IBM Kenexa BrassRing on Cloud

IBM Kenexa BrassRing on Cloud Release Document

January 2019

IBM

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Contents

Release Notes for Release 19.01.07

Introduction.

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.

To download the PDF version of this document and the preceding versions, go to Downloadable PDF Release Notes

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.

End of Support for Classic Talent Gateway

As notified to all IBM Kenexa BrassRing clients in October 2017, IBM Kenexa has discontinued support of **IBM Kenexa BrassRing on Cloud Classic Talent Gateways and classic apply process** on **December 31st, 2017**.

With the completion of the Candidate Zone through 2017, it is time to ensure your candidates are getting the latest and greatest of BrassRing's job apply functionality. This can be achieved by moving all of our clients to the Responsive Talent Gateways.

> Competition for top candidates is fierce and **research has shown that employees designated as high-potentials are especially attracted to searching and applying for jobs using mobile devices**. Our customers who have moved to responsive Talent Gateways are seeing a vast improvement in candidate completion rates. Withdrawing the Classic Talent Gateways will also provide efficiencies and allow IBM to focus on other areas of BrassRing that will benefit the entire BrassRing community.

> **Action May Be Required:** If you haven't already, we advise transitioning off Classic Talent Gateways and the classic apply process no later than **December 31st, 2017**. Should you want to stay on classic, these talent gateways and classic apply processes will no longer be supported by IBM. No support means that, although IBM will not be shutting Classic Talent Gateways off, IBM will no longer work on bug fixes specific to Classic Talent Gateways. We will not ensure accessibility standards on anything other than the responsive Talent Gateways and Responsive Apply process. All new functionality will only be available in the responsive experience.

> Want to get started on the IBM Responsive Apply Talent Gateways but don't know where to start? Watch our Responsive Apply Overview and Configuration Webinars to understand who should be involved, an example project timeline, configuration instructions, and much more! You can also reach out to your Kenexa Representative with any questions or concerns.

> **Note:**

> **New:** As communicated on January 3rd, 2019, we are currently targeting the week of February 11th (Staging) and 18th (Production) for some upgrades that may have an impact on our customers who have not yet converted all of their Talent Gateways (TGs) and Gateway Questionnaires (GQs) to the Responsive layout.

> The planned changes include:

- **Do not allow posting without Gateway Questionnaire (GQ) selected for Responsive Talent Gateways (TGs) -** A key feature of Responsive Apply is the use of Responsive GQs, which creates an optimized candidate experience. With release 19.02.11, clients will no longer have the ability to post jobs to a responsive Talent Gateway without a GQ selected. All Responsive TGs and Responsive Global TGs will be updated so that a GQ is always required on the Posting Options page.
- **Prevent clients from Editing classic GQs -** This update will disable the ability for clients to create new Classic Gateway Questionnaires. When using save as new to create a new GQ, only the Responsive option will be available. The Classic option is being removed. Please also note that when adding a brand new Gateway Questionnaire, only the Responsive option is available (this has been in affect since mid-2018).

Discussion: We Want Your Feedback About Upcoming Features

The IBM BrassRing team has adopted a Dark Launch release process for high-impact features which entails having select features rolled out to the `Staging-environment-only` for an undetermined amount of time. This process allows you to test and provide feedback on those select features. The Production release date is then determined based on feedback collected, testing, additional development required, etc.

How do you provide feedback about the features released to Staging only?

A new discussion link is included in the feature description of the Release Notes document. (Only select features will have this discussion link included.) The link directs you to the Salesforce Support Community and does require you to have an IBM ID to post your feedback.

Note: Please note, this discussion link is to be used to provide feedback on the new feature. For questions about functionality not answered via the release notes, please reach out to the Product Consulting team for additional details.

Benefits Include:
- Releasing specific features to Staging only allows you to test the feature and complete any change management activities required within your recruitment team.
- A quick and easy way to submit your valuable feedback about an upcoming feature.
- Monitored by the IBM Offering Management team, meaning your feedback is getting directly to the team responsible for the future direction of the BrassRing product.
- Ability to view feedback provided by other clients

We look forward to your participation and feedback!

Client Training and Enablement Sessions

Please join the IBM Talent Management Solutions Training team for our regularly scheduled Training and Enablement sessions. These sessions may include release information, product demonstrations, implementation processes, and so much more!

Visit our site often for the most up-to-date schedule and agenda topics!

Enhancements - You Asked We Listened

This build introduces a number of features that were developed in response to clients **Request for Enhancement (RFEs)**. 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**.

- Candidates can access their submitted applications across all Talent Gateways of a client. (Currently in Staging environment only)
- New city (Hong Kong) added to a location in Hong Kong country.
- Add to Lead Manager action added to the Speed Browse module of BrassRing.
- Search and Filter options are added on the Campaign screen in Lead Manager.

Dark Launch Features

Dark Launch features are those features that are released to `Staging environment - Only` and are NOT released to Production environment for a considerable amount of time. This process gives an opportunity and enough time to test these features thoroughly before they are available in the production environment.

