IBM Kenexa BrassRing on Cloud

IBM Kenexa BrassRing on Cloud Release Notes

December 11, 2017



Note Before you bage x and	use this information "Notices" on page	n and the produc x.	t it supports, r	ead the informa	tion in "Safety ar	nd environmenta	l notices" on

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Introduction

This document presents changes, both visible and configurable, included in the December 11 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.

New Knowledge Center

The existing IBM Talent Management Solutions and Watson Talent Knowledge Center is now part of the IBM Knowledge Center (KC).

It contains all IBM Kenexa Talent Management Solutions (TMS) & Watson Talent user documentation and training materials (such as eLearning). Users can easily navigate within a document as well as link to other documents and training resources.

With the December 2017 release, all documentation Help links from the Talent Suite will launch the new KC.

Note: Temporarily, in order to view the IBM TMS KC, you must log in with an IBM ID that is authorized to access it.

- 1. Obtain an IBM ID by selecting this link https://www.ibm.com/account/us-en/signup/register.html and enter all required information on the sign up page.
- 2. Once you have an IBM ID, sign in by selecting the people



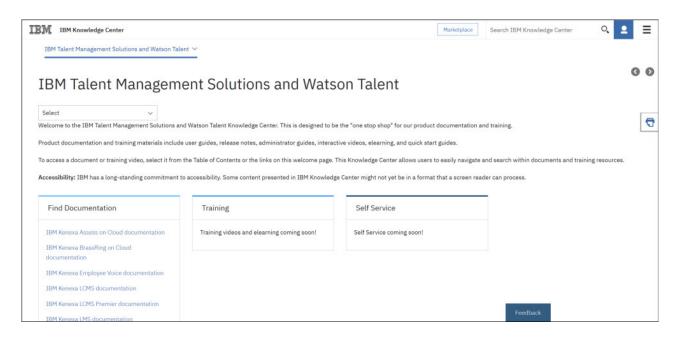
For more detailed information about new IBM TMS KC and detailed instructions for obtaining and IBM ID and signing in to the IBM TMS KC, refer to the following sections.

Benefits of the New Knowledge Center

- State-of-the-art features allow for a better user experience and a more responsive platform.
- Content is updated regularly to always be current.
- All content is in one location for documentation and training.
- Better search navigation.
- · Usage metrics will allow IBM to better monitor how documentation and training are used.

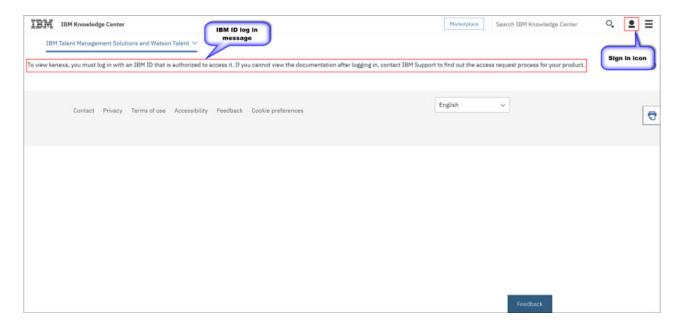
Access the new IBM TMS KC URL to explore and enjoy. IBM Talent Management Solutions and Watson Talent Knowledge Center

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Important: With log in to the IBM Talent Management Solutions and Watson Talent site on the IBM KC, you may encounter the following log in message.

To view kenexa, you must log in with an IBM ID that is authorized to access it. If you cannot view the documentation after logging in, contact IBM Support to find out the access request process for your product.



If this occurs, please use the following instructions to set up an IBM ID and sign in to the TMS IBM KC.

Create an IBM ID Instructions

To create an IBM ID,

- 1. Access the **Sign up to IBMid** page by selecting the following link: https://www.ibm.com/account/us-en/signup/register.html
- 2 IBM Kenexa BrassRing on Cloud: IBM Kenexa BrassRing on Cloud Release Notes December 11, 2017

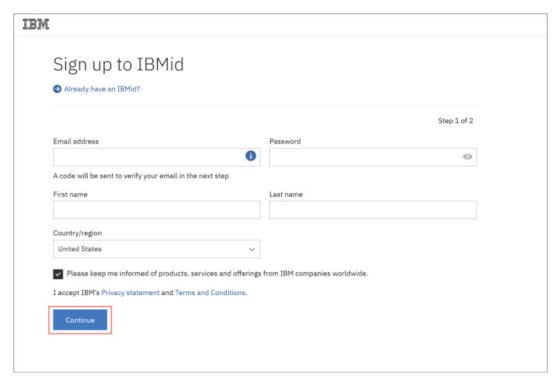


Figure 1. Sign up to IBMid page

Note:

If presented with the Sign in to IBMid page,

- a. Select Use a different IBMid or email.
- b. On the next page, select Need an IBMid?. That will bring you to the Sign up to IBMid page.

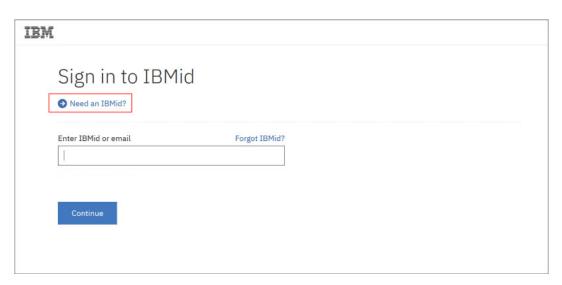


Figure 2. Sign in to IBMid page

- 2. Enter the following required credentials.
 - Email address (This email address is used as your IBMid.)
 - Password
 - First name

- · Last name
- Country/region
- 3. Select **Continue** to accept the IBM Privacy statement and Terms and Conditions and to continue with registration. (A confirmation email is sent to the email address that you entered.)
- 4. Retrieve the confirmation code from the email that is sent to the email account that you specified for your IBMid.
- 5. Enter the confirmation code and select **Sign up for an IBMid** to complete your registration. Your IBM profile page opens. (This profile page provides an overview of all products and services that are associated with your IBMid account, notifications, events, and more.)

You can now use your IBMid to sign in to the IBM Talent Management Solutions and Watson Talent IBM Knowledge Center and navigate to your product documentation and training.

User Sign in Instructions

To sign in with your IBM ID,

- 1. Select the people icon on the log in message page.
- 2. Select Sign in.

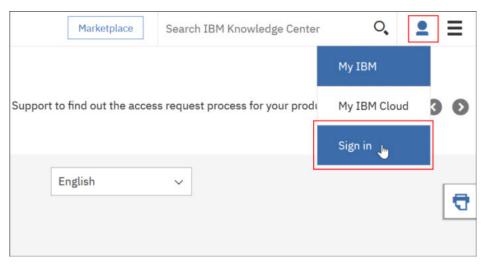


Figure 3. Select people icon to sign in

3. Enter your email address you are using for your IBM ID and password on the following page(s).

End of Support for Prove It!

IBM has made the strategic decision to retire Prove It!. The focus is to streamline our offerings which allows us to invest in your future like never before delivering industry leading assessment technology content to you and your candidates. The platform that you will be migrated to at zero cost is IBM Kenexa Assess on Cloud.

Your Prove It! account will be deactivated on Monday, January 15th.

