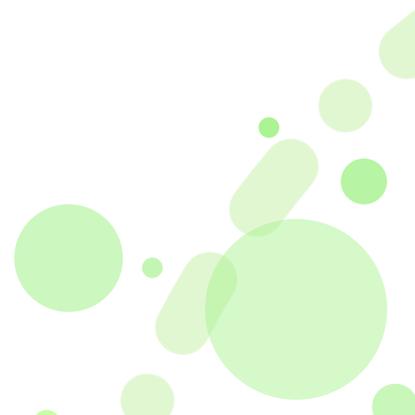




SHL Release notes

14 November 2025



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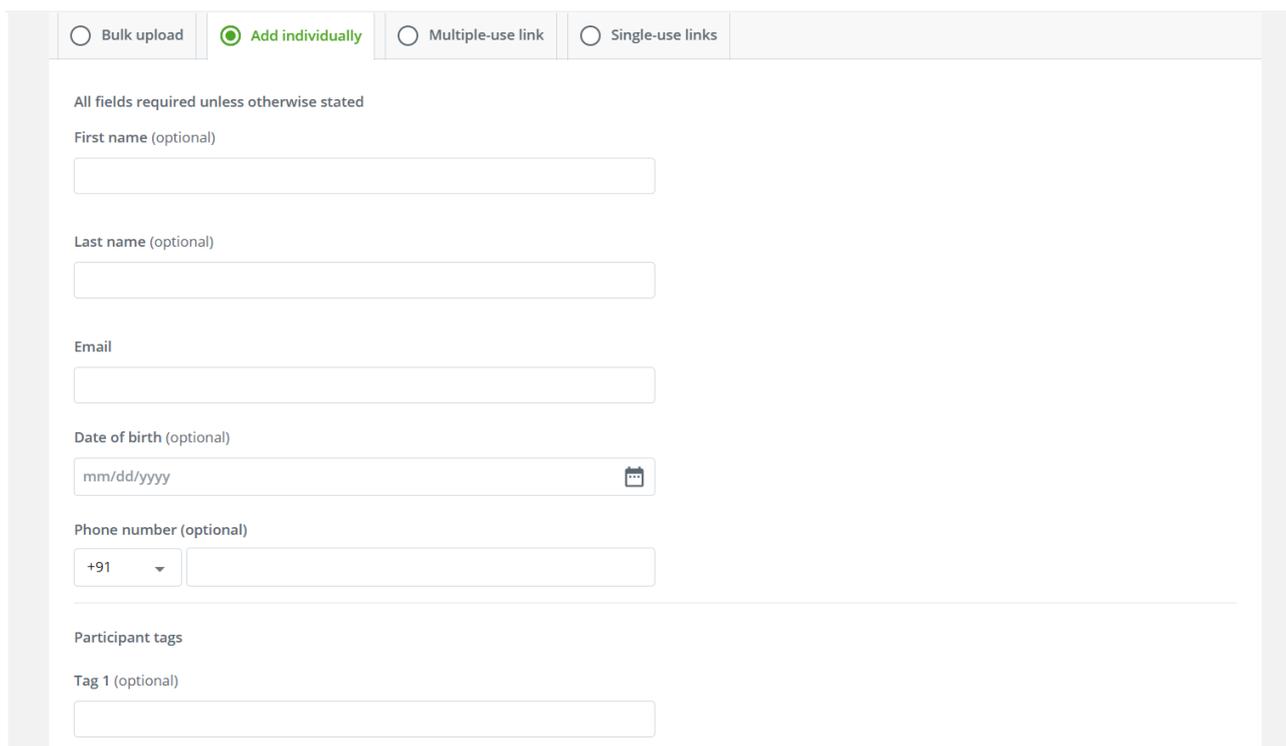
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Improved Participant Phone Number Handling for Global SMS Delivery

To improve the accuracy of SMS delivery for participants across different regions, the 'Add People' step in project creation now includes a separate field for the country code. This enhancement ensures that participant phone numbers are correctly formatted, enabling reliable SMS communication in locations such as the UK, India, and the Philippines.

