IBM Kenexa BrassRing on Cloud

IBM Kenexa BrassRing on Cloud Release Notes

May 28, 2018

Note

Before you use this information and the product it supports, read the information in "Safety and environmental notices" on page x and "Notices" on page x.

This edition applies to May 28, 2018 Release of IBM Kenexa BrassRing on Cloud, and to all subsequent releases and modifications until otherwise indicated in new editions.

This edition replaces XX99-9999-99.

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Contents

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Introduction

This document presents changes, both visible and configurable, included in the May 28, release of IBM Kenexa® BrassRing® on Cloud and IBM Kenexa Lead Manager.

The objectives of this document are to:

- Present feature enhancements and usability and performance improvements that are introduced in this release.
- Document changes in system requirements, if applicable.

Client Reminders

The **Client Reminders** section reminds clients of recently distributed important notices and links to comprehensive documentation and training for the special features recently introduced.

Candidate Portal

This build introduces the **Responsive Candidate Portal** to **Staging**.

Talent Gateway - Responsive Candidate Portal
After receiving client feedback and reviewing candidate experience, we are responding to your request and working on several changes. The **Responsive Candidate Portal** is going to be delivered in the **Staging** environment of BrassRing in this build (18.05.28). Learn more about the Responsive Candidate Portal.

Enhancements - You Asked We Listened

This build introduces a number of features that were developed in response to clients **Request for Enhancement (RFEs)** and feedback received in Net Promoter Scores **Net Promoter Scores** . IBM Kenexa is pleased to deliver these features in response to your responses and comments.

RFEs The following features were delivered in response to **RFEs**.

- BrassRing - Reqs – Talent Gateway Apply URLs - enhancements that support an easier workflow
- BrassRing RAM - Addition of codes that allow recruiters to see candidates that are submitted by referral

NPS The following features were delivered in response to **NPS** comments.

- BrassRing New UI – Enhanced Grid Scroll Bar behavior
- BrassRing New UI – Diversity Visualization for requisitions
- BrassRing Candidate Forms (History) - Time format updated

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BrassRing Release Notes on the IBM Knowledge Center

Clients can find current, past, and historical IBM Kenexa BrassRing on Cloud and IBM Kenexa Lead Manager release notes on the IBM Knowledge Center.

Knowledge Center

Clients can find the following Release Notes documentation on the IBM Knowledge Center:

- Current BrassRing and Lead Manager Release Notes (April 2016 to Current)
- Historical BrassRing Release Notes (August 2017 to April 2018 - PDF format)
- Historical Lead Manager Release Notes (January 2017 to July 2017 - PDF format)

Talent Acquisition Newsletter

Please visit the Talent Acquisition Newsletter for May.

Talent Acquisition Newsletter

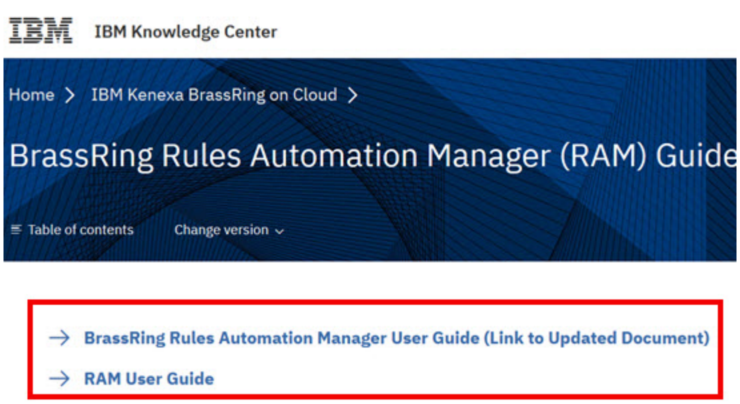
The Talent Acquisition newsletter consists of information about the latest BrassRing features, video interviews with the brains behind the product and also easy-to-bite chunks of information that helps you to be more productive while using BrassRing. Please visit the latest Talent Management Newsletter.

http://links.mail3.spopessentials3.com/servlet/MailView?ms=MzQzOTI4MjkS1
&r=NzQzMTY3MjM5MTY4S0&j=MTI4MjU0NjA0NwS2&mt=1&rt=0

UPDATED Rules Automation Manager (RAM) User Guide

Updated RAM User Guide

You can now view the Updated RAM User Guide on the IBM Kenexa Knowledge Center.



Select BrassRing Rules Automation Manager User Guide (Link to Updated Document) to view the RAM Guide in pdf format.

Select RAM User Guide to view the Updated RAM User Guide within the IBM KC.

Visible Changes

The current release of IBM Kenexa BrassRing on Cloud includes the following visible changes for BrassRing and IBM Kenexa Lead Manager.

Responsive Apply

The current release includes the following visible changes for Responsive Apply. Visible changes alter the appearance or performance of the product without requiring any configuration. The changes are immediately visible or available to users.

Responsive Apply - Display Latest Resume

When candidates upload a new Resume in the Responsive Apply Talent Gateways, and BrassRing users search for the candidate in BrassRing, the latest uploaded resume should be displayed. Even when a candidate applies for a req using an older resume, when the candidate uploads a new resume, the new one must be displayed to the BrassRing user. It was observed that the old resume with which the candidate applied was being displayed even after the candidate uploaded a new Resume. This behavior is adjusted during this release and only the latest resume is being displayed to the BrassRing users.

RTC Internal Reference # 105239

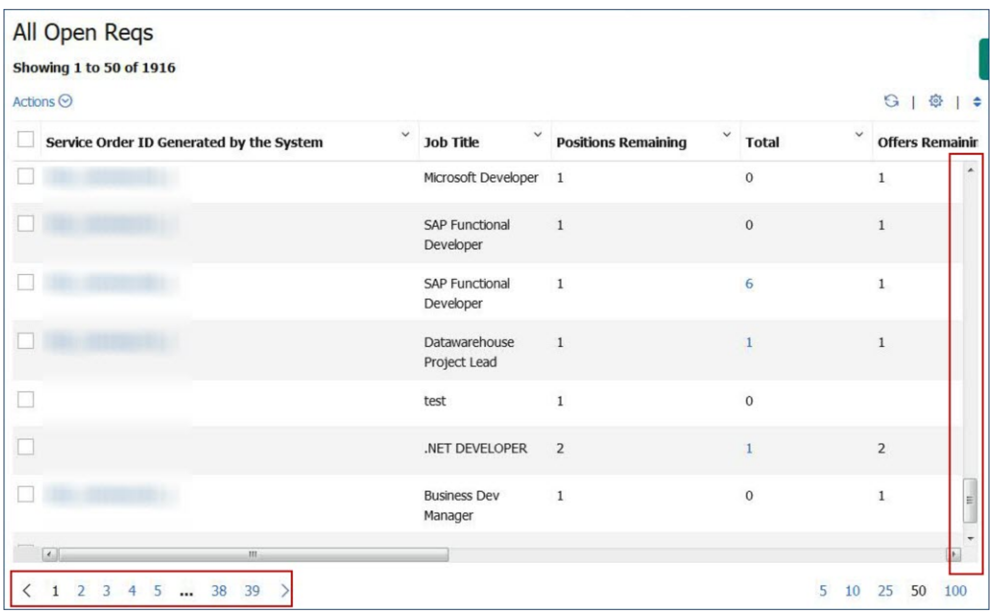
New User Interface

The current release includes the following visible changes for the User Interface. Visible changes alter the appearance or performance of the product without requiring any configuration. The changes are immediately visible or available to users.

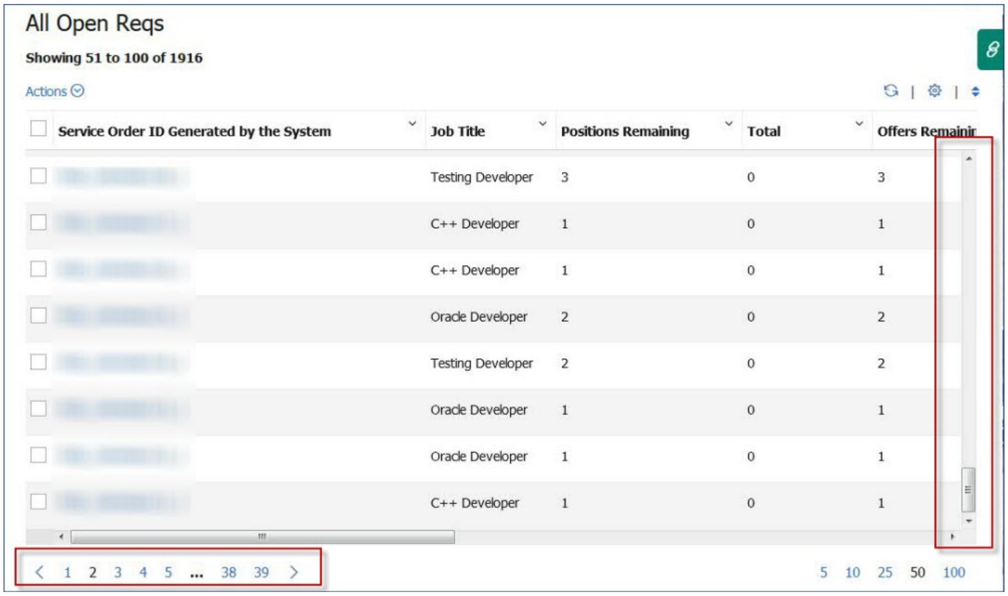
Grids - Scroll Bar

When BrassRing users move from one page to another on candidate or req related grids, the scroll bar currently does not reset. If the users scroll down in the first page, and move to the second page, they find the page is scrolled down to the end instead displaying the beginning of the page. Based on client feedback, the scroll bar behavior is adjusted. Starting this release, when users move to the next page or a previous page, they find that the page is retracted to display the beginning.

Before this release: Page one scrolled to the bottom.



Users go to page two and find it scrolled to the bottom:

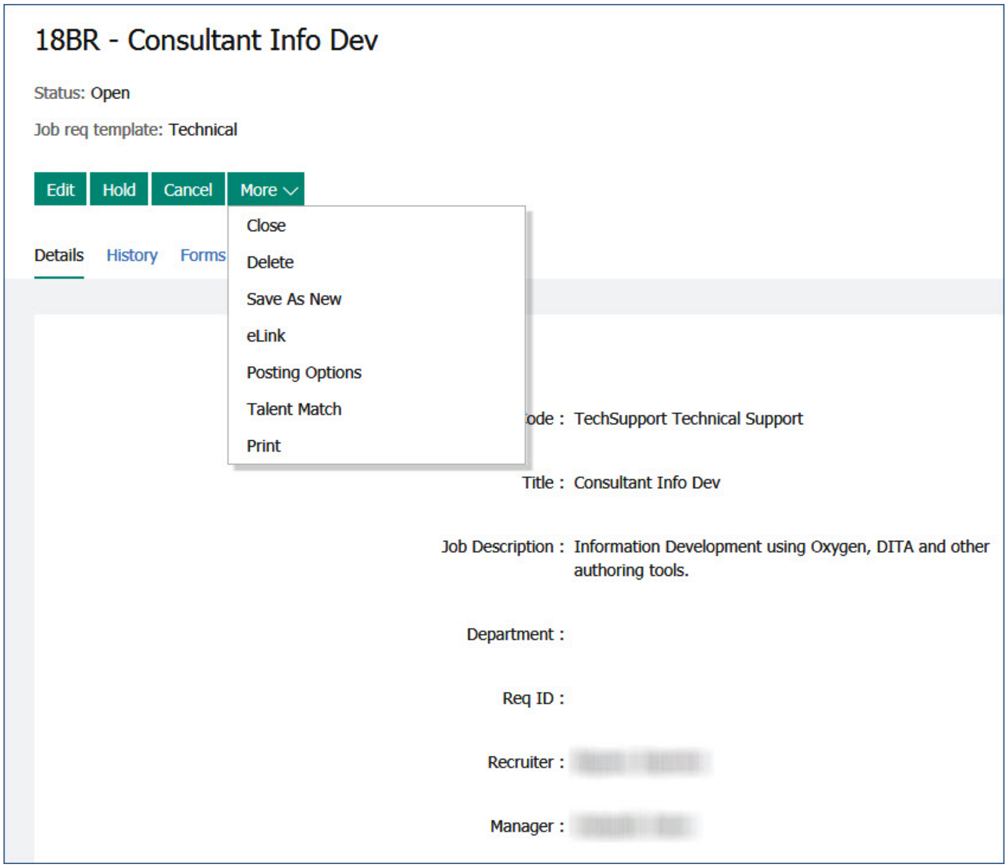


RTC Internal Reference # 103510, 103899.

