



SHL Release notes

13 November 2024

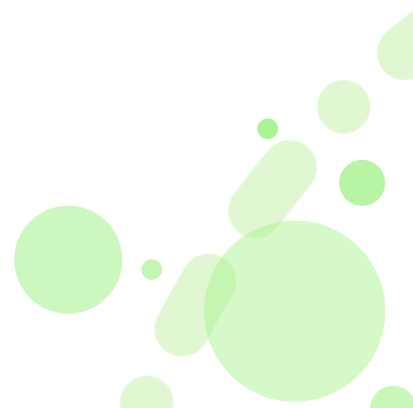
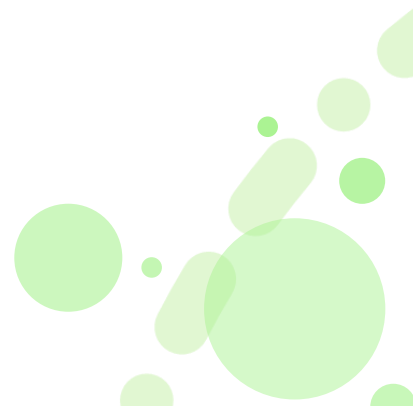


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WriteX Email Writing - Scoring Model Update

Brief Overview – WriteX Email Writing

WriteX-email provides a simulation for email writing, where given a scenario, a candidate must write an email in response to that. A scoring system analyses the written email content and produces following different scores.

- Etiquette Score: Rule-based, primarily to check candidate's response on a set of email writing specific guidelines such as salutation, signing-off, subject. etc.
- Content Score: AI-based, primarily to check whether the candidate has followed the SOP and covered all the relevant details to handle the situation.
- Grammar Score: AI-based, primarily to check whether the written email is grammatically correct or not.
- Overall Score: This score is basically the average of the Grammar, Etiquette, and Content score.

Based on the cutoffs on combination of few of above scores, a CEFR grade is also assigned in the assessment.

What change has been made?

SHL has planned the refresh of grammar model and CEFR computation method used in the WriteX email writing product which in turn will improve the measurement accuracy of the Grammar score and yield better CEFR grades.

Since overall score is dependent upon the grammar score, the accuracy of overall score will also be improved.

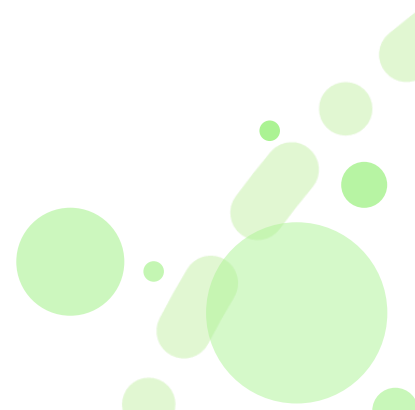
Why has this change been made?

As language models continue to advance over time, SHL remains committed to monitoring these developments and consistently reviewing the performance of the language models integrated into our products.

During a recent review of WriteX Email writing product, we identified opportunities for improvement in two key areas, driven by advancements in language model technology:

- Improving the grammar score accuracy
- CEFR grade evaluation criteria

Hence, SHL has planned the refresh of Grammar models along with a change in CEFR computation method.



Understand the impact on you

Overall the enhancements will lead to improvement in the accuracy of grammar score and CEFR level. This also in turn will also impact the throughput of candidates if any hireability criteria/ cutoff is applied on scores generated. On avg., the impact is a <1% reduction in pass rates, but this varies by customer and is dependent on which scores each customer is focused on.

In case you wish to change the cutoff being applied on projects for keeping the same throughput/ pass rate, please reach out to your account managers.

Please note: This will be a phase-wise roll out on the production servers. Refer below for exact dates of roll out:

Production Region	Release Date
EU	11 November 2024
AU	12 November 2024
CN	14 November 2024
US	21 November 2024

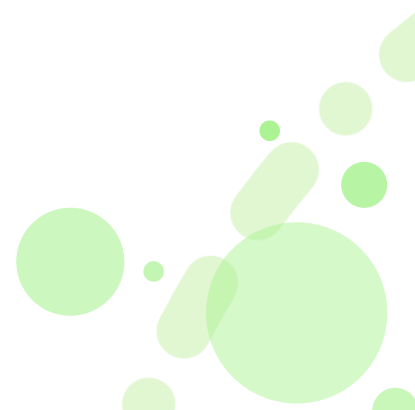
Platform:		Availability: 21 November 2024	
<input checked="" type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

Enhanced Capabilities for Downloading Participant Data on TalentCentral+ Platform

TalentCentral+ now offers enhanced capabilities, giving users greater flexibility when downloading participant Excel files. Users can choose to download specific or all score types for each assessment a candidate has completed, selecting directly from the available score types based on their needs.