In anticipation of end of support for Prove It!, clients will be moved to IBM Kenexa Assess on Cloud platform. Assess offers users and candidates a wealth of new and exciting features. If you are not familiar with Assess you will be delighted to hear that it:

- Is a secure and scalable Enterprise level Assessment platform including <u>self service</u> functionality such as branding, usage tracking and much more
- Can deliver a vast range of assessment types, including Computer Adaptive and Gamified Assessments

- Supports mobile devices via a responsive user interface design, as well as Assistive Technology, such as screen readers
- Improved report formatting and complete multilingual support
- Can be run as a stand alone service and can be integrated with many other Applicant Tracking Systems

Acton Required

Clients will receive a system generated email from Assess in the next few weeks asking you to reset your password. Once you do that, you will be taken to Assess. Clients need to Save Your URL. If you are unable to login, you may need to reset your password. You might also receive a note saying session or link expired. If either of those occur, please proceed by clicking the "forgot password" link. In the meantime, please visit IBM's Prove It! Migration to Assess Support Portal.

This site contains everything you need to know regarding the migration and Assess. Your organization's Prove It! data is owned exclusively by you. IBM strongly urges all clients to review the data retention requirement of your business and retrieve, store and maintain your heritage assessments results according to those retention requirements. In order to ensure ample time to utilize the self-service data extraction options available on Prove It!, we recommend beginning internal conversations around retention policies now. A Prove It! FAQ Data Extraction document is also located in IBM's Prove It! Migration to Assess Support Portal.In the coming weeks, we will be in touch. If you have any questions, please feel free to contact us via email at IBMPSAU@us.ibm.com

Action Required: You will be receiving a system generated email from Assess in the next few weeks asking you to reset your password. Once you do that, you will be taken to Assess; be sure to save your URL. If you are unable to login, you may need to reset your password. You might also receive a note saying session or link expired. If either of those occur, please proceed by clicking the "forgot password" link.In the meantime, please visit IBM's Prove It! Migration to Assess Support Portal. This houses everything you need to know regarding the migration and Assess. Your organization's Prove It! data is owned exclusively by you. IBM strongly urges all clients to review the data retention requirement of your business and retrieve, store and maintain your heritage assessments results according to those retention requirements. In order to ensure ample time to utilize the self-service data extraction options available on Prove It!, we recommend beginning internal conversations around retention policies now. A Prove It! FAQ Data Extraction document is also located in IBM's Prove It! Migration to Assess Support Portal.In the coming weeks, we will be in touch. If you have any questions, please feel free to contact us via email at IBMPSAU@us.ibm.com

For more information feel free to check out our Prove It! to Assess Support Portal Page here: http://www-01.ibm.com/support/docview.wss?uid=swg27049875.

End of Support for Classic Talent Gateway

Recently, a notice was sent to all IBM Kenexa BrassRing clients on October 18, 2017 informing clients that IBM Kenexa is discontinuing 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 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 are seeing a vast improvement in candidate completion rates. Sunsetting 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, meaning that although IBM will not be shutting Classic Talent Gateways off, IBM will no longer work on bug fixes specific to Classic Talent Gateways and 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 on the Support Portal 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.

Visible Changes

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

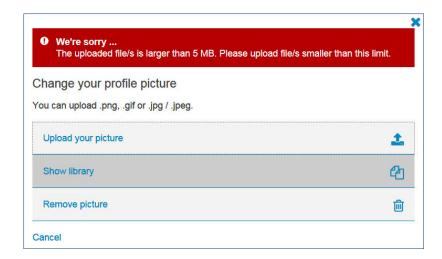
Responsive Apply

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.

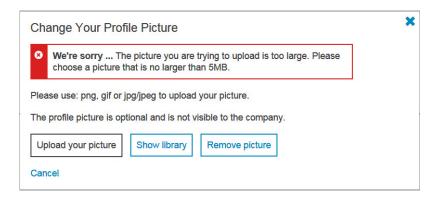
Responsive Talent Gateways - Error Messages

To improve candidate experience and also to comply with accessibility and candidate experience guidelines, error messages in the responsive Talent Gateways are enhanced.

Error message before this release.



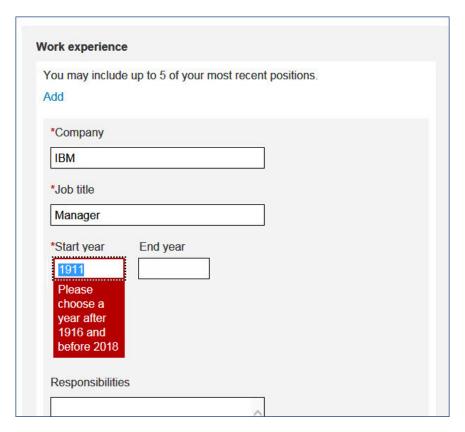
Error message after this release.



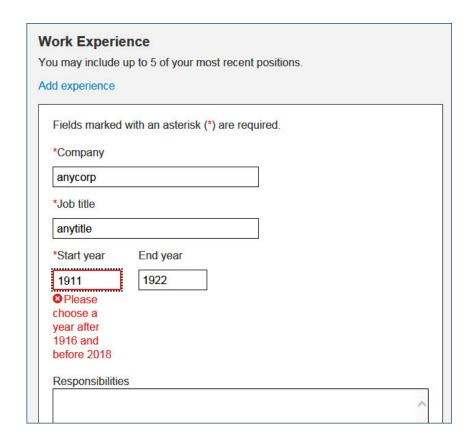
Following are the enhancements that are made to error messages during this release:

- Error messages are displayed both at page level and field level.
- The page level error message box in red background color and white text with exclamation icon is replaced.
- The new error message box has an x icon.
- The background color and the text color of the page level error message box are same as the branding colors of the responsive Talent Gateway.
- When multiple errors and multiple parts of information need to be displayed, they are listed as bullet points.
- Hyperlinks provided in the error messages are underlined only during mouse hover.
- The icons in the error message box cannot be clicked or selected.
- Text color of field level error message is Red.
- Field level error message does not have a box starting this release. The error message is preceded with a x icon
- The field level error message is removed when the error condition in that field is resolved. If all the errors of the page are resolved, the page level error message is removed.

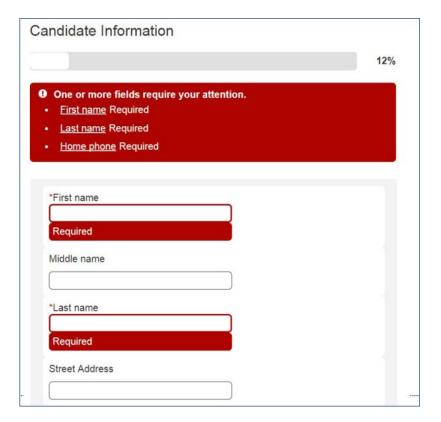
Field level error message before this release.



