



Quarterly Product Release

January 2025



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T2O Multiple Data Retention Policies per Application

Feature release type: Public Available February 13th

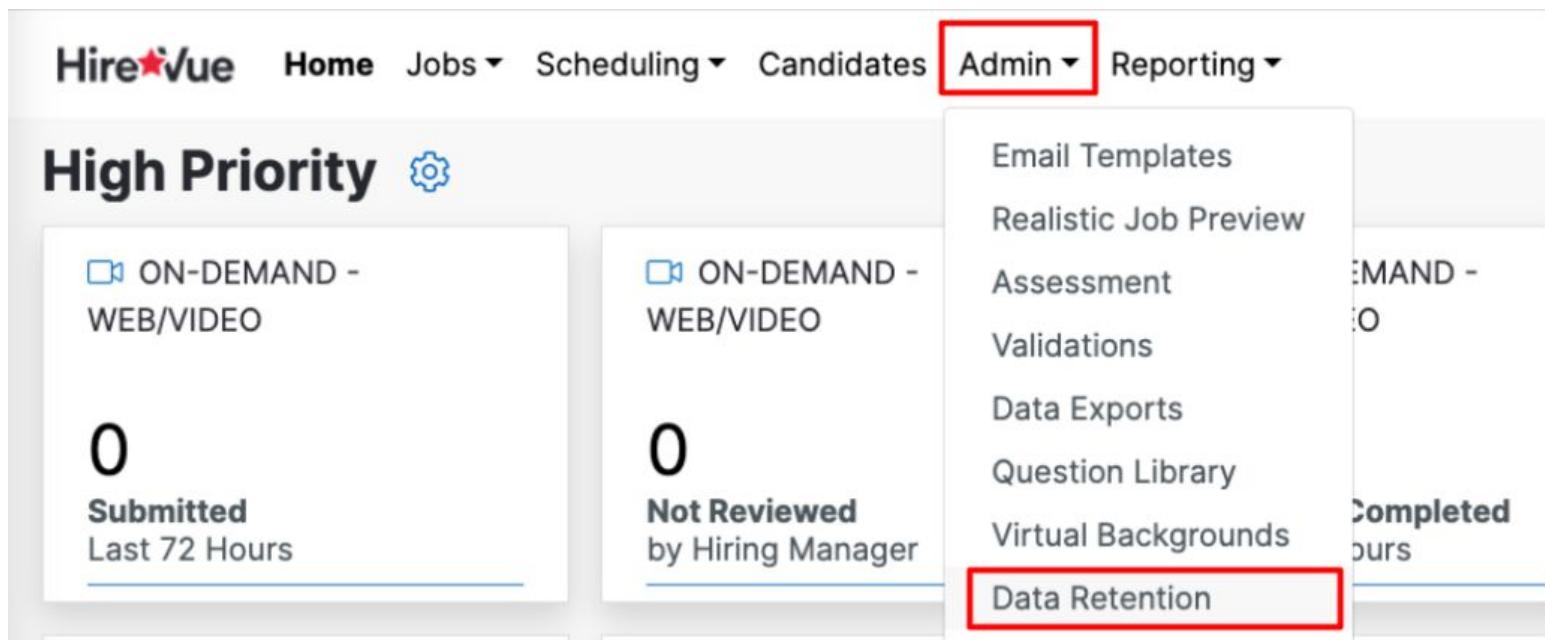
What are we improving: We have added the ability to enable custom deletion policies within a T2O application. This will allow for a customer to set at the job template/job level which deletion policy should apply to the interviews/candidates associated with the job.

Why is this feature/functionality valuable: Currently if a customer has different deletion policies by region, then they would need to have multiple applications to support. Which leads to longer implementation timelines, and more administrative upkeep for both the customer and internal resources. It also complicates reporting. Additionally, in some regions in EMEA the deletion policies can change somewhat frequently. Allowing the customer to have self-service capabilities for their deletion policies can help them manage these changes more efficiently.

How to access and configure:

If you are interested in activating this feature, please reach out to your Customer Success Director to have this feature enabled for your account. There is no additional charge to leverage this feature.

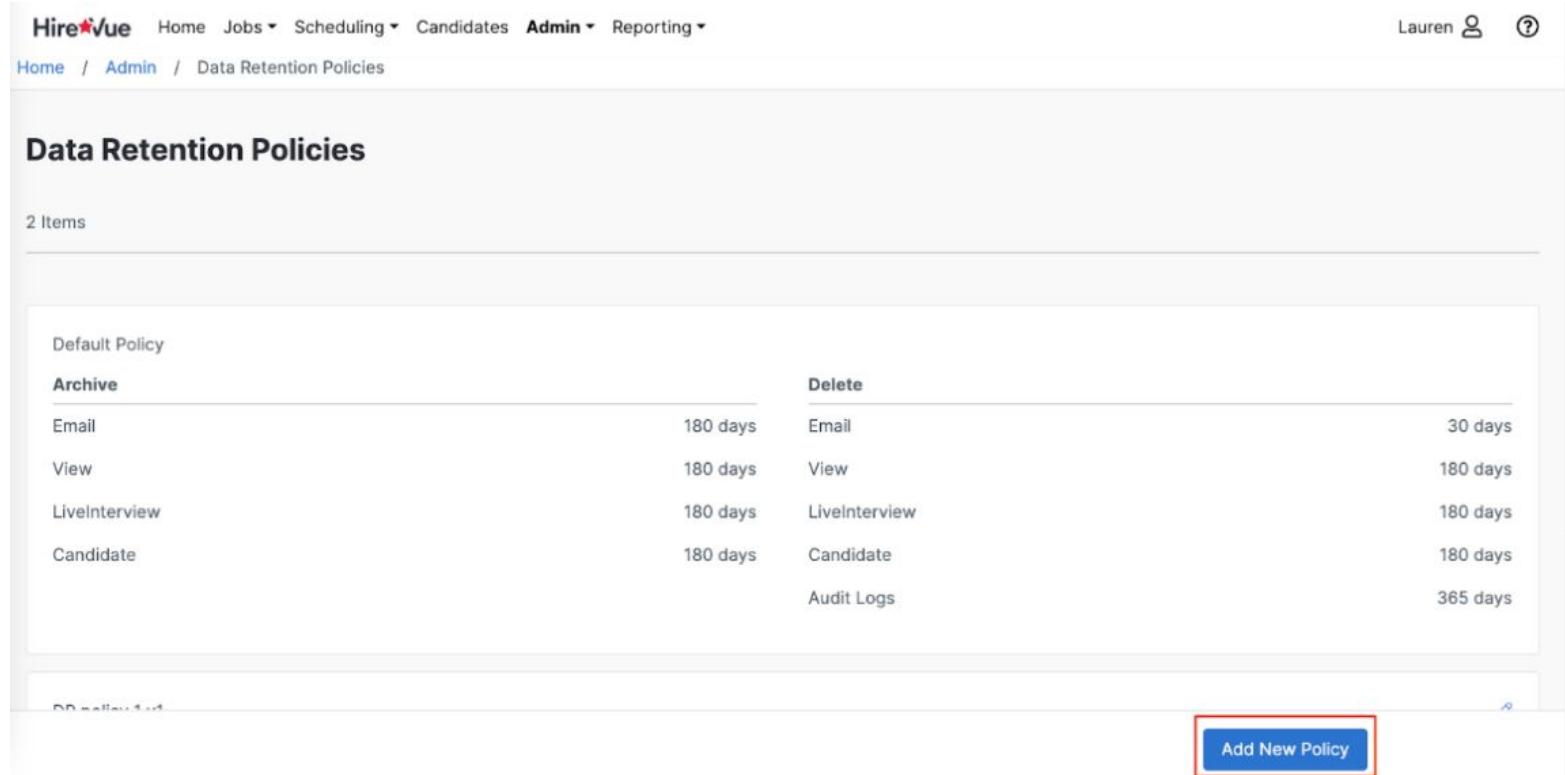
Once the licensing option has been configured to enable this feature, the Customer Admin will now have a new menu available under Admin for Data Retention.



