

1. Introduction

HireIQ is pleased to introduce several new features and enhancements to its innovative virtual interviewing solution, InterviewIQ. This document is intended to provide an overview of the more significant new features and enhancements. These enhancements are available for all HireIQ InterviewIQ and LanguageIQ customers effective Friday, July 20, 2012.

Should you have any questions about InterviewIQ, please open a support ticket by clicking on the “Help” link from within the InterviewIQ application. You can also find several other helpful documents under “Tips and Tricks” on the HireIQ support page.

2. Likert Scoring Form Enhancements

You now have the ability to customize the labels in the Likert scoring form to better reflect the needs of your organization.

You must select Likert Scale, Advanced Likert Scale or Custom Likert Scale in order to customize the labels.

- a. Click on the Reviewing tab of the Advanced Options Position editor.

The screenshot shows the 'Reviewing' tab selected in the left sidebar. The main content area is titled 'Groups' and contains a list of groups with checkboxes: Anne's Demoes (checked), Collections, HireIQ Demo (checked), Internal Hiring, Kevin's Demoes, Language Assessments, LanguageIQ, Matt's Demoes, Southeast Territory, and Test Group. Below this list is a note: 'Groups in which this Position can be seen. You will only be able to select those groups in which you have edit privileges Hold down "Control", or "Command" on a Mac, to select more than one.' There is a checkbox for 'Restrict to one vote per screen' which is unchecked. Below this is the text 'This applies to all screens for this position'. The 'Rating Method' dropdown is set to 'Custom Likert Scale'. Below this is the text 'The method used to rate candidates for this position.' The 'Custom Scoring Sheet' dropdown is set to 'System Default'. Below this are links for 'New Sheet | Edit Sheet | Preview' and the text 'The scoring sheet used for rating a candidate.' There is a checkbox for 'Customize Likert Labels' which is unchecked. At the bottom of the form is a 'Next' button.

- b. Check the Customize Likert Labels Check Box and enter your preferred Label text.

PLEASE NOTE: Be careful to assign your labels so that the lowest-performing value is associated with “1” and the highest-performing value is associated with “4.”

PLEASE NOTE: You will also have to enter a value for each of the four values in order to be able to save your sheet.

The screenshot shows a web-based settings interface. On the left is a sidebar with navigation links: 'Reviewing' (selected), 'Phone Integration', 'Email Settings', and 'Email Templates'. The main content area is titled 'Reviewing' and contains several sections:

- A list of checkboxes for 'Language Assessments', 'LanguageIQ', 'Matt's Demoes', 'Southeast Territory', and 'Test Group'.
- A text block: 'Groups in which this Position can be seen. You will only be able to select those groups in which you have edit privileges Hold down "Control", or "Command" on a Mac, to select more than one.'
- A checkbox for 'Restrict to one vote per screen' with the note 'This applies to all screens for this position'.
- A 'Rating Method' dropdown menu set to 'Custom Likert Scale'.
- A text block: 'The method used to rate candidates for this position.'
- A 'Custom Scoring Sheet' dropdown menu set to 'System Default'.
- Links for 'New Sheet | Edit Sheet | Preview'.
- A text block: 'The scoring sheet used for rating a candidate.'
- A checked checkbox for 'Customize Likert Labels'.
- A row of four input fields for Likert labels: '1 Unacceptable', '2 Marginal', '3 Acceptable', and '4 Superior'. The 'Superior' field is highlighted with a blue border.
- A 'Next' button.

A red arrow points to the 'Customize Likert Labels' checkbox.

A further enhancement has been made to the Likert Scoring Forms that will allow you to Customize the Scoring Attributes beyond the default Attributes. There is no limit to the number of Custom Attributes a customer may configure in addition to the overall Summary Attribute that is included by default. However, the Customer is cautioned to limit the number of Custom Attributes to a number that is meaningful and manageable.

- c. Click on the Reviewing tab of the Advanced Options Position editor.
- d. Ensure that Customer Likert Scale Rating Method is selected.
- e. To create a new scoring sheet, click on the New Sheet link.
- f. To edit an existing scoring sheet, click on the Edit Sheet link.

