SHL.

SHL Release notes

February 27, 2026

Contents

Introducing Retail 8.0 JFA Suite

Overview

As part of our continued focus on industry-specific talent solutions, SHL is introducing five new job-focused assessments designed specifically for the retail and hospitality sectors.

Suite of New Retail Job Focused Assessments

We have expanded our Retail solution portfolio with the addition of five new Job-Focused Assessments (JFAs). This includes three newly introduced short-format JFAs designed to deliver maximum predictive insight while minimizing candidate effort and assessment time - supporting efficient, high-volume hiring without compromising quality.

In addition, we have launched two targeted JFAs specifically developed for store and department leadership roles, enabling organizations to evaluate the skills and behaviors required for effective frontline leadership. Together, these additions strengthen our ability to support skills-based hiring across both entry-level and leadership talent segments.

Following are the new JFAs:

Job Focused Assessment	Description	Languages
Hospitality Associate Short 8.0	The Hospitality Associate Short 8.0 Job-Focused Assessment measures behaviors that underlie successful performance in a guest-facing hospitality setting. This includes the tendencies to interact well with guests and work effectively in teams. The Hospitality Associate Short 8.0 JFA consists of two scales: Guest Focus (Short) and Teamwork.	English US, English International, Chinese Simplified, Canadian French, Latin American Spanish

Job Focused Assessment	Description	Languages
Retail Associate short 8.0	The Retail Associate Short 8.0 Job-Focused Assessment measures behaviors that underlie successful performance in a customer-facing retail setting. This includes the tendencies to interact well with customers and work effectively in teams. The Retail Associate Short 8.0 JFA consists of two scales: Customer Focus (Short) and Teamwork.	English US, English International, Chinese Simplified, Canadian French, Latin American Spanish
Restaurant Associate Short 8.0	The Restaurant Associate Short 8.0 Job-Focused Assessment measures behaviors that underlie successful performance in a guest-facing restaurant setting. This includes the tendencies to interact well with guests and work effectively in teams. The Restaurant Associate Short 8.0 JFA consists of two scales: Guest Focus (Short) and Teamwork.	English US, English International, Chinese Simplified, Canadian French, Latin American Spanish
Retail leader 8.0	The Retail Leader 8.0 Job-Focused Assessment measures behaviors that underlie successful performance as a people leader in the retail industry. It is intended for levels including team/shift leader, department manager, and store manager. These behaviors are measured by the Global Skills Assessment (GSA).	English US, English International, Chinese Simplified, Italian

Job Focused Assessment	Description	Languages
Retail leader 8.0+	The Retail Leader 8.0+ Job-Focused Assessment measures behaviors that underlie successful performance as a people leader in the retail industry. It is intended for levels including team/shift leader, department manager, and store manager. The Retail Leader 8.0+ JFA includes Global Skills Assessment (GSA) and a short cognitive assessment (Verify Following Instructions).	English US, English International, Chinese Simplified, Japanese, Italian

For more information, please reach out to your Account Team.

Platform:			Availability: February 18, 2026
☐ TalentCentral™	☒	TalentCentral+™	
☐ 360/MFS	☐	SHL Apps	
☐ Insights			

Smart Interview Professional: New Features and Improvements

AI Notes & Summary – Context-Aware and Consent-Driven Interview Insights

We've enhanced our AI-powered interview summarization engine to provide structured and precise interview insights generated only when candidates provide explicit consent and when guides are configured for AI notes generation.

What is it?

AI notes & summary is a post-interview intelligence capability designed to give interviewers structured, evidence-backed notes with zero manual effort.

The workflow operates in two phases:

During Interview

- Candidate is presented with a consent prompt for the use of AI in their interview.

  - **If the candidate gives consent:** The system will generate AI notes and interview summary after the interview ends.

  - **If the candidate declines to give consent:** No AI notes or summary will be generated; only the interview transcript will be available to the interviewer.

- The interviewer sees only the live transcript during the interview (no AI output in real-time).
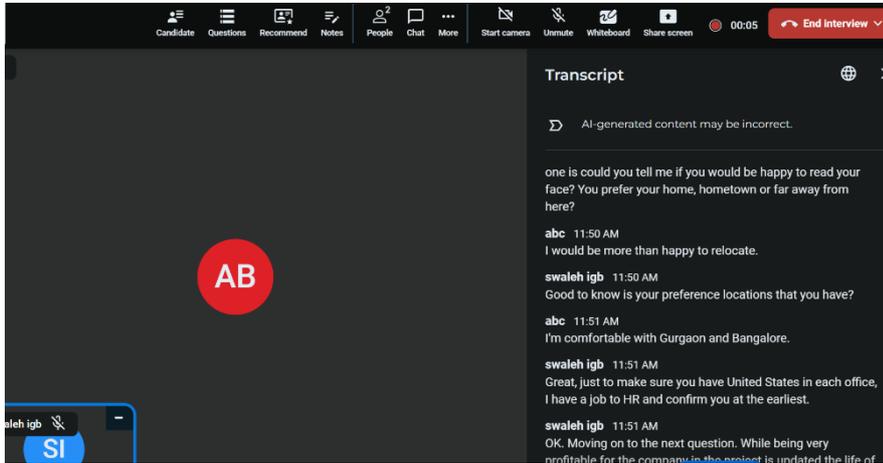
Post Interview

- Once the interviewer ends the interview (candidate removed), the system generates and displays:

 - **AI Question Notes** – Evidence-based notes derived by correlating candidate traits in transcript with the rubrics/scoring guide defined for each question. Candidate quotes are shown against each note to ensure precision and transparency.

