SHL Release notes

30 September 2022

SHL360 Multi-account Single Sign On (New)

What is the multi-account Single Sign On (SSO)?

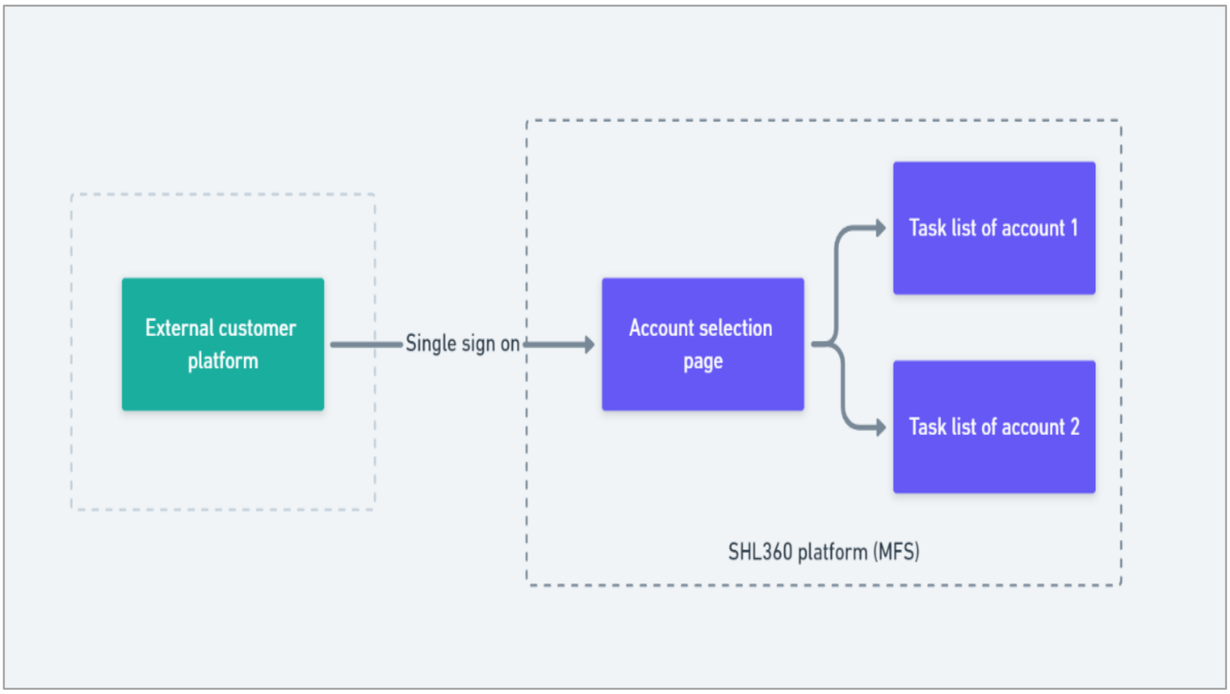
The ability for participants to use SSO workflow even when they are added to multiple company accounts. When coming from SSO workflow, ability for them to select the account/360 program they wish to enter and then reach the task page for each program. SSO stands for Single Sign On.

Why did we build multi-account SSO?

