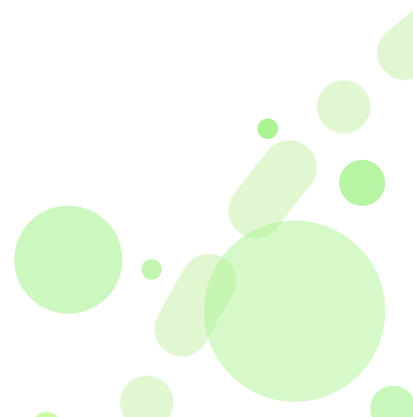




SHL Release Notes

28 April 2023



Research Form – Improvement

What is the Research Form?

The Research Form is a part of the Talent Central candidate workflow, where candidates are required to answer eight questions related to both the job they are applying for and themselves.

What change are we making?

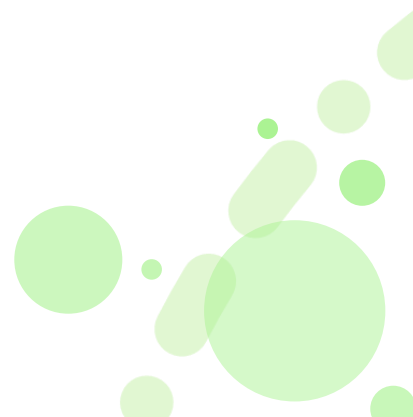
The change we are making is to activate the Research Form for all customers on our US servers (with some pre-agreed exceptions). The Research Form allows us to capture essential information which SHL can use to both improve our products and help customers with legal compliance.

Why did we build the Research Form?

The Research Form allows SHL to collect research data to ensure that the SHL suite of talent assessment solutions remain fair and objective and to help prevent adverse impact and unfair discrimination. Additionally, given the Increase in legislation related to the use of Automatic Employment Decision Tools (AEDT) and potential bias they may create, the collection of Research data is necessary for SHL to be able to help our clients meet compliance requirements.

What is the customer impact of the Research Form?

Candidates on the US Server will see these 8 questions prior to moving into their test sessions. This form is expected to add **less than** one additional minute to the overall session time. All questions have a “prefer not to answer” option if candidates do not wish to answer the questions.



What does the Research Form Look like?

The screenshot shows a web browser window with the URL <https://talentcentral-1a.eu.shl.zone/player/workflow/start>. The page title is 'HL Help'. The main content area is titled 'Education' and contains the following questions and options:

- What is the industry sector of the job to which you are applying? (Please Select...)
- What is the business function of the job to which you are applying? (Please Select...)
- What is the level of the job to which you are applying? (Please Select...)
- What is the highest educational qualification (or nearest equivalent) that you have attained? (Please Select...)

Below the Education section is the 'About You' section with the following questions and options:

- Please select your racial/ethnic background? (Please Select...)
- Please select your gender (Please Select...)
- What is your age (in years)? (Please Select...)

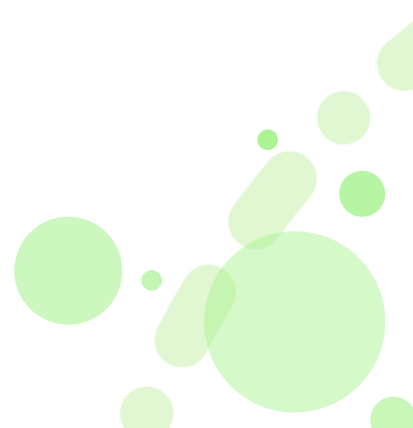
Below the About You section is the 'Locality' section with the following question and option:

- What is your country/region of residence? (Please Select...)

A 'Next' button is located at the bottom right of the form. On the right side of the page, there is a sidebar with the following text:

Please provide our research team with the following optional information. Why is this information collected? [Show answer](#)

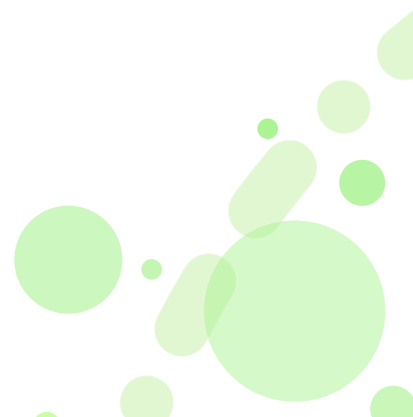
Platform:		Availability: 1 May 2023		
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights	





SHL Release Notes

19 May 2023



Realistic Job Preview – refreshed version of SHLE FitQuiz

What is the Realistic Job Preview?

A realistic job preview offers a realistic look into what a job is like, it ensures a fit between the person and the role and the organization, and it helps to retain employees longer. It weeds out candidates that are not fully committed.

Why did we build refreshed SHLE FitQuiz into Realistic Job Preview?

The FitQuiz we offered through SHLE had some user experience challenges.

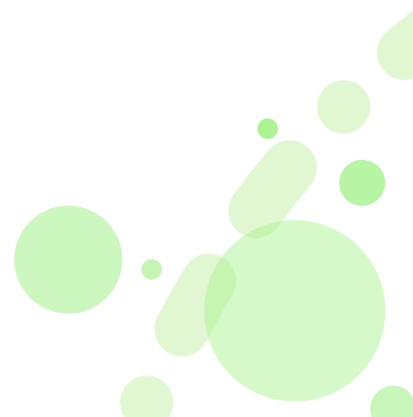
- The FitQuiz layout available in SHLE is limiting and does not reveal the question easily. This misguides the candidate, and they get stuck in the process. So, a better intuitive layout was required.
- Quiz was taking more time to complete, the reason being the multiple no. of clicks needed by the candidate to navigate and a difficult to understand layout.
- The overall experience was not very intuitive and did not immerse the candidate into the job preview.

What is the customer impact of the new refreshed Realistic Job Preview?

- **Improved candidate experience:** - By giving a realistic picture of the job for candidates that choose to continue and by saving time for those that self-select out.
- **Improved quality of candidates:** - Due to increased self-selection out when the job is not a good fit.
- **Higher commitment:** - To the organization from employees who were engaged upfront in the culture and reality of the role.
- **Higher job satisfaction:** - Expectations of a job that match the reality can lead to better performance, and lower attrition.

How to enable Realistic Job Preview for customers?

This Capability is a PS led offering and commercial teams should engage PS and deployment teams for getting this created and enabled for customers.

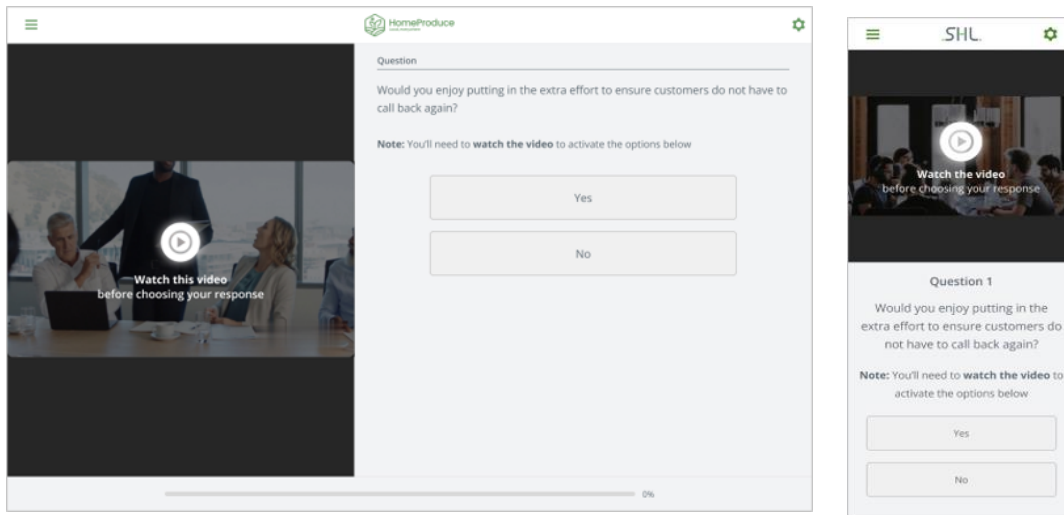


Features of Realistic Job Preview

Three question formats are available in Realistic Job Preview.