  - **Question Summary** – A transcript-based summarization for each question, providing quick contextual recall.

  - **Interview Summary** – An overall interview-level synthesis generated only when all questions in the guide are marked to generate AI Notes.
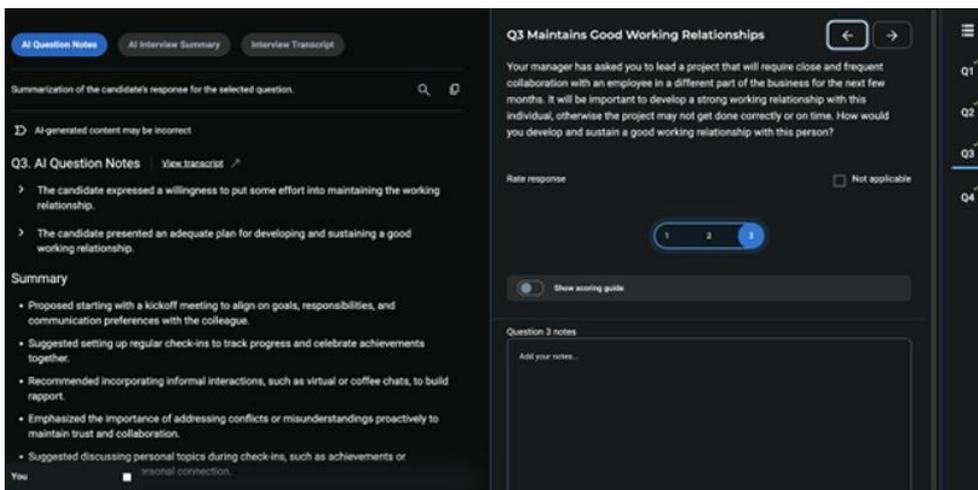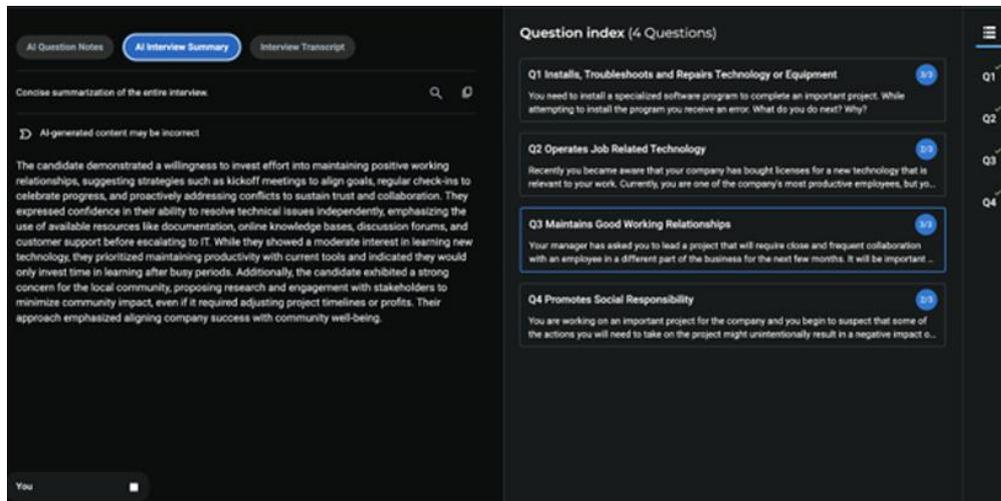
- **Note generation logic:**

  o AI Question Notes are only generated for:

    ▪ SHL UCF questions **or**

    ▪ Questions manually marked with the "Generate AI Notes" flag on question level.

  o Interview Summary is only generated if every question in the guide is AI notes enabled.

  o If even one question is not marked, the interview summary is not generated.
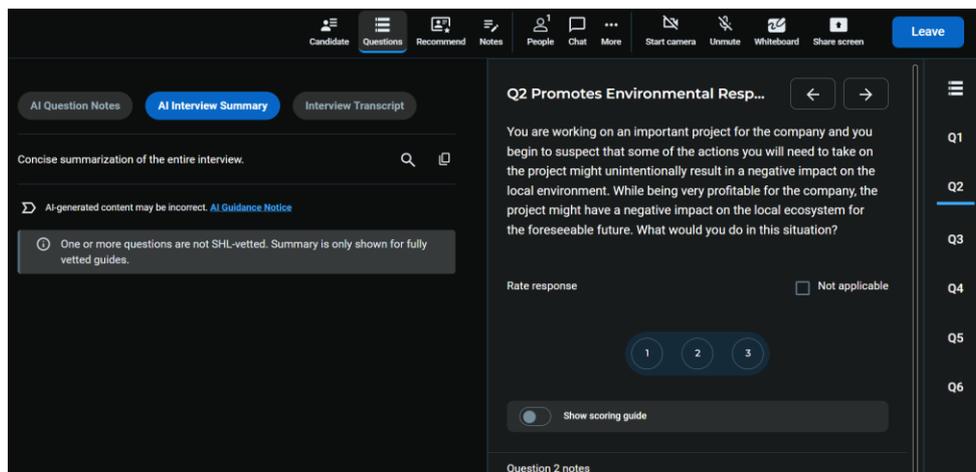
Why We Need It?

