# SHL Release Notes

## 01 March 2024
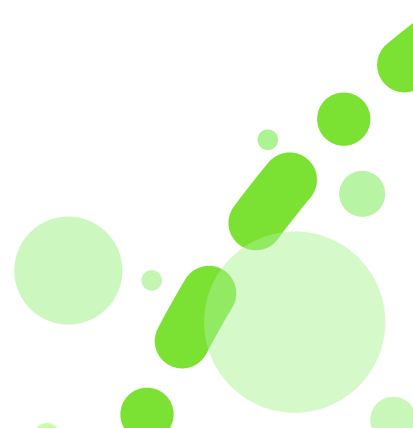
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# Conversational MultiChat Simulation – New Product Release

The new Conversational MultiChat Simulation enables you to assess key skills for chat agent job roles in a realistic job-like environment. It assesses a candidate's ability to effectively respond to customer queries using online chat.

Leveraging AI, the simulation allows candidates to have life-like conversations with the customer, leading to a more realistic approach in the way candidates are assessed for their skills. Candidates are scored based on whether they resolved the customer's query, the amount of time taken, and the correct use of vocabulary and grammar in their response.

Unlike more traditional, question and answer call center simulation assessments available in market, this new simulation allows you to get deeper insights into a candidate's skills, leading to better and more robust reporting.

This new assessment is only available on TalentCentral+. If you are already using the existing version of MultiChat simulation assessment, you can opt to transition to this new assessment. Please reach out to your account owner to learn more about it.

[Demo Link](#)
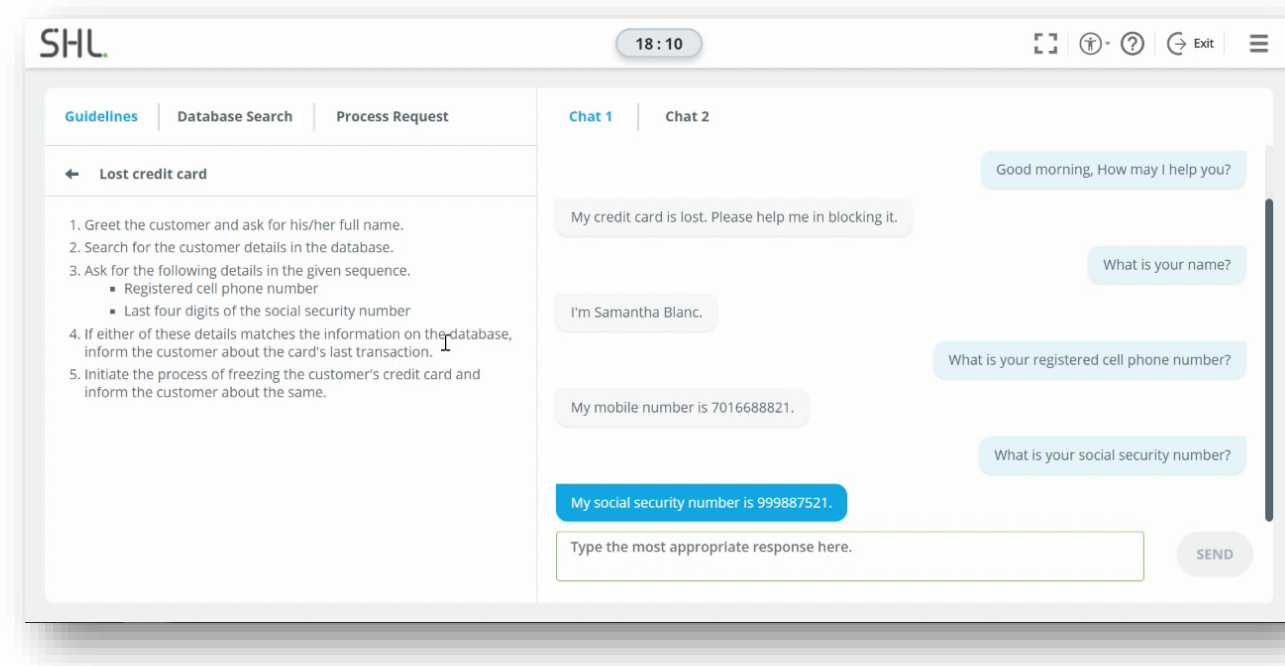


| Platform: | | | Availability: 26 February 2024 |
|---|---|---|---|
| ☐ | TalentCentral™ | ☒ TalentCentral+™ | |
| ☐ | 360/MFS | ☐ SHL Apps | |
| ☐ | Insights | | |

# Manufacturing & Industrial 8.0 Job-Focused Assessments (JFAs)

The new Manufacturing & Industrial 8.0 Job-Focused Assessments measure the behaviors that underlie successful and safe performance in an industrial/manufacturing setting.

