



springboard™

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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.

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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 existing 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.

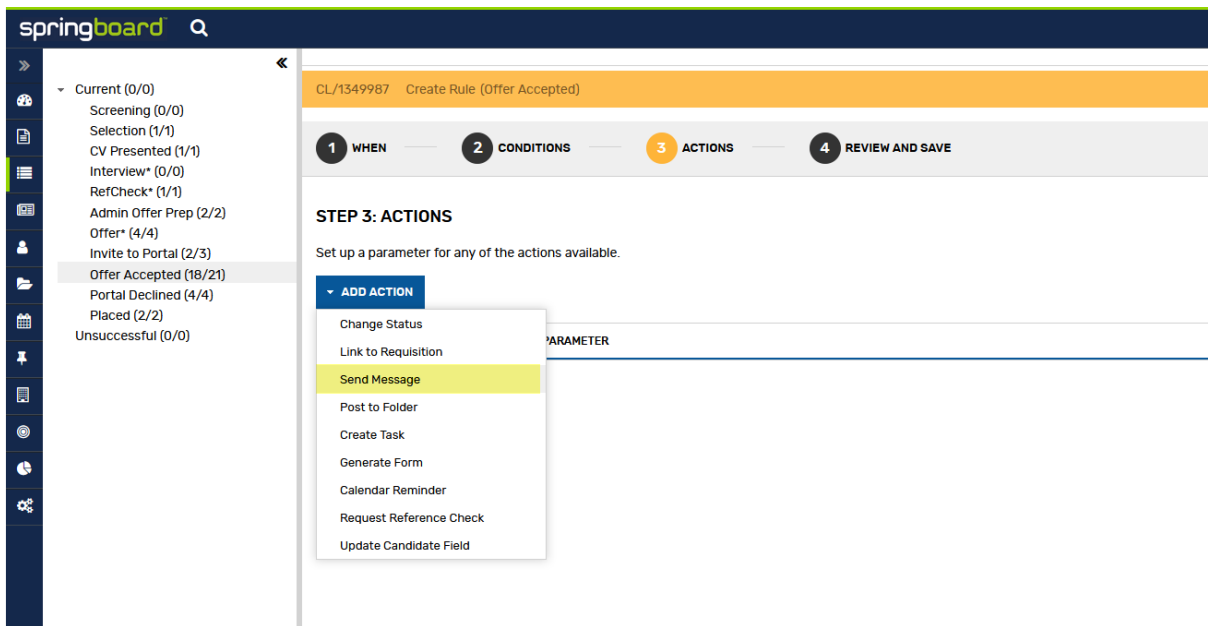


The screenshot shows the Springboard interface for editing a message template. At the top, there are two tabs: "Email" and "SMS", with "SMS" selected. The main content area is a large, empty text box for editing the template. Below the text box, there is a character count section that reads "0 Characters in template:" and a note: "Please Note: Each SMS credit equates to 160 characters. SMS messages longer than 160 characters will be charged as multiple credits. The total length of the SMS is dependent on any tags replaced with candidate data at the time the SMS is sent." At the bottom right of the interface, there are three buttons: "REMOVE", "BACK TO MENU", and "SAVE".