- Video based questions.
- Image based questions.
- Text based questions.

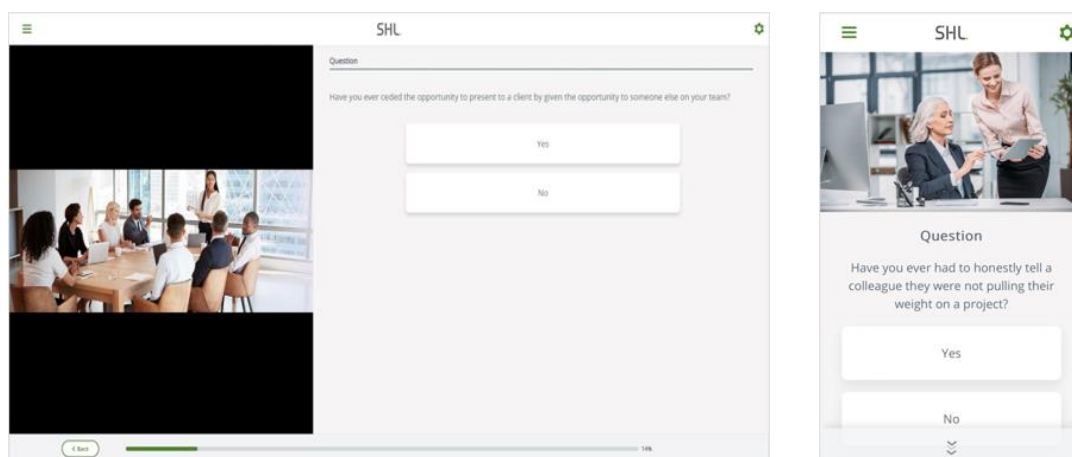
Video based questions:



Candidate sees the first question, a play button with a help text and pulse effect is visible which is quite evident for the candidate to click on it.

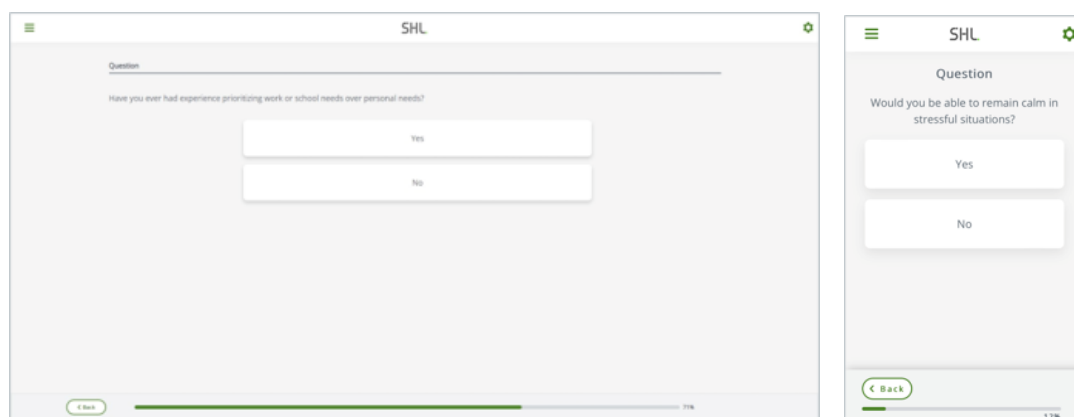
- Responses will be in the disabled state until the play button is clicked.
- After clicking the play button, the candidate will be able to select responses.
- Questions are automatically progressed after clicking on the response.
- Candidate can also go back to the previous question and can change the response by clicking on the back button.

Image based questions:



- Candidate sees the first question sees the image on the left, question on the right and responses below the questions.
- Candidate clicks on the response and automatically progressed to next question.

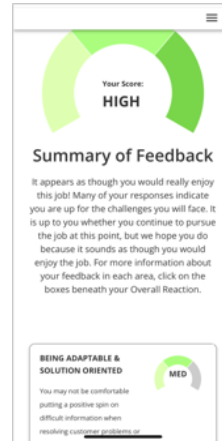
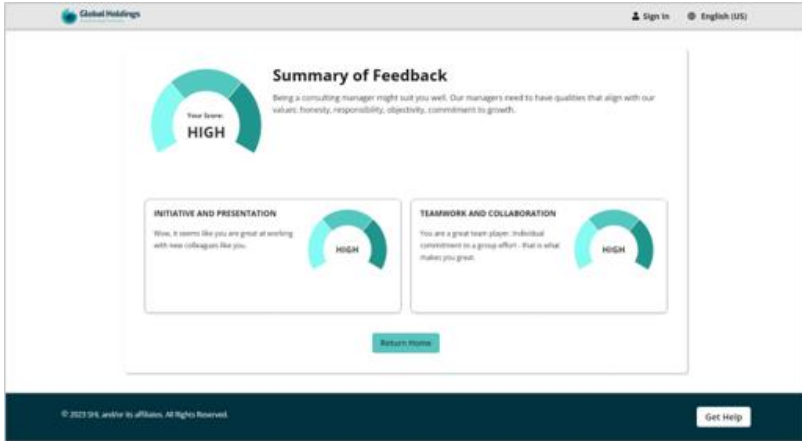
Text based questions:



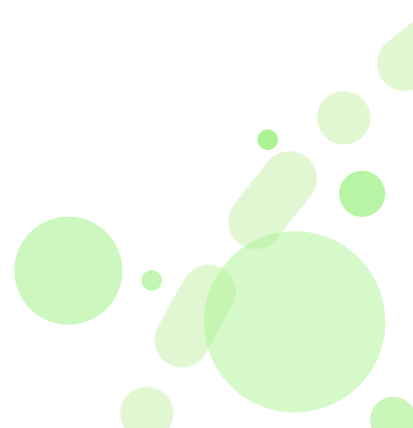
- Candidate sees the first question on the top no media will be there only question will be there.
- The responses will be always in stack format one over another in all the question type.
- Although this is an option that we have designed for, we do not recommend customers/PS to create text only questions.

Feedback Page

After submitting the Realistic Job Preview the candidate will get feedback at the end prompting them to either continue in the workflow if they are interested or give them an opportunity to opt out if the job is not for them.



Platform:				Availability: 15 May 2023
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights	



360/MFS – Ability for participant to view feedback progress.

What is the 360/MFS – Ability for participant to view feedback progress?

The new capability, 360 program participants will have the ability to view nominated raters, and will be able to review the completion status, i.e., not started, in progress or complete and can send personalized reminders offline to encourage completion. This is configurable by administrators, and they can choose to keep this capability on or off.

If enabled: participants will get to see the status of all nominated raters, i.e., completed, not started, in progress or declined.

If disabled: participants will not get to see status of all nominated raters, and it will stay completely anonymous.

Why did we build the 360/MFS – Ability for participant to view feedback progress?

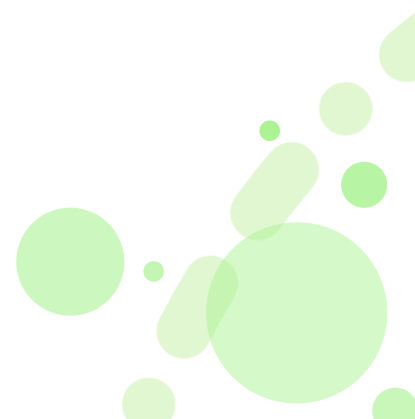
Participants collecting 360 feedbacks from their peers during 360 programs do not have visibility into what's the status of their feedback request, which raters have provided feedback, who has not started and who is in the process of writing feedback, without these participants are not able to follow up with the feedback providers.

What is the customer impact of 360/MFS – Ability for participant to view feedback progress?

These capabilities enhance the experience for participant because they will be able to follow up with their nominated raters offline if they have not provided the feedback yet and reduces dependency on services team or administrators and creates a better, self-serve experience.

How is this capability Enabled– Ability for participant to view feedback progress?

This is configurable from admin through project settings and can be enabled by enabling “Allow participant to view feedback progress”. When enabled, the participants will be able to review the progress by going into the ‘feedback nomination’ task.