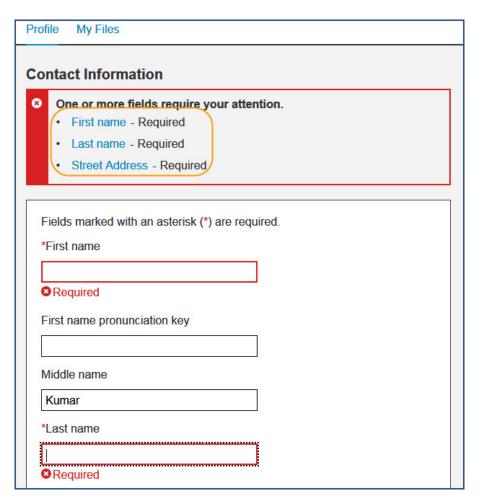
Field level error message after this release.



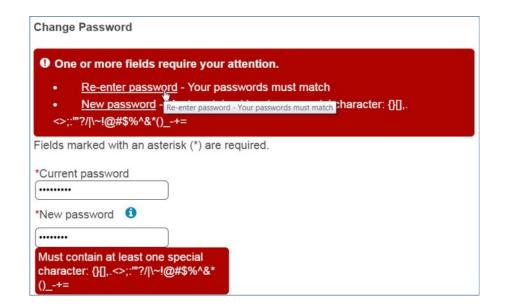
List of errors before this release

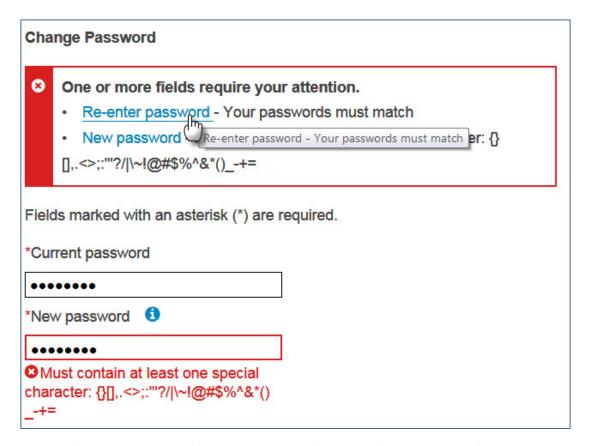


List of errors after this release.



Before



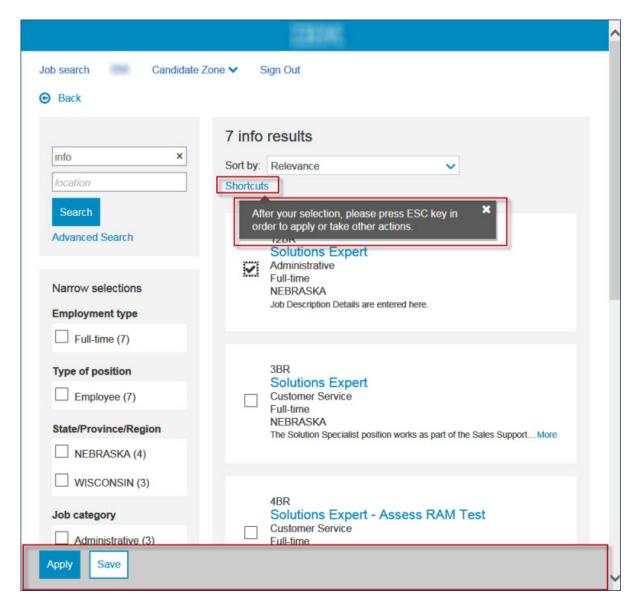


The error message enhancements are made across the responsive Talent Gateways. However, the enhancements that are made in this build are not applicable to generic, unknown, or unexpected error messages.

RTC Internal Reference # 51573.

Job Search Results - Accessibility Enhancement

The process of selecting and applying to jobs that are listed on the job search results page is not accessibility-compliant and is not easy to use for candidates that use only a keyboard. This issue is resolved by displaying a shortcut link and a message when the tab key is used for navigating the search results. When the candidate selects the shortcut link, a message is displayed instructing the candidates to press the Esc (escape) key to apply or save the selected jobs after the selection is complete. When candidates select at least one job, by checking the check box, an action bar is displayed at the end of the screen with the **Apply** and **Save** actions. Pressing the Esc (escape) key, moves the focus to the **Apply** action. By following this instruction, candidates that use only a keyboard to navigate, can easily select the jobs that they like and then press the Esc (escape) key on the keyboard to proceed to the application process.



RTC Internal Reference # 79955, 80264.

Responsive Gateway Questionnaire - Field Validations

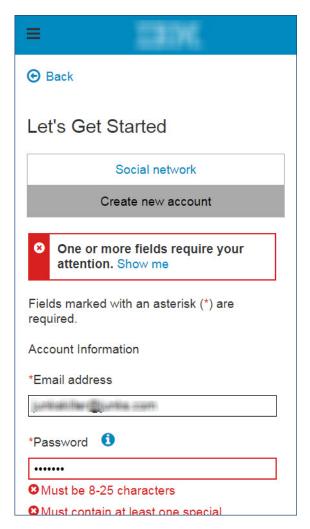
Currently when candidates apply through the Responsive Talent Gateway, which use Responsive Gateway Questionnaires, they may be required to complete fields that contain validations. These validations must be corrected before the candidate is allowed to proceed. However, if their submission is being rejected based on their responses to the questions, the time they have spent in correcting their responses is wasted. This results in a bad candidate experience. In order to improve the candidate experience, starting this release, the field validations are verified after the verification of the responses.

- If the responses provided by the candidates allow them to save and proceed further, then the field validations are verified.
- If there are any issues concerning validations, the respective field level error messages are displayed.
- If the responses of the candidates do not allow them to proceed further, field level validations are not verified. The rejection page is directly displayed saving the time and effort of candidates in meeting the validation requirements.

RTC Internal Reference # 40151.

Account Creation - Error Message

When candidates create an account on the responsive Talent Gateway, and do not meet one or more of the validation requirements in the process, a page level error message is displayed at the top of the page. If the screen is narrow and needs scrolling up and down, when the candidate selects Continue, the screen must scroll up to display the error message. However, it was identified that the screen is not scrolling up. This behavior is adjusted and the screen now scrolls up to display the error message.

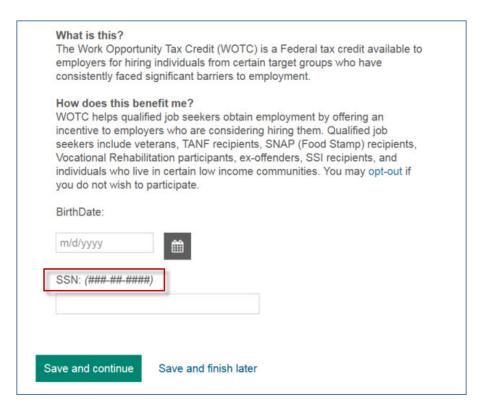


RTC Internal Reference # 53972.

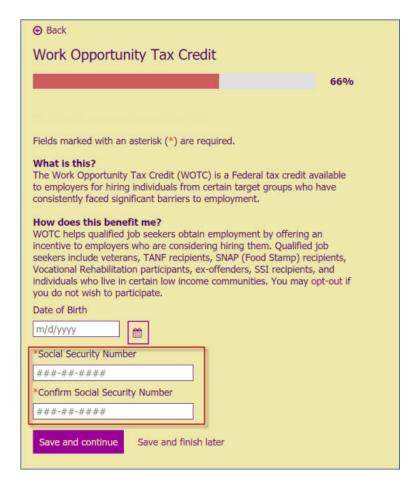
SSN Fields - Helper Text

The Social Security Number fields that are displayed in the Work Opportunity Tax Credit pages currently display the SSN format helper text in the field label. Displaying helper text in this manner does not meet accessibility guidelines. This behavior is now adjusted. The helper text is now displayed within the fields instead of displaying it in the label.