Interviewers often spend significant time writing subjective, unstructured notes leading to inconsistent quality and poor recall. Recruiters also face delays in candidate evaluation due to lack of standardized insights.

SHL

This enhancement solves for:

- Structured, evidence-backed note generation.

- Interviewer time savings and improved focus during the interview.

- Stronger evaluation signals mapped directly to rubrics.

- Ensured candidate control through explicit AI consent.

When Will It Be Available?

This feature is Live and can be enabled at the company level.

Where Will It Be Available?

- **Interview Player:** Candidate AI consent screen and live transcript panel.

- **Post-Interview Screen:** AI Question Notes, Question Summary, and Interview Summary, Interview transcript displayed to interviewer.

- **Playback:** Like the interview player- AI Question Notes, Question Summary, and Interview Summary, Interview transcript displayed to interviewer in the playback as well.

Impact on Customers

- **Time Savings:** Eliminates the need for manual notetaking during the interview.

- **Better Evaluation Quality:** AI Question Notes link back to rubrics with candidate quotes for evidence-based decisions.

- **Compliance by Design:** Summaries are only generated when candidate consent is obtained.

Customer Value

- **Precision:** Correlation of transcript data with rubrics enhances evaluation accuracy.

- **Transparency:** Candidate quotes increase trust in AI outputs.

- **Configurability:** Company- and question-level flags provide granular control.

- **Scalability:** Standardizes interview insights across teams and roles.

For more information, please reach out to your Account Team.

Platform:			Availability: September 30, 2025
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☐ Insights			

Interviewer Analytics for Off-Platform (without video) Interviews

We've expanded interviewer analytics to include interviews conducted without the video recording capability of the SHL interview player. This gives recruiters and talent teams a complete view of interviewer performance and candidate experience across on-platform (with video) and off-platform (without vide) interviews.

What is it?

This enhancement enables SHL's Interviewer Analytics to ingest, store, and report off-platform (without video) interview data so that organizations can track key interviewer KPIs consistently across delivery modes.

The update covers:

- **Interviewer analytics KPI Coverage** – Core interviewer KPIs are now supported for off-platform interviews with some exceptions, following is a table to demonstrate which ones are not/supported:

KPIs	Supported in Off platform	Metrics not supported
Interviews Conducted	Yes	Interviews happened Candidate missed interview Candidate not admitted interview
Actual Time Spent	No	No support
Time to Recommend	Yes	Complete support
Time Between Rounds	Yes	Complete support
Who Is Speaking (talk ratio)	No	No support
Net Promoter Score (NPS)	No	No support
Interviewing Best Practices	Yes	Camera on Preparation Referenced scoring guide
Candidate Feedback	No	No support

- **Dashboard Legends** – KPIs that are not supported for off-platform interviews (e.g., the "who is speaking" metric) will now be clearly indicated on the dashboard to avoid confusion.

- **Interview Delivery Mode Filter** – A new filter allows users to segment analytics by:
  - On-Platform only
  - Off-Platform only
  - Both combined

