springboard™

Release Notes

Version 7.20
March 2021

Release Notes Overview

This document outlines Springboard release version 7.20 scheduled for release in March 2021.

Version 7.20 introduces the following new features:

- Automate sending SMS text messages from the Rules engine
- Choose to send SMS in addition to sending an email communication
- Seek variable pricing widget support
- Changes to Seek templates
- Improvements to Hiring Manager Feedback portal
- Show / Hide structured questions on Feedback based on decision

This release also covers bug fixes and other small improvements which are outlined in these notes.

Contents

This document provides details on each key change you will need to be aware of in order to leverage these improvements effectively. Please note that some screenshots in this document represent pre-release versions and may differ slightly in the production release.

Release Date

09 March 2021

Contact Information

IMPORTANT: Please contact your Springboard Account Manager if you have any questions regarding the information provided in these release notes.

Send SMS text messages from almost anywhere you can send an email

With this release, users can choose to message candidates and other recipients via SMS in addition to traditional email.

SMS messaging has been embedded into the exiting Application Communication Templates, allowing you to setup a corresponding SMS template that aligns to any and every email template, and then choose to send each message as either an email, a text, or both!

Who will have access to this feature?

All clients have access to send communications as SMS as well as email. Springboard currently uses the BurstSMS Gateway to send SMS from the system, and users can create and manage their BurstSMS account directly from within Springboard.

Users purchase their own credits (either as an individual or on behalf of their company), and then any SMS sent are decremented from those credits.

If you would like more information on setting up an SMS account within Springboard to make use of the existing or new capabilities for sending text messages, contact Application Support or your account manager.

Capture Communication templates for texts as well as emails

Go to Administration -> App Comms

Select a message template to modify.

For clients where SMS has been enabled, a new tab can be accessed to create an SMS version of the same message template.
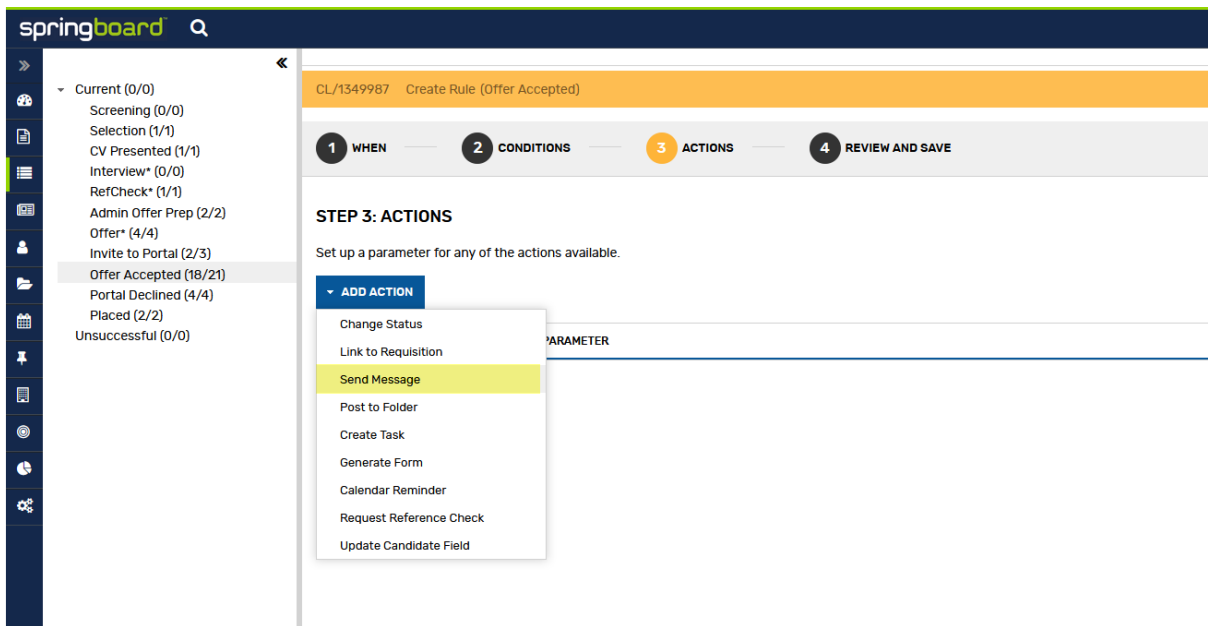

Automate sending of SMS via the Rules engine

All emails sent via the rules engine can now also be sent as an SMS message.

Create a new rules engine automation as you normally would, and select the 'Send Message' action.