The screenshot shows the HireVue software interface. At the top, there is a navigation bar with links: Home, Jobs, Scheduling, Candidates, Admin (which is highlighted with a red box), and Reporting. Below the navigation bar, there is a section titled "High Priority" with a gear icon. This section contains two cards: "ON-DEMAND - WEB/VIDEO" and "ON-DEMAND - WEB/VIDEO". The first card shows "0 Submitted Last 72 Hours". The second card shows "0 Not Reviewed by Hiring Manager". To the right of these cards is a dropdown menu with several options: Email Templates, Realistic Job Preview, Assessment, Validations, Data Exports, Question Library, Virtual Backgrounds, and Data Retention. The "Data Retention" option is also highlighted with a red box. The bottom right corner of the interface features the HireVue logo.

T2O Multiple Data Retention Policies per Application (cont.)

From the Data Retention tab, the Default Retention policy is viewable but not editable. Any existing custom policies will be editable from this page. To create a new custom policy, the customer admin will select Add New Policy.

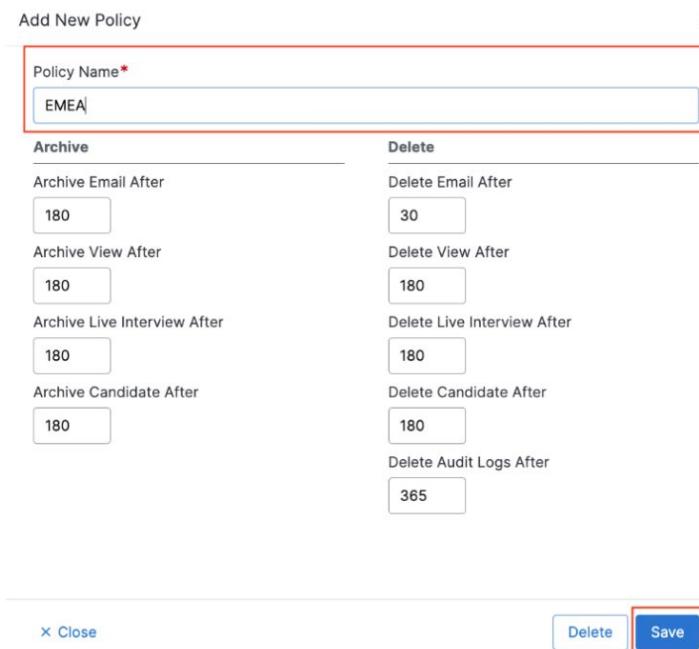


2 Items

Default Policy		Archive	Delete
Email	180 days	Email	30 days
View	180 days	View	180 days
LiveInterview	180 days	LiveInterview	180 days
Candidate	180 days	Candidate	180 days
		Audit Logs	365 days

Add New Policy

From the menu, the default policy settings will be filled in, and can be edited to meet the custom policy names. The custom policy is given a name that users will see on the Job Template and Job levels.



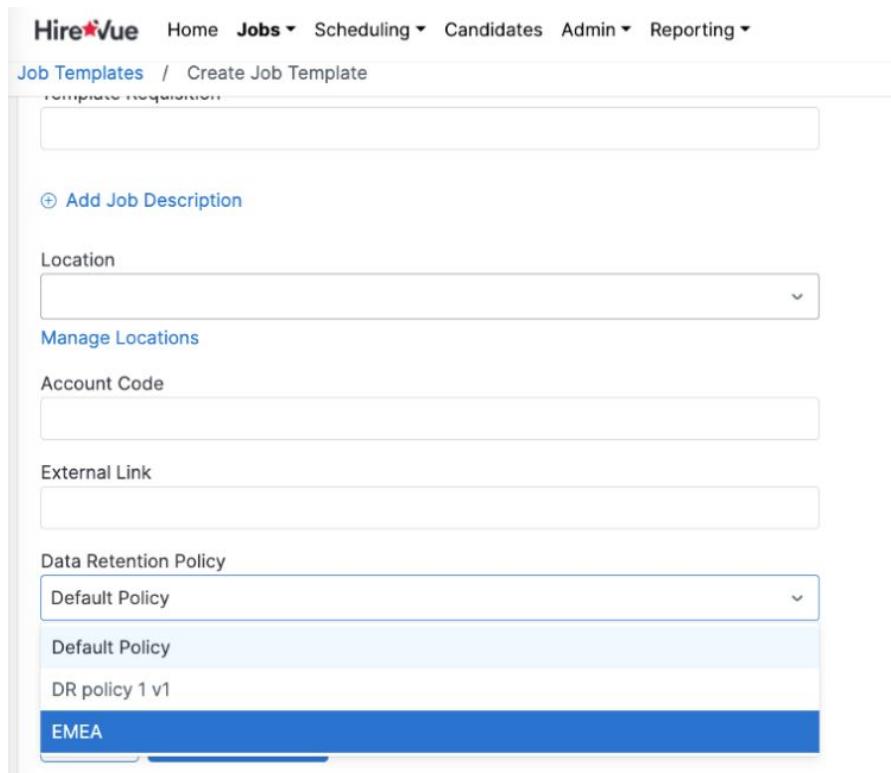
Policy Name*
EMEA

Archive	Delete
Archive Email After 180	Delete Email After 30
Archive View After 180	Delete View After 180
Archive Live Interview After 180	Delete Live Interview After 180
Archive Candidate After 180	Delete Candidate After 180
	Delete Audit Logs After 365

Close Delete Save

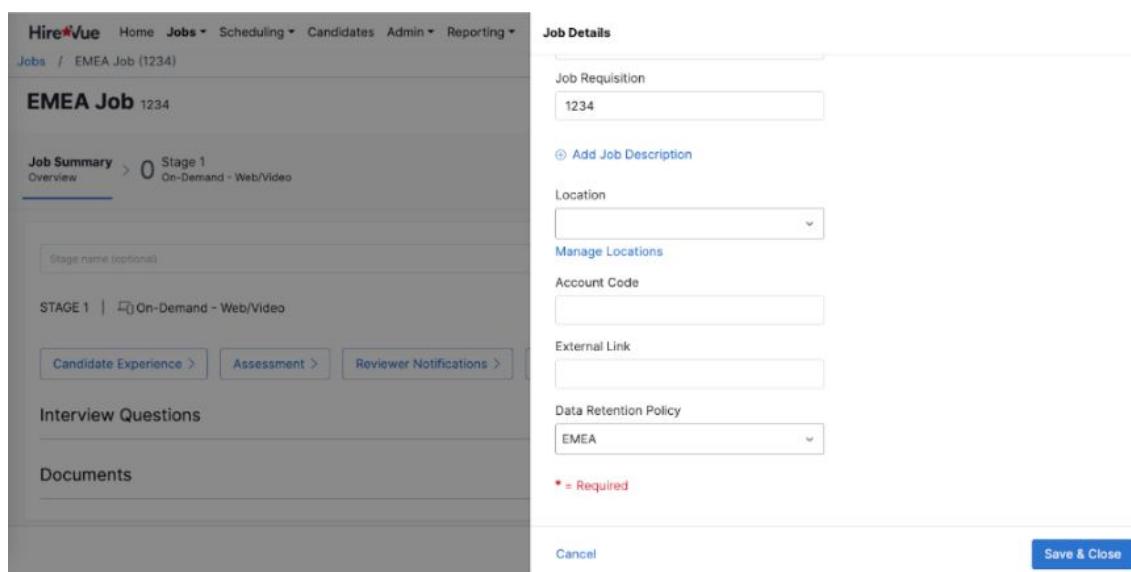
T2O Multiple Data Retention Policies per Application (cont.)