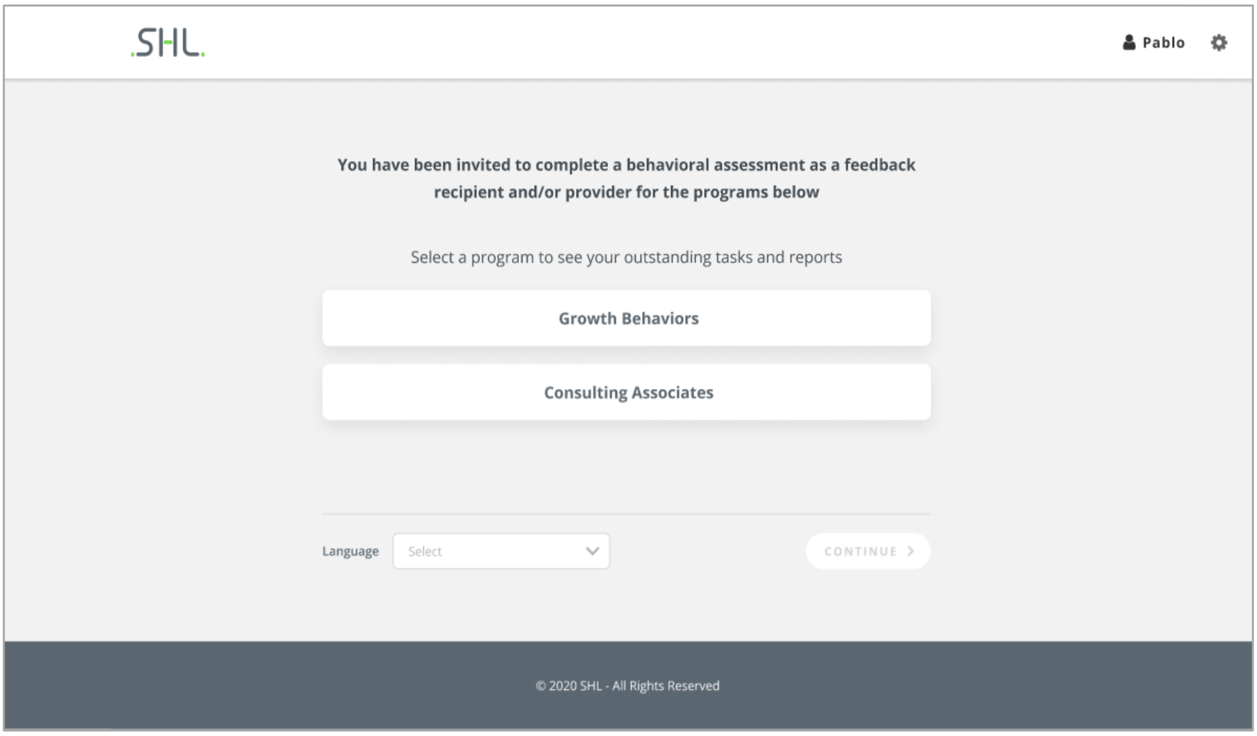
In SHL360 (MFS), one account can support only one competency framework. Because of this limitation, many customers have more than 1 account configured within SHL360(MFS). If more than one account exists, SSO couldn't be supported for them. This was a limitation. With this feature we have overcome this limitation and can allow SSO workflow for participants who are associated with more than 1 account.

What is the customer impact of multi-account SSO?

Customers can provide a seamless experience to their employees for multiple 360 programs that can run in parallel for different levels. A participant who has been associated with multiple accounts/sites can access the 360 platform through SSO and then select which account they wish to enter.



What does the account selection screen in multi-account SSO look like?



Platform:		☐	TalentCentral™	**Availability:** 20 September 2022
☐	iAssess	☐	Insights	
☒	360/MFS	☐	SHL Apps	

SHL360 Participant Report Timeline (New)

What is the participant report timeline?

Ability for participants to view past 360 reports on their task page so that they can easily access them later. All past reports will be available to participants, unless their 360 administrator decides to remove them.

Why did we build participant report timeline?

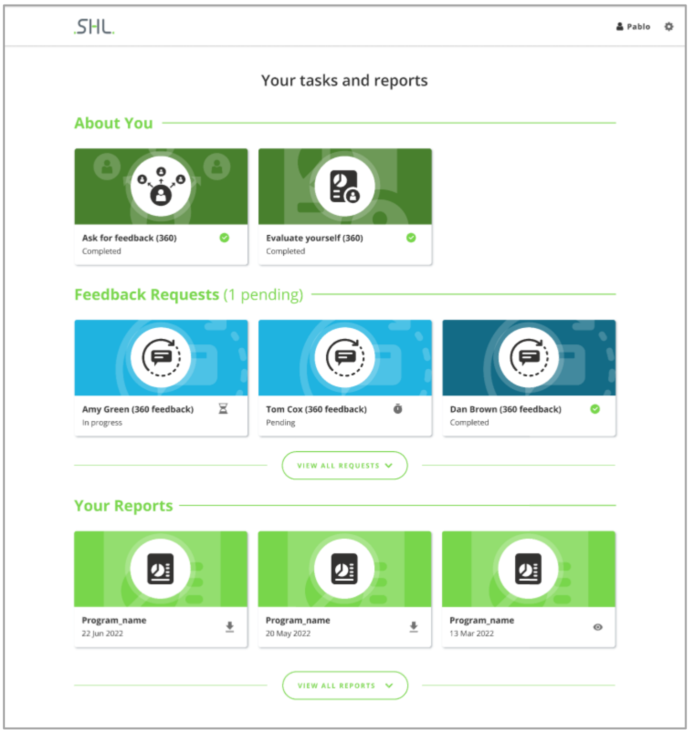
Customers conduct 360 programs periodically, every year, half yearly or quarterly. As an outcome of these 360 programs participants get a report summarizing their feedback from different raters. Making all pasts reports accessible gives participants an opportunity to review past feedback, compare with latest results and track progress. Without this capability, there was operational load on administrators to fetch older reports and make it available for participants across multiple 360 programs.

