



SHL Release Notes

18 April 2024

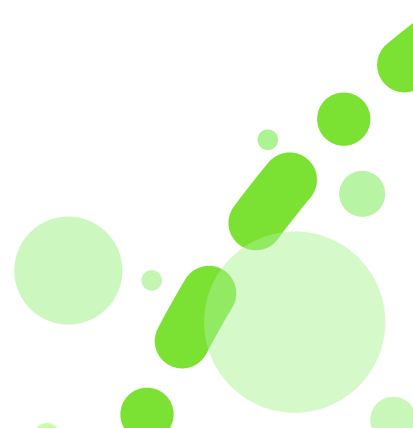
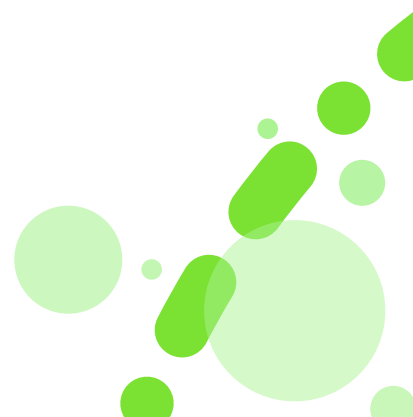


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Simplified Data Capture

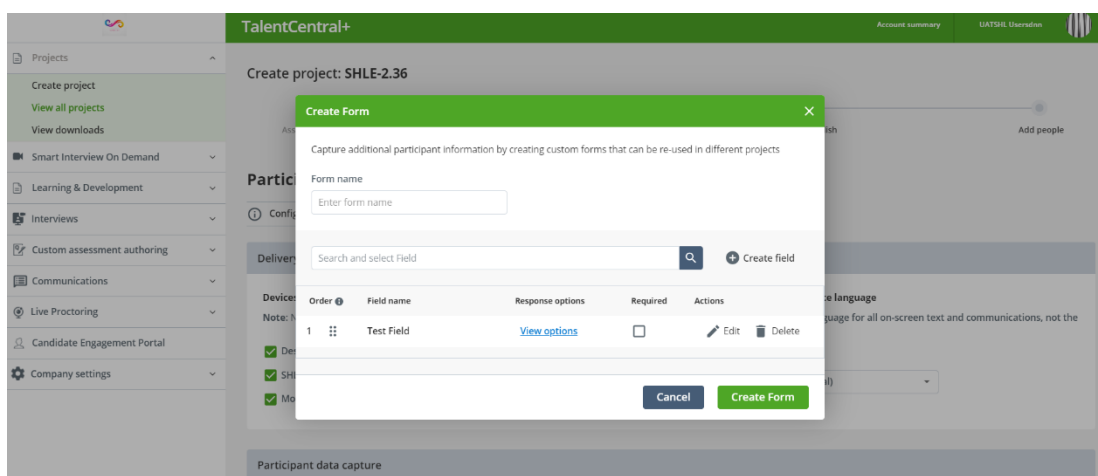
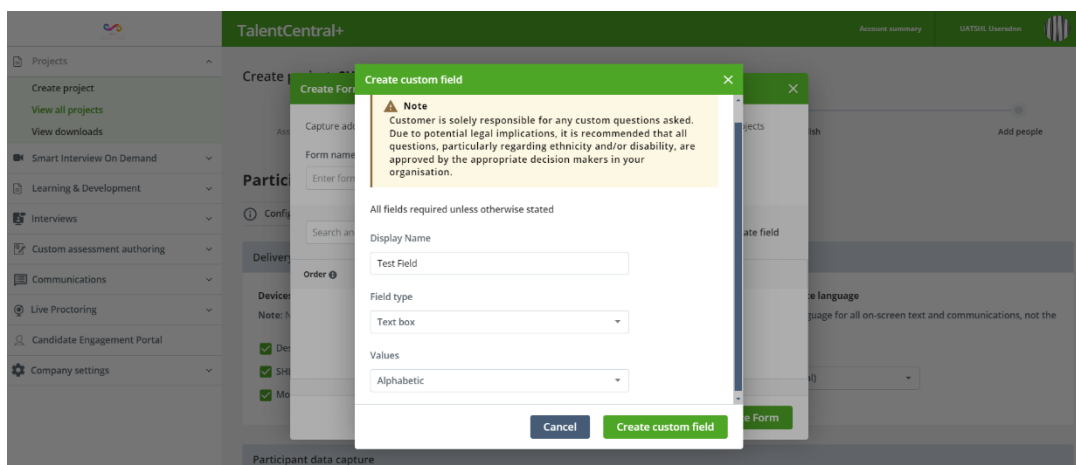
Talent Central+: Configuring custom application form at project level

We have enhanced the user experience of asking demographic questions to participants, that are used for different purposes such as research and legal obligations in different countries. We have overhauled the process through which company admins capture participant data and configure custom questions using application forms. This process standardizes the capture of essential data, including Research, EEO and OFCCP fields, while allowing for the inclusion of additional custom data as needed. EEO and OFCCP fields are primarily used by US customers and for the rest of the world we have a flag for Fairness and Diversity. Participant information such as Diversity and Ethnicity are not saved on the admin platform and the admin lacks access to this sensitive data. Therefore, we also have a legal note which appears while creating a custom question and educates the candidate to refrain from creating Ethnicity and Disability related fields.

Following this initiative, a field that might be a part of more than one form will only appear once on participant experience. However, if the admin decides to ask the same question again as a custom question, then we do not have restrictions on the question asked.

If the custom data capture flag is enabled for the company, recruiters can create and personalize application forms, comprising both standard and custom fields. Additionally, any custom form created for one project within a company will be accessible for use in other projects within the same company.