When creating or editing a Job Template, under the job details section, if there is at least 1 custom policy active, there will be a drop down to select the Data Retention policy that will apply to all interviews associated with the job that is created from the Job Template.



The screenshot shows the 'Job Templates' section of the HireVue interface. At the top, there are navigation links: Home, Jobs (with a dropdown arrow), Scheduling (with a dropdown arrow), Candidates, Admin (with a dropdown arrow), and Reporting (with a dropdown arrow). Below this, the 'Job Templates' page is displayed with a breadcrumb trail: Job Templates / Create Job Template. The main form includes fields for 'Job Description' (with a 'Add Job Description' button), 'Location' (with a dropdown menu and 'Manage Locations' link), 'Account Code' (with a dropdown menu), 'External Link' (with a text input field), and 'Data Retention Policy' (with a dropdown menu). The 'Data Retention Policy' dropdown is open, showing options: 'Default Policy', 'Default Policy', 'DR policy 1 v1', and 'EMEA'. The 'EMEA' option is highlighted with a blue background.

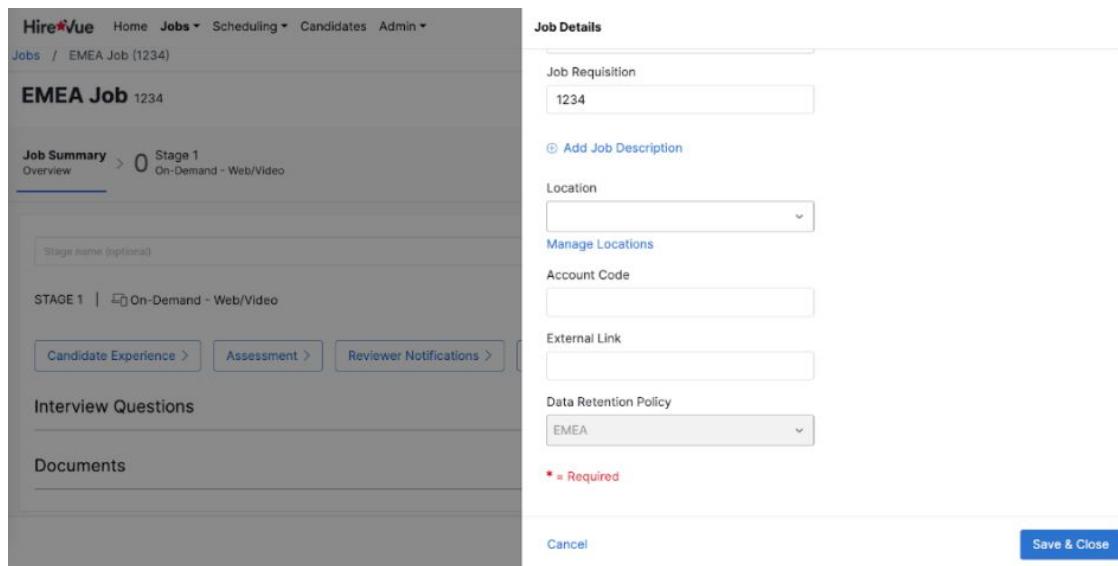
For Customer Admins or users that have been granted the proper permission, the data retention policy is also editable on the Job level.



The screenshot shows the 'Job Details' section of the HireVue interface for the 'EMEA Job' (1234). The top navigation bar includes 'Jobs' (with a dropdown arrow), 'Job Details' (selected), 'Scheduling' (with a dropdown arrow), 'Candidates', 'Admin' (with a dropdown arrow), and 'Reporting' (with a dropdown arrow). The 'Job Summary' tab is selected, showing 'Overview' and 'Stage 1: On-Demand - Web/Video'. The 'Job Details' panel on the right contains fields for 'Job Requisition' (value: 1234), 'Add Job Description' (button), 'Location' (dropdown menu), 'Manage Locations' (link), 'Account Code' (dropdown menu), 'External Link' (text input field), and 'Data Retention Policy' (dropdown menu). The 'Data Retention Policy' dropdown is open, showing 'EMEA' as the selected option. A note at the bottom of the panel states '* = Required'. At the bottom of the page are 'Cancel' and 'Save & Close' buttons.

T2O Multiple Data Retention Policies per Application (cont.)

Recruiters and below, will by default have read only access to this field.



The screenshot shows the 'Job Details' section of the HireVue interface. On the left, there's a sidebar with 'Jobs' and 'EMEA Job (1234)'. The main area has a 'Job Requisition' field with '1234', a 'Location' dropdown, and a 'Data Retention Policy' dropdown set to 'EMEA'. A note at the bottom says '*= Required'. At the bottom right are 'Cancel' and 'Save & Close' buttons.

Feature FAQs:

- **What happens if a deletion policy is deleted?**
 - If the deletion policy is deleted, any job templates or jobs associated with that deletion policy will be updated to the Default Deletion Policy
 - There are warnings and a pop up letting the user know that this is the intended behavior upon deletion
- **What happens if a deletion policy is edited?**
 - If a deletion policy is edited to change number of days for any of the available fields, this will apply to all existing Job templates and jobs that have the deletion policy assigned
- **If I update the deletion policy on the template does it change on the job level?**
 - If the deletion policy selected is changed on the template level, like all other edits to the job template, it will be a go forward only change.
 - Existing jobs will keep the policy name assigned at creation.
 - A customer admin can edit the policy selected on the job level if necessary
- **What if the custom deletion policy is longer than the default policy, which policy takes precedence?**
 - The policy assigned to the job will always take precedence even if it is longer than the default policy
- **How are candidates affected that have applied to multiple jobs with different policies?**
 - If a candidate reaches the deletion policy limit on a given job, the system will delete the interview and any data associated with that interview
 - The system then checks to see if there are any other interviews associated with that candidate
 - If there are not, the full candidate profile is then also deleted
 - If there are, then the candidate profile is left intact and tied to the other interview(s), only the interview data associated with the given job is deleted

Google Workspace Calendar Sync

Feature release type: Public

What are we improving: As a Google Workspace calendar user, I can sync my calendar for T2O scheduling.

Why is this feature/functionality valuable:

For you: As a scheduling customer, my users rely heavily on their calendar to schedule, so checking calendars are free before booking is critical to my success.

Applicants/Candidates: As a candidate, I am more likely to have an interviewer show up and not reschedule, as I have booked based on real availability.

How to access and configure:

If you are interested in activating this feature, please reach out to your Customer Success Director to have this feature enabled for your account. There is no additional charge to leverage this feature for Scheduling customers.

Feature FAQs:

- How can I learn more about this calendar sync?
 - Reach out to your Customer Success Director to request the Sync Overview documents.

T2O Reschedule Automation for Simple Scheduling

Feature release type: Public **Available February 13th**

What are we improving: Today, if the interviewer can't make the interview, they need to tell the Recruiter or Coordinator, so the Recruiter or Coordinator contact the candidate and manually determine a new interview time or request the candidate to self reschedule. With this feature, as a customer, **I can automate rescheduling when the interviewer can't make the interview.**

Why is this feature/functionality valuable:

For you: There's always a possibility that an interviewer can't make a scheduled interview. This eliminates manual work in that common scenario while offering a more streamlined candidate experience.