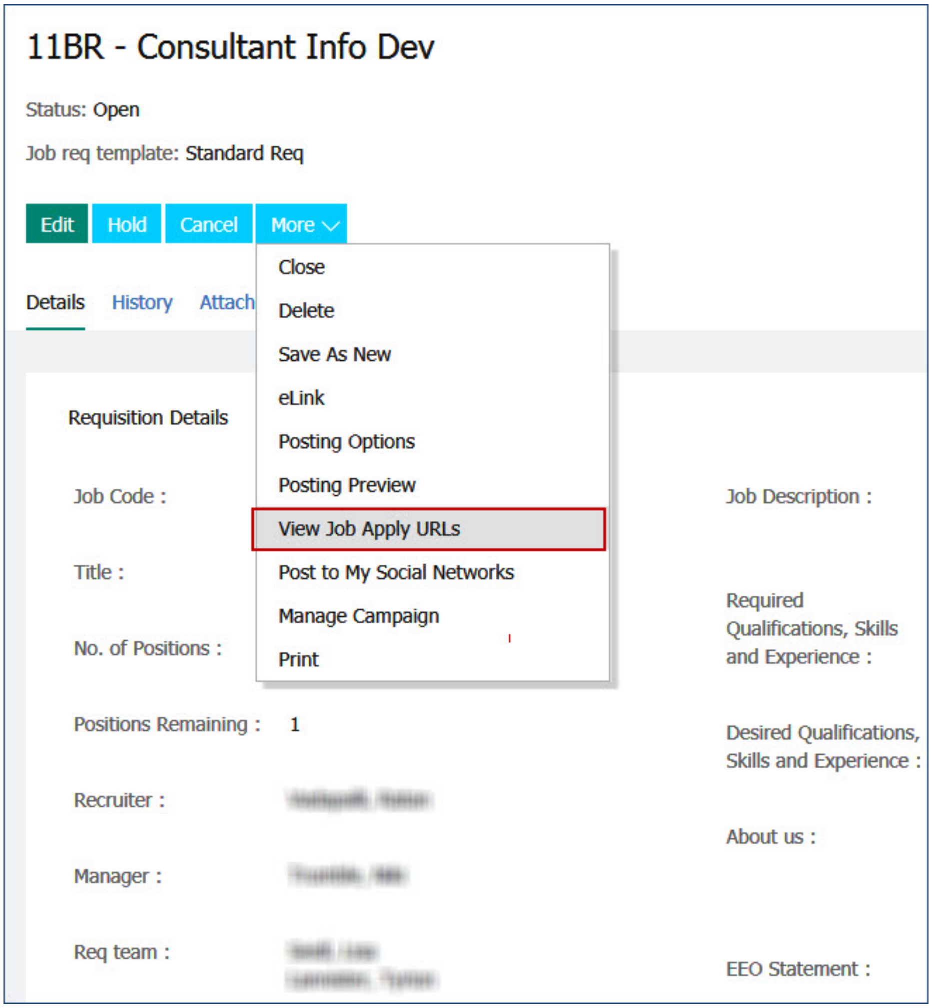
Reqs - Talent Gateway Apply URLs

Starting this release, a new grid with a list of Talent Gateway URLs to which the req is posted is available for BrassRing users. This grid is available in the View Req page and the Posting Confirmation page.

- View Req - The **More** drop-down menu in the View Req screen now contains a new option **View Job Apply URLs**.
- This option is displayed only to those BrassRing users with user type that has posting administration privileges for the req.
- When users select this option, a new pop-up window is displayed with a grid.
- This grid contains the names of the Talent Gateways to which the specific req is posted, the job apply URL for that Talent Gateway and an icon to copy the URL.
- The View Req screen before this release:



- The View Req screen after this release:


11BR - Consultant Info Dev
Status: Open
Job req template: Standard Req
Edit
Hold
Cancel
More
Close
Delete
Save As New
eLink
Posting Options
Posting Preview
View Job Apply URLs
Post to My Social Networks
Manage Campaign
Print
Details
History
Attach
Requisition Details
Job Code :
Title :
No. of Positions :
Positions Remaining : 1
Recruiter :
Manager :
Req team :
Job Description :
Required Qualifications, Skills and Experience :
Desired Qualifications, Skills and Experience :
About us :
EEO Statement :

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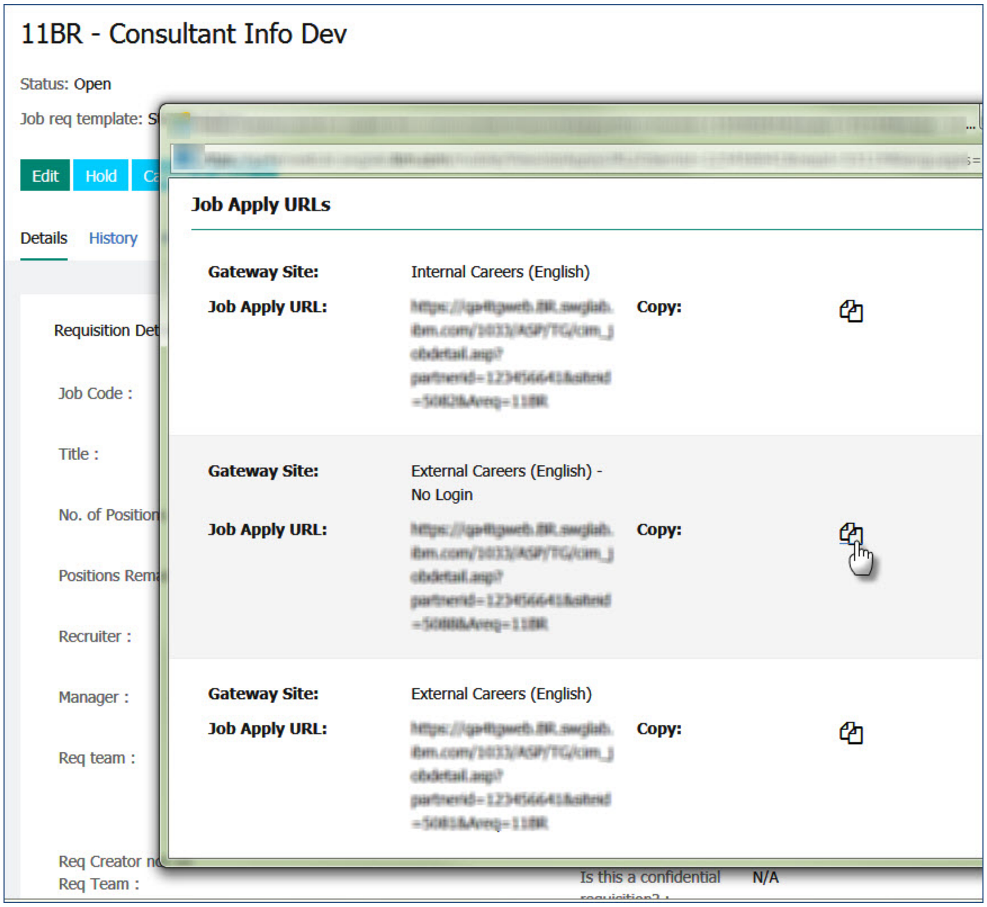
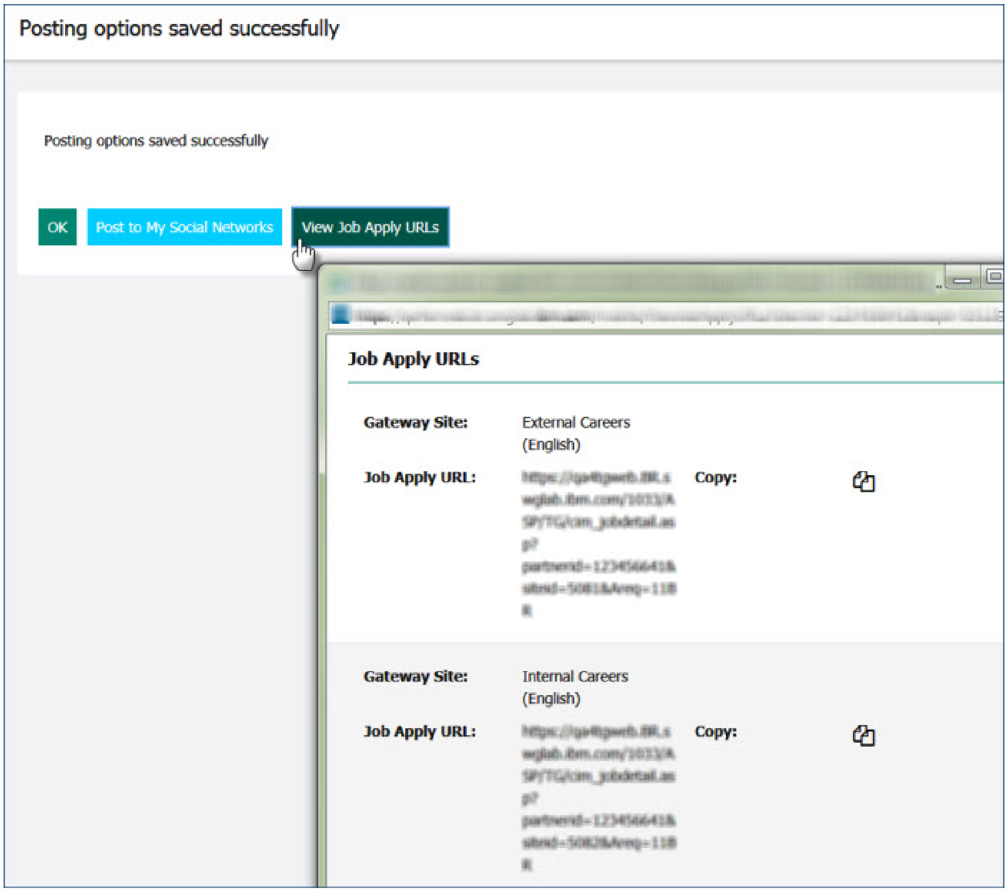


- Posting Confirmation screen - When BrassRing users complete posting a req, the Posting confirmation screen is displayed. A new button **View Job Apply URLs** is added to this page.
- When users select this button, the new Job Apply URLs pop-up window is displayed.



- In either of the pages, if the req is posted to a Global Talent Gateway, the names of all the member Gateways along with the language names are displayed.

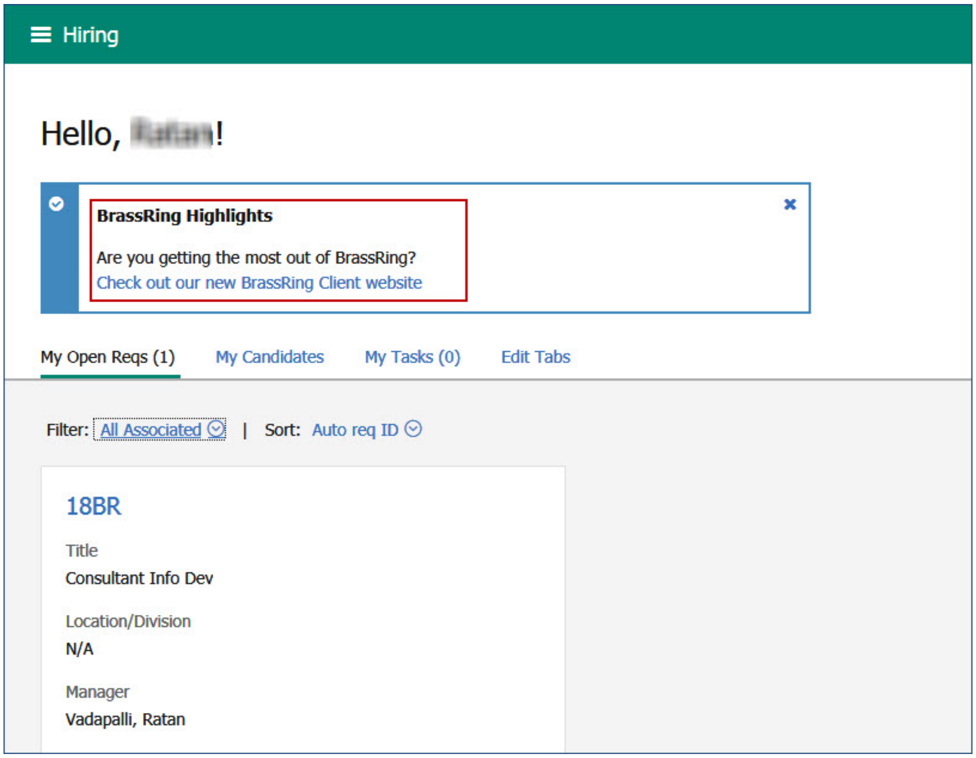
RTC Internal Reference # 103509.