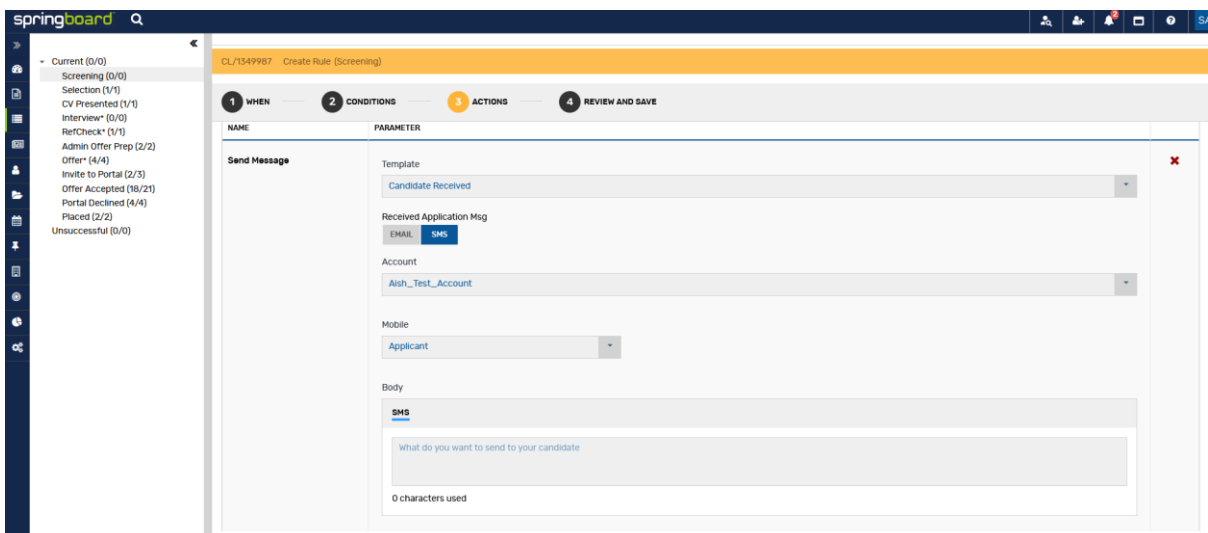
### Automate sending of SMS via the Rules engine

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 3<sup>rd</sup> 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.

1 WHEN 2 CONDITIONS 3 ACTIONS 4 REVIEW AND SAVE

Send Message

Template  
Candidate Received

Received Application Msg  
EMAIL SMS

Account  
Alish\_Test\_Account

From  
test@peoplescout.com.au.xx

To  
Applicant

Cc

Subject  
Job Application - Group - <[TAG\_JOBREFERENCE]>

Mobile  
Applicant

Body  
EMAIL SMS

B B U M A X K' Font Size Format

1 WHEN 2 CONDITIONS 3 ACTIONS 4 REVIEW AND SAVE

Send Message

Template  
Candidate Received

Received Application Msg  
EMAIL SMS

Account  
Alish\_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.

1 WHEN 2 CONDITIONS 3 ACTIONS 4 REVIEW AND SAVE

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  
Third party  
02453678567

Body  
EMAIL SMS  
What do you want to send to your candidate

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

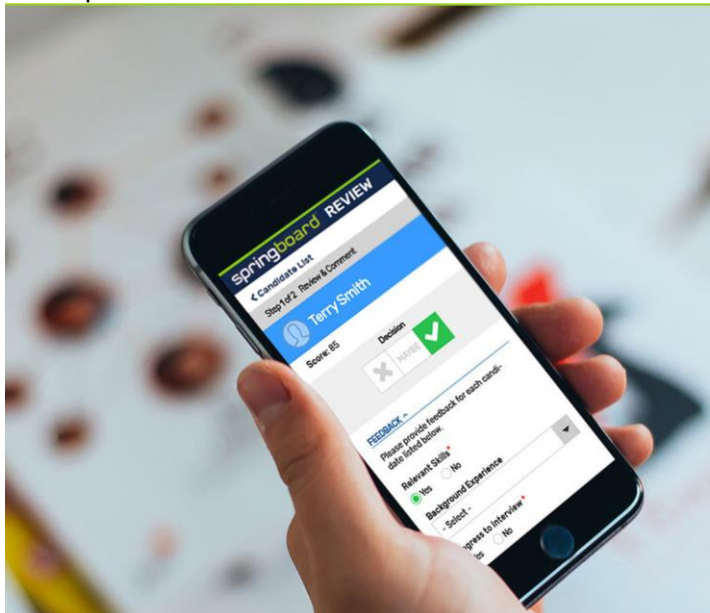
Numerous improvements have been made to the Hiring Manager Feedback portal to make it easier to use for hiring managers.

