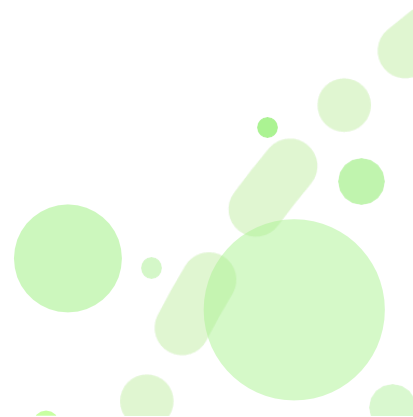




# SHL Release notes

**06 January 2023**



## AI Scoring for questions measuring components tagged to the universal competency framework (UCF) – 1<sup>st</sup> batch (5 Questions)

### What have we built?

We have built AI scoring for 5 volume hiring questions that measure 5 unique components tagged to the Universal competency framework.

### Why did we build this?

The universal competency framework is a global standard & by having AI scoring on components tagged to this framework we aim to provide more useful insights from the candidate's responses, allowing the recruiter to make more informed decisions. Also, since the scores for the components will be in percentile, it'll be possible for the recruiter to compare candidates based on the same.

It is a differentiating feature for the product.

### What is the customer impact

This will help our existing customers get a sense of the candidate's proficiency in various competencies that matter to them. They will also be able to do a bit of comparative analysis since the scores will be in percentile.

The AI scored UCF questions will be enabled automatically in the question bank for all customers. Going forward we will be releasing more questions that measure UCF components and are AI scored.

### What does it Look like?

1. The question title and the component they measure: -

Component name	Question Title
Performs Repetitive Tasks	Maintaining concentration while performing repetitive tasks
Copes with Uncertainty	Dealing with ambiguous assignments
Persuades Others	Persuading coworker to support your point of view
Speaks Clearly	Explaining the benefits of smartphone use to non-tech savvy people
Strives to Achieve	Establishing annual goals and striving to meet them

## 2. Switch on AI scoring for 'Universal Competencies'

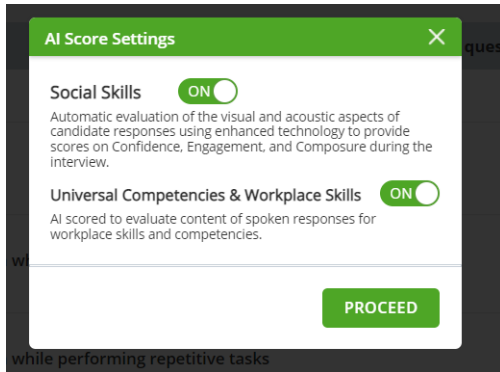


Figure 1 : Pop up for AI scoring toggle

## 3. **How will it be set up:** While creating an on-demand interview, the questions will be available in the question bank. Can be searched using the question title, the component name.

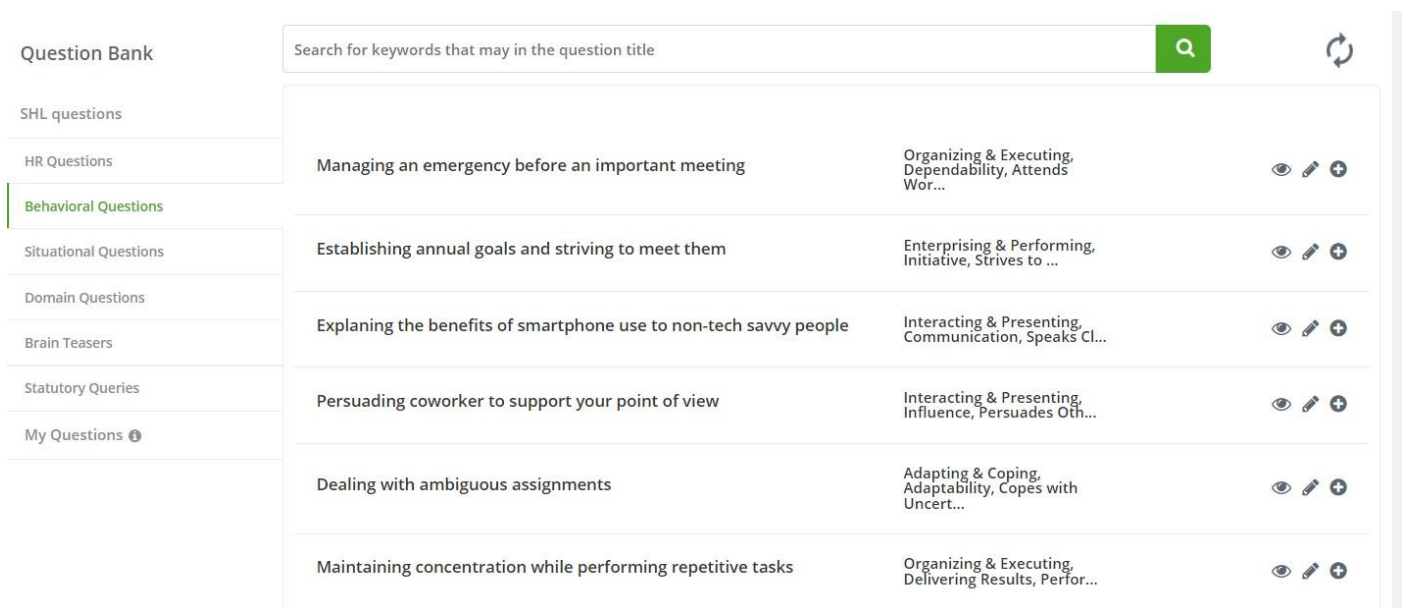


Figure 2 The questions can be found in the SIOD questions bank

4. How will the scores be displayed on the platform:

Reports <sup>i</sup>      Excel <sup>i</sup>      Actions

Reports      Select Excel

Schedule Date: 17 days      Status Key

Status	Name & AMCAT ID	Contact	Test Scores	Schedule Date	Action
<input type="checkbox"/>	410831960470322		Evaluator's Score      Unevaluated Workplace Skills      0/100 Social Skills      72/100 Universal Competencies Adaptability - Copes with Uncertainty      77%ile Communication - Speaks Clearly      10%ile Delivering Results - Performs Repetit...      91%ile Influence - Persuades Others      83%ile Initiative - Strives to Achieve      36%ile	2022-12-19 11:49:39	

