



SHL Teams App

User Guide



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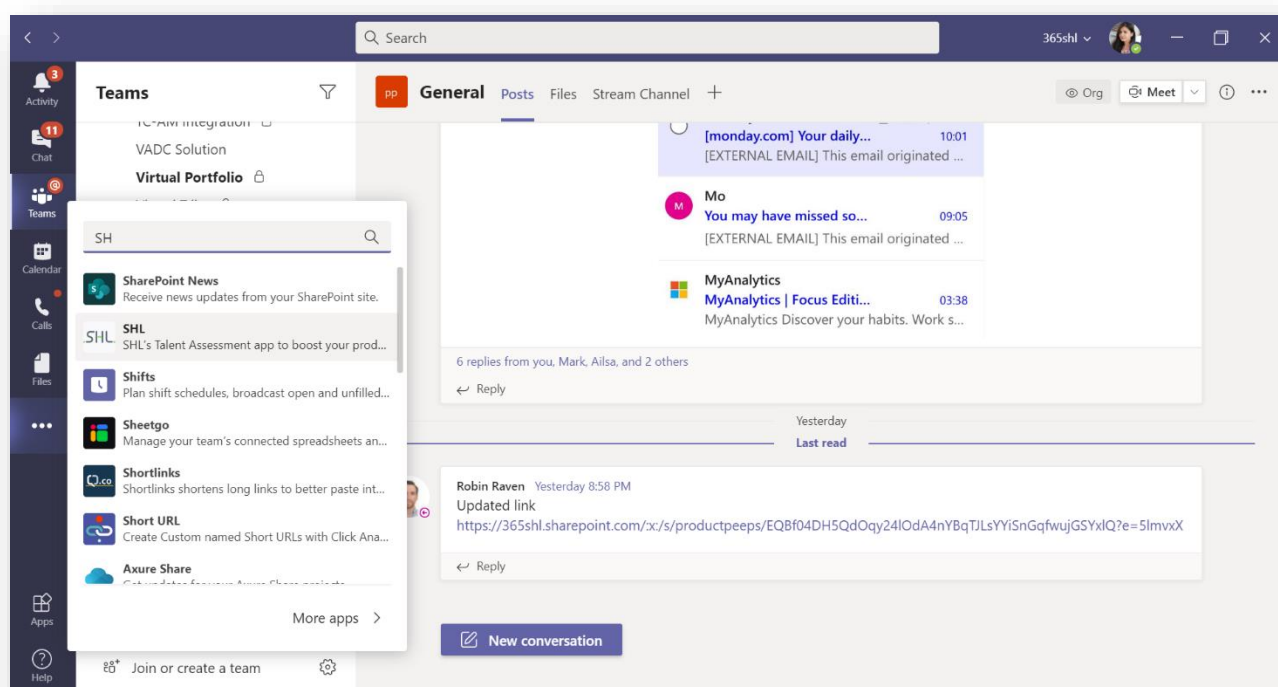


Finding the SHL Teams app from the Microsoft App Store

Microsoft Teams allows access to its marketplace from the 'Apps' menu which contains a list of all available apps. The SHL app can be found within this app store.

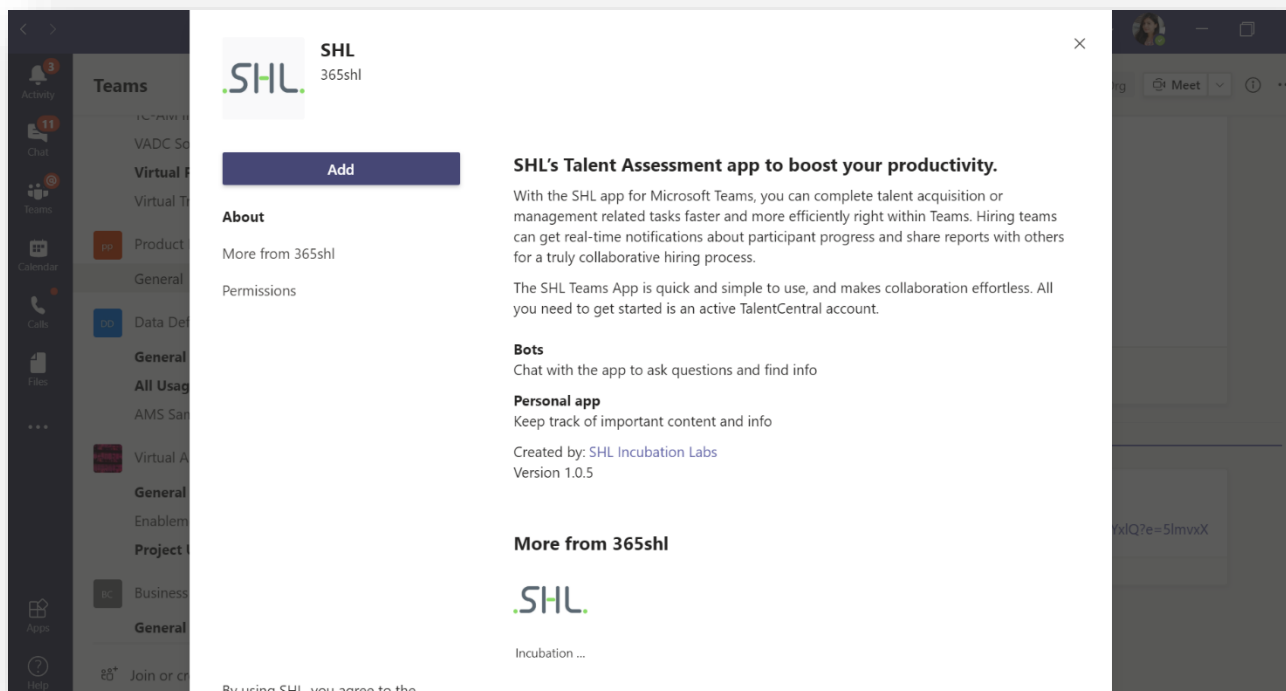
Open MS Teams (web or desktop) from the left side panel of MS Teams.

