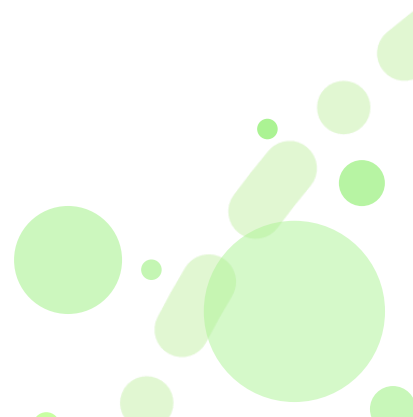




SHL Release Notes

14 July 2023



Remote Audio and Video Proctoring - NEW

What is Remote Video and Audio Proctoring?

These are new capabilities of automated remote proctoring features, where the recruiter will be able to capture periodic audio and video snippets of the participant throughout the assessment workflow.

With these Proctoring features a new AI proctoring feature is also made available which is called "Multiple voice detection". If Multiple voice detection is enabled, then it would detect if there were multiple voices present or not in the audio snippets captured during the assessment workflow.

Why did we build the Remote Video and Audio Proctoring?

Customers are not able to identify whether someone is prompting/helping the candidate through verbal cues while taking an assessment. Moreover, with the current image based proctoring solution, customers are not able to identify if the candidate performed a suspicious activity (like looking at their phone, looking around, gazing sideways, etc.) for a moment, or was indulged in it for longer duration.

So, these new automated proctoring features along with the integration of AI proctoring features provide better proctoring coverage and analysis to a recruiter. The new AI proctoring feature 'Multiple voices detected' detects if there are multiple speakers present in the background/environment where the candidate is attempting the assessment.

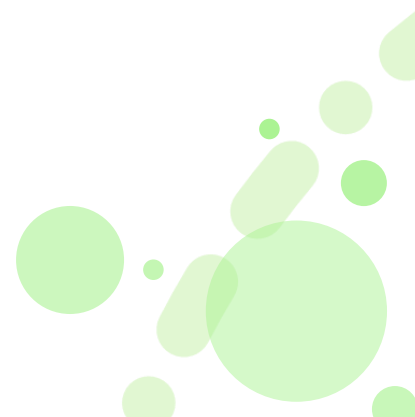
These enhanced features aim to foster integrity and safeguard test security, ensuring fairness for both customers and candidates. By addressing existing limitations in our proctoring solution, these advanced capabilities will propel SHL's proctoring services to the same level as our competitors in this field.

What is the customer impact of Remote Audio and Video Proctoring?

New Customers – These features will have to be switched 'ON' for a company to enable the recruiter to start using it for their project.

Existing Customers - There's no change for existing customers. These features are switched OFF by default until the client requests to enable them.

When these features are enabled on company level, the recruiter will see the audio and video snippets captured throughout the assessment workflow along with additional AI analysis on "Multiple voice detected" in the reports. While in standard excel export, you will see if a new column "Multiple voice detected" having values "Yes" or "No" if enabled else NA.



What do Remote Video and Audio Proctoring look like?

A. Turning it ON for a company

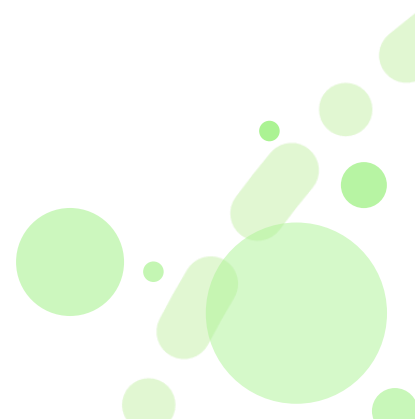
A.1. Customers can get this enabled with the help of Account manager/ Managed services (MS).

B. Enabling proctoring in a project

Once the Proctoring features are turned ON then these will be coming on the participant experience step under the project proctoring setting in the create/manage journey. Under Proctoring setting you will see two things-

- 1.1. Automated proctoring
- 1.2. Live proctoring

Note: By default, all the standard proctoring features will be turned ON.