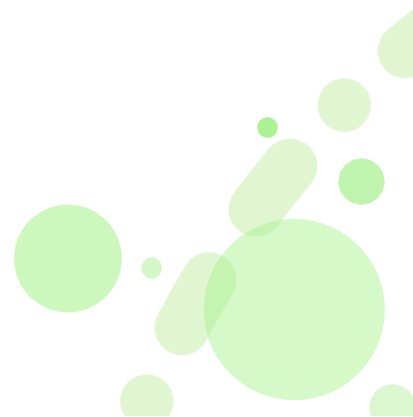
1

Figure 3 Universal competencies percentile scores on candidate list

Evaluator's Score	Unevaluated
<b>Feedback Details</b> <span style="float: right;">✕</span>	
Name: <span style="float: right;">AMCAT ID: 410831956402737</span>	
Evaluation Parameters	Evaluator's Feedback
Overall Parameters	Corp Sales <span style="float: right;">✉</span> Final Score
Communication Skills	Evaluation is pending
Status	Pending
Final Comment	
AI Based Parameters	Score
Workplace Skills	0/100
Social Skills	AI based scoring is switched off for this attempt
Universal Competencies	
Adaptability - Copes with Uncertainty	88%ile
Communication - Speaks Clearly	7%ile
Delivering Results - Performs Repetitive Tasks	89%ile
Influence - Persuades Others	64%ile
Initiative - Strives to Achieve	59%ile

