BrassRing and Onboard Release Notes, November 2019

Contents

BrassRing and Onboard Release Notes, November 2019

This is a common Release Notes document for BrassRing and Onboard. .

Training and Enablement Sessions:

To access training and enablement sessions for IBM Talent Management Solutions and Watson Talent products (which includes BrassRing and Onboard), refer to Training and Enablement Sessions.

eLearning and User Documentation:

To access eLearning and user documentation for IBM Talent Management Solutions and Watson Talent products (which includes BrassRing and Onboard), refer to the IBM Knowledge Center.

Talent Suite PDF Release Notes: The down-loadable PDF release notes can be accessed here - Talent Suite Release Notes (PDF).

Browser and Language Support:

- BrassRing on Cloud and Lead Manager on Cloud Supported Browsers and Languages.
- Onboard on Cloud Supported Browsers and Languages.

Badge and Training Courses:

- BrassRing on Cloud and Workbench Badge Courses.
- BrassRing Addon Training Courses.
- Onboard on Cloud Training and Badges.
- Lead Manager and Watson Campaign Automation Training and Badges.

Downloadable Release Notes:

- BrassRing on Cloud and Lead Manager on Cloud Downloadable PDF Release Notes.
- Onboard browser Downloadable PDF Release Notes.

BrassRing

BrassRing release features are added to this document at **US Production**.

Refer to the BrassRing Welcome page on the IBM Knowledge Center for a **Pre-Release** version of the BrassRing Release Notes.

Client Reminders

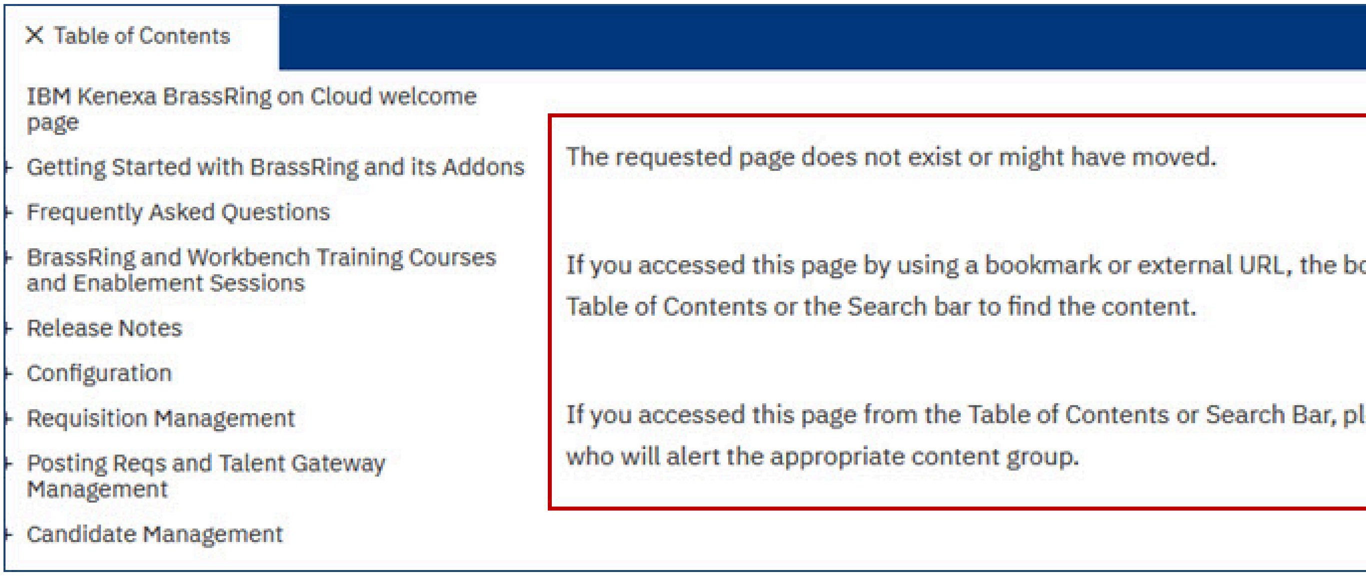
The **Client Reminders** section reminds clients of recently distributed important notices and links to comprehensive documentation and training for the special features recently introduced.

BrassRing Release Notes

Note: As previously notified, the BrassRing release for **October 2019 (Release 19.10.14) has been canceled**. Therefore there is no release notes published for this release. In addition, please note that BrassRing does not have a December 2019 Release.

IBM Knowledge Center - Broken Links

In October 2018 the BrassRing on Cloud documentation was rewritten with a new approach and structure. This rewrite that is resulted in the existing content's shift to different URLs. If a URL is no longer available, the message **The requested resource is not found** is displayed.



This message does not mean that the content is not available, just that it might be available at a different location in the documentation. It is recommended that you use the Search function or Table of Contents to find the content that you need and update any existing bookmarks to the new content that is available.

Watson Campaign Automation Navigation Update

Note: On 17 July, an update was made to the Watson Campaign Automation Navigation menu. For more information on the navigation update, see here. The Lead Manager and Watson Campaign Automation training documentation is updated to reflect this change.

Ending Support for Classic Talent Gateways

Everything You Should Know About Ending Support for Classic 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 moved to responsive Talent Gateways are seeing a vast improvement in candidate completion rates.

Upgrading your Classic Full & Global Talent Gateways to the Responsive, mobile-friendly experience is not only beneficial for you, it is **required** as IBM focuses on responsive design and providing a great user experience in all areas of BrassRing feature development.

Support has been discontinued for:

- Classic Full & Global Talent Gateways - as of Dec, 2017.
  - Includes: Classic Search and Classic Candidate Zone.
- Classic Job Apply (including classic Non-Gateway Questionnaire and classic Gateway Questionnaire job postings) – as of Dec, 2017.
  - Clients can no longer create (or save as new) classic Gateway Questionnaires – as of Feb, 2019.
  - Recruiters and Hiring Managers can no longer post jobs without Gateway Questionnaires – as of Feb, 2019.
- Classic Candidate Portal – as of Dec, 2018.
- Classic Full Talent Gateway Attachments – as of Feb, 2019.
- Classic Employee Referral Functionality – as of Dec, 2018.
  - Clients must implement the Social Referral functionality to have an employee referral program on their Responsive Talent Gateways.

Support continues for (but will be dropped at future point To Be Declared):

- Classic Basic Talent Gateways (such as Add candidate or Add contact).
  - However, we do have responsive stand-alone Gateway Questionnaire feature that replacing some simple external Basic Talent Gateways starting the previous release (19.07.15).

Note: Discontinued support means that, for these areas of classic candidate experience, IBM will not accept defects, will not test for nor guarantee accessibility and that no RFEs nor feature development will be considered, even though legacy configurations of these types may still be available for you to use.

Caution: Classic Full Talent Gateway features may be shut off at IBM's discretion.

Action May Be Required:

If you haven't already, we require that you upgrade any Classic Full or Global Talent Gateways to use the responsive candidate experience and that you complete HR Status Category mapping (which is required for candidates to access the Application Details page, including posted Offers, Documents and Forms [i.e., responsive candidate portal).

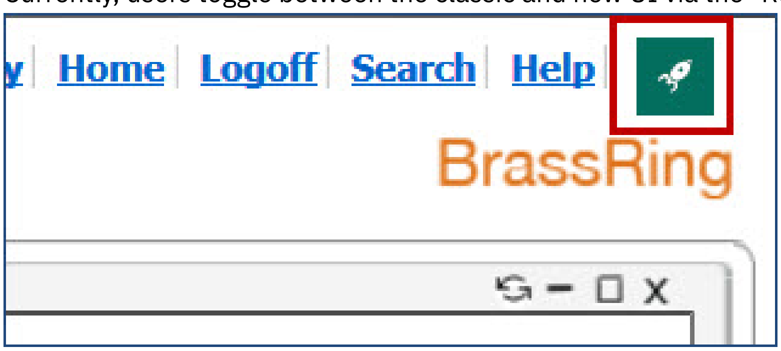
Want to get started on the IBM Responsive Candidate Experiences but don't know where to start? Watch our Responsive Apply Overview and Configuration Webinars to understand who should be involved, an example project timeline, configuration instructions, and much more! IBM has also hosted multiple sessions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

BrassRing Classic UI - Retirement

The **Classic User Interface (UI)** of IBM® Kenexa® BrassRing® on Cloud will be sunset throughout 2019, and **no longer be accessible after the February 2020 BrassRing Build**. This is in light of the New BrassRing Recruiter UI that has been available since February of 2015.

Note: This is in reference to the Recruiter UI, **not to be confused with Classic Talent Gateways (candidate experience)** which were sunset on December 31st, 2017.

Currently, users toggle between the classic and new UI via the "Rocket Ship" icon



in standalone BrassRing or via the "Enhanced Experience" option in Talent Suite. While the default settings for user types update to the new UI in **May (staging)** and **August (production)**, the toggle remains in tact, allowing users to switch back and forth, until **February of 2020** when the classic UI is retired. At that time, the toggle is removed and the classic UI will not be accessible in any environment of BrassRing.

Note: Starting the previous release, that is, 26th August 2019, when the default setting for user types update to the new UI, the support for classic UI ends. No support tickets are admissible for the classic UI related issues from then.

Note: With the BrassRing Responsive User Interface becoming the default UI in this release, we would like to remind customers that all BrassRing Training and Documentation is in the Responsive UI. There is no longer any Classic UI training or documentation. The *BrassRing: New User Fundamentals* badge course is also in the Responsive UI, so your users can take that course (for free) to learn how to user the Responsive UI. Details about the badge can be found on the IBM Knowledge Center here: https://www.ibm.com/support/knowledgecenter/SSEUFV/14_Training/4_BrassRingAndWBTraining.html

IBM strongly urges and recommends that your organization transitions to use of the new UI as soon as possible if you haven't already! The new UI:·

- Provides a smoother recruiter experience while being away from the office/work space.
- Offers a clean and fast approach to BrassRing functions.
- Has the ability to brand the pages and set defaults per persona.
- **MOST IMPORTANT!** All new features and functionality improvements, such as the Advanced Search feature and the Metrics Dashboard, are **only available in the new UI**.

Not sure where to start? Our Training and Enablement Team offers a wealth of resources regarding the new UI on the BrassRing Knowledge Center (KC).

Please feel free to cascade these useful tools to your team! Training and Enablement Session: BrassRing New UI (Scroll down to 2018 sessions to find this recording from July 17th)

e-Learning:

- Navigating BrassRing
- Creating Requisitions
- Post to Talent Gateways
- Searching BrassRing
- Updating HR Statuses
- Reviewing Talent Record
- Working with Candidate Forms
- Sending Communications

Thank you for your support and partnership as we look to the future of BrassRing and your Recruiter Experience!

Discussion: We Want Your Feedback About Upcoming Features
The IBM BrassRing team has adopted a Dark Launch release process for high-impact features. This 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 Sales Force Support Community and it requires 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!

Enhancements - You Asked We Listened

We are proud to inform that 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.

Requests For Enhancement (RFEs)

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

- BrassRing Home page tabs now have advanced sorting options that were earlier available only in the internal grids of BrassRing.
- Configure a delay in the HR status update on Talent Gateway Application details screen.
- Candidates can upload files in the profile section of Talent Gateways using the latest drag and drop feature.
- The names of folders in the Folders column of My Candidates grid are now hyperlinks. Users can navigate to the respective folder from this grid.
- Action menu available for reqs in the Card view in Home screen.
- The Talent Gateway Forgot Password page now provides candidate contact email address in a secure way.
- Candidates can now drag and drop files to upload them in the Create Profile section of the Talent Gateway.

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. Clients are requested to configure and test these features and provide their feedback and inputs from the discussion forums for which links are provided in respective feature articles.

Talent Gateway - Delayed HR Status Display

Note: This feature is deployed to Staging environment - Only with this release. This feature **will NOT be released to Production on November 18th**. A Production date is yet to be determined. See the upcoming release notes for status updates on this feature.

Based on client request a new HR Status update delay feature is introduced in the responsive Talent Gateways. Clients can now configure a delay between a final HR Status update in BrassRing and its visibility on the **Application Details** page in a candidate's Talent Gateway profile. Following are the Talent Gateway screens where this feature is available:

- **Candidate Zone** > **Dashboard** > **Applications** > **Submitted Applications** > **Candidate then selects a submitted application card.** > **Application Details**
- **Candidate Zone** > **Referrals** > **Active Referrals**

Following are the details for this feature:

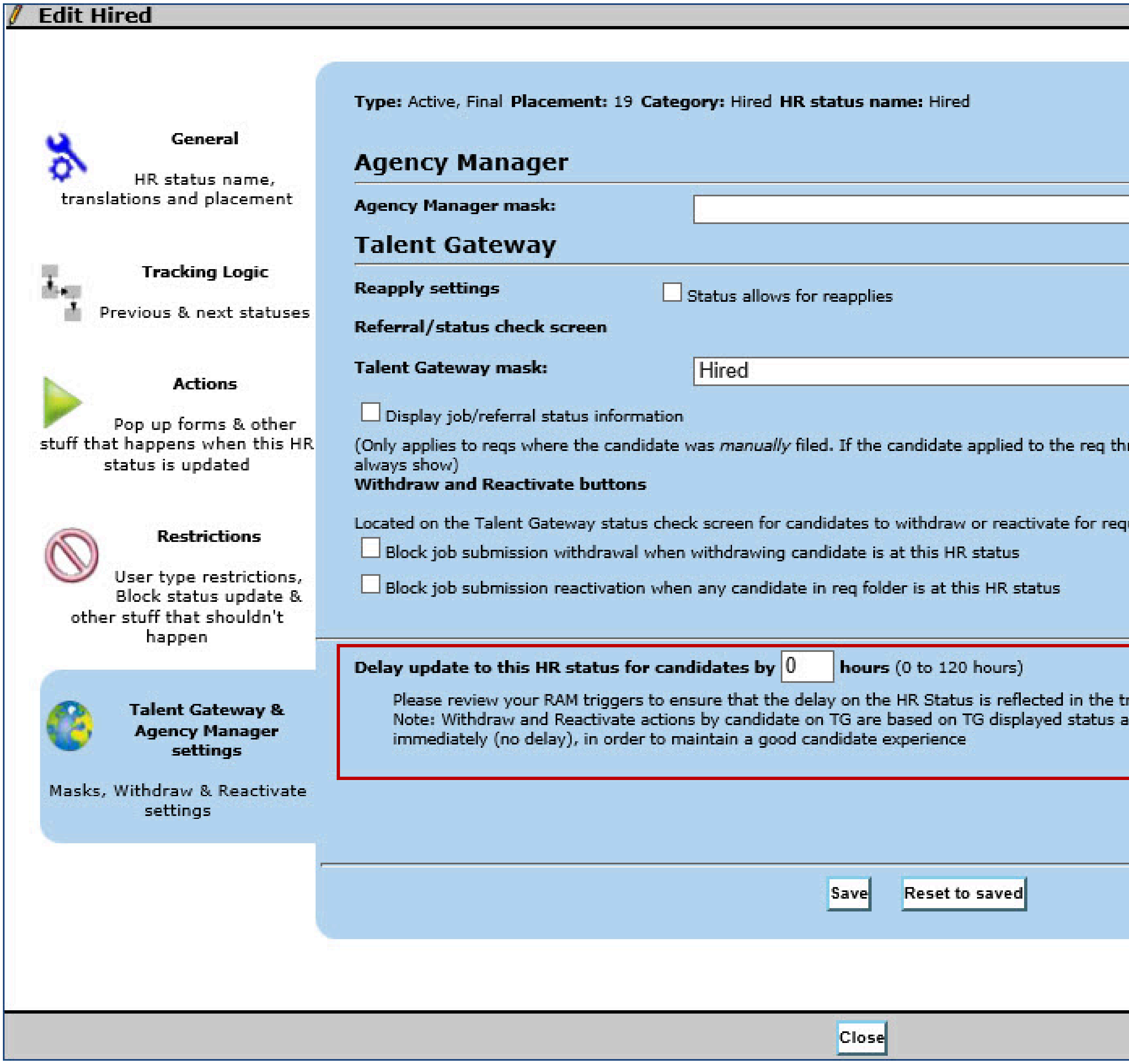
- This feature is available only for Final HR status categories.
- A candidate logs in to their Talent Gateway profile, and goes to the Application Details section. If a delay is configured, the previous HR status category is displayed.
- After the delay period is elapsed, the updated HR Status Category is displayed based on current HR Status.
- Withdrawal of application is allowed based on the HR Status that is displayed. (Only if the displayed HR status allows withdrawal.)