Applicants/Candidates: As a candidate, I am informed and empowered to drive the hiring process forward myself with ease. I am also less likely to be ghosted by the interviewer.

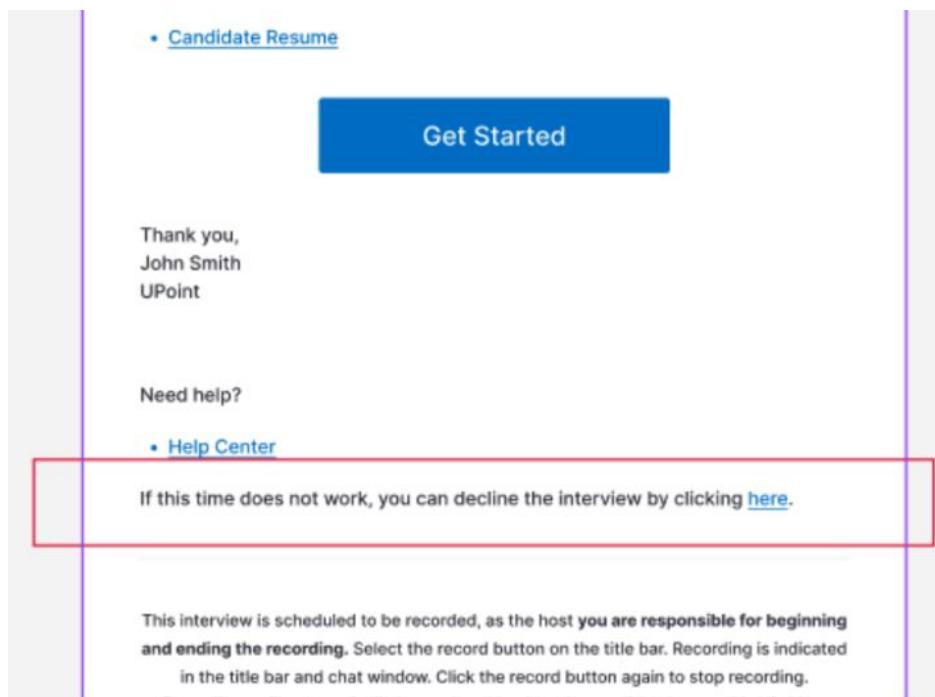
Feature Walkthrough:

Simple Scheduling

Declining the Interview

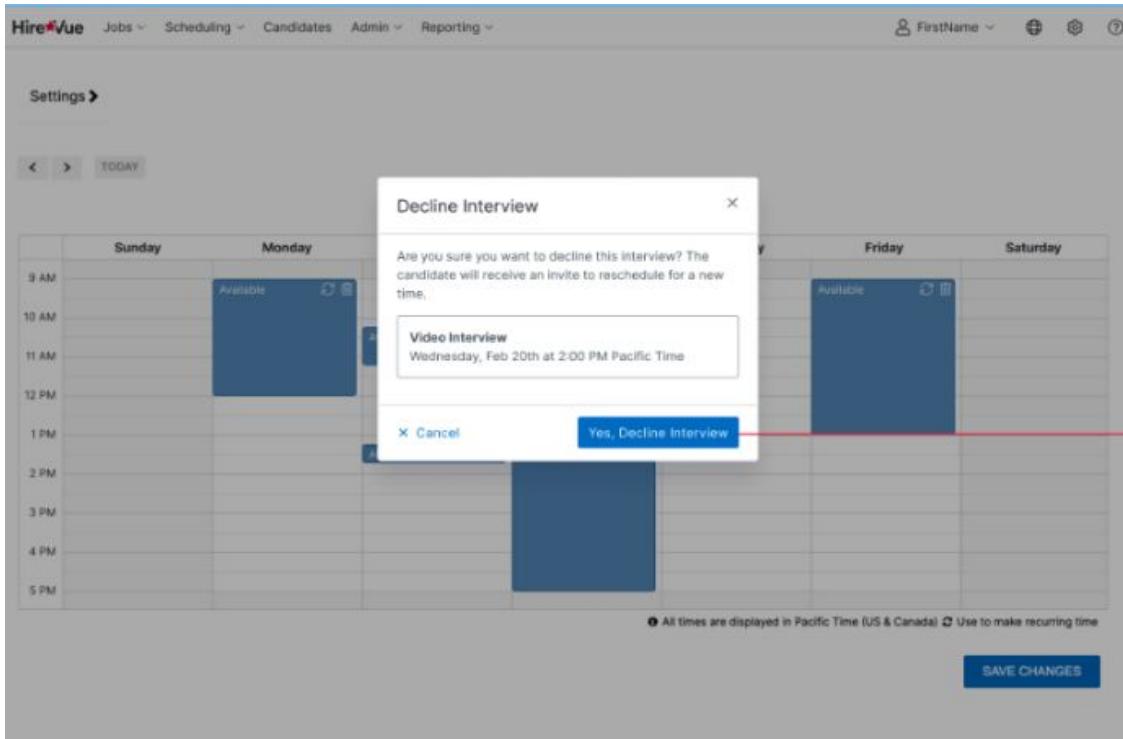
Interviewers can indicate they cannot make the interview (aka decline the interview) in 2 ways:

1. Click the link within an interview invite

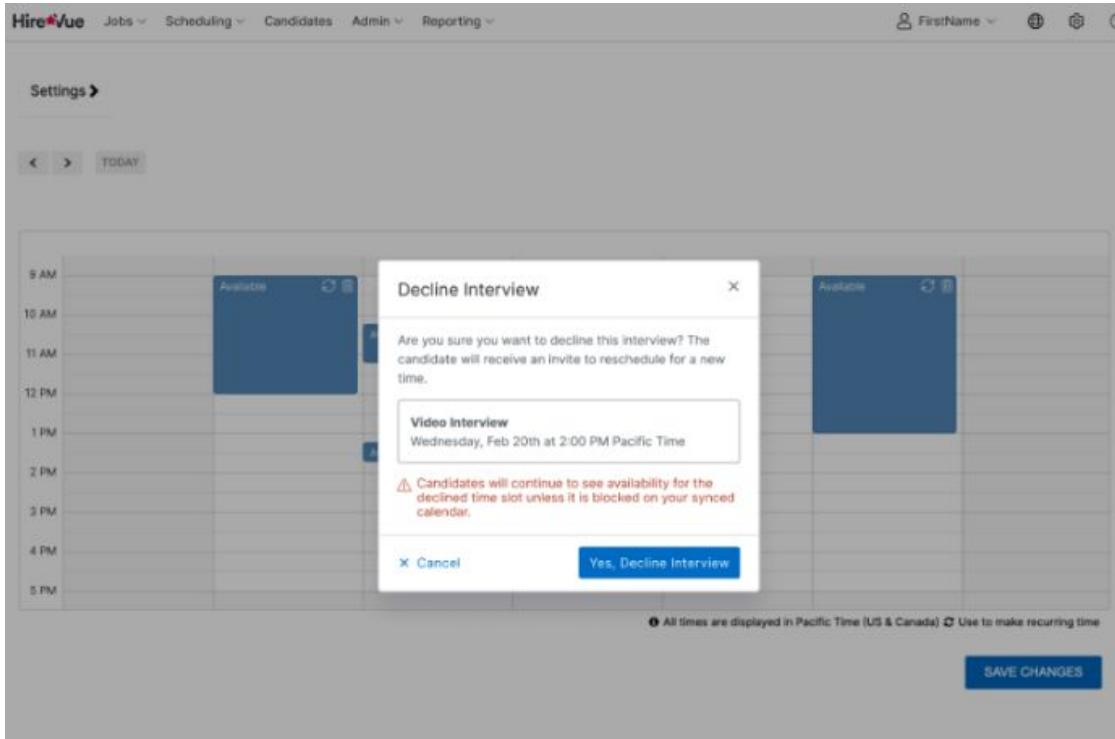


T2O Reschedule Automation for Simple Scheduling (cont.)