Select the message template to send. If an SMS template has been setup in Application Communication for the selected email (see above section), the user can choose to send the email as an SMS in addition to email.
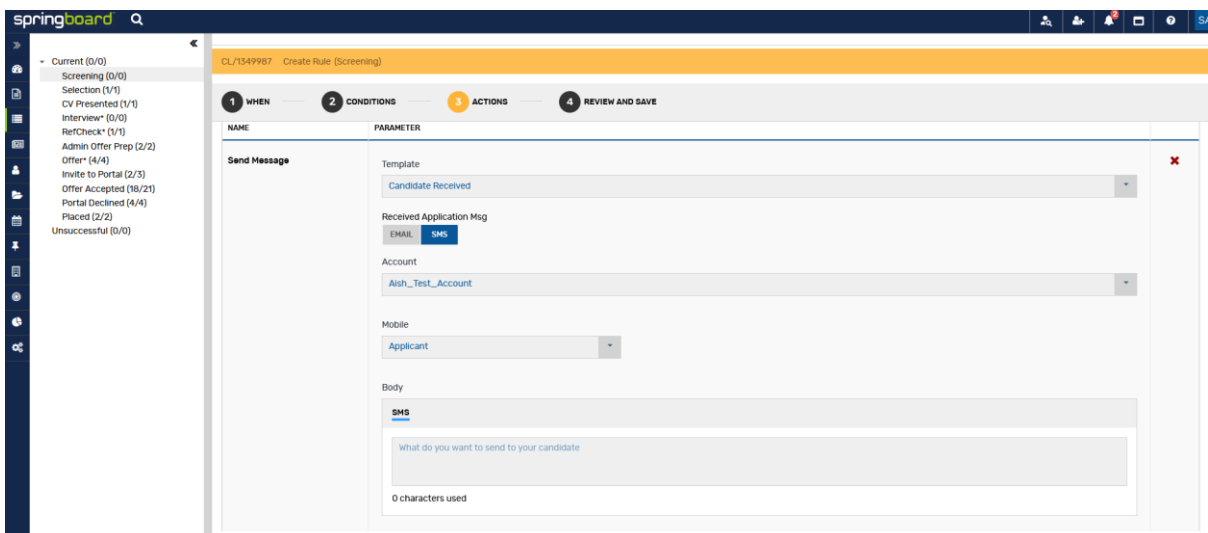
When this automation executes for a given candidate, the intended recipient will receive the text message (and an email if this was selected in the automation).

Choose to send a message to a candidate as an SMS as well as email

When sending a message via the Send Message or Send Message to 3rd Party actions, you can now choose to send the message as an email, SMS or both.

Select the message template to send. If an SMS template has been setup in Application Communication for the selected email (see above section), the user can choose to send the email as an SMS in addition to email.

Send Message

Template

Candidate Received

Received Application Msg

EMAIL   SMS

Account

Aish_Test_Account

From

test@peoplescout.com.au.xx

To:

Applicant

Cc

Subject

Job Application – |Group : <[TAG_JOBREFERENCE]>

Mobile

Applicant

Body

EMAIL   SMS

Send Message

Template

Candidate Received

Received Application Msg

EMAIL   SMS

Account

Aish_Test_Account

From

test@peoplescout.com.au.xx

To:

Applicant

Cc

Subject

Job Application – Group : <[TAG_JOBREFERENCE]>

Mobile

Applicant

Body

EMAIL   **SMS**

What do you want to send to your candidate

If a mobile number is available for the chosen recipient, it will be pre-populated. Otherwise type in the recipient's mobile number.

The intended recipient will receive the text message (and an email if this was selected in the automation).

Improvements to the Hiring Manager Feedback Portal

Numerous improvements have been made to the Hiring Manager Feedback portal to make it easier to use for hiring managers.

Overhauled search, including search by candidate name

A new Quick Search bar has been added to the top of the feedback portal, providing the ability for HMs to find a candidate by:
1. Candidate Name
2. Interview Date (if the candidate has a booked interview)
3. Decision (Yes, No, Maybe)