These new JFAs replace the existing Workplace Safety & Industrial JFA and DSI assessment offerings for new customers and are available as upgrade options for existing customers on request.  We have identified a need for JFAs to cover a range of roles, in a broad set of industries.

These new JFAs use the Global Skills Assessment (GSA) scales and the new Process Monitoring assessment where applicable.  These JFAs are suitable for global use.

There are five JFAs in the Manufacturing & Industrial 8.0 JFA portfolio:

- **Essential Focus 8.0**: This solution assesses **foundational behaviors** including behaving safely in the workplace; applying domain-related expertise; offering practical solutions; and attending to multiple tasks.

- **Mechanical Focus 8.0**: This solution assesses **mechanical comprehension and other foundational behaviors** including behaving safely in the workplace; applying domain-related expertise; offering practical solutions; and attending to multiple tasks.

- **Vigilance Focus 8.0**: This solution assesses **process monitoring and other foundational behaviors** including behaving safely in the workplace; applying domain-related expertise; offering practical solutions; and attending to multiple tasks.

- **Mechanical & Vigilance Focus 8.0**: This solution assesses **process monitoring, mechanical comprehension and other foundational behaviors** including behaving safely in the workplace; applying domain-related expertise; offering practical solutions; and attending to multiple tasks.

- **Safety and Dependability Focus 8.0**: This solution assesses foundational behaviors including behaving safely in the workplace; complying with rules and regulations; applying domain-related expertise; and attending to multiple tasks. Please note: This JFA also serves as the replacement for the existing DSI Assessment.
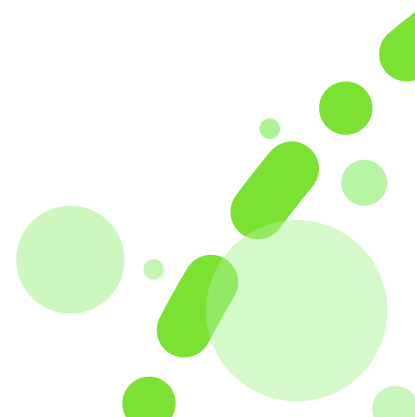
These new 8.0 JFAs are available on TalentCentral+ platform by default while existing customers On TalentCentral can continue using the legacy JFAs and DSI with migration on a case by case basis.

Please reach out to your account manager in case you wish to upgrade to new 8.0 JFAs.

Each JFA offers 3 types of reporting - Recruiter, Interview Guidance and Candidate – and are available digitally as well as pdf download.

| Product | Solution Language Availability | Report Language Availability |
|---|---|---|
| Essential Focus 8.0 | USE, INT, CHS, ITA, JPN, ELA | USE Only |
| Mechanical Focus 8.0 | USE, INT, CHS, ITA, JPN, ELA | USE Only |
| Vigilance Focus 8.0 | USE Only | USE Only |
| Mechanical & Vigilance Focus 8.0 | USE Only | USE Only |
| Safety & Dependability Focus 8.0 | USE, INT, CHS, ITA, JPN, ELA | USE Only |

**Platform:**  **Availability:** 20 February 2024

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| ☐ | TalentCentral™ | ☒ | TalentCentral+™ |
| ☐ | 360/MFS | ☐ | SHL Apps |
| ☐ | Insights | | |
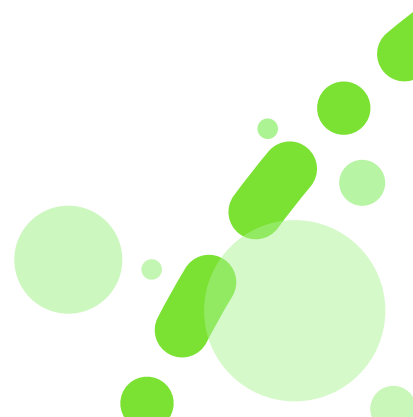
# Introducing New 360 digital report

We are very excited to announce that SHL is introducing a significant step forward in the reporting experience for our 360 product.