1. Click on the three dots (...) to open the app store
2. Search for the SHL app by typing SHL



Installing the SHL Teams app

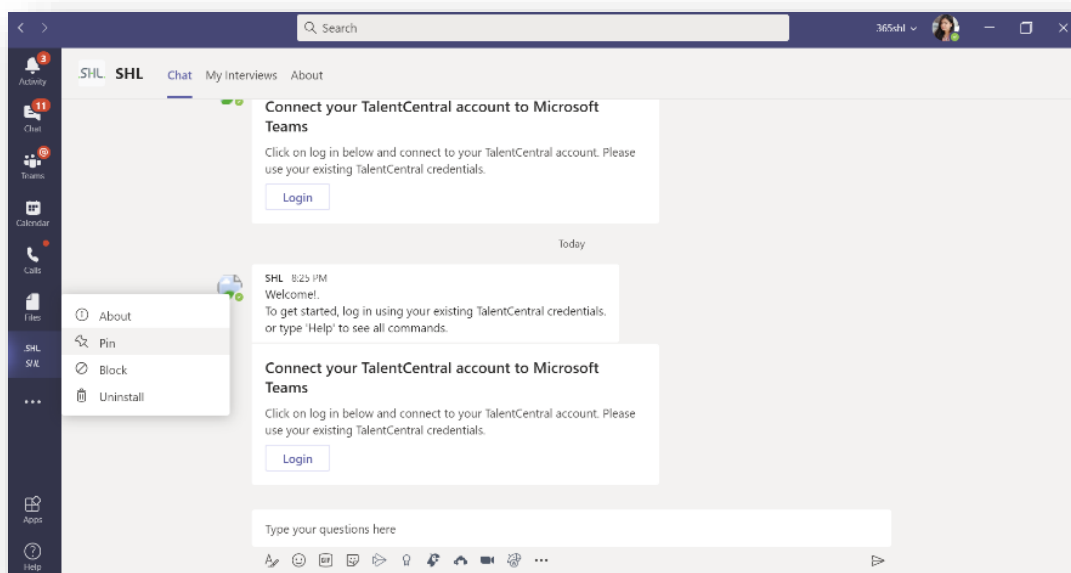
After you have located the SHL app within the app store, click on the SHL app. This will open the SHL app 'About' page. Click on the add button to add it to your personal apps.



The SHL app is now added and you'll see a welcome message. The app will display in the left-hand side bar of your MS Teams account.

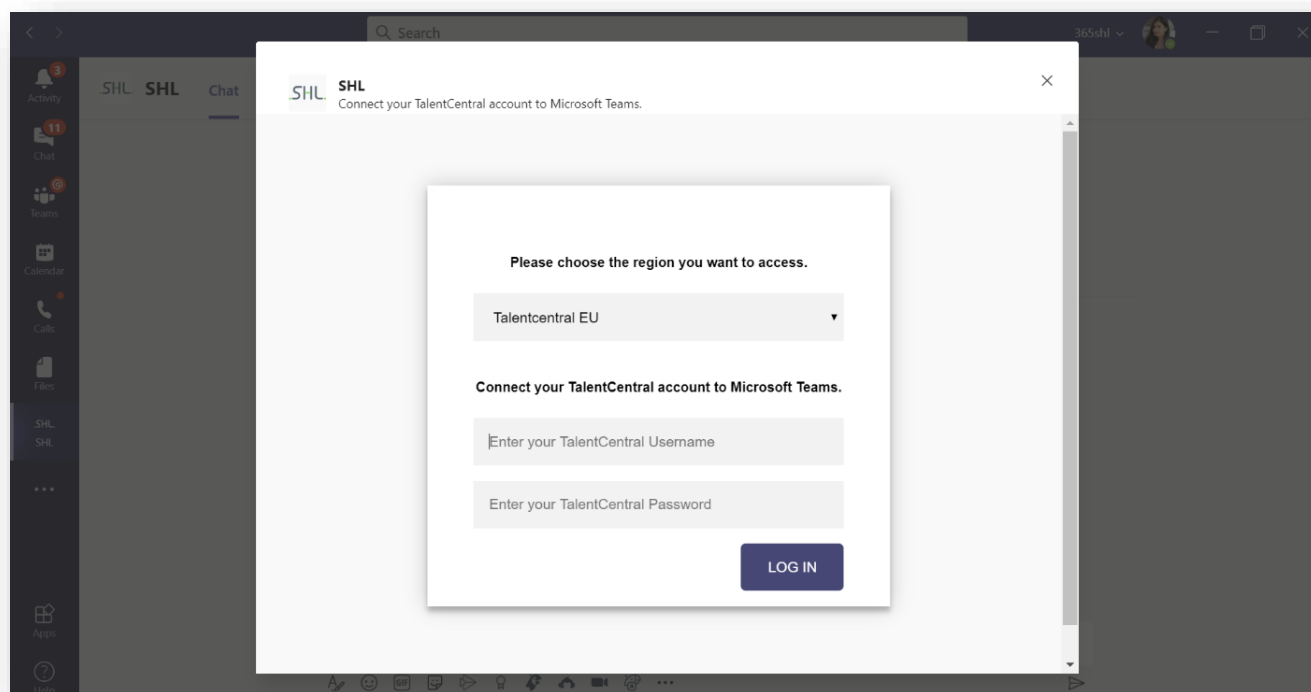
Pinning the SHL Teams app

You can pin the SHL Teams app to the side bar by clicking on the pin option. Pinning the app will fix the apps position in the sidebar. You can unpin it anytime.