- When a candidate withdraws application, the withdrawal status is displayed immediately. A delay cannot be configured in this case.
- Reactivation of an application is allowed based on the HR status that is displayed on the Talent Gateway.

Note: Withdraw and Reactivate features work based on HR status that is displayed on the Talent Gateway. Even if different in Recruiter Experience, due to the configured delay and update to "next" HR status is immediate (disregarding any configured delay). This change is to ensure a good candidate experience based on the HR Status Category they see at the time of such actions. The resulting HR status change (based on Withdraw or Reactivate) might potentially override the "delayed update" that was previously in place. If clients would like to avoid this situation, they can block Withdraw and Reactivate for all final statuses or else do not use this delay feature.

How do clients get this feature?

A new setting **Delay update to this HR status for candidates by ___ hours** is added. This setting is added to the Talent Gateways and Agency Manager settings in Add/Edit HR status page of all the final HR status categories. By default, this setting is blank. The number of hours can be configured in the range 0 - 120. If a user tries to save the configuration with any other value, an error message is displayed.



RTC internal reference # 122911, 122912.

Feature Preview

This article is a preview of an upcoming feature.

Candidates - Erase Candidate Application

Note: This feature is going to be deployed to Staging environment - Only with an upcoming release as a Dark Launch feature. **The date of deployment of this feature is not yet determined.** Therefore this feature is not going to be available in either the Staging environment or the Production Environment during the November'19 Release.

A new configuration-based feature Erase candidate application is going to be added to the BrassRing Staging environment in the upcoming release. BrassRing users with appropriate user type privileges can erase all application information specific to a requisition from a candidate's Talent Record.

A new action item **Erase Candidate Application Data** is added to Actions in Talent Record. When selected and confirmed, all data that is related to a specific requisition is erased. This action includes all forms, HR statuses, Notes, communication, and any other data related to the application to a specified requisition.

Note:

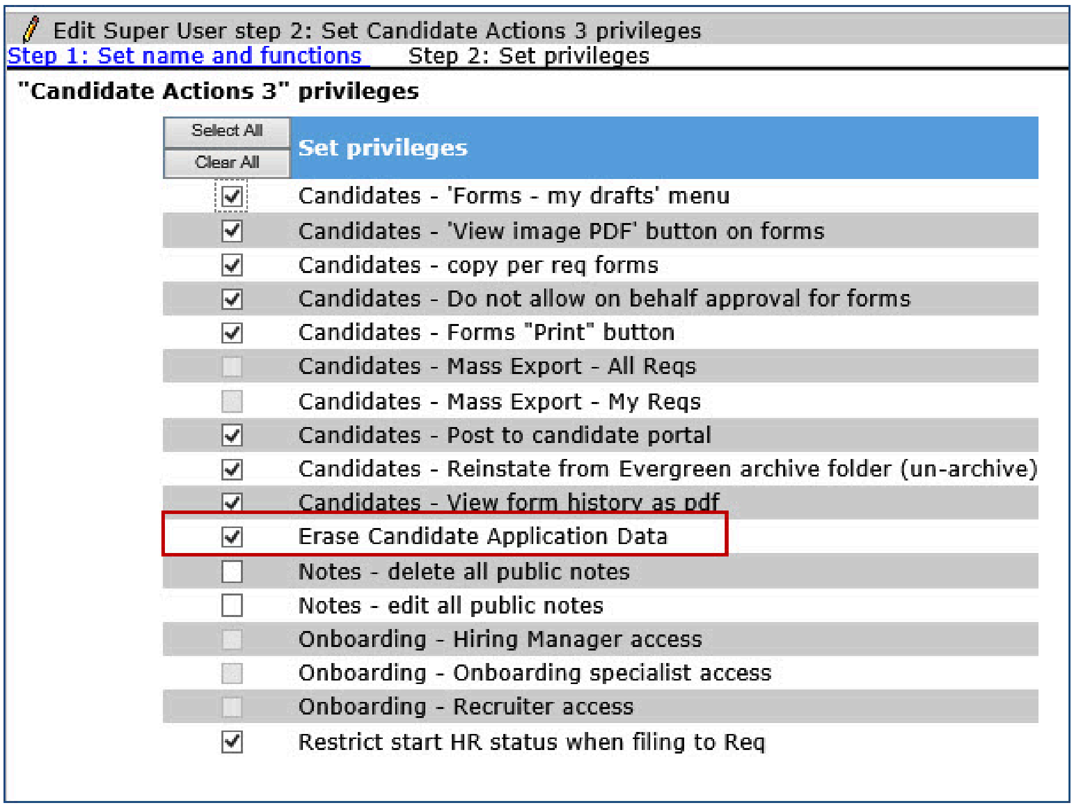
- This new action is available only on Candidate listing, grid, or pane that is accessed from a specific requisition.
- This new action is available in Actions menu of a candidate Talent Record when the Talent Record is opened from a list of candidates that are accessed from a specific requisition.

A warning message is displayed when a user selects Erase Candidate Application Data. When users confirm that they would like to proceed with erasing the application data specific to the requisition, the erase action is taken. **The erase action taken using this option is irreversible. There is no undo option available after the data is erased.**

How do clients get this feature?

A new user type privilege is added to the Workbench. **Erase Candidate Application Data** is added in the Candidate Actions 3 page in Edit User type privileges.

Workbench Path: **Tools** > **Users** > **User Types** > **Edit Type permissions** > **Candidate Actions 3**



RTC internal reference # 120611.

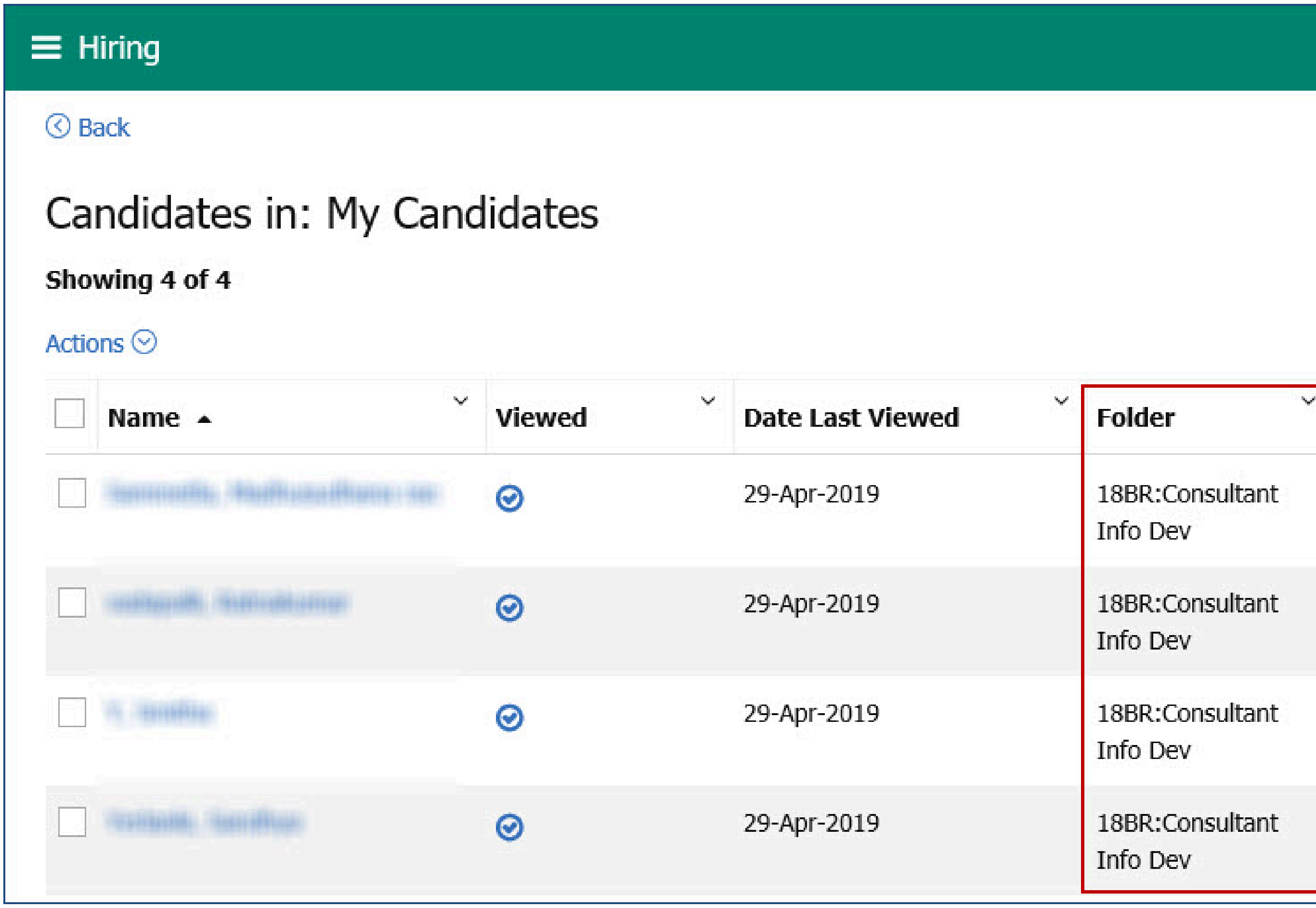
Visible Changes

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

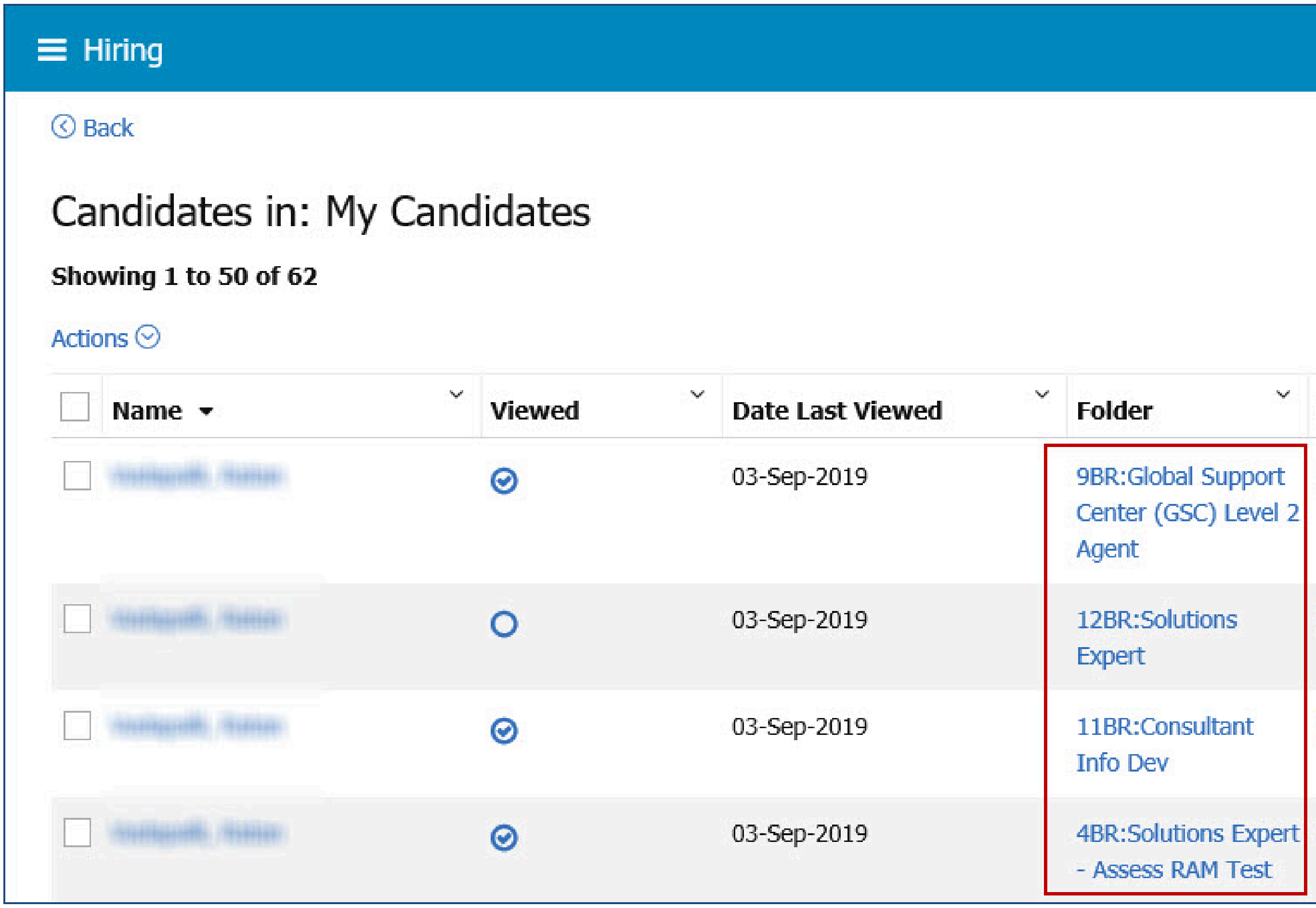
My Candidates - Folders Column Hyperlinks

Based on client request, the names of the folders in the Folder column of My Candidates grid are now available as hyperlinks. This feature helps users go to the folders directly from the My candidate grid and back.

Before this release:



After this release

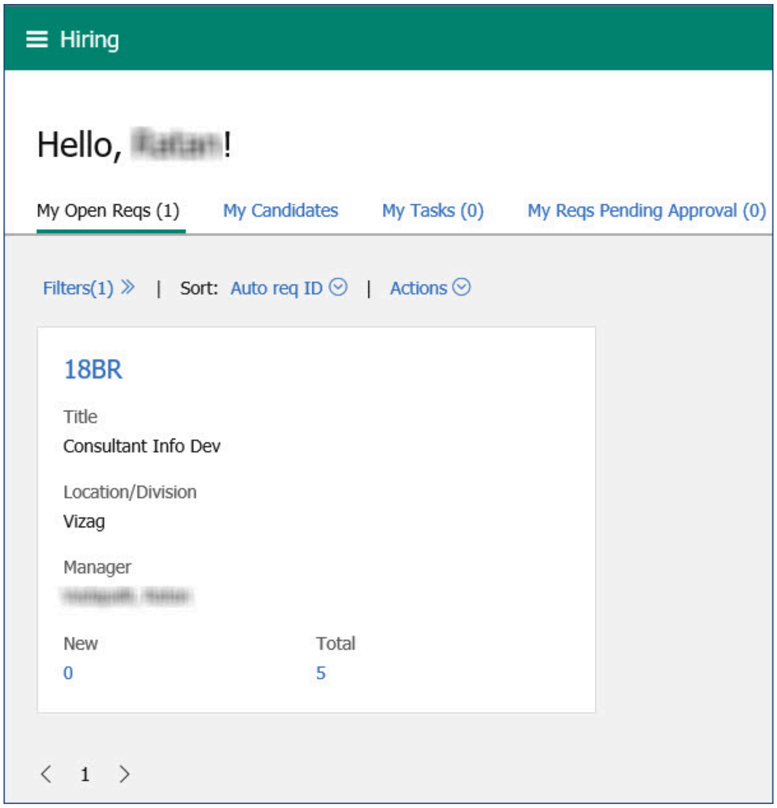


RTC internal reference # 124073, 123299.