### 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



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#### REVIEW CANDIDATES

Confirm your identity

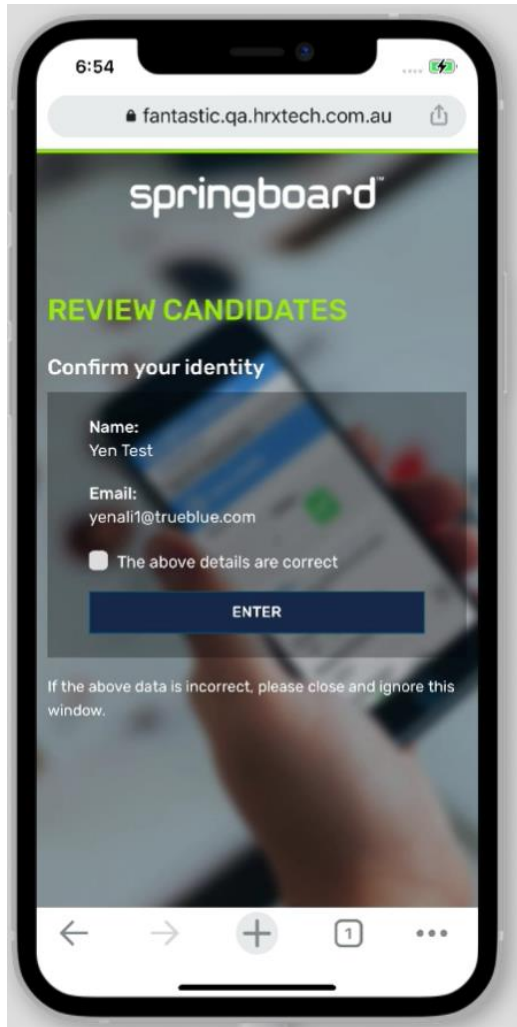
Name: Yen Test  
Email: yemail@trueblue.com

The above details are correct

ENTER

If the above data is incorrect, please close and ignore this window.

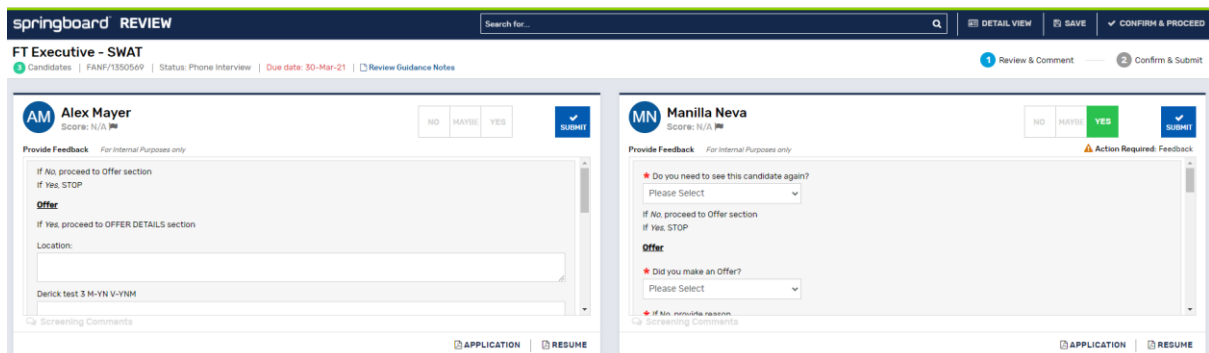
## Mobile



## 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.





FT Executive - SWAT

3 Candidates | FANF/1350569 | Status: Phone Interview | Due date: 30-Mar-21 | Review Guidance Notes

**AM Alex Mayer**  
Score: N/A

NO MAYBE YES SUBMIT

Provide Feedback *For Internal Purposes only*

If No, proceed to Offer section  
If Yes, STOP

**Offer**

If Yes, proceed to OFFER DETAILS section

Location:  
[Text Area]