1

Figure 4 Universal competencies percentile scores on feedback details



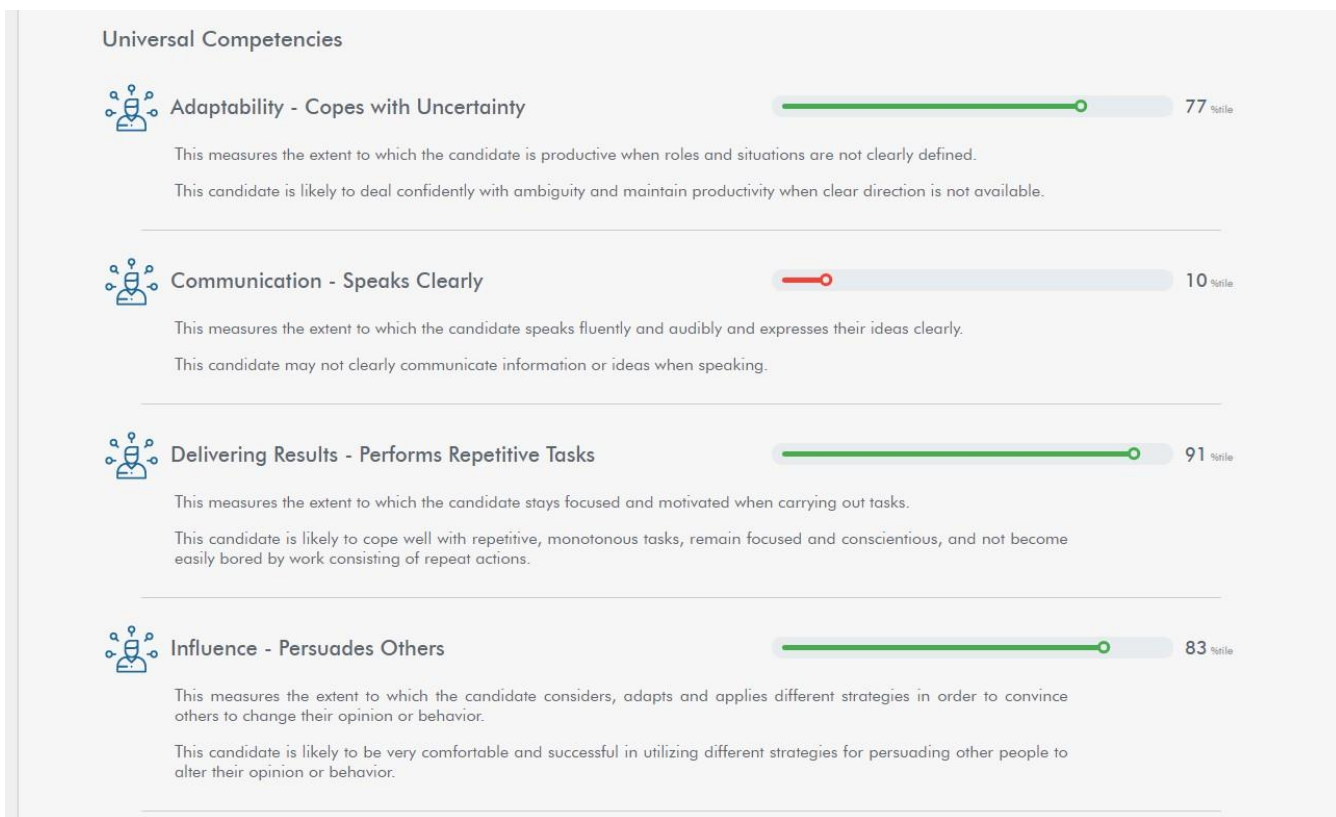


Figure 7 Universal competency scores on Reports - Insights chapter

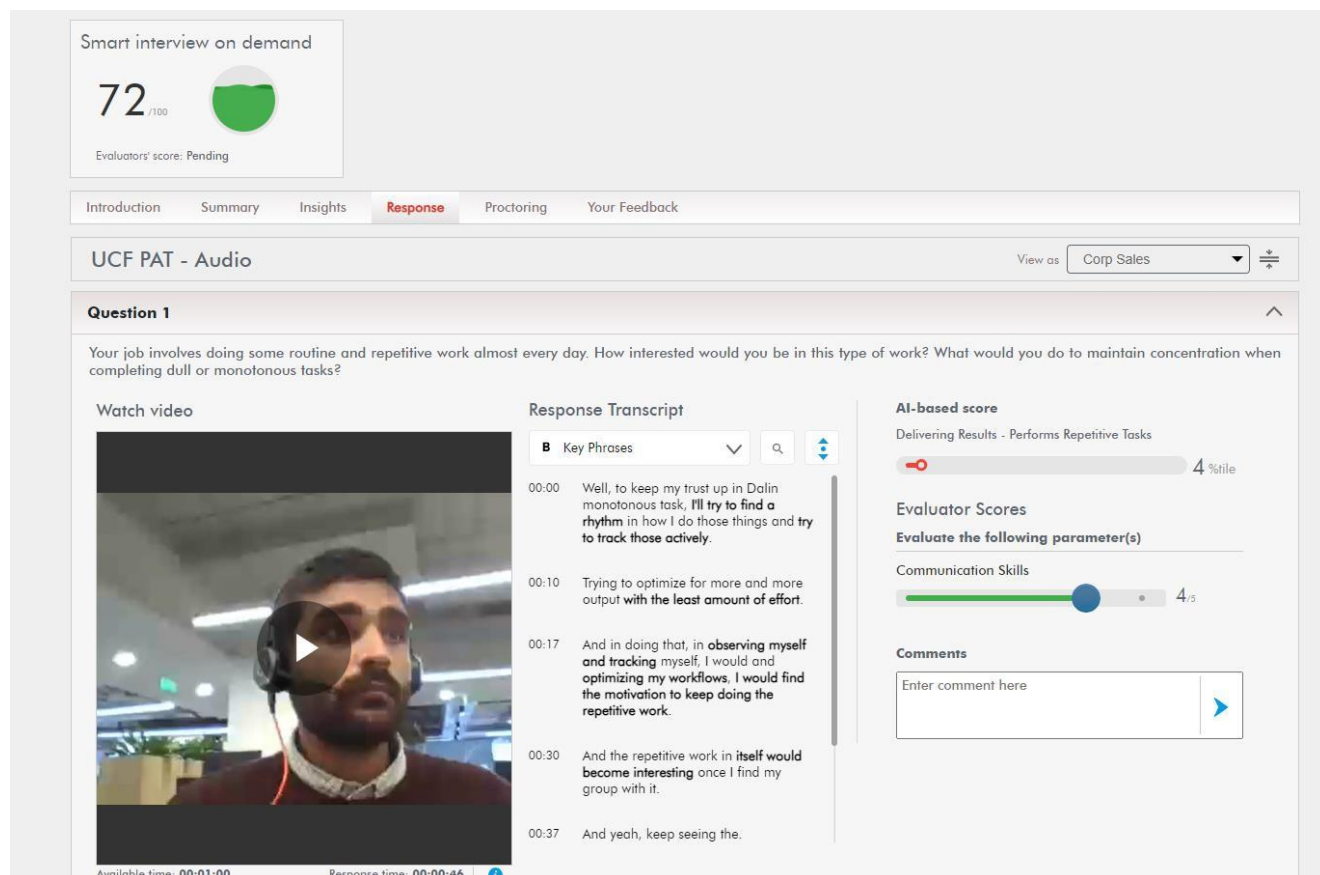


Figure 6 Universal competency scores on Reports - Response Chapter

<b>Platform:</b>	<input type="checkbox"/>	TalentCentral™	<b>Availability:</b> 16 January 2023
<input checked="" type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps

## Product Availability

### JFA

Product	Language
General Entry-Level - All Industries 7.1 (International)	Finnish English International Norwegian
General Entry-Level - All Industries 7.1 (Americas)	English US French Canadian
Manager 7.1 (Americas)	French Canadian Portuguese Brazil
Manager + 7.1 (Americas)	Spanish Latin America
Customer Contact 8.0+	English International
Customer Contact 8.0	English International
Sales & Service 8.0	English International
Sales & Service 8.0+	English International

## CCSims

Product	Language
CCSims Phone Agent Sales and Service Solution	Portuguese Brazil
CCSims Phone Agent Sales and Service Assessment	Portuguese Brazil
CCSims Phone Agent Customer Service Phone Solution	Portuguese Brazil
CCSims Phone Agent Customer Service Phone Assessment	Portuguese Brazil

## Verify

Product	Language
Verify Interactive G+	Vietnamese

<b>Platform:</b>	<input checked="" type="checkbox"/>	Talent Central	<b>Availability:</b> 04 January 2023
<input type="checkbox"/> iAssess	<input type="checkbox"/>	Insights	
<input type="checkbox"/> 360/MFS	<input type="checkbox"/>	SHL Apps	

# SHL Release notes

**20 January 2023**



## Re-Scheduling & Cancellations in Self-Scheduling for Smart Interview Live and Smart Interview Live Coding

### What are these features?

These are new capabilities that we are introducing for Smart Interview Live (SIL) and Smart Interview Live Coding on iAssess and TC+. Using the re-schedule feature, candidates can now reschedule a booked interview slot to a new date and time. With the cancellation feature, candidates can cancel a booked interview slot which would mean that they would opt-out from the process.

Re-scheduling and Cancellation help candidates to have complete control on the ways they would like to schedule an interview based on any last moment changes or change in their plans. These features remove all the operational dependencies in reaching out to a recruiter for any change in date or time for a scheduled interview slot. These features enable recruiters to avoid operational tasks like - rescheduling a candidate's booked slot to a new date and time or cancelling a booked slot and freeing up the slot of the interviewer.

### Why did we build this feature?

In a hiring setup a lot of time is being spent on getting a time slot which works for both interviewer and candidate. This becomes very challenging and very operationally intensive work when the volume goes up. It was addressed by the self-scheduling feature which we have worked on previous year. However, when we talk about volume, there also is frequent requirement of rescheduling the booked interview slots which again makes the process very challenging for a recruiter. The re-scheduling and the cancellation feature eliminate operational issues for recruiters, speeds up slot booking, and makes interview slot booking experience a great one for candidates.