BrassRing Home Page - System Message

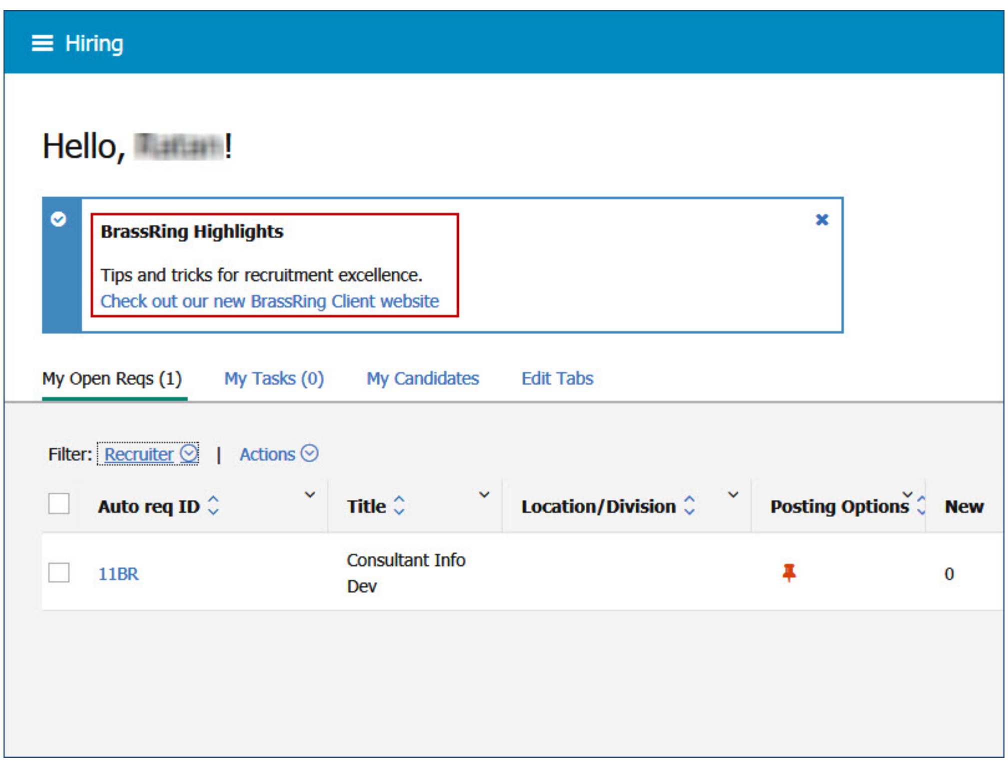
The BrassRing system standard message is updated. The message previously displayed was: Are you getting the most out of BrassRing? This message is now updated to **Tips and tricks for recruitment excellence.**

The updated message is displayed in all the languages in which BrassRing is available.

Before this release:



After this release:



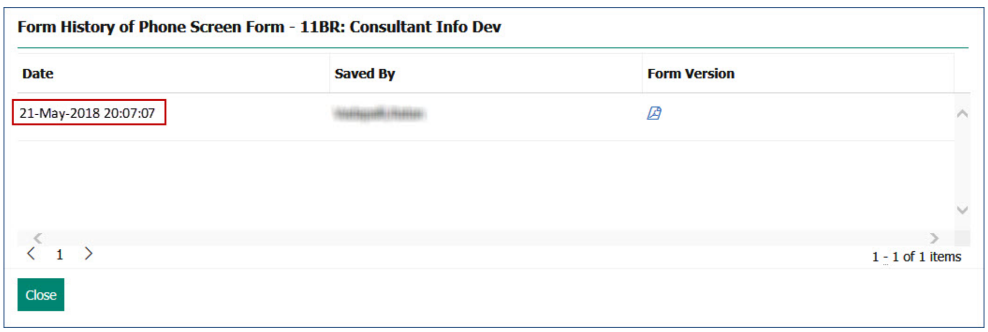
RTC Internal Reference # 104658, 105247.

Form History - Time Format

The Date column in the Form history page displays date and time at which each change to the form was made. It was observed that the time in this column was displayed in 12-hour format without the AM/PM suffix that gave scope for confusion. The format is updated to display time in 24-hour format in this release.

Before this release:

After this release:



RTC Internal Reference # 105106.

Lead Manager

The current release of Lead Manager does not include any visible changes for Lead Manager. Visible changes alter the appearance or performance of the product without requiring any configuration. The changes are immediately visible or available to users.

Configurable Changes

The current release of IBM Kenexa BrassRing on Cloud includes the following configurable features for BrassRing and IBM Kenexa Lead Manager. Configurable features must be configured or turned on to be visible and available to users.

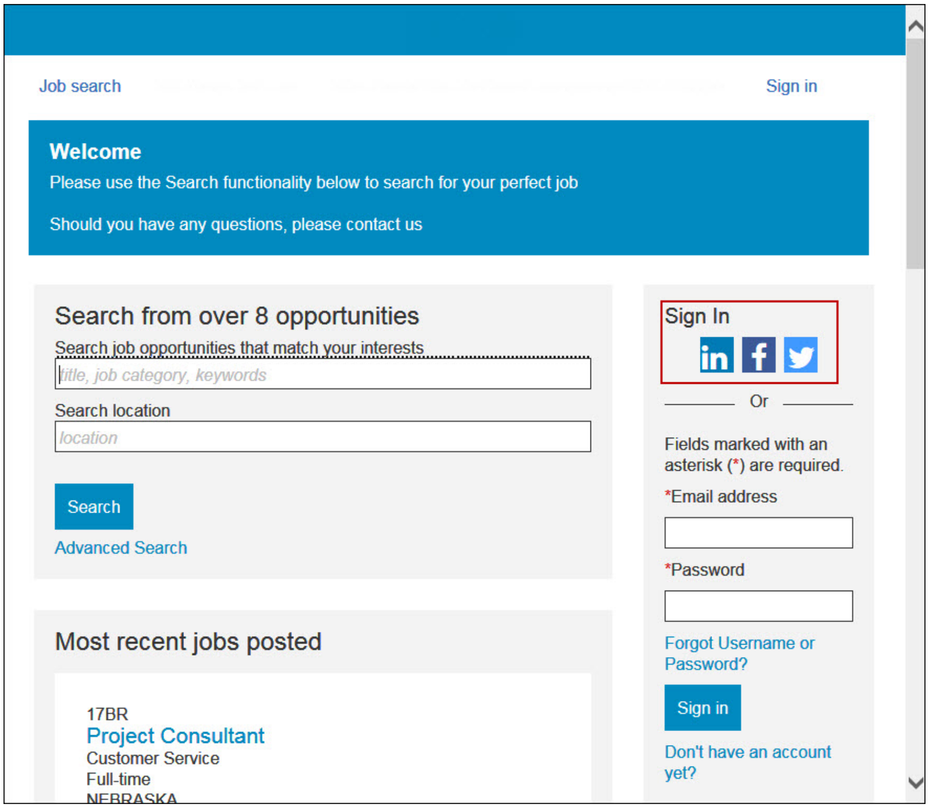
Responsive Apply

The current release includes the following configurable changes for Responsive Apply. Configurable features must be configured or turned on to be visible and available to users.

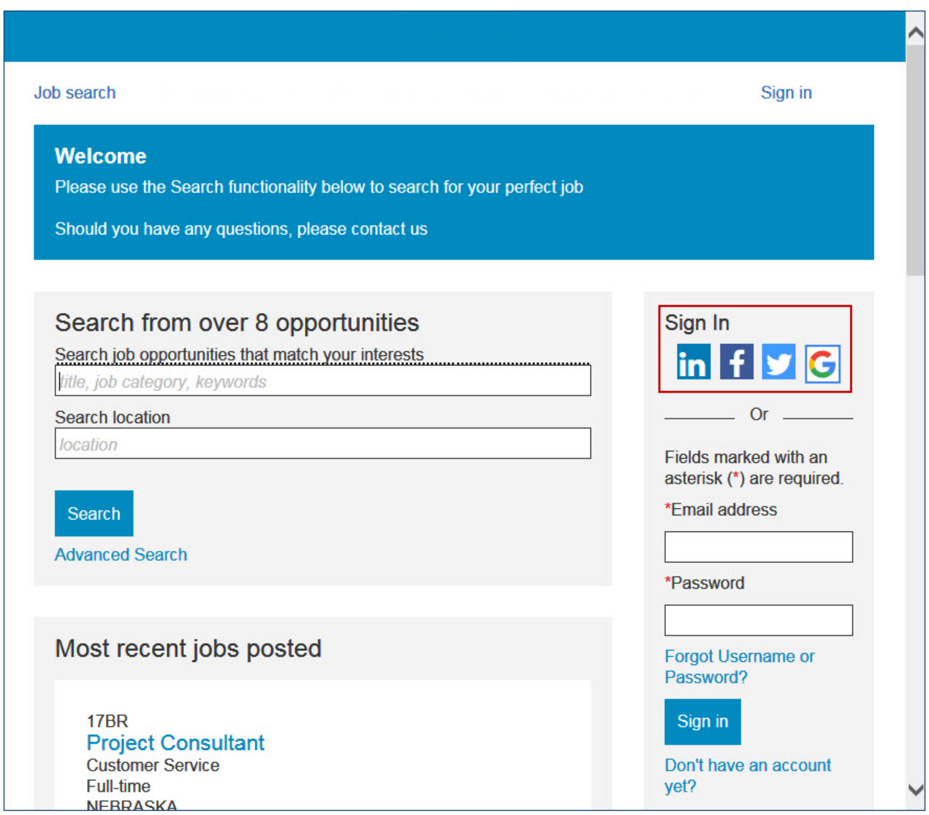
Responsive Apply - Login with Google Account

Starting this release, clients can allow candidates to use candidates' Google accounts to login to the Responsive Apply Talent Gateways. Logging in to Responsive Talent Gateways using Google accounts can be enabled by configuring appropriate client settings and Talent Gateway settings. When the settings are configured, candidates see a Google icon in the Responsive Apply Talent Gateway login page along with the existing social media options.

Responsive Talent Gateway login page before this release:



Responsive Talent Gateway login page after this release:



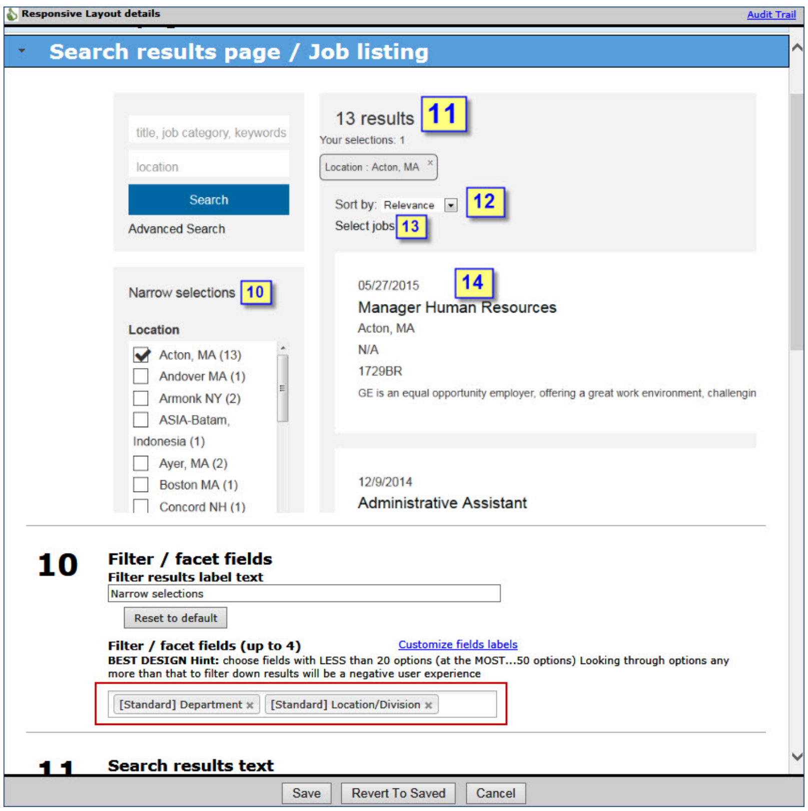
RTC Internal Reference #91462

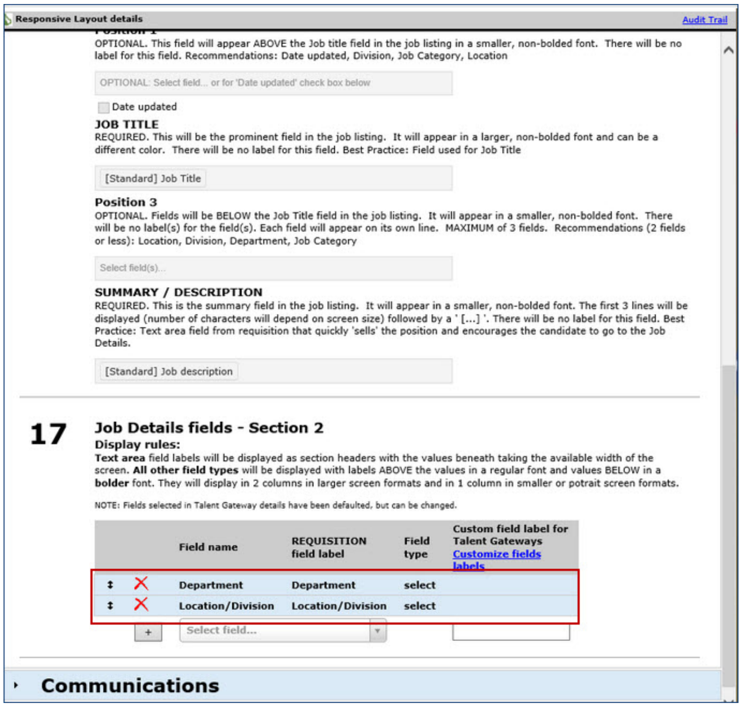
How do clients get this feature?