The screenshot shows the 'Reviewing' tab of the 'Advanced Options Position editor'. On the left is a navigation menu with links for Description, Qualifiers, Questions, Interviewing, Reviewing (selected), Phone Integration, Email Settings, and Email Templates. The main content area is titled 'Groups' and contains a list of checkboxes: Anne's Demoes (checked), Collections, HireIQ Demo (checked), Internal Hiring, Kevin's Demoes, Language Assessments, LanguageIQ, Matt's Demoes, Southeast Territory, and Test Group. Below this is a text box explaining that groups are where the position can be seen and that multiple groups can be selected using the 'Control' or 'Command' key. There is also a 'Restrict to one vote per screen' checkbox. The 'Rating Method' section has a dropdown menu set to 'Custom Likert Scale'. The 'Custom Scoring Sheet' section has a dropdown menu set to 'System Default'. Below this are links for 'New Sheet', 'Edit Sheet', and 'Preview'. A red arrow points to the 'New Sheet' link. At the bottom of the main content area are a 'Customize Likert Labels' checkbox and a 'Next' button. A 'Hide advanced options' button is located in the top right corner of the main content area.

- g. For a New Sheet, enter the Name you wish to save the Sheet as. This will allow you to reuse sheets across multiple positions.

Note that the first three Attributes are the default Advanced Likert Attributes. These can now be changed to reflect the Attributes that better reflect the skills you are looking for in these positions.

New Custom Likert

Name

	UNACCEPTABLE	MARGINAL	ACCEPTABLE	SUPERIOR
<input type="text" value="This applicant speaks clearly and au"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="This applicant uses proper grammar"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="This applicant answered the interview"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text" value="This candidate is a good fit for this position"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- h. To add new Attributes, click the Add Attribute Button and enter the text you wish.
- i. Click Save to save the Scoring Form.

Attribute	1	2	3	4
This applicant speaks clearly and au	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This applicant uses proper grammar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This applicant answered the interview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This applicant was persuasive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
is applicant handled objections well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This candidate is a good fit for this position	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE NOTE: The Overall Summary Attribute, "This candidate is a good fit for this position" cannot be edited or deleted from the form.

3. E-Mail and Candidate Notifications

A new E-mail Settings option allows the Customer to specify whether the Decline e-mail template is to be sent to Candidates who incorrectly answer a Knockout Question or who fail to reach the minimum score threshold, if Qualifier scoring has been configured.

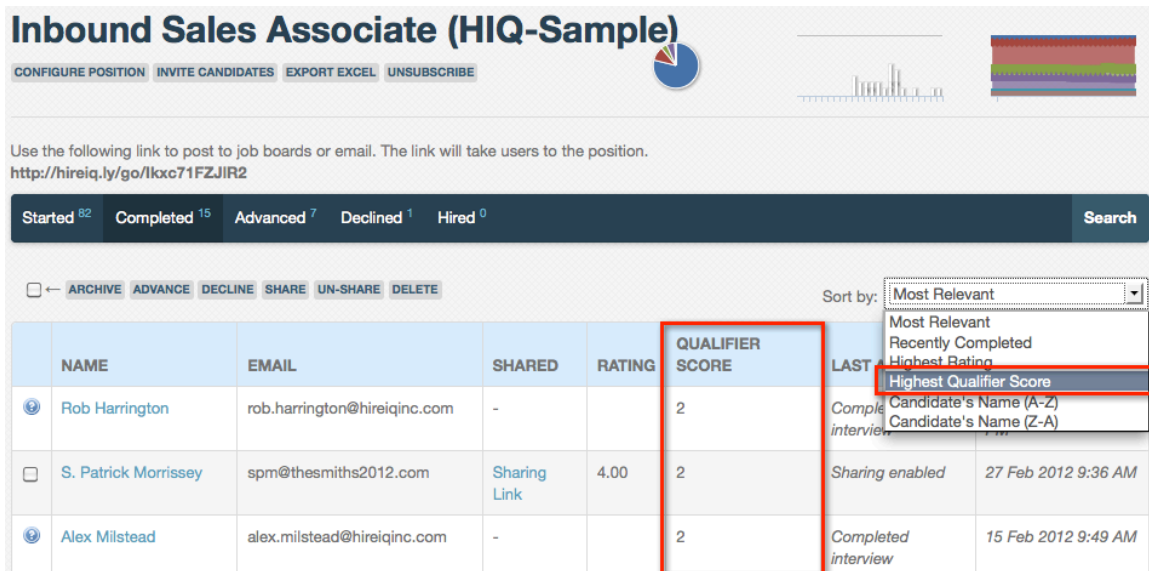
The screenshot shows the 'Email Settings' configuration page in HireIQ. On the left is a navigation menu with options: Description, Qualifiers, Questions, Interviewing, Reviewing, Phone Integration, Email Settings (highlighted), and Email Templates. The main content area is titled 'Email Settings' and includes a 'Hide advanced options' button in the top right. The settings are as follows:

- Mail From:** A text input field.
- Mail From Name:** A text input field.
- Send Auto-Denial Emails**
Send an email to candidates who have been automatically declined. (This checkbox is highlighted with a red arrow.)
- Disable Email Confirmation**
Do not send candidates an email when they complete their phone screen.
- Disable Automated Incomplete Reminders**
Do not send candidates automated emails reminding them to complete their phone screen.

4. Interview Reviewing

The Position Summary screens have been enhanced to include the Qualifier Score values, if the customer has configured them.

You can also sort the Qualifier Score column in descending order by selecting Highest Qualifier Score from the “Sort By:” drop-down



The screenshot shows the HireIQ interface for a position titled "Inbound Sales Associate (HIQ-Sample)". At the top, there are navigation links: "CONFIGURE POSITION", "INVITE CANDIDATES", "EXPORT EXCEL", and "UNSUBSCRIBE". Below these is a link to post to job boards or email: "http://hireiq.ly/go/1kxc71FZJIR2". A summary bar shows "Started 82", "Completed 15", "Advanced 7", "Declined 1", and "Hired 0". Below this is a table of candidates with columns: NAME, EMAIL, SHARED, RATING, QUALIFIER SCORE, and LAST. A "Sort by:" dropdown menu is open, showing options: "Most Relevant", "Recently Completed", "Highest Rating", "Highest Qualifier Score", "Candidate's Name (A-Z)", and "Candidate's Name (Z-A)". The "Highest Qualifier Score" option is highlighted. The table data is as follows:

	NAME	EMAIL	SHARED	RATING	QUALIFIER SCORE	LAST
<input checked="" type="checkbox"/>	Rob Harrington	rob.harrington@hireiqinc.com	-		2	Completed interview
<input type="checkbox"/>	S. Patrick Morrissey	spm@thesmiths2012.com	Sharing Link	4.00	2	Sharing enabled 27 Feb 2012 9:36 AM
<input checked="" type="checkbox"/>	Alex Milstead	alex.milstead@hireiqinc.com	-		2	Completed interview 15 Feb 2012 9:49 AM

5. Candidate Management

The Invite Candidates functionality has been enhanced to allow multiple candidates to be invited to complete an Interview without having to create a CSV file and perform an upload. Enter the desired name and e-mail address as defined in the description below the box – one name and e-mail address per line.

CAUTION: This upload method is NOT available for those Customers that use the UID field.

The Bulk CSV Upload feature is probably preferable when the customer has many candidates to invite and must be used for Customers that use the UID field who wish to upload multiple records.

Positions / Inbound Sales Associate (HIQ-Sample) / Invite Candidates

Public Link

Use the following link to post to job boards or email.
The link will take users to the position.
<http://hireiq.ly/go/lkxc71FZJIR2>

Invite Candidates

Candidate emails

Enter a list of emails addresses in the format: "Firstname Lastname"
<email@address.com>

6. Interview Sharing

A Share button has been added to the Candidate Interview Detail screen so that users can share a candidate interview directly from this screen.

Positions / Inbound Sales Associate / S. Patrick Morrissey

S. Patrick Morrissey

spm@thesmiths2012.com | [Upload Resume](#) | [View Profile](#)

SHARE

Qualifier Responses

1 A stackable CD rack holds 25 CD's and costs \$1.25. Charlie has a collection of 150 CD's. How much will it cost him to buy enough racks to hold all of his CD's?

\$7.50 [Comment](#)

Rating for S. Patrick Morrissey

	UNACCEPTABLE	MARGINAL	ACCEPTABLE	SUPERIOR
This applicant speaks clearly and audibly	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
This applicant uses proper grammar, expressions and appropriate terms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

In addition, the Sharing functionality has been improved to include the candidate's Qualifier responses, audio Question responses, Recruiter ratings and Comments. A future release will allow the Customer to configure what gets shared by Position.