Connecting the SHL Teams app with your TalentCentral Account

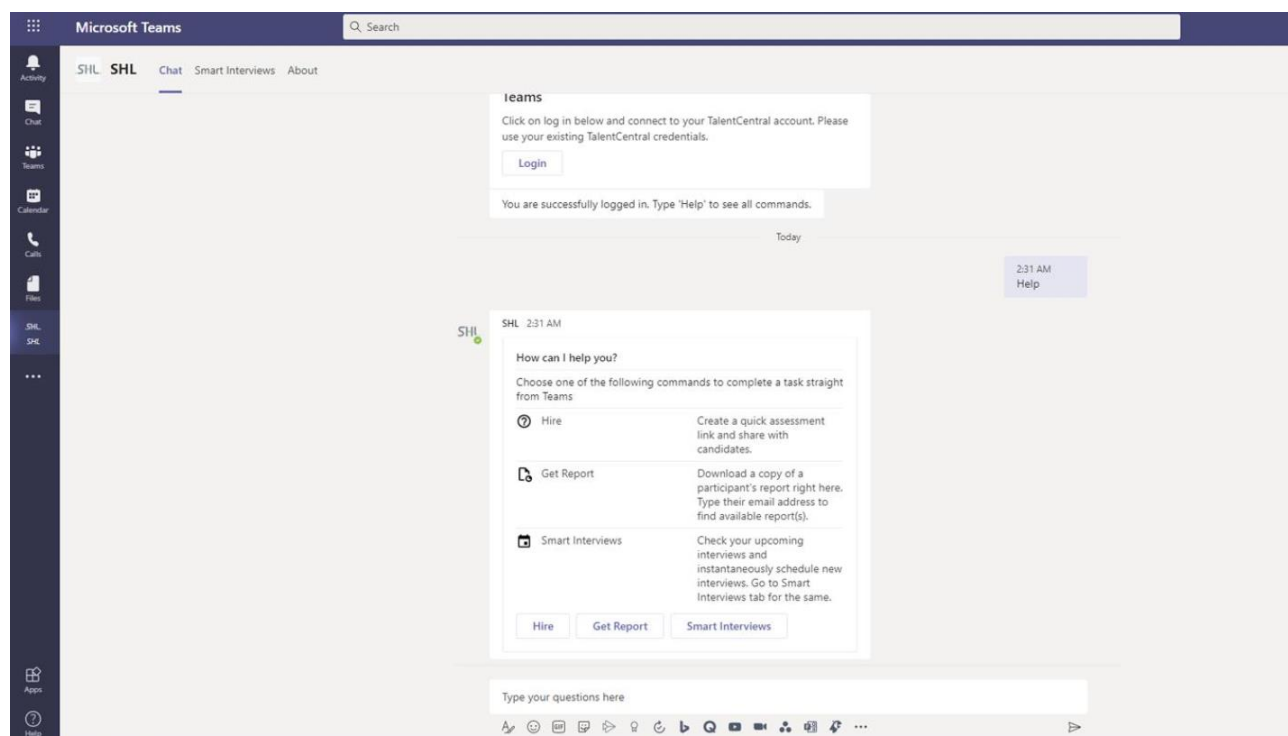
Once you have installed the SHL Teams app, you'll see a welcome message triggered automatically from the app. You'll also see an option to connect your TalentCentral account with MS Teams. Alternately, you can type in login command in the chat and you'll see login option.



Using the Help Menu

To get started and understand how the SHL app can assist you, type Help in the chat and a list of actions you can perform using the app will appear. The Help command can be used anytime you need to learn more about certain operations.





Login/Logout Commands

Login

To start with, make sure you log into TalentCentral through the app and connect your TalentCentral account with MS Teams. When you install the SHL Teams app, the app will prompt you to login and connect your TalentCentral account with Teams app. Click on the login button and enter your TalentCentral credentials on the login screen which opens within the Teams application. Once logged in, you'll be able to access TalentCentral operations right from Teams.