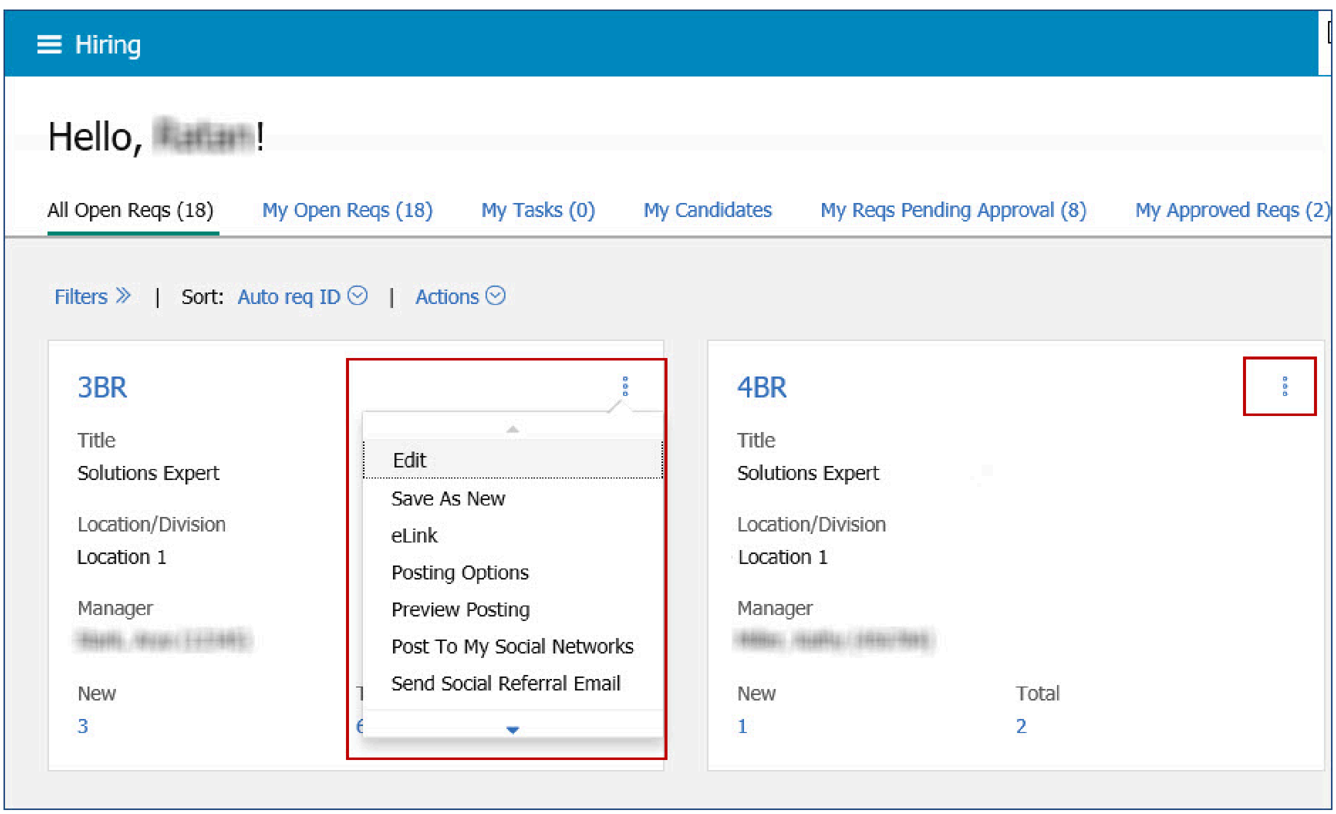
Reqs - Action Menu for Req Cards on Home Screen

Starting this release, action menu is available in the card view of home screen tabs. Previously, when an action was required on a req, the user had to change the view from card view to grid view and then perform the action. Starting this release, the users can perform all the required actions from the card view.

Before this release:



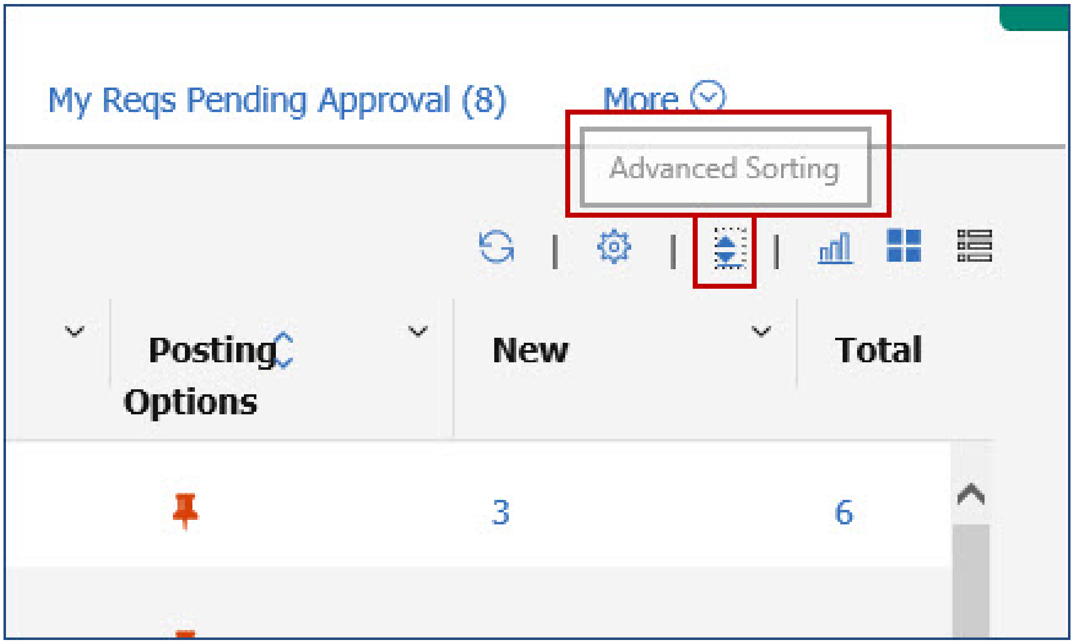
After this release:

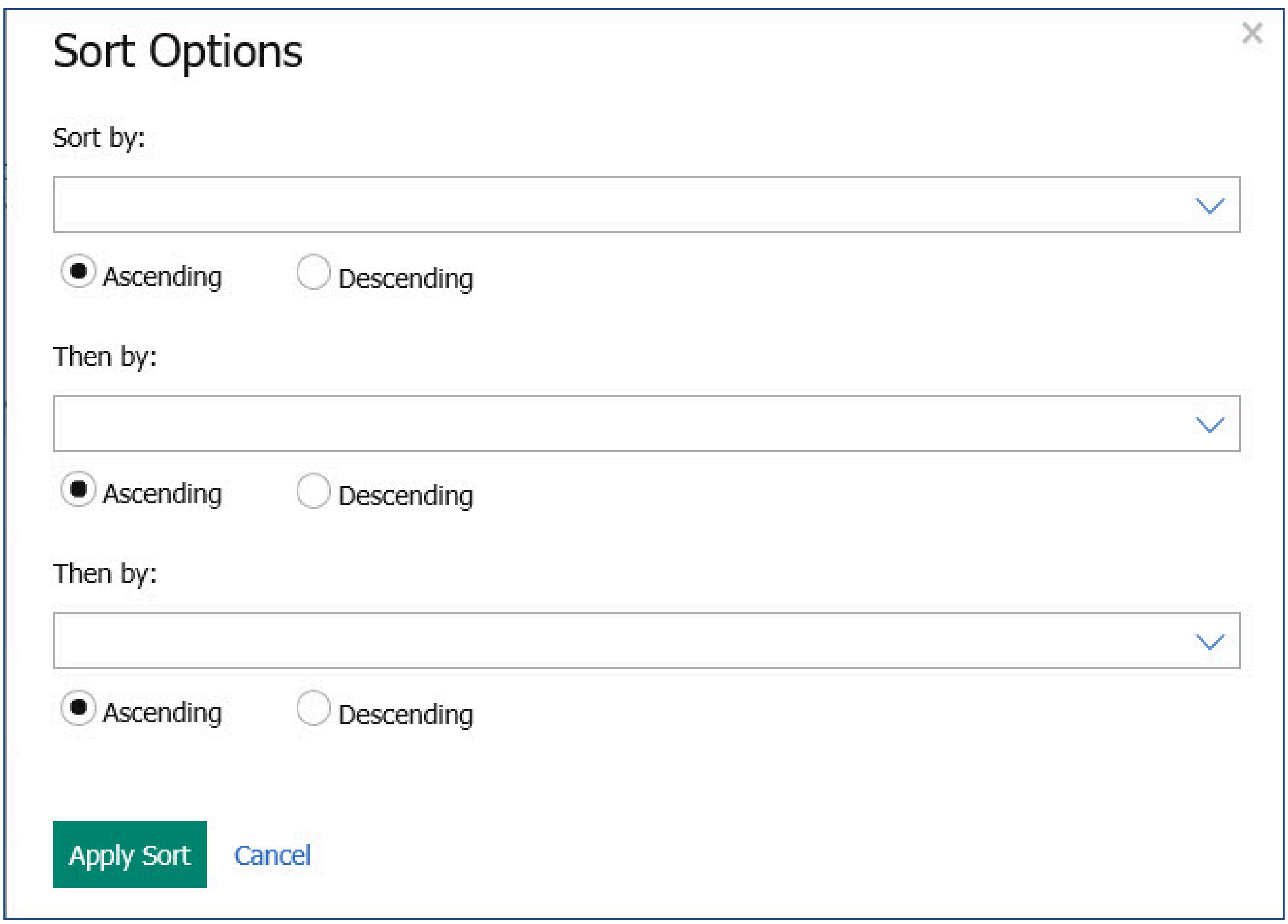


RTC internal reference # 120956, 124469.

Home Screen Tabs - Advanced Sort

BrassRing's internal grid screens have the option of advanced sorting. Based on client request, the advanced sort options are now available in the simple grid view of the BrassRing home screen tabs. BrassRing users with appropriate privileges can apply multiple levels of sorting on the home screen tabs while in the grid view.





RTC internal reference # 123293, 125225.

Home Screen Tabs - Column Header Wrapping

There is possibility that the labels of column headers are long. In such cases, the message is either truncated or wrapped into too many lines. Starting this release, if the label is longer than the width of the column, the label is wrapped to a maximum of three lines. The rest of the label is truncated. This change is based on a client request and to ensure better user experience.

RTC internal reference # 123294.

Candidate Stacking - Page Refresh

It was observed in the Candidate Search page that when candidates are stacked, the page refresh does not happen instantaneously. Therefore, the stacked candidate records are displayed separately for some more time. Starting this release, the page refreshes immediately and the stacked candidate record disappears immediately after the candidate record is stacked.

RTC internal reference # 124721.

Candidate Forms - Communication History Enhancements

An anomaly was observed in Communication history of candidate form approval work flow. It was observed that when a communication is sent to approvers, the communication history was recorded under Candidates instead of Others. This behavior is now changed. The communications sent to the approvers are recorded under Others in communication history.

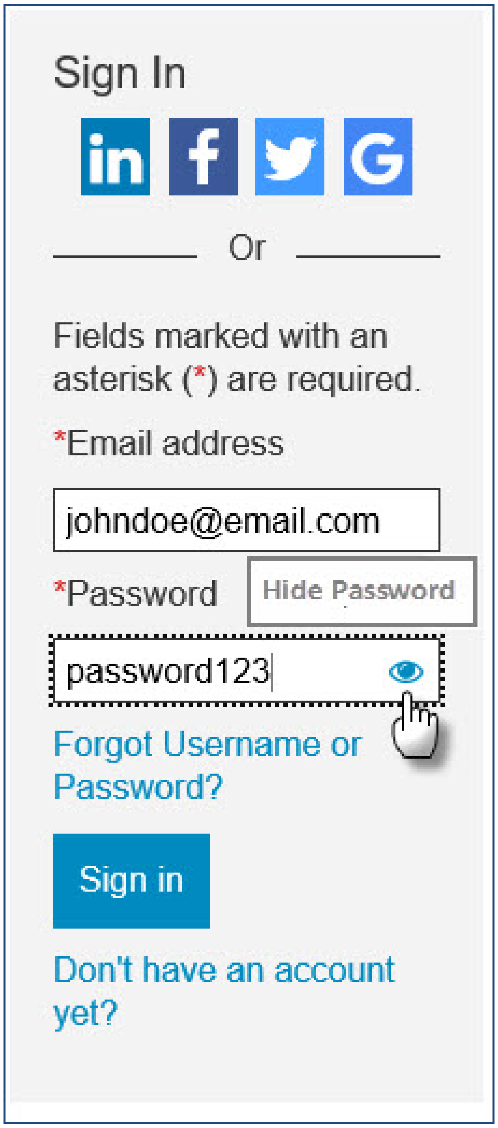
RTC internal reference #125695.

Talent Gateways - Show and Hide Password

When candidates submit sensitive information like passwords, Social security number, the values that are entered in the field are masked for security. However, to enhance candidate experience and minimize errors while candidates input the information, a new feature is provided in the Talent Gateways. Starting this release, all sensitive information fields are provided with an eye icon. When candidates select this icon, the password or any other sensitive information in that field is displayed for a short period before it is automatically masked again. Following are the details of this new feature:

- By default the sensitive information in the field is masked and the 'slashed eye' icon is displayed.
- When the icon is selected, the icon turns into a 'eye' and the sensitive information is unmasked.


Sign In
Or
Fields marked with an asterisk (*) are required.
*Email address
ohndoe@email.com
*Password
Show password
Forgot Username or Password?
Sign in
Don't have an account yet?

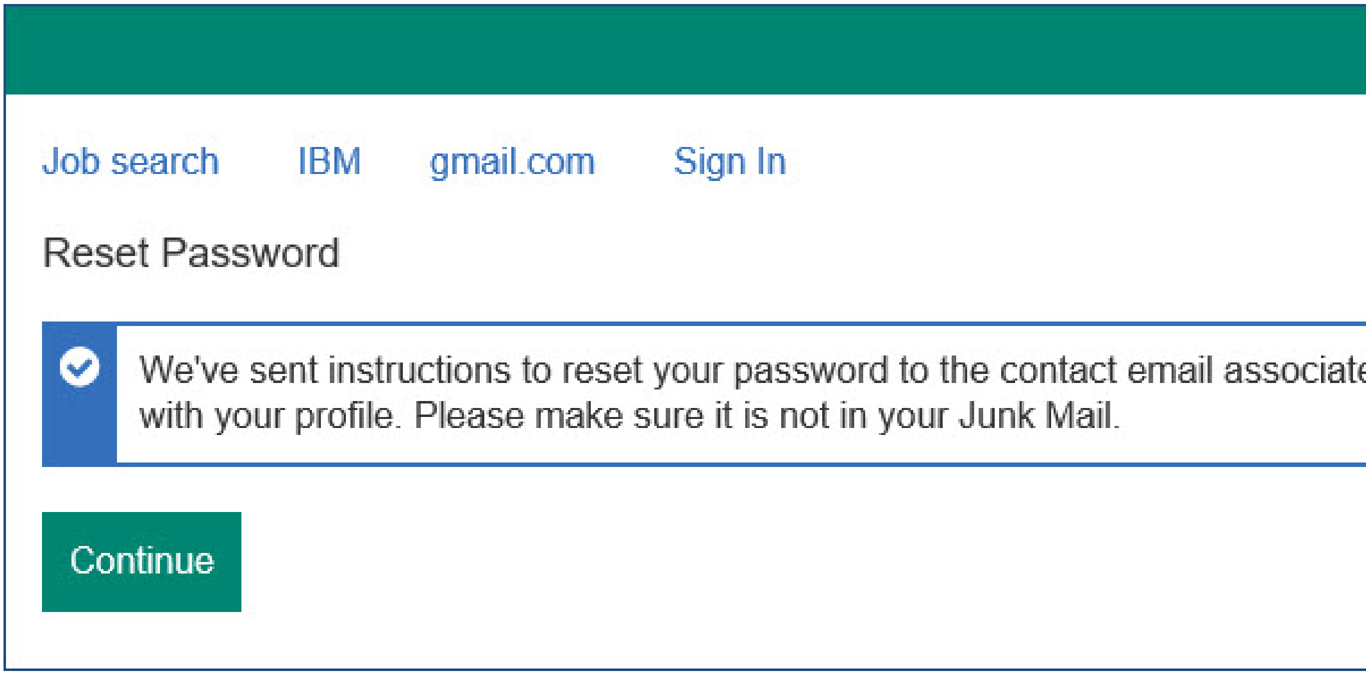


RTC internal reference # 124722.