Media:


SHL Bramhesh English

Your To Do List

About You




Evaluate Yourself (360°)
Completed ✔




Ask for Feedback (360°)
Feedback in progress 1/3 ⌵

About Others (1) View All ▾



Sidharth Behra 360° Feedback
Not Started ⌵



Amulya Jain 360° Feedback
Completed ✔

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SHL Exit

Ask for Feedback HELP ?

Total people added (3)

Manager (1)

Alisha Gulati ✔ Feedback completed

Direct reports (0)

Colleagues/internal clients (2)

Amulya Jain ⌵ Feedback in progress

Sidharth Behra ⌵ Feedback not started

Others (0)

Platform:		Availability: 15 May 2023	
<input type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input checked="" type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights

Product Availability

JFA

Product	Language
Graduate 8.0	Japanese
Graduate 8.0 (China)	Simplified Chinese Traditional Chinese
Graduate 8.0 + (China)	Simplified Chinese Traditional Chinese
Integrity Assessment	Brazilian Portuguese LA Spanish US English

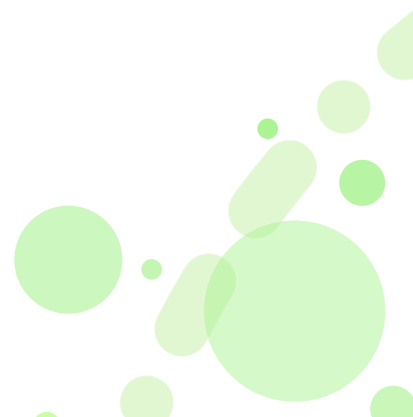
Platform:		Availability: 17 May 2023	
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<input type="checkbox"/> 360/MFS	<input type="checkbox"/> SHL Apps		
<input type="checkbox"/> iAssess	<input type="checkbox"/> Insights		





SHL Release notes

02 June 2023



Dynamic segments – New feature

What are dynamic segments and why did we introduce it?

As part of insight creation, dynamic segments will allow you to define and apply advanced filters (based on specific criteria) to identify the target population of your insight. These criteria can be saved in a form of a dynamic segment for future use.

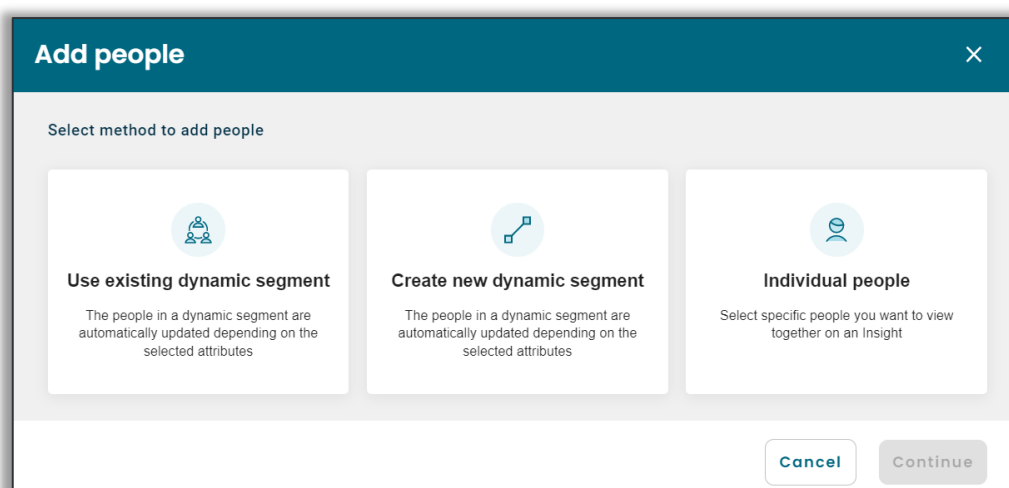
The feature adds flexibility to the system, allowing you to maintain effective and coherent long-term strategies as the segments will update in real-time (people will move in and out of the segments as they meet, or fail to meet, the set criteria).

- **Selecting people for your insight is more flexible now** - choose individuals, groups or set your own filter conditions to define a segment for dynamic insight.
- **Advanced filters** - we have introduced advanced filters so that the user can set conditions and filter people based on a set of criteria such as demographics data, groups, participant category, assessment completion status, etc.
- **Segments are dynamic** - they will automatically include new participants in the saved segment(s) when specified conditions are met.
- **Dynamic insights** - Insights created using dynamic segments will automatically update to reflect the current situation in the system.
- **Saving filtered data as a new participant group** – you can now save a list of people, returned in your segment, as a static group. Once saved, you can find it in the 'People' section under 'Groups'.

What do Dynamic Segments look like?

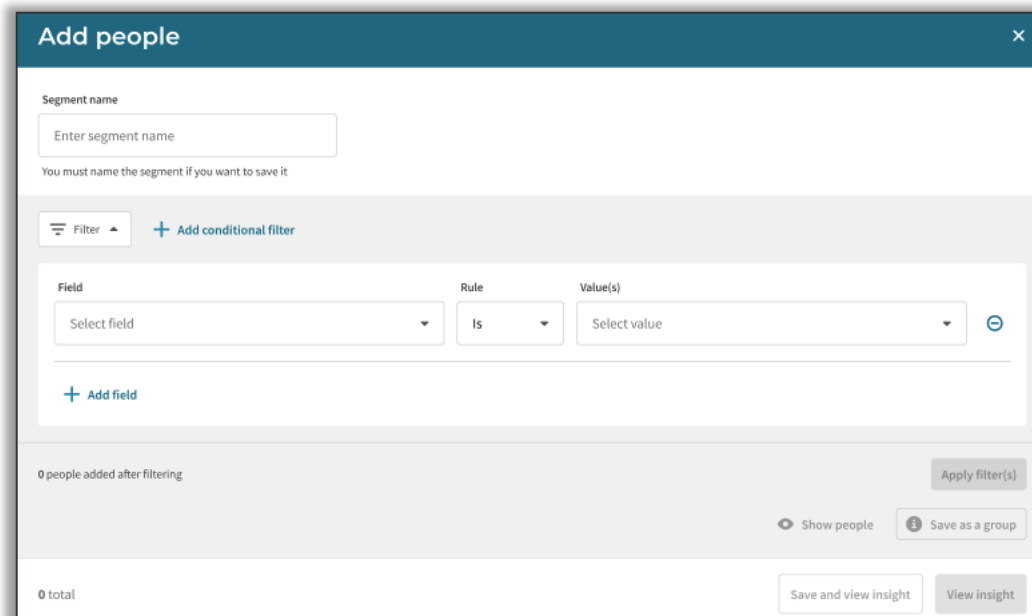
When building out your insight, you will be prompted to choose a method to define selection of people to be included.

1. Use existing dynamic segment (**new**)
2. Create new dynamic segment (**new**)
3. Add individual people



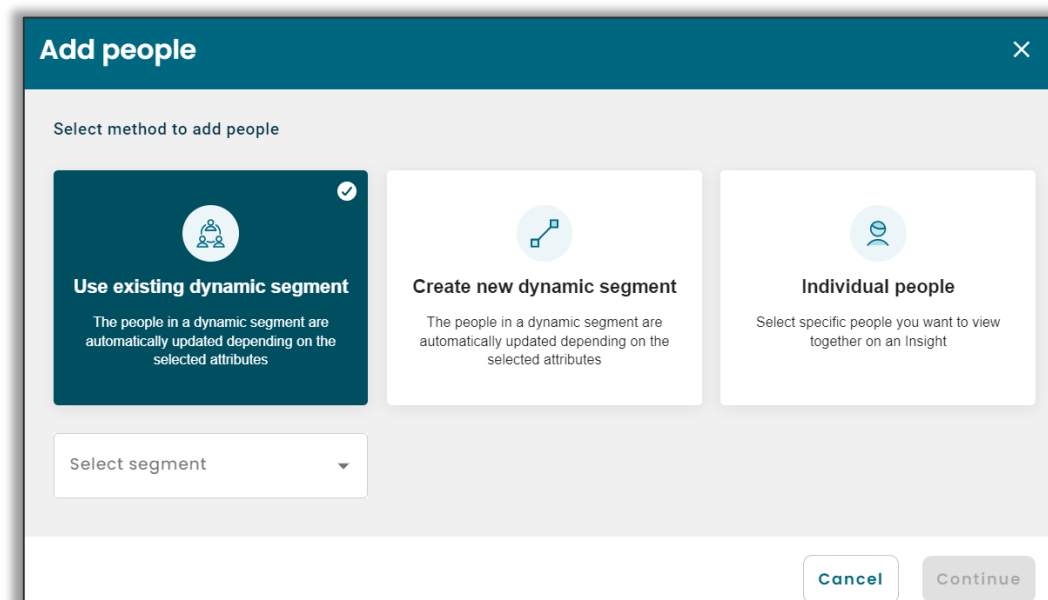
On selection of **'Create new dynamic segment'**, a modal appears. You will then be able to add multiple conditional filters with a selection of fields, such as demographic data (both standard and client defined), participant groups, participant category or assessment status.