Candidate Form - Approval Process Improvement

Note: This feature is deployed to `Staging environment - Only` with this release and **will NOT go to Production on January 21st**. A Production date is to be determined.

Before this release, the standard sequential Candidate Form approval process would reroute the form for approval if the Approvers were updated or changed exclusively while the form approval was inflight. With this release, organizations can configure their Candidate Form approval process to allow edits to the Approvers without having to restart the whole approval process. This change enhances the user's ability to update approvers giving them the ability to delegate the approval to another user if the original approver is not available.

To read more about this feature, please visit the November 2018 release notes on the IBM Knowledge Center.

We want to hear from you! To provide feedback about this feature go to our Discussions Forum post.

RTC internal reference # 109917, 111563, 110400, BR154, 110313, 109917, 110403.

Unified Candidate Zone - Submitted Applications

Note: This feature is deployed to `Staging environment - Only` with this release and **will NOT go to Production on January 21st**. A Production date is to be determined.

The Unified Candidate Zone is a new feature that provides next generation candidate experience. The prime aspect of this feature is that when candidates create their profile on one of the responsive Talent Gateways of the client, their submitted application information can be accessed across all the responsive Talent Gateways that belong to the same client.

To read more about this feature, please visit the November 2018 release notes on the IBM Knowledge Center.

We want to hear from you! To provide feedback about this feature go to our Discussion Forum post.

Responsive Talent Gateways - Unified Candidate Zone - Submitted Applications Access across Locales (multi-lingual)

Note: This feature is deployed to `Staging environment - Only` with this release and **will NOT go to Production on January 21st**. A Production date is to be determined.

If your organization has chosen to implement Responsive Talent Gateways (TGs) in multiple locales it is possible that your candidates are applying to jobs across those different locale Talent Gateways. When candidates apply to jobs on different locale Talent Gateways they then have to switch between the different locale TGs to review their job applications and status of those applications.

The new unified Candidate Zone for submitted applications across Talent Gateway locales allows candidates to log into any Talent Gateway (within the client's system) and view all of their Submitted Applications.

Following are the updates made in the Submitted Applications section of the Responsive Talent Gateways **Candidate Zone** > **Dashboard** > **Applications** > **Submitted Applications**:

- **Submitted Applications** section -
  - In the submitted application section, job cards are displayed for
    - All reqs to which the candidate applied across all locale Talent Gateways.
    - Reqs that are open and candidate is currently in designated **Display job/referral status information** HR status.
    - Reqs to which a candidate is filed (and are open) and the candidate is currently in an HR status designated to **Display Job/referral status** information.
    - Reqs to which a candidate is filed and a recruiter has posted documents or forms to.
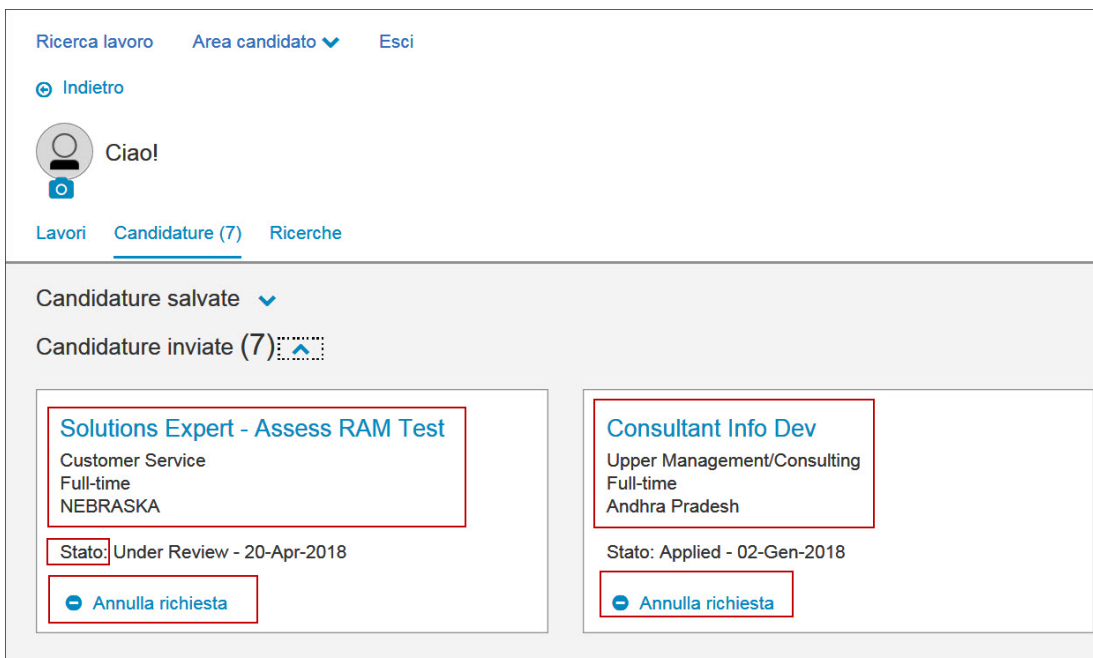
  - All submitted application cards are displayed in a format consistent with the Talent Gateway the candidate is currently logged in.
  - The locale of the cards is consistent with the current site locale to which the candidate is logged in. However, the job title of the card would be consistent with the Talent Gateway where the candidate applied to that job.
  - Candidates can withdraw a job application from any Talent Gateway irrespective of the Talent Gateway they have applied to that job on as long as the HR Status allows for withdrawal. (The withdraw action is not site specific, but rather specific to your organization's configuration and the HR Status the candidate is currently at.).
  - If a job card is removed from a candidate's Submitted Applications section, the job card also gets removed across all locale Talent Gateways.

