Self-scheduling invitation – with/without video
4. Interview cancellation
5. Interview rescheduled – without video

These updates are already live across Smart Interview Professional interviews, i.e., with video, without video, with different scheduling types such 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

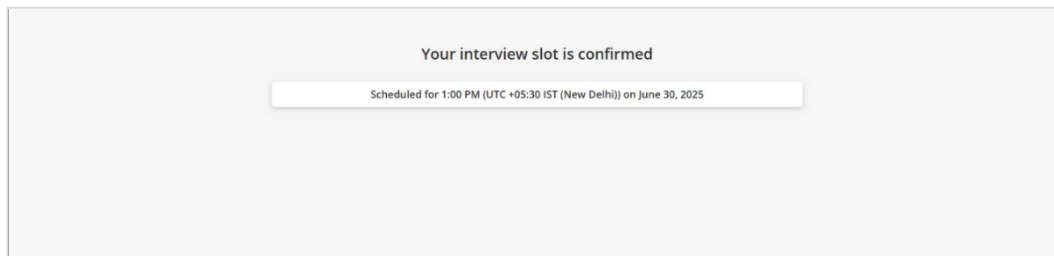
Reduces scheduling friction, saves time for recruiters, and delivers a more professional and humanized candidate experience.

Candidate Experience and Communication Enhancements

Several improvements have been rolled out to make the experience smoother for candidates and interviewers during scheduling and communication.

What Is It

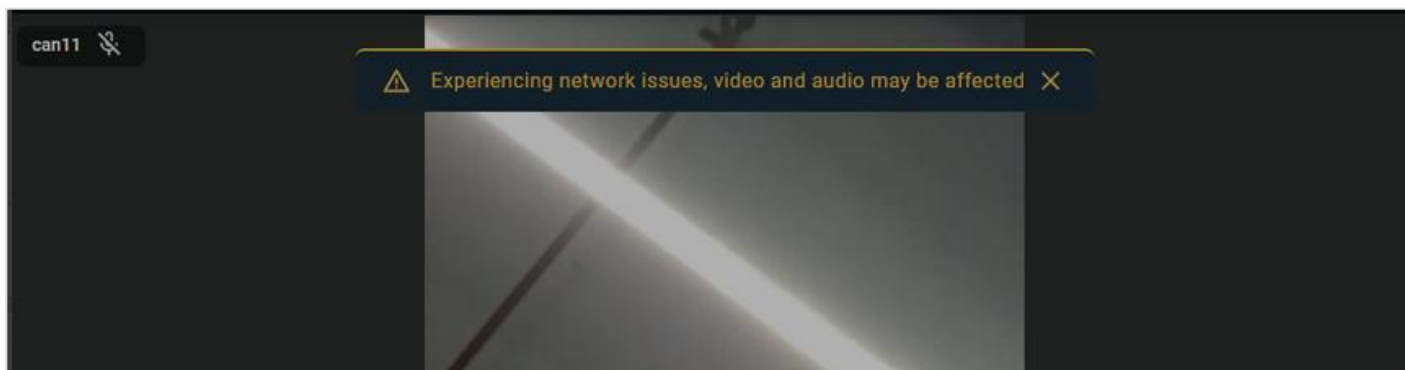
- Slot confirmation messages for self-scheduling candidates have been updated for clarity.



- Reschedule/cancel flows in without video self-scheduling interviews now use default email templates.

The image shows a screenshot of an email template editor. At the top, there's a "Template Name*" field with the value "Smart Interview Professional: Offline Inte...". Below it, a black header bar contains the text "Smart Interview Professional: Offline Interview Rescheduled". The main content area is titled "English (US) (Default)". It includes a "Subject*" field with the placeholder "Interview rescheduled: %companyName%". Below the subject is a "Content*" field with a rich text editor toolbar. The content of the email body is: "Your interview with %companyName% has been rescheduled." followed by a section titled "New Interview Details" which lists: "Interview: %interviewName%", "Date: %startDate%", "Time: %startTime% (%timeZone%)", and "Duration: %durationInMins%".