Up till now, our users were relying on the traditional, offline PDF reports, which were overdue for a well-deserved visual refresh and content update. This is a next step following on the recent revamp of the 360 participant rating experience.

Our new 360 digital report addresses several key needs based on clients' feedback and an ongoing commitment to enhancing user experience and providing actionable insights. Here's a breakdown of the reasons for introducing this new feature:

**Enhanced User Experience**
The 360 digital report responds to the need for a modern, engaging, and easy-to-read reporting interface. The updated format aims to provide a better experience for users, aligning with contemporary design standards.

**Actionable Insights**
Clients expressed a desire for insights derived from 360-degree feedback data that are not only meaningful but also focus on user development. The new report is designed to deliver actionable insights, emphasizing the developmental aspects for the users.

**Interactive**
To meet the demand for an engaging and immersive experience, the 360 digital report incorporates interactive elements. Users can interact with different components in the reports, such as graphs, grids, filters, etc. This feature enhances user engagement and allows for a more personalized exploration of the feedback.

**Comprehensive Evaluation and Comparison**
Flexibility and filtering options in rating display aim to provide users with comprehensive evaluation tools, allowing for tailored views that meet the specific needs of both line managers and employees. This includes the ability to compare data efficiently.
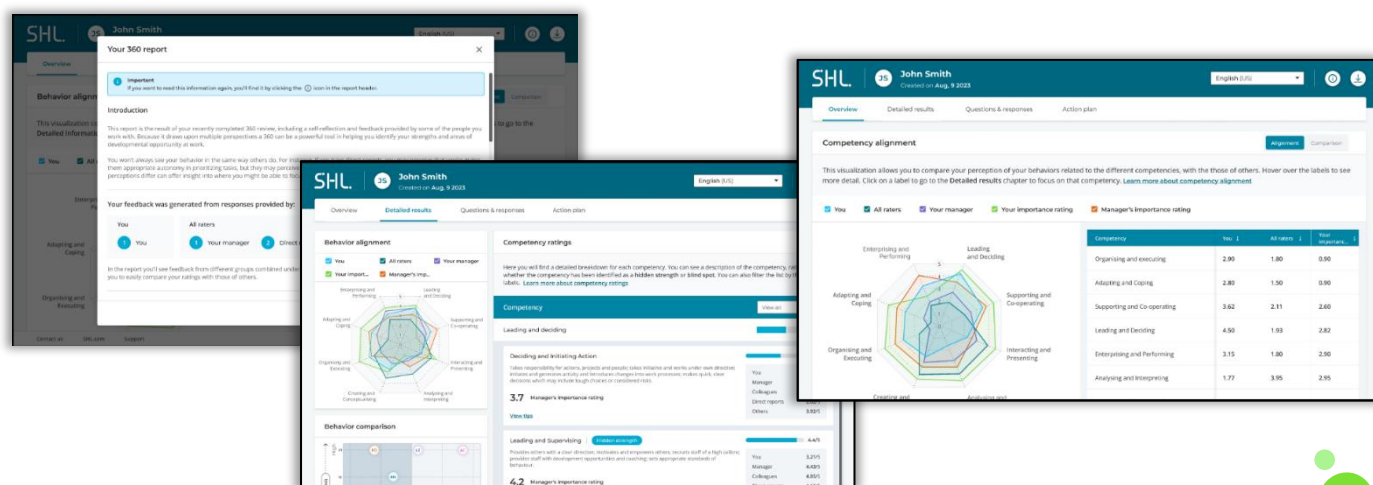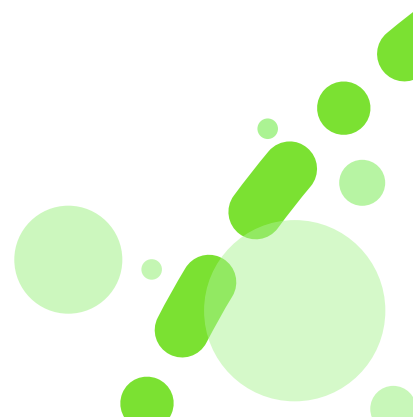
## Capability to Download the Report for Offline Use