What is the customer impact of participant report timeline?

Customers can provide access to past reports from older 360 programs very easily to 360 participants, without operational overhead. They have control to remove access to very old reports if they don't find it relevant anymore.

Participants can self-serve themselves and use past reports to compare with latest results and track progress.

What does the participant report timeline look like?



Platform:		☐	TalentCentral™	**Availability:** 5 October 2022
☐	iAssess	☐	Insights	
☒	360/MFS	☐	SHL Apps	

OPQ/ APTA / UCA Instructions Update (Improvement)

What is the OPQ/ APTA / UCA Instructions Update?

Refreshed candidate instructions for OPQ, APTA and UCA

- The instructions will be updated for tests using the forced choice triad item type
- This includes OPQ, APTA, and Universal Competency Assessment (UCA)
- APTA behavioural assessments are used in RWQ and a range of standard and custom JFAs
- UCA is used in new 8.0 JFAs

Why are we updating OPQ/ APTA /UCA Instructions?

- UCA is targeted to be used across all roles in the organization
- The current instructions were too light for the entry-level roles / new entrants
- Entry-level applicants do not relate to the word “Organization” and “Manager”

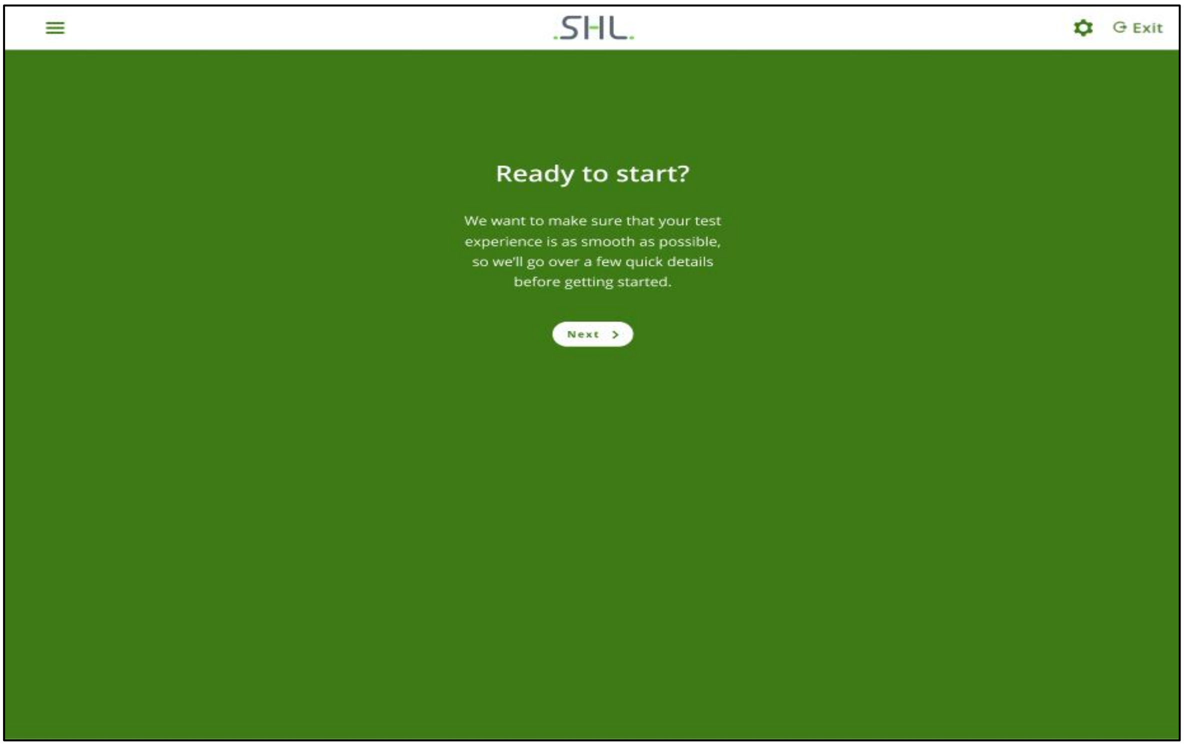
What is the customer impact of OPQ/ APTA Instructions Update?