Derick test 3 M-YN V-YNM

Screening Comments

APPLICATION RESUME

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

springboard™ REVIEW

FT Executive - SWAT

3 Candidates | FANF/1350569 | Status: Phone Interview | Due date: 30-Mar-21 | Review Guidance Notes

1 Review & Comment 2 Confirm & Submit

1 of 3

**AM Alex Mayer**  
Score: N/A

NO MAYBE YES SUBMIT

Provide Feedback *For Internal Purposes only*

If No, proceed to Offer section  
If Yes, STOP

**Offer**

If Yes, proceed to OFFER DETAILS section

Location:  
[Text Area]

Derick test 3 M-YN V-YNM

SwatNewLabel  
LabelNo17  
LabelNo18  
Label21

**RESUME APPLICATION**

Resume

**Jessica Goms**  
Mobile: 0451 992340  
Email: jg@goms134@test.com.au  
WEST RYDE, NSW 2100

**Qualifications**

Accomplished Software Quality Assurance professional with more than 12 years of solid experience, 10 years hands on Test Manager in the end-to-end lifecycle of medium to large-scale SDLC projects. Extensive exposure to product testing and SQA activities in Insurance (Mobile Devices/Life), ERP, Financials, Revenue Accounting/Reconciliation/Reports, CRM, Airline Operations, Reservations, Interactive Voice Response, and Customer Support including team management, project management, process improvements, test planning, test automation, test execution and test automation (hands on using QTP on early years and drive the automation team recently using Selenium).

Results-oriented team player with strong leadership and analytical skills. Excellent problem-solving and decision-making abilities. Excellent written, verbal and interpersonal communication skills. Can work under pressure and with no to minimal supervision. Resourceful, with Can Do attitude and very willing to learn.

**Eligibility to Work in Australia**

Visa Class: Skilled Independent (Subclass 189) - Permanent Resident

**Summary of Skills**

- Software Testing Life Cycle
- SQL Methodologies: Agile (Scrum/Kanban), Waterfall, V-Model
- Platforms: Windows and Web Applications
- Cross browser and mobile responsive testing across a wide range of browsers / mobile devices
- Atlassian Jira, Confluence, Trello
- Mercury Quality Center 11.52
- Test Planning and Reporting
- System and Integration Testing
- Spira
- HP QuickTest Professional
- Selenium Automation
- Remedy Application System
- MS Dynamics AX 4.0 and 2009
- MS Visual Studio Team Server Foundation
- SharePoint Administration
- Basic: MS SQL, Queries, VB Script, Java Script, HTML
- PeopleSoft: Workday
- Team and Resource Management

# List View

springboard REVIEW Search for... DETAIL VIEW SAVE CONFIRM & PROCEED

**FT Executive - SWAT**  
 3 Candidates | FANF/1350569 | Status: Phone Interview | Due date: 30-Mar-21 | Review Guidance Notes

1 Review & Comment | 2 Confirm & Submit

**AM Alex Mayer**  
Score: N/A

NO MAYBE YES SUBMIT

**Provide Feedback** For Internal Purposes only

If No, proceed to Offer section  
If Yes, STOP

**Offer**  
If Yes, proceed to OFFER DETAILS section

Location:

Derick test 3 M-YN V-YNM

Screening Comments

APPLICATION RESUME

**MN Manilla Neva**  
Score: N/A

NO MAYBE YES SUBMIT

**Provide Feedback** For Internal Purposes only Action Required: Feedback

\* Do you need to see this candidate again?  
Please Select

If No, proceed to Offer section  
If Yes, STOP

**Offer**  
\* Did you make an Offer?  
Please Select

\* If No, provide reason

Screening Comments

APPLICATION RESUME

**MR Meera Rajput**  
Score: N/A

NO MAYBE YES SUBMIT

**Provide Feedback** For Internal Purposes only Action Required: Feedback

\* Do you need to see this candidate again?  
Please Select

If No, proceed to Offer section  
If Yes, STOP

**Offer**  
\* Did you make an Offer?  
Please Select

\* If No, provide reason

Screening Comments

6:55  
fantastic.qa.hrxtech.com.au

springboard REVIEW

Step 1 of 2 Review & Comment

Candidate List Q

**FT Executive - SWAT**  
 3 Candidates | FANF/1350569  
 Status: Phone Interview | Due date: 30-Mar-21  
 Review Guidance Notes

**AM Alex Mayer** >

**MN Manilla Neva** >  
Action Required: Feedback

**MR Meera Rajput** >  
Action Required: Feedback

← → + 1 ...

6:55  
fantastic.qa.hrxtech.com.au

springboard REVIEW

Step 1 of 2 Review & Comment

< Candidate List Q

**MN Manilla Neva**  
Score: N/A

Action Required: Feedback

Screening Comments

APPLICATION RESUME

NO MAYBE YES SUBMIT

For Internal Purposes only

\* Do you need to see this candidate again?  
Please Select

If No, proceed to Offer section  
If Yes, STOP

**Offer**  
\* Did you make an Offer?

SAVE CONFIRM & PROCEED

← → + 1 ...

## 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.

The screenshot shows the Springboard Administration/ Admin Console interface. The 'HIRING MANAGER FEEDBACK ADMINISTRATION' section includes several checkboxes for configuration: 'Disable unstructured candidate feedback' (unchecked), 'Require decision for every candidate' (unchecked), 'Include recruiters screening comments' (checked), 'Include assessment results' (checked), 'CVCheck' (checked), and 'sonru' (checked).

The 'CURRENT FEEDBACK CRITERIA' section contains a table with the following data:

ORDER	INPUT CONTROL LABEL	INPUT CONTROL TYPE	CHOICES (REFERENCE DATA)	UPDATED DATE	ACTIVE	MANDATORY ON DECISION	VISIBLE ON DECISION	TYPE	ACTIONS
1	Do you need to see this candidate again?	Drop Down	YES/NO	23-Oct-19 02:19 PM	Yes	No, Yes	No, Yes	Candidate	
2	Paragraph	Paragraph		23-Oct-19 02:20 PM	Yes		No, Maybe, Yes	Candidate	
3	Paragraph	Paragraph		23-Oct-19 02:20 PM	Yes		No, Maybe, Yes	Candidate	
4	Did you make an Offer?	Drop Down	YES/NO	23-Oct-19 02:20 PM	Yes	Yes	No, Yes	Candidate	
5	If No, provide reason	Drop Down	TF_REASON_UNSUCCESSFUL	23-Oct-19 02:21 PM	Yes	Yes	No, Yes	Candidate	
6	Paragraph	Paragraph		23-Oct-19 02:21 PM	Yes		No, Maybe, Yes	Candidate	
7	Offer Details	Free Text		23-Oct-19 02:21 PM	Yes		No, Yes	Candidate	
8	Pay:	Free Text		23-Oct-19 02:21 PM	Yes	Yes	Maybe, Yes	Candidate	
9	Location:	Free Text		23-Oct-19 02:21 PM	Yes		No, Maybe, Yes	Candidate	
10	Position Title	Free Text		23-Oct-19 02:21 PM	Yes	Maybe, Yes	Maybe, Yes	Candidate	
11	Derick test 3 M-YN V-YNM	Free Text		10-Feb-21 12:08 PM	Yes	No, Yes	No, Maybe, Yes	Candidate	
12	Derick test 4 M-Y V-Y	Free Text		10-Feb-21 04:23 PM	Yes	Yes	Yes	Candidate	
13	Derick test 5 M-N V-N	Free Text		10-Feb-21 04:24 PM	Yes	No	No	Candidate	