Recognizing the need for an offline option, our new digital report provides users with the capability to download the on-screen version in PDF format, catering to those who may require offline access.
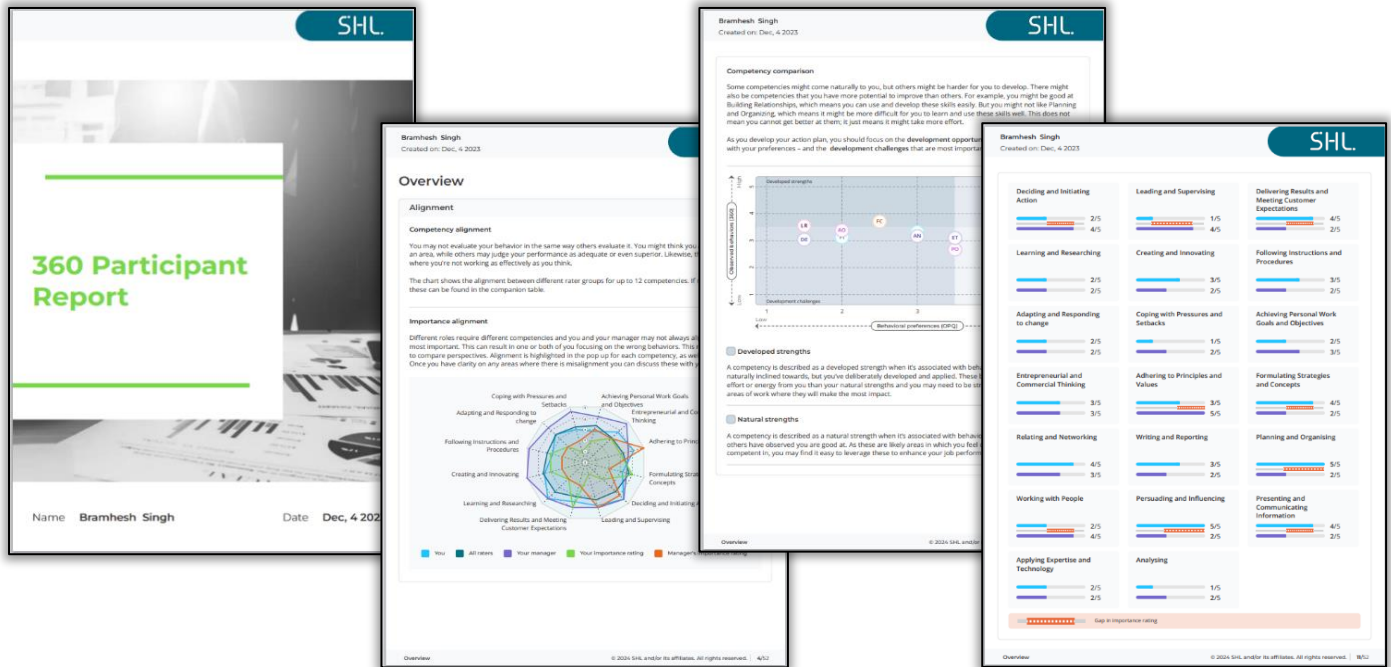


Whether you already use our 360 tool or considering introducing it for your organisation, please reach out to your SHL account manager or SHL Customer Experience team to learn more about the opportunities to use this new reporting capability.