- For jobs that a candidate did not apply to (i.e. was manually filed in to, submitted via agency contact, etc):
  - If the req was created in only one locale, the job title on the job card is displayed in that locale.
  - If the req was created in multiple locales, the job title on the job card is displayed in the locale of the Talent Gateway that the candidate is currently logged into.
- Any warnings or pop-ups are displayed in the locale of the Talent Gateway that the candidate is currently logged into, even if the message is related to a job card in another locale.

- **Application Details** page - This page is displayed when candidate selects the link on the job card. The following are consistent with the Talent Gateway where the candidate applied for the job:
  - Job title
  - **Document Cards - title**
  - Forms cards - title

  The following are displayed in a format consistent with the Talent Gateway to which the candidate is currently logged in:
  - The Header links
  - Page title
  - Button labels
  - Tab headers
  - Status information
  - Footer links
  - Notifications
  - Error messages
  - The Document Cards - Posted date, Expiry date, Action required, View or View Packet, Review Offer
  - Form Cards - Posted date, Expiry date, Complete, or View

- Other Pages -
  - **Add files** - page format is displayed consistently with the Talent Gateway to which the candidate is currently logged in. The only exception is that the attachment categories display the values from the Talent Gateway in which candidate has applied in the format consistent with the same Talent Gateway.

    Note: It is recommended that clients use the same attachment categories across all their Talent Gateways.
  - **Document Packet page** - the packet title is displayed in the format consistent with the Talent Gateway where the candidate applied.
  - Document Packet page - Header links, Button labels and Footer links and notifications to the candidate are displayed in the format consistent with the Talent Gateway the candidate is logged into.
  - **Open/download document** - The documents open or download as they were in the Talent Gateway where the candidate has applied. This is because, the documents would be of the same locale of the applied Talent Gateway.
  - **View Application** - The headers and footers of the view application page are displayed in a format consistent with the Talent Gateway in which the candidate is currently logged in. The Review Gateway Questionnaire is displayed as it is available in the Talent Gateway in which the candidate has applied for that specific req.

– **View Job description** - The job description information is displayed as it is displayed in the Talent Gateway where the candidate has applied for the requisition.

Note:

- Headers, footers and other branding is always inherited from the site that the candidate is currently on.
- This feature is only related to the Submitted Applications section. No other sections are affected.
- This feature does not prevent a candidate from applying to the same req across multiple locale Talent Gateways. For example, the same candidate is able to apply to the same job in English and then again in Spanish. This is the current behavior and is not being changed.
  - For candidates that apply to the same job in multiple locales, they see multiple instances of the same job card.
- This feature does help prevent duplicate applies across the multiple same locale Talent Gateways. For example, a candidate can apply to a job on an English Talent Gateway and then if that same candidate attempts to apply to the same job on a different English Talent Gateway a message will display that they have already applied to the job. Previously there was no way to block the ability for the same candidate to apply to one job on multiple Talent Gateways of the same locale.

How do clients get this feature enabled?

A client setting **Unified Candidate Zone - Candidates can see their data across all Responsive TGs** that was introduced during the November 2018 release (Unified Candidate Zone – Submitted Applications – Dark Launch) also controls this feature. This setting has Yes and No as options. By default, this setting is configured as Yes for all clients in the Staging environment only this release. Clients can request this client setting to be turned off by their IBM representative if required. (Only IBM team members can edit Client Settings.).

RTC internal reference # 92453, 93135

Visible Changes

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

Responsive Talent Gateway – Updates to University List
Updates have been made to the School / Educational institution field on the Responsive Talent Gateways.
- Pittsburgh Technical Institute was updated to Pittsburgh Technical College
- The Restaurant School at Walnut Hill College was updated to Walnut Hill College
- Texas A&M University-Central Texas was added
- Los Angeles Mission College was added
- Lakes Region Community College was added
- Lincoln College was added
- Ashworth College was added
- Christendom College was added

- Highlands College was added
- International Air & Hospitality Academy was added
- J. Sargeant Reynolds Community College was added
- Paul Mitchell The School was added
- Plaza College was added
- Trenholm State Community College was added

Education history

You may include up to 3 of the most relevant schools or programs you have attended.

Add

*School / Educational institution

☐ This is my most recent education

*Major area of study

Degree

Done Cancel

RTC internal reference # 114040.