### What is the customer impact of this feature?

There will be no impact on existing or new customers. This is a customer/client level feature and can be enabled or disabled for a customer/client as needed. Existing customers can get this enabled by reaching out to their account managers. On enabling, this, recruiters can define re-scheduling limits as per their requirement. And this will enable candidates to re-schedule or cancel a booked interview slot without reaching out to recruiters via any emails or any other means. This gives a candidate a full control on their interview scheduling experience.

### What does this feature look like?

## Admin Experience

When the re-scheduling & Cancellation feature gets enabled, an Admin user can confirm this at scheduling page under scheduling options where a new field with the name "**Candidates' rescheduling limit**" will be visible. An admin user can define the number of times they want the candidates to reschedule. A "0" would indicate that an admin user is not allowing candidates to reschedule their booked slots. The screen below shows the number to be 2, which means a candidate can reschedule their interview booked slots twice.

To enable 'Rescheduling & Cancellation' feature, first, it needs to be enabled at the client/company level. To do so, contact your account managers.

The screenshot shows the 'Smart Interview Live' interface. On the left is a navigation menu with options: 'Start interview', 'Configure and schedule', 'My interviews', 'Authoring Tool', 'User Management', 'Interview Management', and 'Live Proctoring'. The main content area is titled 'Scheduling options' and includes three radio buttons: 'Manual scheduling', 'Candidate self-scheduling' (which is selected), and 'Virtual hiring event'. Below this is the 'Scheduling details' section with the following fields:

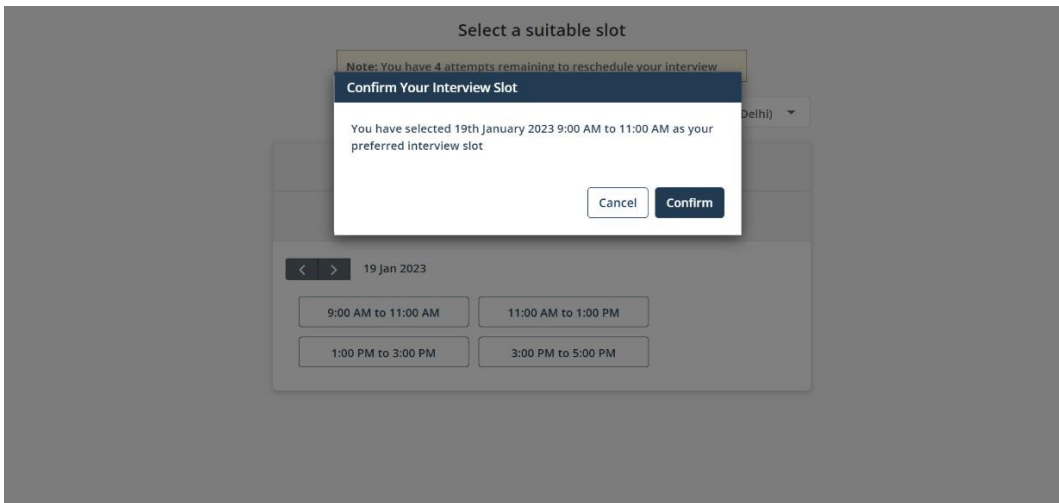
- Type of interview:** Radio buttons for 'Panel' and 'One-on-one' (selected).
- Interviews take place between:** Two date pickers showing '15/01/2023' and '29/01/2023'.
- Candidate scheduling deadline:** A date picker showing '29/01/2023'.
- Duration:** A dropdown set to '2' hours and '0' minutes.
- Candidates' rescheduling limit:** A dropdown set to '2'.
- Country:** A dropdown menu set to 'India'.
- Time Zone:** A dropdown menu set to 'UTC +05:30 IST (New Delhi)'.

## Candidate Experience: Rescheduling

Candidates can re-schedule their booked slots either by clicking on the reschedule CTA ("Update your interview slot here") from the interview invite email or from the "Choose Slots" CTA from the scheduling email. When they click on the CTA it takes them to the re-scheduling page, as shown below.

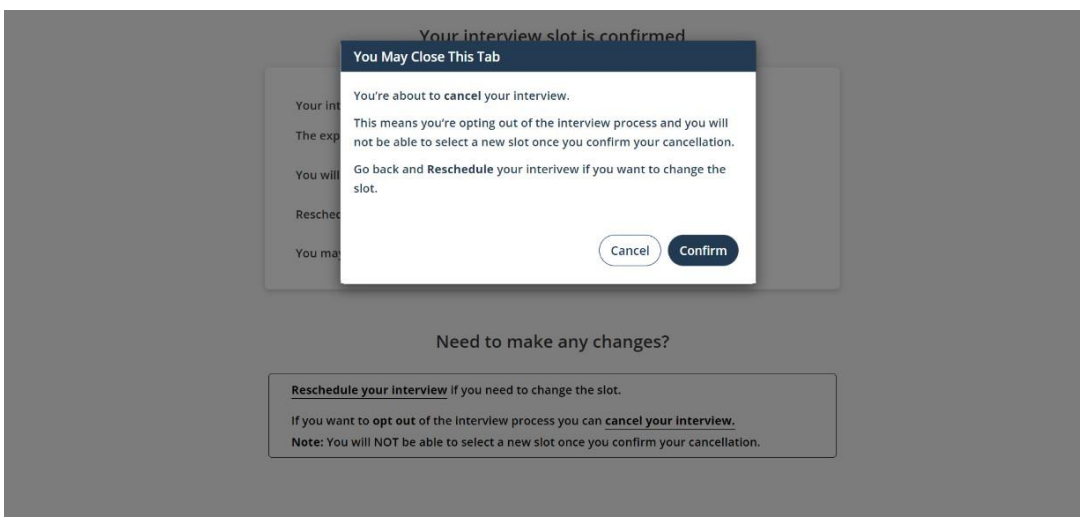
The screenshot shows the 'Select a suitable slot' page. At the top, there is a note: 'Note: You have 4 attempts remaining to reschedule your interview'. Below the note is a 'Time Zone' dropdown menu set to 'UTC +05:30 IST (New Delhi)'. The main content is a calendar titled 'Choose a Date' for 'January 2023'. The calendar shows dates from 1 to 31. A legend indicates that blue shaded cells represent 'Slots Available' and white cells represent 'Slots Not Available'. The available slots are: 12, 13, 15, 16, 17, 18, 19, 20, 22, 23, 24, 25, 26, and 27.