This makes it easy to compare interviewer performance, identify differences between delivery modes, and maintain a single reporting source of truth.
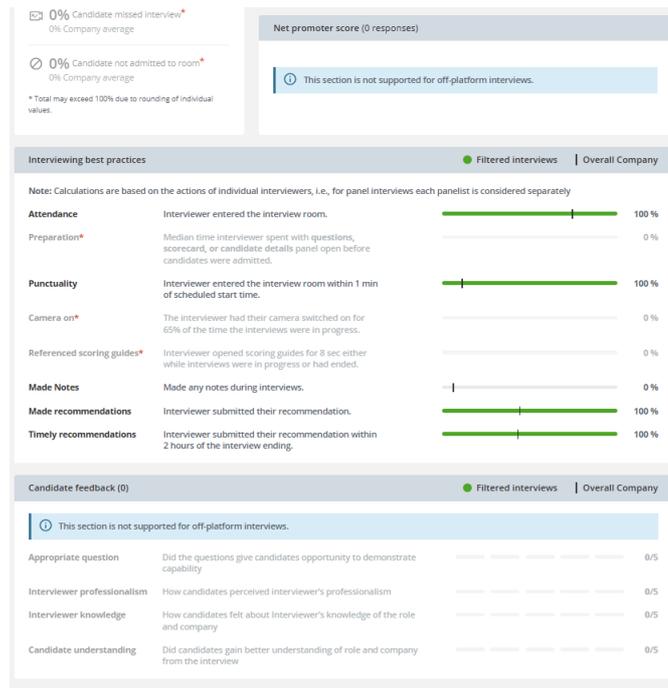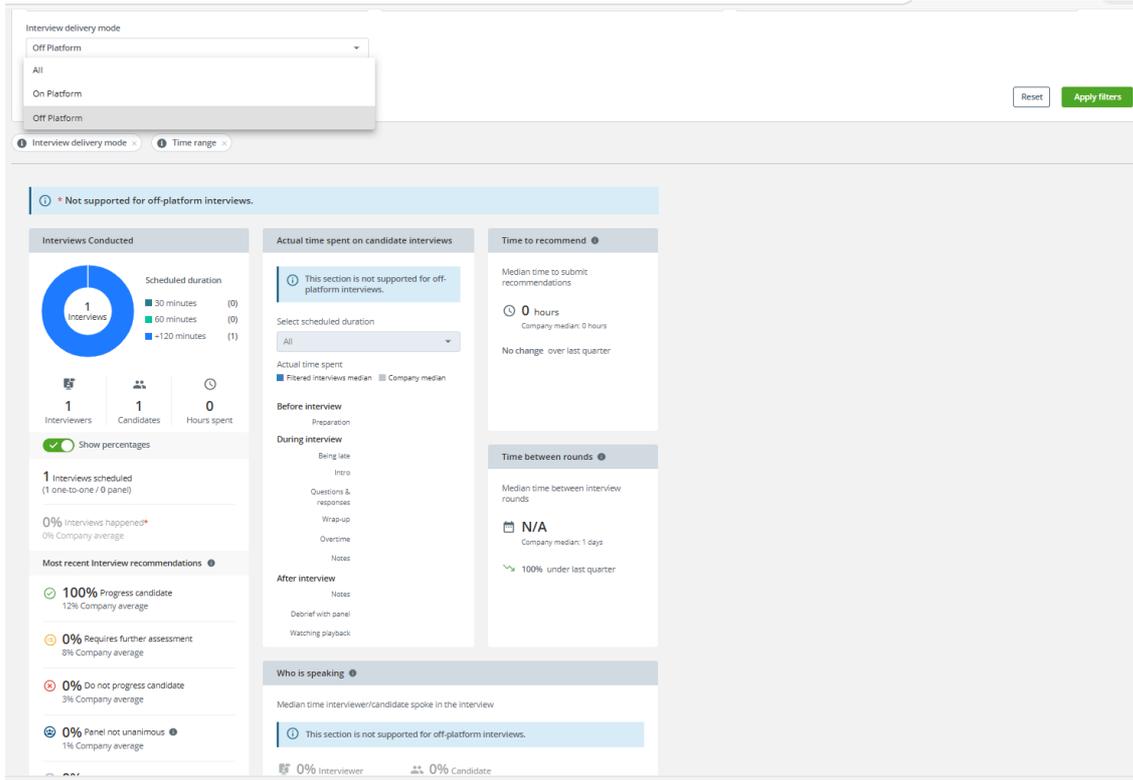
Many organizations conduct interviews outside the Smart Interview Professional player but do input scores, notes, and recommendations etc. (for in-person interviews or if using a third-party video conferencing platform). When these interviews were not covered by Interviewer Analytics it created gaps in the visibility of interviewer performance

With this enhancement:

- Interviewer analytics now covers both delivery modes.
- Metrics are standardized and comparable across on- and off-platform interviews.
- Recruiters and talent teams can make data-driven decisions without stitching together separate data sources.

When Will It Be Available?

This capability is live. All supported KPIs will start populating automatically as off-platform interviews are ingested into the system.

Where Will It Be Available?

- Interviewer Analytics Dashboard
- KPI Legends and Metric Panels

Impact on Customers / Customer Value

- Single source of truth for interviewer performance data across platforms.
- Clear understanding of which KPIs apply, with visual legends.
- Flexible segmentation through delivery mode filters.
- Better interviewer calibration and operational insights.

For more information, please reach out to your Account Team.

Platform:			Availability: September 30, 2025
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# Feedback Freeze Timer – Automatic Countdown After First Recommendation

We've introduced a Feedback Freeze Timer to ensure interview feedback and recommendations remain timely and reliable. This enhancement automatically starts a 24/48-hour countdown once the first feedback or recommendation is submitted, after which the form becomes read-only.

What Is It?

This feature enforces a freeze period to prevent indefinite edits to interview feedback and recommendations.

Here's how it works:

- **Start of Freeze Window:**

    o When the interviewer saves their first recommendation, the system captures the firstFeedbackSubmittedAt timestamp.

    o A **freeze countdown** (24 or 48 hours- depending on company configuration) begins.

