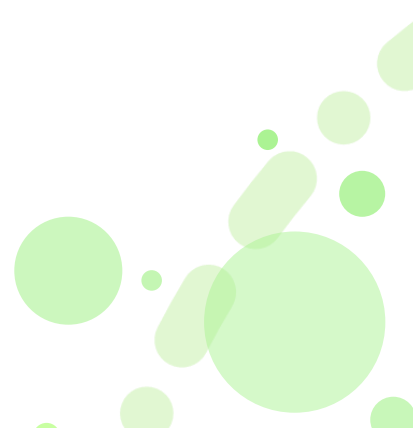




SHL Release notes

2 September 2022



Smart Interview Live - Face Match (New Feature)

What is Face Match feature?

Face Match is a new capability that we are introducing for Smart Interview Live (SIL) and Smart Interview Live Coding (SILC) on iAssess (for Indian customers). This is a proctoring feature that helps compare and validate images of a candidate before their interview process.

This is how it works – Candidate's image is captured while they attempt an assessment (say image A). When a candidate tries to join an interview, the system again captures an image (say image B). The face match functionality compares these 2 images. If it is successful, the candidate moves ahead in the interview process. If the face does not match, the system prompts the interviewer to decide if they wish to continue with the interview or not. This saves the interviewer's time by eliminating fake candidate interviews and makes the overall process cleaner and more efficient.

Why did we build the Face Match feature?

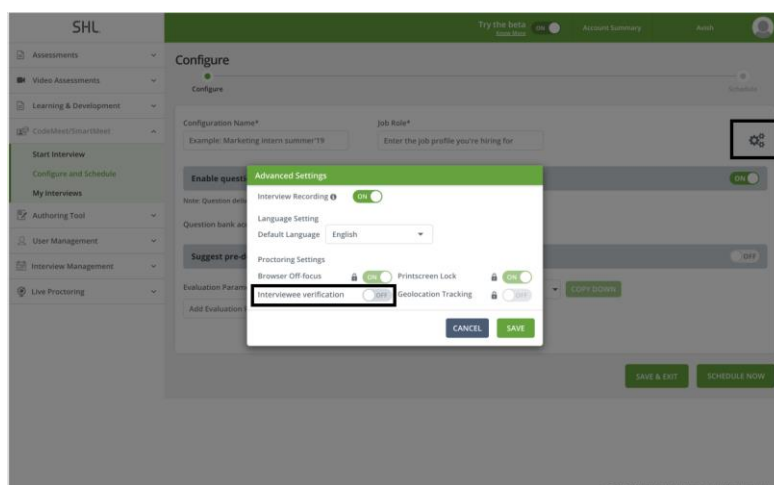
In a virtual hiring setup, especially in volume hiring scenarios, there are cases of cheating, where the candidate gets someone else to take their assessments or interviews. That means, 2 different individuals take part in the process. The Face Match feature eliminates the possibility of having such cases and allows a better experience for the clients.

What is the customer impact of introducing the Face Match feature?

There will be no impact on existing customers. It is a customer level feature and can be enabled or disabled for a customer as needed. Existing customers can get this enabled by reaching out to their account managers. On enabling this feature, Face Match will be available as an additional capability.

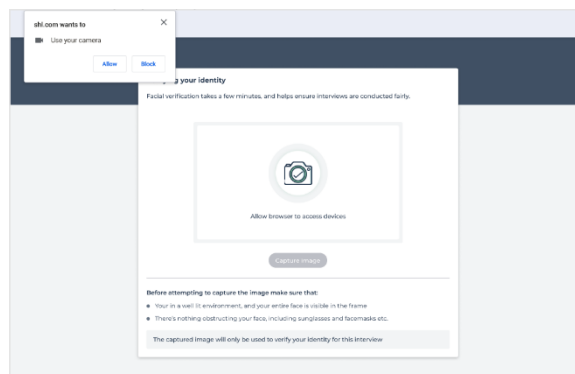
What does Face Match look like?

- To enable Face Match, it needs to be activated at the company level.
- After that, the admin user will be able to see a new setting '**Interviewee Verification**' under '**Advance Settings**' on the '**Configure**' interview page (shown below).
- Admin can **toggle the button to enable it** and click on **Save** to activate it. This will activate the Face Match functionality for that interview configuration.

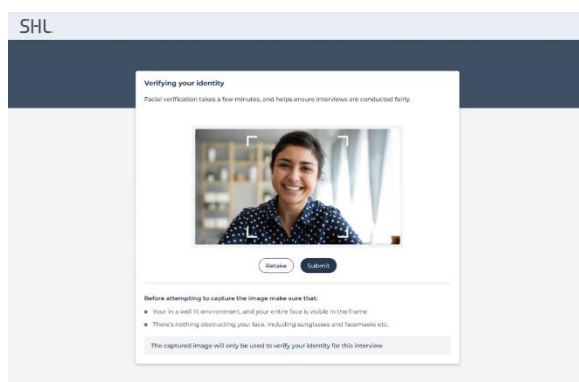


Candidate Experience

- Candidates receive the interview invite in their email. On accessing the invite, they will be directed to the DPN (Data Protection Notice).
- Once the candidate accepts DPN, they are directed to the image capture screen where they are prompted to allow the device's camera access (shown below).