How to access the country code field



Bulk upload Add individually Multiple-use link Single-use links

All fields required unless otherwise stated

First name (optional)

Last name (optional)

Email

Date of birth (optional)

Phone number (optional)

+91

Participant tags

Tag 1 (optional)

How it works

For Participants

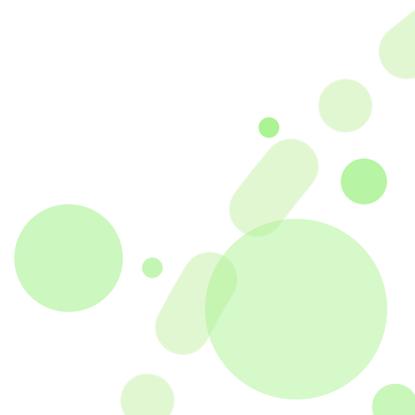
When adding participants during the 'Add People' step of project creation, a country code is now required. This ensures accurate phone number formatting and successful SMS delivery across all regions. You can add participants in two ways -

1. **Add individually** - When adding participants one by one, a country code dropdown now appears next to the phone number field.
 - a. The country code is automatically pre-selected based on the project deadline country.
 - b. You can change the country code manually if the participant is located in a different country.

2. **Bulk upload** - When adding participants using the bulk upload option, the sample Excel file now includes a separate 'Country Code' column along with the phone number column.
 - a. The country code is pre-filled with the project deadline country code.
 - b. You can edit it directly in the Excel file before uploading.

Once the country code and phone number are added, participants will receive SMS notifications on the correct international numbers.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Instructions													
2	1) Do not rename or rearrange the column headers													
3	2) To send an email/SMS notification enter a valid email or mobile number. Do not add the country code while entering the mobile number													
4	3) Remove instructions while uploading the sheet													
5	S.no	Email	Country code	Mobile number	First name	Last name	DOB (mm, Tag 1	Tag 2	Tag 3	Tag 4	Tag 5			
6	1	email@sh	91	9876543210	ABC	XYZ	08/28/199	EMP0001						
7														
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For Admin or Client Users

As part of this update, the Profile page in TalentCentral+ has been enhanced to provide better visibility and control over contact details. The country code is now displayed separately from the phone number, allowing users to view and update their country code directly within their profile. This improvement ensures that phone numbers are correctly formatted and that SMS notifications are sent to the right international numbers.

Profile details



All fields required unless otherwise stated

First name

Last name

Email

Phone number (optional)

+91

895 411 7003

Username

Country

Platform:		Availability: 31 October 2025	
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

Release Note: Tailored Candidate Feedback Report Emails

Overview

TalentCentral now supports tailored email templates specifically **for candidate feedback report emails**. This enhancement builds on existing email customization capabilities, allowing users to:

- Add custom text to the body of the email
- Edit the subject line
- Localize content for different regions

A static portion of the email remains to ensure consistency and to convey key information where required.