- Create project
- View all projects
- Smart Interview On Demand
- Learning & Development
- Smart Interview Live
- Custom assessment authoring
- Communications
- Interview Management
- Live Proctoring

Company settings QA testing log

Assessment workflow
Participant experience
Review & publish
Add people

Participant experience

Configure how the assessment workflow is delivered to participants

Delivery settings

Devices participants can use to take assessments

Note: Not all assessments are available on all devices.

- Desktop web
- SHL app
- Mobile web

Participant experience language

This is all the default language for all on-screen text and communications, not the assessments

Language

English (US) ▼

On Screen Messages

These are the messages participants will see throughout their experience

Note: Emails and other communications are configured when you add participants

Welcome screen
Task list screen
Score based checkpoint
Workflow completion screen

Select the message participants see on the **welcome screen**

Available messages No message

Select	Message name	Message body	Language	Actions
<input checked="" type="checkbox"/>	您好, 标题已经设置成中文了	你好, 正文已经设置成中文了	简体中文 ▼	
<input type="checkbox"/>	Welcome!	Are you excited to start your job?	English (US) ▼	

ON Application form

Select an existing application form, or create a new one

Note: If you choose to customize an existing form, it will be saved for this project, but won't be shown in the list of forms for other new projects

Use existing Create New

Selected form: Default Test Form ▼

Select	Field name	Field type	Values	Required	Actions
<input checked="" type="checkbox"/>	Email Id	Text Box	NA	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Mobile Number	Text Box	NA	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	First Name	Text Box	NA	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Last Name	Text Box	NA	<input checked="" type="checkbox"/>	

ON Project proctoring

The [proctoring options](#) below allow you to verify the identity of participants and inspect the integrity of assessment environments

Automated proctoring Settings

<p>Standard features</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Browser lock <input checked="" type="checkbox"/> Disable copy/paste <input checked="" type="checkbox"/> Print screen lock 	<p>Media capture</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Periodic image capture <input type="checkbox"/> iCard Capture <input checked="" type="checkbox"/> Periodic audio capture <input checked="" type="checkbox"/> Periodic video capture 	<p>Artificial intelligence (AI) features</p> <ul style="list-style-type: none"> <input type="checkbox"/> Suspicious object detection <input type="checkbox"/> Face detection <input type="checkbox"/> Face recognition <input type="checkbox"/> Multiple voice detection
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Live Proctoring

Live monitoring

Additional experience options

Participant re-attempt check

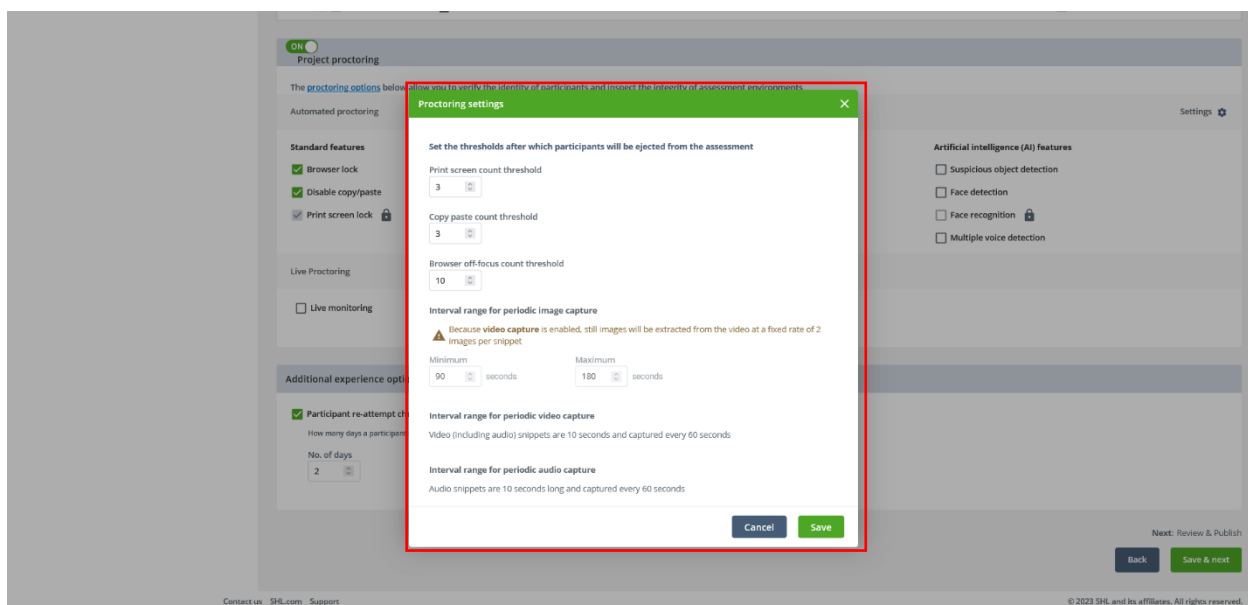
How many days a participant must wait before re-attempting an assessment