Candidates can confirm their re-scheduling date and time before they finalize (as shown below).



## Candidate Experience: Cancellation

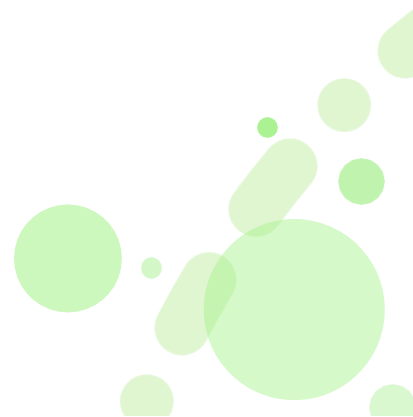
Candidates have also an option to opt-out from the interview process. As this is a critical step, and to minimize the risk of cancelling an interview by random clicking, candidates are shown the outcomes of the action with a confirm/cancel CTA.



## Notes

- Re-scheduling & Cancellation needs to be separately enabled apart from enabling self-scheduling at a company/client level.
- Re-scheduling is possible only 2 hours before the scheduled time.
- Rescheduling limit 0 means a candidate can't reschedule their scheduled interview.
- Cancellation means that candidates are opting out of the interview process and will not be able to select a new date or time once cancellation is confirmed.
- While re-scheduling a candidate can't choose the last selected date and slot.

<b>Platform:</b>	<input type="checkbox"/>	Talent Central	<input checked="" type="checkbox"/>	TalentCentral+™	<b>Availability:</b> 20 December 2022
<input checked="" type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights		
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps		



## Improved experience for insight creation

### What is the new experience and why did we introduce it?

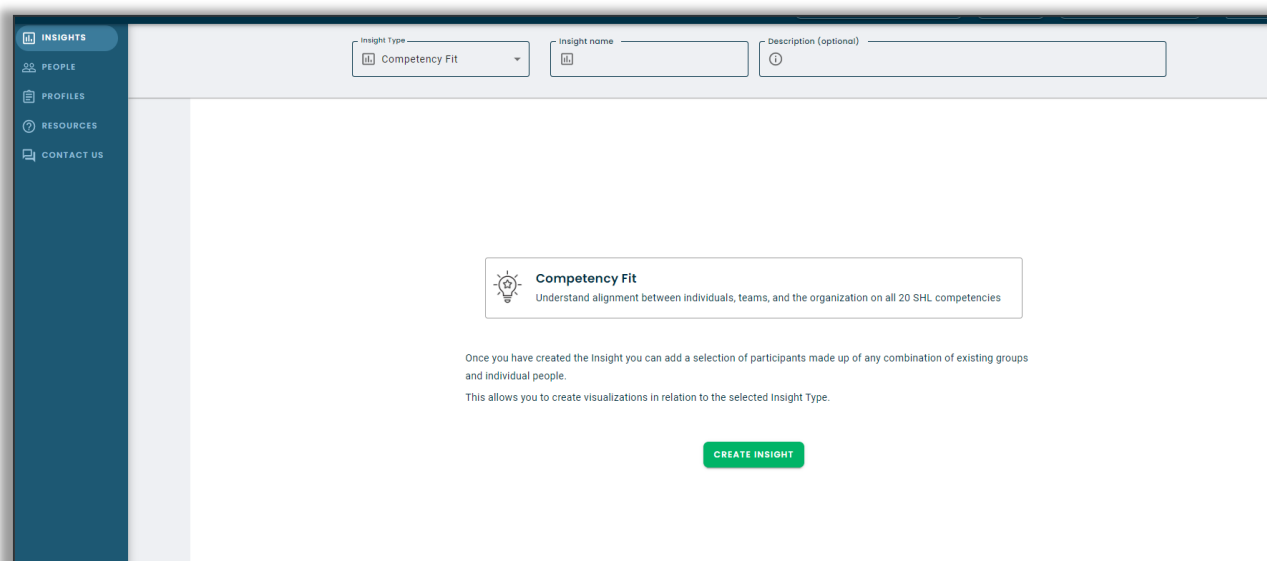
With this latest update of Insights, we are introducing 3 key workflow improvements:

1. **Selecting the right Insight Type just got easier** - we have introduced a brief description of selected lenses; the aim is to make it clearer what their purpose is and what you can use the lens for.
2. **Uncover insights quicker** - Users will also get a chance to see a template of the insight, ahead of adding in their participants, so that they know what type of insights they will get.
3. **Update your insight at any point** – our final improvement is a notable one, you now have the option to edit your participant selection & insight details on new and previously created insights.

### What does the new workflow look like?

#### 1. Lens Descriptions – Select the right Insight Type

In the new & improved workflow, from the create insight screen, once you select your given Insight Type (Lens) you will be presented with a brief description of that insight type to help you select the right Insight Type for the job.