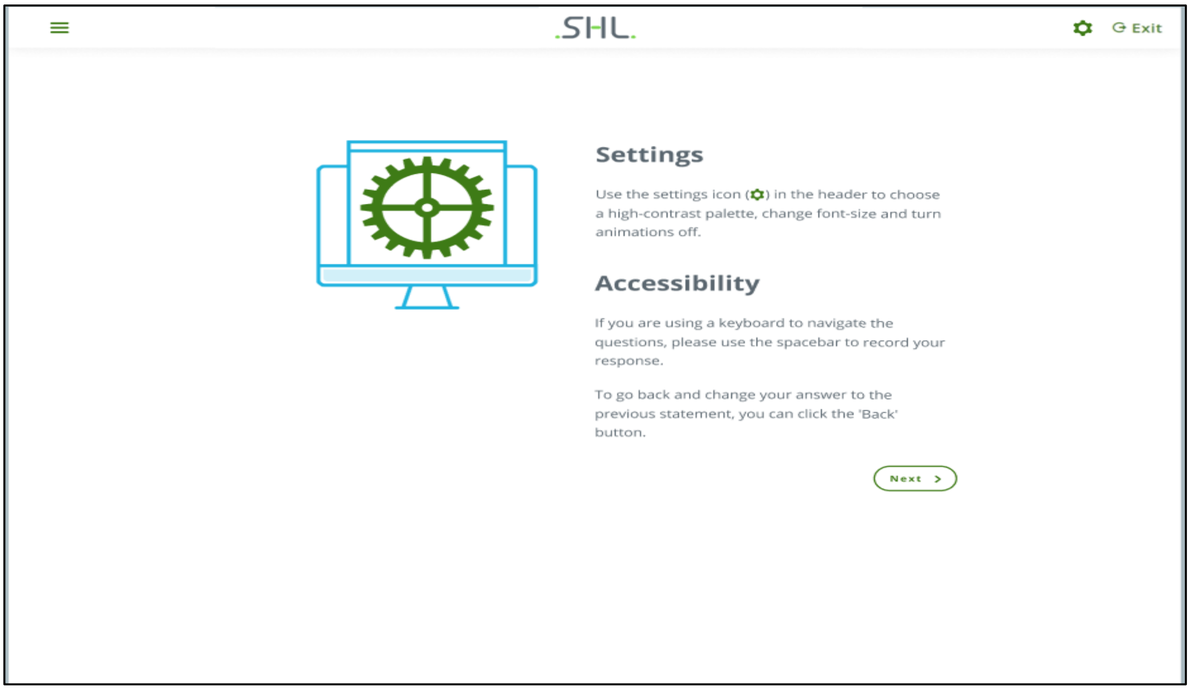
This will be rolled out automatically to all the customers who uses the OPQ, UCA and APTA based assessments, both in off-the-shelf assessments such as JFAs as well as in tailored solutions. The instructions for these tests will then be relevant across all job-levels, including for entry level roles.