No. of days

2 ▼

Next: Review & Publish

Back Save & next



C. Candidate attempts the assessment with video/audio proctoring features turned on.

On Candidate experience there are no visible changes while Audio and Video proctoring are background functions.

D. Reviewing proctoring results on the report/excel (Only supported on Reportica)

Proctoring chapter of the report has been updated to reflect additional information captured in context of audio/video proctoring:

- **Audio snippets** – periodic audio snippets captured during the test session with timestamp and no. of voices detected in each snippet
- **Video snippets** – periodic video snippets captured during the test session with timestamp and no. of voices detected in each snippet
- **Multiple Voices Detected** – An overall metric to confirm whether multiple voices were detected during the test session or not.

With inclusion of audio/video snippets in report, recruiters can manually review these snippets to understand whether audio prompts were given to participants or were there any discussions in the background.

Web Reports

Marry
AMCAT ID: 12795359106134
Candidate Status: ✔ Chemical Sales

Automata

70

/ 100

Sales Competency...

11

/ 100

Introduction
Summary
Profile
Profile
Probes
Proctoring

Proctoring Index High

The Proctoring Index is a measure of the likelihood a participant was engaging in potentially suspicious behavior. The Index score constitutes a set of pre-determined parameters that are outlined below as a breakdown of the measure. Please hover over the files for a brief overview of the respective parameter.

Standard Proctoring

Browser Toggle
20% of the assessment time

Candidate Snapshot
07

Print Screen
04

Visual Review
Fail

Geolocation Tag
Pass

IP Address
110.82.73.168

AI Proctoring

Face Not Matched
Yes

Face Not Detected
Yes

Suspicious Objects Detected
Yes

Multiple Faces Detected
Yes

Multiple Voices Detected
Yes

Periodic Video Capture

02:54 | 04:30

2022-01-01 09:20:20

00:00 | 04:30

2022-01-01 09:20:20

00:00 | 04:30

2022-01-01 09:20:20

00:00 | 04:30

2022-01-01 09:20:20

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2022-01-01 09:20:20

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2022-01-01 09:20:20

00:00 | 04:30

2022-01-01 09:20:20

Web Proctoring Images

Select
▼

2022-01-01 09:20:20

2022-01-01 09:20:20

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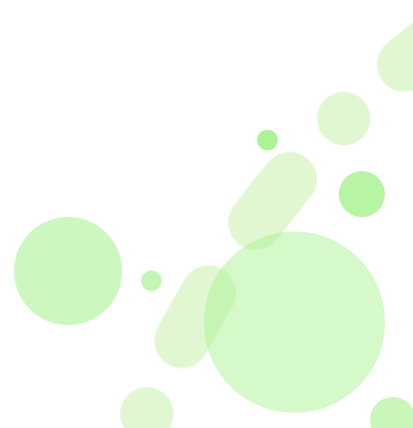
2022-01-01 09:20:20