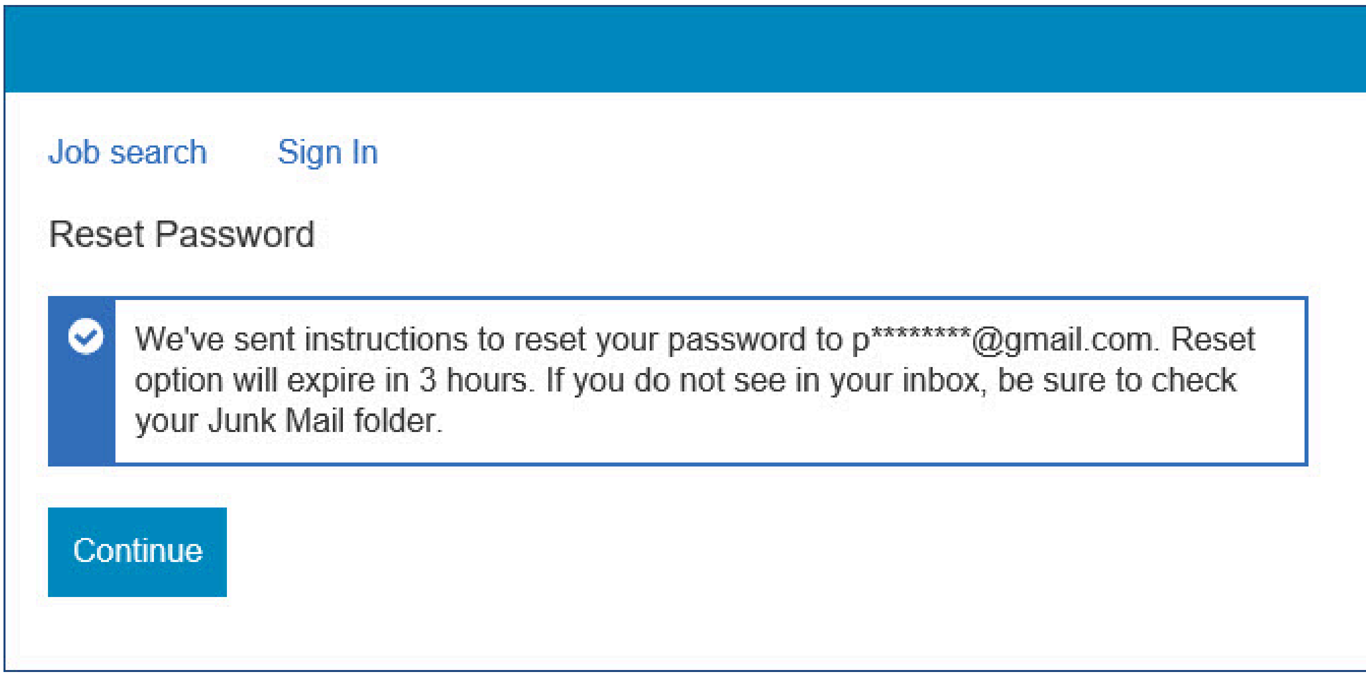
Talent Gateways - Password Reset Enhancements

Starting this release, when candidates reset their Talent Gateway password, they see their contact email address on the screen with masking. This update is to enhance candidate experience and ensuring security. For example, if the contact email address of the candidate is johndoe@email.com, it is displayed as, j******@email.com. This message also provides information regarding the expiry of the message.

Before this release



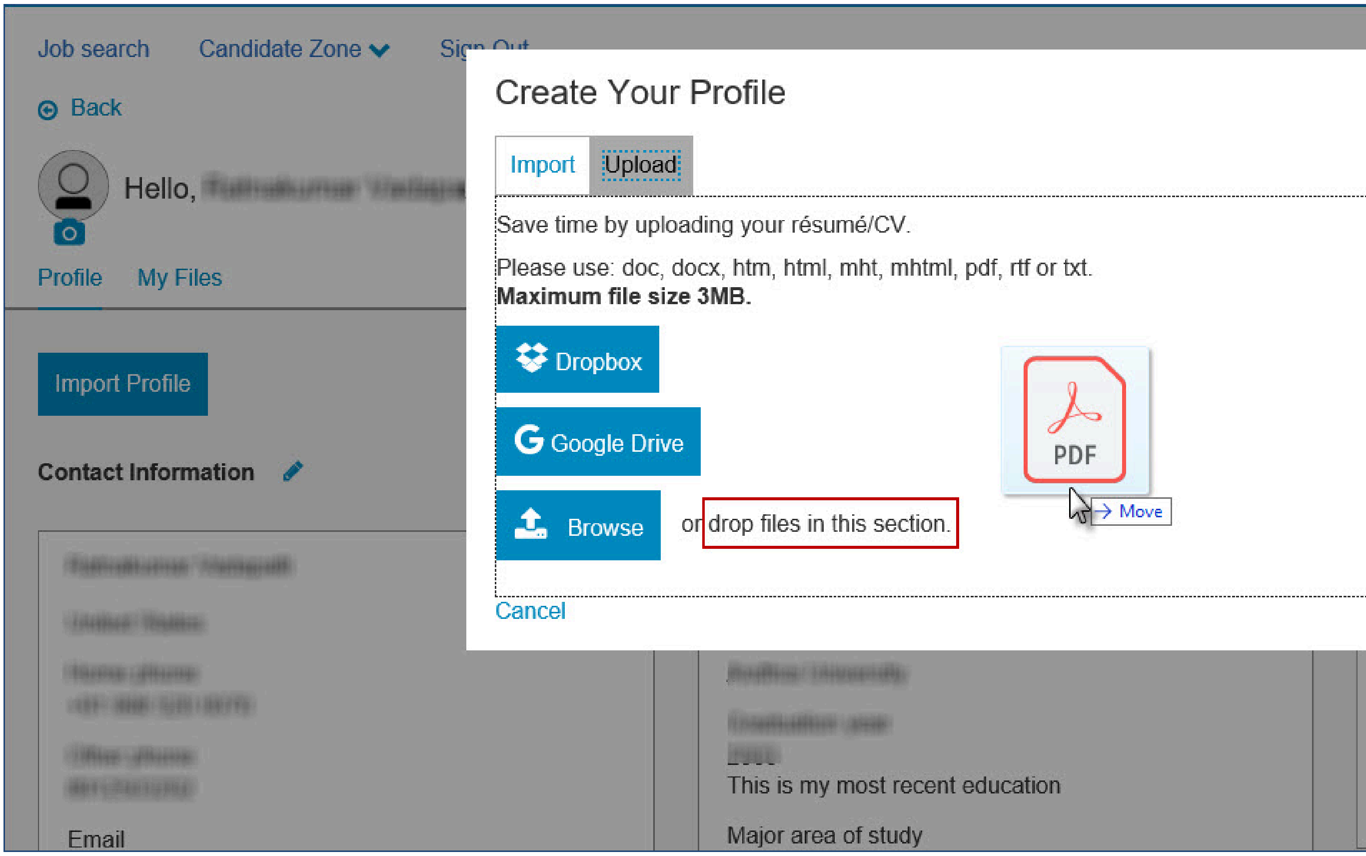
After this release:



RTC internal reference #123469.

Talent Gateways - Upload Files by Drag-and-Drop

Starting this release, the candidate profile section of the Talent Gateways feature file upload by using drag option. This feature is added based on client request. Candidates can drag and drop files in the Upload modal of the Create Your profile section. The file gets uploaded if all the criteria for file upload are validated successfully. A relevant error message is displayed if the file is not successfully uploaded.

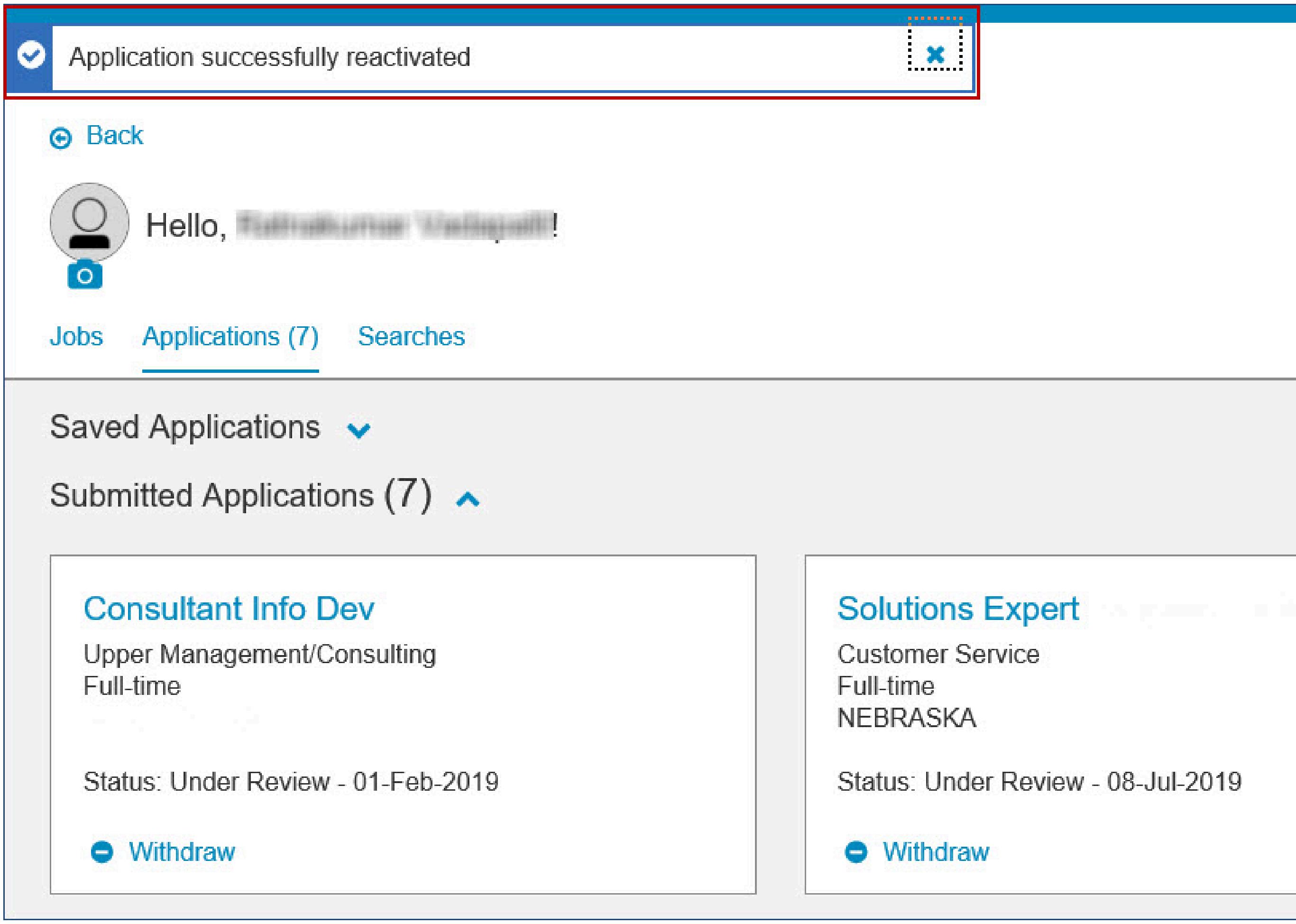


RTC internal reference # 123931.

Talent Gateways - Success Messaging

Starting this release, the on-screen success alert messages are enhanced to ensure enhanced accessibility and user experience. Following are the changes:

- Former blue or green box is replaced by outlined box in blue; interior of box displays a solid background color based on the Talent Gateway's branding. Default background color is white, but might display pale yellow or lavender based on the branding that is used for the Talent Gateway.
- Message text is displayed in the base font color based on the Talent Gateway branding.
- The close icon **X** inherits the hyperlink color as per the Talent Gateway branding.



RTC internal reference # 86056

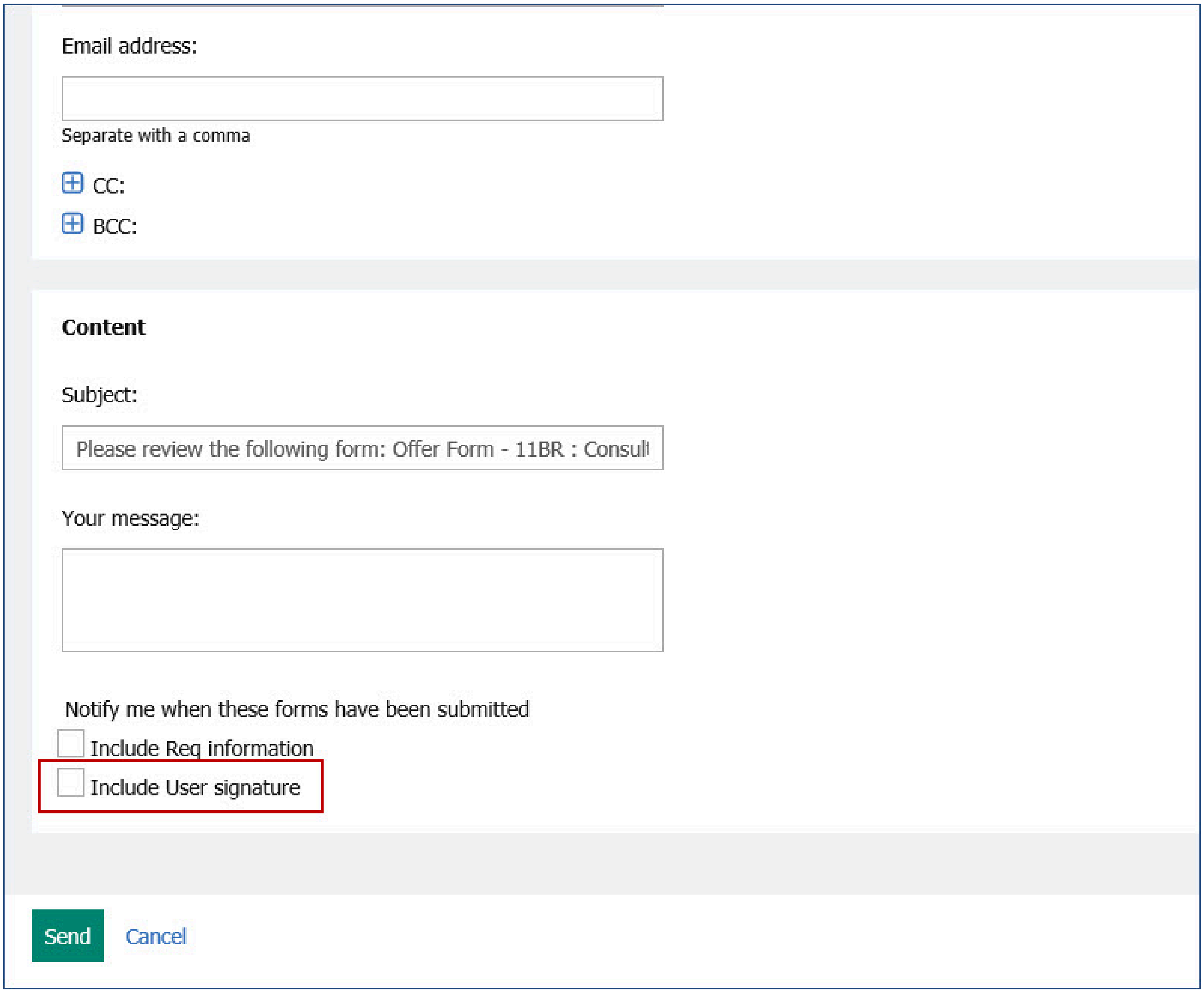
Agency Manager - Update resume to résumé

To ensure that the translations are accurate and accessibility compliance, the strings resume is updated to **résumé** starting this release. This change is happening across all of the Agency Manager portals.

RTC internal reference # 125783.

Forms - Include User Signature Configuration

The eLink candidate form workflow in classic BrassRing has an option **Include User signature** with a checkbox. This setting adds the user's signature to the eLink message that is sent to a candidate. This setting is available only when the Workbench Client setting User Signature is set to Yes. However, this option was previously unavailable in the responsive BrassRing user experience. Starting this release, the setting is visible in the eLink candidate form workflow in responsive BrassRing user experience as well.



RTC internal reference # 124480.

My Candidates - Filter Candidates Based on Org Group Privileges

It was observed that from My Candidates grid, users were able to access candidate records from folders to which they did not have access. This behavior is now addressed and starting this release, the My Candidates grid displays candidate records based on the Org group privileges that the user is provided with.

RTC internal reference #125250.