Helper text in label. Before this release.



Helper text in the field. After this release.

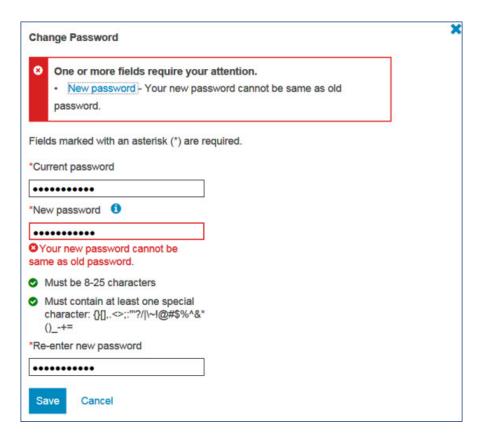


RTC Internal Reference # 54820.

Account Settings - Error Messages

The error messages that are displayed on the Change password screen in Account settings section of the responsive Talent Gateway are found to be inaccurate. Following are the updates that are made in various work-flows of the change password screen:

- If the current password provided is incorrect and the values that are given in the other fields are also incorrect, the error message never mentioned that the current password is incorrect. This behavior is now adjusted to display the appropriate error message.
- If the current password is invalid and rest of the fields are provided with valid values, the page level error message is displayed correctly, but the field-level error was missing. This behavior is now adjusted. An appropriate field level error message is now displayed.
- If the current password is a valid value and the new password that is provided is in correct format, but invalid content (example: same as current password), the page level error is correct, but field level error was missing. This behavior is now adjusted. An appropriate field level error message is now displayed.

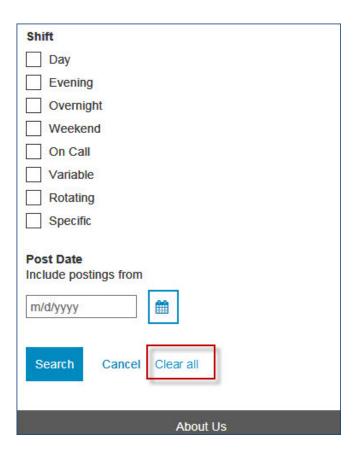


RTC Internal Reference # 95159.

Advanced Search - Clear all

The advanced search screen on the responsive Talent Gateways has a **Clear all** action. Selecting this action cleared all the selections in the advanced search fields. However, based on candidate experience considerations and usability guidelines, the **Clear all** action is now removed from the screen. Path: **Launch any responsive Talent Gateway > Advanced search**

Clear all action before this release.



Clear all action unavailable after this release.

Shift
Day
Evening
Overnight
Weekend
On Call
Variable
Rotating
Specific
Post Date Include postings from m/d/yyyy Search Cancel
About Us

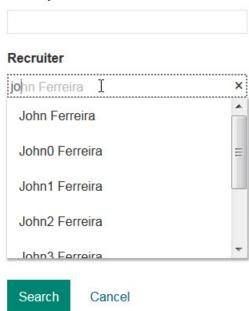
RTC Internal Reference # 25160.

Advanced Search - Removal of Add Button

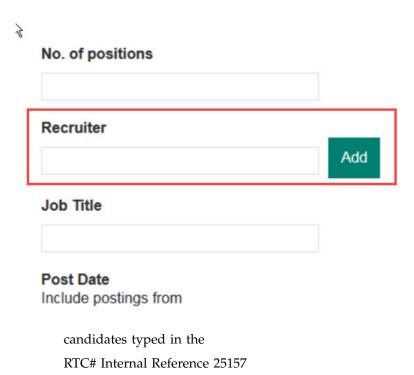
The Advanced Search workflow on Responsive Talent Gateways has changed.

Now when candidates type a search term into a field that supports **Predictive Search**, predictive search terms appear in a list beneath the field. Candidates can now choose a search term from the predictive list. The **Add** action no longer displays.

No. of positions



Previously when candidates used the **Advanced Search** feature on Responsive Talent Gateways and candidates typed a search term into a **Predictive Search** field, the predictive search terms appeared in a list beneath the field. Candidates then selected a predictive search term choice and then selected **Add**.



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.

Home Screen - Output fields

It was identified that the columns (other than Auto Req ID, New and Total) are shown as locked for some user types and those users are unable to change the display options on the **My open reqs** tab of the BrassRing new user interface. As per design, if a BrassRing user does not have access to candidates, the New and Total fields should not display to the user. However, the rest of the columns should not have a lock icon. This is now adjusted and lock icon is displayed only on appropriate columns based on the user type privileges of the respective users.

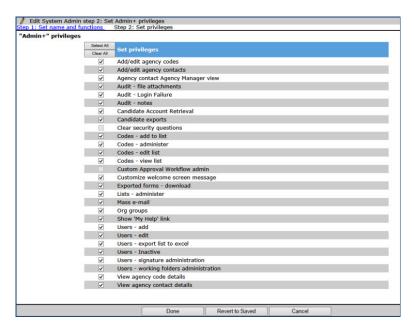


RTC Internal Reference # 95104

BrassRing - Talent Gateway Administration

As informed in the previous pre-release document, IBM Kenexa BrassRing is discontinuing support for classic Talent Gateways. BrassRing administrators cannot administer responsive talent gateways by using the Admin > Admin + > Talent Gateway menu in BrassRing. All of the responsive Talent Gateway administration should be completed in Workbench. Therefore, the user type privileges to administer Talent Gateways are removed from the Workbench.

Workbench Path: Tools > Users > User types > Edit type permissions > edit Set privileges > Admin + (Talent Gateway user type privilege has automatically been removed.



The Talent Gateway menu option is no longer available within BrassRing.



RTC Internal Reference # 93060.

Search - Quick Search Updates

To enhance the quick search functionality in BrassRing, allowing for a better user experience, the following updates now display:

 In Profile name is now In Resume. Users now understand that the search looks within the resume.

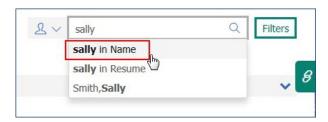
Before this change:



After this change



• In Name has been added. Selecting this option searches specifically in the candidate name fields. Selecting this option instead of In Resume focuses the system on the name fields instead of pulling all candidates that my have that name within their resume.



Selecting this option also does not display the OFCCP requirement, if enabled.



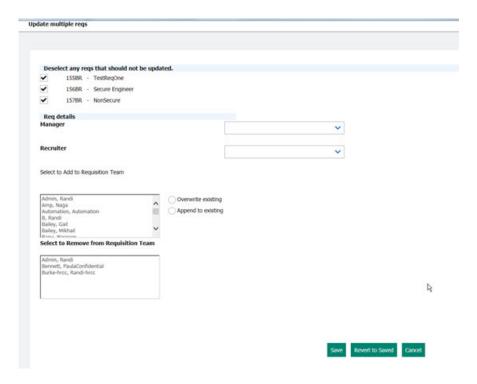
- The In Name entry has been made the first and default option.
- If In Resume is selected the OFCCP requirement displays.