Workbench Administrators with appropriate privileges can configure the client settings and Talent Gateway settings to enable this feature. Please refer the Workbench configuration section for detailed information on the changes in clients settings and configuration.

Responsive Talent Gateways - Configuration

Starting Release 18.04.02 whenever a new Talent Gateway is created by clients, by default, it was created as a Responsive Talent Gateway. In this process, some of the Responsive Talent Gateway configuration options were selected by default. The options that are selected for Filter / facet fields were Department, Location/Division. While Workbench administrator saves a new Talent Gateway, warning message is displayed stating, **Fields selected for facets should also be selected on the Job Details page: Department, Location/Division**. To avoid this error, default values are added to the Job Details fields - Section 2. The default values for this field are: **Department and Location/Division**



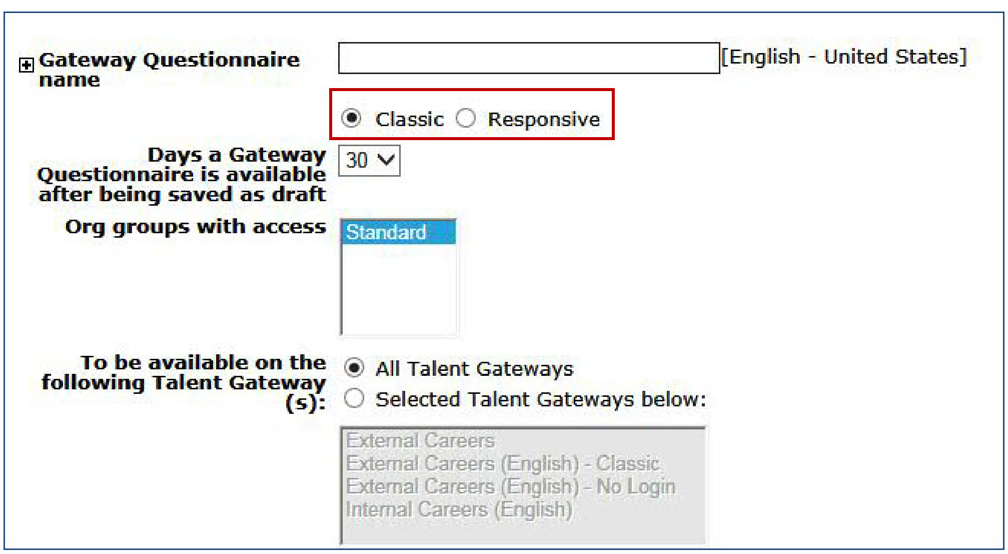


RTC Internal Reference #102466.

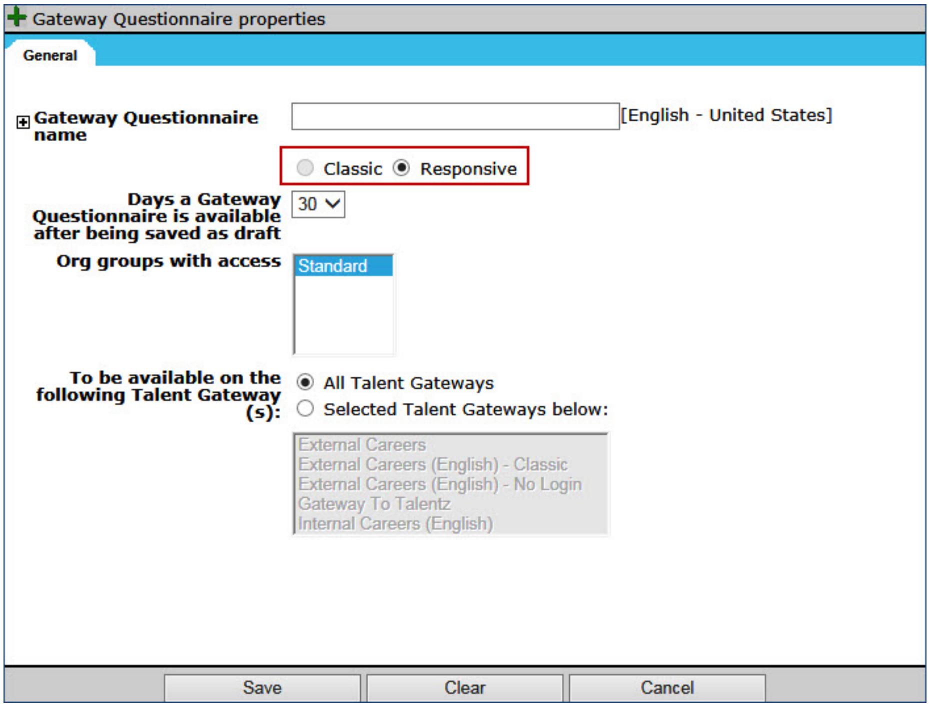
Responsive Talent Gateways - Responsive Gateway Questionnaire

This change is a part of our continuous endeavor to provide the best candidate experience. Responsive Apply feature of the Responsive Talent Gateways work best when the requisition is posted using a Responsive Gateway Questionnaire. In order to ensure that the Gateway Questionnaires created hence forth are only responsive and not classic, the option of creating new Classic Gateway Questionnaire is disabled. Starting this release, when a new Gateway Questionnaire is created, the option of Classic is not available in Workbench. .

Before this release:



After this release:



Note: Existing Classic Gateway Questionnaires can be duplicated using the Save Gateway Questionnaire as new option.

RTC Internal Reference # 77694

Search Agent Emails - Grid Constitution

During Release 18.04.30, the search agent emails sent from Responsive Apply Talent Gateways had a change. When the Talent Gateway setting **Display grid in Talent Gateway search agent emails** is configured, the columns in the grid of the search agent emails were those from the Responsive Search results configuration. This change was only in the Search agent emails sent from Responsive Apply Talent Gateways. However, based on the feedback received from multiple clients, this change has been reverted during the current release. Starting this release, the search agent emails sent from Responsive Apply Talent Gateways display all the fields that were configured in the classic Search Results TG configuration. Moving forward, the search agent emails display information for the grid format will be based on the classic Search Results configuration and not on the Responsive Configuration.

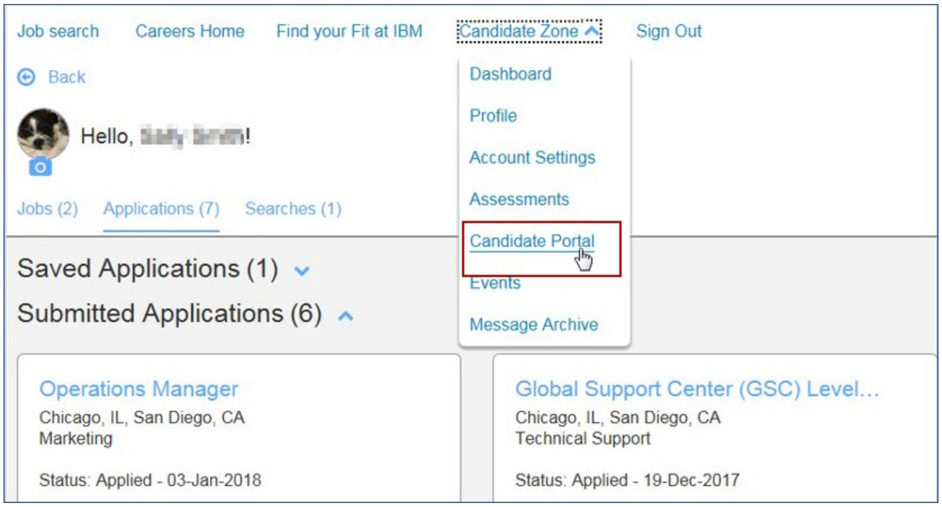
RTC Internal Reference # 103551, 106442

Candidate Portal integration into Candidate Zone

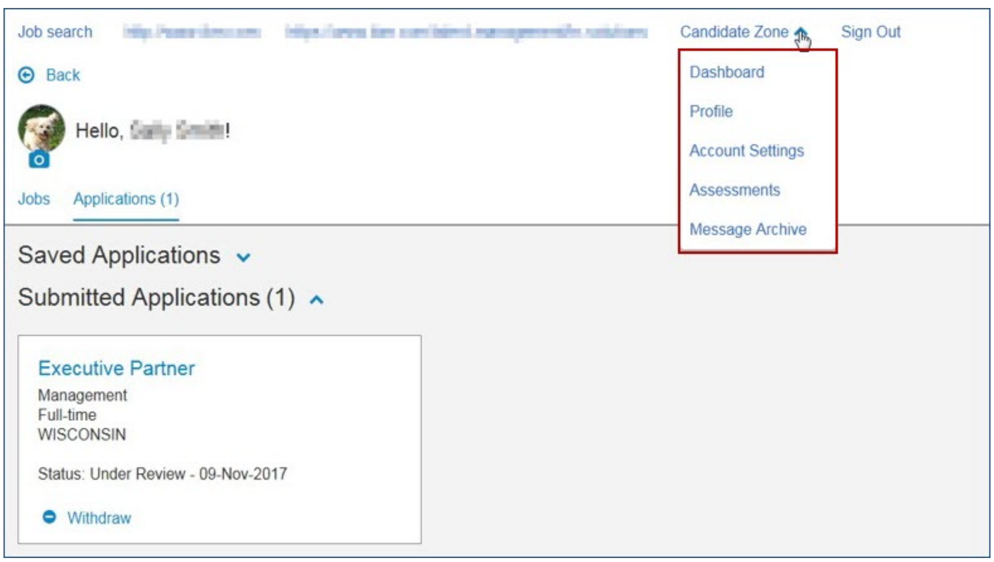
Candidate Portal - Candidate Zone

Note: Note that this change is made available only in the **Staging environment** during this release. Our engineering team is working on existing known issues.