User sees a confirmation to Decline in the UI. Non-calendar synced user:

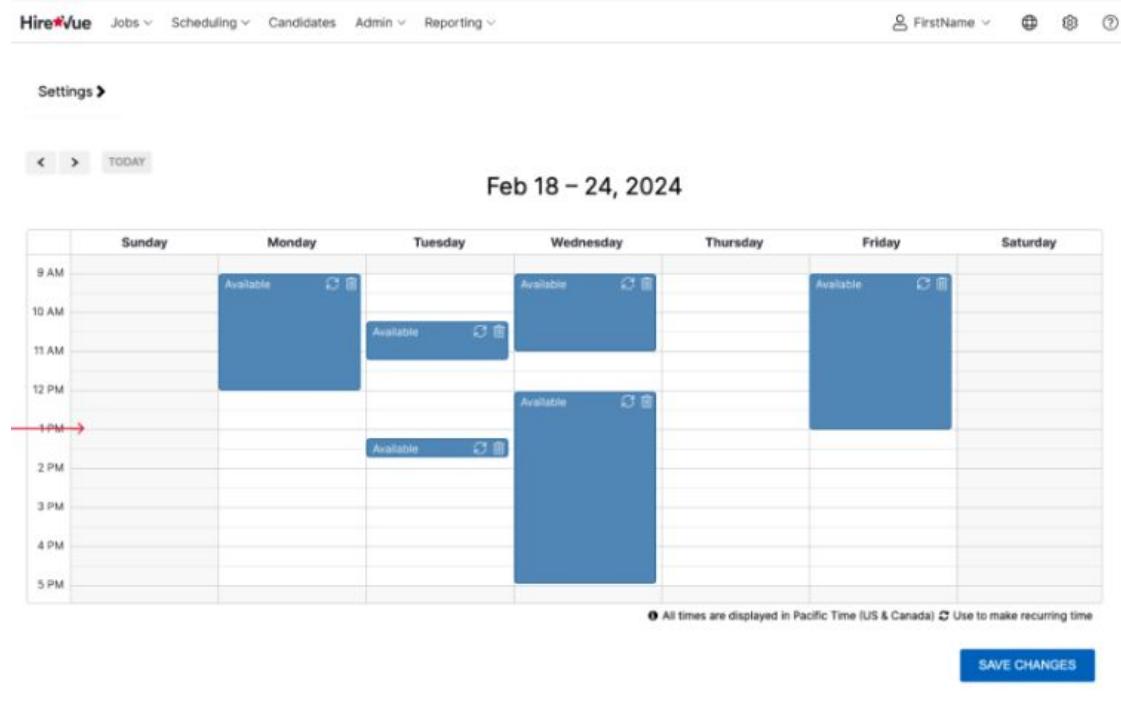


Calendar synced user



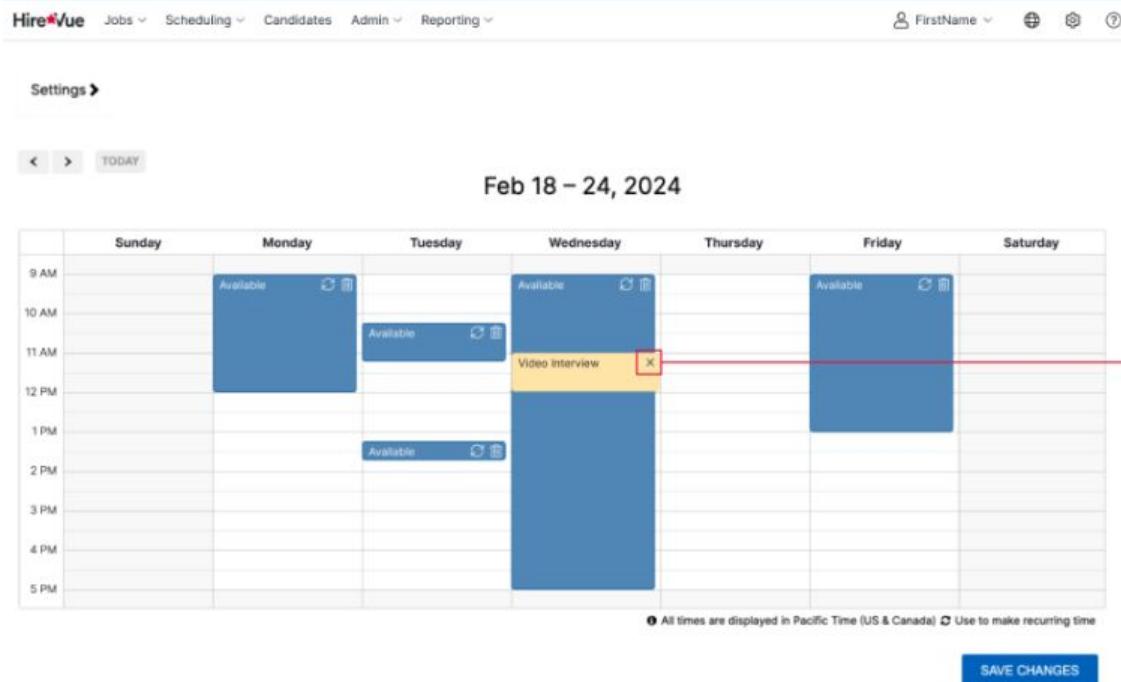
T2O Reschedule Automation for Simple Scheduling (cont.)

Click Yes, Decline Interview



The screenshot shows a weekly availability calendar from Feb 18 to Feb 24, 2024. The y-axis represents time from 9 AM to 5 PM. The x-axis shows days of the week. Most slots are marked as 'Available' in blue. A red arrow points to the 1PM slot on Monday. A note at the bottom states: "All times are displayed in Pacific Time (US & Canada) Use to make recurring time". A 'SAVE CHANGES' button is at the bottom right.

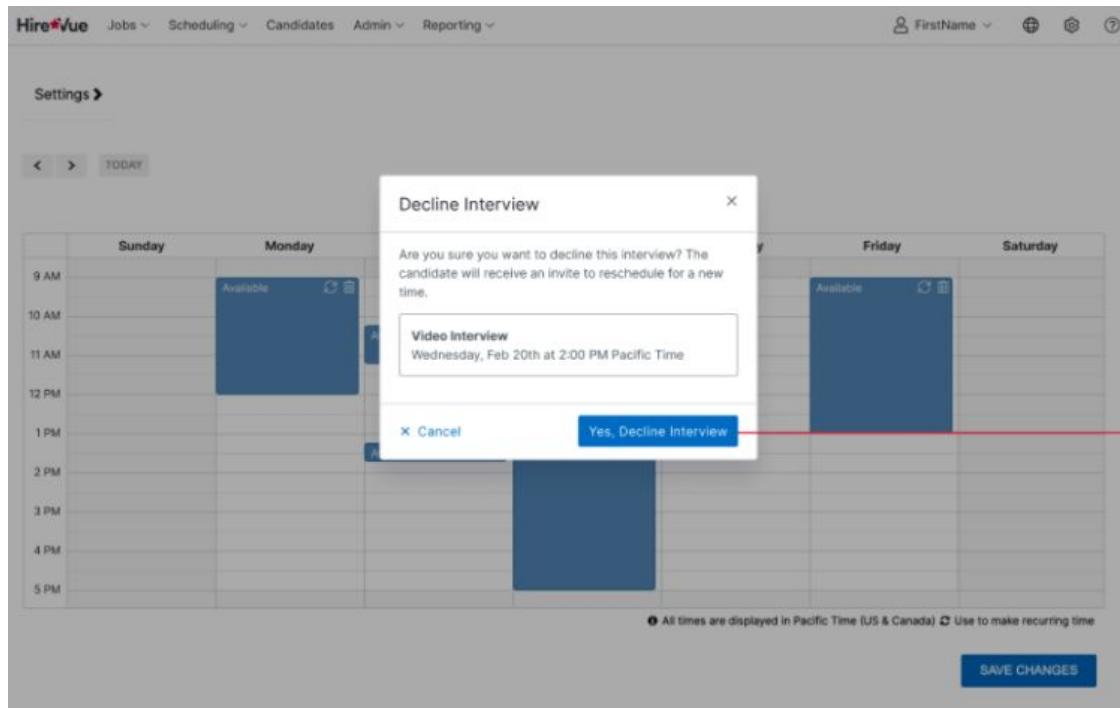
2. (Non-calendar synced interviewers only) I can click the X button on a specific interview in **My Availability**