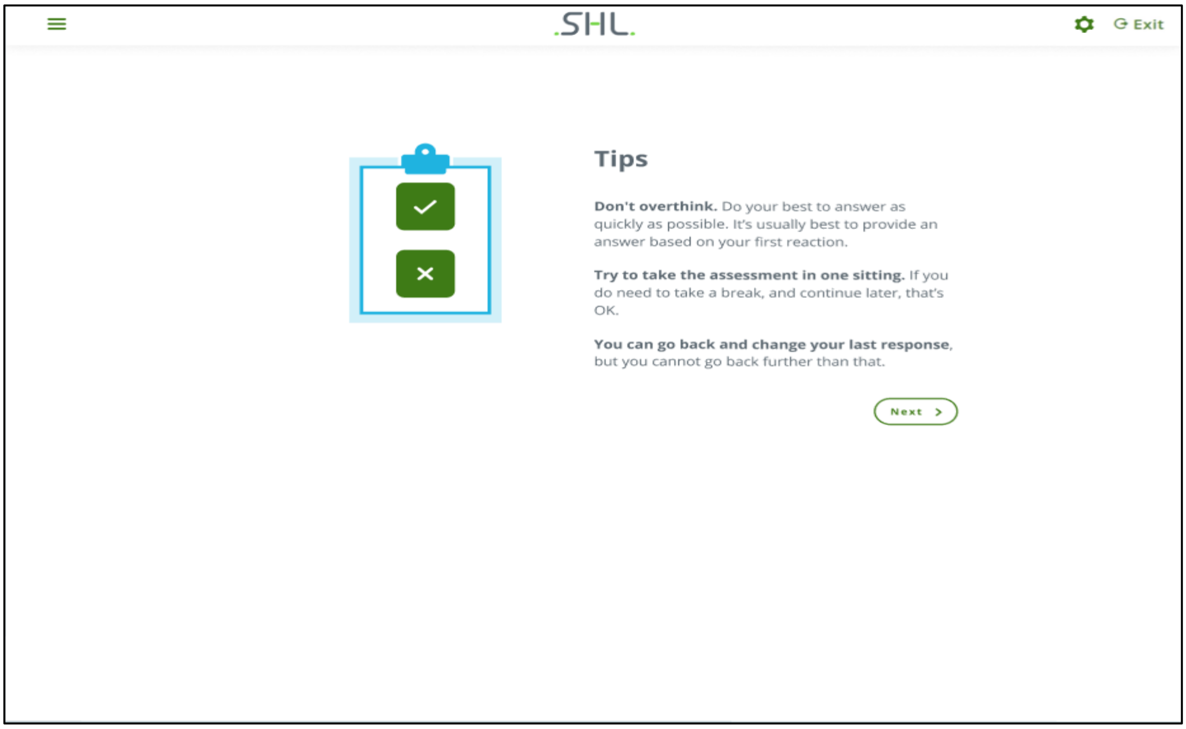
What is the impact for candidates?

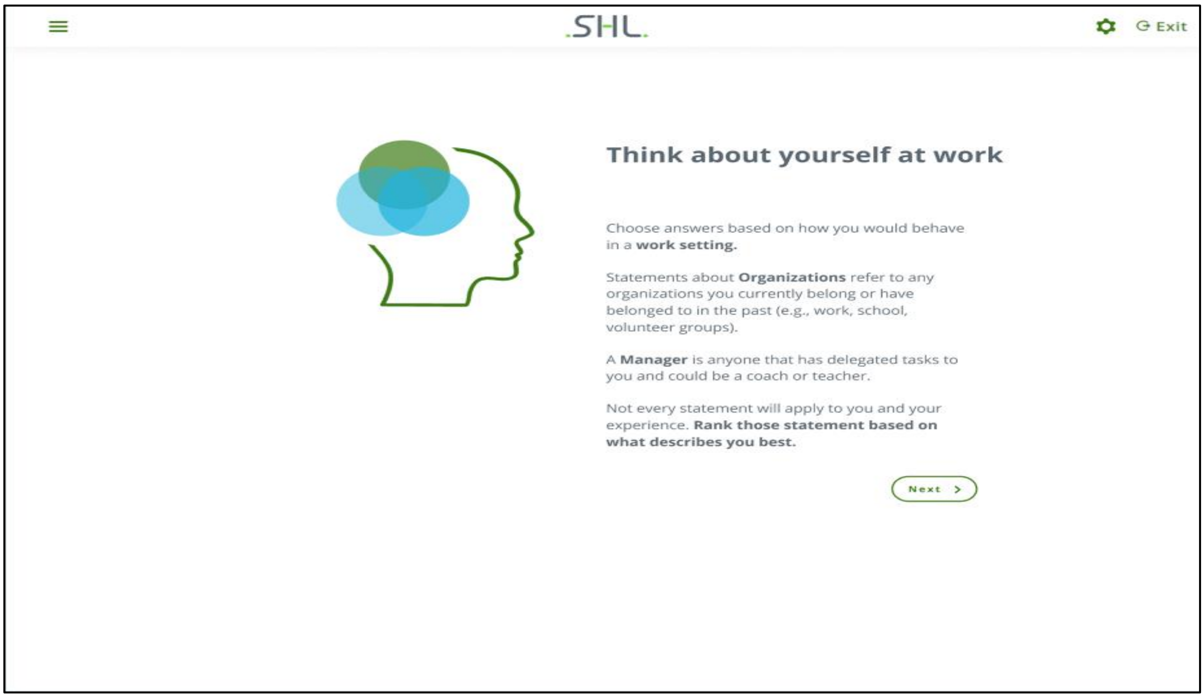
Any candidate who starts an assessment after the rollout will see the updated instructions. If there are any returning candidate who returns post the roll out date with test partially completed, they will first land on assessment homepage and then prompted to see the “Tips” screen.