To continue improving the candidate experience on the Responsive Talent Gateways, the Candidate Portal pages are integrated into the overall candidate workflow and are enhanced to be mobile responsive. Starting this release, all features of the Candidate Portal are now available from the Candidate Zone Dashboard. The Candidate Portal/Zone setting has been enabled for all clients, for all Talent Gateways. The previously separate Candidate Portal is no longer available. Candidate Zone menu before this release:



After this release:

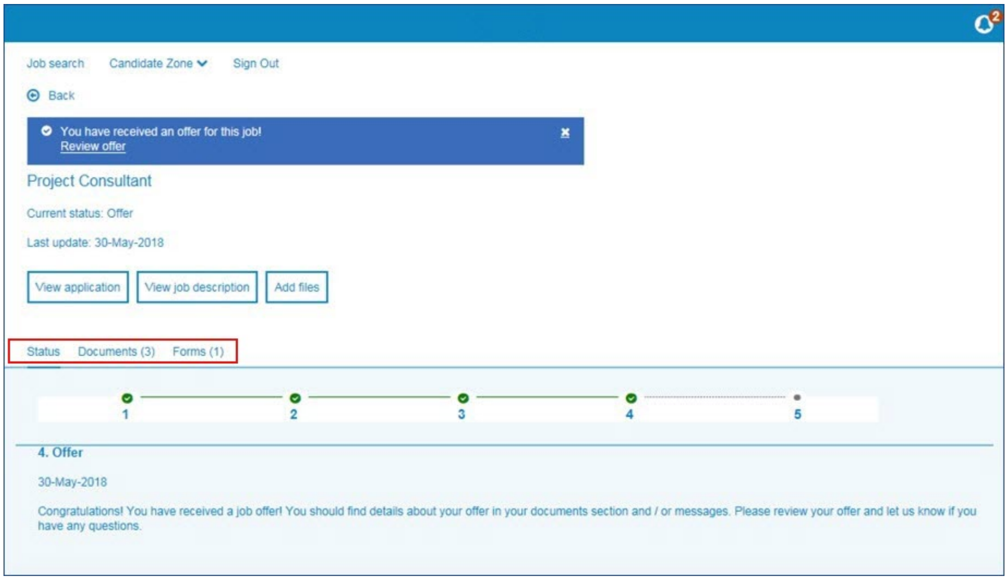


From the Candidate Zone landing page, select **Candidate Zone** > **Dashboard** > **Applications** > **Submitted Applications**. When a candidate selects a job card from this list by selecting the job title, the displayed page contains three new tabs.

- **Status** Selecting status displays the status of the application and other details that include the date on which the application was submitted. Information on this tab was available on the Candidate Zone before this release but is now displayed on a Status tab.
- **Documents** Selecting Documents displays documents and documents with the subsidiary forms, files, or document packets posted by a recruiter or a hiring manager for a specific candidate in a specific requisition folder. Documents are often used for Offer Letters and document subsidiary forms are used to collect additional information or an offer response from the candidate. Each card displays the following information: **file name**, **Date added**, **Expiration date**, and **View** action that allows candidates to view the file. If a document subsidiary form is attached, an **icon** action is available to start and complete the form.
- **Forms** The Forms tab displays candidate forms posted by a recruiter or a hiring manager for a specific candidate in a specific requisition folder. Forms posted to the Candidate Zone are often meant to collect additional information that was not collected in the initial submission process.

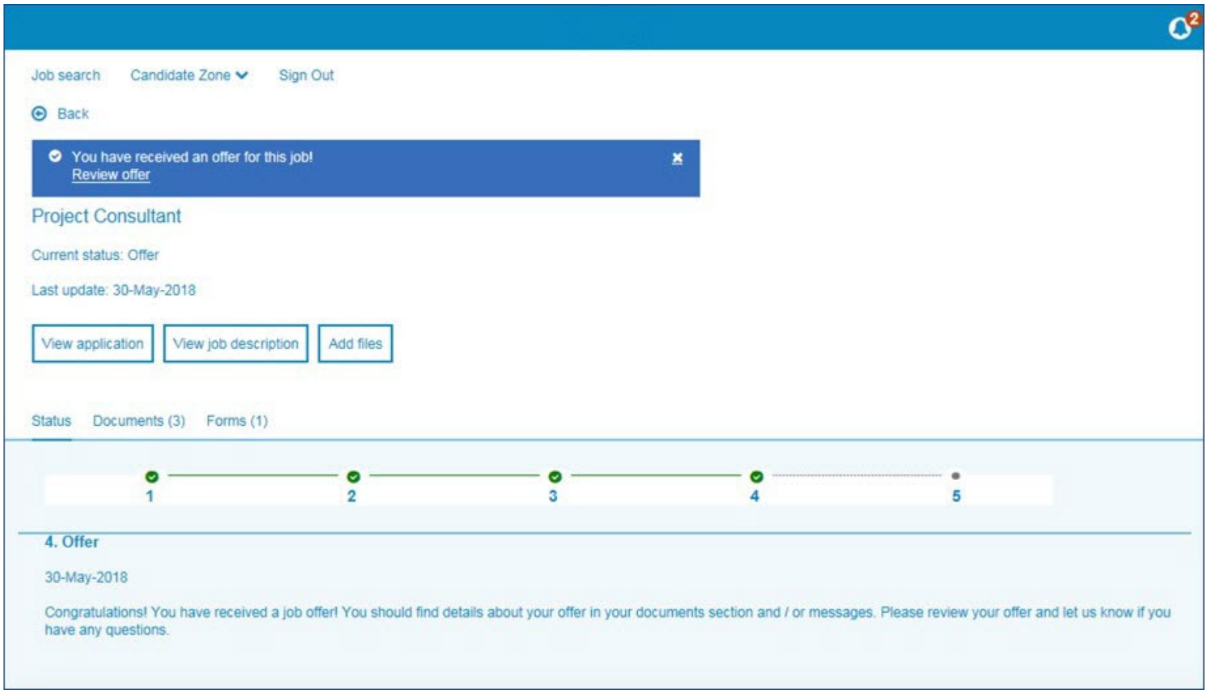
Collecting form data via the Candidate Zone instead of via eLink is more secure as candidates are required to log in to their Talent Gateway profile. The form card includes form title, Added on date and link to view or complete form.

Note: Expiration dates on the **Documents** and **Forms** tab only display if the **Candidate Portal - Append expiration date to the links of posted documents and document packets** setting is enabled.



- Files, documents, or document packets that are posted from BrassRing are shown in view-only mode.
- The Expiration date is displayed or hidden based on the client setting **Candidate Portal - Append expiration date to the links of posted documents and document packets**. (Client settings must be enabled by an IBM team member. Should you want this feature enabled, please reach out to your IBM representative.).
- Selecting the link to view or the title of the document/file link downloads or opens the file.
- Document packets posted from BrassRing are displayed in view-only mode.
- Document subsidiary forms posted from BrassRing always initially display in edit mode.

Candidates that are sent an email to access their documents or forms on the Candidate Zone select the hyperlink in the email and are directed to log in to the Talent Gateway. Once logged in, the new candidate portal eLink lands the candidate directly to the Application Details page for the job which it belongs to. It is a recommended best practice to include instructions in the candidate's email that directs them to select either the documents or forms tab; depending on your process. Example instructional text for the email: **"Please select the link below to log into your profile. Once logged in, select the Documents tab to view your offer letter. To provide a response to the offer, select the edit icon."** Candidates also can select a direct link to their offer letter from the alert message at the top of the screen. In addition to the email that the candidates receive, candidates also see a notification on the bell icon when they log in to their profile.



When a candidate is added to BrassRing via one of the following options:

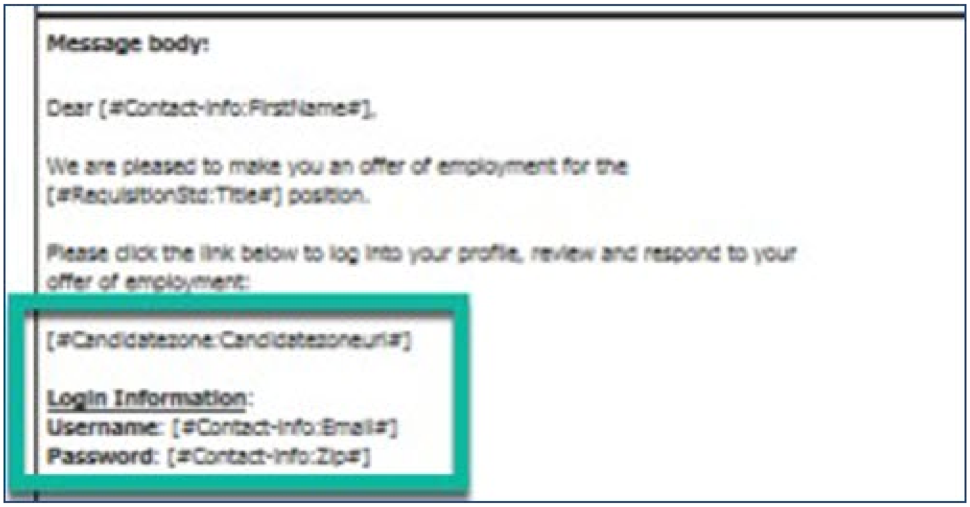
- Agency Manager,
- a non-login Talent Gateway
- through a Candidate Import integration or
- manually by a recruiter via the Add Candidate/Contact gateways

no Talent Gateway profile is created and therefore the candidate does not have a login to access the Candidate Zone and documents or forms they might need to view. For candidates that do not have a Talent Gateway login, one can be automatically created for them by configuring the following existing client settings:

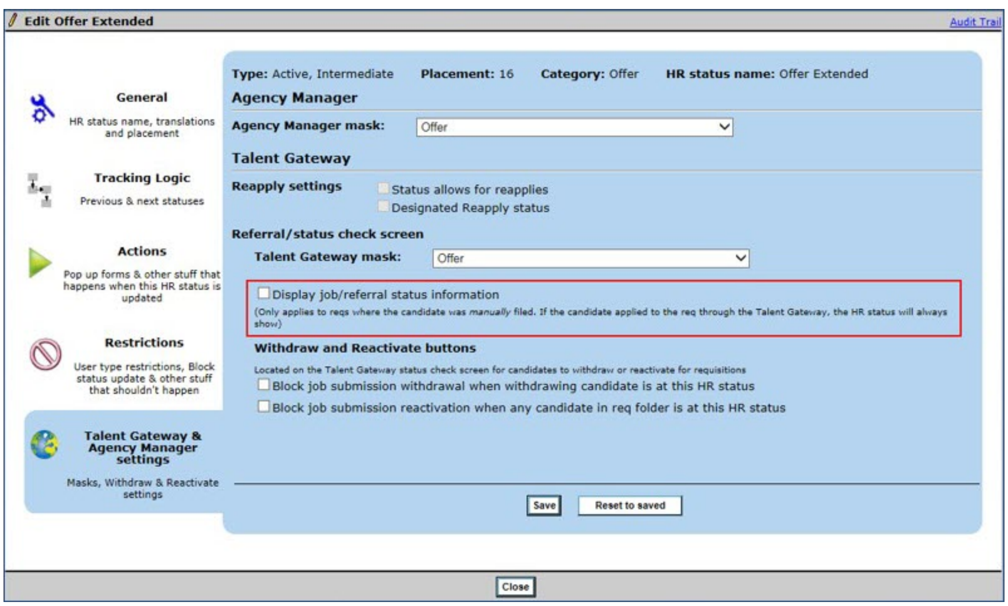
- **Candidate Portal - Password for Non TG applicants** Password options include: Home phone, Work phone, Other phone, or Zip/Postal code.
- **Candidate Portal - user name for Non TG applicants** Username options include: First name, Last name, or E-mail address.

When the candidate logs in with the designated user name and password, they must create a new password. This new password is used moving forward to access their Talent Gateway Profile. Candidates can continue to use the Candidate Zone link included in the email; however, their new password needs to be entered upon future visits.

It is highly recommended to have a communication template that is designated for candidates that do not have a Talent Gateway profile. Having this template allows recruiters to select this communication template when posting to the Candidate Zone. The template can include instructions on what information the candidate needs to log into the Talent Gateway. Merge tokens can also be added to present the correct information to the candidate if wanted.



Note: For organizations that often send documents/forms to candidates without profiles via the Candidate Zone, the candidate cannot access this information unless the HR Status they are currently in has the appropriate status setting enabled. The setting required to be enabled is **Display job/referral status information** and can be enabled in **Workbench** > **Tools** > **HR statuses** > **Edit the appropriate status** > **Talent Gateway & Agency Manager settings**. It is highly recommended to review your HR statuses to determine which statuses your candidates might be at when posting to the Candidate Zone.