Logout

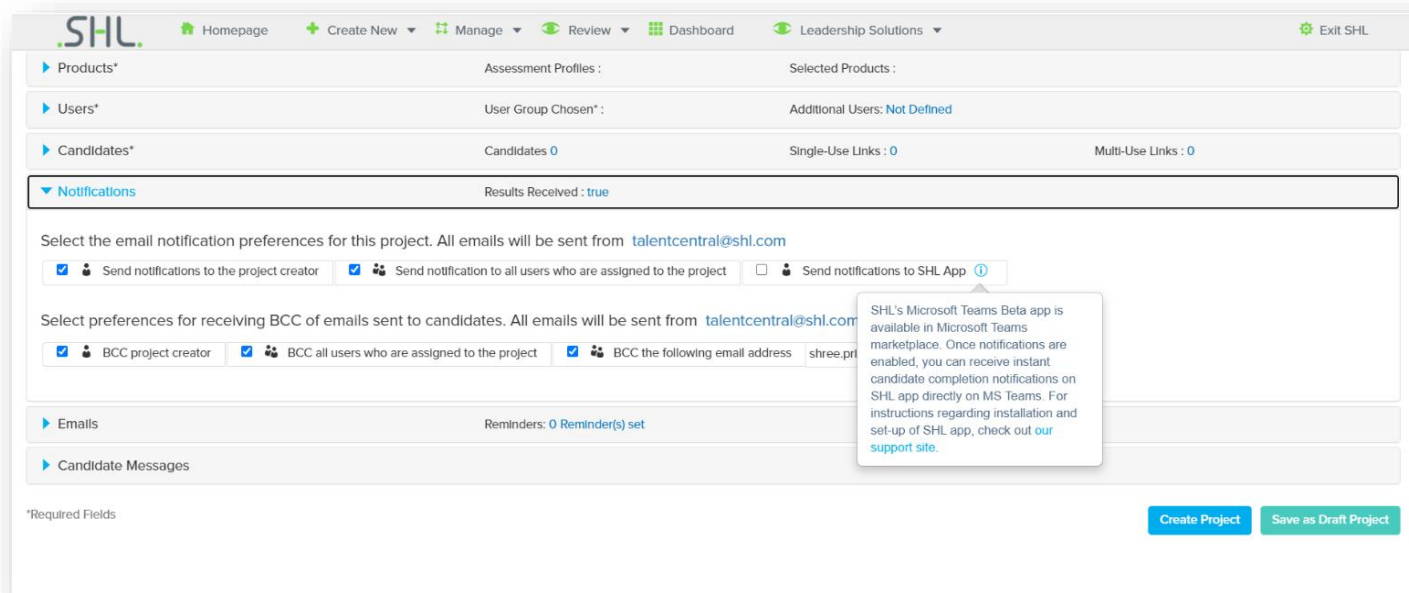
You can also logout from TalentCentral and stop the connection between TalentCentral and MS Teams. If you do not logout, the app will automatically log you out after 24 hours for security.

Notifications Settings from TalentCentral

You can configure whether you'd like to send notifications to yourself and your team while configuring a project in TalentCentral. Notifications can be enabled for **basic projects only** (not for Volume Recruitment projects).

1. Go to the notification setting in 'Create Project'.

2. Enable "Send notifications on SHL App". Once enabled selected users will receive notifications on the SHL app along with email notifications. For enabling SHL app notifications, you need to choose user first; project creator, all users or both.



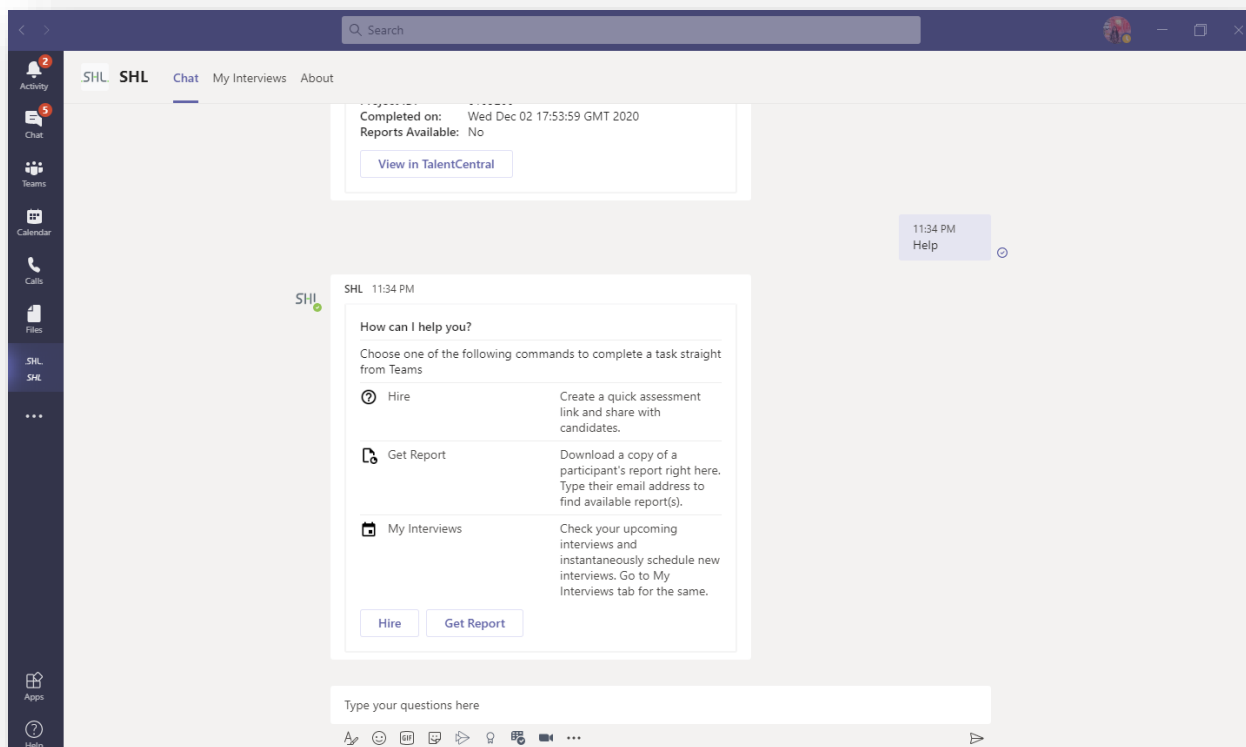
Candidate Completion Notifications

SHL App notifications are instant and will be triggered as soon as candidates complete their assessment. The notification will consist of:

- Candidate name
- Candidate email
- Report availability status
- Project name/id

From the notifications, users can perform the following actions.