Talent Gateways - Accessibility Enhancements

Option List Scrolling Enhancement

When a list in the Talent Gateway is longer than 15 options, the first 15 options are displayed and upon selecting the scroll bar, the rest are displayed. At the same time, when a candidate uses a screen reader, the first 15 options are read out before they can scroll down for the next. However, it was observed that this scrolling was not smooth and options are skipped without being read out. Starting this release, steps were taken to improve the candidate experience of candidates that use a screen reader. Therefore, the behavior of the lists is enhanced as follows:

Candidates that do not use a screen reader: If the candidate scrolls down the list and pauses at 15, the cursor stays where it is and next batch of options (16-30) is loaded. If the candidate scrolls down and does not pause, then when they reach 15th option and continues to scroll down, the highlight disappears for a moment,(while the list is fetched). Then, focus is returned to 15th option.

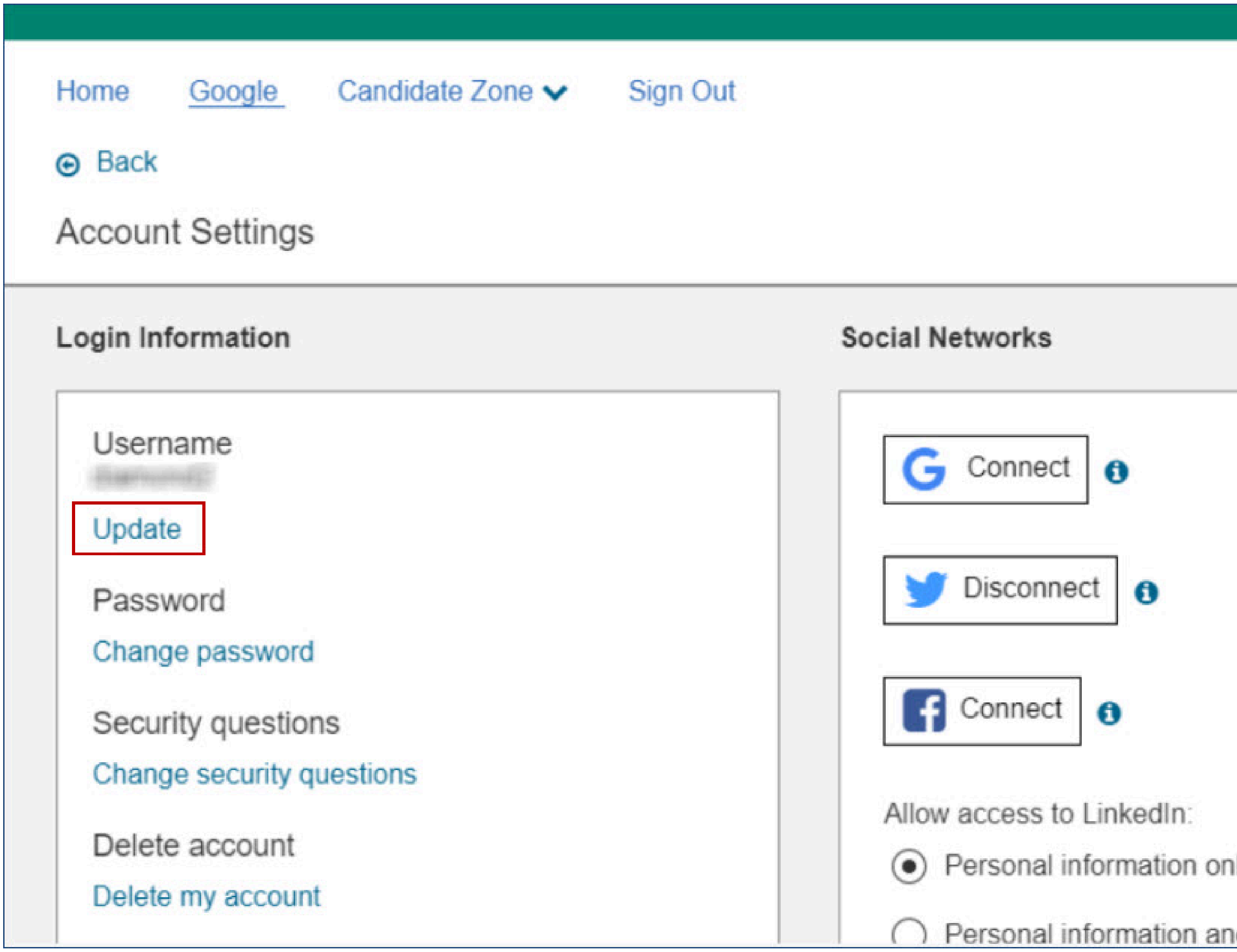
Candidates that use a screen reader: If the candidate slowly scrolls down the list (while they hear each option), on reaching 15 (while JAWS is reading content), the page loads the next batch (16-30), reads those options and at the end, announces the current option selected. In theory, candidates that use screen reader might reproduce the "fast scroll down to 16" , but that's not practical because such usage would skip options without hearing the content. JAWS announces additional list information and not just the option value.

RTC internal reference # 123587.

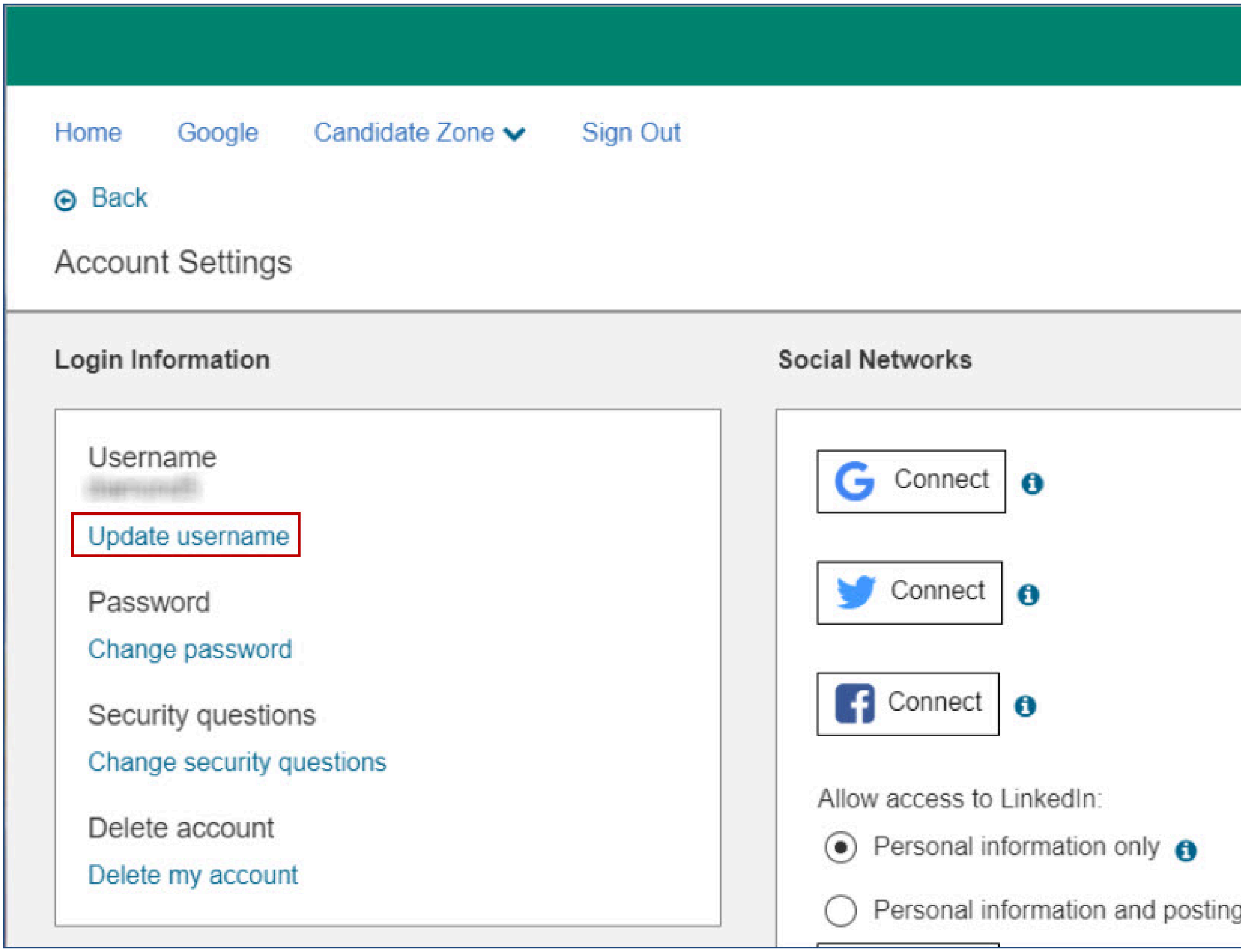
Update Username Link

In the **Account settings** screen, a link is available to update the candidate's username. However, for candidates that user a screen reader, this link does not provide a context about what is going to be updated by using the link. Starting this release, the link is updated from Update to **Update username** this providing a context to the candidates whether they use a screen reader or not.

Update link before this release:



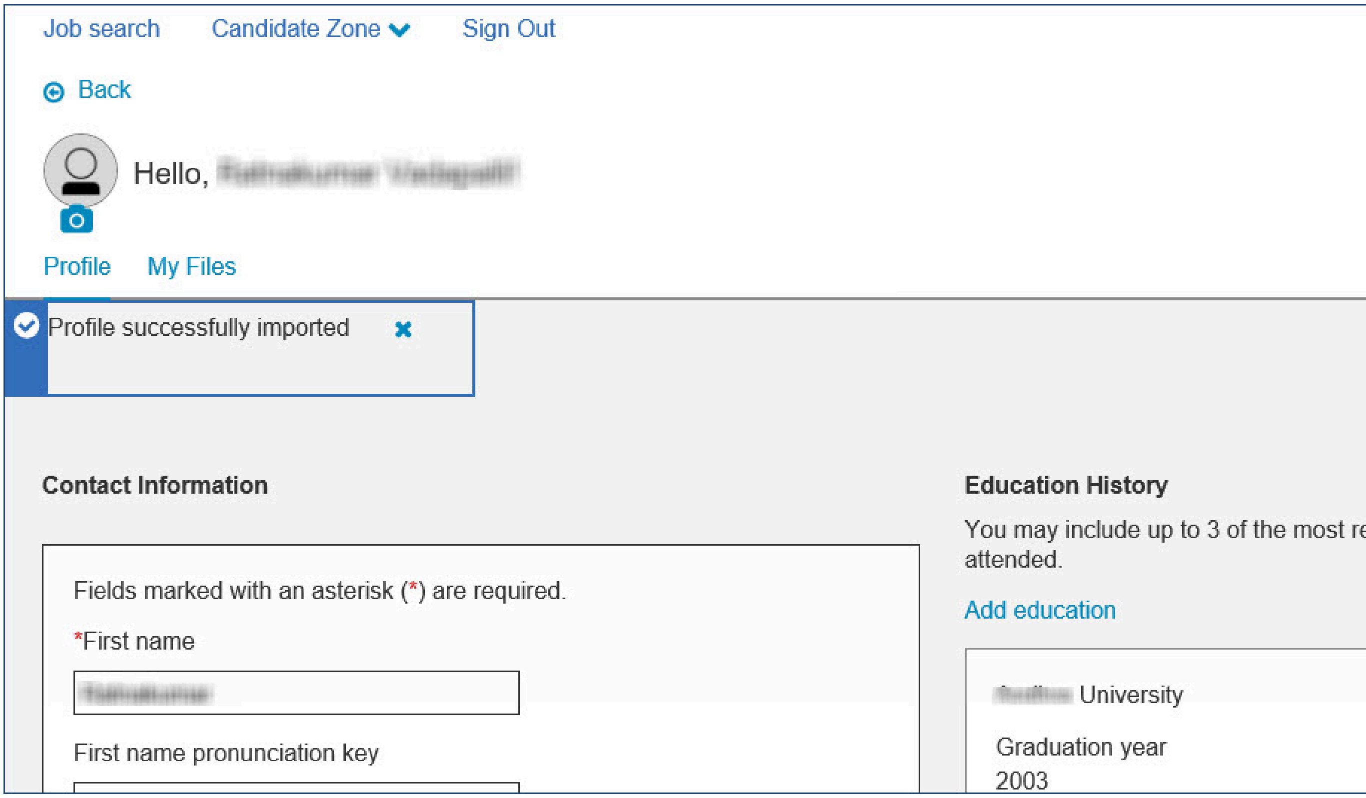
Update link after this release:



RTC internal reference # 123789.

Profile Import Success Message Colors

It was observed that the background color of the profile import success messages is not meeting accessibility guidelines. To ensure accessibility guideline compliance, the background colors of the messages are updated.

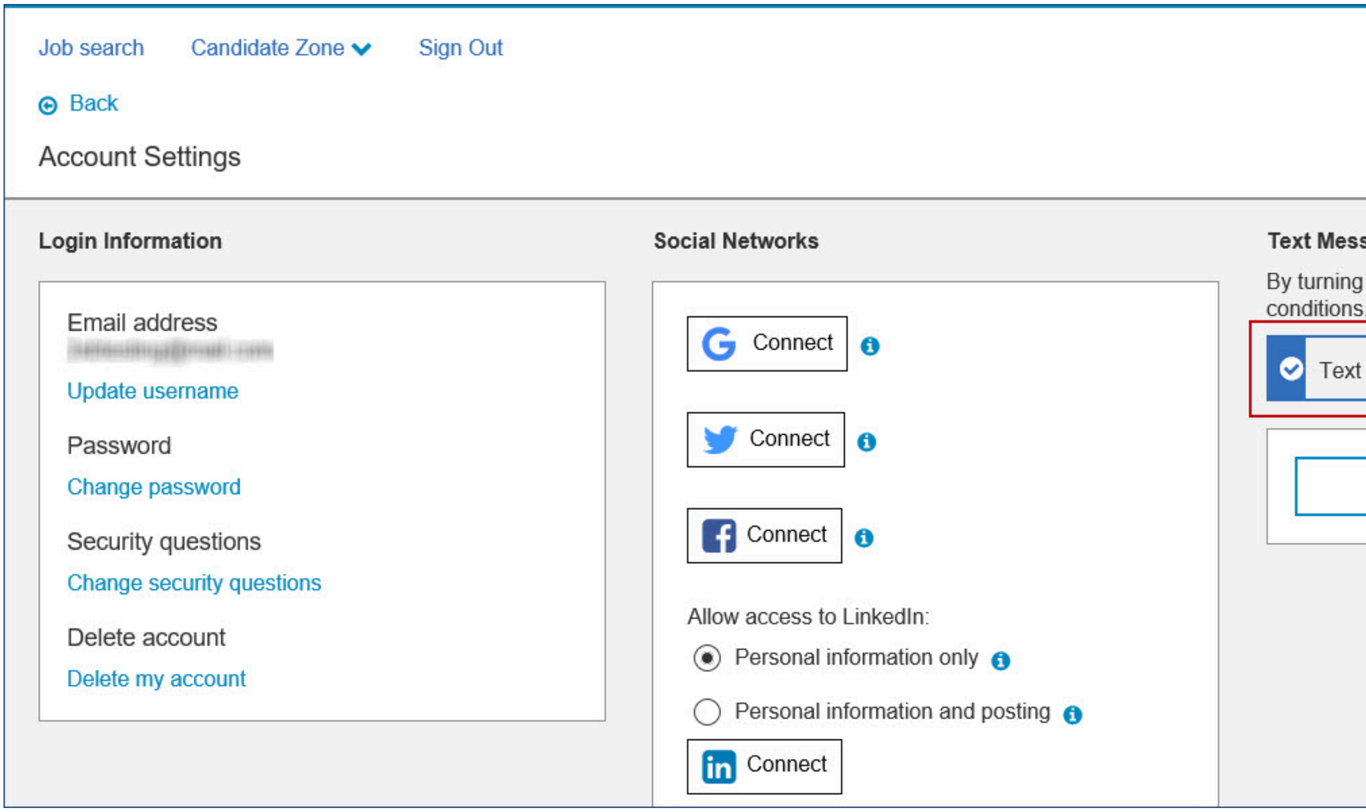


RTC internal reference # 124233.