RTC Internal Reference # 95514

Update Multiple Req Page

The Update Multiple Req page now displays in the Responsive User Interface.



RTC# 92679

Lead Manager

The current release of Lead Manager includes the following visible change 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.

Bulk Upload via Excel - Enhancements

Before this release, the Bulk Upload process was limited in that it forced the user to use the template as-is even when uploading only a subset of data. Additionally, when a user would receive a file from a 3rd party/other system, it required significant rework to reorder columns. Lead Manager users can now easily upload leads by using the enhanced **Bulk Upload** feature. The enhanced template allows Lead Manager users to remove or reorder columns on the template and add option descriptions that match the language specified when uploading the template. Lead Manager users can now use **Bulk Upload** feature without contacting their Lead Manager Administrators for access to backend codes as codes have been replaced by descriptions. Updated template instructions reflect these changes.

Bulk Upload (MS Excel) Enhancements

Note: If a lead exists, the information included in the upload overrides all field data included in the upload. If a field is not included in the upload, then any existing data for that field is retained. You must include all data that you want to retain. For standard fields, all fields that are not included or completed are overwritten or set to default.

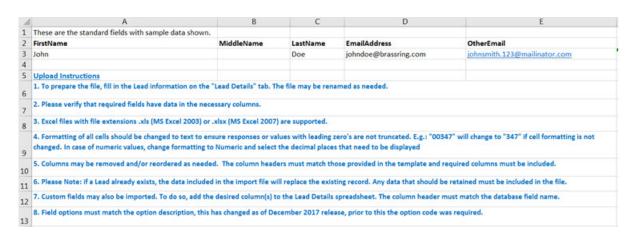
The **Bulk Upload** template is enhanced and includes some changes in how data is entered on the template, for example:

- Semicolons are No Longer allowed as part of option descriptions.
- Each answer or option for a custom field must have a unique description for the language, so in the worksheet input the unique description for the field you want.
- You cannot have more than one source with the same description. However, you can list multiple sources on the template because a lead should be put into only one template.
- Each **Lead Status** must have a unique description. Unlike with Source, Lead Manager users can submit multiple statuses on the template because a lead should be put into only one spread sheet.
- All options must have a base language translation.
- The template now ignores spaces at the end of a field when the import is processed.

Three main enhancement changes to the template are:

- Option field descriptions. For option fields, clients can now provide the description (not the code). Clients can use whatever description meets their business needs.
- Columns can be reordered.
- · Columns can be removed.

When Lead Manager users select **Download Template**, the revised template displays updated instructions.



Updated instructions include the following:

- To prepare the file, fill in the Lead information on the "Lead Details" tab. The file may be renamed as needed.
- Please verify that required fields have data in the necessary columns.
- Excel files with file extensions .xls (MS Excel 2003) or .xlsx (MS Excel 2007) are supported.
- Formatting of all cells should be changed to text to ensure responses or values with leading zero's are not truncated. For example, 00347 changes to 347 when cell formatting is not changed. In case of numeric values, change formatting to Numeric and select the decimal places that need to be displayed.
- Columns may be removed and/or reordered as needed. The column headers must match those
 provided in the template and required columns must be included.

- Please Note: if a Lead already exists, the information included in the upload will override all field data included in the upload. If a field is not included in the upload then any existing data for that field will be retained.
- Custom fields may also be imported. To do so, add the desired column(s) to the Lead Details spreadsheet. The column header must match the database field name.
- Field options must match the option description, this has changed as of December 2017 release, prior to this the option code was required.

RTC #90978

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 does not include any configurable changes for Responsive Apply. Configurable features must be configured or turned on to be visible and available to users.

New User Interface

The current release does not include any configurable changes for New User Interface. Configurable features must be configured or turned on to be visible and available to users.

Lead Manager

The current release of Lead Manager does include the following configurable changes for Lead Manager. Configurable features must be configured or turned on to be visible and available to users.

Confidential Leads

This release introduces support for the Confidential Leads feature in Lead Manager in the PRODUCTION environment. The Confidential Lead feature allows Confidential Lead Administrators to designate and track Confidential leads for executive type or sensitive roles. Administrator can also add privileged users access to view specific Confidential Leads. Other users cannot view Confidential Leads in Lead Manager. Confidential Leads are not added to Watson Campaign Automation (WCA).

Note: When leads are marked as Confidential they cannot be changed back to public.

Confidential Lead Feature:

When leads are marked as Confidential, viewing these leads is automatically restricted in both Lead Manager and the lead is removed from Watson Campaign Automation to ensure they are not inadvertently included in mass mailings. Confidential Leads can then be tracked within Lead Manager just as any other lead would be, but the associated lead profiles are not accessible by non-confidential users. Confidential Lead profiles are only accessible to those Lead Manager users who have Confidential Administrator or Confidential View privileges and are assigned to the lead's record.

Note: Before you configure the Confidential Feature, read and review the "Lead Manager Considerations" on page 32 and the Known Issues sections and remember that when a lead is marked Confidential, the lead cannot be switched back to being public.

Confidential Lead Details

Lead's marked as Confidential cannot be viewed, accessed, or edited by Lead Manager users without the Confidential privileges and management of confidential leads is restricted by the Leads - Confidential privileges. Lead Manager users with no confidential lead privileges see a number enclosed in parentheses next to the number of confidential leads within a campaign on Campaign:Lead Grid pages but cannot access or view the confidential leads.

Linking BrassRing candidates and Lead Manager leads is different and interactions with Watson Campaign Manager operate differently. See Linking in the Confidential Workflow.

For example, a Lead Manager user with the **Leads - Confidential (Administrator)** logs into Lead Manager. This Administrator manages multiple **Confidential Lead Teams** which means that this Administrator can take action (view, edit, and reassign) on all the confidential leads within those **Confidential Lead Teams**.

Confidential Lead Workflow - Exceptions

For Lead Manager users with Confidential privileges, the basic Lead Manager workflow remains the same with the following exceptions:

- Confidential Leads can be linked only to BrassRing secure candidates. Select BrassRing Secure
 Candidates Feature to learn more about secure candidates. Administrators must ensure that
 they have the appropriate privileges in both BrassRing and Lead Manager when they are
 making leads confidential. Because linking BrassRing candidates and Lead Manager leads is
 contingent on the Lead Manager user privileges, refer to Linking in the Confidential Workflow
 and Known Issues.
- The Confidential Lead feature introduces a new concept, the Confidential Lead Team. Each Confidential Lead has its own Confidential Team.
 - Lead Manager Confidential Administrators assign Confidential Team Members in the Confidential Permissions section of a Confidential Lead profile page.
 - Only Confidential Team Members can view the Confidential Permissions section of a Confidential Lead profile page.
 - Confidential Administrators can also reassign Confidential Team Members from one Confidential team to another using Reassigning Leads.