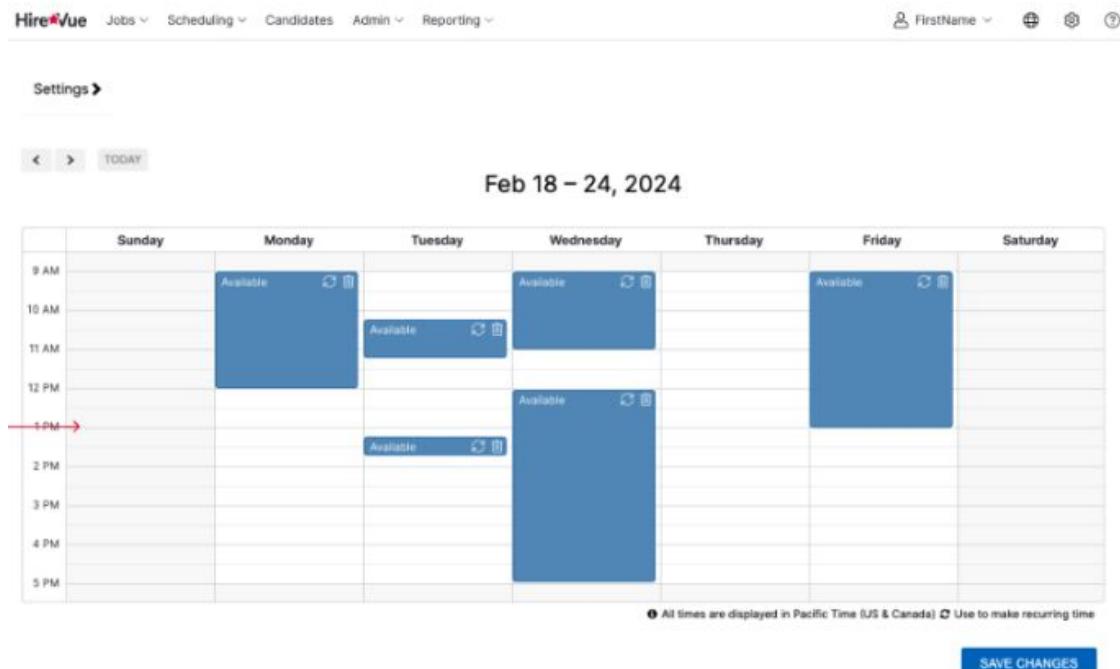
The screenshot shows the same weekly availability calendar. A yellow box highlights a 'Video Interview' slot on Wednesday at 12 PM. An 'X' button is visible in the top right corner of this slot. A red line connects the 'X' button to the 'SAVE CHANGES' button at the bottom right. A note at the bottom states: "All times are displayed in Pacific Time (US & Canada) Use to make recurring time".

T2O Reschedule Automation for Simple Scheduling (cont.)

User sees a confirmation to Decline in the UI



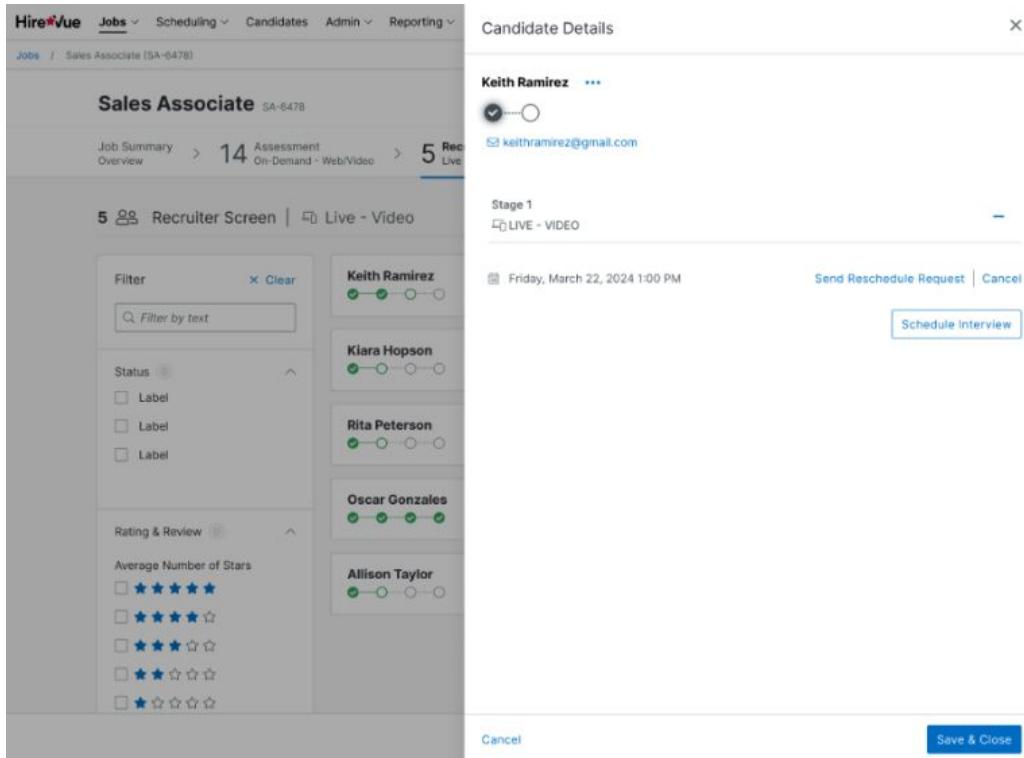
Click Yes, Decline Interview



T2O Reschedule Automation for Simple Scheduling (cont.)