Applied filters can be saved as segments and re-used in the future. These segments are dynamic in nature, which means they will automatically include any new people when the conditions are met.



The screenshot shows a modal titled "Add people" with a close button (X) in the top right corner. Below the title is a "Segment name" field with a placeholder "Enter segment name" and a note: "You must name the segment if you want to save it". Below this is a "Filter" section with a dropdown arrow and a "+ Add conditional filter" button. The filter section contains three columns: "Field" (with a "Select field" dropdown), "Rule" (with an "Is" dropdown), and "Value(s)" (with a "Select value" dropdown and a clear button). Below the filter section is a "+ Add field" button. At the bottom of the modal, there is a status bar showing "0 people added after filtering" and "0 total". On the right side of the status bar, there are buttons for "Apply filter(s)", "Show people", "Save as a group", "Save and view insight", and "View insight".

When **'Existing dynamic segment'** option is selected, a drop down appears, where you can select a saved segment from the list and see the results in the insight. These will be based on real-time people data.

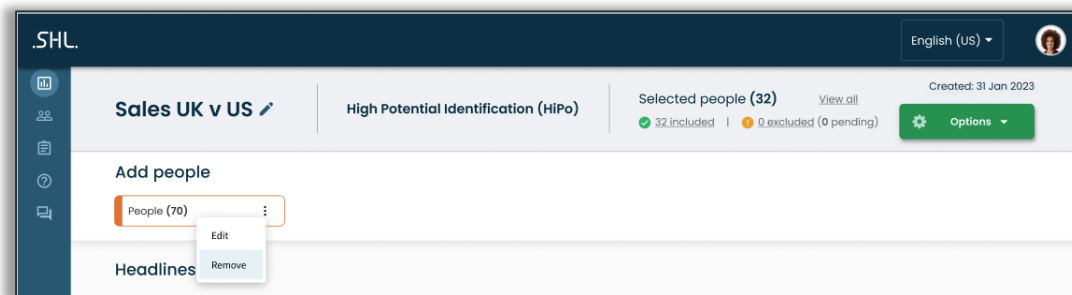


The screenshot shows a modal titled "Add people" with a close button (X) in the top right corner. Below the title is the heading "Select method to add people". There are three cards representing different methods: "Use existing dynamic segment" (selected, with a checkmark), "Create new dynamic segment", and "Individual people". Each card has an icon and a brief description. Below the cards is a "Select segment" dropdown menu. At the bottom of the modal, there are "Cancel" and "Continue" buttons.

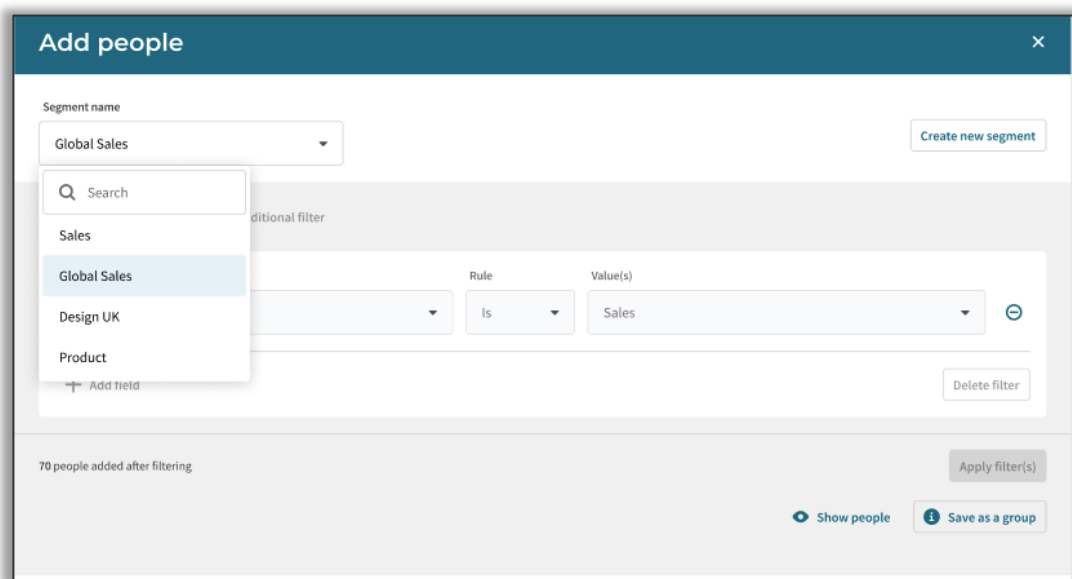
You can **edit or remove** people selection.

In the 'Add people' section, there is a menu with options to 'Edit' and 'Remove'.

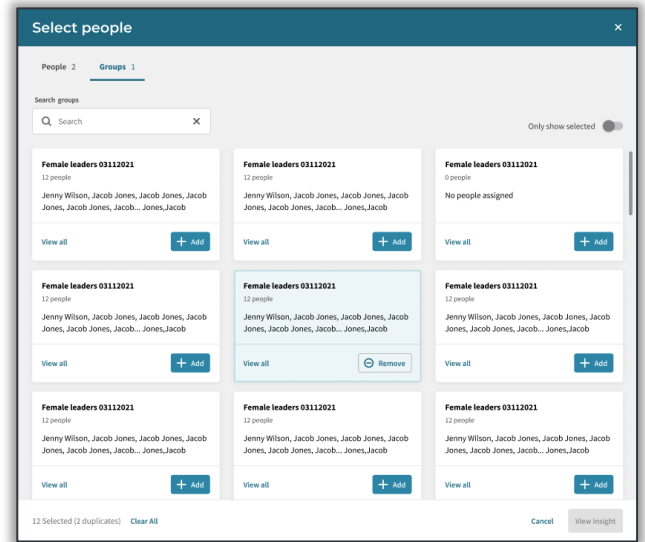
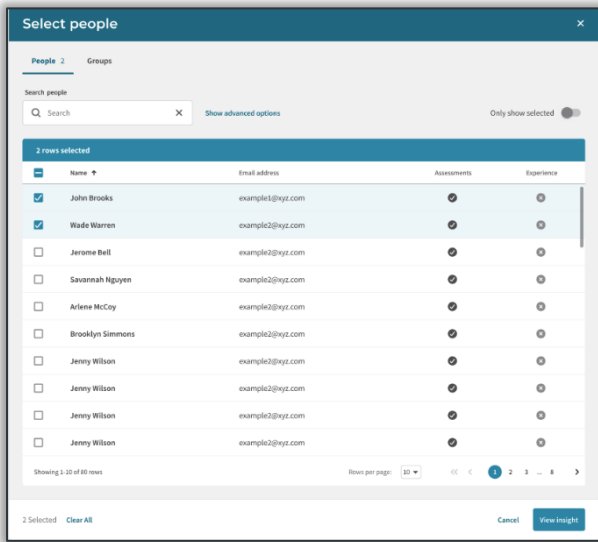
1. You can remove the selected pool using the 'Remove' button and add another pool.



2. You can click on 'Edit' button and view the filters for the selected segment.
 - a. You can rename the segment
 - b. You can change the segment and select another one from the saved list
 - c. You can create a new segment by clicking on 'Create new segment' button



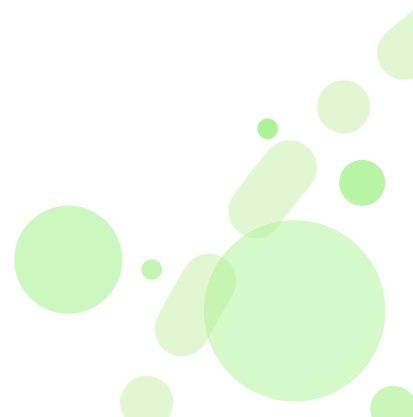
After selecting **'Individual people'**, list of individuals and groups appear in a modal. This is where you can select the people or groups and view them in insights (as you do today).