- Candidates and interviewers receive real-time bandwidth alerts during low network connectivity in the interview player.



Why We Need It

Clear communication and predictable flows are essential for a great candidate experience. These small, thoughtful changes reduce confusion, improve transparency, and help interviewers stay informed.

When Will It Be Available

All features are live in the current release.

Where Will It Be Available

- Communication templates and email triggers
- Interview player (network alerts)

Skill Framework Toggle

We've added support for toggling between a 2-level (Category → Topic) or 3-level (Category → Topic → Subtopic) framework across guides, scorecards, and reports.

What Is it

Customers can now configure their evaluation hierarchy based on org complexity. When topic-only mode is enabled, questions map to topics directly, and the Player UI, Reports, and Recommendation sections are automatically simplified. A new UI for 1-level hierarchy guides also improves readability and usability.

Why We Need It

Not all companies need granular scoring. This toggle allows simpler frameworks to be used without losing structure, especially for fast-paced or early-stage organizations.

When Will It Be Available

Available in the current release and can be enabled by contacting your account manager.

Where Will It Be Available

- **Interview player questions** (for showing questions mapped to topic)
- **Scorecard** (rolling up scores/ratings by topic)
- **Interview Report** (showing topic-level scores)

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

PNG Download Support in the Interviewer Analytics Dashboard

Users now have better control over how they consume interview analytics and feedback data.

What Is It

Ability to download the Interviewer Analytics dashboard as a PNG for offline sharing.

Why We Need It

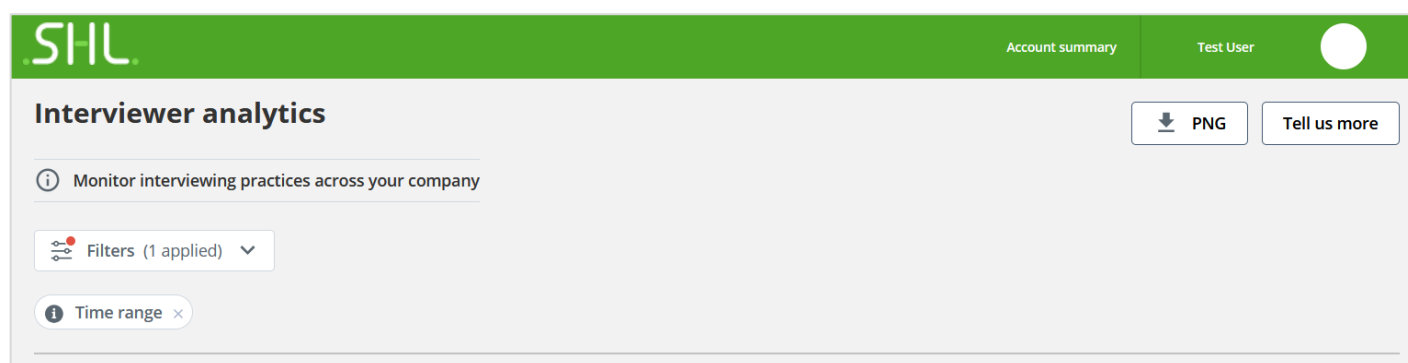
Customers needed better sharing tools for snapshots.

When Will It Be Available

Live in the current release.

Where Will It Be Available

Interviewer Analytics



New Company-Level Flags – Customize Smart Interview Professional to Fit Your Org

We've introduced a range of new company-level settings to give customers tighter control over how Smart Interview Professional features behave across their organization.