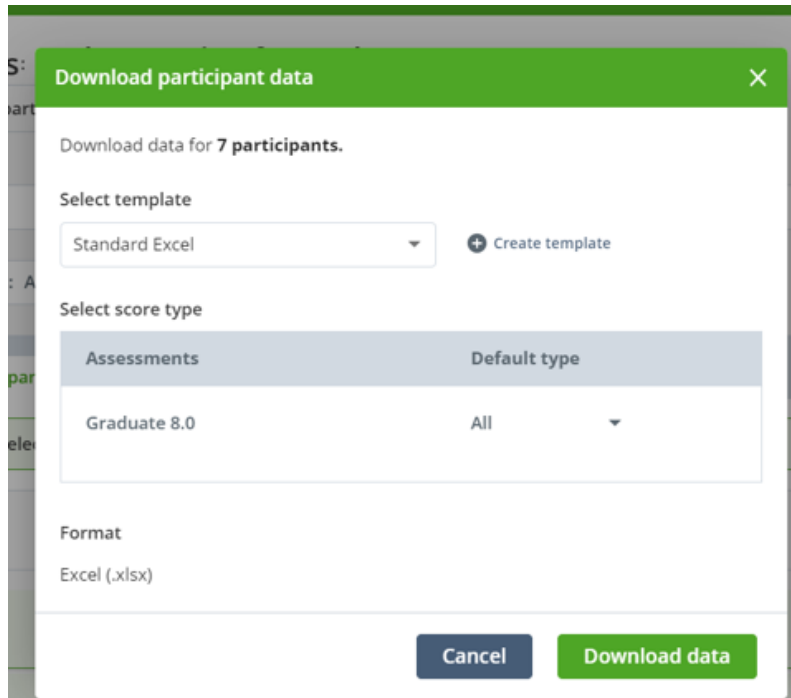
Key Highlights:

- **Customizable Score Types for Excel Downloads:**
A new dropdown option on the UI offers user to customize the score types included in their Excel downloads.
- **Comprehensive Score Visibility:**
All available score types for each assessment are now displayed in the dropdown menu, making it easier for users to select the relevant ones.
- **Participant Count Notification:**
The download confirmation pop-up now shows the exact number of participants selected, ensuring clarity and confirmation before exporting data.
- **Support for Standard and Customized Downloads:**
This feature supports both standard predefined templates and new custom templates, enabling users to export data in the format that best meets their needs.
- **Improved Score Labelling:**
Previously, score tags were labelled as "Dummy Labels" in the Excel templates. This has been corrected, and users will now see the appropriate score tag labels.