Desktop
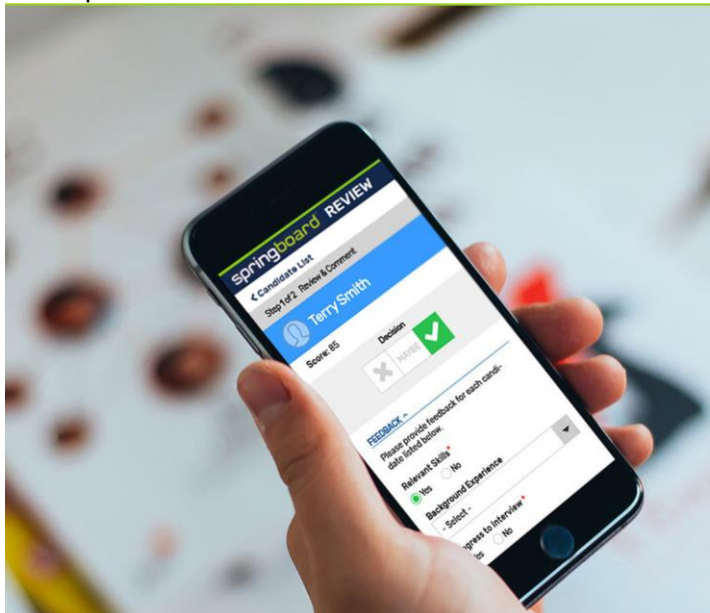
Mobile
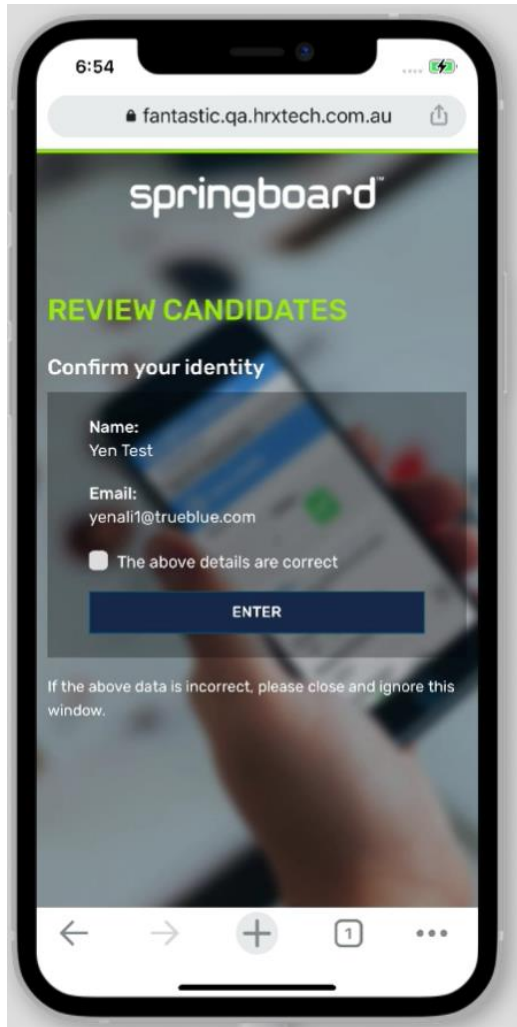
Submit feedback for individual candidates

A 'Submit' button is now available against each individual candidate, allowing the HM to provide feedback on individual candidates at any time.

Feedback is immediately visible by the recruiter on submission, and any automation events that occur when feedback is provided will execute as soon as the individual candidate feedback is submitted.
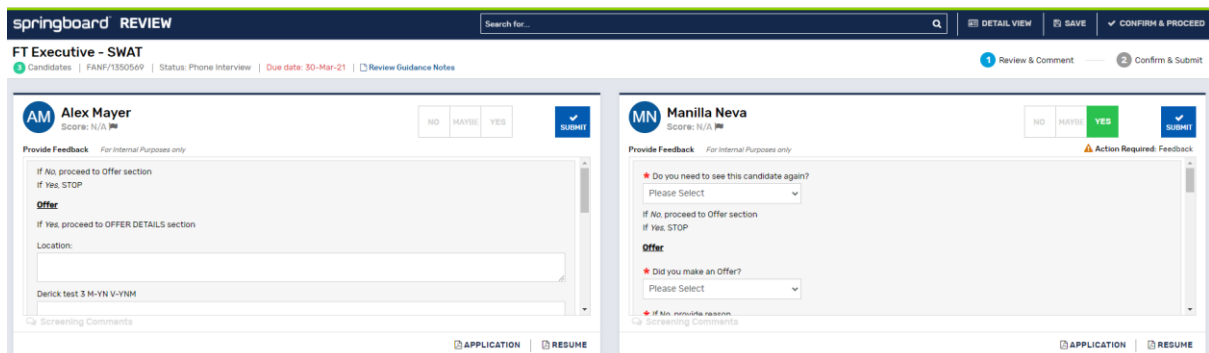
General improvements to the look & feel

The look & feel of the feedback portal has been overhauled to make it easier for hiring managers to submit feedback. This includes:

- New colours and styles to more clearly differentiate each candidate on the screen
- Optimised use of space, allowing more information on screen without becoming overwhelming or cluttered
- Easier to view hiring manager structured feedback questions in both List (summary) view and Detail view
- More room to view the resume on screen
- Improved mobile optimisation

Detailed View

List View

Hiring Manger Feedback Portal – show/hide structured questions based on decision

The Hiring Manager Feedback portal is used by many clients to engage hiring managers to provide feedback on one or many candidates.

HMs provide an overall decision (Yes, No, Maybe) and then can provide answers to specific questions. These questions are configured by the administrator.

