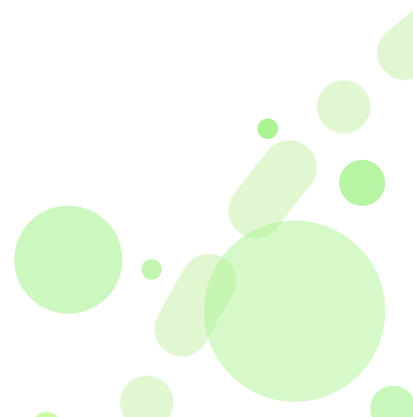




SHL Release notes

20 January 2023



Re-Scheduling & Cancellations in Self-Scheduling for Smart Interview Live and Smart Interview Live Coding

What are these features?

These are new capabilities that we are introducing for Smart Interview Live (SIL) and Smart Interview Live Coding on iAssess and TC+. Using the re-schedule feature, candidates can now reschedule a booked interview slot to a new date and time. With the cancellation feature, candidates can cancel a booked interview slot which would mean that they would opt-out from the process.

Re-scheduling and Cancellation help candidates to have complete control on the ways they would like to schedule an interview based on any last moment changes or change in their plans. These features remove all the operational dependencies in reaching out to a recruiter for any change in date or time for a scheduled interview slot. These features enable recruiters to avoid operational tasks like - rescheduling a candidate's booked slot to a new date and time or cancelling a booked slot and freeing up the slot of the interviewer.

Why did we build this feature?

In a hiring setup a lot of time is being spent on getting a time slot which works for both interviewer and candidate. This becomes very challenging and very operationally intensive work when the volume goes up. It was addressed by the self-scheduling feature which we have worked on previous year. However, when we talk about volume, there also is frequent requirement of rescheduling the booked interview slots which again makes the process very challenging for a recruiter. The re-scheduling and the cancellation feature eliminate operational issues for recruiters, speeds up slot booking, and makes interview slot booking experience a great one for candidates.

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, this, recruiters can define re-scheduling limits as per their requirement. And this will enable candidates to re-schedule or cancel a booked interview slot without reaching out to recruiters via any emails or any other means. This gives a candidate a full control on their interview scheduling experience.

What does this feature look like?

Admin Experience

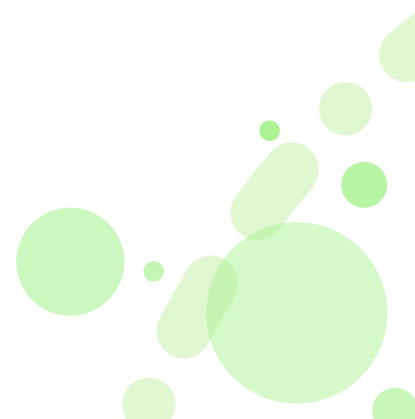
When the re-scheduling & Cancellation feature gets enabled, an Admin user can confirm this at scheduling page under scheduling options where a new field with the name "**Candidates' rescheduling limit**" will be visible. An admin user can define the number of times they want the candidates to reschedule. A "0" would indicate that an admin user is not allowing candidates to reschedule their booked slots. The screen below shows the number to be 2, which means a candidate can reschedule their interview booked slots twice.

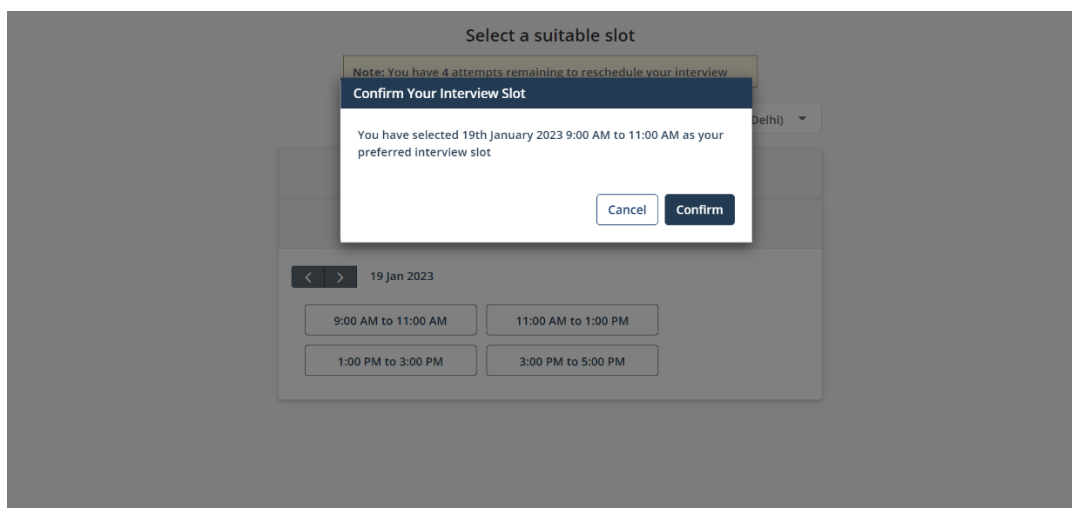
To enable 'Rescheduling & Cancellation' feature, first, it needs to be enabled at the client/company level. To do so, contact your account managers.