What Is It

New flags now allow you to:

- **Enable/disable user authentication:** To show/hide SSO login for the users on TC+ for a particular company.
- **Allow or block interview link forwarding:** To allow or block an unassigned interviewer to join the interview.
- **Show/hide AI skill recommendations for job descriptions:** To show/hide the capability to allow the addition of Job description (file upload/link/text). Disabling this, the section of adding Job description to refine the suggestions won't be visible.
- **Display O*NET job mapping:** To use O*NET or Custom as the job framework for a particular company. Using O*NET would show the default family, roles and levels, while in case of custom, user need to define the Job family, role, and levels while creating a guide.
- **Toggle topic vs subtopic visibility in the interview player:** Using this, customers can map their questions with either of topic or subtopic to have desired level of details to be shown on interview player, reports.
- **Limit attachment upload size:** Using this, customers can define the maximum size of attachments allowed for addition while scheduling the interview.
- **Enable or disable snapshot capture during interviews:** Using this, customers can define if the candidate snapshots to be captured at regular intervals (120 seconds) and to be shown on the report.

Why We Need It

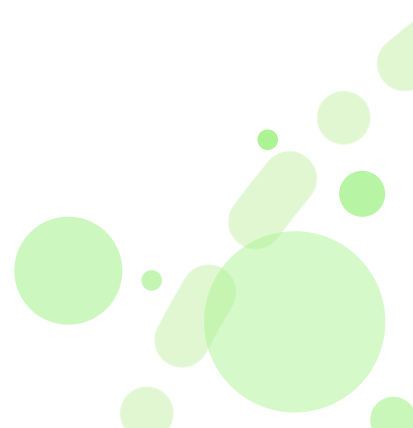
Every organization has different compliance, security, and workflow requirements. These flags give customers the ability to fine-tune their experience without needing custom code or manual workarounds.

When Will It Be Available

All flags are available in the current release and can be enabled by contacting your account manager.

Where Will It Be Available

Applied across interview guides, interview player, scorecards, and reporting.



Platform:				Availability: 21 July 2025	
☐	TalentCentral™	☒	TalentCentral+™		
☐	360/MFS	☐	SHL Apps		
☐	Insights				



TalentCentral: Product Availability

Verify

Product	Language
Verify Interactive – Numerical Calculation	German Spanish

Global Skills Assessment

Product	Language
Global Skills Development Report (relative version)	German Norwegian
Global Skills Development Report (absolute version)	US English

OPQ Reports

Product	Language
Hipo Assessment Report	Brazilian Portuguese
Unlocking Potential Report	Brazilian Portuguese

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

TalentCentral+: Product Availability

JFA

Product	Language
Hospitality Associate Short 8.0	Simplified Chinese Canadian French Japanese Vietnamese Thai Indonesian
Retail Associate Short 8.0	International English US English
Retail Leader 8.0	International English US English
Manager 8.0	Canadian French
Manager 8.0+	Canadian French
Professional 8.0	Canadian French
Professional 8.0+	Canadian French
Graduate Aptitude Battery	Japanese

SVAR

Product	Language
SVAR – Spoken Language	Portuguese Polish Italian Dutch Greek

Skills Tests

Product	Language
WriteX Email Writing	Portuguese Polish Italian Dutch Greek
Reading Comprehension	Canadian French Brazilian Portuguese
Listening Comprehension	Canadian French Brazilian Portuguese Latin American Spanish French Spanish German

Norms

Product	Norm
Achievement	South Africa
G Plus Short	South Africa Japan
Responsibility	South Africa
Verify Interactive G+	South Africa
Verify Interactive Deductive Reasoning	South Africa
Verify Interactive Inductive Reasoning	South Africa
Verify Checking	South Africa
Verify Verbal Ability	South Africa
Safety Orientation	South Africa
Verify Interactive Numerical Reasoning	South Africa
GSA	Japan
Graduate 8.0	Japan

Verify

Product	Language
Reskilling Potential	Arabic Brazilian Portuguese Canadian French Chinese Simplified Czech Danish Finnish German Greek Hungarian Indonesian Japanese Korean Polish Portuguese Romanian Spanish Spanish (Latin American) Thai Traditional Chinese Turkish Vietnamese

Platform:				Availability: 6 October 2025
☐	TalentCentral™	☒	TalentCentral+™	
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☐	Insights			