# SHL.

# 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.

#### <u>Demo Link</u>

Suidelines Database Search Process Request	Chat 1 Chat 2	
Fioress Request	Chat I Chat 2	
- Lost credit card		Good morning, How may I help you?
1. Greet the customer and ask for his/her full name.	My credit card is lost. Please help me in blocking it.	1
2. Search for the customer details in the database.		What is your name?
<ul> <li>3. Ask for the following details in the given sequence.</li> <li>Registered cell phone number</li> </ul>		
Last four digits of the social security number	l'm Samantha Blanc.	
4. If either of these details matches the information on the database, inform the customer about the card's last transaction.		What is your registered cell phone number?
<ol><li>Initiate the process of freezing the customer's credit card and inform the customer about the same.</li></ol>		what is your registered cell phone number:
morn die customer about die same.	My mobile number is 7016688821.	
		What is your social security number?
	My social security number is 999887521.	
	Type the most appropriate response here.	SEND

Pla	tform:			Availability: 26 February 2024
	TalentCentral <sup>™</sup>	$\boxtimes$	TalentCentral+ <sup>™</sup>	
	360/MFS		SHL Apps	
	Insights			
	: 1.0   Last updated: 1 Ma SHL and/or its affiliates. Al			

# 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

Pla	tform:			Availability: 20 February 2024
	TalentCentral <sup>™</sup>	$\boxtimes$	TalentCentral+ <sup>™</sup>	
	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+™		
$\boxtimes$	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.

SHL.		TalentCentral+	John 🔒			
Projects	^	Good evening, John				
Create project		· · · · · · · · · · · · · · · · · · ·				
View all projects View downloads		Welcome to TalentCentral	Training & support			
Smart Interview On Demand	~	You're on your way to making faster talent decisions!	S-S-ATA			
E Learning & Development	~	Welcome to your homepage - use the menu on the left-hand side to access everything you need.				
1 Interviews	~	Note: Candidates are generally referred to as participants in TalentCentral+. User guides, video tutorials and live training to support your onboarding journey				
🖉 Custom assessment authoring	~		Visit TalentCentral+ learning portal			
Communications	~					
Interview Management	~	😂 Filter (3 applied) 🔨	Last updated at Feb 28, 2024 11:15:14 P			
Live Proctoring	~					
Company settings	~	Filters: User From	То			
		John 2024-01-29				
			Reset Apply filters			

Platform:				Availability:	05 March 2024
	TalentCentral™	$\boxtimes$	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.

SHL.					Download
Projects	^ Participants: Logical 1 repo	rt		View all projects	Add participants
Create project /iew all projects	Review your participants' progress by clic			Last updated o	on: Feb 27, 2024 4:19:05 P
/iew downloads	Participant email	arch			Q
Communications	~				
	Participant status: All 🗸 Stage: A	ll 🗸 🚔 Filter (1 applied) 🗸			Manage columns
	Config	ure & download reports			
	Manage participants Review				
	Bulk actions: 25 selected	$\overline{\cdots}$	Invite to next stage   🖲 Download	PDF reports   🗮 Download p	articipant data
	Select all Participants	Logical 1 report Your download is being prepared	Participant start date 👃	Participant ID	Actions
	Automation Automation_a	Check <u>Downloads</u> for status	<sup>1</sup> Feb 26, 2024 5:33:11 PM	273770012907381	
	Automation_5	_		273770012155314	<b>⊡</b>
	Automation Automation_drosters	CK		273770012951860	<b>⊡</b> - :
	Automation 8da3d Automation_8da3d647	Completed • Logical Ability		273770012165368	<b>⊡</b> • ∶
	Automation 10ac2 Automation_10ac22.cb	Completed • Logical Ability	6 Feb 26, 2024 4:24:46 PN	273770012469075	₽• :
	Automation 09b35 Automation_09b3546e	Completed • Logical Ability	1 Feb 26, 2024 4:20:11 PN	273770012316924	<b>⊡</b> • :
	Automation (57/d9				



SHL					ngs Download 🧕
Projects	Downloads				
Create project View all projects View downloads	View and manage participant data and	d report downloads			
Communications	Notification     Data will be deleted after 15 day	/s from start date			
	Download status: All 👻				
	Project	Download status	Started	Ended	Actions
	OPQ 6 reports	<ul> <li>Failed (278/279 Participants)</li> </ul>	Feb 27, 2024 2:52 PM	Feb 27. 2024 3;47 PM	🛓 Download
	OPQ 6 reports	Failed     (278/279 Participants)	Feb 27, 2024 2:52 PM	Feb 27, 2024 3:43 PM	🛓 Download
	Logical 1 report	Completed (25/25 Participants)	Feb 27, 2024 12:28 PM	Feb 27, 2024 12:29 PM	🛃 Download
	OPQ 6 reports	Orapleted (25/25 Participants)	Feb 26, 2024 6:39 PM	Feb 27, 2024 10:10 AM	🛓 Download
	Logical 1 report	Or Completed (299/299 Participants)	Feb 26, 2024 6:38 PM	Feb 27, 2024 10:10 AM	
	25 Downloads		Rows per page 25 💌	1 - 25 of 63	اد د ۲۰
	Contact us SHL.com Support				© 2024 SHL and its affiliates. All rights reserved

Plat	form:			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.

Pla	tform:			<b>Availability:</b> 11 March 2024(Desktop Mobile Web
	TalentCentral <sup>™</sup>	$\boxtimes$	TalentCentral+ <sup>™</sup>	
	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
$\boxtimes$	TalentCentral <sup>™</sup>	TalentCentral+ <sup>™</sup>	
	360/MFS	SHL Apps	
	Insights		