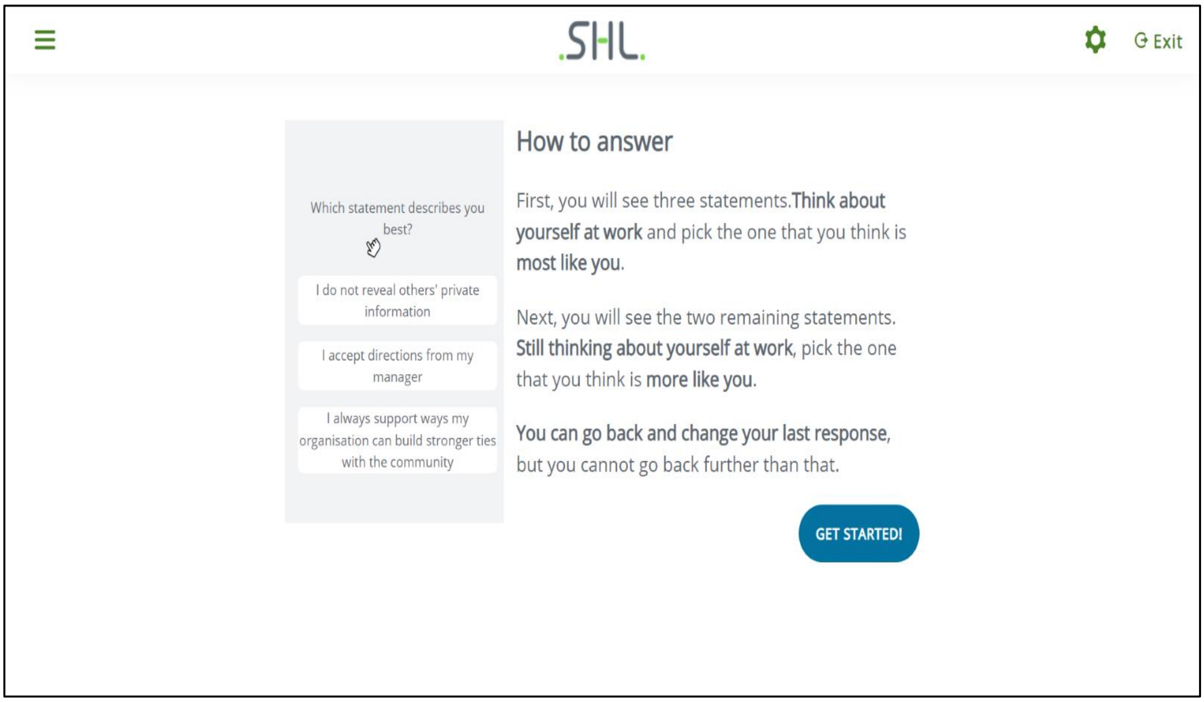
What does OPQ/ APTA Instructions Update Look like?




SHL.
Exit
Settings
Use the settings icon ( ) in the header to choose a high-contrast palette, change font-size and turn animations off.
Accessibility
If you are using a keyboard to navigate the questions, please use the spacebar to record your response.
To go back and change your answer to the previous statement, you can click the 'Back' button.
Next


SHL.
Exit
Tips
Don't overthink. Do your best to answer as quickly as possible. It's usually best to provide an answer based on your first reaction.
Try to take the assessment in one sitting. If you do need to take a break, and continue later, that's OK.
You can go back and change your last response, but you cannot go back further than that.
Next





Platform:		☒	TalentCentral™	**Availability:** 30 September 2022
☐	iAssess	☐	Insights	
☐	360/MFS	☐	SHL Apps	

Access Resume on Smart Interview Live Interface

What is this feature?
This is a new capability that we are introducing for Smart Interview Live (SIL) on iAssess. The interviewers can now view and download the candidates' resumes on the Smart Interview Live interface, provided candidates have uploaded the resume/CV in the application form, during their registration process while attempting an assessment.

This feature helps the interviewers to refer to the resume while taking the interview without leaving the SIL interface. This feature removes all the operational issues while locating resumes/CVs during an interview.