With this release, it is now possible to show / hide these detail questions based on the overall Yes / No / Maybe decision.

Configure questions to be shown / hidden based on decision

Go to Administration -> Admin Console -> Hiring Manager Feedback

Within the Current Feedback Criteria section, create a list of questions that the Hiring Manager will complete when providing feedback on each candidate.

These questions can be free text, dropdown, radio button or a paragraph of text.

A new section, Visible on Decision, allows the administrator to define when this question will be made visible to the hiring manager.

When the Hiring Manager is completing their feedback, different questions can be asked based on their overall Yes, No, Maybe decision.

Seek Variable Pricing widget

Seek has recently announced that they are in the process of migrating to a variable pricing model, whereby the cost of a job advertisement posting varies depending on the location, job title and category of a job ad and the demand and supply for those positions within a local area.

To help support this change, Springboard has worked closely in partnership with Seek to embed the variable pricing widget into the Job Ad posting page.

This widget will provide customers with a real time estimate of the cost of their job ad prior to submitting it to Seek.

Who will have access to this feature?

All clients that posted jobs to Seek will have access to this widget. Springboard is working closely with Seek to rollout the widget to customers in a staged manner over the next 1-2 months. You will be contacted by Seek and your account manager prior to being migrated to the new widget.

Revised Seek Posting screen

Once the new Seek widget is enabled for your client, you will notice a new layout for the Seek posting section of the job advertisement screen.

A new look & feel has been provided, making it quicker and easier to fill out the details necessary to post a job ad to Seek.

Once the job ad title, location and category have been provided, a real-time estimate of the cost of posting that job ad will be displayed on screen for Classic, Standout and Premium listings of that ad.

Select your preferred job ad posting level. For Standout and Premium postings, additional options for the Seek Standout bullets, logos, etc… will be provided.

Seek – Changes to Job Ad Templates

Seek has recently announced that they are sunsetting support for different job ad templates (layouts) for job ads. This is to improve consistency when viewing the ad on both desktop and mobile.

Springboard is in the process of making changes to the Seek Job Ad Posting to align with the removal of job ad templates, however these changes will not be in place for the March 1 removal of Seek templates.

Here are a few things you should know about the sunsetting of Seek Templates and Springboard.

The Template dropdown is still accessible on Springboard

The dropdown to select a job ad template has not yet been removed from Springboard. As templates are no longer supported by Seek, selecting a job ad template from this dropdown will have no impact on the look and feel of your job ad on Seek.

The posting of the job ad is not affected. Jobs will still be posted to Seek successfully.

Springboard will remove the Template dropdown selection in April 2021.

Clients with multiple Seek accounts

Some clients setup multiple billing accounts with Seek. In Springboard, each account is linked to one or many job ad templates, and the selection of the template in Springboard has always defined which account would be charged.

Even though templates have been sunsetted by Seek, the relationship between template selection in Springboard and the account that will be charged remains.

Clients with multiple billing accounts should continue to select templates the same way they have always done, to ensure the correct account is charged.

Springboard will be re-configuring the Job Ad Posting screen to replace the existing Template dropdown with an Account selection dropdown, allowing users to directly select which account should be billed for the posting.

This change will be in place by April 2021.

Minor bug fixes & Enhancements

The following lists other items that have been fixed or improved as part of this release. If you would like further information on any of these items, please contact Application Support.

Candidate Management
- Documents for withdrawn applications are no longer displayed in the 'Documents' tab, however they are still available in the system for pre-filling the candidates next job application
- Support hiring managers viewing document attachments in spite of having Read Only access to the system
- Improvements to managing flag colours within the system
- Fixed an issue with new application forms where application date would sometimes not be visible on the candidate grid
- Added support to include Candidate ID in bulkprint contents and screening comments pages
- Resolved an issue where new application form details could not be modified from the recruiters portal.

Position Management
- Unfilled positions are returned to the pool for re-requesting at a later date.
- Filled positions can be re-requested at a later date
- Link / unlink positions after delegation
- UI improvements for searching for and managing linked positions as a group
- Increase visibility of draft requests for administrators
- Improved SSO to reduce challenges with duplicate logins

Communications
- Resolved an issue where <TAG_CUSTOM_FORM_COMPLETION_DATE> not working in email templates
- Improvements to attaching candidate resumes to interview module based emails.
- Fixed an issue with Talent Folder emails would sometimes be blank or not include attachments.

Onboarding Portal
- Improvements to support for accessibility (WCAG) for this portal
- Display offer letter at top of activities list

Candidate Search
- Ability to display candidate search fields only when a specific talent community is selected.
- Performance improvements for solutions with large numbers of search columns

Platform
- Improvements to Notification bubbles for new releases and notifications.