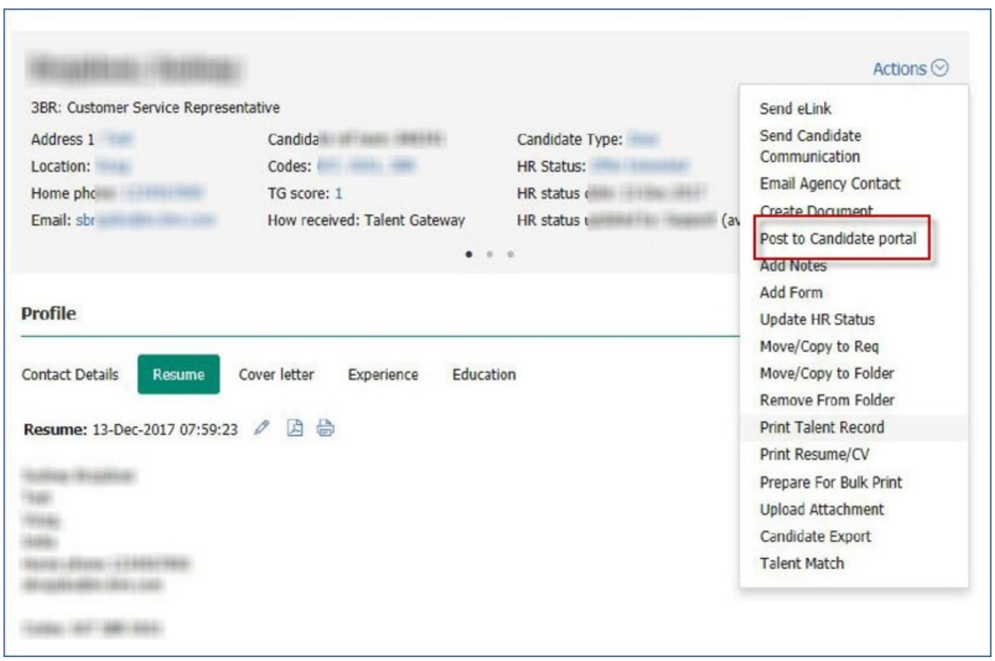


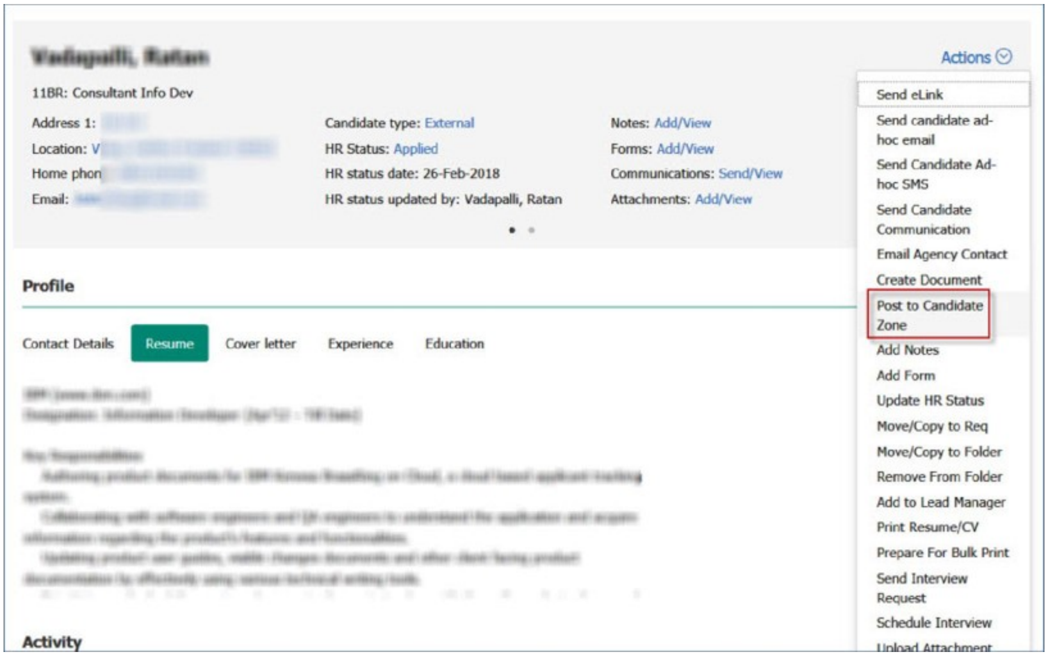
Note: Candidates with no Talent Gateway profile now have the option to **Add files** (if allowed via the Talent Gateway attachment setting). This was previously released for candidates that do have Talent Gateway profiles with the October 2017 release. The ability to upload attachments allows candidates to provide supporting attachments to BrassRing users via the Candidate Zone. These attachments are sent into BrassRing, attached to the Talent Record, and associated to the requisition.

Candidate Portal to Candidate Zone - New UI Changes

Note: Note that these changes are made available in the **Staging & Production environments** during release 18.03.05.

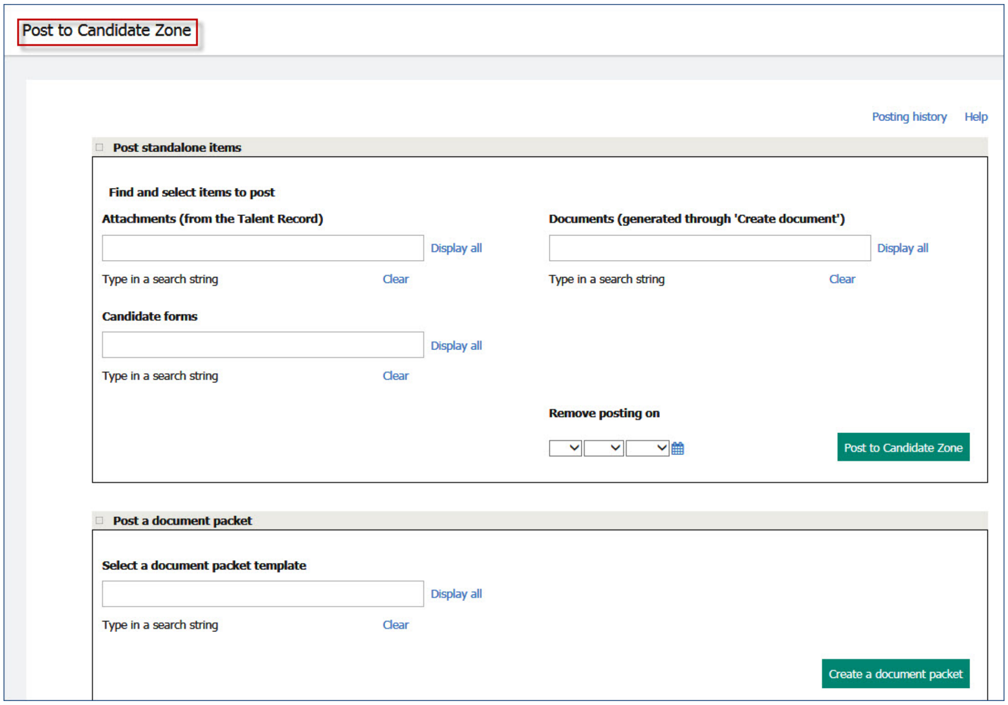
To ensure naming convention consistency, starting this release, within the BrassRing New UI, all references to Candidate portal are updated to Candidate Zone. For example, the Post to Candidate portal action item in the Talent record is updated to **Post to Candidate Zone**.





The following are the additional changes across the New UI:

- The action item menu Post to Candidate portal is updated to **Post to Candidate Zone** in all screens.
- Window titles, text, button text and dialogs with Post to Candidate Portal are updated to display **zone** instead of portal.
- The merge Token is changed from [#Candidateportal:Candidateportal#] to [#Candidatezone:Candidatezoneurl#]
- Rendering of the merge token (for preview and send functions) replaces the old Candidate Portal Hyperlink with **Candidate Zone - Application Documents & Forms**, which is in turn displayed to candidates in the emails they receive.
- The action item **Post to candidate portal** is removed from candidate search results actions menu.

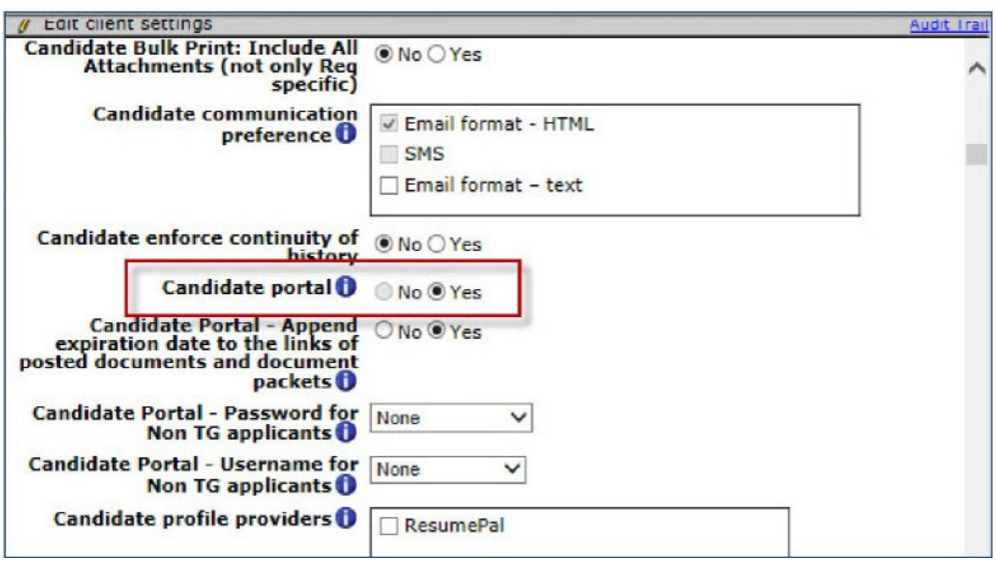


Candidate Portal to Candidate Zone - Workbench Setting Changes

Workbench Changes for Candidate Portal Replacement

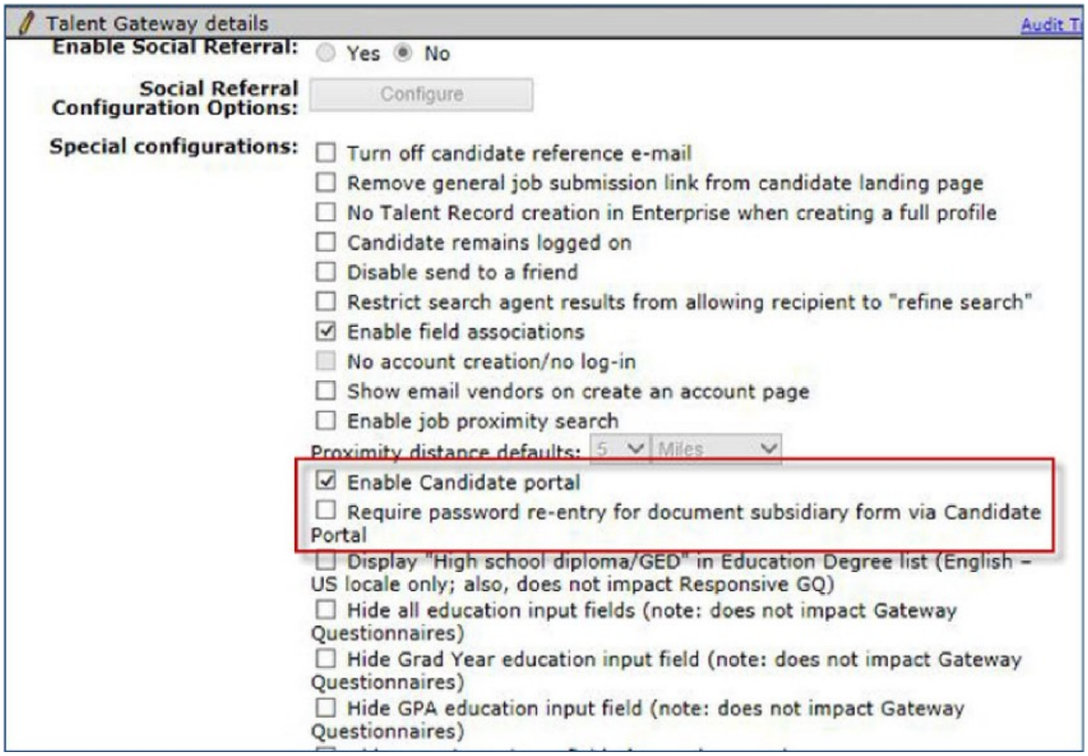
Note: Note that these changes are made available in the **Staging & Production environments** during release 18.03.05.

To ensure the best candidate experience possible, the below Workbench settings have been updated with this release. The client setting **Candidate Portal** is configured to Yes for all clients and is hidden from the client settings screen.