There have been no alterations to the process of creating custom forms on the platform. The sole modification lies in the user interface representation, where custom fields will no longer be displayed in the table upfront. Instead, they will need to be searched for and selected during the form creation process.



This release will not affect the existing forms previously created for the company; they will remain accessible under the custom form dropdown menu. Furthermore, users can still create new forms based on their specific requirements.

Going forward as all standard questions are visible depending on the forms enabled for the company, based on geographic location and legal restrictions. Therefore, in an exceedingly rare situation, if the companies want to deactivate any standard question or Research, EEO and OFCCP forms, they will need an approval from the Legal and Science teams to proceed with the change.

Note – We are releasing simplified data capture changes in parts right now. The platform changes have already been implemented and are now live on production for use. The participant experience modifications will be introduced in the next release, expected by the end of April.

Participant experience workflow

As part of our ongoing efforts to enhance participant experience, we've implemented substantial changes to the workflow following candidate registration. Consequently, we've streamlined and unified various forms—such as Research, Equal Employment Opportunity (EEO), and Office of Federal Contract Compliance Program (OFCCP) - into a single form titled “About You.” This form will appear before task list and will present research and demographic data as the second step immediately following registration/login. It accomplishes this by consolidating the required fields from Research, EEO, and OFCCP forms which is controlled by SHL. Additionally, customized application form fields, which are configured and controlled by recruiters during project creation using the recruiter platform, will be presented as the third step.

SHL

as Accessibility English (Int...)

About you ● Step 1 ○ Step 2

SHLE QA UAT and SHL will use your responses in anonymised format to comply with US regulations and to maintain and improve the fairness and quality of assessments and the assessment process.
[How your responses are used](#)

All fields are required

Country of residence

Age

Gender

Ethnic background

Highest educational qualification (or nearest equivalent)

Job level of the position you are applying for

SHL

as Accessibility English (Int...)

About you ● Step 1 ● Step 2

The following fields are **Custom Questions** and your responses will be used by SHLE QA UAT as part of your application.
[How your responses are used](#)

All fields are required unless stated optional

Personal Information

10th Passing Year

12th Passing Year (Optional)

Degree Specialization

Email Id

Current City (Optional)

Mobile Number (Optional)

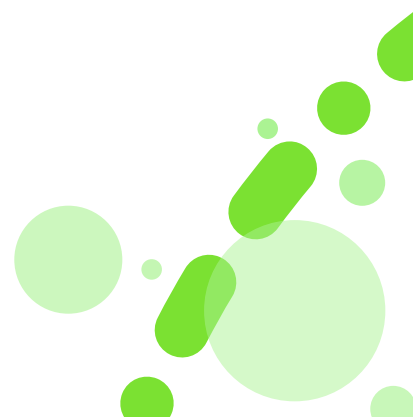
In the existing workflow, participants are required to complete multiple forms (Research, EEO, OFCCP, and Application form) individually after registration/signup. This process involves asking participants for repetitive data for different purposes, which not only leads to redundancy but also detracts from the user experience. Particularly sensitive information such as gender and ethnicity is requested multiple times. Consequently, the journey involves too many steps before participants can access key tasks, contributing to a less-than-ideal user experience.

This enhancement will improve the overall experience by facilitating smooth and rapid participant onboarding, thereby reducing the time and number of steps required for participants to access their tasks. Consequently, this will lead to a decrease in dropouts and bounce rates. For participants who are concerned about the security of their Personally Identifiable Information (PII), this will provide greater transparency regarding the data being captured, minimize redundant data collection, and eliminate the necessity of requesting ethnicity information in sensitive regions.

It's essential to emphasize that this workflow will be automatically available for all new solution customers in TalentCentral+, as well as for integrated customers who have transitioned from TC to TalentCentral+.

Existing TC users will not be affected by this modification and will continue to adhere to the previous registration workflow.

Platform:				Availability: 29 April 2024
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	
<input type="checkbox"/>	Insights			



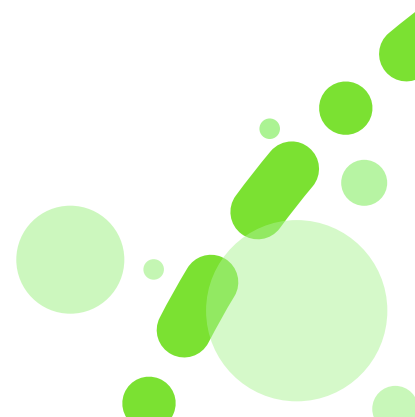
Content Language Releases

JFA Languages

Product	Language
Graduate 8.0	Indonesian
Customer Contact 8.0+	Simplified Chinese
Customer Contact 8.0	Simplified Chinese

OPQ Report Rebuilds

Product	Language
OPQ32 Candidate Report 2.0	Dutch
OPQ32 Manager Plus Report 2.0	US English International English
OPQ Candidate Report	Swedish Finnish Latin American Spanish
OPQ Manager Plus Report	English (US)
OPQ32 Candidate Report 2.0	Spanish Danish



JFAs

Product	Language
Graduate + 8.0 Graduate Candidate Report Graduate Interview Report Graduate Detailed Report	Romanian
Contact Center Customer Service + 8.0 Candidate Report Interview Report Detailed Report	Japanese
Contact Center Customer Service + 8.0 Candidate Report Interview Report Detailed Report	Japanese

Platform:		Availability: 17 April 2024	
<input checked="" type="checkbox"/> TalentCentral™	<input type="checkbox"/> TalentCentral+™		
<input type="checkbox"/> 360/MFS	<input type="checkbox"/> SHL Apps		
<input type="checkbox"/> Insights			

