Product Release: Performance Improvements and Feature Enhancements
November 11, 2009

Talent Technology is pleased to announce the Autumn Release of HIREDESK™. As part of our commitment to be a world class provider of Applicant Tracking System technology, we are always seeking ways to enhance the user experience. This update includes the following enhancements:

1. “Server Side” Performance Improvements
   The second phase of our comprehensive Performance Improvement Initiative is "Server Side" performance improvements. With the “Client Side” performance improvements completed in this year’s Summer Release, we have now focused on increasing the speed of activities taking place on our hosting servers.

2. New Keystroke Actions
   It is now possible to use keystrokes to perform certain actions increasing ease of use and speed.

3. Candidate Disclaimer
   You now have the option to add candidates to your system only if they have accepted your online disclaimer, ensuring fulfillment of privacy standards and policies.

4. Resume Detection
   HireDesk now detects candidates without resumes during the online application process and automatically prompts them to submit one as they apply.

5. Job and Candidate List Windows
   Job and Candidate List views have been changed from pop ups to active windows, allowing you to move to other areas without having to close and re-open these windows.

6. Strong Passwords
   New password requirements for Recruiters and Hiring Managers accessing HireDesk further increase system security.

7. Login Screen Update
   Changes to the main login screen reduce the time it takes to login to HireDesk.

8. Desktop Timer
   A new indicator tells you the time since you last refreshed the information on your desktop.
Detailed Enhancement Information

1. “Server Side” Performance Improvements

With the recent launch of “Client Side” performance improvements in our Summer Release, we are excited to follow up with “Server Side” improvements to further boost system performance. Where Client Side performance improvements focused on the activities that happen on your computer, Server Side improvements concentrate on the tasks that happen on HireDesk hosting servers.

As you perform actions such as searching candidates and editing jobs, HireDesk requests data from our servers and delivers it to your computer over the internet. Until now, the information came from your database each time you performed an activity. Now, your information is retrieved once from the database and then stored in memory for later use. The result is remarkable improvements in the speed of delivery. In fact, the more you and your team use the system, the more you benefit as additional information is stored this way for quick delivery. Some examples of improved performance are:

- Creating a new email is up to 60% faster
- Keyword Searches are more than 50% faster
- Adding an activity is 90% faster

In addition to these speed increases for HireDesk users, Server Side performance improvements also increase Talent Portal performance, enhancing your candidates’ online application experience. The online application process is faster as web pages are rendered in less time.

There is no action required on your part to benefit from this performance improvement. As soon as the release is loaded on your data center, you will start to see the improvements as you use your HireDesk system.

We are very excited to provide this performance enhancement to our customers and are looking forward to delivering further improvements as our performance improvement initiative continues.
2. New Keystroke Actions

It is now possible to use key strokes to scroll through and select candidates from a list or search result. For example, if you are viewing candidates in a job, you can scroll through candidates using the arrow keys while highlighting the ones you want with the space bar. Using the keyboard instead of the mouse greatly reduces the time it takes to view and disposition your candidates.

The Page Up, Page Down and Delete keys are now also active, further reducing the time it takes to do what you need to with your candidates. In addition, you can also respond to confirmation pop ups using the tab and enter keys.

3. Candidate Disclaimer

In certain situations it is necessary to adhere to strict privacy rules in terms of maintaining candidate information on your HireDesk system and fully informing potential candidates prior capturing their information is essential. Recognizing this critical legal requirement, we have updated the online application process to allow you to store candidate information only after they have checked a box indicating they have read and accepted your privacy policy or disclaimer:
Candidates see your disclaimer in a scroll box or, by clicking on the Disclaimer link, can view full policy statement or disclaimer for in a separate pop up window:

Both the wording of the link and the content of the acceptance statement are customizable through the HireDesk System Admin module, so you have full control to customize the language to your requirements.

If a potential candidate does not check the box, that person will receive a message stating that they must accept to continue:

You can access this functionality through the System Admin tool in HireDesk by selecting Candidate Registration for the Talent Portal you wish to change:
The new disclaimer functionality is located at the bottom of the page where you can choose the new option to “Display disclaimer before collecting any candidate information”.

The content of your disclaimer and the wording of the acceptance checkbox are entered in the “Content” and “Checkbox Text” fields.

4. Resume Detection

There are some situations where candidates registered in your system will not have a resume. For example, a candidate who registers as a Job Agent subscriber may not have submitted a resume when they registered. When this candidate returns and applies for a job, they have to go to their “My Info” page to upload their resume which adds a step to the application process.

HireDesk now detects if a candidate does not have a resume when they apply for a job online and automatically prompts the candidate to upload their resume. This change improves the candidate experience by removing a step from the process while increasing the value of the candidate information in your jobs by ensuring candidates attaching their resumes.
5. Job and Candidate List Windows

HireDesk has changed the way Job and Candidate List views appear in the application. Currently, when you display the Jobs in your system, the list appears in a separate pop up window which must be closed before you can access other parts of HireDesk. The same is true for Candidate Lists. With this release, Jobs and Candidate Lists now appear in an Active window instead of a pop up allowing you to move freely throughout the system without having to close the pop up window.

This change means that you can now access other parts of the system without having to close your Jobs list and re-open it again when you need it later. Instead, you can choose to go to another place in the application and return to your Jobs list immediately by clicking on the corresponding icon in your Active Windows pane.
6. **Strong Passwords**

As part of our ongoing commitment to secure access to your system, we are implementing the use of strong passwords for logging into HireDesk. With this release, new passwords must contain letters and numbers and must be at least 8 characters long. In addition, new passwords may not contain your HireDesk Username or Company Name.

Although you will not be forced to change your password and may choose to keep your existing one, we recommend you take advantage of the higher security strong passwords provide. Remember, if you change your password and use the “Save to HireDesk” add in for Outlook, you will also need to change your password in Outlook (under Tools, HireDesk Settings).

This change to strong passwords applies to Recruiters and HR team members logging into licensed accounts as well as Hiring Managers who access the system without using a licensed account.

7. **Login Screen Update**

Changes have been made to the Login Screen to reduce the time it takes to log in to your system. Although you will notice some small changes in appearance, the login screen still behaves the same way you are used to.
8. Desktop Timer

In order to maximize performance, HireDesk updates your Desktop when you click the refresh icon on the various panes you have showing. For example, the Candidates pane on your desktop does not update each time a new person registers on your website. This saves precious time you would otherwise spend waiting for this information to update when you may not need it.

We have introduced timers on your desktop so you know at a glance the last time any information was updated. Any time you return to view the desktop, you will see a timer telling you how long it has been since the information was refreshed:
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