Text Messaging Alert Enhancements

When verified for accessibility compliance, it was found that the changes made to the Text messaging settings were not notified to candidates that used a screen reader. In order for the user to know that the setting status changed, starting this release, the following enhancements were made:

- When Text messaging is turned on or off, an alert message is displayed acknowledging the same. An alert message is displayed when the candidate selects the **Save** while turning on or when the candidate selects **Turn off** .
- When candidate selects Turn off or Turn on, upon change in status, the page control shifts to **X** (close) of the alert message.

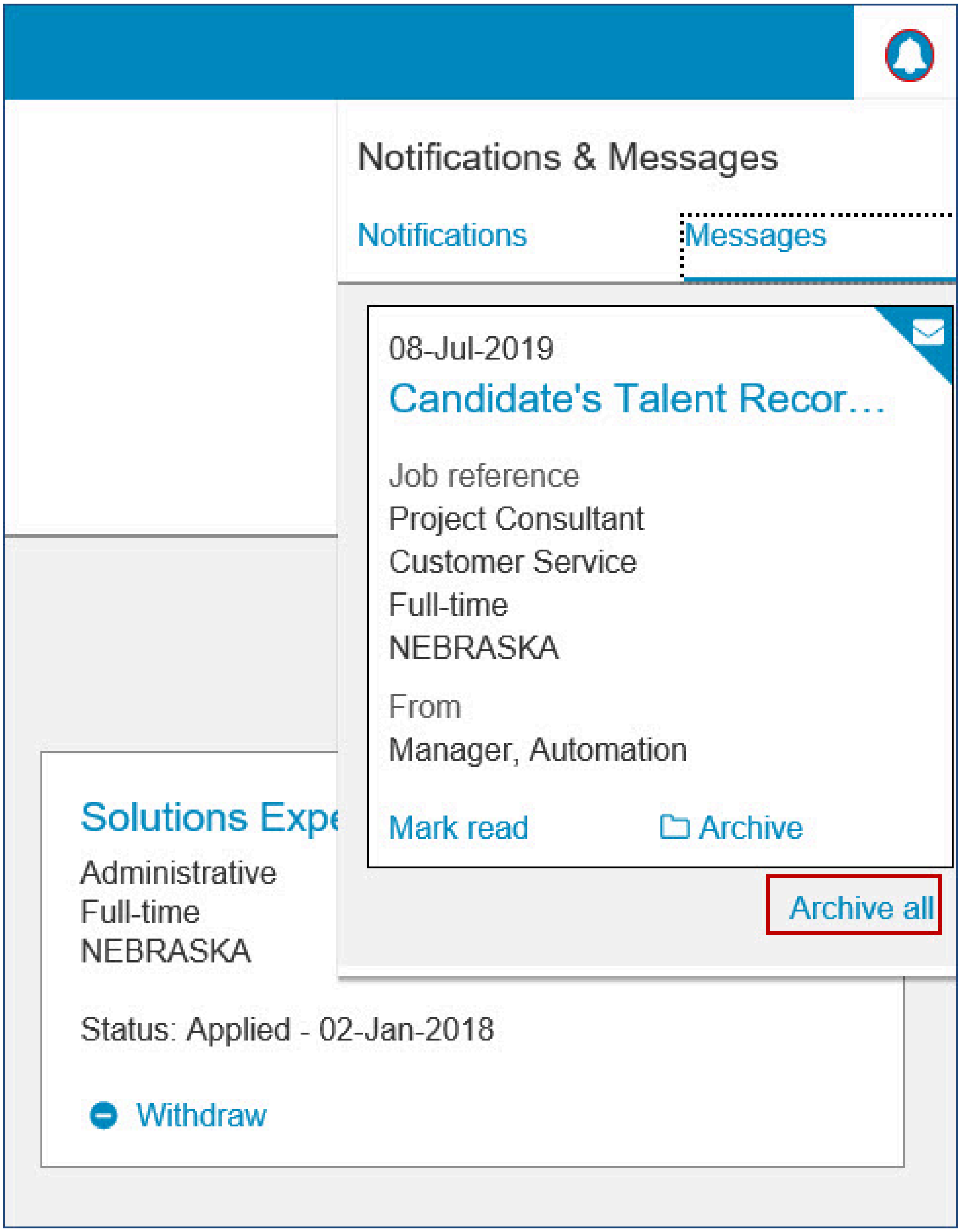


RTC internal reference #124766.

Notifications - Navigation Enhancements

During verification, it was observed that when a candidate uses screen reader and navigates to the notifications modal on the Talent Gateway, the navigation by using tab key is not user-friendly. The screen reader reads out the Messages tab irrespective of whether the notifications tab or messages tab is in focus. The tab navigation takes the candidate to the **Dismiss all** link before it takes the candidates to the messages or notifications. Starting this release, the tab navigation, and behavior of this modal is enhanced to ensure better user experience for candidates that use screen readers.

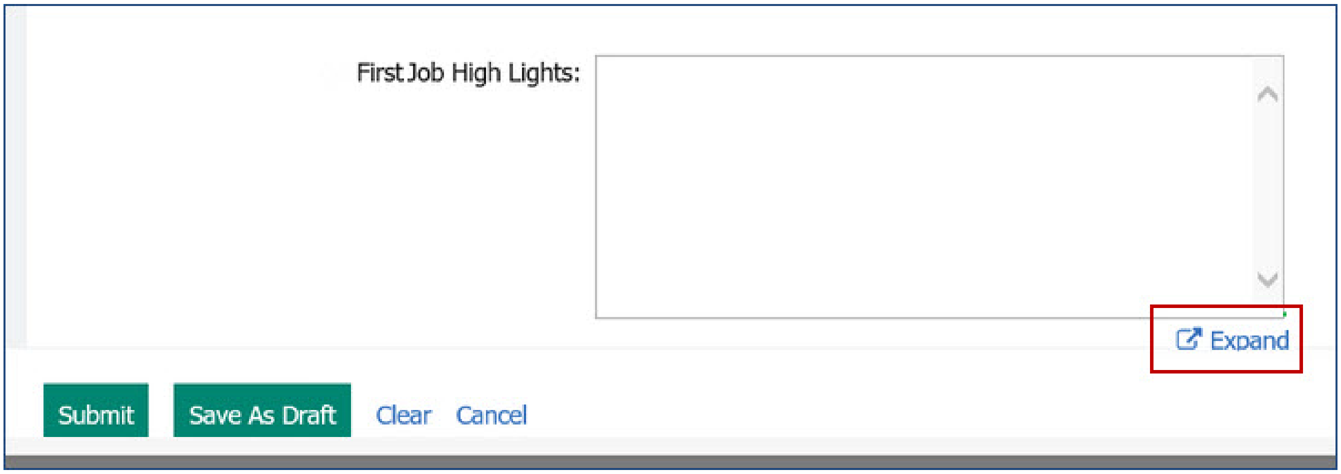
- The **Dismiss all** and **Archive all** links are moved to the end of the modal so that when the candidate navigates through to these links after they complete with the notifications or the messages.



RTC internal reference #123806.

Talent Gateways - Text Area Expansion

It was observed that when candidates access a Talent Gateway by using the Internet Explorer browser, they cannot expand the text areas. In order to improve candidate experience, a link to expand text areas is provided next to the text areas. When candidates select this link, the text area is expanded into a new window. This provision is available irrespective of the browser that is used to access the Talent Gateway.

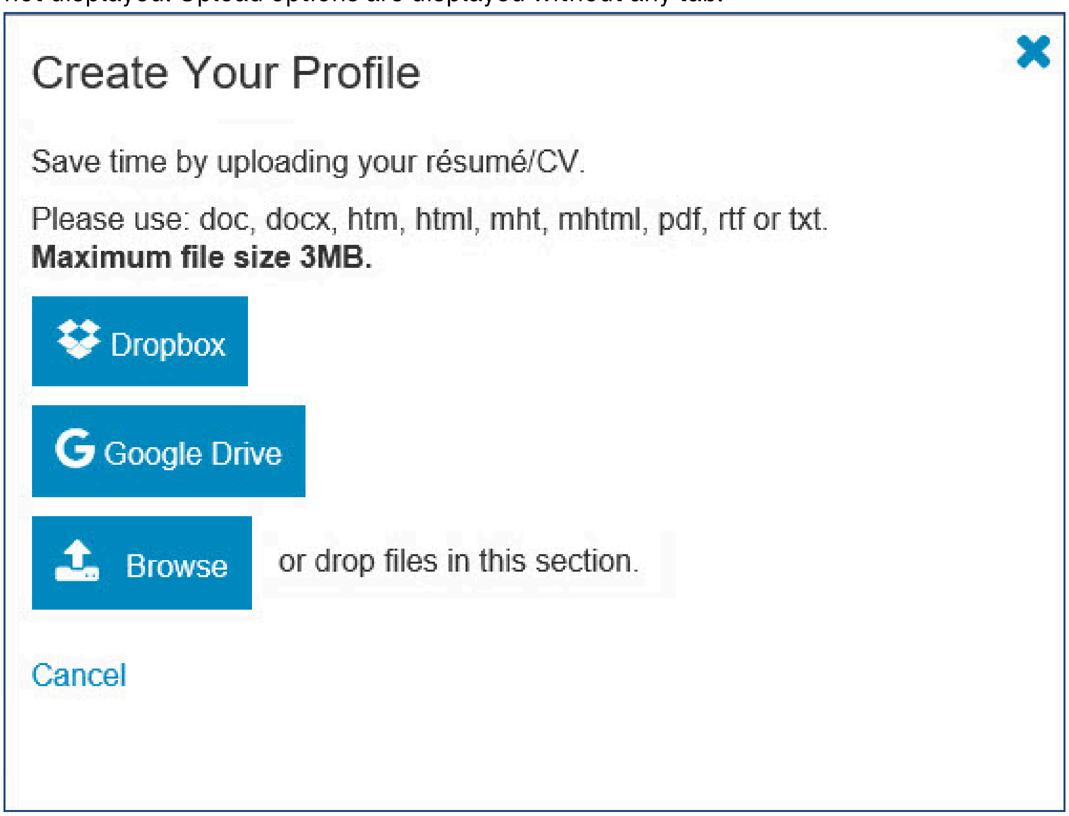


Internal reference # 124056

.

Talent Gateways - Dynamically Hide Import Tab

The Talent Gateway profile import modal has two tabs - Import and Upload. The import tab lets users import their profile from either a Social media account that is configured or from one of the files that are added to their profile. When a Talent Gateway is not configured with Facebook as the social media options, and does not have any saved files to be selected, this tab does not have any options and therefore is presented blank. Starting this release, instead of presenting as a blank, the Import tab is not displayed. Upload options are displayed without any tab.



RTC internal reference # 124506.

Talent Gateways - Avoid Repeat Assessment Email

When a candidate applies for multiple reqs, they might take an assessment and have a valid score. However, it was observed that an assessment email is sent to candidates even when they have a valid score. Starting this release, the system verifies whether there is already a valid assessment score before it sends an assessment email. The candidate no longer sees a Take Assessment button in the application process if they already have a valid assessment score.

RTC internal reference #124507.

Talent Gateways - Privacy Policy Page Title

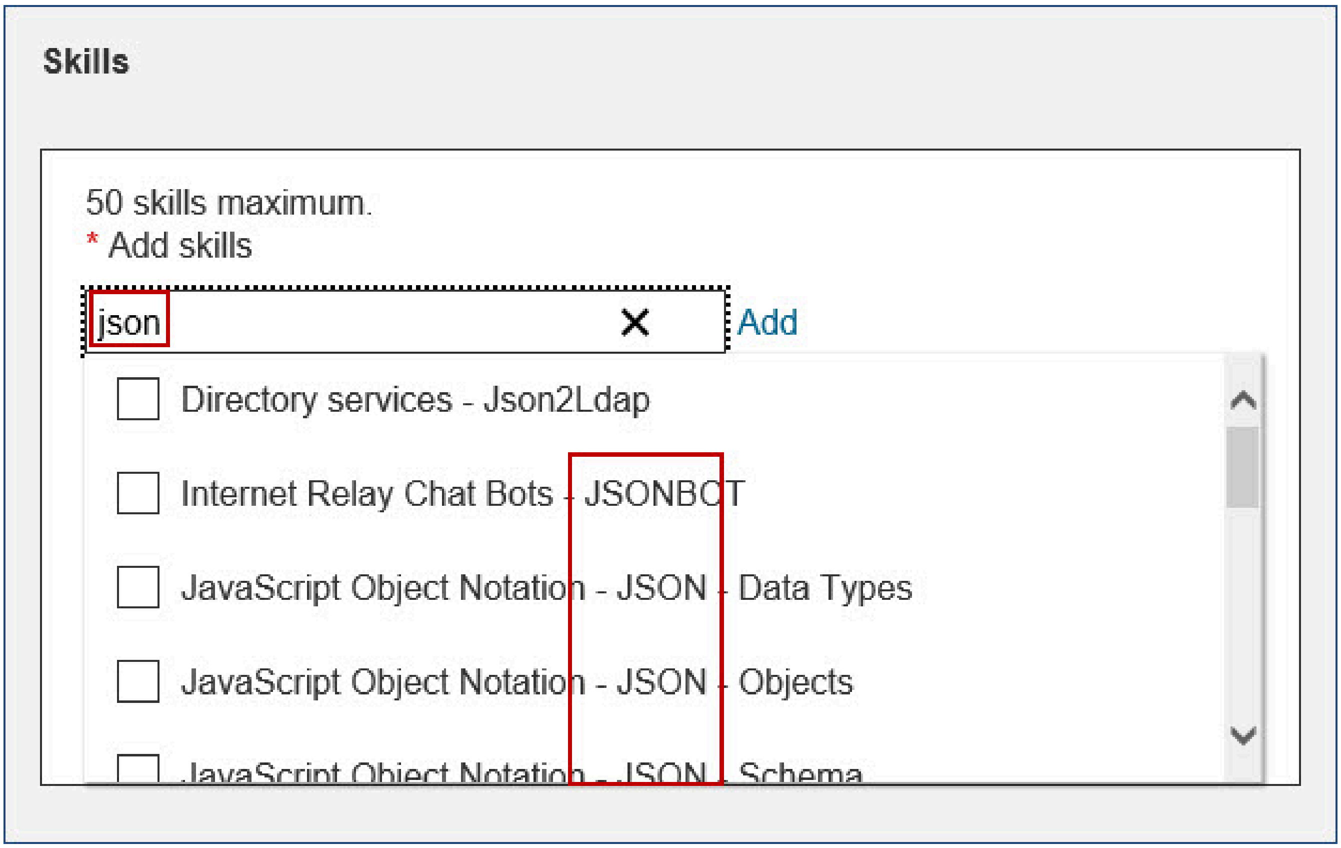
The page titles of the three different privacy policy statement pages were displaying the same title. These pages are updated to display accurate page titles based on the respective content of the page.

- Privacy question page shows the title **Privacy policy qualifying question** or a dynamic title from the question text. Previously, this page wasn't displaying a title.
- Privacy policy/statement page shows the title **Privacy Policy**.
- Privacy policy declined page shows the title **Non-Consent Policy**. This title is not configurable.

RTC internal reference # 124237.

Talent Gateways - Skills Search Enhancement

Starting this release, the search logic in the Skills field in Responsive Talent Gateways is changed to **contains** from starts with. This change comes along with the addition of context to the Skill itself.