Responsive Talent Gateway - Submitted Applications Section Button Labels and Page Titles

When candidates access the submitted applications section to review the applications they have submitted, the button labels and page titles are ambiguous. To improve candidate experience and to meet accessibility requirements, the button labels, browser title and the page title of the following are updated:

- Button label **View application** is updated to **Review application**
- Page title is updated from **View application** to **Review Application - [job title]**
- Browser title is updated to **Review Application - [job title]**

Button label before this release:

Button label after this release:

Page title before this release:
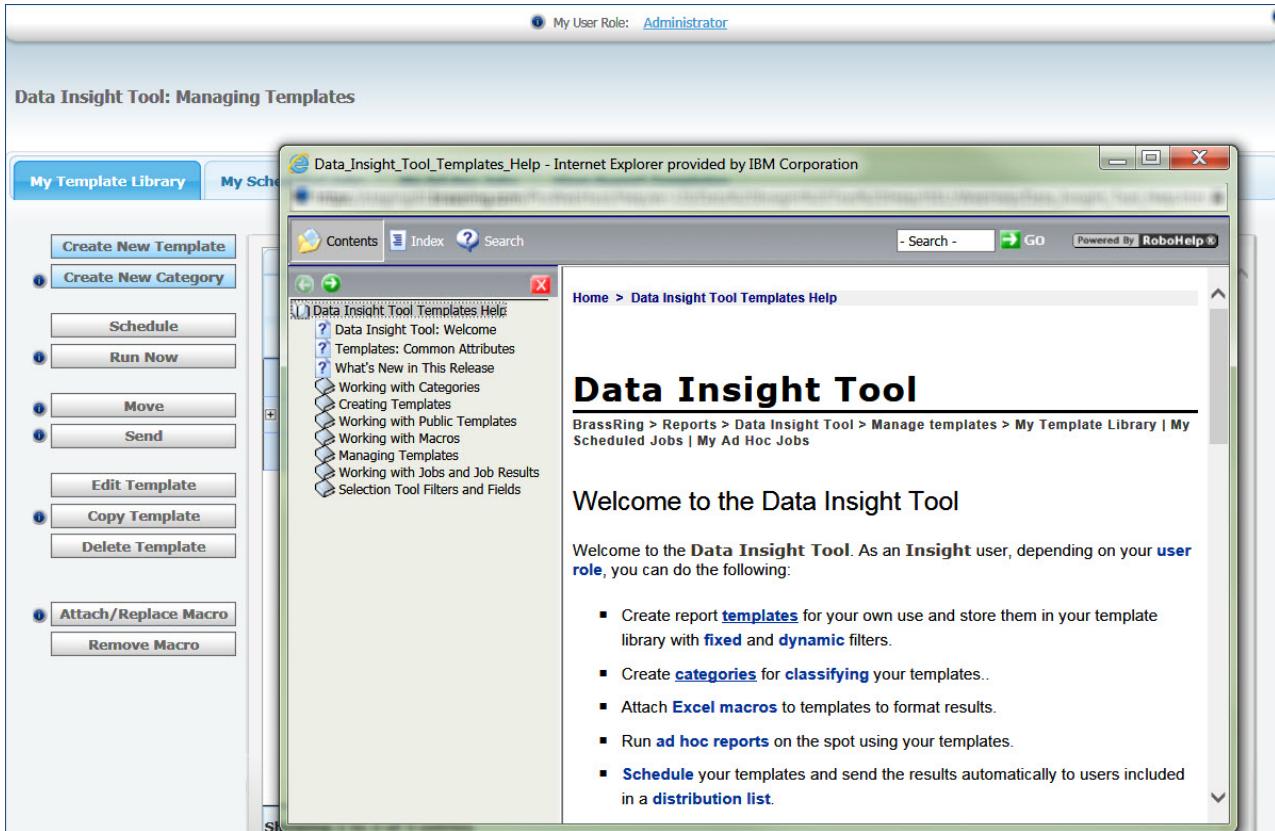
RTC internal reference # 112900.

Help & Documentation - Redirect Users to Knowledge Center

Starting this release, when BrassRing users access help and documentation from various modules of BrassRing, they are redirected to the appropriate page within the IBM Knowledge Center.

Users can find information in a better structured format than it was available previously. Users can enjoy superior search capabilities with the IBM Knowledge Center. The following are the modules where this change is available:

- BrassRing Workbench. Knowledge center page for BrassRing Configuration is displayed in a new browser.
- BrassRing Data Insight Tool. Knowledge center page for Data Insight tool is displayed in a new browser.
- BrassRing Agency Manager. Knowledge center page for Agency Management is displayed in a new browser.
- BrassRing Event Manager. Knowledge center page for Event Management is displayed in a new browser.