What is the customer impact?

The new feature will be automatically available to all the new and existing customers after the release.

Platform:		Availability: 21 June 2023	
<input type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input checked="" type="checkbox"/>	Insights		



Ability to hide "May Consider" status in Smart Interview Live Evaluation - New Feature

What is this feature?

With this new feature, clients now have the option to hide the "May consider" status in Smart Interview Live (SIL) rating forms.

Why did we build this feature?

We developed this feature to address the challenges faced by recruiters when assessing the final hiring decision based on the "May consider" status. Some clients perceive this status as less relevant or inappropriate for crucial and time-consuming steps like interviews. Moreover, it adds manual effort for recruiters to coordinate and shortlist candidates. By providing the flexibility to hide this status, interviewers are encouraged to choose either "Strong consider" or "Not consider" as their hiring decision. This streamlines the recruitment process, reduces ambiguity, and saves time and energy for recruiters.

What is the customer impact of this feature?

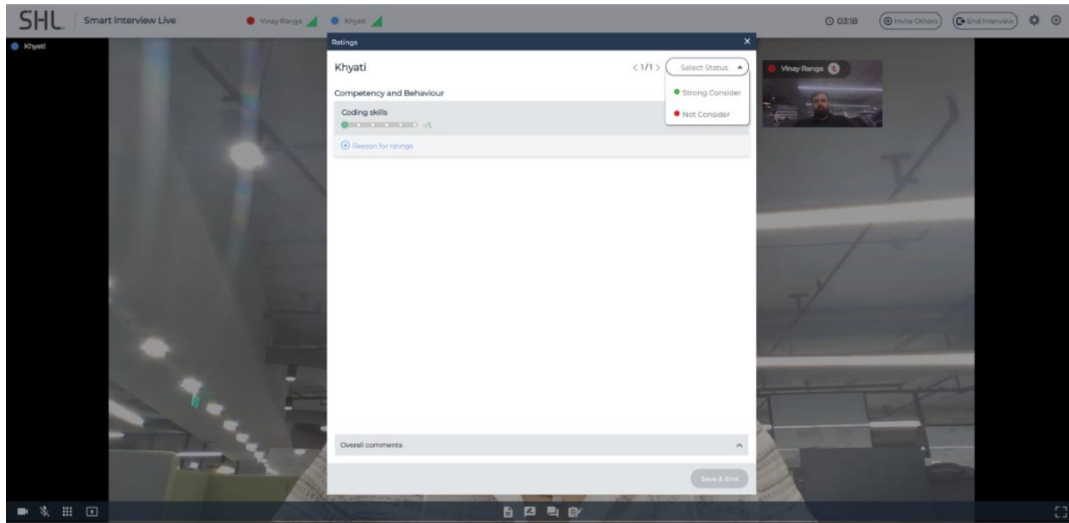
This feature is designed as a company-level setting and will have no impact on existing or new customers unless explicitly enabled. Existing customers can have this feature enabled by contacting their account managers. Once enabled, interviewers will only see two status options: "Strong consider" and "Not consider."

Important Notes:

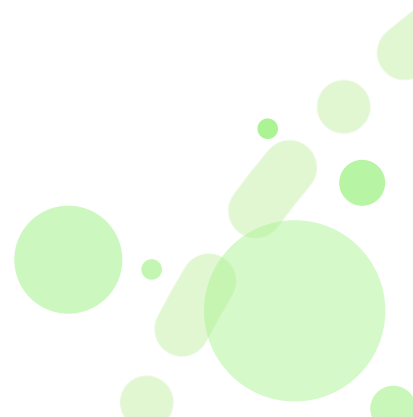
What happens to the previous interviews where interviewers have marked 'May consider' and the HideMayConsider flag is ON.

1. Previous interviews where interviewers have marked "May consider" will still display this status on the candidate listing page and in the Excel download.
2. In the playback UI, the candidate decision making drop-down will show "May consider" as a placeholder. However, you can change it to either "Strong consider" or "Not consider." Once changed, reverting to "May consider" is not possible.
3. The feedback modal in the candidate listing will continue to display "May consider."
4. The candidate report will still show "May consider" as a potential fit.

What does this feature Look like?



Platform:				Availability: 02 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			



Time Prompt for Participants in Smart Interview Live - New Feature

What is this feature?

Introducing a new enhancement to Smart Interview Live (SIL), participants will now receive a helpful prompt or toast message indicating "5 minutes left" during their interview. This feature triggers the prompt based on the interview duration. For example, if an interview is scheduled for 60 minutes starting from 4 PM (IST), the prompt will appear at 4:55 PM (IST) for all participants currently in the interview. The toast message is displayed within the interview panel UI and is triggered only when participants are actively engaged.

Important Points:

1. The toast message shown to all participants is: "5 minutes left in your interview."
2. The toast message remains visible for 3 seconds before automatically disappearing.
3. Participants cannot dismiss or cancel the toast message.

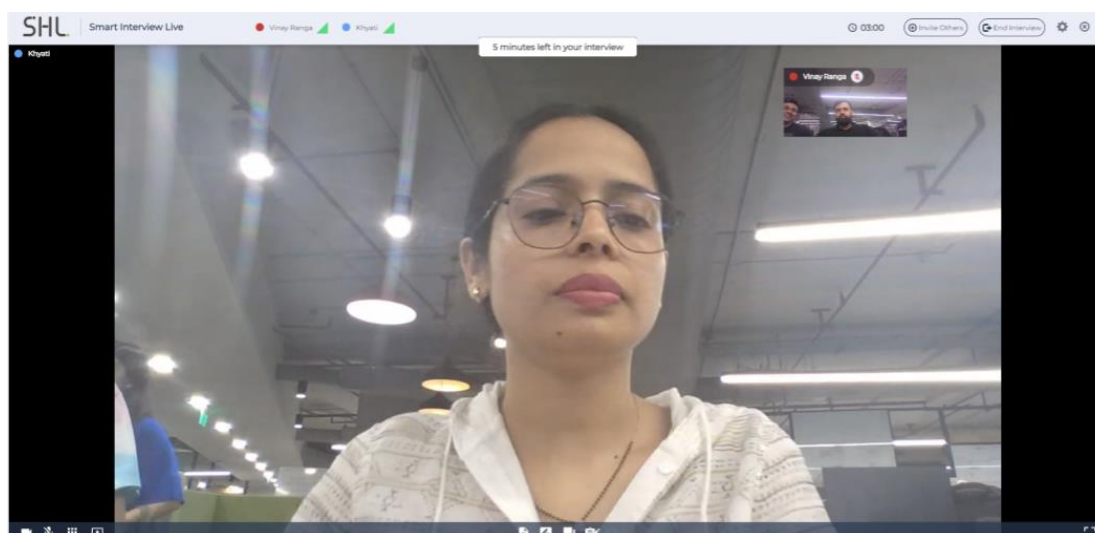
Why did we build this feature?

The purpose of this feature is to ensure participants are aware when they are near to the end of the interview. While the interview is going on, we have a timer which continues to let the participants know how much time they have spent in the interview. To make it more convenient-for the participants, we have implemented the toast message to conveniently inform them that they have 5 minutes remaining in the interview.

What is the customer impact of this feature?

This feature has been enabled by default for both existing and new Smart Interview Live customers. All users will now see the 5-minute remaining toast message in the interview interface without requiring any additional action or configuration. It is automatically available for all Smart Interview Live configurations.

What does this feature Look like?



Platform:					Availability: 02 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				



Setup of SHL Calendar Sync App for Outlook Users in Smart Interview Live Self-Scheduling

What is this feature?

We are introducing a new feature in self-scheduling for Smart Interview Live (SIL) that streamlines the process for Azure administrators to grant one-time permission to the SHL calendar app. This permission enables seamless calendar synchronization for all Microsoft Outlook users within their organization.

Why did we build this feature?