- **Before Freeze Expiry:**

    o Interviewers can edit feedback as per current behavior.

    o A sticky toast message displays the remaining time:
      "You can edit this feedback until Aug 10, 11:59 PM (your local time)."

    o If the user closes the message using the "X" icon, it is hidden for that session and reappears when playback is relaunched.
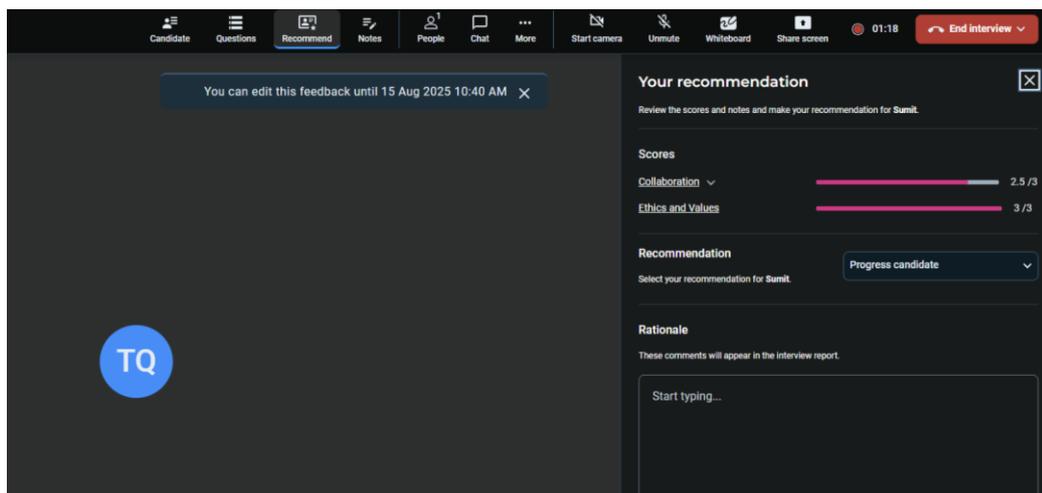
- **After Freeze Expiry:**

  o   Feedback and recommendation fields switch to read-only mode.

  o   A sticky toast message displays:
      "The feedback window has closed on Aug 10, 2025, 11:59 PM. You can no longer make updates."

- The timestamps are shown in the user's local time zone to remove ambiguity.
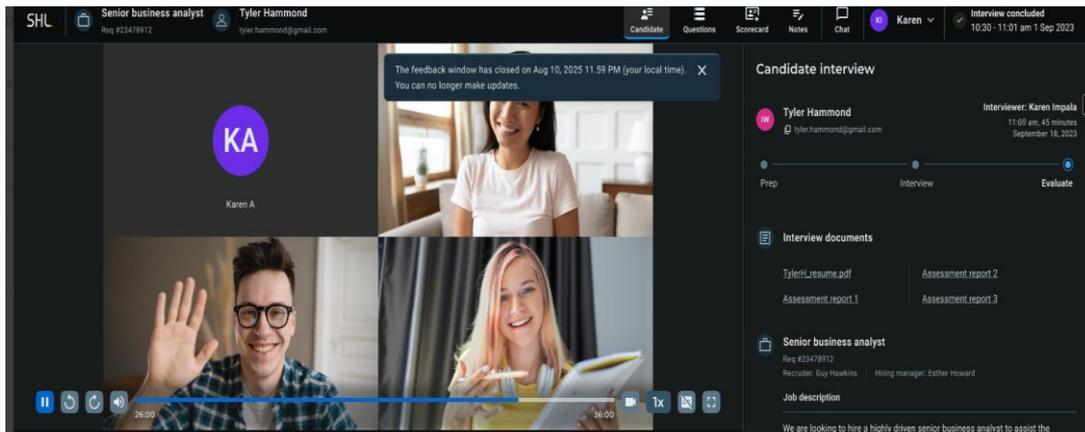
Why We Need It?

Historically, feedback could be updated indefinitely, leading to:

- Audit trail issues
- Inconsistent feedback timelines

Introducing a structured freeze period ensures feedback is captured closer to the interview - increasing data accuracy and accountability while preserving flexibility within a reasonable time window.

When Will It Be Available?

The capability is Live. The freeze window duration (24 or 48 hours) can be configured at the company level.

Where Will It Be Available?

- **Interview Player** - Recommend Panel
- **Interview Playback** - Recommend Panel

Impact on Customers / Customer Value

- **Timely feedback** improves signal quality and reduces bias from delayed edits.
- **Clear messaging** gives interviewers transparency on remaining edit time.
- **Stronger data integrity** supports more reliable hiring decisions.
- **Configurable freeze window** balances structure with flexibility.

Platform:			Availability: September 30, 2025
☐ TalentCentral™	☒ TalentCentral+™		
☐ 360/MFS	☐ SHL Apps		
☐ Insights			

Overall Scores

We've introduced a configurable feature that allows recruiters to see the overall interview score of the interview calculated for each interview of the candidate based on the individual scores given by interviewers against each skill. This allows recruiters to objectively compare the multiple candidates for a position, based on their overall score.

What is it?

- Admins should be able to configure whether an overall score is generated for their company.
- If enabled, the system should be able to calculate the overall score based on following logic:

Average of all individual question scores

- For each question, compute the average score by summing the scores given by all interviewers and dividing by the total number of interviewers.
- Compute the overall score as the average of all these question-level averages.