Before this release:

After this release:
RTC internal reference # 112379, 113598.
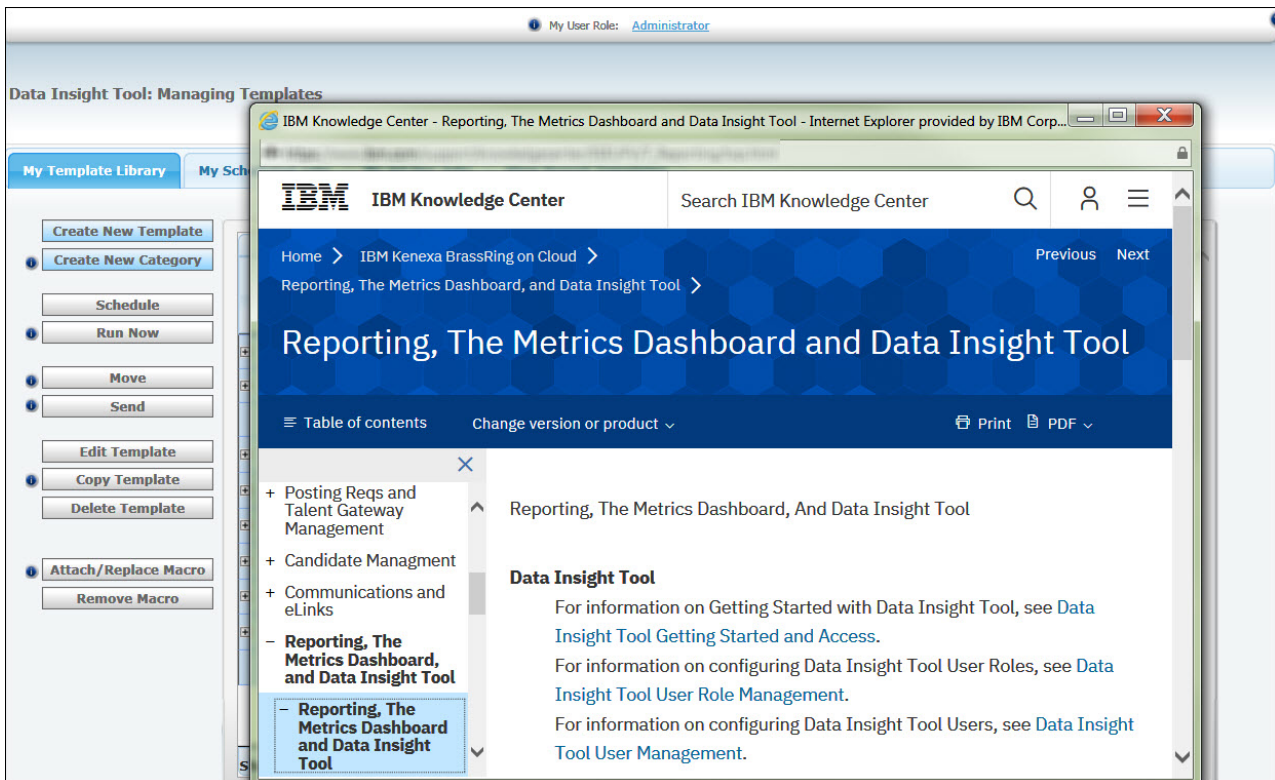
Communications - Addendum Merge Tokens Section Removed

When BrassRing administrators add or edit communication templates, they used to see a merge field category called **Addendum** in the merge field section available for addition. The Addendum category of merge fields are never supported are therefore now removed from the merge field section.

Add communication screen after this release:

RTC internal reference # 114318.

Responsive Talent Gateway - New City Added and New Not Applicable

A new city **Hong Kong** is added to the location **Wan Chai** in the country of Hong Kong. In addition to this, for all the locations, a new option **Not applicable** is also added. This is based on a client request.

RTC internal reference # 112550.

Integrations - Candidate Export Email Verbiage

As a part of the integration between BrassRing and IBM Kenexa Onboard on Cloud or (or any partner configured on the IBM common services platform in Workbench), can have an email configured to be sent to system users when candidates from a requisition in BrassRing are exported via integration. The content of this acknowledgment email has been updated during this build.

The previous text was **The candidate exports for this requisition have been completed successfully, but there may be failed exports, if there are, they will be listed below.** In order to avoid ambiguity, the word **successfully** has been removed from this email text.

The email text after this build: **The candidate exports for this requisition have been completed, but there may be failed exports, if there are, they will be listed below.**

The settings that control this email can be found in **Workbench** > **Tools** > **Integrations** > **Administration** > **Candidate Export Subscription Admin** > **Edit**