If the feature is licensed, recruiters and coordinators (T2O business users) can trigger the candidate to reschedule on behalf of the interviewer from the Candidate Details page:

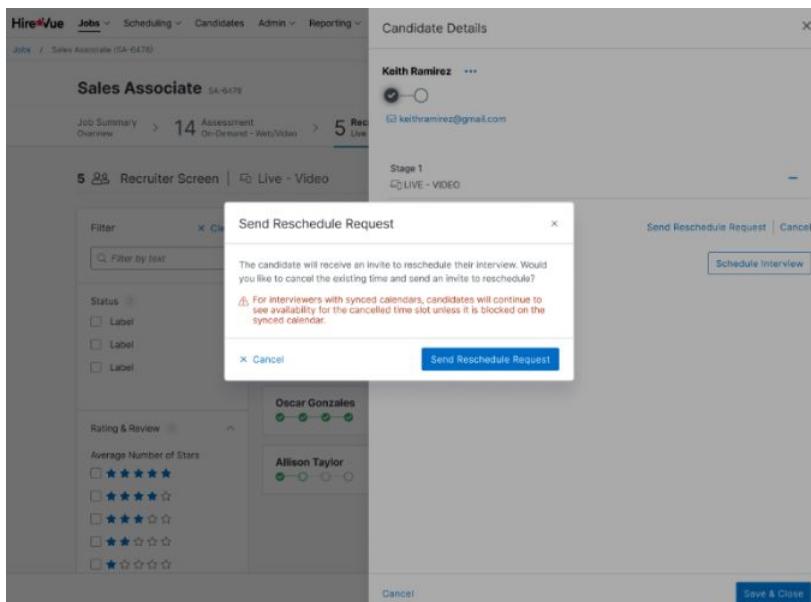
Click Send Reschedule Request



The screenshot shows the HireVue Candidate Details page for a candidate named Keith Ramirez. The page includes a navigation bar with 'Jobs', 'Scheduling', 'Candidates', 'Admin', and 'Reporting'. Below the navigation is a breadcrumb trail: 'Jobs / Sales Associate (SA-6478)'. The main content area displays 'Sales Associate' details with a 'Job Summary Overview' showing 14 assessments and 5 interviews. A 'Recruiter Screen' section shows 5 interviews, with one being 'Live - Video'. On the left, there are filters for 'Status' (Label) and 'Rating & Review' (Average Number of Stars). The right side shows a list of candidates with their names, status, and a green circular icon. At the bottom right of the main content area, there are 'Send Reschedule Request' and 'Cancel' buttons, with a 'Save & Close' button at the bottom right of the page.

User is presented with a confirmation to Decline in the UI.

Click Send Reschedule Request.



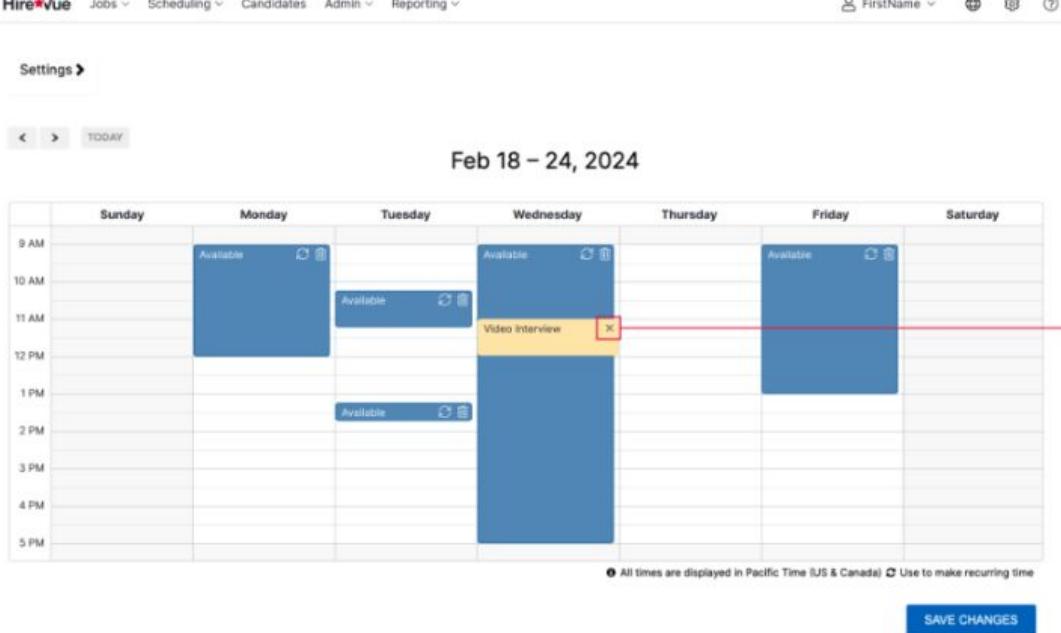
The screenshot shows the 'Send Reschedule Request' confirmation dialog box. The dialog contains a message: 'The candidate will receive an invite to reschedule their interview. Would you like to cancel the existing time and send an invite to reschedule?' and a note: 'For interviewers with synced calendars, candidates will continue to see availability for the cancelled time slot unless it is blocked on the synced calendar.' Below the message are 'Cancel' and 'Send Reschedule Request' buttons. The background shows the same Candidate Details page as the previous screenshot, with the 'Send Reschedule Request' button highlighted.

T2O Reschedule Automation for Simple Scheduling (cont.)

Adjusting an Interviewer's Availability After an Interviewer Declines

Non-calendar synced interviewers only: Availability holds are automatically adjusted to remove the declined slot (date and time) and updated calendar holds (ics files) are sent to the interviewer.

Availability before declining the interview:



Feb 18 – 24, 2024

9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM 4 PM 5 PM

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

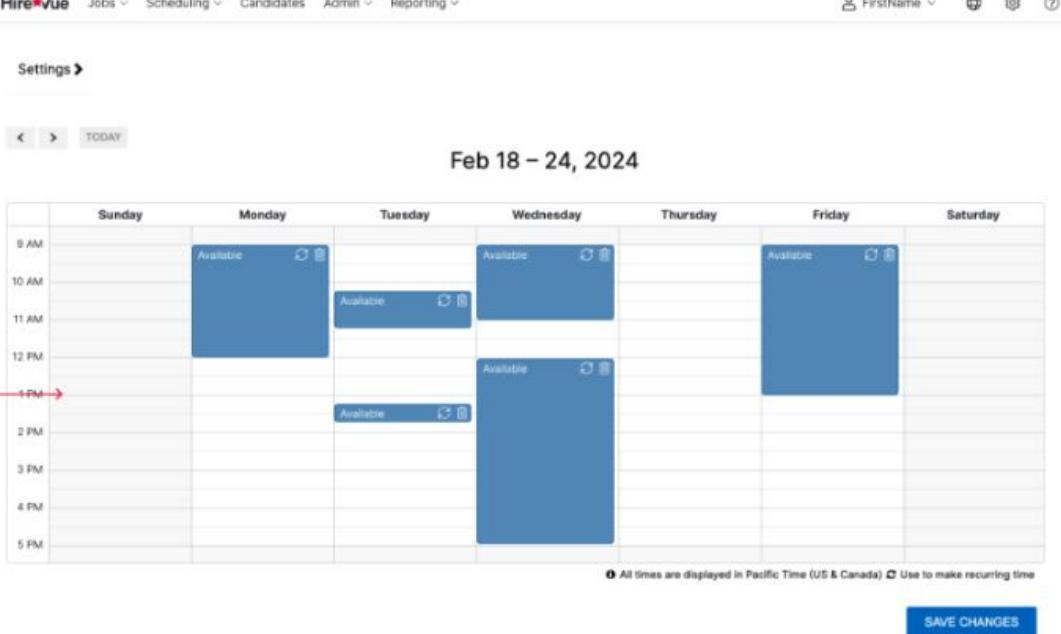
Available Available Available Available Available Available Available

Video Interview X

All times are displayed in Pacific Time (US & Canada) Use to make recurring time

SAVE CHANGES

Availability after declining the interview:



Feb 18 – 24, 2024

9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM 4 PM 5 PM

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Available Available Available Available Available Available Available