Candidate Experience: Rescheduling

Candidates can re-schedule their booked slots either by clicking on the reschedule CTA (“Update your interview slot here”) from the interview invite email or from the “Choose Slots” CTA from the scheduling email. When they click on the CTA it takes them to the re-scheduling page, as shown below.

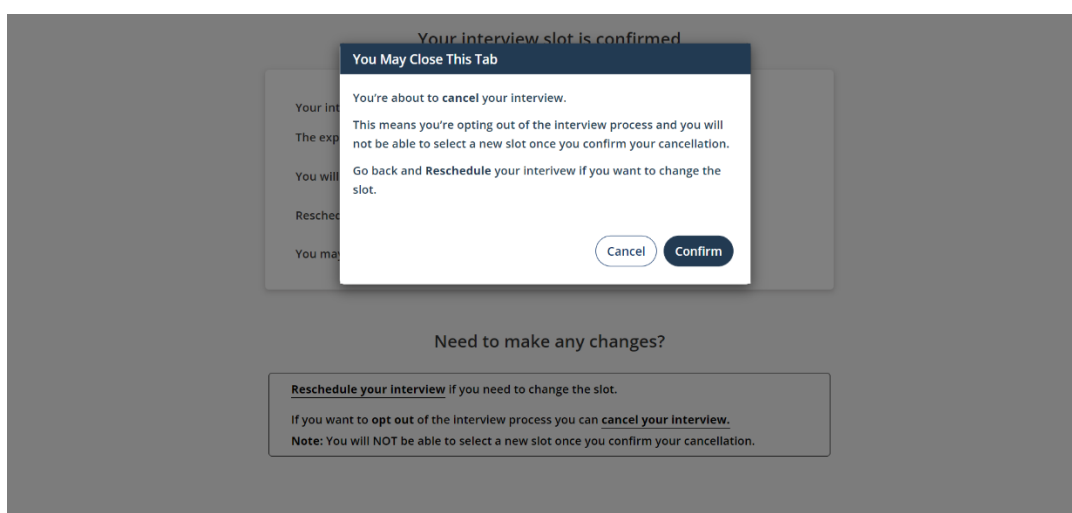
Candidates can confirm their re-scheduling date and time before they finalize (as shown below).





Candidate Experience: Cancellation

Candidates have also an option to opt-out from the interview process. As this is a critical step, and to minimize the risk of cancelling an interview by random clicking, candidates are shown the outcomes of the action with a confirm/cancel CTA.



Notes

- Re-scheduling & Cancellation needs to be separately enabled apart from enabling self-scheduling at a company/client level.
- Re-scheduling is possible only 2 hours before the scheduled time.
- Rescheduling limit 0 means a candidate can't reschedule their scheduled interview.
- Cancellation means that candidates are opting out of the interview process and will not be able to select a new date or time once cancellation is confirmed.
- While re-scheduling a candidate can't choose the last selected date and slot.

Platform:	<input type="checkbox"/>	Talent Central	<input checked="" type="checkbox"/>	TalentCentral+™	Availability: 20 December 2022
<input checked="" type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights		
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps		



Improved experience for insight creation

What is the new experience and why did we introduce it?

With this latest update of Insights, we are introducing 3 key workflow improvements:

1. **Selecting the right Insight Type just got easier** - we have introduced a brief description of selected lenses; the aim is to make it clearer what their purpose is and what you can use the lens for.
2. **Uncover insights quicker** - Users will also get a chance to see a template of the insight, ahead of adding in their participants, so that they know what type of insights they will get.
3. **Update your insight at any point** – our final improvement is a notable one, you now have the option to edit your participant selection & insight details on new and previously created insights.