Usage Context

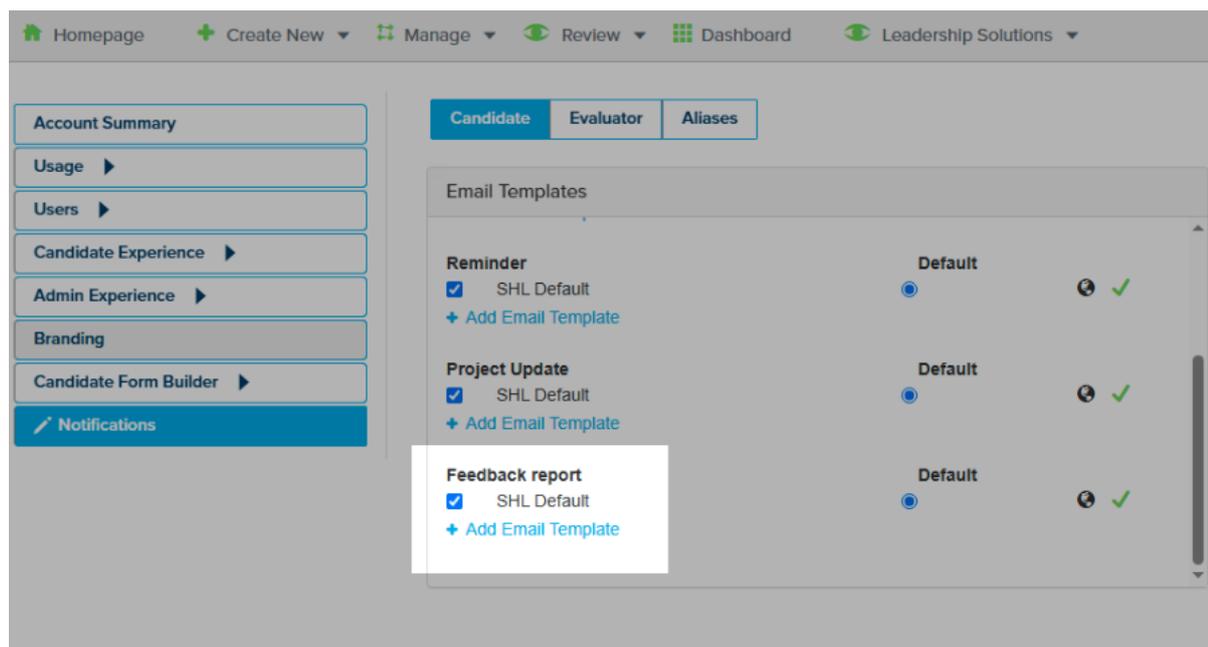
This email is only used when **customers opt to share feedback reports directly with candidates**—a configurable option within individual projects.

How to Configure the Email Template

To tailor the candidate feedback report email:

1. Navigate to **Company Settings > Notifications**
2. Add a new email template under the **Feedback Report** type
3. Set the template as **default** to apply it automatically to new projects

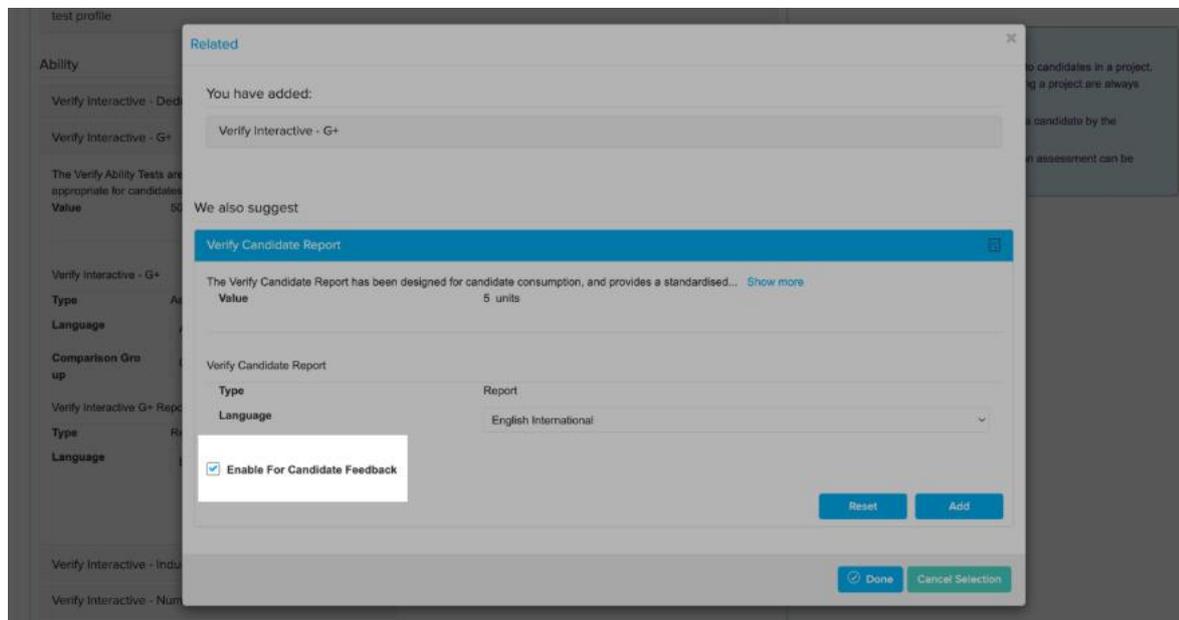
Note: Setting a default template will not affect existing projects or candidates.