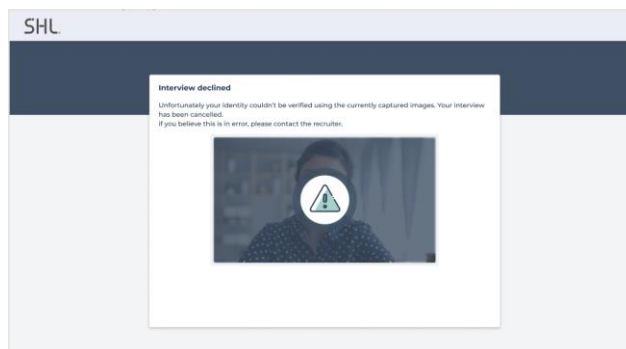
- After capturing their image, the candidate can submit it (shown below).



- After image submission the face match process will run in the backend and based on the result, the candidate's interview is accepted/declined.
- If the candidate's face match percentage is equal to or greater than 90%, **the candidate is allowed to enter the interview** (shown below).



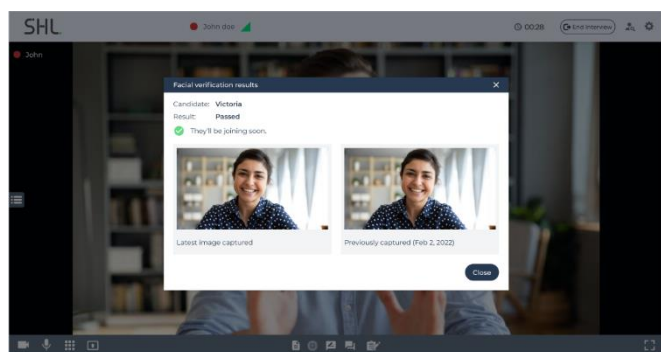
- If the candidate's face match percentage is less than 90%, the result is shared with the interviewer. The interviewer then decides to allow or decline the candidate's interview. In case the interviewer declines it, the candidate gets an **interview declined message** (shown below).



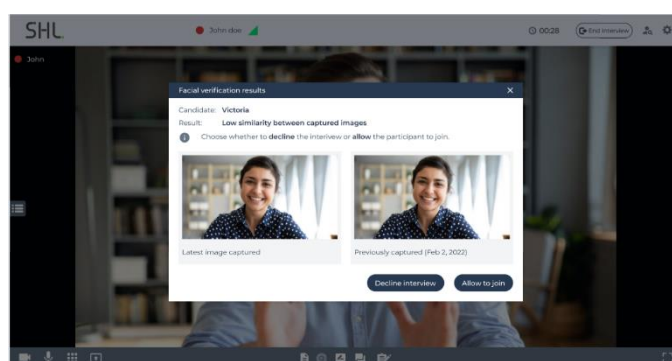
Interviewer Experience

- Interviewers will receive the interview invite in their email. On accessing the invite, they will be directed to the DPN.
- After accepting the DPN, the interviewer enters the interview platform and is shown the candidate's face match result (only when a candidate enters the interview process).

If the candidate's face match percentage is **equal to or greater than 90%**, then the interviewer receives the message – **Candidate will be joining soon** (shown below)



If the candidate's face match **percentage is less than 90%**, then the comparison screen is prompted to the interviewer (shown below), and they can decide to **allow or decline** the candidate's interview.



Platform:		<input type="checkbox"/>	TalentCentral™	Availability: 1 September 2022
<input checked="" type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	

Product Availability

JFA

Product	Language
Entry Level Customer Service (Retail and Contact Center) 7.1 (International)	Arabic Canadian French Chinese Simplified Danish Finnish Italian Latin American Spanish Norwegian
Professional 7.1 (Americas)	Brazilian Portuguese Canadian French English US
Professional + 7.1 (Americas)	Brazilian Portuguese Canadian French English US
Professional + 7.1 (International)	Chinese Simplified Chinese Traditional
Workplace Safety - Individual 7.1 (International)	Brazilian Portuguese Canadian French Dutch English International English US French German Italian Latin American Spanish
Workplace Safety - Team 7.1 (International)	Brazilian Portuguese English US

Business Simulations (former VADC)

Product	Language
Manzzi Hadden Coaching Exercise	English International
Zahra's Bookshelf Written Analysis	English International

Platform:		<input checked="" type="checkbox"/>	Talent Central	Availability: 31 August 2022
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	