Mathematically, the overall score is:

- **Overall Score** = (Sum of all question-level average scores) ÷ (Total number of questions)
- Where:
  The average score for each question is calculated as:
  (Total score given by all interviewers for the question) ÷ (Number of interviewers)

  Also, Interviewer average score is calculated as:
  (Total score given by an interviewer for all the questions) ÷ (Total number of questions)

The overall score is then the average of these question-level averages, ensuring a balanced assessment across all questions.

Pending Overall Score:

If any of the participated interviewer did not give their score yet for any one of the questions, then the question level average score should show Pending, that interviewer average score would also show as Pending, and overall score of the interview would be Pending.

But if any question rating is pending from a non-participated interviewer, then the question level average score and overall score would be calculated.

Interview details	kartik2 singh	kartik3 singh	kartik4 singhji singhji	Panel Aggregate
Interviewer score		1.13/3	--/3	--/3
Candidate recommendation	Did not participate	● Strong Consider	Pending	● Strong Consider
Ethics and Values		1/3	--/3	--/3
Collaboration		1.25/3	--/3	--/3

Interview Scorecard

jeet5
--/5
Overall score from all interviewers

ⓘ The overall score will be available once all interviewers have completed their question ratings.

Participant ID: 171417

Why we need it?

The Overall Score feature transforms interview evaluations from fragmented feedback into a structured, measurable, and comparable data point. It enhances fairness, efficiency, scalability, and data-driven decision-making—delivering tangible operational and strategic value to customers.

Before Overall Score:

- Manual and Time-Consuming Evaluation
- Inconsistent Decision-Making
- Increased Risk of Bias
- Difficulty Comparing Multiple Candidates

After Overall Score:

- Greater Transparency
- Improve Fairness and Scientific Validity
- Lay the Foundation for Structured Hiring Workflows
- Reduce Cognitive Load on Recruiters

When will it be available?

This capability is now live and automatically applies to all interviews or events scheduled after the release date.

Where will it be available?

The overall score would be visible on the interview scorecard of a candidate.

It will also be visible on participant listing, where sorting and filtering of candidates can be done based on overall score. If the candidate listing excel is downloaded, then overall score will show there as well.

Along with the above screens, overall scores would show on the reports as well.

For more information, please reach out to your Account Team.

Platform:			Availability: November 2025
☐ TalentCentral™	☒	TalentCentral+™	
☐ 360/MFS	☐	SHL Apps	
☐ Insights			

Question Deletion

We've introduced the capability to delete a custom question added while creating an Interview Guide. This would allow customers to remove the duplicate questions, questions with a verbatim error or unwanted questions from the question bank itself.

What is it?

At the time of Interview Guide creation, customers would be able to see an option to delete a question, which once deleted, would be removed from the question library. It would not impact already published guides.
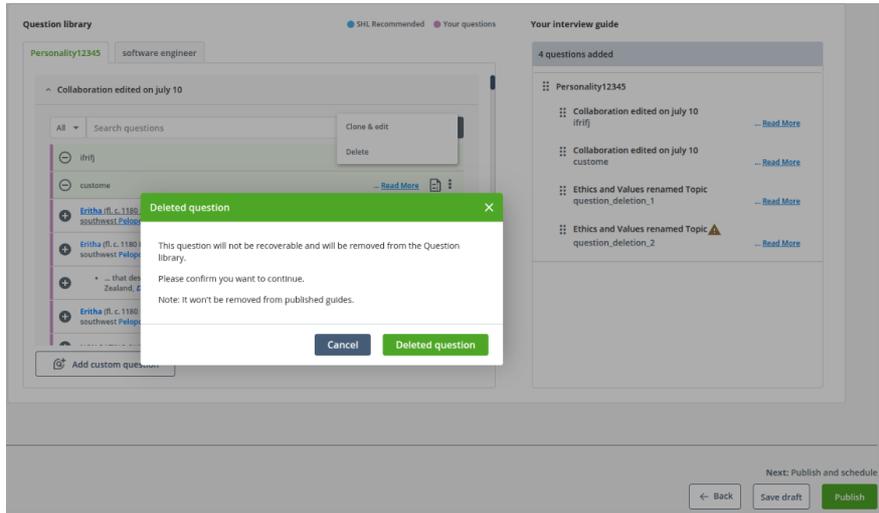
If user clones a published guide that has a deleted question, then before publishing that cloned guide or any draft guide, error will be displayed for the deleted questions added. Only once the deleted questions are removed, the guide can be published.
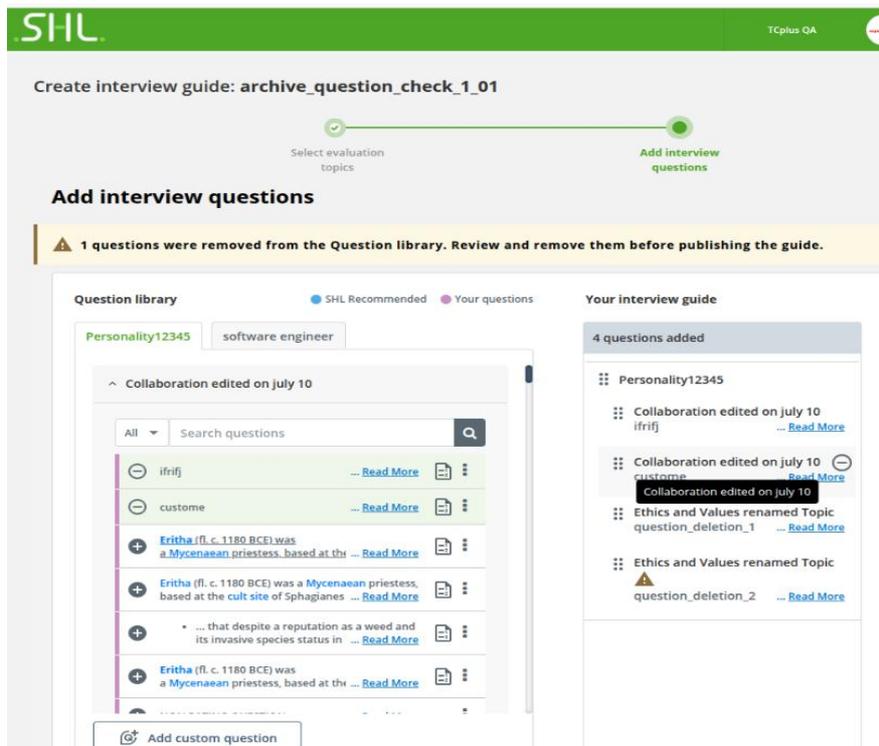
Why we need it?