- Email error notification
- Error notification additional recipients
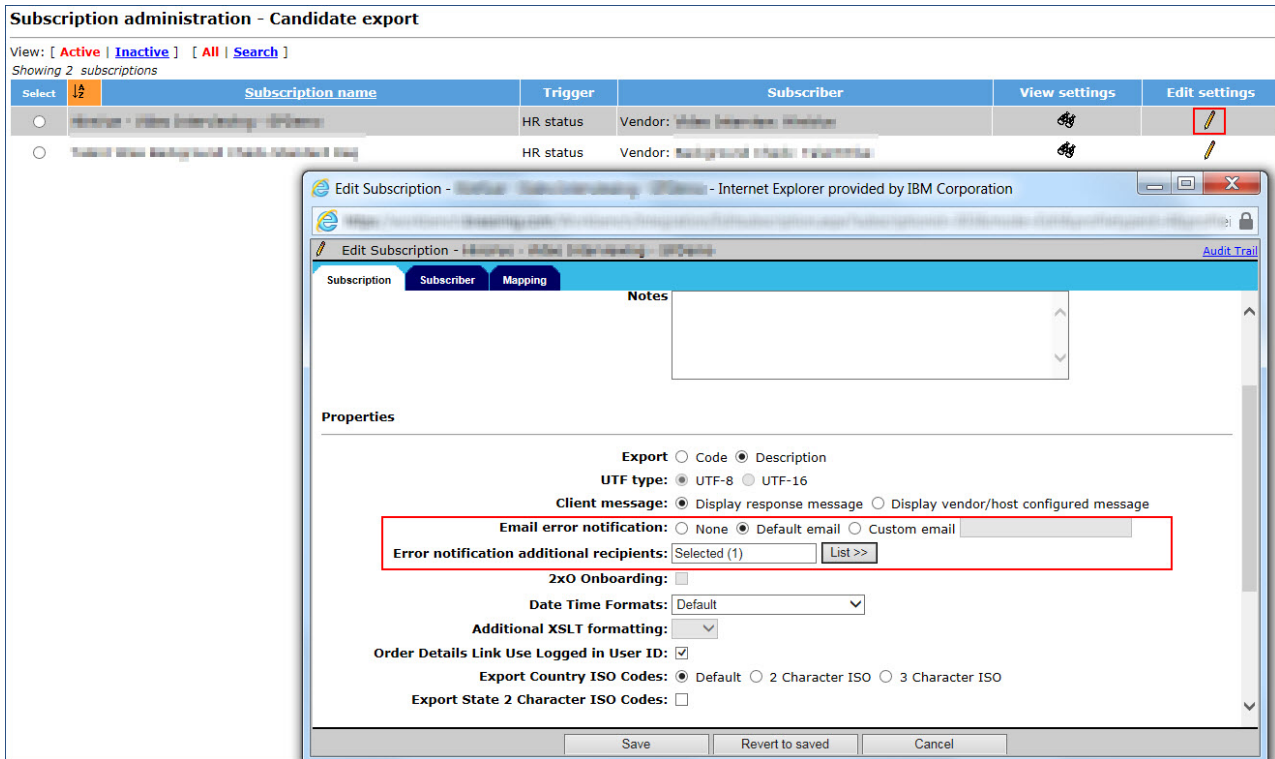
RTC internal reference # 112370.

Lead Manager - Results Message Update

When Lead Manager users perform a search, and there are no results available to be displayed, the following message was displayed: **Oops! We couldn't find any results at the moment for "".** The search does not involve any keywords. Therefore, to avoid ambiguity, this message is updated to the following starting this release: **Oops! We couldn't find any results at the moment.**

Lead Manager – New Add to Lead Manager Action in Speed Browse

Based on client request, the action of Add to Lead Manager has been added to the BrassRing Speed Browse window Action menu. This enhances the user experience by allowing them to quickly review candidates in the Speed Browse window and send them to Lead Manager without leaving the window. Users can access Speed Browse from within a req folder or after searching for candidates in BrassRing.
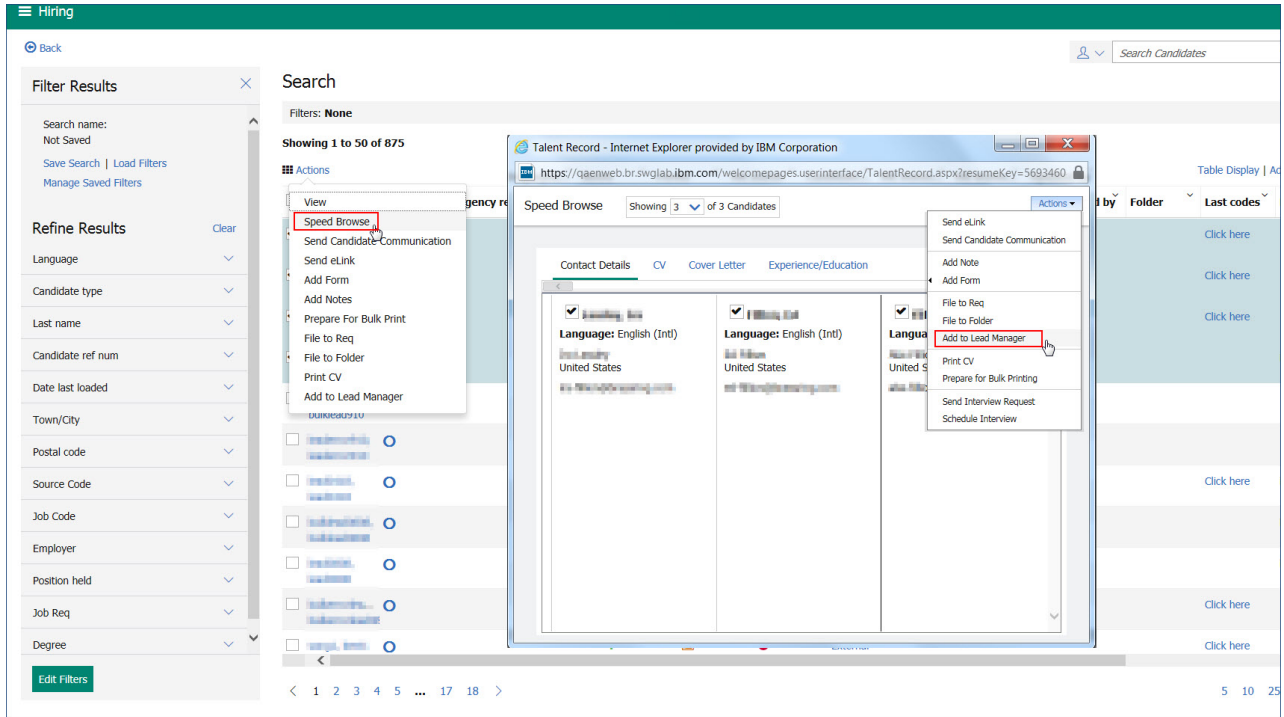
RTC internal reference # 111907.