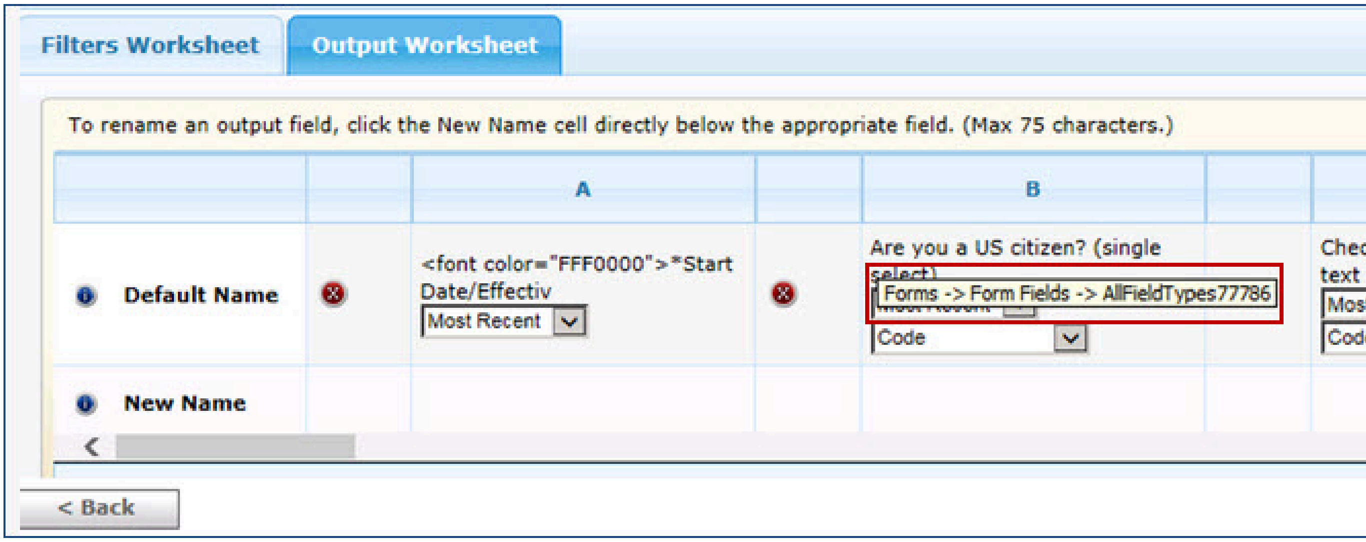


RTC internal reference # 125120.

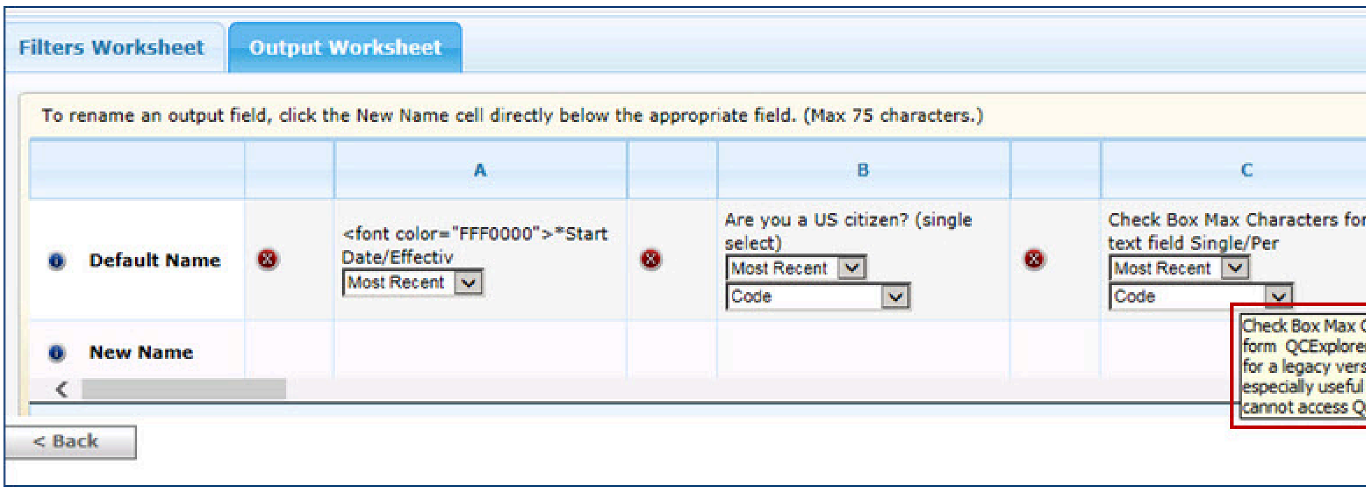
Data Insight Tool - Tooltip Display Enhancements

It was observed that the tooltips of form fields that have a name of over 50 characters is not displayed accurately in the Output worksheet. To improve user experience and consistency, starting this release, the tooltip displays the navigation and the complete form name.

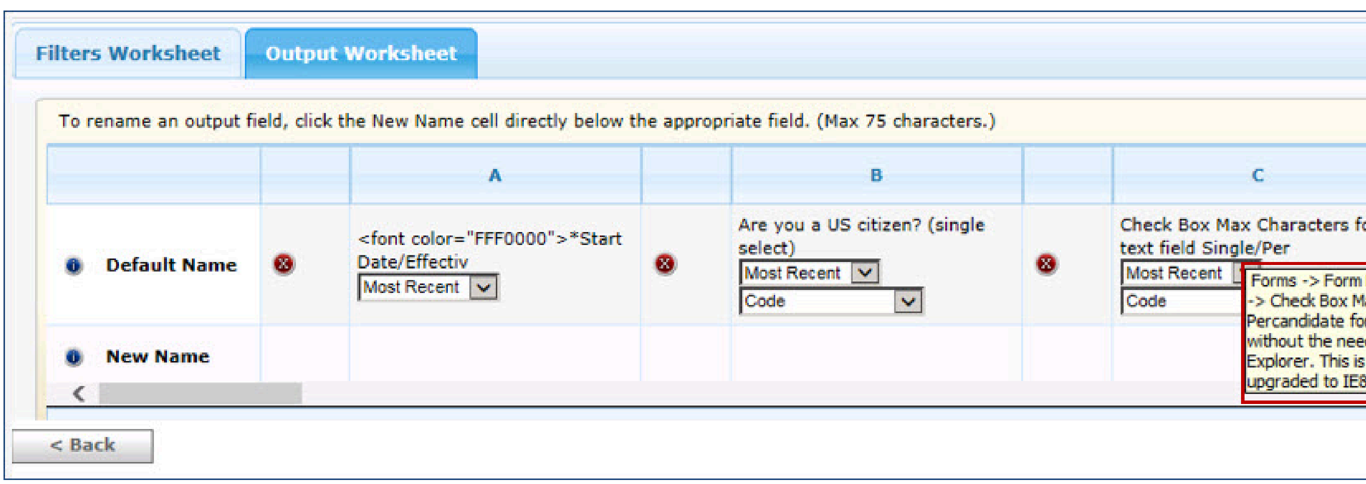
Before this change when form name is fewer than 50 characters:



Before this release when form name is more than 50 characters:



Starting this release:



RTC internal reference # 123114.

Integrations - Export Failure Messaging

New Candidate export integrations between BrassRing and Onboard show that the export is getting completed even when some of the mandatory field information is not sent. Starting this release, when a mandatory field does not receive information during an export process, an error message is displayed. In case of asynchronous transactions, message is retried after 2 minutes and if the responses are still missing, the export is failed.

RTC internal reference #125720.

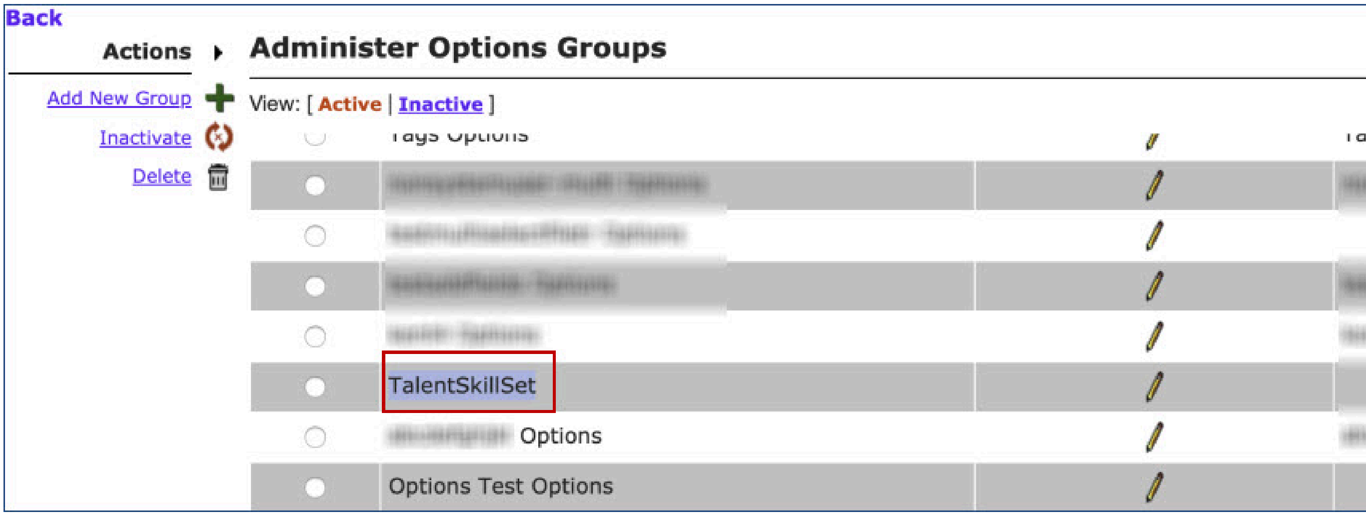
Lead Manager - Attachments to Campaign Profiles

Starting this release, Lead Manager campaign profiles have the option of uploading file attachments. The maximum file size is 10 MB. This feature helps campaign managers to add campaign-related files to the campaign profiles.

Lead Manager - Skills Field in Lead Profile

Starting this release, a new Skills field is added in the Lead Manager's Lead profile section. When a CV file is uploaded to a lead profile, the skills information is parsed from the file and is added to the Skills field. If there are no skills that are parsed from the file, the field remains blank. Users can also manually add skills to this field. This field has an auto-complete feature and suggestions are loaded from various resources like Talent Skill Set that can be configured in the Workbench.

Workbench Configuration path: **Tools** > **Lead Manager** > **Administer Options Groups**



RTC internal reference #124422, 124423.

Lead Manager - Retiring External Search

Starting this release, the **External Search** feature that works based on the **TalentFilter API** is retired effective **December 28th 2019**. This decision is based on client feedback and usage data that is collected over the last two years. After 28 December 2019, the option External Search is not available in the Lead Manager menu.

Contact your Costumer Success Manager with any questions or concerns you might have.

Configurable Changes

The current release of IBM Kenexa BrassRing on Cloud does not include any configurable features for BrassRing and IBM Kenexa Lead Manager.

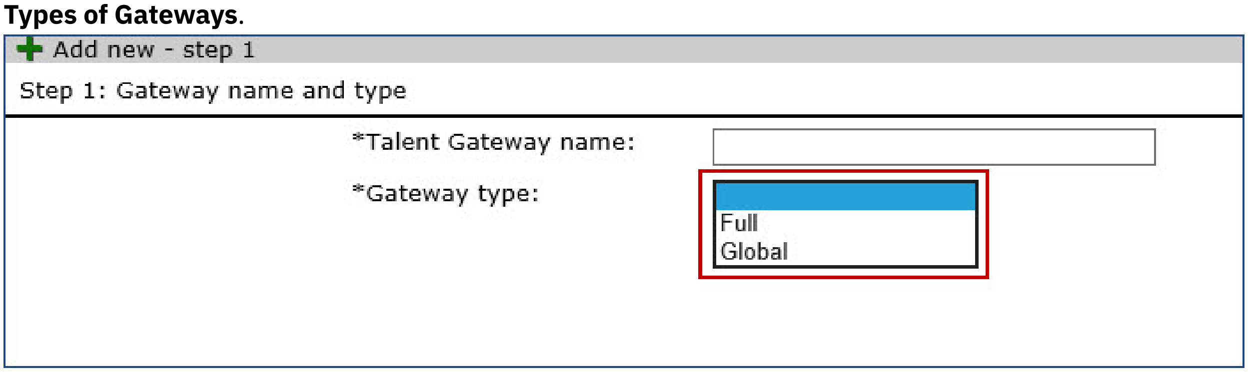
BrassRing Workbench

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

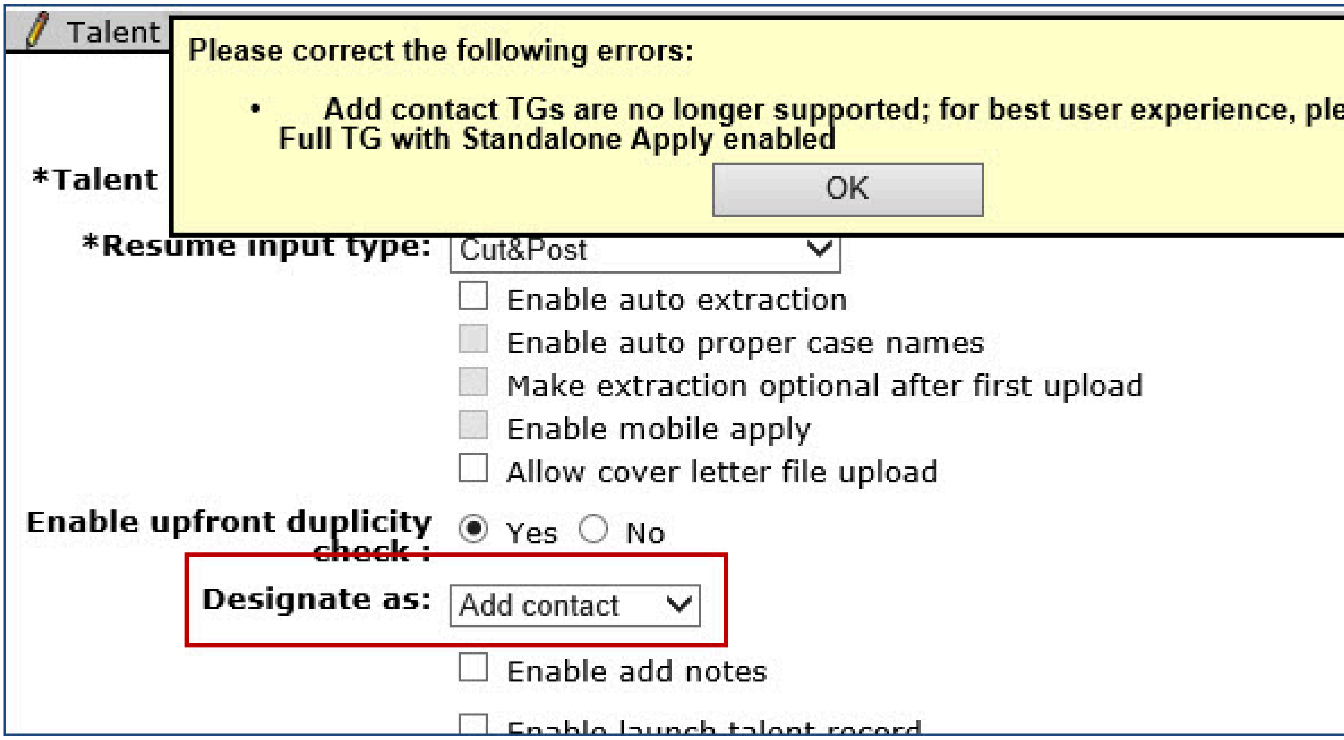
Talent Gateways - End of Support for Basic Talent Gateways

As a part of the process of ending support for classic and basic Talent Gateways, starting this release, BrassRing clients cannot create basic Talent Gateways. The following are the changes to the Basic Talent Gateways:

- Add Talent Gateways modal in Workbench does not have an option of Basic Talent Gateways in the **Types of Gateways**.



- When users edit a Basic Talent Gateway, if Add contact is selected in **Designate as** setting, the change cannot be saved. An error message is displayed.



- If an existing Basic Talent Gateway is inactive and it's Designate As is selected to be Add contact, that Talent Gateway cannot be activated. An error message is displayed.
- If a user tries to save an existing Basic Talent Gateway as new, and the Designate as is selected to be Add Contact, upon selecting save, an error message is displayed. Gateway cannot be saved as new.

Note: Existing Basic Talent Gateways remain usable until further notice. The current changes prevent clients from adding more Basic Talent Gateways to their active list.

RTC internal reference # 125186.

Rules Automation Manager - Post Documents to Candidate Zone

Starting this release, Rules Automation Manager triggers can be used to post documents to the Candidate zone. A new action item **Post Document to Candidate Zone** is added to the RAM in Workbench. Before this release, only forms might be posted to the candidate zone by using RAM. The documents that are created and belonging only to specific req can be posted by using this feature.

RTC internal reference # 122744.

Onboard

Client Reminders

The current Onboard release includes the following client reminders. Client reminders remind clients of recently distributed important notices and links to comprehensive documentation and training for the special features recently introduced.

This document presents changes for the **November 2019 release of Onboard on Cloud**:

- Staging - November 7, 2019
- US Production - November 16, 2019

Dark Launch Features

The current Onboard release includes the following Dark Launch features. Such features 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.