Our self-scheduling feature, one of the scheduling methods in Smart Interview Live, requires interviewers with Outlook accounts to sync their calendars using the SHL calendar sync app. However, enabling this for each user individually can be time-consuming and challenging. To alleviate this burden for our clients' admin users, we have developed this feature. It allows admins to grant one-time permission to the app, enabling all end-users (interviewers) to effortlessly sync their calendars without additional manual work.

So, for an organization to use our self-scheduling capability for Smart Interview Live, it is important that their Azure admin grant this one-time permission.

What is the customer impact of this feature?

Both existing and new customers need to grant one-time permission for all users within their organization to sync their calendars. This permission unlocks the full potential of the self-scheduling feature in Smart Interview Live, providing a smoother experience for interviewers.

How to enable this feature?

Pre-requisites -

To review permissions granted to applications, you need:

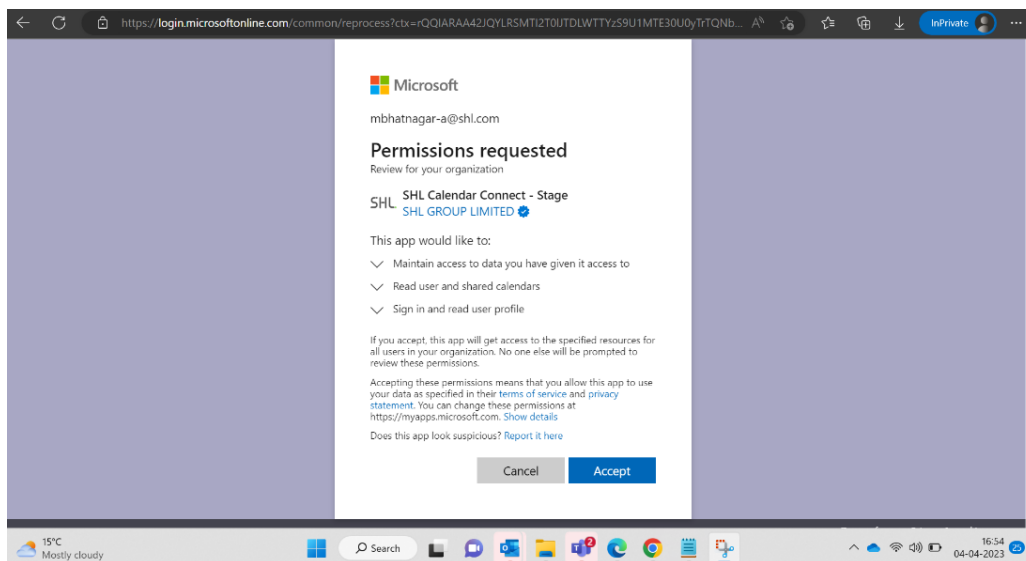
1. An Azure account with an active subscription.
2. One of the following roles: Global Administrator, Cloud Application Administrator, Application Administrator.
3. A Service principal owner who isn't an administrator can't access refresh tokens.

Set up Steps:

Step 1: Use the appropriate URL based on your region to log in:

- **US/AU/CN:** https://login.microsoftonline.com/common/adminconsent?client_id=f59e98bc-f41b-4f2b-bf33-b5804afc8ff1
- **EU:** https://login.microsoftonline.com/common/adminconsent?client_id=bd7b4068-7957-4655-9d6f-bbea95351bc0

Step 2: After logging in, the admin will be prompted to review and grant the necessary permissions for the entire organization (as shown below).



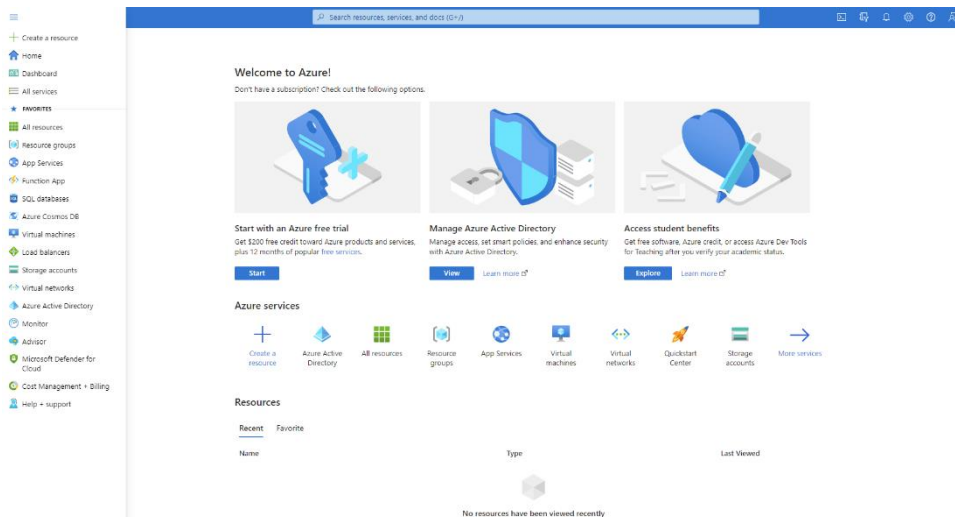
Step 3: Click on the 'Accept' button to grant the required permissions on behalf of the organization.

Step 4: Success! Once consent is granted, users can sync their calendars from the test/manage availability page without needing any additional consent or approval.

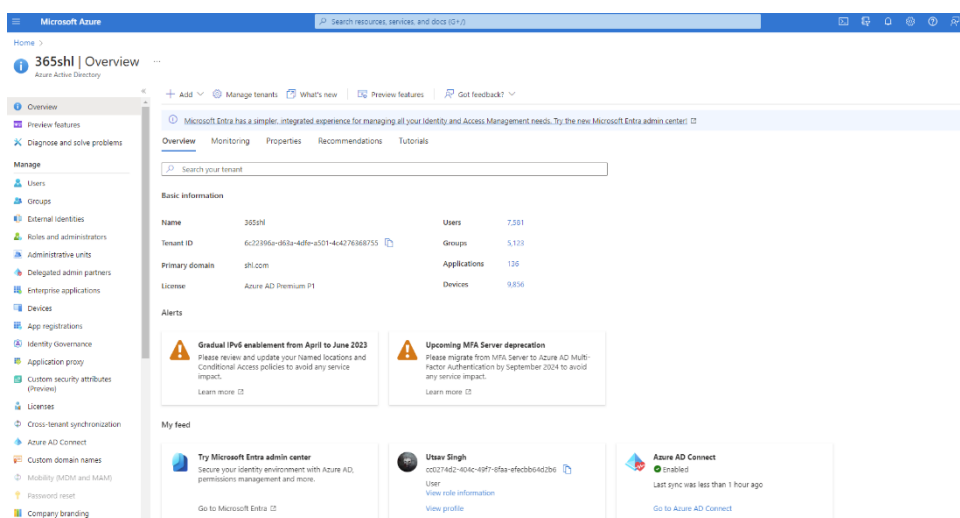
Note: Admin approval may take up to 6 hours to reflect in Azure.

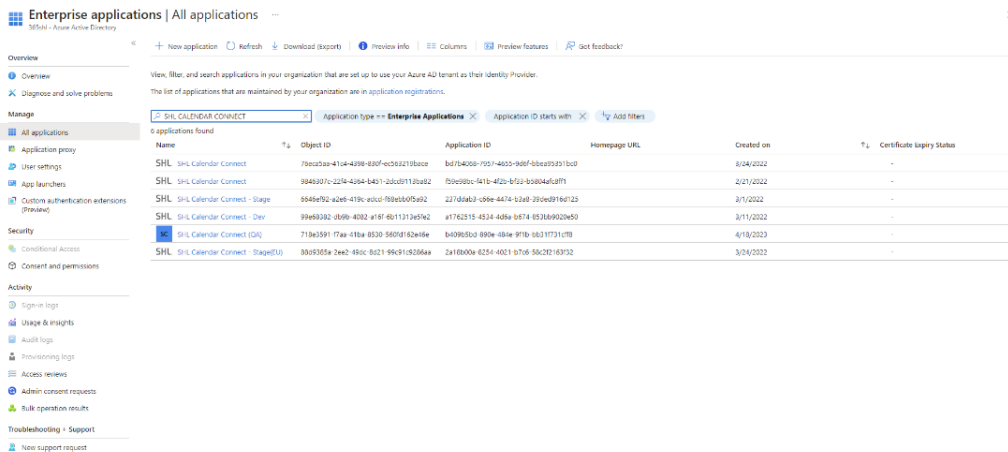
Verification of Permission Grant (Optional)