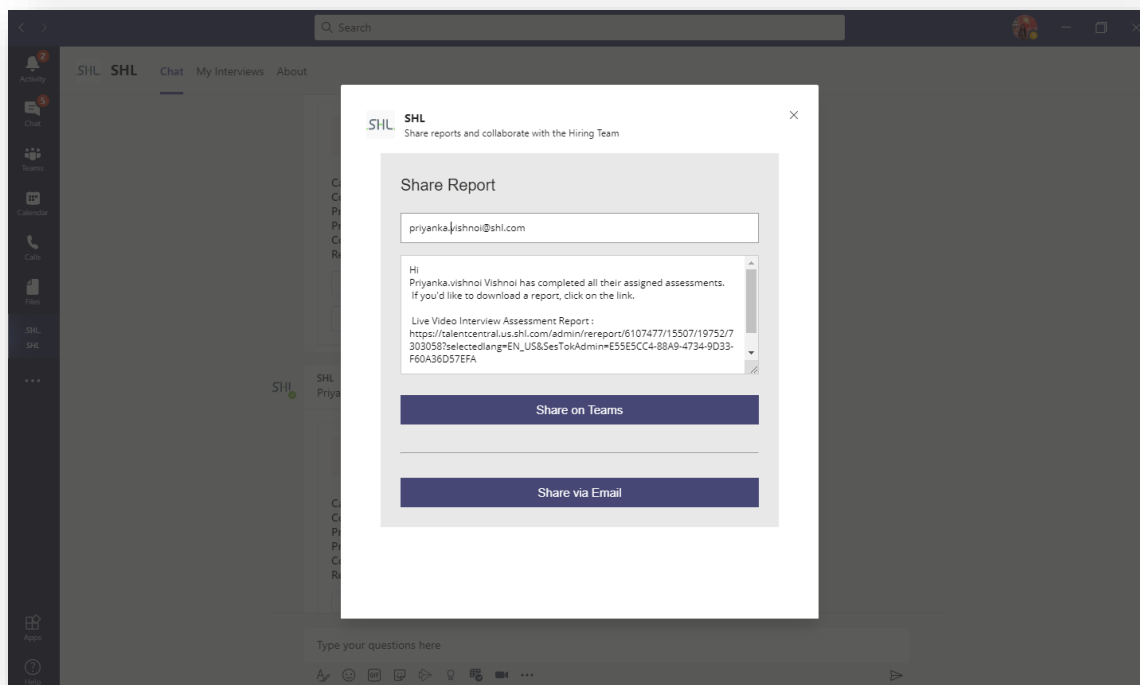
Share Report

Reports can be shared with other members of a hiring team using the Share action. There are two options to share a report:

Email: Share via email will require the user to enter the email ID of the recipient. An email will be triggered from TalentCentral to the recipient with a link to download the report. Each report would have a separate download link.

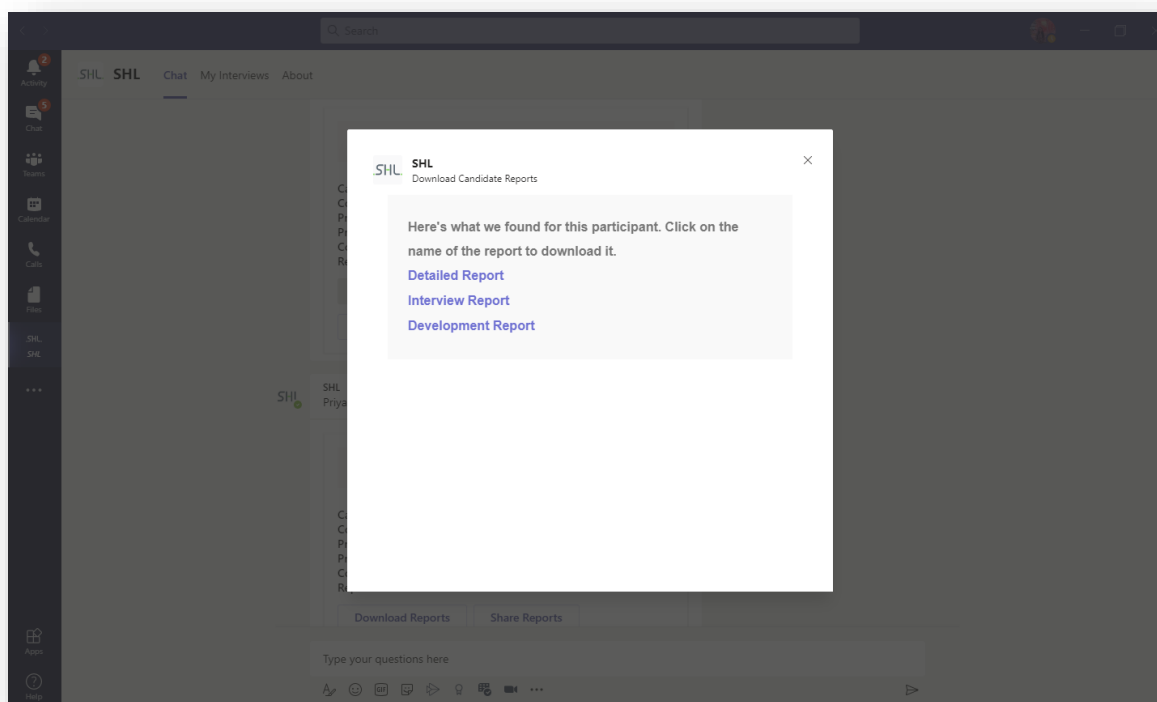
MS Teams Chat: Share via Teams will also require the email ID of the recipient. This email ID should be present as a connection/member within the user's Microsoft Teams. The user would not be able to share report links through the Teams chat channel to users outside of their organization. Once shared, a chat message would be sent to the recipient with report download links.