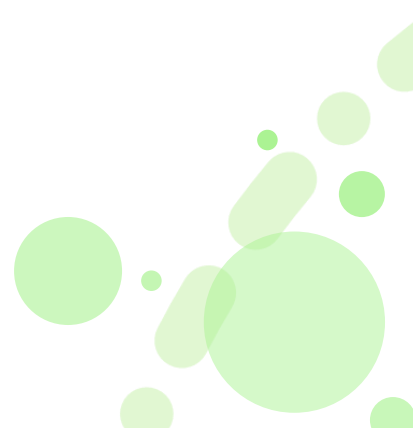
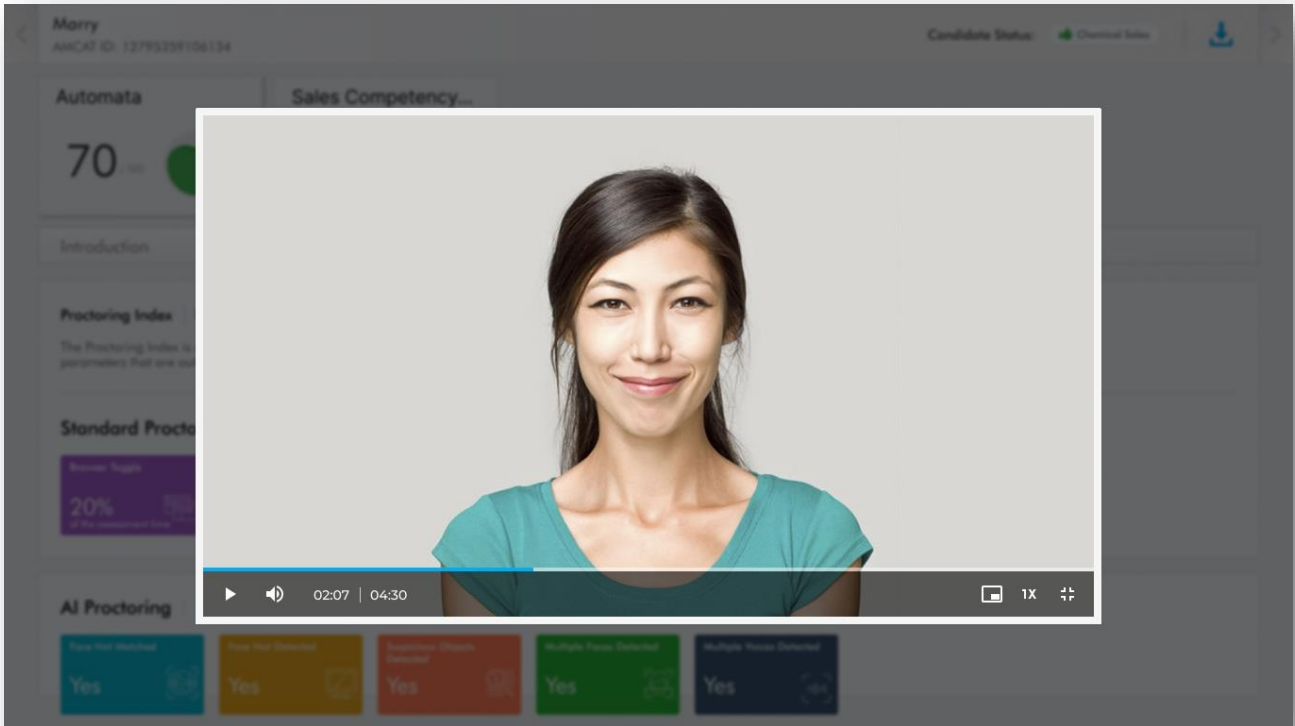
2022-01-01 09:20:20

2022-01-01 09:20:20

2022-01-01 09:20:20

2022-01-01 09:20:20





Marry
AMCAT ID: 12795359106134

Candidate Status: ✔ Chemical Sales

Automata
70 / 100

Sales Competency...
11 / 100

Introduction Summary Profile Profile Probes **Proctoring**

Proctoring Index High

The Proctoring Index is a measure of the likelihood a participant was engaging in potentially suspicious behavior. The Index score constitutes a set of pre-determined parameters that are outlined below as a breakdown of the measure. Please hover over the tiles for a brief overview of the respective parameter.