1. Login in to <https://portal.azure.com/>
2. Click on Azure Active Directory.

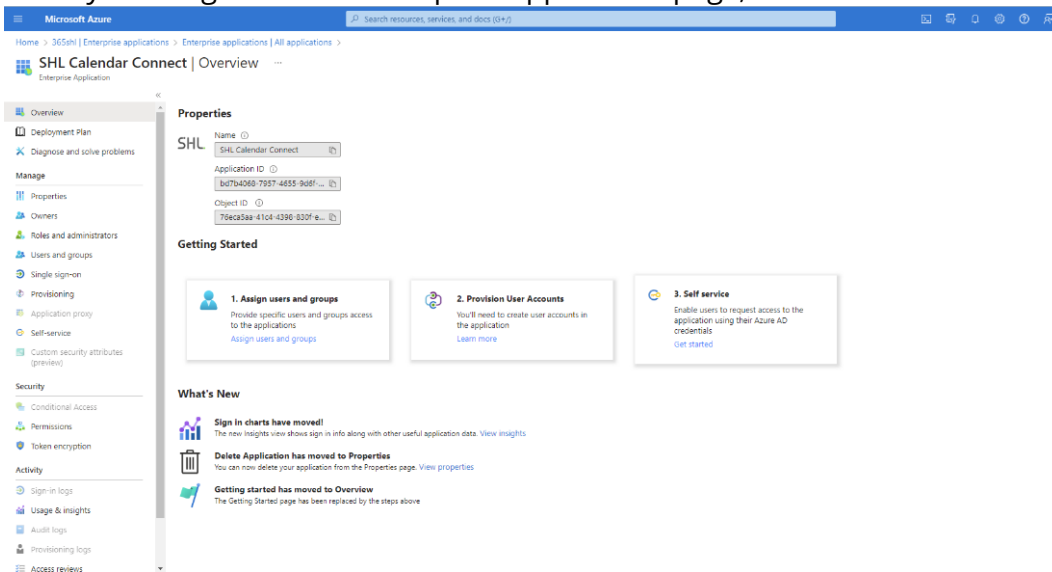


3. Click on Enterprise application in the left menu.





4. After you navigate to the 'Enterprise application' page, **Search for SHL Calendar Connect.**

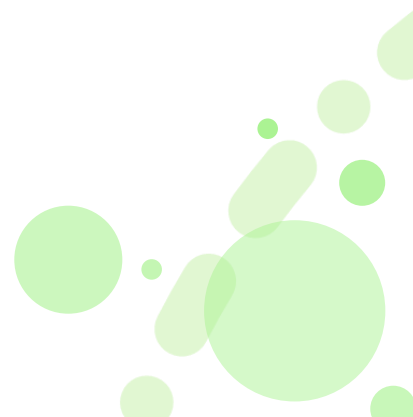


5. It will search for the application. Click on the **SHL Calendar Connect.** The below screen will open up.

6. Click on permissions (a menu item under the security section) to view permission provided to the SHL Calendar Connect application.

7. Users will see the list of permissions granted to the app.

Platform:					Availability: 02 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				

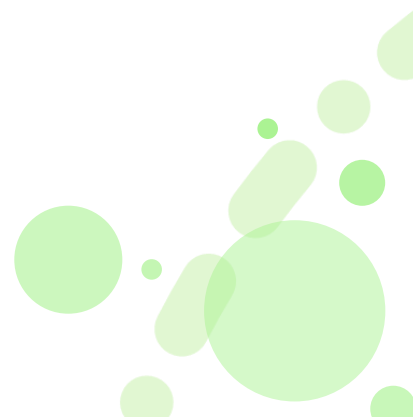


Product Availability

JFA

Product	Language
Graduate 8.0+	Japanese

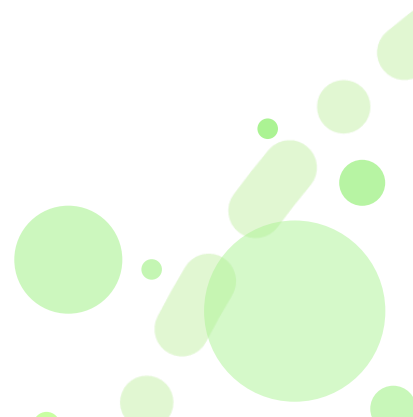
Platform:		Availability: 31 May 2023	
<input checked="" type="checkbox"/> TalentCentral™	<input type="checkbox"/> TalentCentral+™		
<input type="checkbox"/> 360/MFS	<input type="checkbox"/> SHL Apps		
<input type="checkbox"/> Insights			





SHL Release Notes

16 June 2023



Simplified registration for participants - Improvement

What is the Simplified registration for participants?

We have made significant improvements to the participants registration workflow by revamping the sign-up and sign-in process. As a result, the registration page now has fewer fields, and the gender, title, and country fields will be asked at a later stage, specifically during the research and app form process after registration. We have also eliminated the welcome page and instead configured a welcome message that will be displayed in the sign-in/sign-up form, as set by the recruiter. Additionally, the DPN (Data Protection Notice) has been moved from a separate page to the sign-up/sign-in page, where it will be presented as a simple opt-in. Participants will only be allowed to proceed after checking the checkbox. The footer will now include links to the DPN, Your responsibility and, and Privacy policy for easy access to important information. These changes aim to enhance the overall user experience and streamline the registration process.

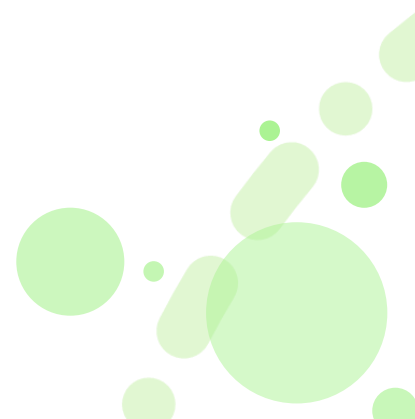
Why did we build Simplified registration for participants?

The previous workflow had a complicated sign-up process with too many mandatory fields, which could make registration tedious for participants. However, with the new workflow, we have made significant improvements to enhance the participant experience. By reducing the number of fields and pages before moving to the task list, we aim to provide a quicker onboarding process. This means participants can get started on their tasks more efficiently, resulting in a smoother and more enjoyable experience overall.