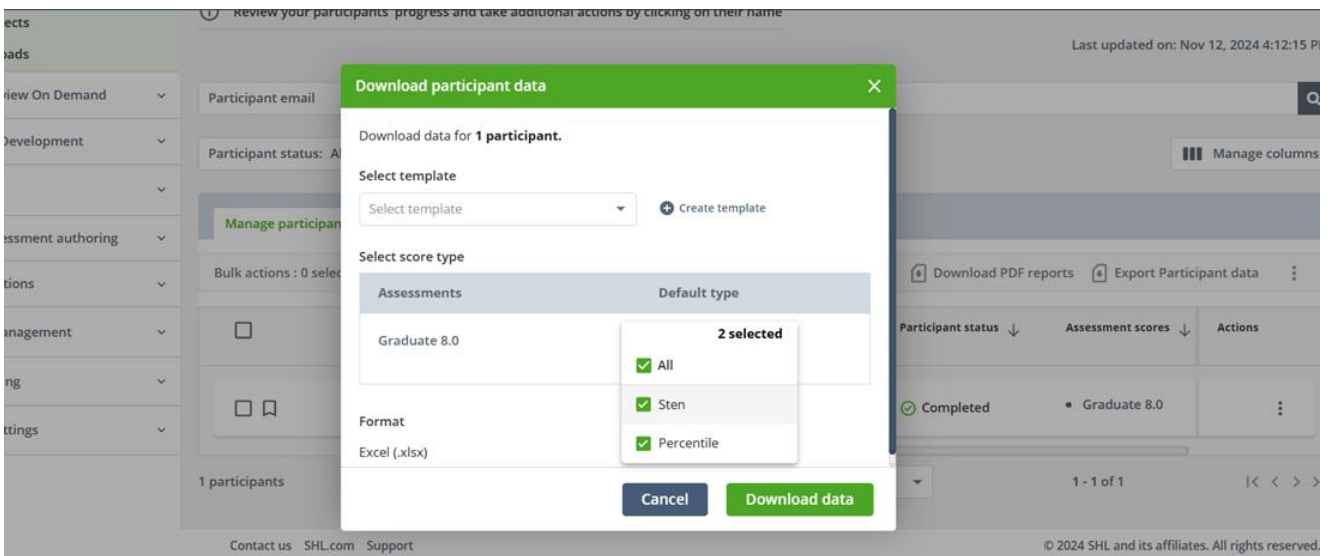


Screenshots for reference:

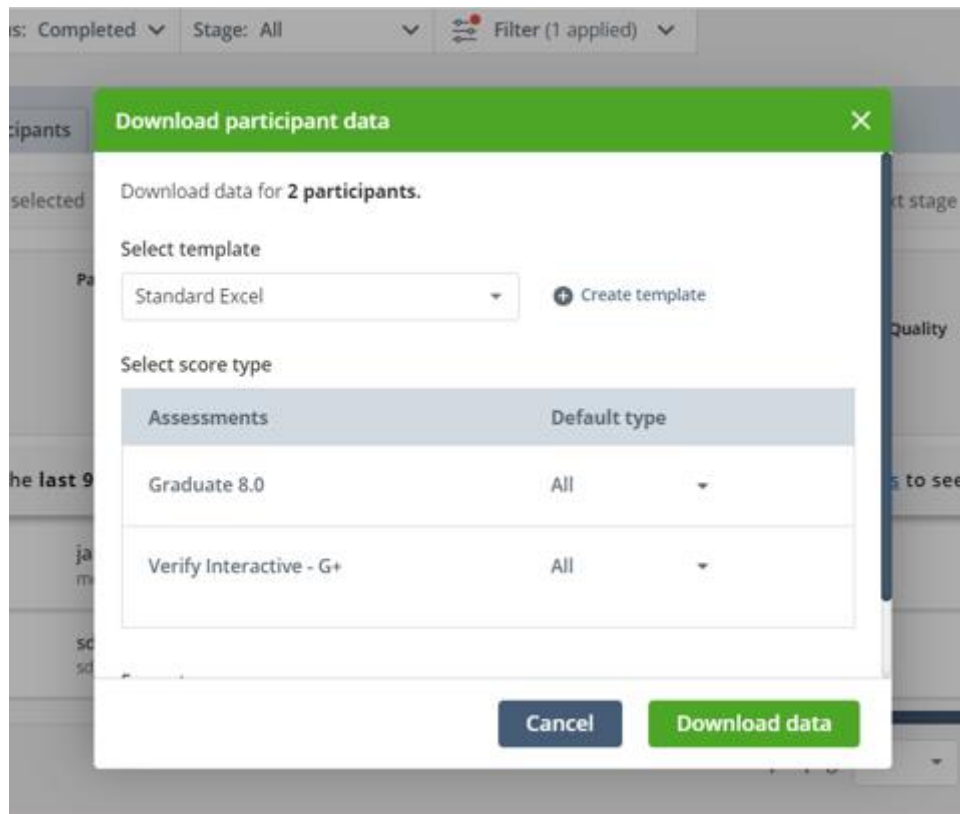
- New Enhanced Excel Download Popup



- Comprehensive Score Visibility



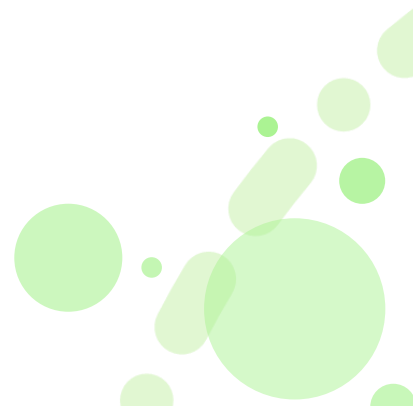
- Option to Select Multiple Assessments and Score Types



Note:

This functionality would be supported for all the new projects and would not be visible to existing projects.