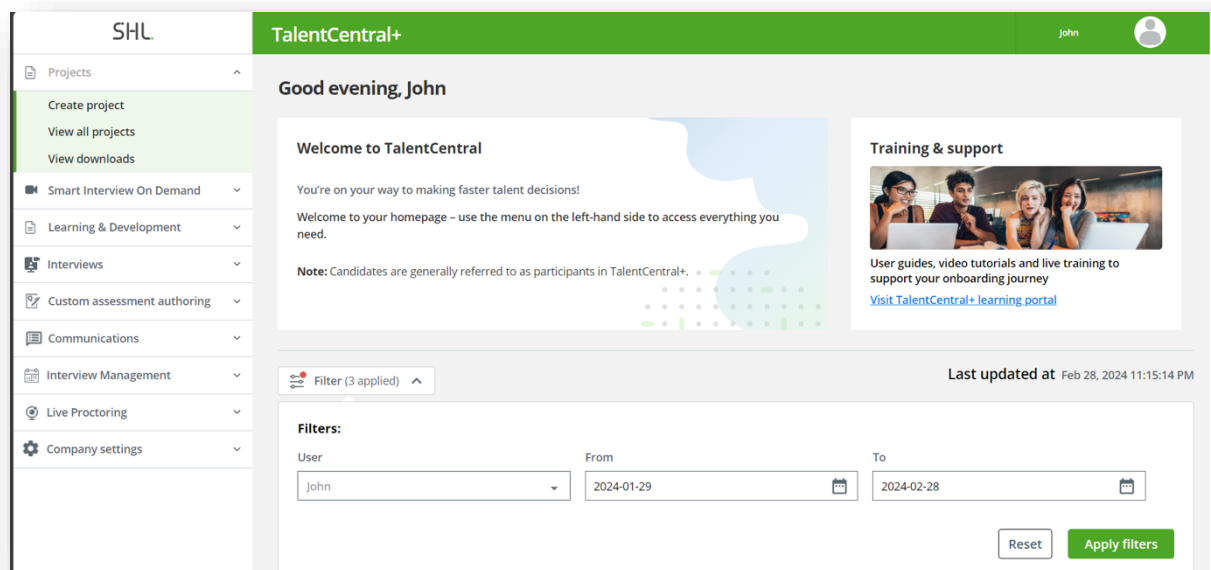| **Platform:** | | | **Availability:** 21 February 2024 |
|---|---|---|---|
| ☐ | TalentCentral™ | ☐ TalentCentral+™ | |
| ☒ | 360/MFS | ☐ SHL Apps | |
| ☐ | Insights | | |

# Homepage Changes on TalentCentral+

To aid customer users, both new to TalentCentral+ or those in need of support we have added a **Training and Support section** to the homepage.  Here users can find feature user guides, demo videos, and options to request live training.

Alongside this, we have added a **welcome message**, which is shown to all customer users.

These enhancements will become available to all TalentCentral+ users from early March 2024.



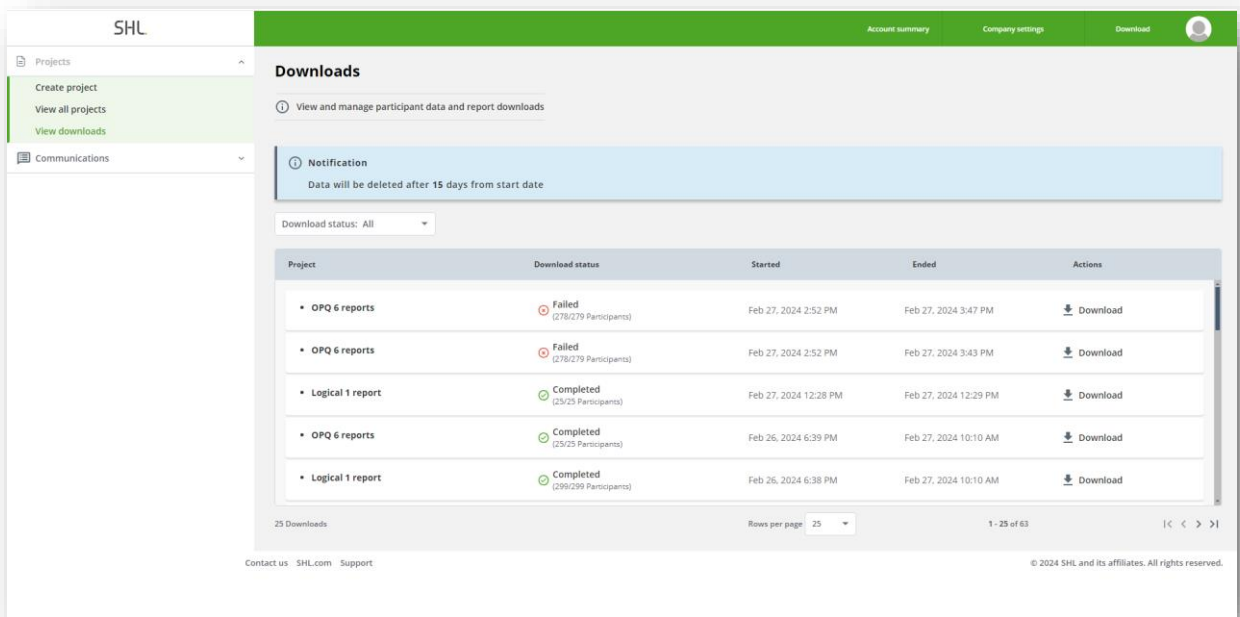| Platform: | | | Availability: | 05 March 2024 |
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| ☐ TalentCentral™ | ☒ | TalentCentral+™ | | |
| ☐ 360/MFS | ☐ | SHL Apps | | |
| ☐ Insights | | | | |
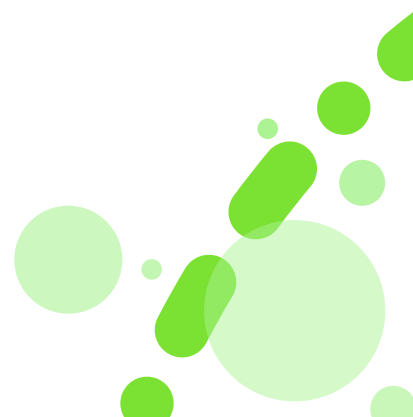
# Downloading reports in bulk