Lead Manager users with Confidential Lead - View and Leads - Confidential (Administrator) privileges, can view Confidential Leads on the following pages:

- Campaigns
- · Lead Grids
- Bulk Upload
- · Lead Profile

Confidential Lead Privileges

Lead Manager users with the **Leads - Confidential (Administrator)** privilege can make a lead **Confidential** and determine who can be on the **Confidential Lead Team** and therefore who can view the **Confidential Leads**.

Lead Manager users with the **Leads - Confidential (View)** can view **Confidential Lead Profiles** if they are also **Confidential Team Members**.

Lead Manager users with the **Leads - Confidential (Bulk Reassign)** can reassign **Confidential Leads** to different **Confidential Lead team members** within the Lead Manager application.

Confidential Lead Workflow - Making Leads Confidential

Lead Manager users with the **Leads - Confidential (Administrator)** privilege are the only ones who can make Leads **Confidential**.

Note: When leads are marked as **Confidential**, they cannot be changed back to public. Additionally, when a lead is made **Confidential** their **Watson Campaign Automation** record is removed.

To make a lead Confidential, the Confidential Administrator:

- Browses to the lead's profile page. In the upper right corner of the lead profile page,
 - An unlocked icon indicates the lead's public status
 - The Make Lead Confidential indicates the lead's public status
 - The Email Opt In section is set to Agrees
- Selects Make Lead Confidential. The Confidential Permissions section opens.
- Begins entering a team member name in the Add team Members text box. Entering text activates auto complete, and a list of potentially matching team members displays in the drop-down menu.

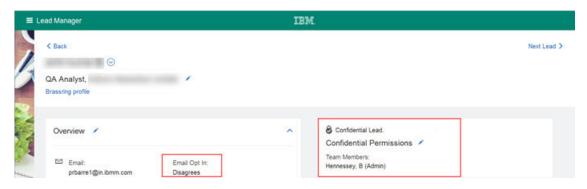
Note: Only Lead Manager users with Leads - Confidential (View) or Leads - Confidential (Administrator) privileges display in the auto complete drop-down menu.

- Selects one or more names from the auto complete list to add leads to the Confidential Team.
- · Selects Save. If a corresponding BrassRing profile is found, a modal opens stating that a matching profile has been found and requests permission to make the BrassRing profile confidential.
- Selects **OK**. A model opens stating that making the lead confidential will make the BrassRing Candidate record confidential and asks permission to proceed.
- Selects OK. The lead is made Confidential and the Confidential Permissions section displays.
 - A locked icon indicates the lead's Confidential status
 - The Confidential Lead designation
 - The Email Opt In section is set to Disagrees

Confidential Lead Profile Page

The Lead Profile page now displays a Confidential Permissions section. The Confidential Permissions section is only visible when the lead is marked Confidential and the Lead Manager users who are viewing the lead profile page have both the Leads - Confidential (View) user privileges and are Confidential Team members. The Confidential Permissions section shows:

- · A lock icon for each Confidential Lead
- A list of Confidential Team members who have viewing privileges for the lead



In the **Overview** section for the Email Opt in for **Confidential Leads**, the word **Disagrees** indicates that you cannot send email communications to confidential leads. If a Lead Manager user tries to send communications to **Confidential Leads**, an alert displays indicating the system cannot send an email.



Adding Confidential Team Members

Lead Manager Administrators with the **Leads - Confidential (Administrator)** privilege create and maintain the **Confidential Team members** for each **Confidential Lead**. To add **Confidential Team Members**, the **Confidential Administrator**:

• Selects the edit icon in the **Confidential Permissions** section of the **Confidential Lead** profile.

The **Confidential Permissions** section opens in edit mode.

Begins entering a team member name in the Add team Members text box. Entering text
activates auto complete, and a list of potentially matching team members displays in the
drop-down menu.

Note: Only Lead Manager users with **Confidential** privileges display in the auto complete drop-down menu.

- Selects one or more names from the auto complete list to add the leads to the Confidential Team.
- · Selects Save.

Lead Manager Users without Confidential Privileges

For Lead Manager users who do **Not** have confidential privileges, **Confidential Leads** are hidden from view in:

- Campaigns
- Lead Grids
- Bulk Upload

However, Lead Manager users who do **Not** have **Confidential** user privileges, they can see a count of **Confidential Leads** that display on the:

- All Campaigns page in the **Leads** column and in the grid view.
- Total Leads section for each individual Campaign.
- Bulk Parsing Review page.



• Unassigned Lead grid page in the Total Leads section and in the grid view.

In other words, users without **Confidential** privileges can see this count of **Confidential Leads** but cannot access the record of the **Confidential Leads**.

RTC Internal Reference Epic RTC #70449; RTC #67552; RTC #70457; RTC #70459; RTC #70462; RTC #70464; RTC #70466; RTC #70555; RTC #70557; RTC #70561, RTC #70563; RTC #70564; RTC #70565; RTC #73587; RTC #76371; RTC #78928; RTC #80995; Epic RTC#81896; RTC #85413.

Reassigning Leads and Bulk Upload in the Confidential Workflow:

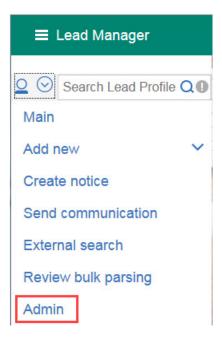
Reassigning Confidential Leads and Uploading using Bulk Upload in the Confidential Workflow are outlined here.

Reassigning Confidential Leads

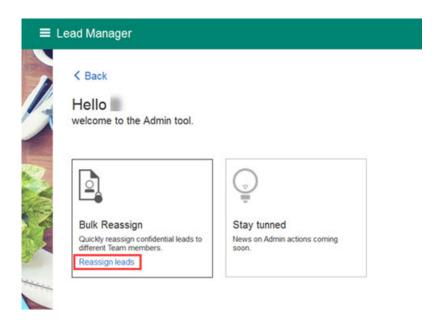
Lead Manager users with the **Leads - Confidential (Bulk Reassign)** can administer reassignment of **Confidential Leads** within **Lead Manager**. This provides a quick way to update multiple records when a user leaves the organization or simply has a role change and no longer should be assigned to Confidential Leads.

Note: When reassigning **Confidential Leads** leads, the user privilege for the **Confidential Team Members** in the **From** entry and the **To** entry must match. For example, only a Leads - Confidential (Bulk Reassign) user can reassign confidential leads to another Admin user. On the main Lead Manager page, the user:

• Selects Admin.



The Admin tool page opens.



• Selects **Reassign Leads**. The Bulk Reassign page opens.

	1 ds from selected team member will be reassigned to a new team member. mber will no longer have access to his confidential leads.
	and an
Add team me	emper
To:	
Add team me	ember
Reassign	Cancel

- Enter the Confidential Team Members name in the From and To fields.
- · Selects Reassign. The Confidential Leads are reassigned to the new team member. The new user replaces the existing user on the team and all other team members remain unchanged.

Uploading Confidential Leads

When a Lead Manager user uploads leads and uses Add Lead, Bulk Parsing, or Excel, Upload resume, External Search import flows, the system recognizes if the uploading lead is a duplicate of an existing confidential lead. If the user uploading the leads is not a member of the Confidential team, an error that alerts the user exists and is confidential. The alert also gives the user the option to return to the dashboard or remain on the current page.

