



Frequently Asked Questions (FAQ) for ETM 3.3

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1. General & Overview

1.1. What is the Emapta Talent Marketplace (ETM)?

Emapta Talent Marketplace (ETM) is a comprehensive platform designed to enhance the recruitment experience for Emapta clients and staff. It functions as a marketplace where employers can access detailed, pre-vetted candidate profiles and manage the end-to-end hiring process through an Applicant Tracking System -like pipeline. The platform aims to reduce time-to-hire by providing information-rich profiles that include introductory videos, recruiter notes, and Q&As and a full suite of tools for clients to manage the end-to-end hiring process.

1.2. What are the main benefits of using ETM?

- Access to Vetted Talent via Marketplace: Gain access to comprehensive and pre-vetted candidate profiles.
- Intelligent Search: Utilize powerful search and advanced filtering tools to quickly find the right candidates.
- Transparent Hiring Process: Experience full visibility into every stage of the hiring journey through the job pipeline.
- Reduced Time-to-Hire: Accelerate the hiring process with streamlined workflows and information-rich profiles.
- Streamlined Collaboration: ETM enables clients to collaborate effortlessly with the Emapta recruitment team, making it easy to review, provide feedback, and take action on top talent recommended by recruiters—all within a single, intuitive platform.

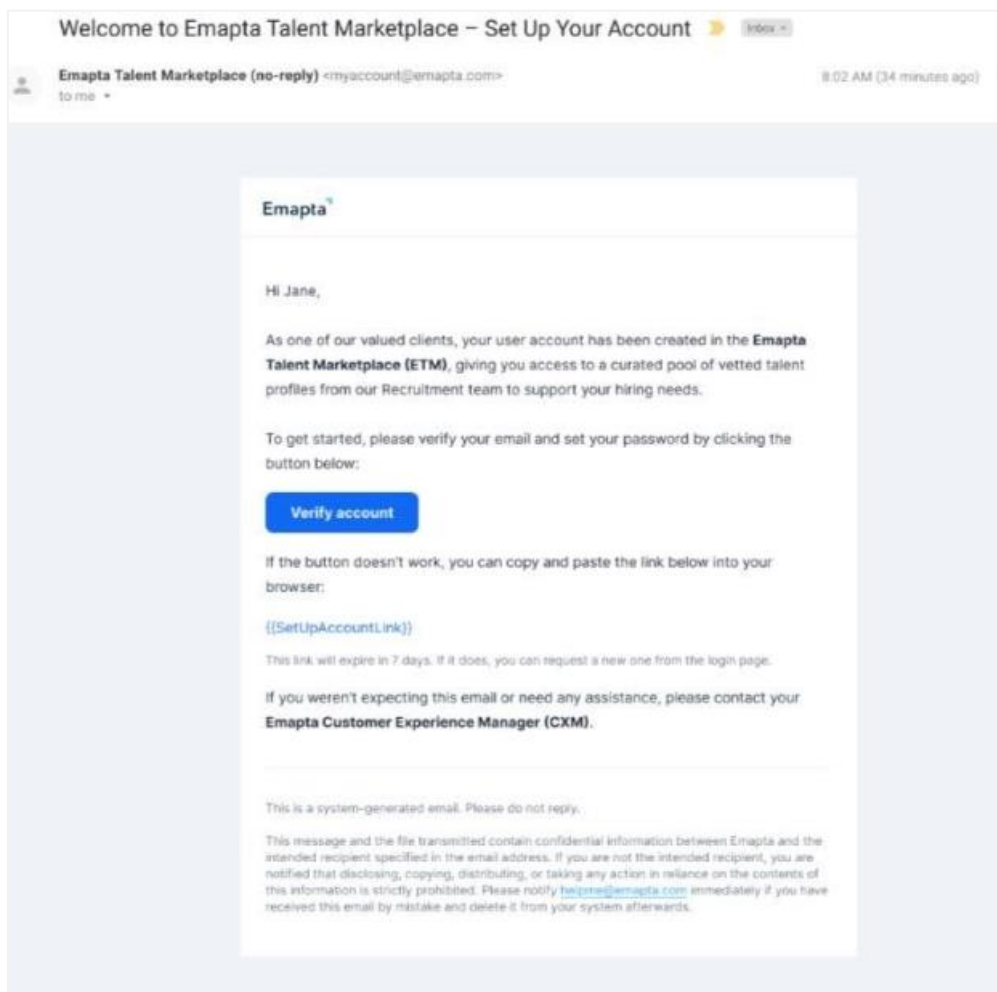
1.3. Is the platform secure?