Platform:		Availability: 15 November 2024	
<input type="checkbox"/> TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™	
<input type="checkbox"/> 360/MFS	<input type="checkbox"/>	SHL Apps	
<input type="checkbox"/> Insights			



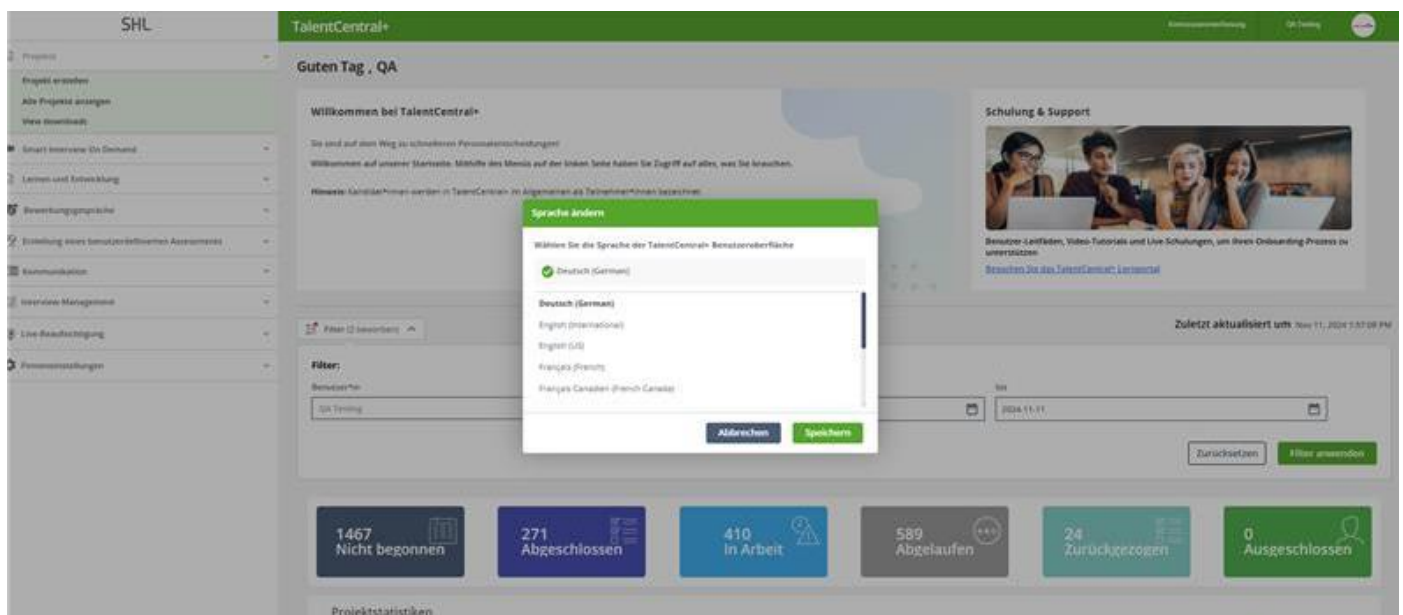
Introducing German Language support for Talent Central+ Customer Experience