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

**springboard REVIEW**

**FT Executive - SWAT**

Candidates | FANF/1350569 | Status: Phone Interview | Due date: 30-Mar-21 | Review Gu

**AM Alex Mayer**  
Score: N/A

NO MAYBE **YES** SUBMIT

**Provide Feedback** *For Internal Purposes only*

\* Do you need to see this candidate again?  
Please Select

If No, proceed to Offer section  
If Yes, STOP

**Offer**

\* Did you make an Offer?  
Please Select

\* If No, provide reason  
Please Select

If Yes, proceed to OFFER DETAILS section

Offer Details

\* Pay:

Location:

\* Position Title

**springboard REVIEW**

**FT Executive - SWAT**

Candidates | FANF/1350569 | Status: Phone Interview | Due date: 30-Mar-21 | Review G

**AM Alex Mayer**  
Score: N/A

**NO** MAYBE YES SUBMIT

**Provide Feedback** *For Internal Purposes only*

\* Do you need to see this candidate again?  
Please Select

If No, proceed to Offer section  
If Yes, STOP

**Offer**

Did you make an Offer?  
Please Select

If No, provide reason  
Please Select

If Yes, proceed to OFFER DETAILS section

Offer Details

Location:

\* Derick test 3 M-YN V-YNM

\* Derick test 5 M-N V-N

## 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.

The screenshot displays the Springboard 'Advertisements/My Ads' interface. The main form is for creating a job advertisement for 'Starbucks screens Careers Site'. A yellow banner at the top of the form reads 'SEEK - Please complete mandatory fields in order (top to bottom)'. The form fields include:

- Job Title:** Job Barista
- Description:** (Empty text area)
- Work Type:** Full Time
- Seek Template:** name
- Headline:** Please Select
- Seek Video Link:** (Empty text area)
- Seek Video Position:** Please Select
- Seek Application Expert:** Please Select

At the bottom of the form, there are three 'Ad Type' options, each with a 'Pay using your SEEK contract' label:

- Classic:** \$170 will be deducted from your SEEK contract.
- StandOut:** \$170. Provides your brand to candidates.
- Premium:** \$550. Reach the right candidates with a priority listing.

On the right side of the interface, there is a 'Market Segment' section with several dropdown menus:

- Market Segment:** Main
- Market:** Please select
- State:** Please select
- Location:** Sydney
- Area:** CBD, Inner West & Eastern Suburbs
- Seek Salary Type:** Annual Package
- Minimum Salary:** 70,000
- Maximum Salary:** 70,000

Below this is a 'Salary Information' section with a text input field. Further down are 'Classification' and 'Subclassification' dropdowns, both set to 'Engineering' and 'Engineering Drafting' respectively. At the bottom right is a 'Screening Template' dropdown set to 'Please Select'.

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.

The screenshot shows a web form for creating an advertisement. The main form on the left contains the following fields:

- Job Title:** AS Barista
- Description:** (empty text area)
- Work Type:** Please Select
- Seek Template:** name
- Residency:** Please Select
- Seek Video Link:** (empty text area)
- Seek Video Position:** Please Select
- Seek Application Export:** Please Select

On the right side, there are additional selection options:

- Market Segment:** Please Select
- Nation:** Please select
- State:** Please select
- Location:** Please select
- Area:** Please Select
- Seek Salary Type:** Please select
- Minimum Salary:** Please select
- Maximum Salary:** Please Select
- Salary Information:** (empty text area)
- Classification:** Please select
- Subclassification:** Please Select

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.

	Pay using your SEEK contract	Pay using your SEEK contract	Pay using your SEEK contract
<b>Ad Type</b>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Classic</b>	<b>Classic</b>	<b>StandOut</b>	<b>Premium</b> ⓘ
ⓘ How are prices set?	\$170	\$170	\$650
	<i>\$170 will be deducted from your SEEK contract.</i>	Promote your brand to candidates.	Reach the right candidates with a priority listing.

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.