Lead Manager – Floating Save Button

Previously, the Save and Cancel buttons were located at the bottom of the campaign and lead pages in Lead Manager. To improve usability and make the button more accessible, these buttons have been made to float on the Lead Manager pages.
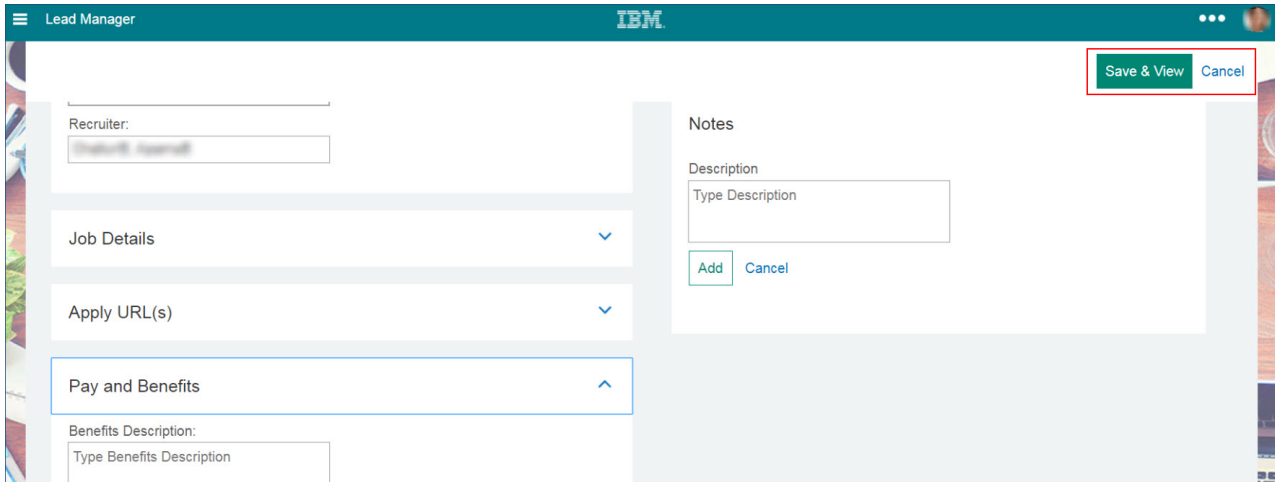
RTC internal reference # 105876.