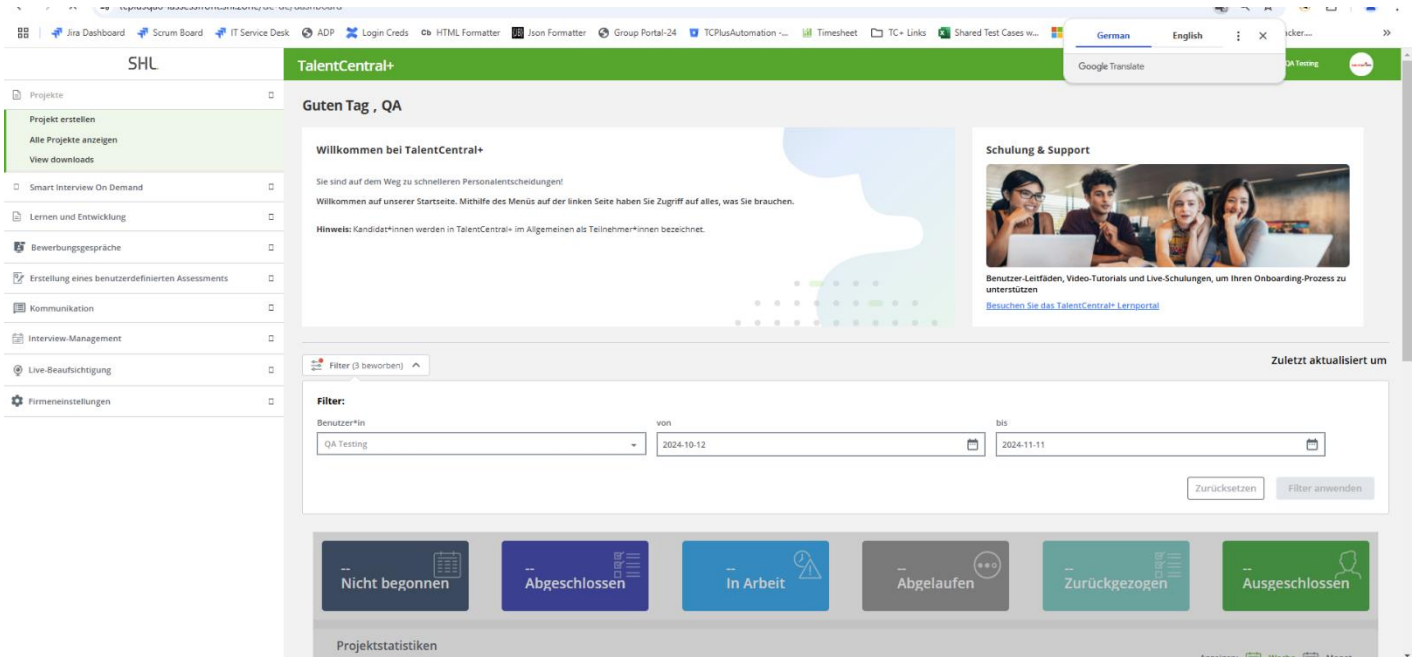
TalentCentral+ has introduced localization support for German-speaking users, further expanding the platform's localization capabilities. German is now fully supported across the user interface, customer experience and communications, providing a seamless experience for German-speaking users.

With this update, Talent Central+ is now available in the following 11 languages:

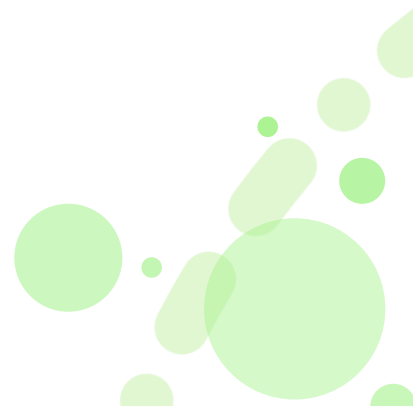
1. English (US)
2. English (International)
3. Chinese (中文)
4. Canadian French (Français Canadien)
5. Japanese (日本語)
6. Italian (Italiano)
7. French (Français)
8. Norwegian (Norsk)
9. Swedish (Svenska)
10. Dutch (Nederlands)
11. German (Deutsch)

Screenshots for Reference:





Platform:			Availability: 30 November 2024
<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

OPQ Reports

Product	Language
Development Action Planner 2.0	Thai Finnish Serbian
Universal Competency Report 2.0	Thai
Hipo Assessment Report 2.0	Thai
Unlocking Potential Report 2.0	Thai
Sales Transformation Report IC (Recruiter)	Latin American Spanish Simplified Chinese
Sales Transformation Report Manager (Recruiter)	Latin American Spanish Simplified Chinese
Sales Transformation Report IC (Development)	Latin American Spanish Simplified Chinese
Sales Transformation Report Manager (Development)	Latin American Spanish Simplified Chinese

MQ

Product	Language
MQ Assessment	Serbian
MQ Employee Motivation Report	Serbian

Verify

Product	Language
Verify Checking (2022)	Hungarian Finnish

Platform:		Availability: 13 October 2024	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
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