Download Report

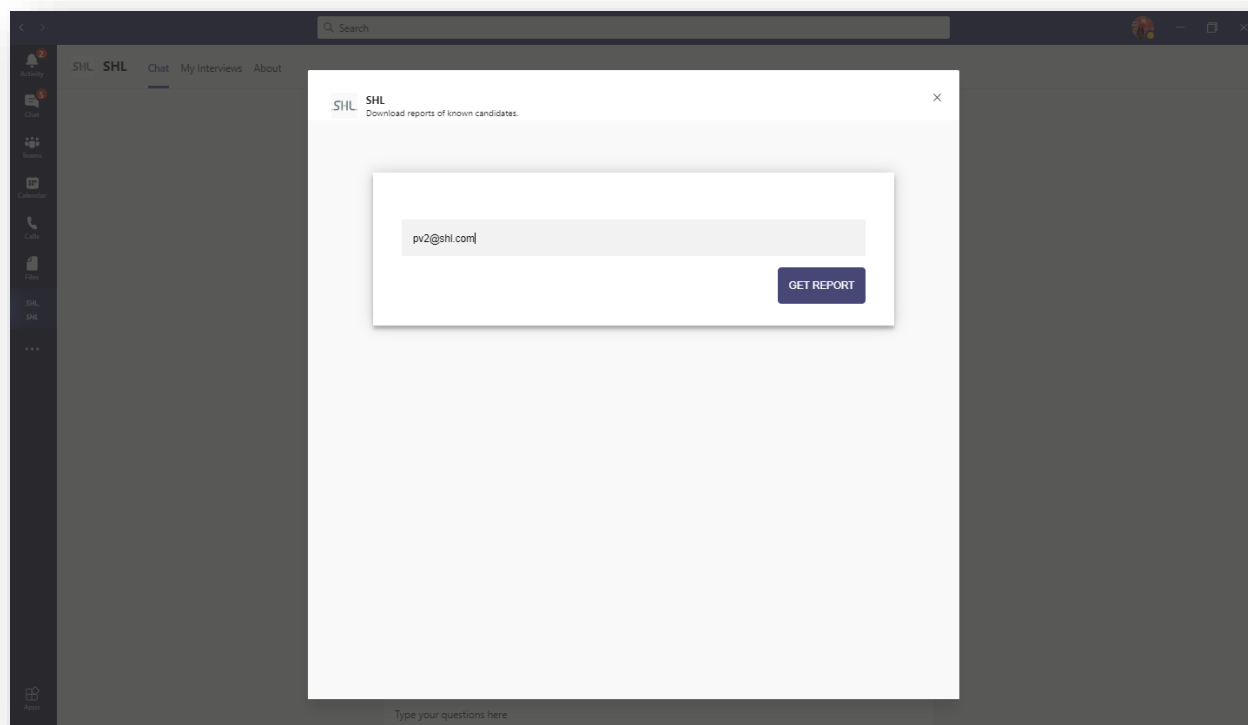
Reports can be downloaded once the completion notification is triggered. Clicking on the Download action would bring up all generated reports with a single download link.



Get Report Command

You can use the Get Report command to download candidate reports. When you select Get Report from the Help menu, you will be asked to enter the email ID of the candidate. If the candidate exists in more than one TalentCentral project, you'll be asked to select the project.

When you click, 'get report' from the pop up, links to download all available candidate reports will be made available right from Teams chat. Clicking on the link will download candidate reports directly to your computer.