Yes, ETM is integrated with Emapta's Identity & Access Management (IAM) system and uses Multi-Factor Authentication (MFA) to enhance account security.

2. Access & User Roles

2.1. How do I get access to the ETM platform?

If you already have an Emapta account, you can log in with your existing credentials at <https://talentmarketplace.emapta.com/>. If you are a new user, you will receive an email invitation to create an account and set up your password. For specific access requests, you should email helpme@emapta.com or reach out to your dedicated CXM. Below is a sample of the invitation email you will receive.





2.2. What are the different user roles available to clients?

There are two primary roles available for client users:

- **ETM Decision-Maker:** This role has full access to create job requests, view talent costs, and view and approve Final Staffing Proposals (FSPs).
- **ETM Hiring Manager:** This role can create job requests and manage most of the hiring process but does not have visibility to talent monthly costs or the ability to request, approve, or reject FSPs.

2.3. What actions can my Client Experience Manager (CXM) take on my behalf?

You can delegate certain platform actions to your dedicated CXM for a more streamlined, "white glove" service. Your CXM can perform the following on your behalf:

- **Request Interviews:** Your CXM can initiate interview requests for candidates you are interested in.
- **Request Assessments:** If you have custom assessments, you can share them with your CXM, who will submit the request in ETM for you.
- **Request Final Staffing Proposals (FSPs):** When you decide to move forward with a candidate, your CXM can request the FSP through the platform.
- **Approve or Reject FSPs:** To finalize a hire, your CXM can process the FSP approval. However, because this is the final hiring decision, this action requires your explicit written consent (via email) with the candidate name and the position you are approving before the CXM can proceed.

3. Finding & Evaluating Talent

3.1. How can I search for candidates in the Marketplace?

You can find talent using several methods:

- **Keyword Search:** Use the main search bar to look for specific job titles or skills.
- **Job Categories:** Browse for talent in predefined categories like Finance, IT, and Customer Service.
- **Advanced Filters:** Refine your search using a wide range of filters including role, experience, skills, location, and more.

3.2. What kind of information is available in a candidate's profile?

Candidate profiles are comprehensive and designed to give you a 360-degree view. They include:

- An introductory video.
- Detailed work history, education, and achievements.
- A list of vetted technical and soft skills.
- Recruiter notes and detailed Q&As from the initial screening.
- Availability, work preferences, and talent costs.

3.3. Can I compare multiple candidates?

Yes, the platform offers a feature to compare talent profiles side-by-side to help you make better decisions. You can also save talent profiles to organized lists.

4. Job & Pipeline Management

4.1. How do I create a job request?

Navigate to the "Jobs" section and click the "Create job request" button. You will be guided through a form to fill in job details, requirements, and budget.

If you'd prefer a human touch, you can reach out to your CXM, and they will be happy to handle the job request creation on your behalf.

4.2. What is the Job Pipeline?

The Job Pipeline provides a visual view to track and manage candidates through the different stages of the hiring process for a specific job. The stages include Shortlisted, Client Interviews, Client Approvals, Offer Extended, Offer Accepted, Hired and Rejected.

5. Hiring Process

5.1. How do I put an existing job request on hold?

To temporarily pause a job request, please contact your Client Experience Manager (CXM). They can update the job's status to "On Hold" for you. A job placed on hold will be unavailable for new talent interviews but will remain visible in your Jobs list. Please note that a job on hold must be reactivated within 60 days, or it will be automatically canceled by the system.