What does the new workflow look like?

1. Lens Descriptions – Select the right Insight Type

In the new & improved workflow, from the create insight screen, once you select your given Insight Type (Lens) you will be presented with a brief description of that insight type to help you select the right Insight Type for the job.

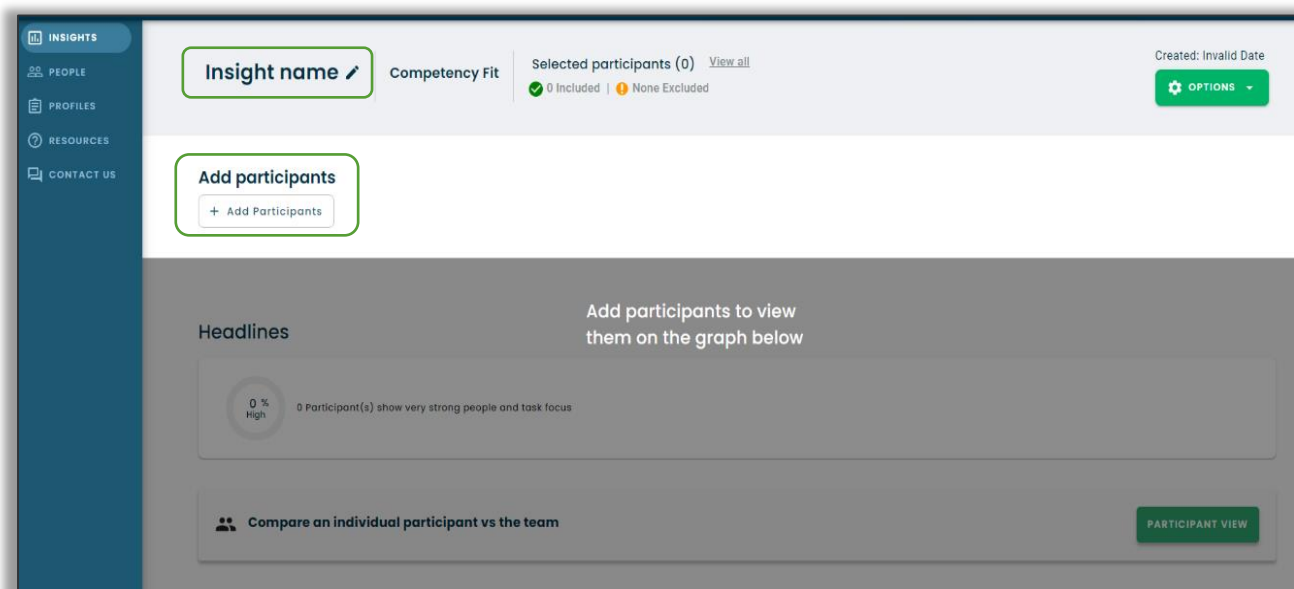
The screenshot displays the 'Create Insight' interface. At the top, there are three input fields: 'Insight Type' (a dropdown menu with 'Competency Fit' selected), 'Insight name', and 'Description (optional)'. Below these fields is a card for 'Competency Fit' with a lightbulb icon and the text: 'Understand alignment between individuals, teams, and the organization on all 20 SHL competencies'. Underneath the card, there is explanatory text: 'Once you have created the Insight you can add a selection of participants made up of any combination of existing groups and individual people. This allows you to create visualizations in relation to the selected Insight Type.' At the bottom center of the main area is a green 'CREATE INSIGHT' button.

2. Workflow Changes – Explore before you save

With this update to the workflow, we have aimed to improve the speed of Insight creation – getting you to your Insights faster and with more flexibility.

This improvement allows you to only select the Insight Type before you launch into your Insight dashboard, from here you can complete all the same analysis as before, in addition to:

- Viewing a preview of the types of visualizations you can expect to see (by scrolling the blank insight)
- Add participants to your insight – at which point your insight will be promptly populated with their data.
- Amend selected participants as many times as you like (adding or removing) – meanwhile the displayed data will update to reflect your changes.
- Add or amend the Insight name & description.
- Save your insight for later, or discard your insight.