All times are displayed in Pacific Time (US & Canada) Use to make recurring time

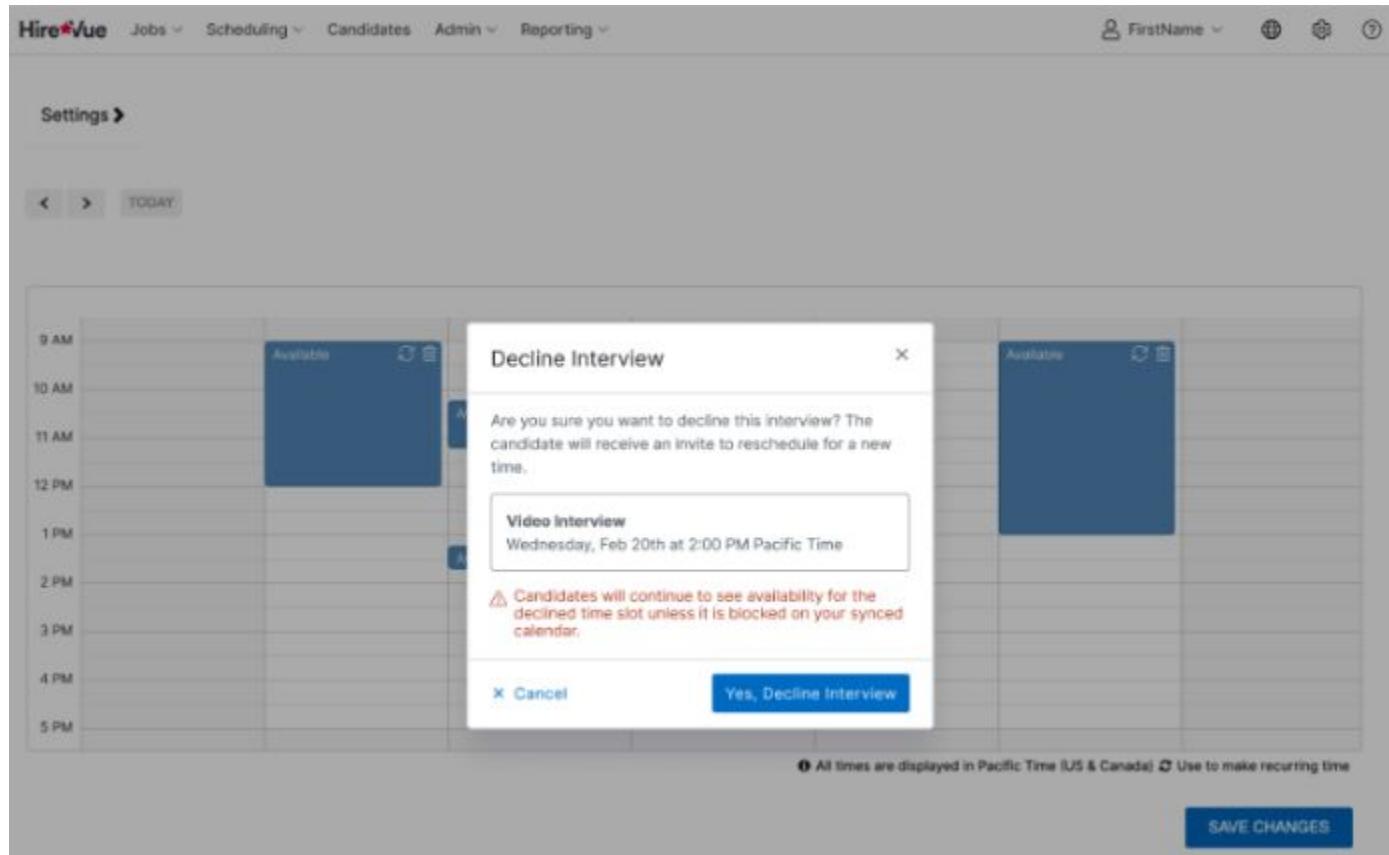
SAVE CHANGES

T2O Reschedule Automation for Simple Scheduling (cont.)

Updated availability hold email notifications are sent to the interviewer.

Calendar synced users: Availability is not adjusted. Interviewers are expected to block their external calendar manually, if they are not available at that time. We remind the user to do this in the UI on the decline confirmation. (Interviewers who decline the invite directly may not see this UI).

Change management tip: Inform Calendar Synced users that their availability will not be automatically adjusted once they decline an interview. They will need to adjust their availability by adding a block to the external calendar, if desired.



Interview Status in our System

The interview is canceled in our system (until the candidate reschedules the interview).

T2O Reschedule Automation for Simple Scheduling (cont.)

Hiring Team and Candidate Communications

The Interviewer and any Additional Participants receive interview cancellation related communications.

(No changes to existing functionality) Candidate receives an invite cancellation ics file email and associated SMS/WhatsApp messages, as configured.

Candidate receives an Reschedule Request email and associated SMS/WhatsApp messages, as configured.

- Email:
 - Reschedule Request In Person Interview
 - Reschedule Request Live Phone Interview
 - Reschedule Request Live Video Interview

List of Email Templates:

Email Templates

3 Items

Sort: **Name** | Stage Type | Custom

NARROW BY

Custom Templates Only

Stage Type

Assessment
 In Person
 Live - Phone
 Live - Video
 On-Demand - Phone
 On-Demand - Text
 On-Demand - Web/Video

Recipient

Candidate
 Interviewer

Reschedule Request In Person Interview IN PERSON	Candidate	...
Reschedule Request Live Phone Interview LIVE - PHONE	Candidate	...
Reschedule Request Live Video Interview LIVE - VIDEO	Candidate	...

T2O Reschedule Automation for Simple Scheduling (cont.)

Example Email:

Preview

Reschedule Request In Person Interview
Interviewer declines via In Person interview invite.

Desktop Mobile

HireVue

Dear Jenny Tyler,

The hiring team at Allie's Cupcake Depot can no longer attend the HireVue Interview scheduled on 1/15/2025 11:00 PM Central Time (US & Canada). Please reschedule your interview for a different time.

If you have any questions, please contact John Smith at john.smith@email.com.

Reschedule Interview

Thank you!

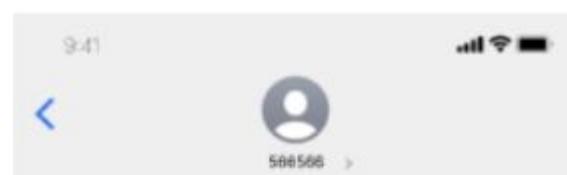
John Smith
Allie's Cupcake Depot
john.smith@email.com

Need help?

• [Help Center](#)

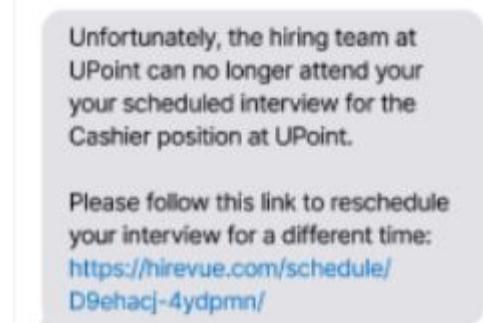
If the above button isn't working, copy and paste this link in a browser:
<https://allieJAT-dev.hvue.io>

Unsubscribe



- SMS: SmsCandidateSelfSchedule_InterviewerDecline
- WhatsApp: N/A (no template name associated)

Candidate follows link to existing scheduling/rescheduling experience.



T2O Reschedule Automation for Simple Scheduling (cont.)

How to access and configure

If you are interested in activating this feature, please reach out to your Customer Success Director to have this feature enabled for your account. There is no additional charge to leverage this feature for Scheduling customers.

Once the licensing option has been configured to enable this feature, this feature will be turned on for all Simple Scheduling interviews.