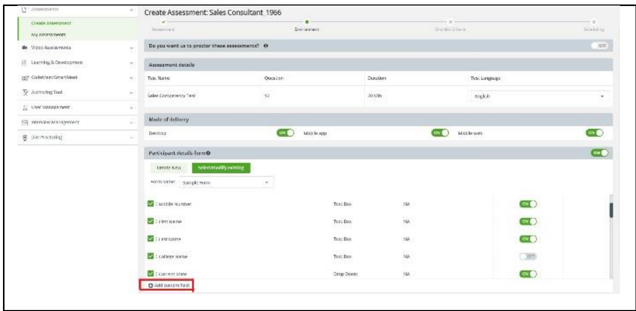
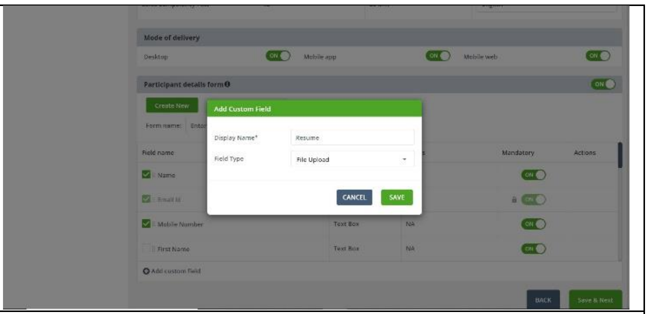
Why did we build this feature?
In a hiring setup an interviewer wishes to refer to candidates' details, like - skills and training, work experience, education, and work history. And a resume/CV is the source for that information. It is operationally difficult for an interviewer to keep a track of multiple resumes/CVs and locate them during interviews. The access resume feature eliminates operational issues and makes an interview a smooth experience for an interviewer and for a recruiter.

What is the customer impact of this feature?
There will be no impact on existing or new customers. This is a customer/client level feature and can be enabled or disabled for a customer/client as needed. Existing customers can get this enabled by reaching out to their account managers. On enabling, the interviewers will be able to access the resume while doing an interview at Smart Interview Live's interface.

What does this feature look like?
To enable 'Access Resume' feature, first, it needs to be activated at the client/company level.

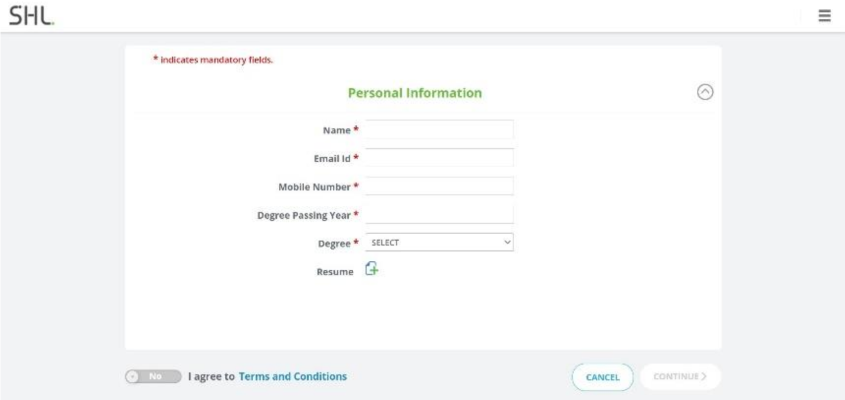
Admin Experience

To enable "Resume Upload" field for the candidates, an Admin user needs to create a **custom field** and keep **Resume** as a text string in the **participants details form** (under **Environment** section) while creating the assessment and click '**Save**'.

	
Screen 1 – Under 'Environment' section > Participant Details Form > Click 'Add Custom field'	**Screen 2 –** Name the custom field (keep Resume as a string) and Click Save

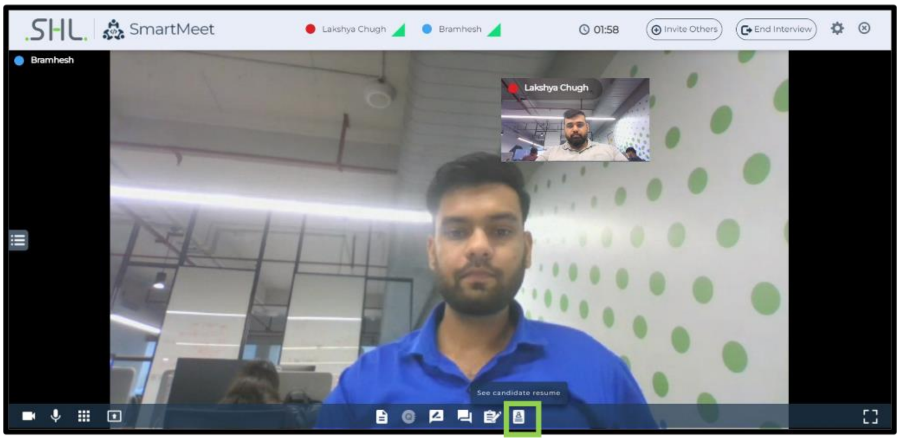
Candidate Experience

The below screen shows how the 'Resume' field is shown to a candidate. The candidate can click on the upload icon and upload the resume file.