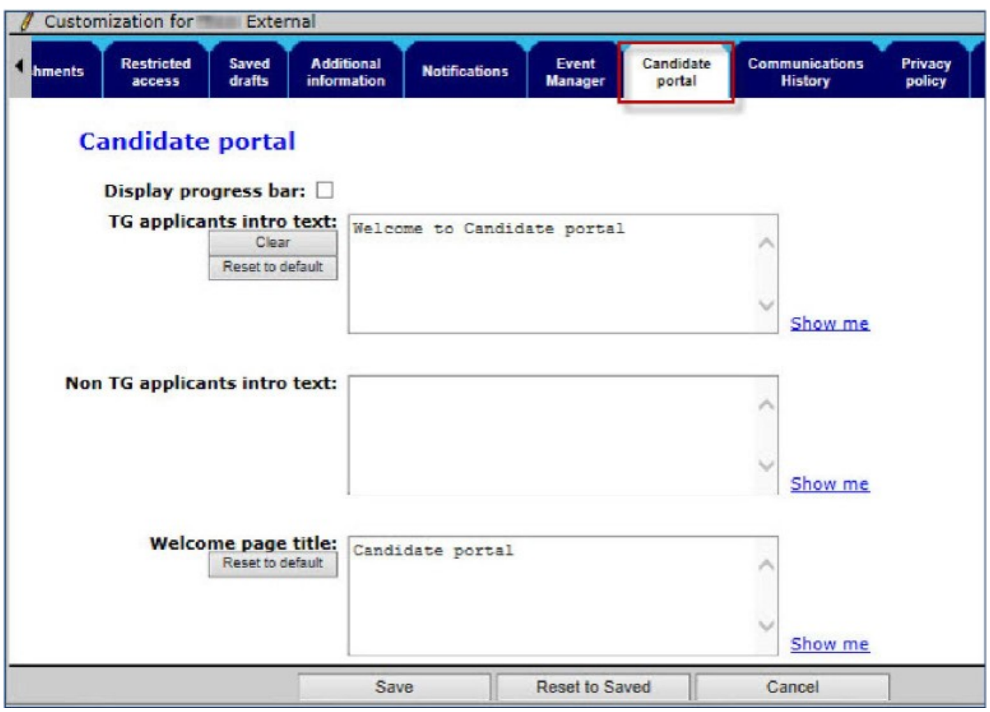


The Talent Gateway special configuration setting, **Enable Candidate portal** is enabled and hidden for all Talent Gateways for all clients starting this release. The setting **Require password re-entry for document subsidiary form via Candidate Portal** is cleared and hidden for all responsive Talent Gateways for all clients. This feature is not respected or supported on Responsive Talent

Gateways.



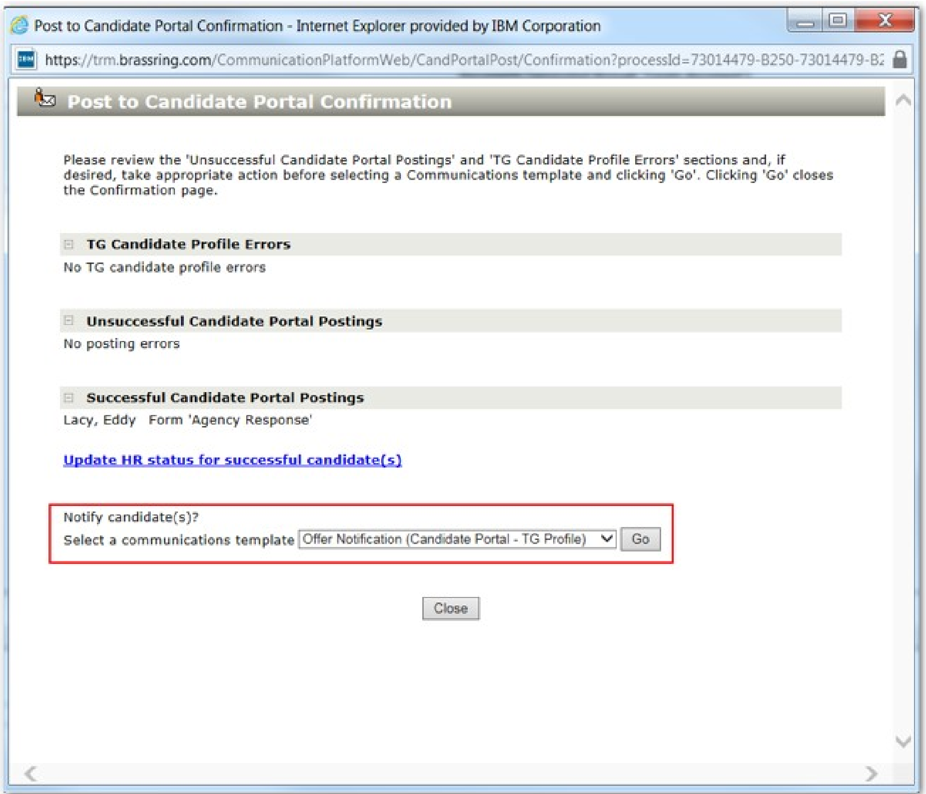
The Candidate portal tab in the Talent Gateway Text customization screen is removed.



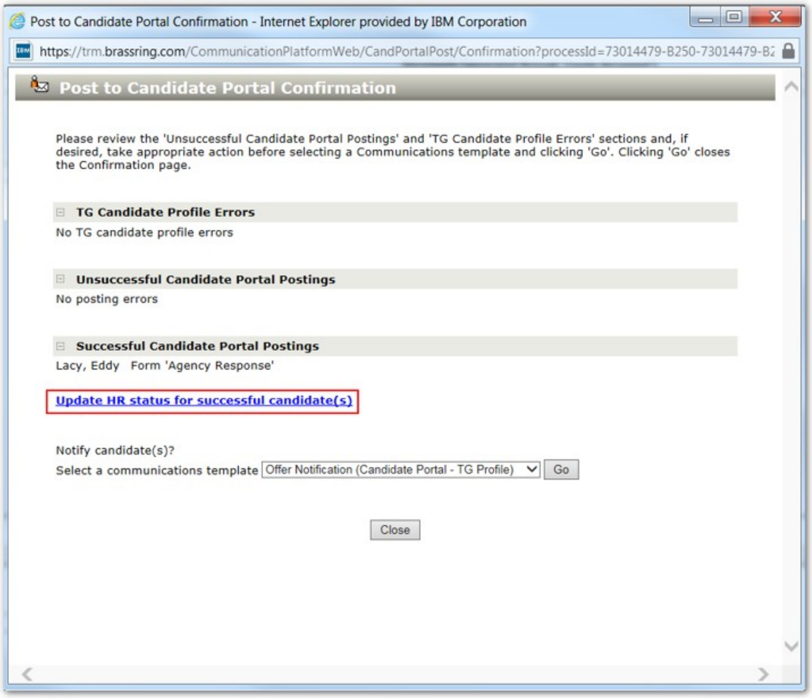
In addition, the following client settings are updated:

- Allow Communications template selection on Candidate Portal posting confirmation pages is updated to read **Candidate Portal - Allow Communications template selection on posting**

confirmation pages, and enabled and hidden for all clients. This ensures that BrassRing users have an easy to follow workflow when posting to the Candidate Zone.



- Allow HR status update link on Candidate Portal posting confirmation pages is updated to **Candidate Portal - Allow HR status update link on posting confirmation pages** and enabled for all clients. This ensures that BrassRing users have an easy to follow workflow when posting to the Candidate Zone.



- Auto unpost candidate forms from Candidate Portal upon Save are updated to **Candidate Portal - Auto-remove candidate form on completion**

- Post forms in edit mode to Candidate Portal is updated to **Candidate Portal - Post forms in edit mode**.

RTC Internal Reference # 63960, 87601, 87602, 99901.

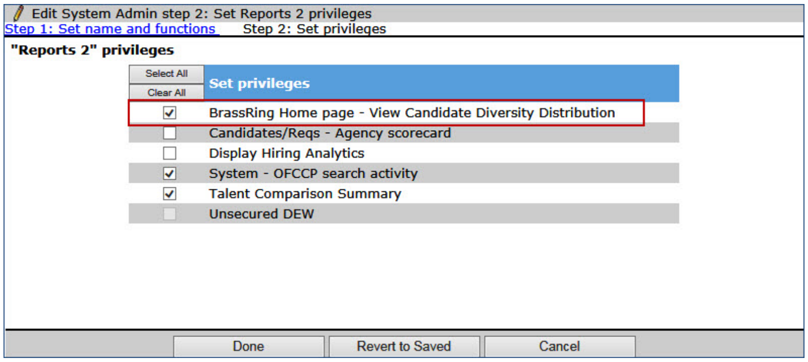
New User Interface

The current release includes the following configurable changes for New User Interface. Configurable features must be configured or turned on to be visible and available to users.

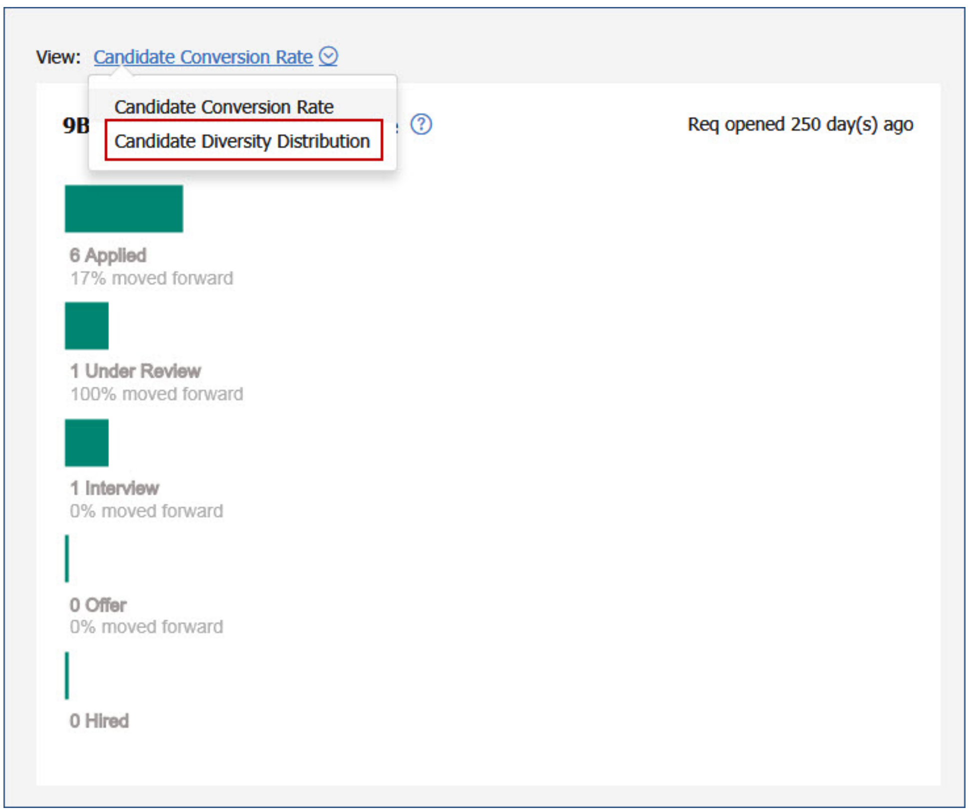
Reqs - Diversity Visualization

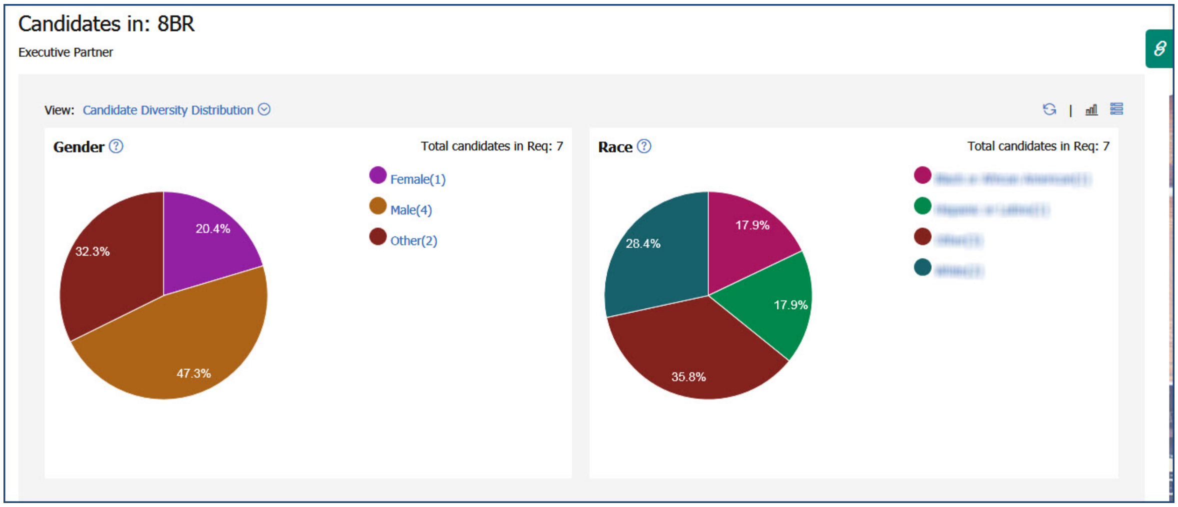
Starting this release, BrassRing users with appropriate privileges can view more visualizations specific to requisitions. The new visualizations display diversity distribution information of the requisition. These visualizations do not have any actions and they provide overall distribution about gender and race diversity in two different charts. For the users to be able to view the visualizations, they require the new user type privilege **BrassRing Home page - View Candidate Diversity Distribution** checked. This new user type privilege is added in the Workbench in the following path:

Tools > **Users** > **User types** > **Edit type permissions** > **Reports 2**.