Lead Manager - Search Enhancements

   Filter and Search options in Campaign View - Lead Manager users previously did not have the option to filter or search for leads within a campaign. The search and filter options were available only on the search screen. Based on client request, the search and filter options are now provided on the Campaign screen.
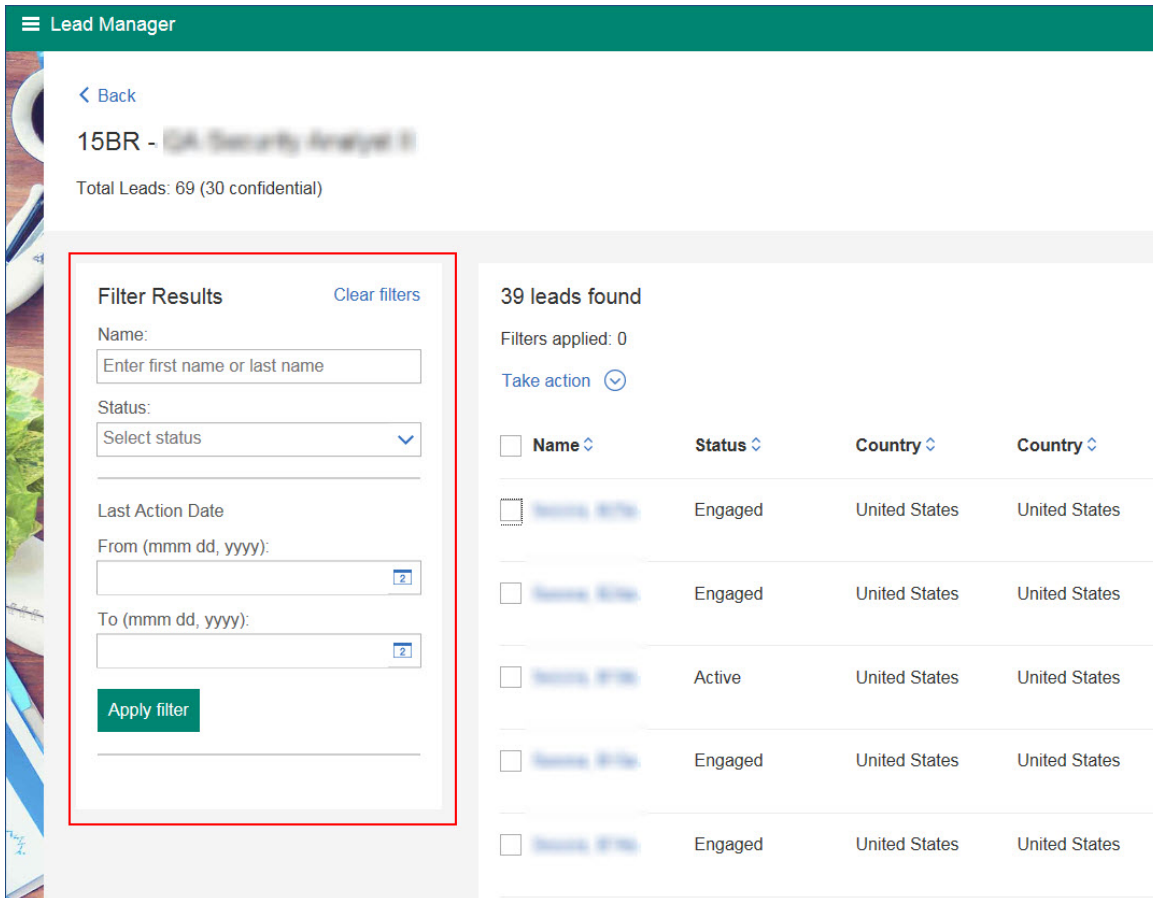
RTC internal reference # 105864, 114389

Proximity Based Search - When Lead Manager users search for leads, an additional filter is added in the search. Users can search leads based on the proximity to a specific location. Users can select proximity units from among Miles and Kilometers, and also by city and zip code.

RTC internal reference # 105867.

Configurable Changes

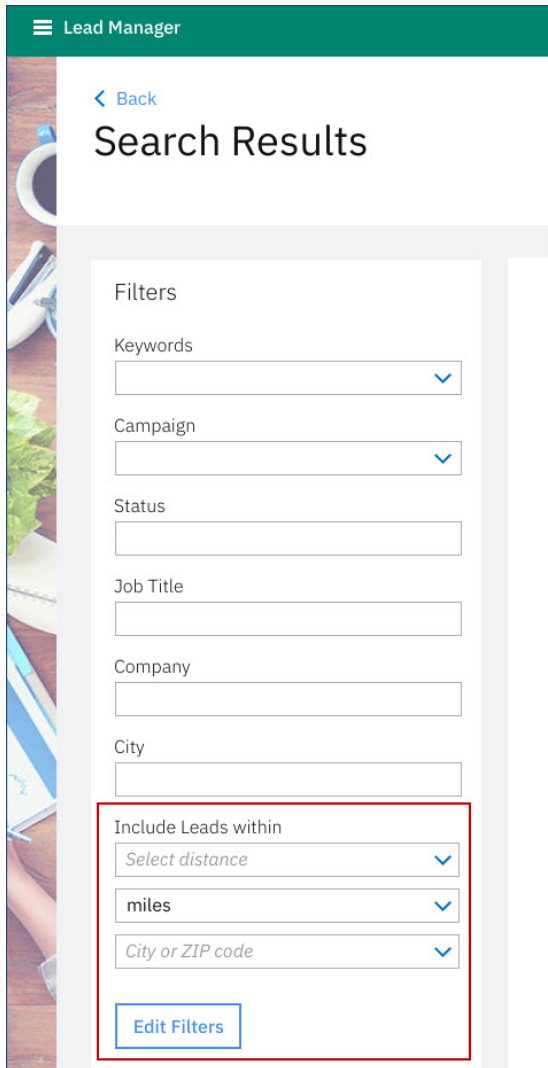The current release of IBM Kenexa BrassRing on Cloud includes the following configurable features for BrassRing and IBM Kenexa Lead Manager. Configurable features must be configured or turned on to be visible and available to users.

BrassRing - Metrics Dashboard

We are excited to announce the new BrassRing Metrics Dashboard! The Metrics Dashboard allows users to create visualizations for different data points that are of interest to them and their organization. It goes beyond standard reporting to provide a visual representation of your data. With the dashboard, you can create charts and graphs to easily analyze your data.

To view more information about the Metrics Dashboard and how to enable it for your users please visit our IBM Knowledge Center pages listed below:

- Overview
- Configuration

BrassRing Workbench

The current release of IBM Kenexa BrassRing on Cloud does not have any new features for IBM Kenexa BrassRing Workbench. Configurable features must be configured or turned on to be visible and available to users.

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