Standard Proctoring

Browser Toggle 20% of the assessment time	Candidate Snapshot 07	Print Screen 04	Visual Review Fail	Geolocation Tag Pass	IP Address 119.82.73.168
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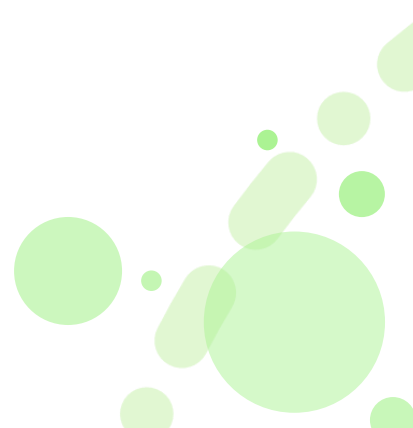
AI Proctoring

Face Not Matched Yes	Face Not Detected Yes	Suspicious Objects Detected Yes	Multiple Faces Detected Yes	Multiple Voices Detected Yes
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Periodic Audio Capture

Web Proctoring Images

Select



Marry

marry@gmail.com

Automata 70 /100	Logical Ability 55 /100	Writex 70 /100	Sales Competency Test 11 /100
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Standard Proctoring

Browser Toggle 20% <small>of the assessment time</small>	Print Screen 04	Candidate Snapshot 07	IP Binding Fail	Geolocation Tag Pass
IP Address 119.82.73.168				

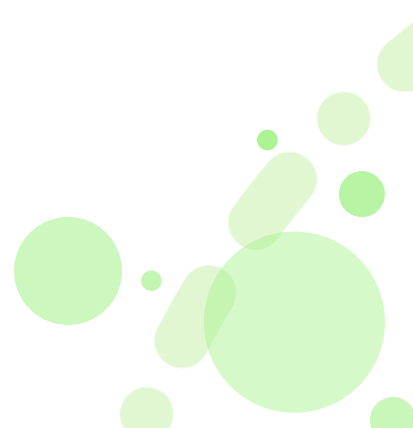
AI Proctoring

Face Not Matched Yes	Face Not Detected Yes	Suspicious Objects Detected Yes	Multiple Faces Detected Yes	Multiple Voices Detected Yes
---------------------------------------	--	--	--	---

Information

Face Not Matched:	Candidate face was not verified in 20% of assessment snapshots with 95% confidence score
No Face Detected:	No face was Detected in 0% of assessment snapshots with 92% confidence score
Suspicious Objects Detected:	Suspicious objects detected in 40% of assessment snapshots with 94% confidence score
Multiple Faces Detected:	Multiple faces detected in 45% of assessment snapshots with 98% confidence score

Multiple Voices Detected:	The feature detects two-fifths of all defaulting candidates and is 94% accurate.
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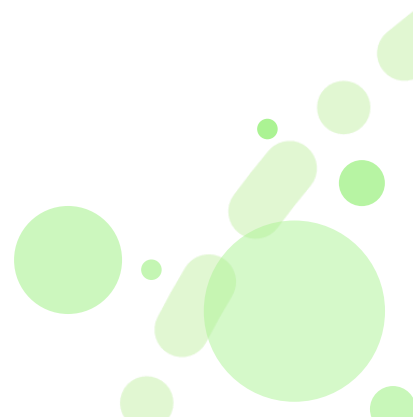
Periodic Video Capture