Third-Party Approval - Overview

This is a **dark launch feature**. The Third-Party Approval enhancement allows people other than the onboard manager or new hire to approve I-9 Section 2.

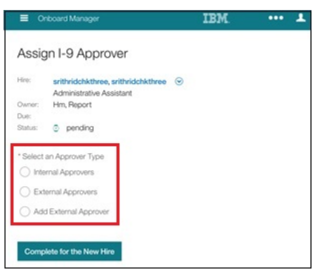
USE IN ONBOARD NEW HIRE

When this feature is enabled, the new hire will no longer need to enter third-party approver details for I-9 Section 2. These fields will be removed from the interface.

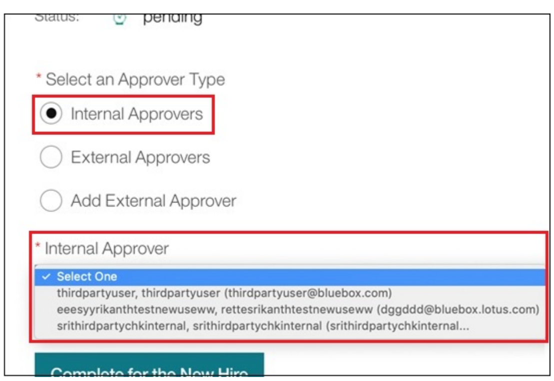
USE IN ONBOARD MANAGER

Onboarding managers are assigned an **Assign I-9 Approver** task where they can select the approver type (internal/external) for the I-9, and also add external approvers. (Note: During the dark launch, Assign I-9 Approver activity is inactive and read-only by default. Clients who need it can make it active through a maintenance ticket using DB script.)

- **Internal Approvers**. This is a prepopulated list of internal third-party approvers. Note: Administrators must use the user import feature in the Admin application to do a one-time sync to give all their necessary Talent Suite users access to Onboard and assign them to the third party approvers user group.
- **External Approvers**. This is a prepopulated list of external third-party approvers. They are not employees, but need to approve I-9 Section 2 (for example, external legal counsel). Note: All existing third-party approvers who were previously created from I-9 Section 1 are shown as External Approvers. If clients want to move any of the approvers from External to Internal, they must create a maintenance ticket that contains the list of users who will be assigned as internal approvers.
- **Add External Approvers**. This allows users to add external approvers on the fly. Users cannot use this option to add existing employees who do not have access to Onboard.

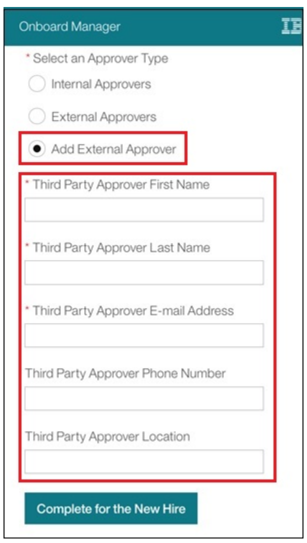


Select an Approver Type: Internal Approvers:

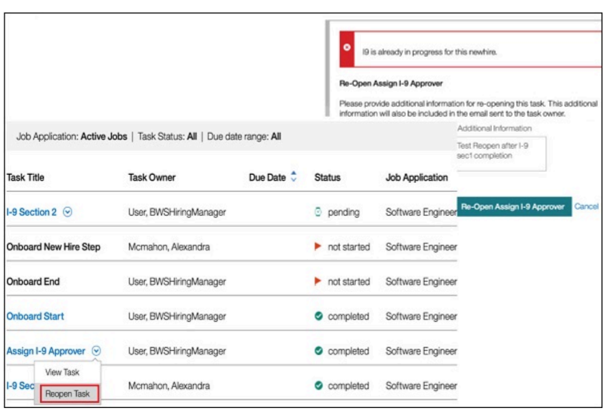


Select an Approver Type: External Approvers: Note: When an onboarding manager selects an External Approver, that person receives an email with a link to access and complete Form I-9. The approver can copy the URL into their browser and complete the form. If approvers have not used Onboard, they receive a separate email with login credentials.

Add External Approver:



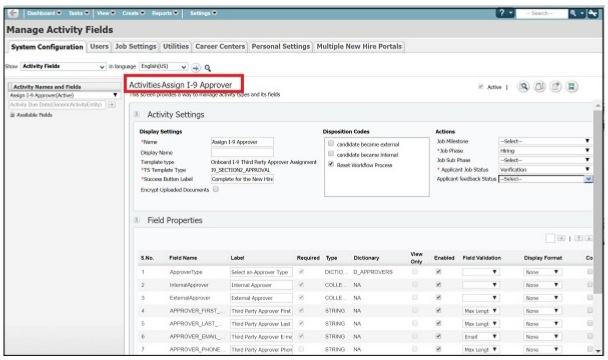
Reopen Assign I-9 Approver:



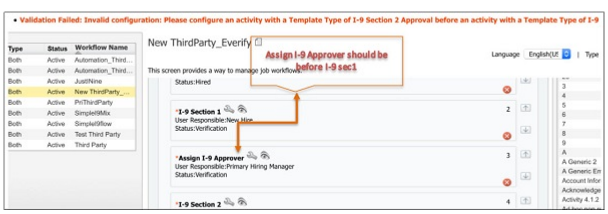
PROCESS AND CONFIGURATION

1. Transfer the responsibility of assigning a third-party approver from the new hire to the employer. This means new hires will no longer need to enter the third-party approver details in the I-9. These fields will be removed.

2. Split existing third-party approver into two new approver types: internal approvers (actual employees and existing users) and external approvers (for example, external legal counsel).
   - All existing third-party approvers that were previously created from I-9 Section 1 are shown as External Approvers.
   - If clients want to move any of the approvers from External to Internal, they must create a maintenance ticket that contains the list of users who will be assigned as internal approvers.
3. On the **Manage Activity Fields** screen, there is a new activity called **Assign I-9 Approver**. It is a standard activity like I-9 Section 1 and Onboarding US W4, so is already created and cannot be duplicated. It allows clients to configure who the third-party approver for the respective new hire should be.



4. On the **Manage Job Workflow** screen, add a new workflow activity called **Assign I-9 Approver** into the workflow. This activity allows clients to configure who the third-party approver for the respective new hire should be.
   a. During the dark launch, the Assign I-9 Approver activity is **inactive and read-only** by default. Clients who need it can make it active through a maintenance ticket using DB script.
   b. The default task owner for this activity is: **Hiring Manager**.
   c. The **Allow Third Party I-9 Section 2 Approver** check box must be deselected to avoid the new hire entering third-party details again.
   d. The **Assign I-9 Approver workflow must precede the I-9 Section 1 workflow**. It should never be after the I-9 Section 1 workflow, but can be moved to an earlier place in the process.



   e. The **activity has three sections**:
      - **Assign Internal Approvers**: This is a prepopulated list of users who are assigned to the third-party user group. Responsible users can select a user and select Submit to assign Section 2 to that user for approval. Note: Administrators must use the user import feature in the Admin application to do a one-time sync to give all their necessary Talent Suite users access to Onboard and assign them to the **third party approvers** user group.
      - **Assign External Approvers**: This is a prepopulated list of external people who are not employees but need to approve I-9 Section 2 (for example, external legal counsel).
      - **Add External Approvers**: This allows users to add external approvers on the fly. Users cannot use this option to add existing employees who do not have access to Onboard.

5. Allow approvers to be assigned for a new hire from Brassring. Clients must pass the user name of the approver as part of the job application entity in the B-O integration. Within the XSL mapping:

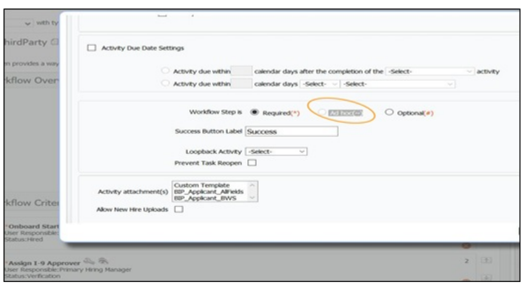
```
<JobApplicationEntity>
<thirdPartyApproverName>
<xsl:value-of select="$Onboard/*:Candidate/*:UserArea/
*:Id[@idOwner='ThirdPartyApproverName']/*:IdValue" />
</thirdPartyApproverName>
```

   a. The user must already have access to Onboard as a third-party user. Otherwise, this user is not assigned, and an error message will display during the B-O integration.
   b. Approvers can also be assigned via the V2 services.
   c. The user is assigned as an internal approver and the details are autopopulated in the approval activity. The responsible user type must review and complete the activity.
6. Add two new markers to the third-party approval communication template:
   - `<%=due.date%>`. Displays due date for I-9 section 2 approval activity to be completed.
   - `<%=new hire.startdate%>`. Displays the start date of the new hire.

Third-Party Approval - August Enhancements

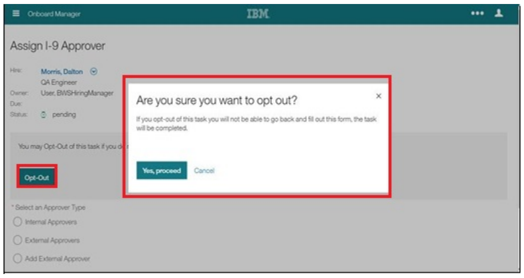
There are enhancements to Third-Party Approval.

- For **Assign I-9 Approver** task:
  - The **Adhoc** workflow step option is disabled for the Assign I-9 Approver task.

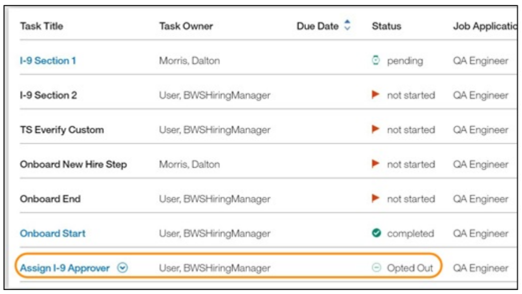


  - The **Allow Third Party Approver** option is disabled if the Assign I-9 Approver is added into the workflow.
  - The **reopen of Assign I-9 Approver** task is not allowed if I-9 Section 2 is completed with receipts.

- On the Assign I-9 Approver page, there is an **Opt Out** button for a third-party task. If a task is opted out, the following message displays: *If you opt-out of this task you will not be able to go back and fill out this form; the task will be completed.*



Assign I-9 Approver Task - Status: Opted Out:



Task Title	Task Owner	Due Date	Status	Job Applicatio
I-9 Section 1	Morris, Dalton		pending	QA Engineer
I-9 Section 2	User, BWSHiringManager		not started	QA Engineer
TS Everify Custom	User, BWSHiringManager		not started	QA Engineer
Onboard New Hire Step	Morris, Dalton		not started	QA Engineer
Onboard End	User, BWSHiringManager		not started	QA Engineer
Onboard Start	User, BWSHiringManager		completed	QA Engineer
Assign I-9 Approver	User, BWSHiringManager		Opted Out	QA Engineer

- Change **Completed By** for a third-party task.

Third-Party Approval - Reassign Approver When I-9 Section 2 Is Open

A user can **reassign/update the I-9 Section 2 approver** (either internal or external) while I-9 Section 2 is open (draft, in progress, or overdue). This is useful in scenarios where the initial approver is not able to approve or is unavailable.

Two validations were added:

- When the approval activity is reopened, the link for active/in-progress I-9 Section 2 activity in the **My Task**s page is disabled. Once the approval activity is completed, the link is again enabled.
- When the user tries to complete I-9 Section 2, the system checks the **status** of the approval activity:
  - If approval activity exists (in the workflow) and is complete, then I-9 Section 2 is marked as complete.
  - If the approval activity exists and is not complete, then the following error message displays: *The current activity cannot be completed as a preceding I-9 approval activity has been reopened. Please contact the hiring manager and have them close the earlier activity*.

Visible Changes

The current Onboard release includes the following visible changes.

Immediate Indexing for New Hire Email

Previously, a discrepancy could occur regarding a new hire's primary email in Manage New Hires page versus what was reported through the Reporting tool.

Now, **immediate indexing** ensures there is no discrepancy.

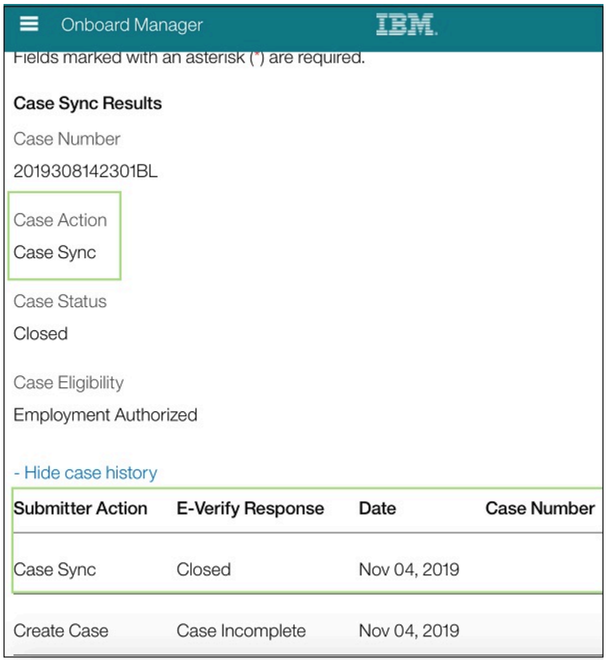
E-Verify: Case Sync

There is a visible change in an E-Verify screen.

In **E-Verify** cases, if a case receives an interim status such as Queued or Manual review, the further status of this case will be updated in DHS at a later point of time.

In **Onboard**, when an E-Verify task is opened, the case sync to DHS happens, and if there is any status update made to the case status in Onboard during this sync, a new case action is added known as **Case Sync** and the corresponding update is saved with this case action.

This case action also displays in the Case History table, as case details in the E-Verify screen.



I-9: Section 3 Validation
Validation occurs when generating I-9 Section 3 when Section 2 is not completed or the I-9 is not available in the workflow.

I-9 Section 3 is still generated for the latest job application if the new hire has more than one job application.

Configurable Changes

The current Onboard release does not include configurable changes. Configurable features must be configured or enabled to be visible and available to users.

Fixed Defects

In the current IBM Kenexa Onboard on Cloud release, the following defects were addressed.

RTC Jazz Number	Defect Description
219890	Skill Case #TS002395333 - US - I-9 Section 3 not tied to the correct New Hire profile where I-9 Section 1 and 2 was completed.
220221	TS002409827 - Skill Case Closed - I-9 is already in progress for this new hire.
223974	TS002645077 - The Portlet is not available message when viewing contract activity.
224098	TS002652621 - Discrepancy of primary email in Manage New Hires page versus in Report and personal information tab.
225642	TS002544225 - Dark Launch 3rd party configuration.

RTC Jazz Number	Defect Description
226504	TS002771944 - Unable to upload file in Documents section as disappear (TS002809196, TS002692806) (TS00 2965071).
227259	ESCALATED - TS002837663 - Third party not assigned.
227436	TS002841866 - E-Verify/I-9 error received when trying to reopen I-9 from Standalone E-Verify task (B-6-029-XXXXXX. I-9 reopen has failed.)
227671	TS002864740 - Manage New Hires - Unable to filter on Dispositioned dates - S-1-001 error received.
227940	TS002883474 - Standalone E-Verify disappears after I-9 is reopened and completed.
228000	TS002902011 - Validation error for SSN field.
228002	TS002901083 - Unable to save Personal Information tab due to email address error.
228046	Skill case TS002911163 - In IE 11, for photo match case in E-Verify, when we try to upload a photo then we get Please Wait statement and the screen is freezes.
228125	TS002905275 - E-Verfy V30 - Pull in Submitters Email address.
228168	TS002907521 - Manage New Hires - blank E-Verify Fields V30.
228270	ESCALATED - TS002913168 - FAN not available for referred case V30.
228404	TS002918332 - E-Verify Expiration Date error.
228528	ESCALATED - TS002928767 - Photos Not Appearing for Photo Matching Required - cases created post V30.
228760	ESCALATED - TS002939884 - Scheduled Report E-Verify Details_TSfailure notification.