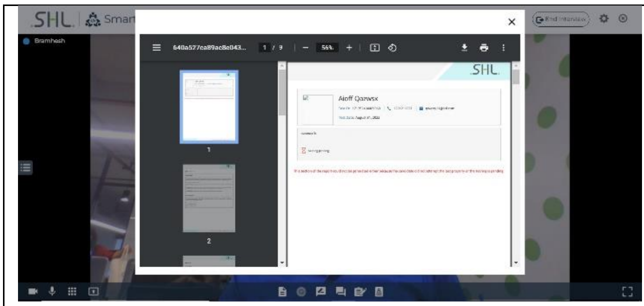
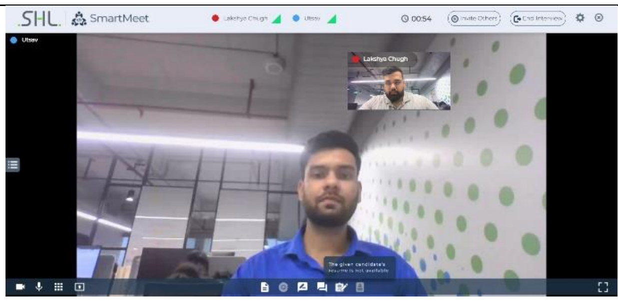


Interviewer Experience

Once an interviewer starts an interview in Smart Interview Live, they can click on the '**see candidate resume**' icon and refer to the resume/CV. (Highlighted in green below)



When the interviewer clicks on the '**see candidate resume**' button

	
Screen - When a resume **is available**	Screen - When a resume **is not available** A message is shown – The given candidate's resume is not available

Notes

- The custom field in the participants' application form must have the "Resume" string in its name while creating.
- Interviewers can only view resumes with pdf format on the Smart Interview Live interface and the rest of the formats will be downloaded.
- This feature is available on all servers except CN server.
- It is available for one-to-one and panel interviews, but not available for group interviews (interviews having more than one candidate).
- It is available for Smart Interview Live, but not for Smart Interview Live Coding.

Platform:		☐	TalentCentral™	**Availability:** 18 September 2022
☐	iAssess	☐	Insights	
☐	360/MFS	☐	SHL Apps	

Product Availability

JFA

Product	Language
Entry Level Customer Service (Retail and Contact Center) 7.1 (Americas)	Brazilian Portuguese
Sales Professional 7.1 (Americas)	Brazilian Portuguese Canadian French English US Latin American Spanish
Professional + 7.1 (International)	Canadian French Finnish
Professional 7.1 (International)	Finnish
Entry Level Sales 7.1 (Americas)	Brazilian Portuguese

Business Simulations (former VADC)

Product	Language
Legacie Venues Analysis Report	English International
Legacie Venues Group	English International
Stryve Written Analysis Report	English International
Stryve Analysis Presentation	English International
Hansen Analysis Presentation	English International
Hansen Written Analysis Report	English International
Wheelies Coaching exercise	French
Wheelies Analysis Presentation	French
Wheelies Written Analysis report	French

Platform:		☒	TalentCentral™	**Availability:** 28 September 2022
☐	iAssess	☐	Insights	
☐	360/MFS	☐	SHL Apps	

Product Availability

Skill test

Product	Language
Basic Analytical Ability - Concise	Danish Finnish Norwegian Polish Swedish
System Diagnostic	Danish Finnish Norwegian Swedish
Typing	Danish Finnish Norwegian Polish Swedish
Basic Analytical Ability - Full	Danish Finnish Norwegian Polish Swedish

Personality

Product	Language
Personality - Full	Danish Finnish Norwegian Polish Swedish
Personality - Concise	Danish Finnish Norwegian Polish Swedish

Platform:		☐	TalentCentral™	**Availability:** 28 September 2022
☒	iAssess	☐	Insights	
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