Web Proctoring Images

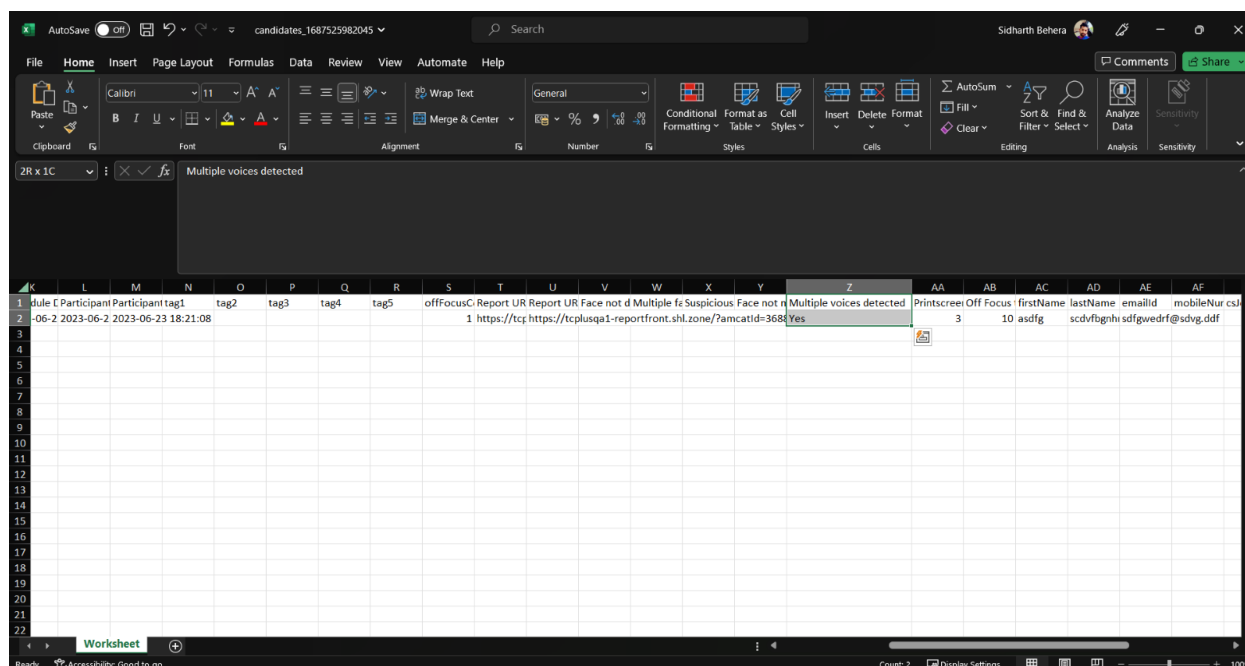
Flagged for visual review

● Face Not Matched
 ● Face Not Detected
 ● Suspicious Objects Detected
 ● Multiple Faces Detected



Excel export

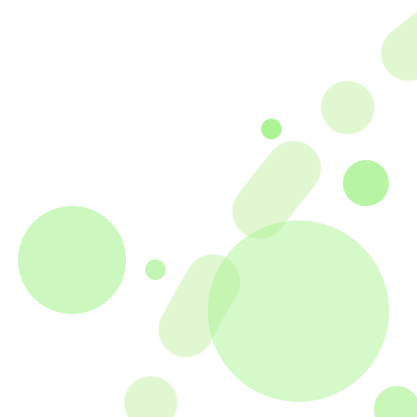
A new column for the AI solution “Multiple voices detected” has been added to the reports to address if multiple voices are present or not. The value comes as “Yes or No” if enabled else kept “blank”.



Callouts:

1. Assessment Coverage – The feature is available for non-audio/video input-based assessments. It’s not available for “Smart Interview On Demand” and “SVAR” yet.
2. SHL App – The new proctoring features will work on SHL app with older candidate experience ONLY (amcatglobal), while on web it will work on older candidate experience (amcatglobal) as well as new candidate experience (SHLE).

Platform:		Availability: 07 July 2023	
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input checked="" type="checkbox"/>	SHL App
<input type="checkbox"/>	Insights		



Updates to the 360 task and report card status - New

What are the latest improvements?

We have enhanced the visibility of the project status for participants, using our 360 task tiles.

The 'new' label serves as a time marker, helping participants easily identify tasks from different projects, based on the creation date.

The feature displays status in three ways:

- **Added today** - this label appears on tasks that were added on the current date.
- **Added yesterday** - this label is for tasks that were added on the previous day.
- **Date** - this label displays date when the project was created.

We have introduced an interactive "new" label situated at the top right corner of all task and report cards. This label will disappear once a participant clicks on a respective card, providing a clear indication of newly added or unviewed tasks and reports.

Additionally, the '**reports**' section now features the **generation date** on each report card.

Why did we introduce date labels and new task indicators?

This feature has been built to enhance user experience by improving clarity and navigation within the platform. The feature helps users in the following ways:

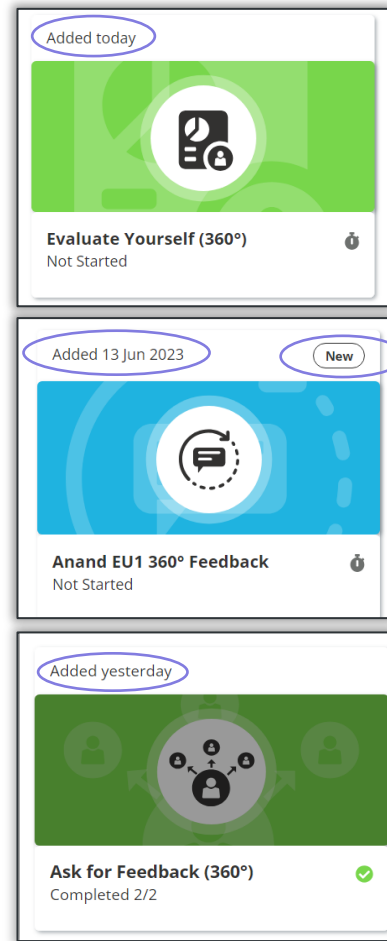
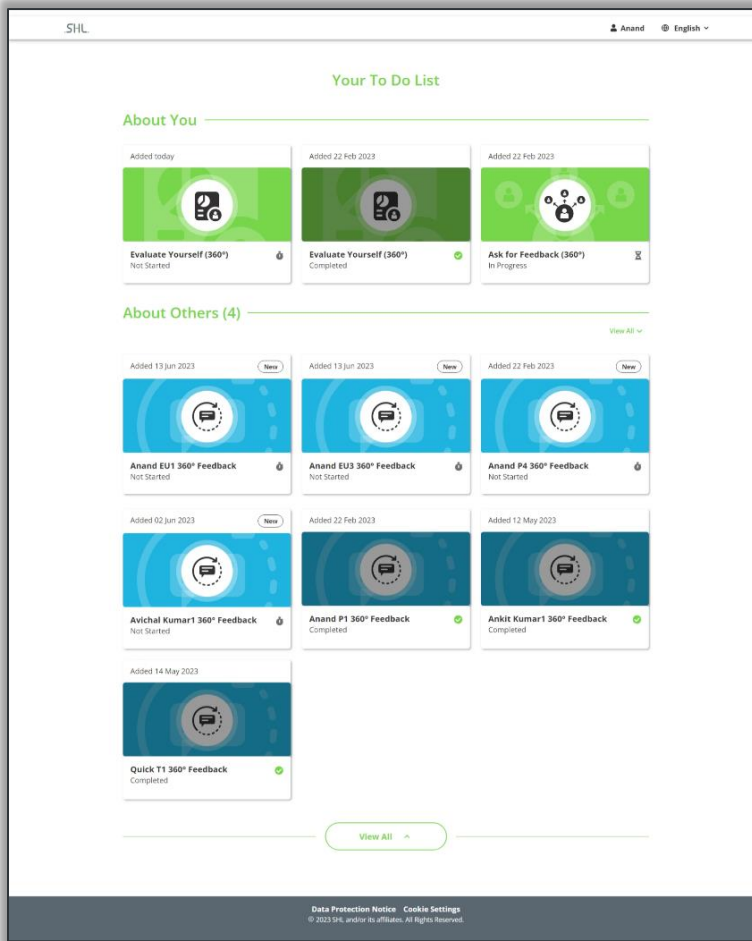
- **Better task management:** with the new labels such as "Added today", "Added yesterday", or the exact date, users can easily differentiate between tasks from various projects and keep track of when each task was created. This enhances their ability to manage tasks and prioritize their work accordingly.
- **Improved report visibility:** by adding the generation date on each report card, users can quickly understand when each report was produced, which could be critical for understanding the context and relevance of the report.
- **Clear indication of new content:** the "new" label on tasks and report cards, helps users easily identify any new or unviewed content. This ensures they do not miss out on any recent updates or tasks.

How do customers access this new feature?

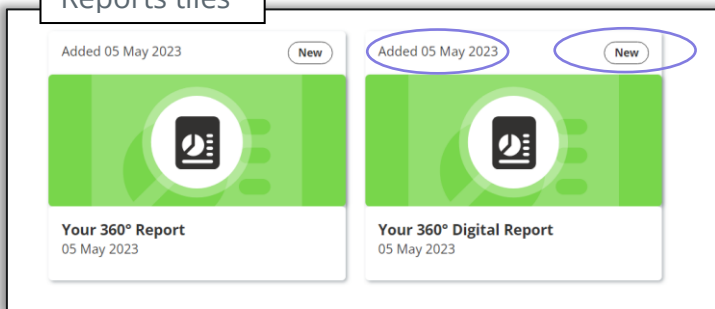
We have made it incredibly easy for our customers to access this new feature. The enhancements are integrated seamlessly into the '360' platform. The labels will automatically appear on your task and report cards, helping you differentiate between different projects, identify new content, and understand when each report was generated.