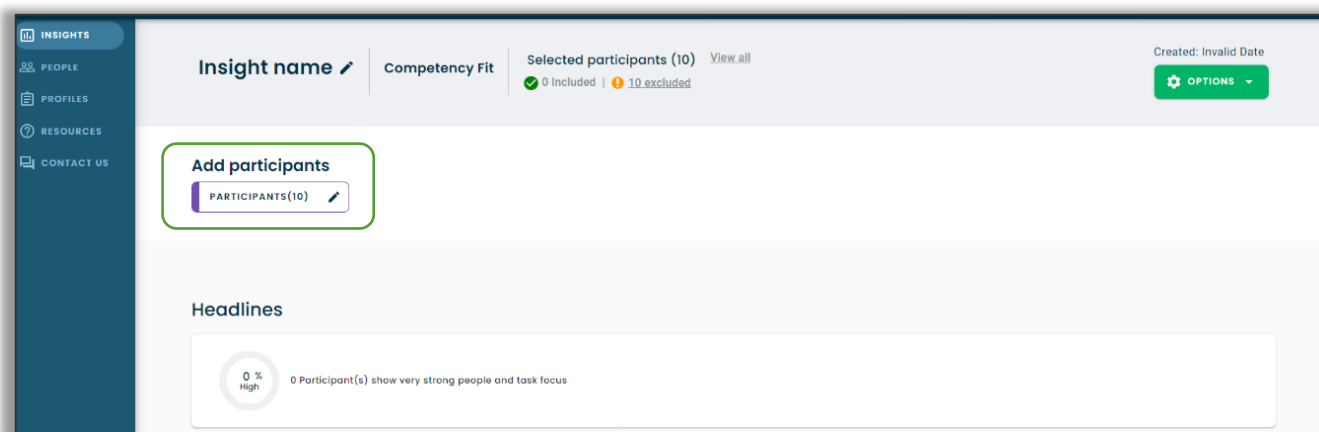


3. Edit / Update your Insights at any point

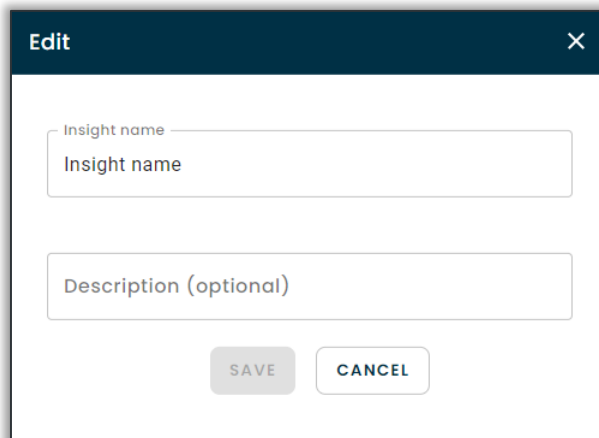
Previously within Insights, once created you could not edit an already created Insight.

With the latest release you can now return to your Insights at any point and update them with the latest information, whether you simply made a mistake in creation or want to remove a team member who has left the team, this is now possible:

- You can edit the participant list, adding & removing participants from the Insight.



- You can edit the Insight name & description that you entered at setup.



What is the customer impact?

The updated workflow will be automatically available to all the new and existing customers after the releasing.

Platform:	<input type="checkbox"/>	Talent Central	<input type="checkbox"/>	TalentCentral+™	Availability: 26 January 2023
<input type="checkbox"/>	iAssess	<input checked="" type="checkbox"/>	Insights		
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps		

Product Availability

JFA

Product	Language
Entry Level Sales 7.1 (International)	Dutch Italian Swedish Danish Finnish Norwegian Arabic
General Entry-Level - All Industries 7.1 (International)	Italian Swedish Danish French Dutch English US
Manager 7.1 (International)	Italian Canadian French Danish Norwegian Finnish
Manager + 7.1 (Americas)	Brazilian Portuguese
Manager 7.1 (Americas)	Latin American Spanish
Store Manager 7.1 (International)	Latin American Spanish English US English International Canadian French

Reports

Sales Transformation Recruiter Report - Individual Contributor	Japanese
Sales Transformation Development Report - Individual Contributor	Japanese
Sales Transformation Recruiter Report - Sales Manager	Japanese
Sales Transformation Recruiter Report - Individual Contributor	Japanese

Platform:	<input checked="" type="checkbox"/>	Talent Central	<input type="checkbox"/>	TalentCentral+™	Availability: 18 January 2023
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights		
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps		