This feature reduces operational overhead and question bank pollution, resulting in better interview quality.

Before Question Deletion:

- Duplicate questions accumulated over time, making the question bank cluttered and unreliable.
- Required manual effort to review the question properly before adding to Interview Guide.
- Increased bias risk due to unclear or redundant questions.

After Question Deletion:

- Improved data hygiene.
- Guardrails During Cloning.
- Better Change Management to remove inactive questions.
- Decreased Support Dependency for cleanup.

When will it be available?

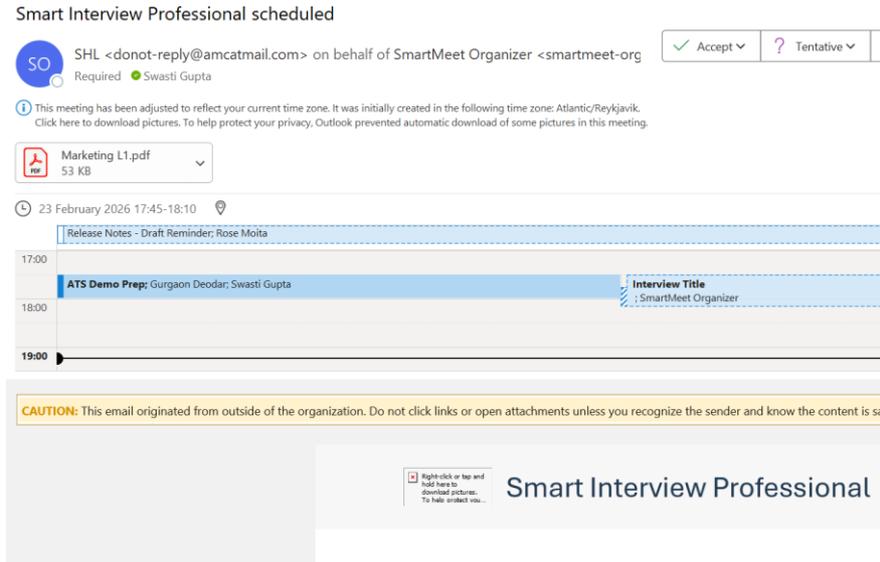This capability is now live and automatically applies to all interviews or events scheduled after the release date.

Where will it be available?

It is available on the Interview Guide creation page, where questions are added from the question library to the flow.

Platform:			Availability: November 2025
☐ TalentCentral™	☒	TalentCentral+™	
☐ 360/MFS	☐	SHL Apps	
☐ Insights			

Interview Guide PDF attachment in interview invitation

We've introduced a new configurable feature that sends the Interview Guide used to schedule the interview as an attachment to the interviewer in their email invitation. This enables the interviewer to be ready and prepared for the interview beforehand.

Why we need it?

Before Interview Guide attachment:

1. Interviewers were able to see the questions to be asked only 15 minutes before the scheduled start of the interview.
2. Interviewer would have to click on interview link and login on the player to see the questions.
3. Increased interviewer stress due to last minute preparation.
   -

After Interview Guide attachment:

1. Better Cross-Functional Interviews as interviewers can discuss the questions before actual start of the interview.
2. Reduced Dependency on Platform Login
3. Better Interviewer Preparation

When will it be available?

This capability is now live and automatically applies to all interviews or events scheduled after the release date.

Where will it be available?

The flag to enable this feature would be present on company level settings with the default value as true and the interview guide attachment would be visible on email.

For more information, please reach out to your Account Team.