We have improved the bulk report download capability.  The feature now supports users downloading reports for up to 300 participants in a single request, there is no restriction on the number of reports per participant.

When downloading in bulk the exact time for the reports to become available can vary based on the number requested, the size of the specific report files and the overall load on the platform at that time; because of this the improved feature allows users to monitor, and check back on, the status of their download request in a new bulk **download section**.  Once the download is prepared, it remains available for users to download to their local machine for 15 days, after which the link expires and the user would need to re-request.
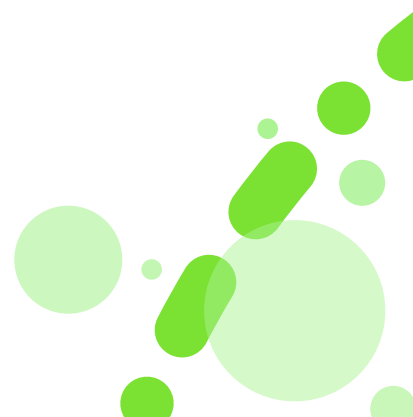
This feature improvement is being made available to all TalentCentral+ customers automatically, from early March.

| Platform: | | | Availability: | 05 March 2024 |
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| ☐ 360/MFS | ☐ | SHL Apps | | |
| ☐ Insights | | | | |

# Global Compliance for Proctoring – Participant Consent

Proctoring features have been available for some time but due to differing legal contexts globally we have not been able to make them available to all our customers till now.  We are addressing this by introducing a Participant Consent feature, which offers 2 different participant experiences.

- **Optional Consent**: this version of consent allows the participant to decline consent but still be allowed to proceed with the assessment experience uninterrupted.  The participants agreement or refusal is reported in both individual proctoring reports and Excel downloads.