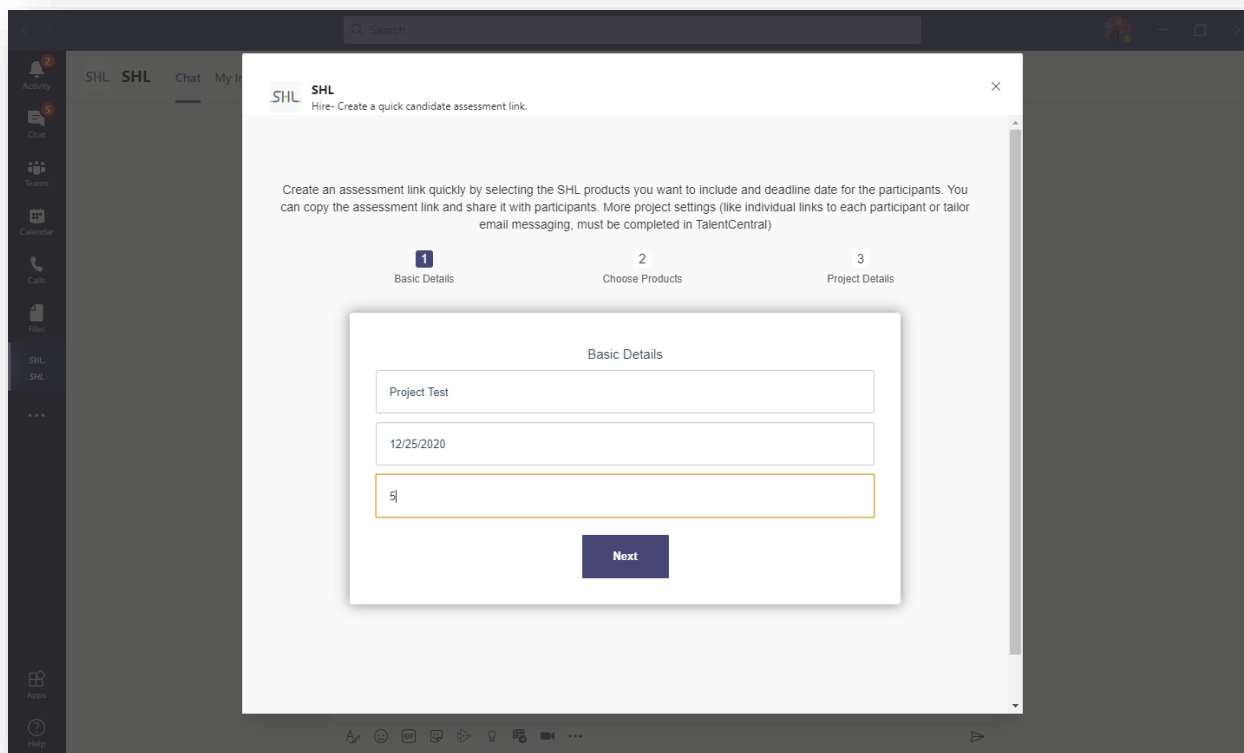
Hire Command

You can use the Hire command to quickly create an assessment link which can be sent to multiple candidates or posted on job boards.

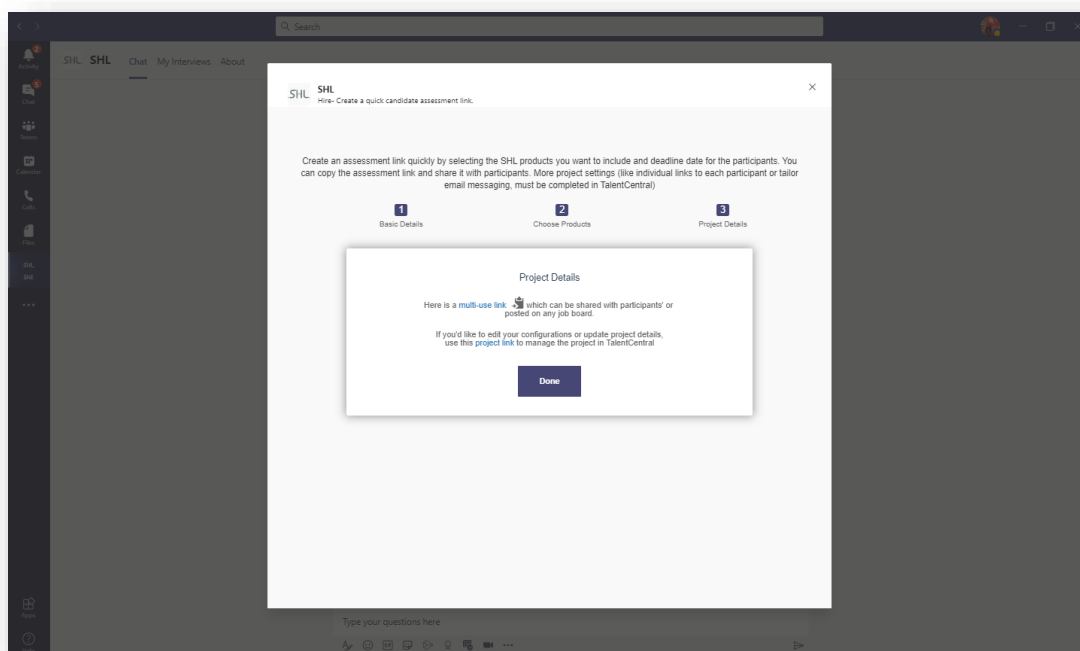
To create a candidate multi-use link, you will enter basic details and select a product(s).

Basic details: Name of the project/recruitment drive, deadline date and number of candidate links.

Products: You can add one or multiple assessments and one or multiple reports. Virtual products are not available from the Hire command as they require some additional configurations. To schedule a Live Video Interview through SHL MS Teams app, check 'Scheduling new interviews' within the 'Smart Interviews' section of this document, below.



Once all details are added, a multi-use link will be created and sent to you on Teams chat which can be shared with candidates. In case you need to edit your configurations or update project details, a direct link to edit the project on TalentCentral is also provided.



Smart Interviews

Smart Interviews tab

'Smart Interviews' tab lists all 'upcoming live interviews' within the SHL Teams app and allows users to schedule new interviews.

Please note that before a new interview can be scheduled through the Teams App, you will first need to configure the interview set-up directly in TalentCentral.

Scheduling new interviews

This allows you to directly schedule interviews from the app using Smart Interview Live and leverage MS Team's calendar for finding available slots with interviewers.

For scheduling a live interview, select Schedule Interview button present on My Interviews tab. This will open a quick wizard to add interview details like title of the video, interview set-up (already created from TalentCentral), interviewer email ids and candidate email ids.

- Title of interview: This title would be sent shown in upcoming interviews list.
- Candidates: email ids of the candidates should be added here.
- Interviewers: email ids of interviewers should be added here. Note that the interviewers should be an active user on TalentCentral.
- Interview set-up: enter the name of the interview set up which has been created from TalentCentral (from the workflow Create → Video Interview → Live Video Interview). This set up includes evaluation parameters and interview questions.
- Date, time and duration: enter the date, time and duration of the interview.



SHL SHL Chat My Interviews About

Interview name *

Timezone *

Interviewer(s) *
 Mark self as Interviewer

Candidate email(s) *

Separate keywords with a comma or enter key

Start Date/time *

Duration *
 Hrs Mins

Available Slot(s) Refresh Availability ↻
 12/04/2020 11:00 am - 11:40 am 12/04/2020 12:00 pm - 12:40 pm 12/04/2020 01:00 pm - 01:40 pm 12/04/2020 02:00 pm - 02:40 pm
 12/04/2020 03:00 pm - 03:40 pm

Smart Interview setup *

Choose a pre-configured interview setting which consists of evaluation parameters and interview questions. If you do not have any pre-configured interview setting, go to your TalentCentral account and create an interview configuration from create -> video interview -> live video interview.