When Bulk Parsing is used to upload leads, the user receives an alert in the email sent when the parsing completes. The alert notifies the user that one of the uploaded leads existed and is confidential and that the duplicate lead was not created.

Linking in the Confidential Workflow:

Linking BrassRing candidates and Lead Manager Confidential leads in the Confidential workflow can produce multiple outcomes.

Linking BrassRing Candidates and Lead Manager Leads

Linked BrassRing candidates and Lead Manager Leads must be either both public or both confidential. Clients must ensure that Confidential Lead Administrators have the appropriate privileges in both BrassRing and Lead Manager to make sure they aren't blocked when marking candidates or leads confidential.

In this scenario, Confidential Lead Administrators have both BrassRing and Lead Manager confidential privileges and the BrassRing and Lead Manager accounts are linked. To mark the lead confidential and unlink the account, a typical workflow might look like this:

- Public BrassRing candidate is sent to Lead Manager.
- Confidential Lead Administrators marks this lead as Confidential and selects Save.
- · System responds and requests the Administrator to confirm that they want to make both the Lead Confidential and the BrassRing Candidate confidential (secure).
- Administrator selects Cancel and system prompt opens.

- Administrator selects OK.
- System prompts:
- Administrators selects OK
- Result: Lead is marked as confidential, Candidate is Public, and the records are no longer linked.

In this scenario, **Confidential Lead Administrators** have both BrassRing and Lead Manager confidential privileges and the BrassRing and Lead Manager accounts are linked. To mark the lead confidential and mark the BrassRing account confidential (secure), a typical workflow might look like this:

- Public BrassRing candidate is sent to Lead Manager.
- Confidential Lead Administrators marks this lead as Confidential and selects Save.
- System responds and requests Administrator to confirm that they want to make both the Lead Confidential and the BrassRing Candidate confidential.
- Administrator selects **OK**.
- System responds with confirmation.
- Administrator selects **OK**.
- **Result:** Lead is marked as confidential, Candidate is marked secure, the accounts are linked, and lead is removed from Watson Campaign Automation.

Note: If a Lead Manager Administrator has Lead Manager **Confidential** privileges but **NOT** BrassRing confidential privileges, and the accounts are linked, when the lead is made **Confidential**, the accounts are no longer linked.

At present there are some known issues and limitations regarding linking, see Known Issues.

Lead Manager Considerations:

Clients who incorporate the **Confidential Leads Workflow** must keep in mind the following potential impacts on their existing workflows.

Confidential Leads Rules

When the **Confidential Leads Workflow** is enabled, clients must be aware that there are some rules and limitations that might impact their existing workflows.

- When BrassRing Talent Records are made confidential, the Talent Records cannot be made public again.
- When a saved lead is made confidential, it cannot be made public again.
- Linked BrassRing candidates and Lead Manager Leads must be either both public or both
 confidential. Confidential lead records cannot be linked to BrassRing public records.
 Administrators must ensure that they have the appropriate privileges in both BrassRing and
 Lead Manager when marking candidates and leads as confidential. If the Administrator does
 not have the appropriate privileges in both BrassRing and Lead Manager, the records cannot be
 linked.
- The BrassRing RAM trigger for Add Lead to Lead Manager is always blocked if the candidate is confidential.

- Confidential Leads are automatically opted out from email and the contact information is
 deleted from Watson Campaign Automation. In other words, email communication cannot be
 sent to Confidential Leads. Email communication includes mass mailings, individual emails
 sent from the lead profile, or from the lead profile page Take Action > Send Communication
 action.
- A confidential lead must always have at least one Administrator on the team.
- The functionality of **HR Status** and **auto-deletion of lead** applies to Confidential Leads. For example, if a candidate's **HR Status** triggers a notification to Lead Manager and that **HR Status** is configured in Lead Manager to **auto-delete the lead**, the lead is deleted.
- Counts of confidential records on grids are visible to **all** users, regardless of whether the user has privileges to open or edit the lead profile. The only exception is in Search Results, where only the total count of leads are listed, not a breakout of with the confidential count.
- Confidential Leads are not available in **Data Insight Tool** regardless of a user's privileges.
- When **Confidential Administrators** make an existing public lead confidential, the user sees this prompt:
 - There is no version control setting; Lead Manager Confidential Privileges are not available to clients in **Production**. Epic functionality will be made available by deploying privileges to **Staging or Production** so clients can configure it.
 - The privileges of Leads Confidential (Administrator) and Leads Confidential (View) apply only to the viewing of the Confidential section of the lead profile. A Lead Manager user with the Leads Confidential (Administrator) is the only user who can edit the Confidential Lead in the Confidential Permissions section. Lead Manager users with the Leads Confidential (View) retains rights to edit all other sections of the lead profile.

How do clients get this feature?:

Confidential Lead configuration is controlled by IBM Kenexa BrassRing Workbench user type privilege settings.

Configuring Confidential Leads

There are three user privileges for Confidential Leads:

Note: A temporary version control setting determines whether all project features are available. Only clients who have this version control setting turned on are able to see the new user type settings and any other related features.

- Leads Confidential (Administrator)
 - The **Leads Confidential** (**Administrator**) user privilege allows:
 - Administrators to make Lead Manager leads confidential. Administrators marking leads
 as confidential are automatically included in the list of users with access to the
 Confidential Leads. At least one Administrator must be associated with the Confidential
 Lead record.
 - Administrators to add or remove which Lead Manager Team Members can view Confidential Leads.

Note: When the **Leads - Confidential (Administrator)** privilege is enabled, the **Leads - Confidential (View)** is simultaneously enabled.

- · Leads Confidential (Bulk Reassign)
 - The Leads Confidential (Bulk Reassign) privilege allows:
 - **Confidential Lead Manager users** to reassign **Confidential Leads** to different team members within the Lead Manager application.
- Leads Confidential (View)
 - The **Leads Confidential (View)** privilege allows:

- Administrators to determine who can view and have access to Confidential Leads only in the Confidential section of the lead profile.

Note: Lead Manager users with Edit view privileges retain their rights to edit all other sections of the lead profile.

Assigning Confidential Lead User Privileges

By default, all three of the Confidential Lead Privileges are disabled (unchecked). Administrators can select one or all three of the Confidential Lead privileges. Lead Manager Administrator:

- Browses to Tools > Users > > User Types > Lead Manager.
- Selects the **Edit type permissions** pencil icon for the user type name you want to edit. The Set Name and Function modal opens.
- Selects the pencil icon for Lead Manager. The Set Privileges modal opens.
- Selects a check box to enable one or more of the Lead Manager privileges.
- Selects Done.
- · Selects Save.

Known Issues - Confidential Leads:

The following known issues and limitations in the Confidential Lead workflow between Lead Manager and BrassRing currently occur.