5.2. How do I cancel a job request?

If a position is no longer needed, please reach out to your Client Experience Manager (CXM) to permanently cancel the job request. Your CXM will update the status to "Cancelled" after you provide a reason for the cancellation.

Important: A canceled job request is removed from the list of available opportunities and cannot be reactivated later. Should you need to reopen the role in the future, a new job request must be created.

5.3. How do I request to reactivate a job that is on hold?

To reactivate a job that is currently "On Hold," please contact your Client Experience Manager (CXM). They will manage the reactivation process with the recruitment team. Once the request is completed, the job status will be updated, and it will become active again for sourcing and interviews.



5.4. How do I request an interview with a candidate?

If you are in the Marketplace: From a candidate's full profile page, click the "Request for interview" button. You will then select the relevant job opening. Once confirmed, the candidate will appear in your job pipeline under the "Shortlisted" stage with an "Interview Requested" status.

If you are in your Job Pipeline: To request an interview, click the more options icon (the three dots) on the top-right of the talent card. Select "Request for interview" from the menu. Your recruiter will be notified, and the card's status will update to "Interview Requested".

5.5. How do I request a skills assessment for a candidate?

Within the Job Pipeline, find the candidate's card (they must be in the "Shortlisted" or "Client Interviews" stage), click the three-dot menu, and select "Request assessment". You can provide the details for a specific assessment by sharing a link or uploading files.

5.6. How do I view a candidate's assessment results?

You can view the results of a custom assessment once the recruiter has submitted them to the system. The candidate's card in your Job Pipeline will update with a status such as "Assessment: Passed" or "Assessment: Failed" to indicate the outcome.

To view the detailed assessment results:

- Locate the candidate's card in the job pipeline. The option to view results is available when the candidate is in the Shortlisted or Client Interviews stage.
- Click the more options icon (the three dots) on the talent card and select "View assessment results" from the menu.

- A pop-up window will appear, displaying the details of the assessment provided by the recruiter, including notes and any attachments.

5.7. What is a Final Staffing Proposal (FSP) and how do I request one?

An FSP is the service proposal for hiring a candidate which includes total cost breakdown for a candidate. After a successful interview, you can request an FSP from the candidate's card in the pipeline. The recruiter will then create the FSP, and the candidate's status will update to "FSP Created" in the "Client Approvals" stage.

5.8. How do I approve or reject an FSP?

Once an FSP is ready for review, you can click the "View FSP" option on the candidate's card. From the FSP screen, you can download, approve, or reject the proposal. Only users with the "ETM Decision-Maker" role can approve or reject FSPs.

5.9. What happens after I approve an FSP?

Approving the FSP allows the recruitment team to proceed with drafting the official Job Offer Letter. The candidate's card will move to the "Offer Extended" stage in the pipeline. The system will also tag the candidate as "Ineligible" for other roles to prevent them from being hired for multiple positions simultaneously.

6. Support

6.1. I'm having an issue with the platform. How can I get help?

For any issues or questions, you can:

- Contact your dedicated Client Experience Manager (CXM) for strategic guidance and escalated issues.
- Email the support team at helpme@emapta.com. Please include "ETM" in the subject line for faster tracking.

- Request a dedicated training session for your team through your CXM.

6.2. How do I view historical data or old FSP records from the previous system (ETAP)?

Accessing historical data from the legacy ETAP system is now managed through a specific request process, as the platform is being decommissioned. Here is what you need to know:

- **How to Retrieve Old Data:** To access historical records, including past FSPs, please contact your dedicated Client Experience Manager (CXM). They will coordinate with our internal team to securely extract and deliver the specific information you need.
- **Direct ETAP Access:** As a standard practice, direct access to ETAP is no longer provided. While temporary, read-only access may be granted in rare and exceptional cases with formal approval, this is not the standard procedure.
- **Future Plans for Historical Data:** Currently, ETM is designed to support active jobs and relevant candidate records. However, based on client feedback, we are planning to migrate historical data into a dedicated section within ETM. This migration is planned to occur before the full decommissioning of ETAP. We will announce the release date for this feature through our regular communication channels.