Inbound Sales Associate - Atlanta, GA

Below are the responses for S. Patrick Morrissey

Qualifier Responses


1. **A stackable CD rack holds 25 CD's and costs \$1.25. Charlie has a collection of 150 CD's. How much will it cost him to buy enough racks to hold all of his CD's?**
 \$7.50

2. **Do you have reliable transportation and can adhere to a published schedule?**
 Yes

3. **How many years of call center experience do you have?**
 8-10 years

4. **Please select the word or words that best completes the following sentence:**
 Maria ____ in Chicago for her vacation last year.
 was

Recruiter Ratings

	FORM DIMENSION 						
Kevin Hegebarth (kevin.hegebarth@hireiqinc.com)	4.00	4.00	3.00	4.00	4.00	4.00	3.00
Average Recruiter Scores	4.00	4.00	3.00	4.00	4.00	4.00	3.00

Recruiter Comments

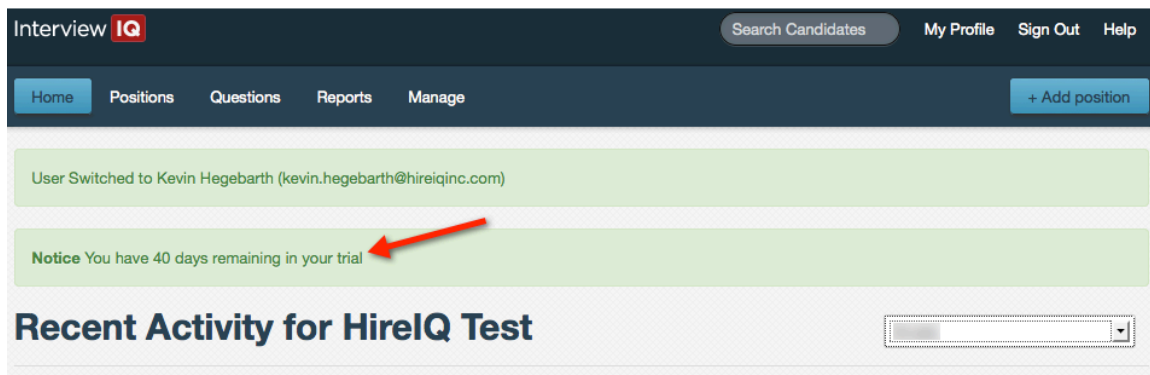
on Jul 23, 2012 at 4 p.m., Kevin Hegebarth said:
 "This candidate would make a good regional manager or regional director. Lacks experience for a more senior role."

7. Customization and Usability

HireIQ has implemented a What You See Is What You Get (WYSIWYG) editor to enable a user to customize the text copy and look-and-feel of the Position Description, Getting Started and Thank You pages that are displayed to the candidate. A future release will include this same editor for the Interview Introduction page as well.

8. Maintenance and Administration

A conspicuous notice now appears on a trial customer's Home page advising of the number of days left in their trial.



The screenshot shows the HireIQ web application interface. At the top, there is a dark navigation bar with the 'Interview IQ' logo on the left, a 'Search Candidates' button, and links for 'My Profile', 'Sign Out', and 'Help'. Below this is a secondary navigation bar with buttons for 'Home', 'Positions', 'Questions', 'Reports', and 'Manage', along with a '+ Add position' button. A green notification banner displays the message 'User Switched to Kevin Hegebarth (kevin.hegebarth@hireiqinc.com)'. Below that, another green banner contains the text 'Notice You have 40 days remaining in your trial', with a red arrow pointing to the text. The main content area is titled 'Recent Activity for HireIQ Test' and includes a dropdown menu.

HireIQ has completed a User Consistency Audit so all application controls, dialog boxes and user interaction now operates in a consistent fashion so the User has a consistent user experience across the entire HireIQ product line.

9. LanguageIQ

LanguageIQ uses the same What You See Is What You Get (WYSIWYG) editor to enable a user to customize the text copy and look-and-feel of the Position Description, Getting Started and Thank You pages that are displayed to the candidate. A future release will include this same editor for the Interview Introduction page as well.

A candidate taking a LanguageIQ assessment can ask the system to repeat a voice prompt. In this release, the prompts can be repeated only once.

The usability of LanguageIQ has been improved to provide a more distinct segue between the Question Building and Sentence Rearrangement sections of the assessment.