When a Lead Manager public lead is sent to BrassRing (req folder, working folder, or contact) and is not currently linked as a BrassRing candidate, the BrassRing system searches for a match in order to link the lead and the candidate. These scenarios outline potential outcomes of system searches for a match:

- If the search locates a matching record that is already marked as Secure/Confidential and the Lead Manager user has Leads - Confidential (Administrator) and BrassRing Secure Candidate privileges, and the Lead Manager user selects Yes, the system links the records, makes the lead Confidential and opt outs the lead from receiving communication in Watson Campaign Automation.
- · If the search locates a matching record that is already marked as Secure/Confidential and the Lead Manger user has Leads - Confidential (Administrator) privilege but does not have BrassRing Secure Candidate privileges, the system informs the Lead Manager user that they do not have the privileges to link the accounts and recommends the user contact the Lead Manager administrator.
- If the search locates a matching record that is already marked as Secure/Confidential and the Lead Manager user has Leads - Confidential (View) privileges but does not have BrassRing Secure Candidate privileges, the system informs the Lead Manager user that they do not have the privileges to link the accounts and recommends the user contact the Lead Manager administrator.
- If the search locates a matching record that is already marked as Secure/Confidential and the Lead Manger user has Leads - Confidential (View) privileges and has BrassRing Secure Candidate privileges, the system informs the Lead Manager user that they do not possess the privileges to link the accounts and recommends the user contact the Lead Manager administrator.
- If the search locates a matching record that is already marked as Secure/Confidential and the Lead Manager user has NO Leads - Confidential (View) privileges but has BrassRing Secure Candidate privileges, the system informs the Lead Manager user that they do not possess the privileges to link the accounts and recommends the user contact the Lead Manager administrator.
- If multiple public leads are sent to BrassRing and there is at least one matching BrassRing Secure Candidate, the system blocks the entire transaction.
- · Current functionality remains the same. In other words, when Lead Manager users link Lead Manager public leads and BrassRing public candidates, both records remain public and retain opt-in status for email communication in Watson Campaign Automation.

BrassRing Workbench

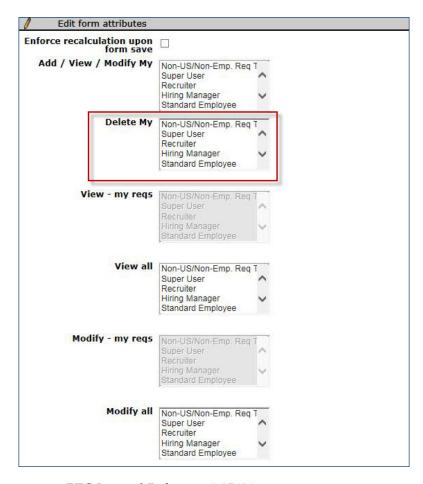
The current release of IBM Kenexa BrassRing on Cloud includes the following configurable features for IBM Kenexa BrassRing Workbench. Configurable features must be configured or turned on to be visible and available to users.

BrassRing Workbench Changes

This release introduces the following BrassRing Workbench configurable changes.

Candidate Forms - Delete Privileges

The candidate form attribute Delete - my reqs was delivered during the November release. This option allowed the selected user types to delete per req candidate forms that they had a "my req" relationship with. During this release, a form attribute (Delete My) has been added to allow users to delete forms that they have added.



RTC Internal Reference # 95626.

Publish - Candidate Field Associations

Starting this release, Candidate Field Associations are available in the Workbench Publish feature.

Note: The **Publish** feature is available only to IBM team members. If you have any questions or would like to request a pulish action, please reach out to your IBM representative.

Publish for Candidate Field Associations includes both custom options and options pulled from another list. Query select options are no longer published.

Workbench path: Administer form fields > select Database field name > Edit field attributes > Define field attributes screen > Options source There are 2 options available.

- "Maintain Custom List" is supported for this release of CFA Publish.
- "Pull options from existing list" is supported for this release of CFA Publish, but only for "Options from other form field". The other options in the drop-down list are not supported as they generate a query-select question type.
- If either the parent question or child question has a question type of "query-select", neither is published.

Candidate fields that are configured as "Pull options from an existing list" and also have a question type of "query-select", are not displayed for selection in the CFA list of fields to be published.

"Field Associations - Candidate Form Fields" has text appended to this selection to inform the Workbench users that this publish option is available only for "Maintain Custom List". The selection is displayed as **Field Associations - Candidate Form Fields (that maintain options from a custom list)** on the Create new Publish job - Step 2 screen. **Candidate forms (including fields, options and form layout)** is displayed beneath the selection.

Field Associations - Candidate Form Fields (that maintain options from a custom list) is available using only Task Manager > Publish - any Functional area

Publish CFA is by list only. A Publish All selection for Candidate Field Associations is not available. The list contains all the field associations of the source with the parent and child fields that have custom options. The format is [Cand Form]Short Name-[Parent]DBfieldName of Parent field-[Child]DBFieldName of Child field.

RTC Internal Reference # 64892.

Publish - Rules Automation Manager Publish Light

Starting this release, the following modules will be available for light publish. This means that only basic attributes will be published.

Note: The **Publish** feature is available only to IBM team members. If you have any questions or would like to request a pulish action, please reach out to your IBM representative.

- Forms
- HR Statuses
- · Questions
- Candidate Tiers
- Talent Gateways
- Agency Manager
- Options
- Candidate Types
- Email Templates
- Codes
- Approvers
- Standard Options
- User
- Standard Questions

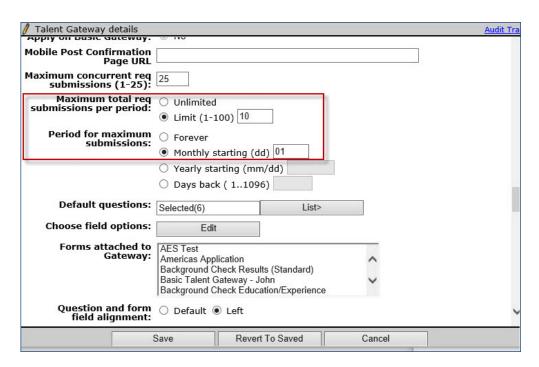
RTC Internal Reference # 88210

Talent Gateway Details - Unlimited Option

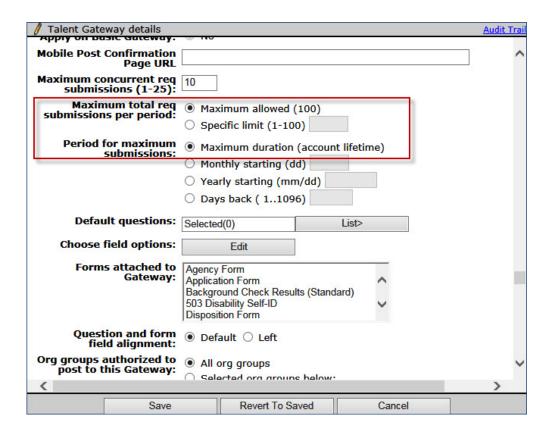
The Talent Gateway setting **Maximum total req submissions per period** has **Unlimited** as one of the options. However, due to technical reasons, a limit of maximum 100 submissions was previously applied for this setting. Therefore, the option of unlimited is redundant. The label for

this option is updated during this release to **Maximum allowed (100)**. Similarly, the option **Limit (1-100)** is updated to **Specific limit (1-100)**. The setting **Period for maximum submissions** had an option Forever, which is now updated to **Maximum duration (account lifetime)**.

Before:



After:



RTC Internal Reference # 63277

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