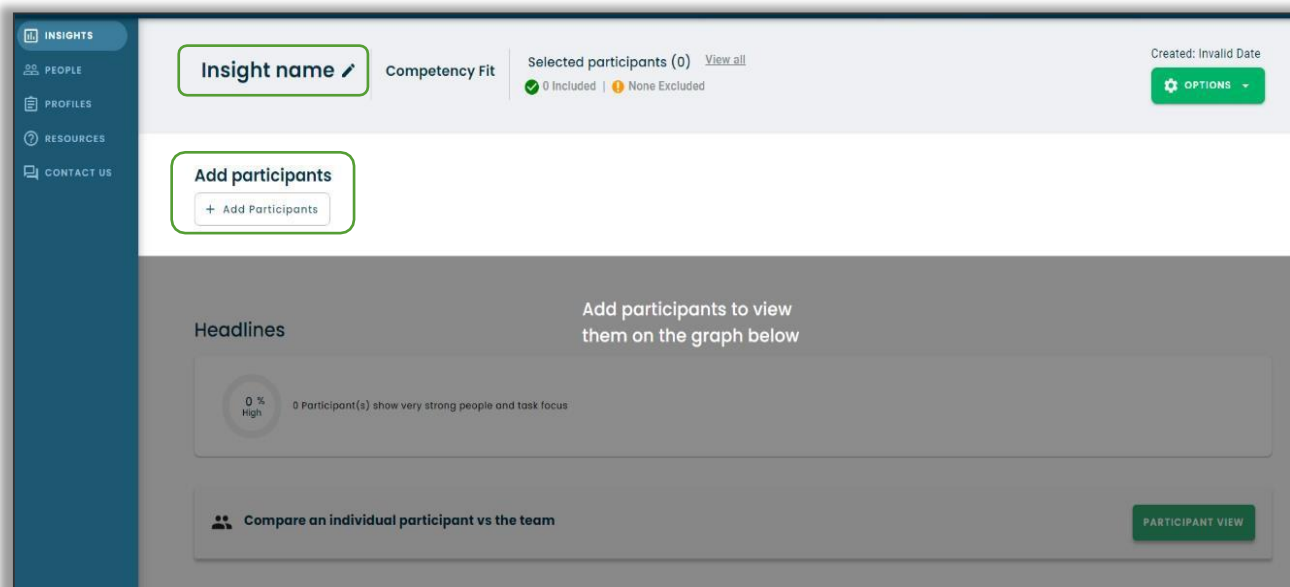


## 2. Workflow Changes – Explore before you save

With this update to the workflow, we have aimed to improve the speed of Insight creation – getting you to your Insights faster and with more flexibility.

This improvement allows you to only select the Insight Type before you launch into your Insight dashboard, from here you can complete all the same analysis as before, in addition to:

- Viewing a preview of the types of visualizations you can expect to see (by scrolling the blank insight)
- Add participants to your insight – at which point your insight will be promptly populated with their data.
- Amend selected participants as many times as you like (adding or removing) – meanwhile the displayed data will update to reflect your changes.
- Add or amend the Insight name & description.
- Save your insight for later, or discard your insight.

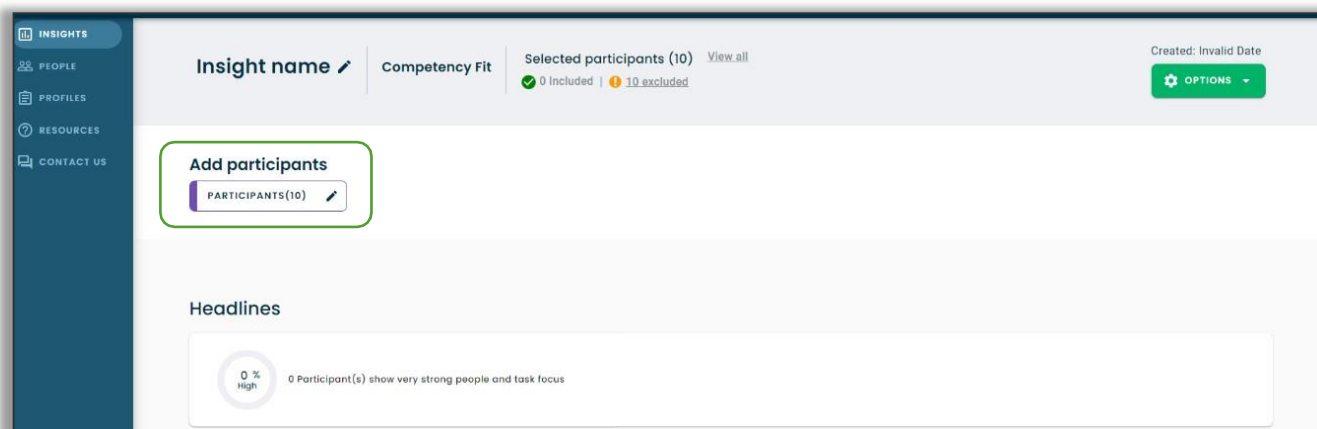


### 3. Edit / Update your Insights at any point

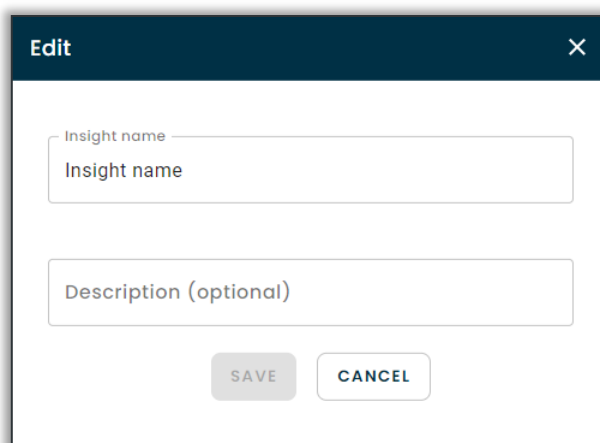
Previously within Insights, once created you could not edit an already created Insight.

With the latest release you can now return to your Insights at any point and update them with the latest information, whether you simply made a mistake in creation or want to remove a team member who has left the team, this is now possible:

- You can edit the participant list, adding & removing participants from the Insight.



- You can edit the Insight name & description that you entered at setup.



### What is the customer impact?

The updated workflow will be automatically available to all the new and existing customers after the releasing.