- **Mandatory Consent**: this version of consent does not allow the participant to decline consent.  If they do they are prevented from proceeding to the assessment experience.  Their refusal is also reported in Excel downloads, individual reports will not be available as no assessments will be completed.
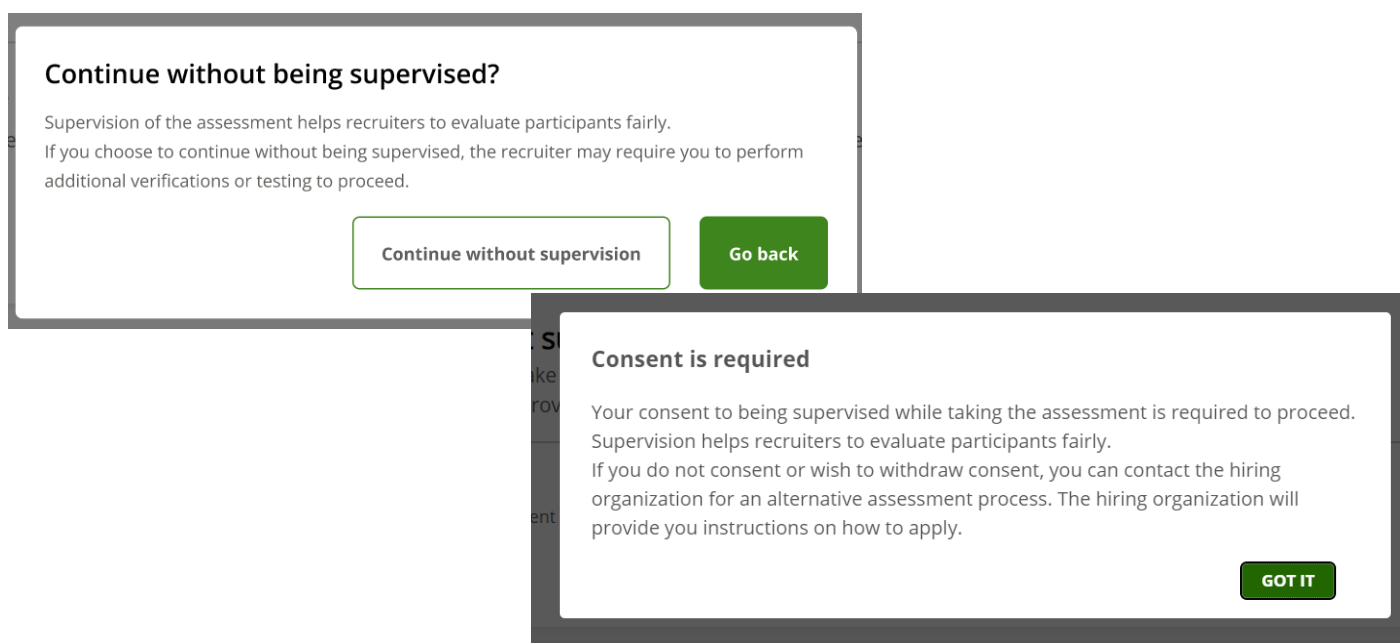


The Optional experience is available to all customers using proctoring features that record video/image or audio as a default and for EU and UK customers this is the only experience that is compliant with local laws.  The Mandatory experience can be enabled in other regions and it can be optionally set as the default or the users can be permitted to choose the experience they want at a project level.

Any exceptions to the use of the Optional experience in the EU or UK can only be agreed with written consent from an executive of the affected customer and the SHL legal team.  These would be very rare circumstances.

It is possible for SHL to deactivate the consent feature entirely, but again this can only be actioned with written consent the customer and the SHL legal team regardless of region.

The Participant Consent feature is being automatically activated for all customers, but it will only automatically take effect for new projects users create. It is available for use with existing projects, but users would need to manually change the configuration of those projects to turn the feature on.

The SHL App will be updated with this feature in coming releases, and release notes will be provided on release.

| Platform: | | | Availability: 11 March 2024(Desktop Mobile Web |
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| ☐ TalentCentral™ | ☒ | TalentCentral+™ | |
| ☐ 360/MFS | ☐ | SHL Apps | |
| ☐ Insights | | | |
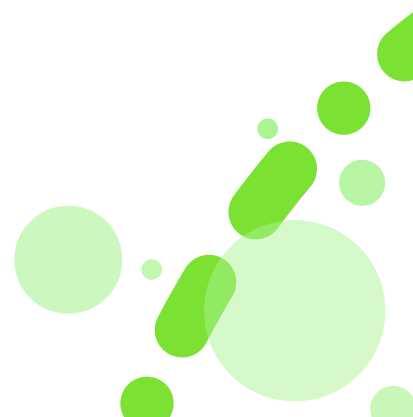
# Content Language Releases

## JFA Languages

| Product | Language |
|---|---|
| Entry Level Sales 7.1 | Turkish |
| Graduate 8.0+ | Indonesian |
| Customer Contact 8.0 | Simplified Chinese |

| Platform: | | | Availability: 21 February 2024 |
|---|---|---|---|
| ☒ TalentCentral™ | ☐ | TalentCentral+™ | |
| ☐ 360/MFS | ☐ | SHL Apps | |
| ☐ Insights | | | |