This feature is now a standard part of the '360' platform, ensuring that all our users benefit from these enhancements without the need for any extra steps.

What does it look like?



Reports tiles



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

Face Match Feature - Improvement

What is the Face Match Feature?

Face match is an AI proctoring feature on TalentCentral+ where we detect if the participant's picture taken during the id card image capture matches with participant's snapshots taken throughout the participant journey. We're making two improvements to this feature:

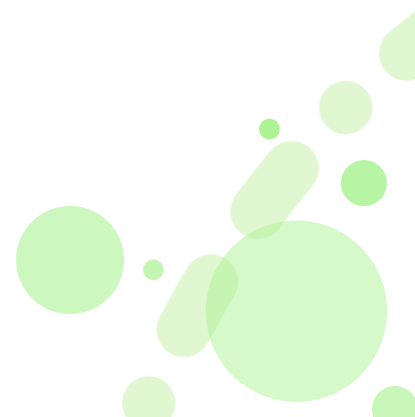
- Reports and score extracts on TalentCentral+ showed face match results in different formats – reports focused on 'faces not matched', while the score extracts focused on 'faces matched'. Going forward, we're adapting the negative verification logic in the score extracts to make it similar to the reports.
- Outcome of the face match logic included cases when faces were not detected. Given that we separately report face not detected scenarios, we're removing that from the face match logic so that it only reports on whether participant's faces matched or not across the journey.

Why did we build Face Match Feature?

To improve clarity and eliminate confusion, we have made the decision to align the logic used in both Excel and candidate reports. Consequently, we will no longer include positive verification (current logic in the Excel export) and will adopt the negative verification logic employed in the candidate reports. To maintain consistency in labels, both the excel and the report will use the same labels – "Face not detected" and "Face not matched".

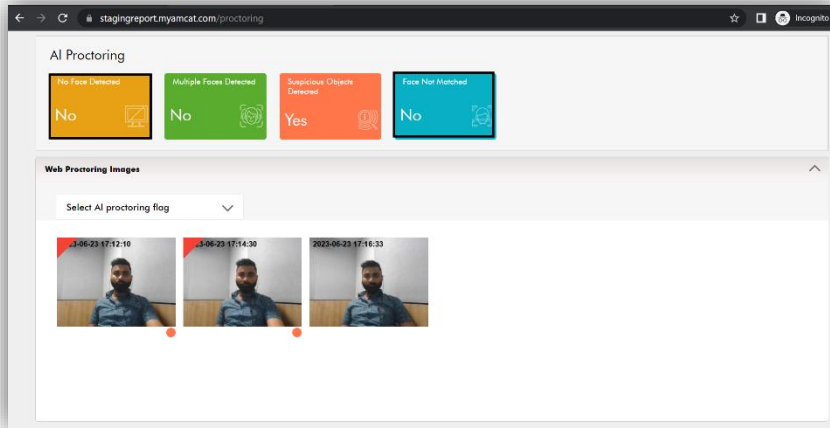
What is the customer impact of Face Match Feature?

- This feature will inform customers in case there is a difference in the Id image and the human appearing for the assessment there by preventing any malpractice.
- Results of this feature can be viewed on the excel and report.

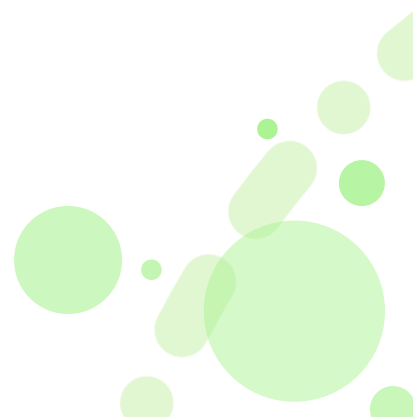


What does Face Match Feature Look like?

- Values for "Face not detected" and "Face Not Matched" will be visible on excel and report.



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



Product Availability - Verify

Product	Language
Verify Checking (2022 version)	French German Latin American Spanish Brazilian Portuguese

Platform:		Availability: 12 July 2023	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