[Back](#) [Schedule Interview](#)

Allowing SHL Teams app to access your calendar

You can allow SHL Teams apps to access your calendar by clicking on 'Connect Your Calendar' in the schedule interview pop up. Once connected, SHL Teams app would bring up availability of all interviewers for the selected day. You can check availability and choose a slot that works for all the interviewers. Scheduling the interview will send a notification and calendar invite to candidates and interviewers.

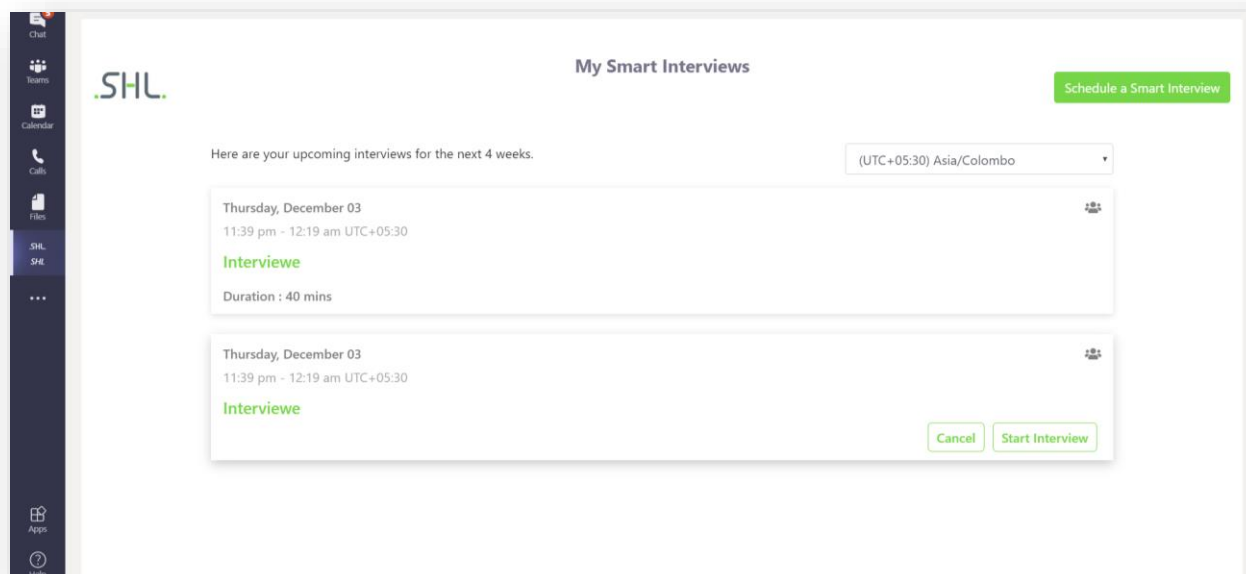
Upcoming Interviews

All interviews (up to next four weeks) scheduled by the user or with the user will be listed within this tab.

Interviews will be visible to the organizer and all the interviewers (the organizer may not be a part of the interview).

Upcoming Interviews displays all upcoming interviews and allows users to:

- Start an interview
- Cancel an interview



If the user who has scheduled the interview is not added as an interviewer, he/she will not be able to launch the interview. (e.g. if a recruiter has scheduled an interview with candidate and hiring manager, recruiter will be able to view it in upcoming interview list but will not be able to launch/start the interview.)

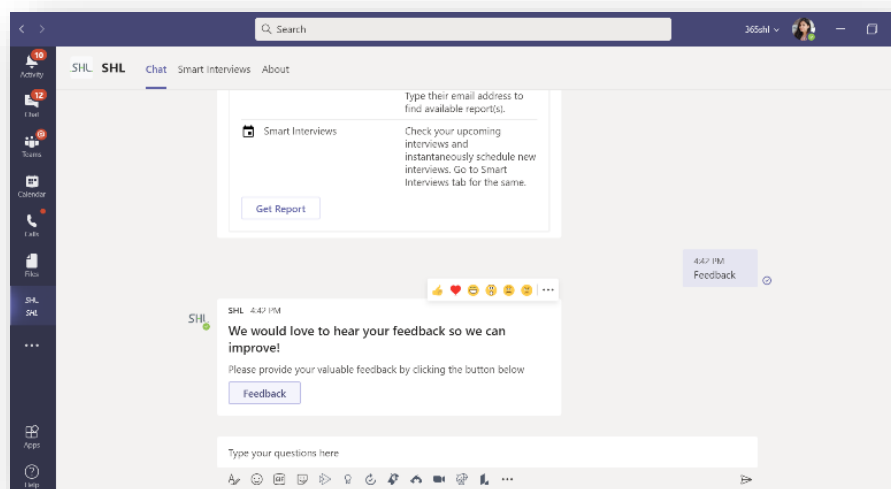
Interview Scheduled Notification

When an interview is scheduled, a notification will be sent to all assigned interviewers through email with following details: Title, Interviewers, Candidates, Duration, Time and Date.

Further Support

If you have any questions around the features and functionality of the app, or experience any technical issues with using the app, please contact our SHL Technical Support team.

<https://www.shl.com/en/contact/#client>



If you have any suggestions, or want to provide feedback, please fill the feedback form present within the app. **Type 'Feedback' in chat to launch feedback form.**