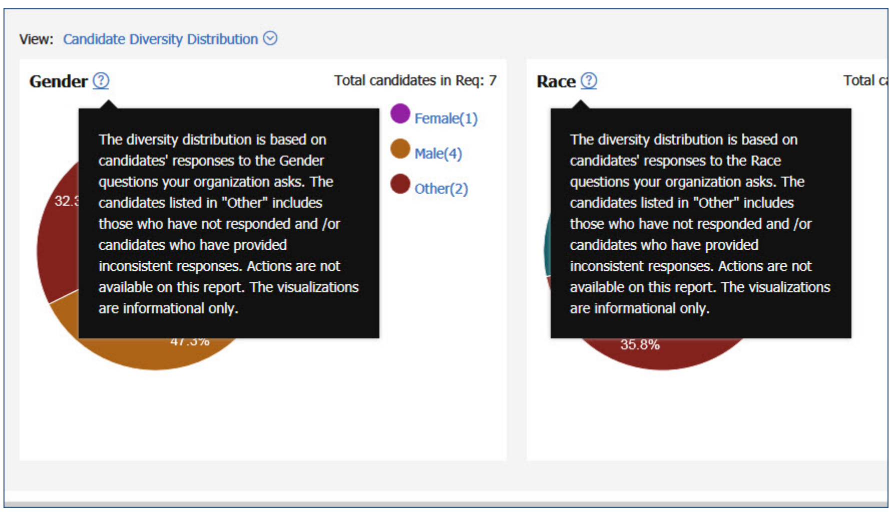


A new drop-down option **Candidate Diversity Distribution** is added in the visualization section within the candidate results grid. When a user selects this option, the gender and race diversity visualization pie charts are displayed.



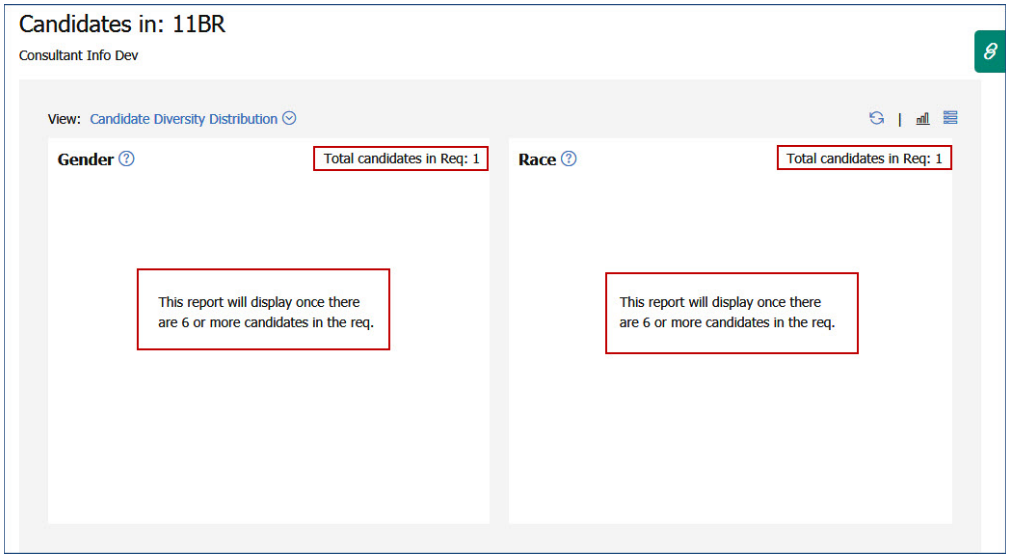


Help text is displayed upon mouse hover of the **Help** icon next to the Gender and Race headers. This text explains that the visualization is based on the data that is provided by the candidates in response to various questions asked by the client during the application process.



Note that the Others option includes the number of candidates that never provided a response, or have provided inconsistent responses.

Based on client feedback, the diversity visualization graphs are displayed only if the req folder contains 6 or more candidates. If the visualization screen is accessed before the minimum threshold of five candidates is not reached, a message is displayed.



How do Clients Get this Feature?
Gender fields are configured in the existing standard reports config:
Tools > **Settings** > **Reports** > **Diversity Hire** > **Diversity breakdown** > **Gender**
Workbench administrators can configure any candidate form field (both per req and single/multiple per candidate forms) that is Single-select or radio ONLY (query select, autofill or multi-select are not available.).

Race fields are configured in the existing Standard reports config:
Tools > **Settings** > **Reports** > **Diversity Hire** > **Diversity breakdown** > **Race**
Workbench administrators can configure any candidate form field (both per req and no req context forms) of types select, radio, single-select, multi-select, check box ONLY. Query select or autofill types are not available.

Note: This feature was available for configuration in the **Staging** environment starting the release 18.04.02. It can be configured in the **production** environment starting this release.
RTC Internal Reference #96574, 104012.

Lead Manager

The current release of Lead Manager does not include configurable changes for Lead Manager. Configurable features must be configured or turned on to be visible and available to users.

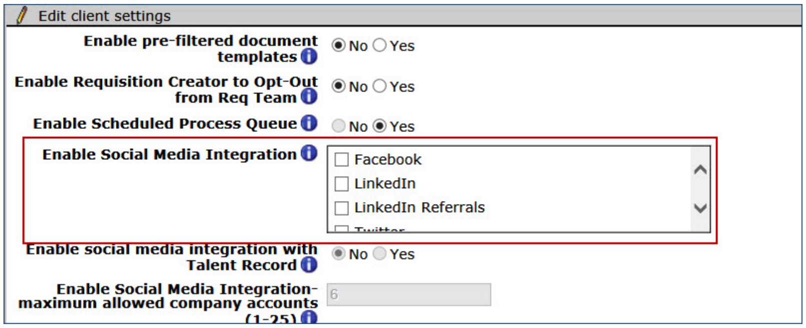
BrassRing Workbench

The current release of IBM Kenexa BrassRing on Cloud includes the following configurable feature for IBM Kenexa BrassRing Workbench. Configurable features must be configured or turned on to be visible and available to users.

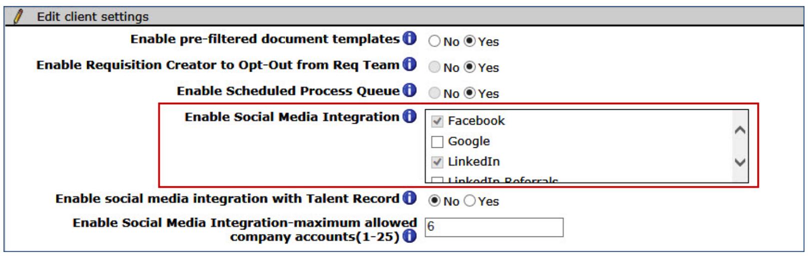
BrassRing Workbench Changes

Client Settings - Talent Gateway Log in with Google Configuration
Starting this release, clients can enable Google authentication on the Responsive Apply Talent Gateways login page. When this setting is enabled, candidates can log in using their Google account along with the other social media options. To configure Google authentication, the following changes are made in the client settings section of Workbench:

- The client setting **Enable Social Media Integration** now has an extra option **Google**.
- Setting before this release

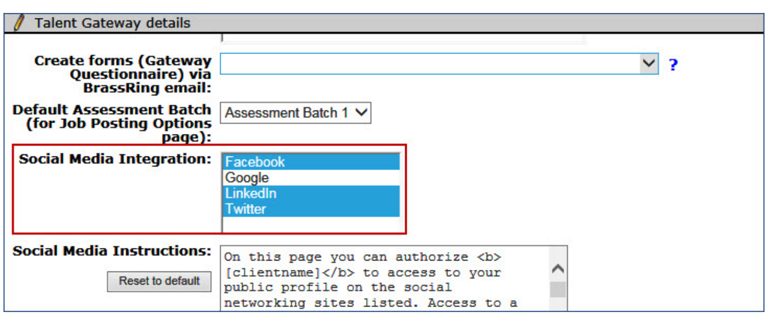


- Setting after this release:



- The labels of the following settings that previously referred to Google Drive configuration are updated. They are now used for Google authentication on Responsive Talent Gateways as well.
  - Google Drive Access for Mobile is updated to **Google - enable access for Google Drive & Google account (limited to Responsive Talent Gateways)**.
  - Google Drive API Key is updated to **Google API Key**.
  - Google Drive Client ID is updated to **Google Client ID**.
  - Google Drive Secret Key is updated to **Google Secret Key**.

  Note: When Workbench administrators select Google in the Enable Social Media Integration setting and save the client settings, the values in these four settings are validated. Google - enable access for Google Drive & Google account (limited to Responsive Talent Gateways) must be configured to Yes and the rest of the three settings must not be blank.
- When these settings are enabled and configured, the Talent Gateway details section of the client's Responsive Talent Gateways now displays a new option **Google** in the **Social Media Integration** section.



- When all the settings are configured, the responsive Talent Gateways login page displays the Google option along with other social media login options.

RTC Internal Reference # 100485.

Rules Automation Manager - New Report

Rules Automation Manager can now produce a new type of report that is called the RAM ROI report. This report provides information about the number of triggers and rules that are processed in a specific time and the amount of time thus saved overall. This report can be run for a maximum period of one year. Users can either select calendar years or a specific date to a specific date up to one year or year to date of current year.

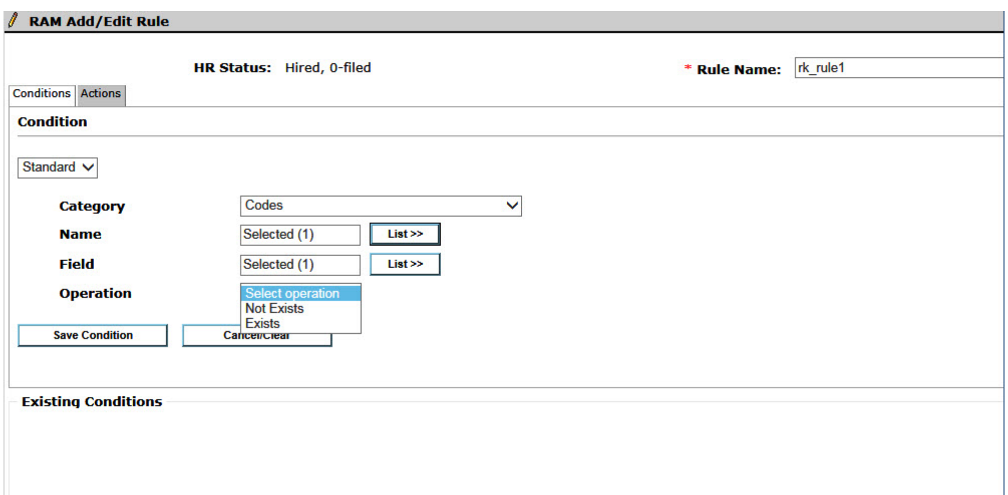
Following are the columns that are available in the report:

- Total Triggers
- Triggers processed
- Rules
- Rules processed
- Time saved (seconds)
- Time saved (Days)
- Time saved (weeks/Business Working Days)
- Full-Time Employee Time Saved

RTC Internal Reference # 101907.

Rules Automation Manager - Codes

A new category that is called Codes is added in the Conditions section of Rules Automation Manager. The names field provides a list of all the codes types that are configured for that specific client including the custom code types. Based on the code type that is selected in the **Name** field, a list all codes that are configured for that code type are displayed in the Field. This field is a multi-select field. RAM administrators have two options under the field Operator. Exist and Not exists. The selection of **Exists** means that the candidate has one or more of selected codes in the condition that is attached to their Talent Record. The selection of "Not exists" means that the candidate has none of selected codes attached to their Talent Record.



RTC Internal Reference # 101706.

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