Platform:			Availability: November 2025
☐ TalentCentral^{TM}	☒ TalentCentral+^{TM}		
☐ 360/MFS	☐ SHL Apps		
☐ Insights			

Enhanced Interviewer Availability Management with Configurable Calendar Controls

We have enhanced interviewer availability management by introducing a customer-configurable calendar access control system. This feature enables organizations to define which time slots from an interviewer's calendar are made visible to candidates during self-scheduling.

This enhancement provides greater flexibility and control over how interviewer availability is exposed, ensuring improved scheduling efficiency and better alignment with internal processes.

What Is It?

We have introduced four new company-level configuration flags that determine how interviewer calendar availability is displayed:

- Show only free slots.
- Show only calendar hold slots.
- Show both (Free & calendar hold) slots.
- Calendar hold Event title.

These flags allow companies to tailor availability visibility based on their scheduling strategy.

Show Only Free Slots

When this flag is enabled:

- Only calendar slots without an accepted meeting are shown as available.
- Meetings that have been accepted appear as busy.
- All other time slots are visible to candidates as available for booking.

This configuration maintains a traditional availability model based strictly on confirmed calendar commitments.

Show Only Calendar Hold Slots

When this flag is enabled:

- Only specific slots intentionally blocked on the interviewer's calendar are shown as available.
- These slots must have an event title that matches the value configured under **Calendar Hold Event Title.**
- The hold can be created by the interviewer or by another individual with access to the calendar.

This option allows interviewers to explicitly define dedicated interview windows, ensuring tighter control over scheduling. Entering working hours is disabled if this flag is selected at company level.

Show Both (Free & Calendar Hold) Slots

When this flag is enabled:

- All time slots without an accepted meeting are shown as available.
- In addition, slots marked with the configured **Calendar Hold Event Title** are also shown as available.
- Accepted meetings continue to appear as busy.

This configuration provides maximum flexibility by combining general free time with explicitly designated interview holds.

Why we need it?

Previously, interviewer availability was displayed to candidates only when no accepted meetings existed on the calendar. Even if interviewers proactively blocked time to conduct interviews, those slots could be overridden by other meetings and would no longer appear as available to candidates.

This resulted in:

- Reduced visibility of interview slots.
- Slower scheduling velocity.
- Increased manual coordination by recruiters.
- Lower conversion rates due to limited candidate slot options.

With the new configurable approach:

- Interviewer-designated availability can be consistently surfaced to candidates.
- Organizations gain greater control over how interview time is protected and presented.
- Recruiters experience reduced operational overhead.
- Scheduling efficiency and hiring funnel throughput improve significantly.

When Will It Be Available?

This capability is now live and automatically applies to all interviews or events scheduled after the release date.

This enhancement delivers a more reliable, flexible, and scalable approach to interviewer availability management, empowering organizations to optimize self-scheduling while maintaining control over calendar utilization.

For more information, please reach out to your Account Team.

Platform:			Availability: February 27, 2026
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☐ Insights			

TC Product Availability

Assessments

Product	Language
Verify Mechanical Comprehension	Hungarian Traditional Chinese
Verify Spatial Ability	Traditional Chinese

JFA Components

Product	Language
Reskilling Potential	Turkish Vietnamese
Management Potential	Turkish

OPQ Reports

Product	Language
Development Action Planner	Dutch Traditional Chinese
Manager Plus	Thai
Universal Competency Report	Indonesian Traditional Chinese

GSA Reports

Product	Language
Global Skills Development Report (absolute version)	Finnish German Italian Latin American Spanish Simplified Chinese Swedish

Platform:			Availability: 20 February 2026
☒ TalentCentral™	☐	TalentCentral+™	
☐ 360/MFS	☐	SHL Apps	
☐ Insights			

TC+ Product Availability

Assessments

Product	Language
Verify Mechanical Comprehension	English (US)
	Greek
	Indonesian
	Arabic
	German
	Italian
	Spanish (LA)
	Hungarian
Verify Interactive Inductive Reasoning	Indonesian
	Hungarian
WriteX – Email Writing	Arabic
	Brazilian Portuguese
	Canadian French
	Spanish
	Simplified Chinese
	Danish
	French
	Finnish
	German
	Japanese
	Latin American Spanish
	Norwegian
	Swedish
	Turkish
	Vietnamese
SVAR - Spoken	Arabic
	Japanese

GSA Reports

Product	Language
Global Skills Development Report (relative version)	Dutch
	French
	Norwegian
Global Skills Development Report (absolute version)	Danish
	Dutch
	French
	German
	English (International)
	Italian
	Latin American Spanish
	Norwegian
	Simplified Chinese
	Swedish
	English (US)

OPQ Reports

Product	Language
Enterprise Leadership	French
	German
	English (International)
	Italian
	Latin American Spanish
	English (US)

Norms

Product	Norm
Verify Interactive G+	Advanced Graduate Composite (China)
	Level 2 Graduate Composite (China)
	Manager/Professional Composite (China)

Skills Tests

Product	Language
Data Science	English US
Linux Administration	English US

Platform:			Availability: 20 February 2026
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☐	360/MFS	☐	SHL Apps
☐	Insights		