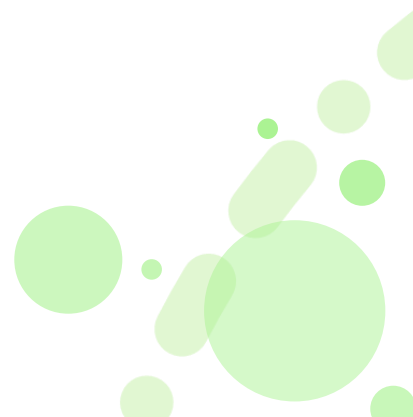
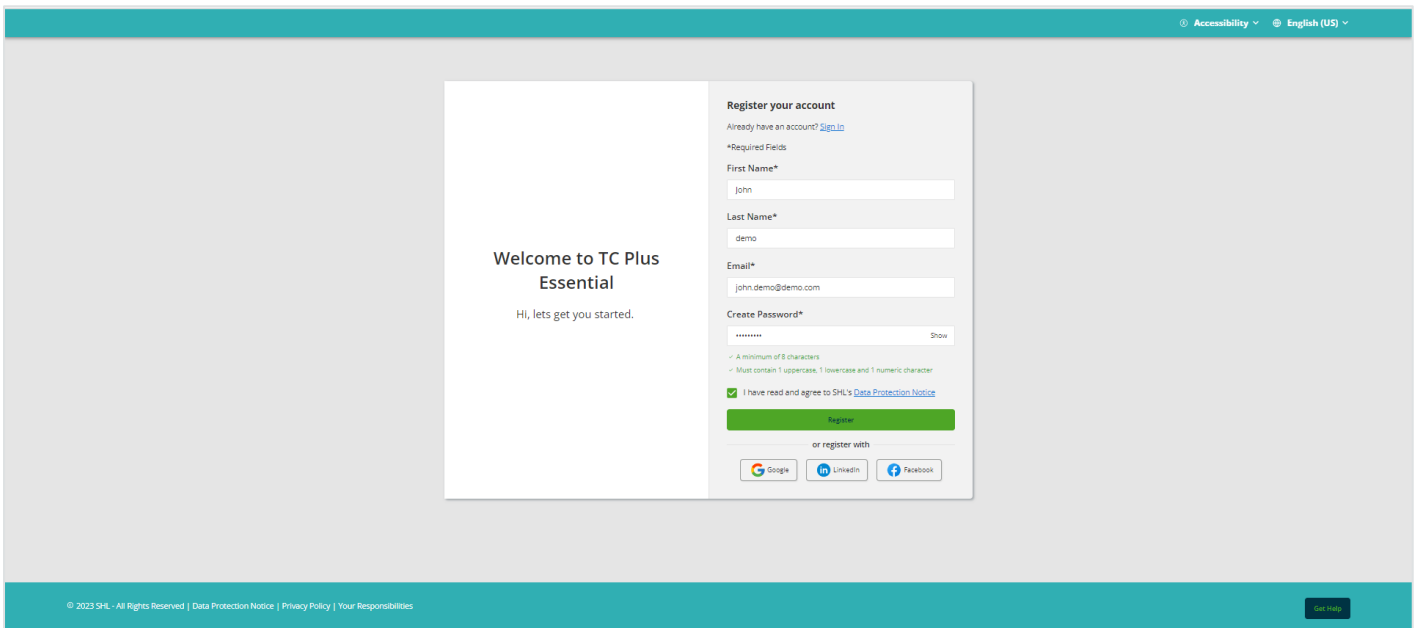
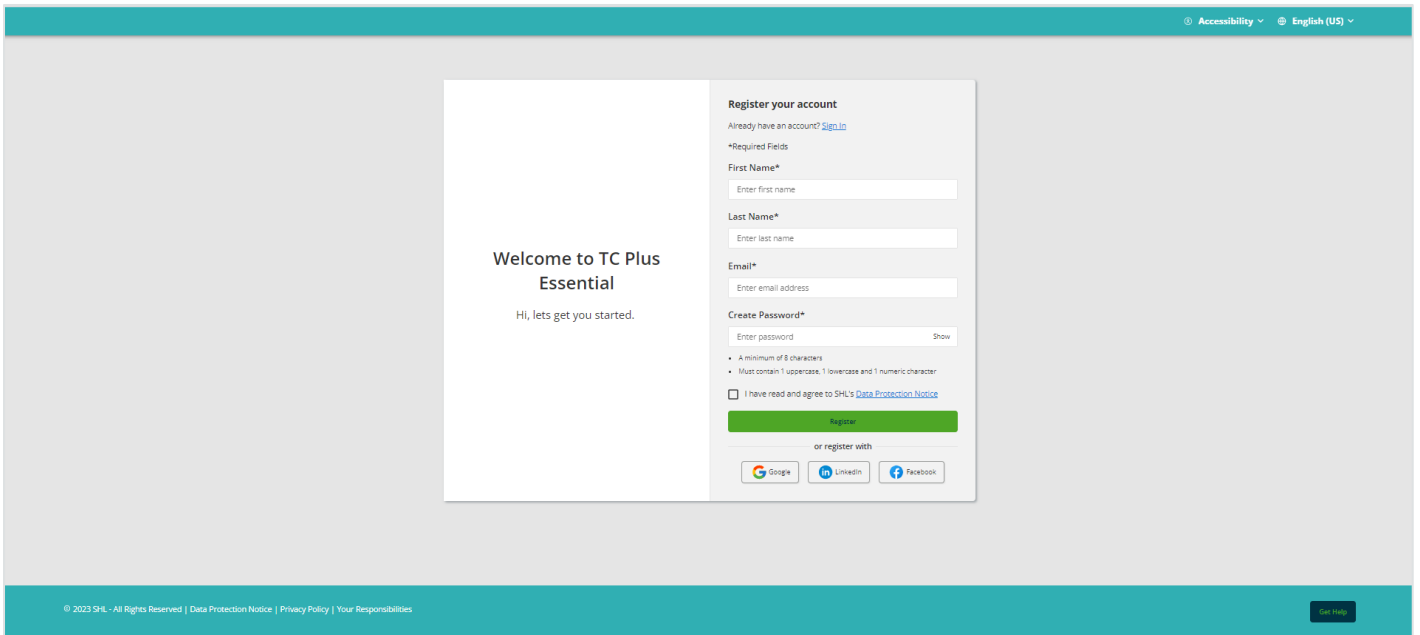
What is the customer impact of Simplified registration for participants?

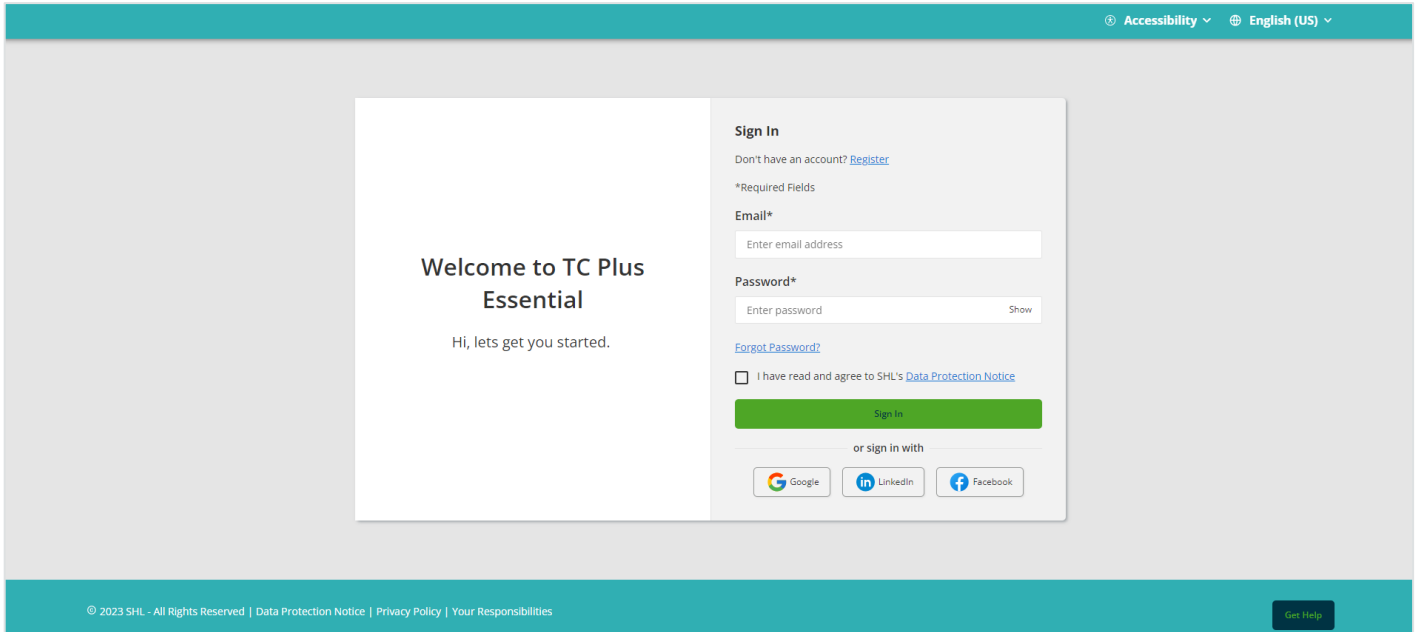
This will improve the overall experience with smooth and quick participants onboarding. This will help reduce the dropout rate during registration, allowing our customers to increase participant engagement. With improved efficiency, participants will be able to reach to task page faster and complete all tasks in a single sitting.

It's important to note that this workflow will be available for all new solution customers by default in TalentCentral+, and for integrated customers who have migrated from TC to TalentCentral+. Existing TC flow will not be impacted by this change and will continue to follow the old registration workflow.



What does Simplified registration for participants look like?





Platform:		Availability: 9 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		