Project-Level Configuration

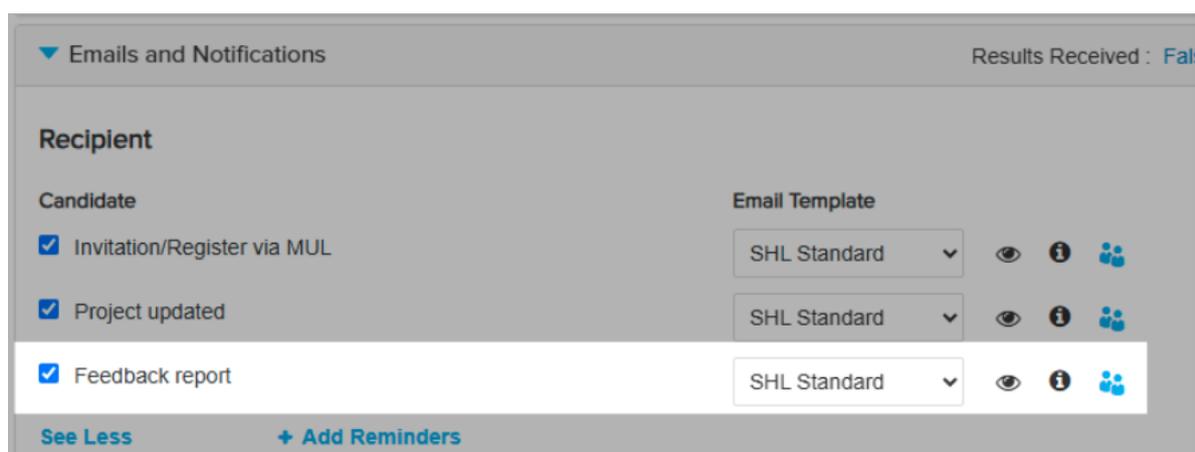
Within each project, the tailored email template will be used whenever:

- A candidate feedback report is eligible
- The report is configured to be sent to the candidate



To select or change the template per project:

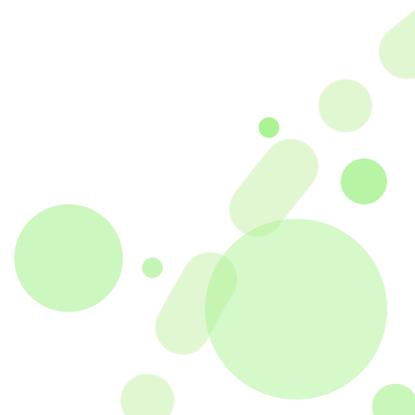
- Go to the **Emails and Notifications** section of the project configuration screen
- In the candidate section, click "Show more" if needed to reveal the email template options



Please note a further update will be made by the end of November to the standard email text.

Current	New
<p><i>{Name}</i> Please find attached feedback report(s) for the assessment(s) you recently took for {ClientName}.</p> <p>Please do not reply to this message; it has been automatically generated and comes from an email address that is not monitored. If you have any questions, please contact your administrator or use our online support site.</p> <p>Thank you, SHL</p>	<p><i>{Name}</i> Please find attached your {Company Name} feedback report(s).</p> <p>If you have any questions, please contact your {Company Name} administrator directly or use the SHL online support site, as this email address is not monitored.</p> <p>Thank you for your time!</p>

Platform:				Availability: 30 October 2025
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	
<input type="checkbox"/>	Insights			



TalentCentral: Product Availability

Global Skills Assessment

Product	Language
Global Skills Development Report (relative version)	Finnish Italian Simplified Chinese Swedish
Global Skills Development Report (absolute version)	International English French

JFA Components

Product	Language
Reskilling Potential	Arabic Greek Polish Portuguese Thai Czech Indonesian Romanian Korean Hungarian

Platform:		Availability: 11 November 2025	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

TalentCentral+: Product Availability

JFA Components

Product	Language
Reskilling Potential	French

JFA

Product	Norm
Graduate 8.0+	Japan
Customer Focus	South Africa

Platform:		Availability: 11 November 2025	
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