<b>Platform:</b>	<input type="checkbox"/>	Talent Central	<input type="checkbox"/>	TalentCentral+™	<b>Availability:</b> 26 January 2023
<input type="checkbox"/>	iAssess	<input checked="" type="checkbox"/>	Insights		
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps		

## Product Availability

### JFA

Product	Language
Entry Level Sales 7.1 (International)	Dutch Italian Swedish Danish Finnish Norwegian Arabic
General Entry-Level - All Industries 7.1 (International)	Italian Swedish Danish French Dutch English US
Manager 7.1 (International)	Italian Canadian French Danish Norwegian Finnish
Manager + 7.1 (Americas)	Brazilian Portuguese
Manager 7.1 (Americas)	Latin American Spanish
Store Manager 7.1 (International)	Latin American Spanish English US English International Canadian French



## Reports

Sales Transformation Recruiter Report - Individual Contributor	Japanese
Sales Transformation Development Report - Individual Contributor	Japanese
Sales Transformation Recruiter Report - Sales Manager	Japanese
Sales Transformation Recruiter Report - Individual Contributor	Japanese

<b>Platform:</b>	<input checked="" type="checkbox"/>	Talent Central	<input type="checkbox"/>	TalentCentral+™	<b>Availability:</b> 18 January 2023
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights		
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps		

# SHL Release notes

**03 February 2023**

## Candidates can upload MAC (.pages, .keys, .numbers) file extension on Business Simulation platform

### What is this change?

This feature is an enhancement of the existing feature which allows candidates to upload documents in the simulation/preparation exercises (currently we allow MS office documents, open office documents).

With this enhancement, the candidate will be able to upload MAC file (.pages, .numbers, .keys) extensions in the document hub while attempting the Business Simulation exercises.

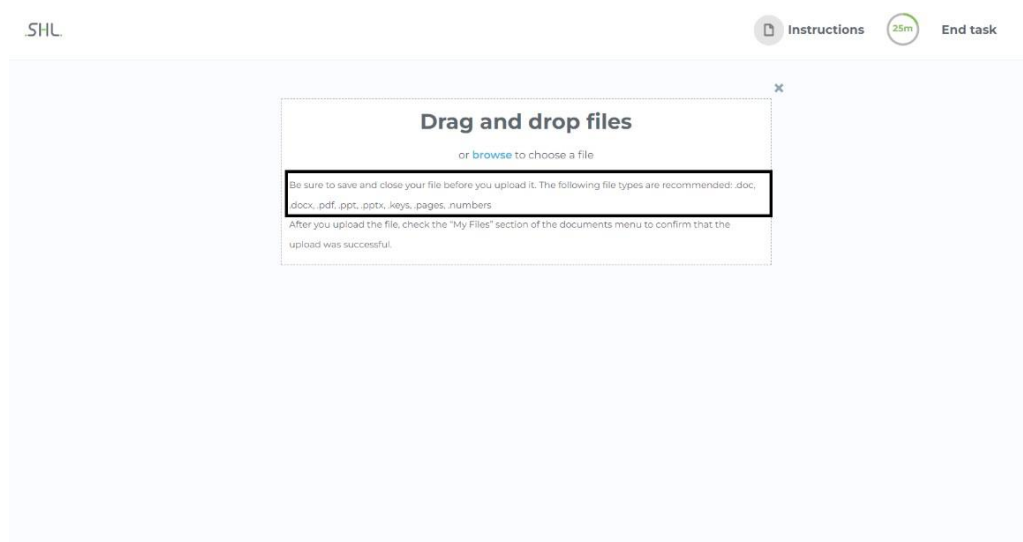
### Why did we bring this change?

There were many requirements from the customers of Business Simulation to support to upload MAC file extensions in simulation/preparation exercises as many candidates use MAC devices to give test. To accommodate this requirement, this enhancement is done.

### What is the customer impact of this change?

There will be no impact on customers. This feature is a product offering and the enhancement is done to improve the candidate experience.

### What does this change look like?



<b>Platform:</b>				<b>Availability:</b> 10th February 2023
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights	

## Rescheduling Live Meeting part of the Business Simulation Exercise when Preparation/Simulation part of the exercise is started/completed

### What is this change?

This is an enhancement of the existing rescheduling feature available for Business Simulation exercises.

With this change the admin user will be able to reschedule the live meeting part of the exercise even if the preparation/simulation part of the exercise is started or completed.

### Why did we bring this change?

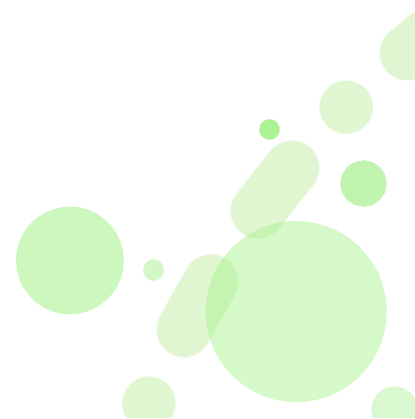
There were many cases reported where the candidates have started or completed the preparation part of the exercise and recruiters were unavailable for the scheduled interview/meeting time, in this case the only option was to create a new project with updated meeting time. But with this approach the candidate's progress on preparation part was lost. To resolve this issue, we have done

development in the rescheduling feature available for all **multi-task/two-part** exercises.

### What is the customer impact of this change?

There will be no impact on customers. This feature is a product offering and the enhancement is done to improve the candidate as well as the recruiter experience.

### What does this change look like?



talentcentral-2a.eushl.zone/admin/project/manage/1318810

SHL | Homepage | Create New | Manage | Review | Dashboard | Leadership Solutions

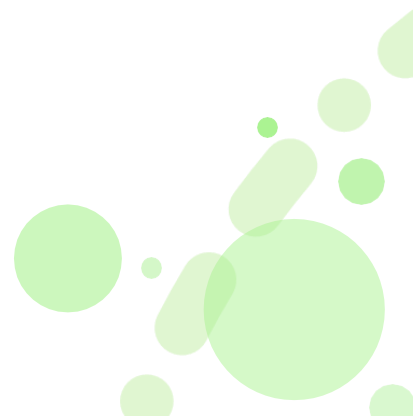
Resend | Recall | Change Deadline Date | Add Product | Export Links

10 records per page | Upcoming Events | Create Event | Search:

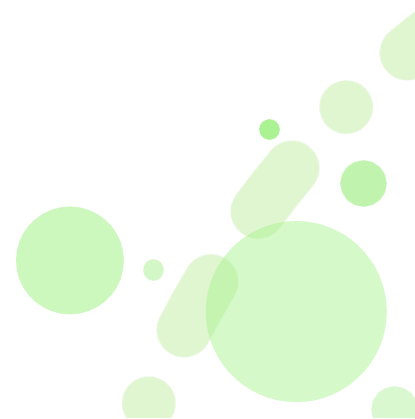
	First Name	Last Name	Email	Date Started	Date Completed	Status	Deadline Date	
<input type="checkbox"/>	Max1	Max	max1@gm.com	11-11-2022	-	Not Started	14-11-2022	<a href="#">Link</a> <a href="#">Start</a>
<b>Assessment</b>		<b>Status</b>	<b>Complete Reset</b>	<b>Time Limit</b>	<b>Closed Captions</b>		<b>Actions</b>	
Role Play Exercise		Scheduled		Not Timed			<a href="#">Edit</a> <a href="#">Cancel</a>	
<input type="checkbox"/>	Max2	Max	max2@gmail.com	11-11-2022	-	Not Started	14-11-2022	<a href="#">Link</a> <a href="#">Start</a>
<input type="checkbox"/>	Max3	Max	max3@gmail.com	11-11-2022	-	Started	14-11-2022	<a href="#">Link</a> <a href="#">Start</a>
<b>Assessment</b>		<b>Status</b>	<b>Complete Reset</b>	<b>Time Limit</b>	<b>Closed Captions</b>		<b>Actions</b>	
Role Play Exercise		Started	<a href="#">Reset</a>	Not Timed			<a href="#">Edit</a>	

Showing 1 to 3 of 3 entries | 1

Emails and Notifications | Results Received : False



<b>Platform:</b>			<b>Availability:</b> 10th February 2023
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights



## Product Availability

### JFA

Product	Language
Entry Level Sales 7.1 (International)	Simplified Chinese
Entry Level Sales 7.1 (Americas)	Canadian French
General Entry-Level - All Industries 7.1 (Americas)	Latin American Spanish
Manager 7.1 (International)	Italian Canadian French Danish Norwegian Finnish
Guest Service Team (Americas)	English US Brazilian Portuguese Canadian French Latin American Spanish
Manager 7.1 (International)	Finnish
Store Manager 7.1 (International)	Brazilian Portuguese

Platform:		Availability: 1st February 2023	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights

# SHL Release notes

**17 February 2023**

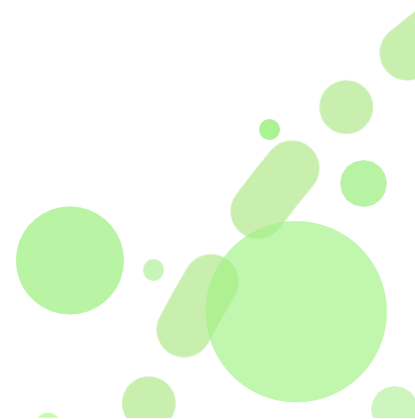


## Product Availability

### JFA

Product	Language
Healthcare Aide 7.1 (Americas)	English US

Platform:		Availability: 15 February 2023	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights



# SHL Release notes

**03 March 2023**

## Product Availability

### JFA

Product	Language
Entry Level Cashier (Americas)	Canadian French
Healthcare Aide 7.1 (Americas)	Latin American Spanish Brazilian Portuguese

Platform:		Availability: 01 March 2023	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights

# SHL Release Notes

**31 March 2023**

## Smart interview on demand – Integration Workflow (New capability)

### What is the Smart interview on demand – Integration Workflow?

We have built the integration workflow for Smart Interview on Demand. With this capability, we have allowed for a project containing an on-demand interview to be added to an integration workstream and have enabled the registration and pushback workflows for such projects.

### Why did we build Smart interview on demand – Integration Workflow?

With this capability, we have expanded our integration offering by adding the on-demand video interview to the products supported.

### What is the customer impact of Smart interview on demand – Integration Workflow?

Integrated Customers can now also use our on-demand video interview through their existing integration by contacting their Account Managers.

Platform:		Availability: 24 <sup>th</sup> March 2023	
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights

## Smart Interview on Demand – Competency level score pushback to ATS - Improvement

### What is the Smart Interview on Demand – Competency level score pushback to ATS?

We have built the functionality to push back the competency level scores for an on-demand interview back to the ATS. This would be an average score of each of the competencies defined for the interview calculated by factoring in the inputs of every evaluator who have completed scoring on those competencies.

### Why did we build Smart Interview on Demand – Competency level score pushback to ATS?

Till now, we just pushed back a single average evaluator's score which was calculated by averaging out these competency level scores & the recruiters had to come to the reports to see the competency level scores. With this feature integrated clients can see the competency level scores along with the overall evaluator average score. Making decision making even more convenient.

We believe this is a parity feature that we had in our backlog and believe it is useful for all the clients.

### What is the customer impact of Smart Interview on Demand – Competency level score pushback to ATS?

This will improve the experience of existing clients while also helping us close new clients. For instance – the immediate client impact is for a new client of ~1M\$ deal size, their workflow is facilitated by this feature development.

With this feature integrated clients can see the competency level scores along with the overall evaluator average score. Making decision making even more convenient.

Clients can access this by reaching out to their account manager and getting their interview level competencies added as scale tags in their config. Post which we will start pushing back scores for the same. The feature has been handed over to the deployment team and such requests can be easily catered through that route.

<b>Platform:</b>		<b>Availability:</b> 24 <sup>th</sup> March 2023	
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights

## Product Availability JFA

Product	Language
Entry Level Cashier (Americas)	Brazilian Portuguese
Apprentice 8.0	French
Entry Level Cashier (International)	English US

## Business Simulation (VADC)

Product	Language
Andza Economy Review Presentation prep on platform only	English International
Andza Economy Review Written Report	English International
Andza Economy Review Analysis Presentation	English International

Platform:		Availability: 15 <sup>th</sup> March 2023	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights

