	English Script
First Response and Wait	
Employer Dashboard link to be given	https://employer.a
Whatsapp Support Number	https://wa.me/+9187
Helpcenter FAQ Link	https://apna.co/employer-
Greet and Prompt	Good Afternoon / Good Morning / Good Evening, Please let me know how may I help you?
Prompt 2	Please do share your concern, we will try our best to help you.
Prompt 2 - Unclear Concern	Thank you for contacting Apna. Could you please describe the issue in a bit more detail?
Wait 1	Thank you for reaching out to us. We understand you have a query. Please allow us some time to check your details
Wait 2	Please stay connected while we check your details. We will be replying you soon.
DELAY IN RESPONSE	
Wait 3 - After some time, if the employer sends any other message like "?" or "what happened?	Thank you for your patience. We are committed to assisting you, and we appreciate your understanding. We'll be with you shortly.
Wait 4 - Second follow-up	We understand your time is valuable, and we apologize for the continued wait. We are making progress on your query, and we appreciate your continued patience. It won't be much longer!
Wait 5 - Third follow-up	Thanks for your continued patience, We're almost there! Your concern is important to us, and we're dedicated to resolving it. We truly appreciate your understanding.
REPLY AFTER DELAYED RESPONSE	
Delay - Prompt	I am sorry for the delayed response. I am here now to address your query. Please let me know your concern?
Delay - Wait	I am sorry for the delayed response. I am here now to address your query. Please allow me some time to check your details
Delay - Activation	We are really sorry for the delay in approval of your job post. I have asked our verification team to check your details and verify it as soon as possible.
CLOSURES	
No response - Inactive customer	Hi, are we still connected on this chat?

FINAL CLOSING - If the employer replies "No" after you ask "Is there anything else we can help you with?"	It was a pleasure assisting you today. Kindly consider clicking on "Yes" if I was able to solve your query in the feedback question you will receive shortly. Please feel free to write back to us for any further assistance. Our team is available every day from 9 am to 7 pm to support you!
Customer says Thank You	We're delighted you enjoyed the experience with Apna! Please continue posting jobs with us, and let us know if we can improve your experience with us.
7 PM CHAT CLOSURE	Hello, We waited for your reply, but our day has ended. Don't worry, though – you can reach out anytime by simply typing "Hi." We are available 9:00 AM to 7:00 PM (Mon-Sun). Feel free to reach out at your convenience. Thank you!
WAITING ON CUSTOMER TEMPLATE What should an agent do if customer doesn't reply for >10 mins and the conversation is in between and there is more communication required to resolve the query.	We are waiting for your reply, whenever you're free, we'd love to hear from you. Your satisfaction is our priority, and we're here to help with anything you need. We are available 9:00 AM to 7:00 PM (Mon-Sun). Please feel free to reach out at your convenience.
WAITING ON CUSTOMER - 7PM CLOSURE (At 7 PM its mandatory to Resolve all the chats which are there in Waiting on the customer queue. Use below template and Resolve on FW)	Hope you're well! We waited for your reply, but our day has ended. Don't worry, though – you can reach out anytime by simply typing "Hi." Your feedback is crucial, and we're eager to assist you. Before you go, kindly consider clicking on "Yes" if I was able to solve your query in the feedback question you will receive shortly. We are available 9:00 AM to 7:00 PM (Mon-Sun). Feel free to reach out at your convenience. Thank you!
ABUSIVE EMPLOYER	
Abusive Language 1st	I apologize for your experience with our team. I understand how frustrating this can be. However, I kindly request that you use professional language and trust that I will provide you with the best possible solution.
Repeated Abusive Language 2nd	Despite my request, you are still using unprofessional language; hence, I am unable to go ahead with the conversation and am forced to close the chat.

UR - Approval Related	
Both Document pending	To protect your company's name from being used by unauthorized users, we need to verify your company with government-issued documents like GST certificates, Company PAN, Shops & Estb. Act certificate, Certificate of Incorporation, CIN number, FSSAI certificate, etc. It is important to do your KYC verification by uploading your Aadhaar card on the portal. As an alternative for KYC verification, you can share your personal PAN Card. However, uploading an Aadhaar card will help you to verify your jobs faster. I request you to upload relevant documents to activate your job and help us verify and protect your account from unauthorized users
Com Doc Pending (English)	To protect your company's name being used by unauthorized users, we need to verify your identity please verify your company with government-issued documents like GST certificates, Company PAN, Shops & Estb. Act certificate, Certificate of Incorporation, CIN number or FSSAI certificate, etc. I request you to upload relevant documents to activate your job and help us verify and protect your account from unauthorized users
KYC Pending	To protect your company's name from being used by unauthorized users, we need to verify your identity. You can do this via any of these methods: a. Company Email Domain (Best method - if available) b. Aadhar KYC - Secured OTP verification (Instant 1 min) c. Other Personal documents - PAN card (Slowest)
COT Both Doc+Client Proof Pending (English)	Thank you for sharing your company document/number with us for company verification. Also, Kindly please upload your Aadhaar card for KYC verification on the portal. If you do not wish to share the same, you can still complete your KYC verification by : 1. Your personal PAN card. However, uploading an Aadhaar card will help you to verify your jobs faster.
Received Mail Confirmation (COT) - (Send & Close)	Thank you for email confirmation. Please wait, I am checking your details.

Didn't receive mail confirmation (COT) - (Send & Close)	I am still awaiting your response to our email query sent from review@Apna.co Could you please respond to the same so that we can approve your job?
Will send documents later - (Send & Close)	You can share the documents here. Alternatively, upload your documents from your account on employer.Apna.co using the following steps: 1. Log in to employer.Apna.co with your registered mobile number. 2. Click on the "Verify now" button. 3. After clicking on the "Verify now" button you will get a pop-up. 4. Click on the Document dropdown highlighted in the above image. - Choose the document you want to upload. - Enter the document number OR Upload a soft copy of the document.
Posting for multiple companies (Ask & wait)	Can you please let me know your connection between (1st company name) & (2nd company name) ?
SLA Job picked by agent - (Send & Close)	Check job history and either give recruiter information on missing KYC, confirm all KYC is in place, and **then pass in #job-approval channel to fast track approva**l.
If it'sSLA Job picked by agent and yet employer is complaining	I understand that you are experiencing a delay in the activation of your job and we apologize for that. Usually, it takes 1-2 hours for the job to get activated and in any rare case, if there is a delay in activation, it could be because our team reads the Job details to add any filters as required. I request your support and patience, we are taking this up on priority.
Deleted due to call unanswered (DNA)	I am sorry your job got deleted as my team was unable to connect with you on the mentioned HR number. I request you repost the job and be available on the HR number for further verification.
Pending in under review due to unanswered (RNR)	I am sorry your job is under review as my team was unable to connect with you on the mentioned HR number. I request you to pick up the call on the next attempt from our team and be available on the HR number for further verification.
Repost with relevant JT JC	I are sorry to inform you that your job is inactive on our portal because the job title & job category selected by you were incorrect and hence we did not approve your job. I request you to repost the job with correct job title & job category to proceed with the verification process.
Only Doc shared but job already activated (Send & Close)	Your job is already activated on our portal and all details are verified. I hope you have great hiring experience with us. Thank you for reaching out to us. Have a good day ahead!
Not able to do the E KYC via Aadhar	Please do not worry, if you are not able to complete your E KYC via aadhar card. Kindly share any one of the following documents here with us: 1. Your personal pan card.

POC shared aadhar over respond	I are sorry for the inconvenience caused to you. we are unable to access your credentials of Aadhaar card due to security reasons, hence, request you to please do the same at your end. In case you are facing any issue/error then kindly share the reason/screenshot with us in order to deep dive into it and help you with the same.
E-KYC Pending Reason (Ask & wait)	I see that you have not finished you KYC. Request you to please please let us know what kind of difficulties are you facing there, so that we can help you out accordingly?
E-KYC Failed (OTP issue/Not willing to share etc) (Send & Close)	Please do not worry, if you are not able to complete your E KYC via aadhar card. Kindly share any one of the following documents here with us: 1. Your personal pan card.
Archived job (KYC not done)	Sorry for the inconvenience caused to you. Unfortunately, your job has been deleted/archived from our portal because the relevant documents were not shared/updated for the KYC verification on our portal. Requesting to you kindly repost your requirement and complete the KYC verification so that we can take action on your job as soon as possible.
When employer gets agigated due to longer waiting time	I apologize for the delay in solving your issue. I have escalated your concern to the team. Our verification team is reviewing your details and will take additional time to verify. I request you please be patient with us. Your patience and support will be highly appreciated!
Employer wants to change the company Name	To update your new company name, please follow the below steps: 1. Log in to your Employer Dashboard. 2. Post or select the job that you want to update and navigate to the "Basic Details" page. 3. Click "Change" in the Company you're Hiring section. 4. Select the reason to change the company name. 5. Enter your new Company name 6. Select the Number of Employees in your company 7. Click on Change You can see that you have changed the company name successfully! If you require more help on this, you can check our article : https://apna.co/employer-help-center/705/how-can-i-change-my-company-name-on-an-active-job-post?mid=0
Blocked/Suspicious	

T&S / Suspicious Investigation	Check TNS FAQ Sheet
Blocked Strike 3- (Send & Closed)	I apologize for the inconvenience and completely understand your situation. Due to violations of Apna's code of conduct, your account {{$contact.phone}} has been suspended. If you believe that there has been an error in suspending your account then you can appeal this decision by contacting us at trust-and-safety@apna.co.
Asking blocked reason? 2 - (Send & select auto block option)	I apologize for the inconvenience and completely understand your situation. Due to violations of Apna's code of conduct, your account {{$contact.phone}} has been suspended. If you believe that there has been an error in suspending your account then you can appeal this decision by contacting us at trust-and-safety@apna.co.
Charging money - (Send & Closed)	I apologize for the inconvenience caused to you. We found that a certain amount /fees was charged from your side with respect to the jobs applied by the candidate(s). Hence, your job posting has been deleted from our system. We always focus on giving a great hiring experience to all our Employers and candidates. I expect your understanding in this matter.
UR KAM/NAM	
For KAM free trial over (Managed accounts>> KAM other issue)	I apologize for the inconvenience caused, your job has been deleted as the free trial is over. Please contact your account manager to learn more about our paid services.
KAM/NAM Call me request (Send & Pass to KAM)	I have shared your details with the call support team. We will connect with you in 30 to 45 minutes as we are currently handling high callback requests today. Thank you for your patience and support..!!
KAM/NAM - Domain Mail id shared but "Not Verified"	To protect your company's name from being used by unauthorized users, we need to verify the company email. I can see that it is pending at your end. I request you to check your mailbox (MENTION EMPLOYER's EMAIL ID) for a verification email from review@Apna.co. Please click on the verification link so that we can approve your job and ensure that your account is safe.
KAM/NAM - Share Link to verify Domain Mail ID	
KAM/NAM - Domain Mail id "Not Shared Yet"	It appears your email id is not updated with us. Please update your email ID at the earliest so we can verify and activate the jobs
Archived job -(Official domain was not available)	I apologize for having to delete your job as my team was unable to verify your association with the company due to a lack of an official email ID for KYC verification.

Mapping suspended by UR	I regret to inform you that we are unable to approve your job as we have received confirmation of your separation from your employer.
For Netambit Jobs	I regret to inform you that, as per discussion with the Chief Officer, we are unable to approve any NETAMBIT Jobs at this time. For further details, please contact your Account Manager or Head.
Trust And Safety Guidelines breach	I want to ensure that our platform is a safe place for both Employers and Candidates, which is why we have implemented a system that may block or deactivate an account if multiple complaints are reported by Candidates against an Employer for breaching our Trust & Safety guidelines. Our priority is to create an enjoyable hiring experience for all parties involved.
For Urban Company Jobs	I apologize for the inconvenience this has caused. As previously discussed with the lead manager of Urban Company, you must have a confidential number when you are assigned to hire on behalf of the organization and have your job verified on Apna. Please contact your lead manager for any further questions or clarifications.
For KAM/NAM Free trial Not approved	I apologize for the inconvenience caused to you. Unfortunately, we are not currently approving any free or complementary coined jobs. I suggest that you purchase the coins and repost your job using those paid coins. I are taking this issue up with the relevant team and will assist you with the approval once further updates are available.
India Money New Recruiter	I regret any inconvenience this may have caused. As previously discussed with your company, we are not currently allowing any new recruiters until further notice. If you have any questions, please reach out to your respective Managers/Heads.
UR Activated/Expired	
Activated by us	
Already Expired	I can see that your job has expired on our portal. Is there anything else we may help you with?
Only Doc shared but job already activated	It's great to see that your job has been successfully activated on our portal and all details have been verified. I are confident that you will have a positive hiring experience with us. Thank you!
If the employer replies "No" after you ask "Is there anything else we can help you with?"	Thank you, It was great to connect with you. If my team was able to answer your query, clicking on "Yes" if I was able to solve your query in the feedback question you will receive shortly. In case you have any other queries, please feel free to connect with us from 9:00 AM to 7:00 PM (Mon-Sun)
UR - Already Rejected/ Archived templates	
Out of scope (Job Titles)	

Out of scope (Out of location)	I apologise to inform you that the job location that you posted for beyond our scope, hence we are unable to proceed with the same. For more details, please refer the link below: https://Apna.co/employer-help-center/4/why-was-my-job-deleted
No fixed salary	I regret to inform you, that we have verified and discovered that the job listing you submitted did not include a fixed salary, so it was archived/rejected. If you want to move forward with the same job, please post a new listing with all the necessary details and a fixed salary.
Duplicate	I regret to inform you that this job has been deleted from our side, as a similar job was already posted by your organization.
Freelancer	I appreciate your interest in posting a job with us, however Apna does not currently work with freelancers.
MLM	I appreciate your interest in posting a job with us, however Apna does not currently work with MLM's
No Doc Received + Job Rejected (Give & Closed)	I am sorry for the trouble that you are facing. Your job was deleted due to the non-availability of the relevant documents for the verification process. Moreover, if you wish to post the job again then kindly repost it along with any of the relevant company documents & proof that shows your relationship with the company. Please refer to the below link for a list of documents: https://Apna.co/employer-help-center/2/which-documents-are-required-and-why
Docs NOT available	
DNA Archived	I understand your concern. I tried reaching you on the HR number provided however couldn't connect. Are you available for a call right now? If so, please confirm and we will arrange it for you.
Both Doc Archived	I apologize for the inconvenience you are experiencing. Your job was deleted due to the lack of relevant documents for the verification process. If you want to repost the job, please provide any of the documents mentioned in this link: https://Apna.co/employer-help-center/2/which-documents-are-required-and-why. Additionally, please share proof of your relationship with the company, such as your PAN card in the case of a proprietorship.
POC Doc Archived	I apologize for the inconvenience caused. Due to non-availability of the relevant documents the job was deleted. Hence, request you to please refer the below link for the list of relevant documents and you may share any one of it. https://Apna.co/employer-help-center/2/which-documents-are-required-and-why

COM Doc Archived	I apologize for any inconvenience caused. At Apna, it is necessary to verify your Company by providing one of the following documents: GST certificate, Company PAN, Shops & Estb. Act certificate, Certificate of Incorporation, or FSSAI certificate. Unfortunately, we did not receive any one of these documents, hence the job was deleted.
COT Client Archived	To protect your company's name being used by unauthorized users, we need to verify client requirements by sending an email to review@Apna.co. Since we did not receive the email from you, the job was deleted. If you still wish to proceed, please post a new job with all the required details and documents along with the email of your client requirements.
More than 5 HR's not allowed	I am sorry for any trouble this may have caused. I have verified the situation and found that more than five HRs have posted from your company. According to Apna's guidelines, we can only accept five HRs from one company, hence the job was not approved.
Non Registered	I apologize for the inconvenience this has caused you. Unfortunately, we are unable to verify your job at this time as your company is not yet registered. I kindly ask that you post a job once you have the registration documents. Thank you for your understanding.
Repost job	I have reviewed your post and found that the necessary documents were not included. As a result, your job was not appoved. To move forward, please repost your job with the required documents.
Why document asking again	Earlier the job was posted by someone else from your team. Now since you have directly posted, you will also need to submit your document.
Generic FAQ	
Employer Sends Appreciation	We request you to share your appreciation in CSAT survey
Suggestion - Employer shares an idea or new product request	Thank you for your suggestion. We are actively working on a solution and will surely let you know once it is rolled out.
Feature Requests	Thank you for your feedback! I apologize, the requested feature isn't available yet, but we've noted your suggestion so it could be planned in future releases.
Bad experience	I'm sorry, please let me know how we can change your experience.
Stop Messages/ Unsubscribe me from the mailing list.	I will surely help you to unsubscribe from our promotional list. To complete this request, Please type STOP and reply to the same number to unsubscribe from our messages.
ES-ECC	

How to edit communication preference? (ECC)	**Share the link(xxx)** If you have already logged in you can simply click the link and kindly select the suitable mode of communication as per your choice under Communication Preferences & Click on "Continue". Once you do it your will be edited successfully. And if you have not logged in I request you to login and then click the link and then select the suitable mode of communication as per your choice under Communication Preferences & Click on "Continue". It your will be edited successfully.
Don't Want WhatsApp Messages or Calls from candidates **OR** **ECC- Hide HR Number**	To avoid receiving calls or WhatsApp messages from candidates, you can edit the communication preferences on your job post **(Share the page linkXXX)** and say, If you have already logged in you can simply click the link then kindly select **"No, I will contact candidates first"** under Communication Preferences. & Click on "Continue". Once you do it your job will be edited successfully. And if you have logged in the dashboard, kindly first login and then using the above shared link please select **"No, I will contact candidates first"** under Communication Preferences. & Click on "Continue". Once you do it your will be edited successfully. For more details, click here:- https://apna.co/employer-help-center/614/how-can-i-avoid-candidates-calling-me-on-my-job-post?mid= In future, To avoid receiving calls or WhatsApp messages from candidates, you can edit the communication preferences on your job post by following the below-mentioned steps:- 1. Log in to employer.apna.co with your registered mobile number. 2. Select the job you want to edit from your list of jobs. 3. Click on "Edit job" on the top right side. 4. Scroll down to the "Interview Information" page and click the pencil sign. 5. Select "No, I will contact candidates first" under Communication Preferences.
ECC - WA Notification Not Received **OR** **ECC - Not receiving WA Notification**	1. Get updated to the latest WhatsApp Version 2. Go to WhatsApp Settings > Privacy > Blocked or Blocked contacts > Search apna and unblock all apna numbers.

Employers are receiving calls of candidates from 'private number' (Call+WhatsApp)	I'm pleased to share a new feature to help preserve your privacy when candidates call you for the first time. The call will be placed from a private number, which will only be revealed to the candidate if you attend the call or express an interest. Once you've had your first conversation, your number will be visible to the candidate and they'll appear in the 'connected' tab. You can also see the candidate's number if you click 'show number' on the dashboard.
How to download candidates' list in excel.	To download applications from your job kindly click on the Link(XXX)(Share the page link) and say, If you have already logged in you can simply click the link then On the right-hand side, click "Download Excel." Select your preference and click Download. Your file will now get downloaded with the candidate's details. If you have not logged in kindly login first and then follow the steps. In future if you want to download excel you can use these steps: Please Log in to the dashboard at employer.apna.co Select the job post from which you want to download candidate details. On the right-hand side, click "Download Excel." Select your preference and click Download. Your file is now downloaded with the candidate's details.

How to Bulk Download	**Share the link(xxx)** You can download applications for all the jobs posted in the last 7 days. If you want to download please click on the above link and Click on View Report. Click Download Now If you have not logged in your dashboard, kindly login first and then click on the above shared Link In future if , you want to download, you can follow the below steps: Please Log in to the dashboard at employer.apna.co Click on Reports from the left-hand Menu Click on View Report. Click Download Now Your file is now downloaded with the candidate's details.
I am unable to see candidates' list after expiry of job.	When a job is expired, you can only access the details of candidates who have applied in the last 60 days. You will not be able to get the candidate's details if they applied 60 days ago. To download applications from your job kindly click on the Link(XXX)(Share the page link) and say, If you have already logged in you can simply click the link then On the right-hand side, click "Download Excel." Select your preference and click Download. Your file is now get downloaded with the candidate's details. If you have not looged in kindly login first and then follow the steps. In future if you want to download excel you can use these steps: Please Log in to the dashboard at employer.apna.co Select the job post from which you want to download candidate details. On the right-hand side, click "Download Excel." Select your preference and click Download. Your file is now downloaded with the candidate's details.
	ES - Candidate Intent

Employer complaints that candidates do not show up for interviews	I am sorry to know that. I can understand how frustrating it can be when shortlisted candidates do not show up for an interview. I recommend you to connect with the candidates on why they didn't turn up for the interview as there can be a genuine reason for a no-show sometimes. However, we advise you to follow a checklist before inviting job seekers for an interview and also to do rigorous morning and evening follow ups.
Bad Candidate Behaviour	I am sorry for any inconvenience caused. We will take strict action on the candidate as per our trust and safety guidelines. Were you able to capture any screenshots of the incident or the recording. Could you please share it with us ? That will help is to take quick action as per the guidelines.
In Response to emp comms: Nobody showed up for interviews. return the full amount.	I am sorry to know that. I understand how frustrating and time-consuming dealing with no-show candidates can be. If candidates do not appear for the interview despite your efforts and follow-ups, you may 'Reject' them or you can try taking telephonic interview with them. However, please be rest-assured that you will receive unlimited candidates till the expiry of your job.
Rebuttal for Candidate Behaviour	I are sorry for the inconvenience caused to you. I can understand how frustrating that can be but we hope you can understand that even we do not have any control over the behaviour/actions of the candidates.
Employer complaints that candidates do not pick up calls	I am sorry for the experience you had. I would feel the same if I would be at your place. I would recommend you to follow up with the candidates in intervals. There might be situations where the candidates may not be available for calls as they may be busy with their boss, colleagues or any network issues. Can you tell me if you tried to WhatsApp the candidates for follow up?
Employer complaints that candidates do not pick up calls: (Customer didnot connect with the applied candidate list)	If you haven't reached out to the applicants yet, I would recommend you to please connect the candidates over WhatsApp and follow up on the same. Additionally, if you want to send the details over email we would be happy to share it
Employer complaints that candidates do not pick up calls: (Customer did connect with the applied candidate list)	I completely understand your situation. But they might be in situations where they cannot answer, such as being with their boss or colleagues, driving, or facing network issues. We suggest you to follow up with them within reasonable intervals until you receive a response or determine their lack of interest. Rest assured, you are not charged based on the number of leads.

Employer complaints that candidates do not pick up calls: (Customer not convinced)	I understand your frustration. I would like to recommend that you can connect with the candidates the same day you receive an application these candidates apply for many jobs and do not attend the calls if they are already hired by another company. ***Send sc from Respond"Cand who have applied in x day" *** If candidates do not respond after all your efforts, you may 'Reject' them. However, please be rest-assures that you will receive unlimited candidates while your job is active.
Employer complaints that candidates do not pick up calls/attends interview: (RARE CASES Seems like Escalation)	I'm really sorry at this point of time I have done my best to help, my supervisor will connect with you so you could share the feedback and discuss more. I appreciate yourpatience in this matter. Thankyou!
Employer complains candidates not coming for interview	I am sorry to know that. I understand how frustrating and time-consuming dealing with no-show candidates can be. If candidates do not appear for the interview despite your efforts and follow-ups, you may 'Reject' them. However, please be rest-assured that you will receive unlimited candidates while your job is active.
Employer complains candidates not coming for interview (Asking employer to reshedule)	I acknowledge the concern you are facing but there may be a possibility that candidates often have problems taking leaves or hide from their current employer or collegues to attend an interview call.I would recommend you to take your time and find out the reasons behind their absence and offer them the opportunity to reschedule if there was a valid reason.
Employer complains candidates not coming for telephonic interview (Customer not convinced)	I understand your frustration. I would like to recommend few strategies to help you overcome this challenge: - **Interview Scheduling:** Clearly communicate interview details, timings, and the mode of the interview in advance to avoid confusion. Accommodate candidate preferences if possible. - **Pre-Interview Prep:** Send friendly reminders before the interview to help candidates stay prepared. Encourage them to inform you in advance if they anticipate any challenges attending the interview due to their current job. - **Handling No-Shows:** Reach out to candidates who didn't show up for the interview via phone or email. Find out the reasons behind their absence and offer them the opportunity to reschedule if there was a valid reason.

Employer complains candidates not coming for In-Person interview (Customer not convinced)	I understand your frustration. I would like to recommend few strategies to help you overcome this challenge: **Interview Scheduling:** Offer flexibility for physical or virtual interviews to accommodate candidates' needs. Clearly communicate all interview details like timing, location, and contact information to avoid confusion. **Pre-Interview Prep:** Send friendly reminders before the interview to help candidates stay prepared. Encourage them to inform you in advance if they anticipate any challenges attending the interview due to their current job. **Handling No-Shows:** Reach out to candidates who didn't show up for the interview via phone or email.
Cities Request	
When the customer is unable to see the candidates who have applied before 60 days **Why am I unable to see candidate list?**	Msg 1: I understand your concern but as per our policy, you wont be able to see the application list beyond 60 days. We're would be happy to assist with any current data within this timeframe. Msg 2: Please understand that, as the candidates details are older than 60 days, candidates may have already got another job or they may not be interested now for the same job that was listed before 60 days. I would recommend you to repost the job if there is a similar requirement. I would be happy to help you with that. Alternate Msg 2: Please understand that as the candidate details are older than 60 days, there's a possibility they may have secured another position or their interest may have shifted. Considering this, I would recommend reposting the job if the requirement remains the same. I'd be more than happy to assist you in this process.
When the customer is unable to see the candidates who have applied before 60 days **Threats to raise it to social media**	Msg 1: I regret to inform you that as per policy this data is not available on the employer dashboard. However, let me check with my supervisor what I can do for you. Ask the customer to wait for few mins and then share details from metabase download. (Inform your supervisor on link) Msg 2: As a one-time gesture, I am sharing the list of candidate phone numbers with you. Moving forward, please note that we won't be able to share details in accordance with our policy. I hope this accommodation meets your request.

Employer complains that I have deactivated my job but I am still getting a lot of calls	Our sincere apologies for the trouble. Your job has already been deactivated from Apna. no new job seeker has access to your number on Apna now. However, for a few days, some candidates who already have your number might follow up to hear back since they have applied for your job. I request you to send them a message stating that your requirement has already been filled. Additionally, happy to hear that your vacancy has been filled! Did you hire any job seekers from Apna? Please do write back to us if you need any other help.
How to check list of applied candidates?	**Share the link(xxx)** If you have logged in to your employer dashboard kindly click on the above link click on the *All Candidates* tab to see the list of candidates who have applied to your job post. (Share SS with the customer as well) If you have not logged in your dashboard kindly login in first and click on the above given link In future if you want to check the list of applied candidates please follow the below-mentioned steps to check the list of candidates. 1. Login to employer.apna.co with your registered mobile number. 2. Select the job for which you want to check the applications from your list of posted jobs and click on the *All Candidates* tab to see the list of candidates who have applied to your job post.
Employer wants to Post New Jobs	Share first page Link of job posting with the customer(XXX) In future if you need to post a job you can simply follow these 5 simple steps: 1. Log into the employer dashboard with your mobile number at employer.apna.co 2. Click on Post a Job To fill in the job details: - Basic details - Candidate Requirement - Interviewer Information - Select Plan 3. Click on the Terms of Service checkbox 4. Click on the Post Job button 5. Buy coins as per Selected Plan Once your job is activated, candidates will start applying to your job post.

How to deactivate my job?	You can expire or deactivate your job, by following these 3 simple steps: 1. Log into employer.apna.co with your registered mobile number. 2. Select the job you want to expire from your list of jobs. 3. Click on the three dots at the top-right corner of the page and select "Expire Job" option from the drop-down menu. You will see the warning that all coins used in the job will get consumed.
How to change HR number?	I am sorry! I am not permitted to change the HR number, once your job is verified. You can edit your job(s) and make the change. However, your job will go under review again. Please follow the below steps to edit your job. 1. Login to employer.Apna.co with your registered mobile number. 2. Select the job that you want to update or edit from your list of posted jobs. 3. Click on the Edit job button to scroll to the last page to change your HR number. 4. Click on the 'Other recruiter' and proceed with changes.
How to Change Registered Number?	I am sorry! We cannot update the Registered Number. But you can update the HR number where you want to receive candidate calls. You may have to edit the HR number on every Job. Please follow the below steps: Please follow the below steps to edit your job. 1. Login to employer.Apna.co with your registered mobile number. 2. Select the job that you want to update or edit from your list of posted jobs. 3. Click on the Edit job button to scroll to the Interviewer Information Page. 4. Under Communication preference, click on the 'Yes, to other recruiters' and add recruiter's name, email and number.
Reactivate My Job	Please follow the below steps to renew the job. 1. Login to employer.Apna.co with your registered mobile number. 2. Select the job that you want to Reactivate 3. Click on **Repost Job** Button Please note coins will be deducted as per the plan / or you may need to recharge your wallet.

Can I get candidates specific to one specific Religionism/Marital Status	We will not be able to filter candidates on the basis of region/religion/marital status. But if there's a requirement to filter on any other criteria like skills, education etc, we will be able to guide you on how to do that on Apna.
Dashboard is not working	I am sorry to know that! I suggest you to try once after refreshing the portal and clearing the cache/cookies. If you are still facing the same issue then please share the screenshot here. I will check and help you further. (Share the screenshot and issue in bugs channel)
Employer wants to delete his entire profile	I am sorry to know that you want to delete your employer profile. But may I know the reason for deletion? **Once the employer confirms (try to retain if possible, If not)** Okay, I understand. I would request you to please send us an email to employersupport@apna.co with the request to delete your profile along with the reason. After we receive the mail, we will forward it to our team. I would request you to please allow us 5-7 business days to get your profile deleted. **Inform Praveen/Sonu for deletion of account with the reason. Once approved, get it deleted from Zoyeb.**
Employer wants to delete his any one particular job **(Only 'expired' and 'archived' jobs can be deleted)**	You can delete your job(s) on Apna using these simple steps but please note : You can only delete a job that is either Not Approved or Expired. You cannot delete a job that is currently in Active or Select Plan 1. Please log in to employer.Apna.co with your registered mobile number and select the job you want to delete from your list of jobs posted. Please do let us know once done. Once employer replies with "Done" 2. Please Click on the 3 dots in the top right corner and select the Our system will notify you when the you try to delete your job(s) as once it gets deleted, you won't be able to reactivate it or get applications, suggested candidates, and other job-specific data from your dashboard.
Employers want their job active but plan is not selected yet by them.	I am sorry to inform your job is not activated because you have not selected any plan yet. Please follow the below step to proceed further.
	1. Select the particular job you want to post.
	2. OK, Now please select any one plan from Classic/Premium/Super Premium according to your requirement on the dashboard. (visible on the last page). Is it done?
	When employer replies "Yes" 3. Great! Please Click on- Post job with 'xxx' coins. Where you able to post the same?
	If employer replies "yes" Great! Now your job will go under review for the verification process. Once the verification process is completed, your job will be activated.

Why am I unable to see suggested candidates list?	I are sorry but we have removed suggested candidates as most of our employers didn't find the candidates relevant. I will update another solution to help you hire faster in a few weeks.
Why is my job expired? (Only leads count expiry)	Your jobs will be active for 15 days from the date of activation. The job will expire after 15 days. Do you want us to help you with the renewal steps?
Troubleshooting Steps	I am sorry you are facing technical issues. Are you ready for a quick troubleshooting?
	If Yes - Step 1: Can you please sign out and sign in again and check? Also, close all background tabs that is running on the browser. Great! Now lets try Step 2. This should not take more than 5 mins of your time.
	Step 2: Please clear cache and cookies from the browser - close the browser and try again. If its still not working, lets follow step 3.
	Step 3: Please try to login from a different device or from a different browser
	If you are still facing the same issue, please reply with a screenshot. I will report this and get this resolved at the earliest.
Employer Asking for Resumes	Candidates have the option to upload their resumes and it is totally upto them to share their resumes when they create an account. A handful of resumes may already be available. If they have not yet sent in their resumes, we kindly request that you reach out to them.
Unable to remove Tags on the job (Bug)	(Once you Confirm the tags that are least important and need to be removed - Keep a note of these Ids and tags to make changes later) I appreciate your confirmation on this- I am making a note of your job ID and the tag/s that needs to be removed as we are unable to make the changes right away. Once we make the changes from the backend, you should soon start receiving applications. Thank you for your patience!
Couldn't hire anyone - in spite of applications. return the full amount.	Our apologies for not meeting your expectations in the current hiring process. Since we value you as an Apna customer, we have provided you with complimentary coins in your wallet as a goodwill gesture. I have only charged you for the applications you have received and returned the coins for the rest.
Couldn't connect with any applications. return the full amount.	Our apologies for not meeting your expectations in the current hiring process. Since we value you as an Apna customer, we have provided you with complimentary coins in your wallet as a goodwill gesture. I have only charged you for the applications you have received and returned the coins for the rest.
Why should I even try Apna again?	I value you as an Apna customer. The attractiveness of the job and its competitiveness can be gauged by the number of applications it receives. Please try posting a job again to start receiving candidate applications!

ES - LF/Relevancy	
I'm getting less/No candidates	Hi sir/ma'am, I understand that you have not received applicants upto your expectations. Give me a moment, while I analyse your job.
	I see you have already received X high quality leads & your job has been shown to Y+ relevant candidates in Z days. Check LF Metabase and Give Suggestions
I did not get enough applications.	I see you have already received X high quality leads & your job has been shown to Y+ relevant candidates in Z days I can personally recommend to you the benchmarks for each criteria, like salary, gender, education, and application radius, in your city, so you can offer better criteria and the benchmarks to attract more job seekers. Check LF Metabase and give suggestions
I am not getting candidates with relevant experience.	I are sorry to know you are not getting relevant candidates. Let me check and help you here. May I know under which criteria you are facing irrelevancy?
	To get the right profiles, we suggest you make use of our screening tools. You can choose up to 3 most suitable tags — based on skills, assets, knowledge, and degree — by editing your job. Let me make the changes and add a screening question or tags. This will help filter out unsuitable candidates.
	Alternatively, you can let us know if there is anything in particular that you want to ask the applicant. I will add a screening question, and the candidate will be able to apply only when they answer this question correctly.
I want candidates only from FMCG (👆 just an example) background only.	I can recommend filters for your job so that you receive the most suitable candidates. Can you please share a little about the business you are hiring for?
Why am I not getting the same number of candidates that I used to get 3-6 months ago?	Can you share the job ID you are referring to? I can see that you have received X candidates on this job and on similar jobs earlier. Can you confirm whether you have been able to connect with 100% of the candidates? Can you also share the feedback of each applicant on Apna dashboard? I will take a look and basis your feedback will guide you further.
Can you guarantee retention of candidates hired from Apna?	I apologize since applicants contact you directly after being hired. I may not be able to commit to the retention of the candidate.

I did not get the applications which were committed. Job is Active Give me return	Your job is still active, and chances are high that candidates will apply for your job. Let me help you to make your job attractive. [Refer to the fulfillment complaints tool to recommend changes in the job details] If the LF tool is not working.
I did not get the applications which were committed. Give me return(Job is Expire) IF ITS DUE FOR AUTO return	I am sorry but the total number of applications will depend on the type and attractiveness of each job. As of now, we only charge on a job post basis and not application basis. Hence we cannot guarantee or commit the number of application
Why did I receive coins? (LF)	
Why did I not get the full amount of coins? (LF)	
What to do with such a small amount of coins returned? (LF)	
Will you return trial coins also?(LF)	
Why is my job expired? (Only leads count expiry)	
LF - I'm getting slow response only x candidates have applied in n days	I am sorry for the inconvenience caused - There could be a few reasons why very few candidates are applying for your job. Some potential reasons include: - The salary or benefits offered are not competitive compared to other similar jobs in the market. - To improve the number of candidates applying to your job, you may need to review and improve the job description, increase the visibility of the job, and offer competitive compensation.
1. Recruiter wants X parameter mandatory	Thank you for your suggestion! I are always seeking methods to improve our product and make it more beneficial to our consumers. I will forward your proposal to our product team for future consideration.
2. Recruiter says the candidate is lying about Y	I apologise for any inconvenience. The applicants self-declare these details. I will forward your comments to our product team. Meanwhile can you please mark the feedback of these candidates in your dashboard?
3. Recruiter wants to filter everyone with Z criteria	I value your input and are continually trying to improve our product. Your proposal for a new feature is something we will absolutely explore and discuss with our team.
4. Recruiter is not getting anyone with A criteria mentioned in Job	I realize how difficult this is for you, and we apologize for the inconvenience. Let me go ahead and create a screening question to filter relevant candidates. Please stay with me while I check.
5. Recruiter wants to Auto Reject candidates not having B in their profile	Thank you for letting us know about this! I value our customers' input and will consider adding this feature in a future update.

I am getting Irrelevant applications, return the full amount.	Can you share the reason for irrelevant applications? I can help you get the right profiles by suggesting the use of our screening tools. You can choose up to 3 most suitable tags — based on skills, assets, knowledge, and degree — by editing your job(s). This will help filter unsuitable candidates. Alternatively, you can let us know if there is anything in particular that you want to ask the applicant. I will add a screening question and the candidate will be able to apply only when he answers this question.
How do I get more applications if I post a job again?	[Refer to the fulfillment complaints tool to recommend changes in the job details] OR [Check Job hygiene and make relevant suggestions]
Do not want a return - can you fulfill the job by reactivating?	Please use the complimentary coins and post another job again to receive more applications.
I want Male candidates (Correct option NOT selected)	**Msg 1: Inform that we do not have a hard filter** I understand that you want male candidates for your job posting, but currently, we do not have a hard filter on the product to add to your job posting. **Msg 2: Educate how the diversity option works.** However, let me help you with the available features that we have so that you get the right candidate. (SEND THIS MSG IN PARTS) As per the options selected by you during the job posting, this job was highlighted to female candidates. Hence I have edited it to ensure it's not highlighted to female candidates. You can use the filter option in the employer dashboard to prioritise your hiring efforts with only male candidates **Share a screenshot from respond file name "Gender Filter"** Please be informed that choosing this doesn't mean that you will only get Male candidates. Your understanding in this matter is highly appreciated.

I want Male/Female candidates (Correct option is selected)	1. **Educate the employer (Part 1)** I understand your concern, you can filter the applications as per your requirement from your employer dashboard and choose to connect with the preferred candidates as per the priority. You can use this filter in your employer dashboard. Share screenshot from respond file name "Gender Filter" 2. **Inform the customer that he is not charged on the number of leads and he will be getting unlimited leads (Part 2)** You are now not charged for the number of leads and you will get unlimited leads till the time job is active. Please reject the candidates who are not fit for your requirement. Meanwhile, you can filter the applications as per your requirement from your employer dashboard and choose to connect with the preferred candidates as per the priority.
I want Female candidates (Correct option NOT selected)	**Msg 1: Inform that we donot have hard filter** I understand that you want female candidates on your job posting, but currently we donot have a hard filter on the product to add on your job posting. **Msg 2: Educate how diversity option works?** However, let me help you with the available features that we have so that you get your right candidate. (SEND THIS MSG IN PARTS THEN) As, I can check the option for the diversity filter that you had selected was incorrect. Hence I have edited it and made the correction. Your job will be specifically be highlighted to female candidates, but still be visible to other interested candidates. Please be informed that choosing this doesn't mean that you will only get female candidates. Your understanding in this matter is highly appreciated.

I want to hire urgently	I understand that you want to hire urgently. However, hiring within 1-2 days is not possible, but I would suggest you to go through our Database which will help you to hire urgently. The candidates on database are not the people who are interested on your job post, they are the ones with whom who you can connect from your side according to your requirements. Please do check the "last active" filter before speaking to them. You can select as last 7 days or last 15 days.
I want to hire a CA for my firm	Surely, can you please tell me how many hires do you require? If the employer replies 1 - You can post a job opting for a classic plan. However, I would also suggest you to keep checking our Database where you can search candidates and connect with them based on your requirements.
How many candidates will apply when I opt for classic plan	It depends upon the quality and criteria of the job. However, You will get enough candidates to hire 1 candidate.
ES - Coins and Payments	
What are your charges?	I request you to refer to your dashboard for checking our current plans. For more details we can also arrange a call back for you from our sales team between Mon-Sat, 11 am -6 pm.
What are your plans to post the job?	We at Apna have 3 plans. You may pick one plan according to your requirements. To know what plan suits you better, I have forwarded your details to my Sales Team. They will connect with you soon.
I want male/Female candidates (If not convinced with suggestions)	**IF NOT convinced (part 1)** **Ask the Customer to Reject the candidates who doesn't fit in his requirement and suggest to changes ECC preference** I understand your concerns, to address your needs, I suggest using the filtering options in your dashboard and reject irrelevant applications. You won't be charged for any rejected leads. (IF COMM PREF IS CALLS AND WHATSAPP AGENT SHOULD TELL) If you are unhappy with the calls you receive, please update your communication preferences so you don't get irrelevant calls or messages. **IF still NOT convinced (part 2)** If customer is still not convinced and seems like a probable social media escalation: Transfer to Escalation team tell " I'm really sorry at this point of time I have done my best to help, will connect you with my supervisor so you could share the feedback and discuss more

Getting duplicate leads	I apologize if it is causing any difficulty. We don't charge per lead, so duplications will not impact costs. It suggests the candidate is highly interested; perhaps they seek more response. This is fortunate for you, as it could lead to successful hires. Consider this a positive indicator of strong candidate interest. **If employer is adamant appreciate the employer input -** Thank you for sharing your feedback with us. I want to let you know that the specific feature is not currently available. However, we truly value your input, and I want to assure you that I have taken note of your suggestion to propose this feature is on our roadmap for future releases, **Raise insight**
How will I get the coins?	Coins will get credited to your account after the purchase. Apna coins represent the value of the payment made by the client. By using Apna coins, you will be able to post jobs.
I have made the payment why my job is not active / under review?	Hi, I apologize for the delay that you may be experiencing. The job is currently reviewed by the verification team and it should be approved in 2 hours. I request your support and patience, that we are taking this up on priority. Coins deduction allows you to post jobs and based on the verification job get approved or rejected. Incase rejected, coins will come back to your wallet automatically. I thank you for understanding and appreciate your support **ESM will transfer to Under review**
I have made the payment but when I post job why it is asking for selecting the plan?	The payment made was for purchasing the coin. After payment, coins are added to your wallet. Now please select any one plan according to your requirement from small/standard/large to post your job. After selecting the plan if you click on 'post job with xxx coins' then, the coins will be deducted from available balance in your wallet.
Do I have to pay for every new job?	Let me connect you to our sales team to get heavy discount on your purchase.
How many jobs can I post through these trial coins?	The amount of jobs you can have is based on the plan you select. Check out the available plans when you post the job.
Employer made payment but coins are not credited yet.	My sincere apologies for the inconvenience. Let me check this for you. Step 1. Could you please let us know, how did you make the payment?
	Case A- If Emp made the self-payment by app/website.- Answer- Kindly share the proof of payment made by you. Also, please tell us how many coins you have purchased.
	Case B- If Emp says someone shared the link- Answer- May I know your good name? Kindly share the proof of payment made by you. Also, please tell us how many coins you have purchased

How much is the value of coins in rupees?	1 Apna coin = 1 Rupee To keep things simple, we've designed 1 Apna coin to be of the same value as 1 Rupee. So, if you are spending 1000 coins to post a job, that is the same as spending Rs 1000 to post that job. As per government rules, GST will be applicable on the purchase of coins. Please update your GST details in your profile to make sure you get the full benefit
Payment Assistance	You can make payment online through any of these options: Net banking Debit/Credit card UPI
I want an invoice under X name.	The invoice is auto-generated on the name entered by you in the GST details section. GST details can be changed from the account only for future invoices. I apologize, currently, there is no option to change the invoice which is already been generated.
I want to update GST on my profile	**Share the link of profile page of the employer (XXX)** If you have already logged in please click on the above link and update your GST. If you have not logged in to your employer dashboard kindly login first and then click on the above given link. In future to update GST on your profile - 1. Login to your account at employer.apna.co using your registered mobile number. 2. Click on your name icon at the top-right corner and then click on "View Profile" 3. Click on "Edit" and update the GST details. 4. Click on "Verify" and then "Save and Update"
Why are GST and PAN details compulsory?	In order to provide you with a GST invoice and meet the government's regulatory requirements, we request your GST and PAN details. These details are required to protect your account being used by unauthorized users,
Which number should we input in the invoicing form?	The number with which you have registered on Apna will be used for posting jobs after purchase.
Can a customer buy from one number and post from another number?	We recommend you to log in from the registered number and make a purchase. . You can select from multiple payment options to complete the transaction.
I don't want to buy and hence I am not hiring right now.	Will you be hiring in the next one month? If yes, then you should make the purchase right now we may also have discounted price or promotions for you. Do you want me to connect you with the sales team?
Do you have any bigger plan?	We do have a plan for bulk hiring. Let me share your details with the Sales Team. They will help you choose the best plan
How many free jobs I can post on portal?	We are sorry, we are not offering any free jobs as of now. However, I can connect you with the sales team for information about ongoing offers and discounts. Do you want me to connect you with my sales team?

When will the coins get credited/ I have made the payment but coins are not credited	Please wait, it does take 24hrs to credit coins in your account. In case the customer says it is already been 24 hrs take the screenshot and follow the further process as per https://470-workspace.slack.com/archives/G0184AHKGKH/p164992478030 1999
Do you have any Coupons ?	If there is any valid coupon it will automatically show up on the payment page. Thank you. Happy Hiring!
My payment failed ?	I apologize for any inconvenience caused. I want to know the mode of payment done and the screenshot of the payment done so that we can help you further.
I am unable to use the coins?	May I know what is the issue that you are facing? After purchasing coins, you have to select a plan. Once your job is active candidates will start applying
Can I purchase data ?	**Share the Link (XXX)** If you have already logged in please click on the above link and fill the details of your requirement. If you have not logged in to your employer dashboard kindly login first and then click on the above given link and fill the details of your requirement. In future if you want to access apnaDatabase by simply login into your employer dashboard. Follow these steps to log in and access apnaDatabase: 1. Log into the employer dashboard with your mobile number at employer.apna.co 2. Click on apnaDatabse on the top left corner.
Can I convert Apnacoins to cash?	Sorry. Apna coins cannot be converted into cash. You can use these coins to post the job or access the database before it expires.
I'm unable to select a plan?	I'm sorry to know that. You have to purchase coins and then select a plan. Please share a screenshot, if you have coins in your Apna account and are still unable to post.
Can you give me discount?	Thanks for showing interest. Let me share your details with the Sales Team. They will help you further.
	Coin System - Download Invoice

How to view Invoice?	Share the transaction page link (XXX)and ask them to select the invoice they are looking for In future if you want to download your invoice, please follow these steps: 1. Log in to your account on employer.apna.co. 2. Navigate to the 'Manage Coins' section. 3. Find and click on the 'Invoices' tab. 4. Browse through the displayed transactions and select the desired invoice. 5. Click on the 'Download Invoice' option for the corresponding transaction. 6. The invoice will be downloaded in PDF format. By following these steps, you will be able to successfully download your invoice/invoices.
How to transfer coins from one account to another?	We are sorry but we have withdrawn the coins transfer feature as of now. We understand that you need to transfer coins from your account. We would request you to please fill out this form and submit it. Our Team will get in touch with you and help you further. https://docs.google.com/forms/d/e/1FAIpQLSeuKr1qscuOc5Neb WiHKemwiWkWip9KtTPvm7fUtH2fU6CMfg/viewform
What is the validity plan?	All the plans are valid for 15 days from the date of activation
Why I am unable to transfer coins? **(Check Coin Balance: They have to maintain minimum 600 coins**	We are sorry but we have withdrawn the coins transfer feature as of now. We understand that you need to transfer coins from your account. We would request you to please fill out this form and submit it. Our Team will get in touch with you and help you further.
I got notification that I am eligible to post free jobs but its not free	All offers are on a first-come-first-serve basis only and limited to free jobs availability. Let me share 3 secrets of how you can use this offer efficiently: - When you get these messages login immediately and post to avail free job as many other employers will also login. - Try again later, we request you to login frequently and check if you are eligible, as its based on first-come-first-serve and availability Alternatively, if you have an immediate requirement and want to post a Job today, I can help you getting the best discount. Do you want to post a Job today. Can I connect you with Sales team for best discounts?
I want a cash return in my bank account - not coins.	Sorry, Apna coins cannot be converted into cash. You can use these coins to post the job.
Return coins to a different account/phone number	If you want us to return the coins to a different number. Please confirm the number, let me check and raise the request for the same.
UR - Approval Related	**UR - Approval Related**
	Both Doc Pending (English)

Both Document pending	I understand your concern. To protect your company's name being used by unauthorized users, we need to verify your company with government-issued documents like GST certificates, Company PAN, Shops & Estb. Act certificate, Certificate of Incorporation, CIN number or FSSAI certificate, etc. Also, your KYC verification by uploading your Aadhaar card on the portal. However, as an alternative for KYC verification, you can share your personal PAN Card. Meanwhile, uploading an Aadhaar card will help you to verify your jobs faster. We request you to upload relevant documents
Com Doc Pending (English)	I understand your concern. To protect your company's name being used by unauthorized users, we need to verify your company with government-issued documents like GST certificates, Company PAN, Shops & Estb. Act certificate, Certificate of Incorporation, CIN number or FSSAI certificate, etc. We request you to upload relevant documents on priority to
KYC Pending	Thank you for sharing your company document/number with us for company verification. Also, please upload your Aadhaar card for KYC verification on the portal. If you do not wish to share the same, you can still complete your KYC verification by : Your person pan card. However, uploading an Aadhaar card will help you to verify your jobs faster. We request you to upload relevant documents on priority to verify the job and protect your account from any unauthorized activity
COT Both Doc+Client Proof Pending (English)	To protect your company's name being used by unauthorized users, we need to verify your company with government. 1. Your consultancy with any one government-issued document like GST certificate, Company PAN, Shops & Estb. Act certificate, Certificate of Incorporation, or FSSAI certificate etc. 2. Also, Kindly please upload your Aadhaar card for KYC verification on the portal. If you do not wish to share the same, you can still complete your KYC verification by : A. Your personal pan card. However, uploading an Aadhaar card will help you to verify your jobs faster. 3. Lastly, we require your client association proof which is a client you hiring for. Like client agreement, screenshot of requirement from client mail post cropping all the confidential data except "From & To" in it just to ensure direct client relationship Could you please share these 3 documents with me here? I am waiting online and will approve your job immediately, we have to be sure so your account is safe from any unauthorised activities.
Received Mail Confirmation (COT) - (Send & Close)	Thank you for email confirmation. Please wait as I am checking your details.

Didn't receive mail confirmation (COT) - (Send & Close)	I are still awaiting your response to our email query sent from review@Apna.co Could you please respond to the same so that we can approve your job?
Will send documents later - (Send & Close)	You can share the documents here. Alternatively, upload your documents from your account on employer.Apna.co using the following steps: 1. Log in to employer.Apna.co with your registered mobile number. 2. Click on the "Verify now" button. 3. After clicking on the "Verify now" button you will get a pop-up. 4. Click on the Document dropdown highlighted in the above image. - Choose the document you want to upload. - Enter the document number OR Upload a soft copy of the document.
Posting for multiple companies (Ask & wait)	Can you please let me know your connection between (1st company name) & (2nd company name) ?
SLA Job picked by agent - (Send & Close)	Thank you for posting a job on Apna. Since you have recently advertised this job. Please be assured that our verification team will respond within the next 30 to 60 mins. Also, you will receive a notification on your WhatsApp accordingly.
Deleted due to call unanswered (DNA)	I are sorry your job got deleted as we could not connect with you on the mentioned HR number. I request you to repost the job and be available on the HR number for further verification.
Repost with relevant JT JC	I are sorry to inform you that your job is inactive on our portal because we came across that the job title & job category selected by you were incorrect and hence we could not approve your job. I request you to repost the job with correct job title & job category to proceed with the verification process.
Only Doc shared but job already activated (Send & Close)	your job is already activated on our portal and all details are verified. I hope you have great hiring experience with us. Thank you for reaching out to us. Have a good day ahead!
not able to do the E KYC via Aadhar	Please do not worry, if you are not able to complete your E KYC via aadhar card. Kindly share any one of the following documents here with us: 1. Your personal pan card.
POC shared aadhar over respond	I are sorry for the inconvenience caused to you. we are unable to access your credentials of Aadhaar card due to security reasons, hence, request you to please do the same at your end. In case you are facing any issue/error then kindly share the reason/screenshot with us in order to deep dive into it and help you with the same.
E-KYC Pending Reason (Ask & wait)	I can see that you have not finished you KYC. Request you to please please let us know what kind of difficulties are you facing there, so that we can help you out accordingly?

E-KYC Failed (OTP issue/Not willing to share etc) (Send & Close)	Please do not worry, if you are not able to complete your E KYC via aadhar card. Kindly share any one of the following documents here with us: 1. Your personal pan card.
Archived job (KYC not done)	Sorry for the inconvenience caused to you. Unfortunately, your job has been deleted/archived from our portal because the relevant documents were not shared/updated for the KYC verification on our portal. Requesting to you kindly repost your requirement and complete the KYC verification so that we can take action on your job as soon as possible.
When employer gets agigated due to longer waiting time	I apologize for the delay in solving your issue. I have escalated your concern to the team. Our verification team is reviewing your details and will take additional time to verify. I request you please be patient with us. Your patience and support will be highly appreciated!
When customer is saying I need to speak to your AM/RM	
If you do not allow charging on your portal why have you kept that option?	I am really sorry for the inconvenience caused to you. Although it is a fact that we do not allow posts that charges money from the candidates, however there are some exceptions. Hence we have kept that option of a confirmation of charging some amount from the candidates, before posting the job.
If you do not allow jobs like House Maid/ Personal Driver/ Spa Therapist on your portal why have you kept that option?	I am really sorry for the miscommunication. Although it is a fact that we are not allowing any jobs with personal requirements on our portal, however there are some exceptions. Hence we have not removed the job titles of House Maid/ Personal Driver/ Spa Therapist from our job portal.
If you do not allow Personal Secretary jobs on your portal why have you kept that option?/ Why was it not informed to me earlier?	I am really sorry as this was not informed to you earlier. I hope you to understand that there are some limitations that Apna has. I, on Apna, want to create a safer environment for the candidates and the employers both. Hence we do not allow such jobs on our platform. If you want, we can arrange a refund for you directly. Should I proceed for the same?
If you do not allow Freelancers or MLMs on your portal why have you kept that option?/Why was it not informed to me earlier?	I really appreciate that you want to post a job on Apna and I deeply apologize that it was not informed to you earlier. I hope you to understand that there are some limitations that Apna has. If you want, we can arrange a refund for you directly. Should I proceed for the same?

No refund to Blocked recruiters	I understand you're requesting a refund; however, the restriction was applied in compliance with Apna's Terms of Service, which all users agree to. Since this was due to a policy violation, a refund is unfortunately not possible. If you believe there has been an error, you may appeal this decision by contacting us at trust-and-safety@apna.co
Delay in approving and the employer is unhappy	I totally understand that there is a delay in the activation of this job. Our verification team is already working on this job and We will reach out to you within 12 hours. Thank you for your patience & support. I are closing this conversation now, Please reply with "Hi" if you need assistance!
Job paused - 24 hour labels	Sir/Ma'am, Currently your account is on hold. I request you to wait for 24 hours for the candidates to start applying. I regret for the delay in the applications. Until then please be patient with us.
T&S stuck cases or blocked scenarios	Sir/Ma'am, Currently your account is on hold, I request you to wait for 4-5 hours until our team verifies your job. I regret for the delay, please be patient with us.
Further Assistance	Is there anything else that I can help you with?
LF - Multiple Dept suggestions	n
Support related call backs apart from Sales call backs	Sure, we are forwarding your request to our team. However, it might take 30-45 minutes for the team to call since there is a huge call back request today. In case, you require an immediate solution you can let me know here, I will definitely try to help you over this chat.
For Approval (If the documents are sent and those are correct)	Check job history and either give recruiter information on missing KYC, confirm all KYC is in place and then pass in #job-approval channel to fast track approval.
For Approval (If the details are sent and those are correct)	Check job history and either give recruiter information on missing KYC, confirm all KYC is in place and then pass in #job-approval channel to fast track approval.
When the issue is raised	I have raised this matter to the concerned team for further review and resolution. While the team is working on your query on top priority, it may take XXX hours to resolve the issue completely. Hence I will update you on the same within X hours. I appreciate your patience and understanding in this matter.
When the issue has bee resolved	I am glad to inform you that your issue has been resolved. I have carefully looked into your concerns and taken the necessary steps to ensure that it does not happen again. Please do not hesitate to contact us if you have any further questions or concerns.

If the issue is on hold	I apologize for any inconvenience caused by the delay in resolving your issue. Our team is working diligently to ensure that we provide you with the best possible solution. Due to the complexity of the issue and the need to gather more information, it will require XXX more hours to fully resolve. I understand your frustration and appreciate your patience as we work towards a solution.
When the employer comes between the TAT	Thankyou for following up with us. I want to let you know that your concern has been raised as informed earlier, It is seen being processed by our team. Kindly allow us the time I have requested in my above message. Your patience is highly appreciated.
Directly asking for call Support	I understand that you are looking to speak with us, and I want you to know that I have made arrangements for a callback. I truly value your time, and I assure you that you should expect a call within the next 30 - 60 minutes from any one number provided in the list (7949104329, 7961734622, 6746786292, 8068301772, 8068301773, 2241434810 2241434811, 2241434812, 2241434813, 2241434814, 2241434815, 2241434816, 2241434817, 2241434818, 2241434821)
Follow up text for call back request	I also want to reassure you that if you need an immediate solution, I am here to help you in any way I can through this chat. Please don't hesitate to let me know how I can best support you.
Why will it take 60 minutes. I need the callback now	I understand that you need immediate callback and I am sorry for any inconvenience. Unfortunately, we are experiencing a high volume of calls at the moment, and our agents are all busy assisting other customers. However, if you need an immediate solution, I am here to help you in any way I can through this chat. Please don't hesitate to let me know how I can best support you.
I understand that you are looking to speak with us, and I want you to know that I have made arrangements for a callback. I truly value your time, and I assure you that you should expect a call within the next 30 - 60 minutes.	I am surely going to arrange the call for you. However, it might take for the team to call you as there is a lot of volume. Will you be comfortable in sharing the details over chat so that I can help you with your issue right now? **(If the employer disagrees, please arrange the call back)**
If the calling time has exceeded 7pm	I am really sorry, I would have definitely forwarded the request but sadly our call support team is available from 9AM till 7PM. Will you be comfortable in sharing the issue over chat? If not, we can arrange the call tomorrow, in the first half.
Follow up text for AM call back request for suitable plan	I appreciate your understanding and want to let you know that I've scheduled a callback with your dedicated client service manager. Your time is important to me, and I've taken steps to ensure you receive a call within the next 60 minutes. Thank you for your patience and valued time!

ECC FAQ	
Why are the candidates calling me directly	I understand your concern. As per our new update, the matched candidates who are the best match for your job requirement will only be able to call you directly. If you have selected the preferred mode of communication as "Yes, to myself". If you prefer not to get any calls from matched candidates as well then you can always change the mode of communication to "No, I will contact candidates first".
Why are my coins used I have not seen candidate phone number	

International job posting	
I want to post international jobs on apna	We appreciate your interest in posting jobs on Apna. Currently, Apna supports job postings within India only, and we do not allow international job postings on our platform. We are constantly working to expand our offerings, and we value your understanding. If you have job opportunities within India, we'd be happy to assist you in setting them up on Apna.
If customer asks- I want both Exp	I recommend that you should make separate job postings for fresher and experienced candidates to attract the most suitable applicants for each job posting. This is because salary expectations vary between fresher and experienced professionals, which can cause confusion. Fresher might apply for jobs with salary expectations meant for experienced professionals, while experienced candidates might not realize that the salary could be higher for their level of expertise. By having separate job listings, you can provide salary ranges that fit each candidate group, ensuring better response on your job posting.

Reactive Relevancy SOP as per PPJ	
Things we need to check	
Take the Job Id	Could you please confirm the job ID or title where you're experiencing problems with relevancy?
Is application reviewed	Could you please confirm if you have reviewed all the applications? If not, please review all the application and mark feedback for all the candidates.
Ask to correct the filter	Thank you for sharing the details with us. I can see that you have applied the filter which is not relevant to the requirement you are looking for. I would suggest you to please use (**Mention the filters**) filters to get the right match as per your requirement

Check applied candidates list	After reviewing your job posting. I can see that the candidates who responded to your job posting meet the requirements you listed. However, I would advise you to use the filters option that is available on your dashboard if you are still looking for any specific requirements for candidates.
Types of Relevancy queries	
Candidates are from different Category (Fresher/ Experience)	I understand your concern. After reviewing your job posting I see that you have selected "Fresher" while posting the job. I would suggest you to please use our filter option for "Title/Department" to get the right candidates for your requirement. Now you can filter the applications as per your requirement from your employer dashboard and choose to connect with candidates as per the priority. You are not charged for the number of leads and you will get unlimited leads till the time the job is active. Please reject the candidates who are not fit for your requirement.
If adding Custom Question	I have added the question as per your requirement on your job post which candidates have to reply to before applying. This question is going to be useful but in case if still you get candidates who do not meet this criteria Reject them you will not get charged.
Candidates do not have experience (Fresher)	I understand your concern. After reviewing your job posting I see that you have selected "Fresher" while posting the job. I would suggest you please change it to "Experienced" Also, please add the relevant industry preference which will help you to get the relevant experienced candidate for your job posting.
Candidates do not have experience (Experienced)	Now you can filter the applications as per your requirement from your employer dashboard and choose to connect with candidates as per the priority. You are not charged for the number of leads and you will get unlimited leads till the time job is active. Please reject the candidates who are not fit for your requirement.

Candidates do not have skills (Fresher) Adding Skills tags	Sorry for the inconvenience caused to you. I see that you have not applied relevant skills tags in your job posting. I have added the skill tags required to get the relevant candidates, please wait for sometime for candidates to apply on your job posting.
Changing it to Experienced	I see that you have seleted "Fresher" while posting the job. I would suggest you to please change it to "Experienced". By doing this the chances are higher that the candidates will have skills required will apply to the job posting but the lead flow will reduce.
Asking to use Advance filter option	Now you can filter the applications as per your requirement from your employer dashboard and choose "Location" Filter to connect with candidates as per the priority. You are not charged for the number of leads and you will get unlimited leads till the time job is active. Please reject the candidates who are not fit for your requirement.
GALT update FAQ (Gender, Age, Location, Title	
Employer says I am getting less calls now	I understand your concern. With our new product update, you will now receive calls only from the most relevant candidates tagged as matched candidates, which is why you may be getting less calls. However, if you wish to connect with all the candidates who have applied, you can easily do so by logging in to our employer portal at employer.apna.co
Employer says I am getting less What'sapp notification	I understand your concern. With our new product update, you will now receive Whatsapp notifications for the most relevant candidates tagged as matched candidates, which is why you may be getting less Whatsapp notification. However, if you wish to connect with all the candidates who have applied, you can easily do so by logging in to our employer portal at employer.apna.co
Ask Employer to connect with Matched tagged candidates	I understand your concern. You can use our **Matched filter** to check the candidates who are the best fit that match your requirements. Candidates listed at the top of the applied candidate's list in the dashboard are the best-fit matches and are labeled as "Matched Candidates". While you have the option to communicate with all candidates on the list, I would suggest you review and reach out to these Matched-tagged candidates first.

How to edit the job to add the age criteria	Share the candidate Requirement page link (XXX) If you have logged in the dashboard you can click on the link you will see "Additional Requirements" option where you can select the age as per your requirement. If you have not logged in the dashboard please login first and then edit the requirements by following the same. In future if you want to Edit it please follow the steps: Please log in to our portal on www.employer.apna.co and click on "Edit Job" and on the candidate requirement page you will see "Additional Requirements" option where you can select the age as per your requirement.
PREMIUM PLAN SUGGESTION in case of LF	As I can check, you have posted your current job under the classic plan, you can choose to use our Premium Plan as well. With all the exclusive features of the Premium plan, you can close your hiring requirement fast and get more candidates quickly. ***Do you want me to share more details of the Premium plan so that you can close your hiring fast??*** Under the Premium Plan: - Your listing will also be marked as 'Urgently hiring,' providing extra motivation for candidates to apply. - Your job will be listed on the top of the job listing page so the chances are much higher that candidates apply to top jobs. - Additionally, we'll promote your job via WhatsApp, ensuring even those candidates who are not actively browsing our platform can apply.
Customer denies to go for PREMIUM PLAN	It's completely up to you to decide whether to opt for the premium job posting. I just wanted to let you know that your current job post is still active and you will continue to receive applications. Additionally, we offer a database product as well that allows you to search for candidates based on your preferences. You can unlock the profiles by paying only for the ones you like. This can also be a cost-effective way to find the right candidates for your job.

Super Premium	With all the Distinctive features of the Super Premium plan, you can close your hiring requirements fast and get more candidates quickly. ***Do you want me to share more details of the Super Premium plan so that you can close your hiring fast??*** Under the Super Premium Plan: - 2x higher visibility of your job to candidates, your job will be listed on the top of the job listing page which will increase the chances that candidates will apply to top jobs - You will get a 2X Smart boost on your job via Whatsapp, ensuring even those candidates who are not actively browsing our platform can apply. - Your listing will also be marked as 'Urgently hiring,' providing extra motivation for candidates to apply.
When employers complain that they have to ask for OTP multiple times from their managers when it gets logged out.	I completely understand your concern and to help you regarding this - would suggest you opt for an Enterprise log-in. When you have been added to the Enterprise Account - you can have a separate login. It has a feature where you can log in with your email address/ phone number and password (once you have been signed up using the email) and you don't have to depend on others to log in to the dashboard and browse it easily.
**Expected VOCs on Price Increase**
Why Did the Price Go Up?	To deliver the best hiring solutions and give more to our recruiters we always try to improve our services by adding new features and upgrading systems. Being super helpful to our customers and keep doing the best job for you.
I don't see the plan that was seen yesterday.	I see your concern, starting from 1st Jan 2024 prices of our plans have increased. With the effect of the change, you will be able to view the updated prices of plans.
I want an X(500) coin plan.	However, please let me inform you that we have added new features to the same plan which gives you the distinctive advantage to enhance your hiring experience. For the same, effective from 1st January 2024, we have revised the prices of our plan to X(599) so that you get all these additional benefits in the same plan with a slight price adjustment.
Is there any plan available for a lower cost?/ Why have you increased the price?	We apologize but currently, prices have been changed starting from 1st Jan 2024. With the effect of the same, you won't be able to pay the same as the old price. I would request you to keep checking your dashboard for any discounts available,post-job with the new prices and explore the new features for a better hiring experience.

Will I be getting any new features/benefits?	With the price increase update, it will allow you access to new features and a better hiring experience. 1. AI Search Power Unleashed - with apna AI you can share your criteria for the job or upload a Job Description, and watch our AI create a high-quality search for you! 2. Whatsapp Invites: Bye-bye calls - we can share Whatsapp invites and connect with candidates for fast-tracking hiring. 3. Auto-Generated Resumes - candidates who have not uploaded resumes will be auto-generated for them as apna Resume. 4. Integrated with ATS Magic - it is an Applicant Tracking System that will help to explore the candidates and give you a better hiring experience.
Is there any guarantee that I will be getting the relevant candidates after this price increase?	I appreciate your concern, and understand that getting relevant candidates is crucial for your recruitment needs. While we strive to optimize our platform to deliver the best possible results, I cannot provide a specific guarantee of candidate relevance as various factors, including job requirements and candidate availability, can influence the matching process. If you have any specific preferences or criteria, I can help you refine your job posting to attract the most relevant applicants.
After this price increase, I feel Apna has become too costly.	I appreciate your feedback, and understand that pricing changes can raise concerns. We aim to continuously enhance the Apna platform, ensuring that it meets and exceeds your expectations. The recent price adjustment reflects our commitment to providing a high-quality service and introducing new features that add significant value to your experience. If you have specific concerns or suggestions, I'd be more than happy to discuss them with you. Your satisfaction is of utmost importance to us, and we value your partnership with Apna.
Are we going to get any discounts on these prices?	Certainly, I appreciate your concern. At the moment, we don't have any active discounts available. However, I encourage you to check your dashboard as we occasionally offer exclusive discounts that you can apply to your job posts. Furthermore, if you want I can help you connect with our sales executive if you wish to know more.
Is this price increase for all the job profiles/locations?	Yes, the prices have increased in all locations. However, the price depends on the location you are choosing to post.
Is priority candidates and matched candidates are same?	Yes priority word is now rebranded with word Matched candidates.

What is this matched candidates? And what all things will be matching under this?	All the matching criterias between the candidate profile & job requirement is shown as tags in the Matching component. It includes the matched tag parameters- Job title, Role/Sub dept (Work experience), Industry, Degree, Education level (Education), English language, Skills & Salary, Age, Location preference parameters as well
How can I connect with only Matched candidates?	Guide the employer choose the right communication preference. They can choose to connect with only Macthed Candidates.
Why are non-matched candidates applying to my job post? / Why are you showing my job post to non-matched candidates?/ Why am I receiving applications from irrelevant candidates tagged as matched candidates?	We are highlighting your job post to the candidates who match your job requirements. However, sometimes the candidates who are interested in a particular job role, search for such jobs and apply to the job post. We request you to kindly connect with them too, if you feel that they would add value to your organization otherwise feel free to reject them. The matched candidates will always be visible at the top of the applied candidates list for your convenience.
What is this potential candidates with Diverse verification?	These are those candidates who have applied based on their own interest in your job. And if you find their resumes suitable or wish to connect with them you can choose tabs All candidates OR Action Pending tab, otherwise you can reject them.
Why are some of the tags highlighted in the matched applications ?	The highlighted tags are the specific requirements of your job which match with a particular applied candidate be it the Job title, Degree, Education, Role, Industry, English Language so that you get a clear understanding/quick preview of the reason the candidate is a good fit for your job role. We have updated this feature to enhance user experience by easing the process of hiring the best-fit candidates.
How can I refer Apna to my friend?	We appreciate your interest in referring friends to Apna! To share your referral link, kindly follow these steps: 1. Navigate to the "Refer & Earn" section. 2. Copy the link provided under the "Share your referral invite link" section. 3. Share the link using any preferred communication method Please note that the referral link is valid for new users who aren't currently using Apna or are not employed at the same company as you. Additionally, you can refer up to 25 people to earn rewards. Share Screenshot as well
What will be my referral reward?	As a user , you can get a maximum of 7500 coins as a reward through multiple referrals. You can continue to refer users but would not get any reward.
How people can I refer to Apna?	You can send the referral link upto 25 people
Refer and Earn - What is Apna Referrals	It is an option to refer your friends and acquaintances for hiring through Apna while earning referral credits in the process. If you're interested, I can provide more details on how it works. Just let me know!

Apna Referrals - How to Refer and Earn?	You are eligible to receive rewards for referring friends or acquaintances to our platform. You can earn 100 Database Credits for each referral which will be credited to your wallet after the job post of the new user gets activated. However, to qualify for rewards, your referral must meet certain criteria:- 1. The person you refer must sign up using your unique referral link. 2. The referred person should be a new user to our platform, not already registered. 3. The referred user should not be from the same company as you.
Why is it showing "Interview line full" when I have taken unlimited plan	We apologize for any inconvenience this may have caused. Candidates will be able to apply from tomorrow onward. To ensure the security of the process and prevent fraud, we have a daily application limit in place. We appreciate your patience and encourage you to review the profiles and connect with the current candidates. Thank you for your understanding and cooperation.
WA fast recruit disclaimer	The WhatsApp Fast Recruit tool is a great resource that can be really helpful. Just remember to use it wisely and don't exceed the message limit displayed at the top left of your screen to avoid WA blocking.
Edit Job	Agent to update after taking details of the customers and share steps. If customer goes unresponsive or tells he wants to do it themself or will do later share steps and link You can edit your job by following the below-mentioned steps: 1. Log in to employer.apna.co with your registered mobile number. 2. Select the job you want to edit from your list of jobs. 3. Click on the "Edit job" button at the top-right corner to make the necessary changes.

Hindi Script
Namaste! Kripya hume batayein hum aapki kya sahayta karsakte hain?
Kripya apna concern share karein, hum aapki madad karne ki poori koshish karenge.
Apna se sampark karne ke liye dhanyawad. Kripya apna issue thoda aur detail mein batayein
Hum tak pahunchne ke liye dhanyawad! Hum samajhte hain ki aapki kuch queries hain. Kripya humein aapke details check karne ke liye thoda waqt
Kripya humse jude rahe jab tak hum aapki details check kar rahe hain. Hum aapko jald hi reply karenge.
Intezaar karne ke liye dhanyawad. Humare liye aapka concern zaruri hain, aur hum isko solve karenge. Samajhne ke liye dhanyawad! Jald hi hum aapse judenge.
Hum samajh sakte hain ki aapka waqt kitna kimti hain aur iss deri ke liye hum maafi chahte hain. Humari jald hi aapki query resolve karenge.
Aapke dharya ke liye dhanyawad. Humare liye aapka concern zaruri hain, aur jald hi hum isko solve karenge. Samajhne ke liye dhanyawad!
Hum maafi chahte hain response mein delay ki wajah se. Hum abhi aapki query ko address karenge. Kripya hume apna concern batayein
Hum maafi chahte hain response mein delay ke wajah se. Hum abhi aapki query ko address karenge. Kripya thoda waqt de mujhe, jab tak main aapki details check karun.
Hum maafi chahte hain job approval mein delay ki wajah se. Humne humari verification team ko aapki details forward kar di hain aur woh jald hi verify karegi. Kripya hume thoda aur waqt de
Hi, kya aap abhi bhi hum se judde hue hain?

safal rahe toh aapse anurodh hai ki kripya "Yes" pe click karein.

Aage kisi bhi prakar ki pareshani ke liye humse sampark karein. Hum yahan har din 9 AM se 7 PM tak aapki madad karne ke liye hain!

Hum khush hain ki aapko Apna ke saath anubhav accha laga! Kripya aage bhi humare saath jobs post karte rahiye, aur agar aapko apna anubhav sudharne ki zaroorat ho to humein batayein.

Hello, humne aapke jawab ka intezaar kiya, lekin hamara din khatam ho gaya hai. Chinta mat kijiye – aap kisi bhi samay bas 'Hi' type karke humse sampark kar sakte hain. Hum 9:00 AM se 7:00 PM tak (Mon-Sun) available hain. Apne convenience ke hisaab se zaroor reach out karein.
Thank you!

Hum aapke jawab ka intezaar kar rahe hain. Jab bhi aap free hun, humein zaroor batayein. Aapki santushti hamari pehli priority hai aur hum yahan aapki madad ke liye hain.

Hum 9:00 AM se 7:00 PM tak (Mon-Sun) available hain. Apne convenience ke hisaab se humein zaroor contact karein.

Asha karte hain ki aap ache se hain! Hum aapke uttar ka intezaar kar rahe the, lekin hum shaam ke 7 baje tak hi uplabdh hote hain. Chinta na karein - aap humein kabhi bhi "Hi" likh ke ek message bhej sakte hain.

Aapka feedback humare liye zaroori hai, aur hum aapki puri tarah se sahayta karna chahte hain. Agar hum Aapki madad karne mein safal rahe toh aapse anurodh hai ki kripya "Yes" pe click karein. Hum har roz 9:00 AM se 7:00 PM tak yahaan uplabdh hote hain. Apni suvidha ke anusaar aap humse sampark kar sakte hain.

Dhanyavad!

Humari team ke saath aapke is anubhav ke liye maafi chahte hain. Hum samajhte hain ki yeh kitna frustrating ho sakta hai. Lekin, aapse request hai ki aap professional language ka istemaal karein aur bharosa rakhein ki mei aapko best possible solution dunga/dungi

Meray request ke bawajood, aap abhi bhi unprofessional language ka istemal kar rahe hain; isliye, main conversation aage nahi badha sakta/sakti aur chat band karne par majboor hoon.

Aapki company ke naam ko unauthorized users dwara istemal ko rokne ke liye, humein aapki company ka Government document jaise GST certificate, Company PAN, Shops aur Estb. Act certificate, Certificate of Incorporation, CIN number ya FSSAI certificate, aadi se verify karna hota hai. Aur, aapka KYC verification karne ke liye aap apna Aadhaar card hamare portal par upload kar sakte ha.
KYC verification ke liye ek alternative tareeka yeh hai ki aap apna personal PAN Card share kar sakte hai. Halaanki, Aadhar card upload karke aap apne jobs ko jaldi verify kar sakte hai. Main aap se anurodh karta hu ki aap zaroori documents upload karke apna job activate kare aur humein aapka account ko unauthorized users se surakshit rakhne mein madad karey.

Aapki company ke naam ko unauthorized users dwara istemal ko rokne ke liye, humein aapki company ka Government document jaise GST certificate, Company PAN, Shops aur Estb. Act certificate, Certificate of Incorporation, CIN number ya FSSAI certificate, aadi se verify karna hota hai.

Aapki account ko unauthorized users dwara istemal se rokne ke liye, Apna job mei aapko apne account ka Online KYC verification karna hota hai.
Online KYC karne ke liye kripya aap aapki Aadhar card ka number portal par upload karein. Yadi aaapko Aadhaar card nahi share karna ho, aap phir bhi online KYC verification kar sakte hain :
1. Kripya aapka personal PAN card share karein

Yadi aap Apna Aadhar number upload karte hain toh isse aapki job posts jald verify ho sakti hain. Aapki yea details humein aapka account ko unauthorized users se surakshit rakhne mein madad karta ha.

(Share the page link) and say,

Agar apne already logged in kar liya hain to ap upar diye gaye link par click karke Communication prefrence section par chale jaye ye aur apna suitable mode of communication select kar lijiye aur phir "Continue" par click kar de. ye karne se apna communication preference successfully edit ho jayega

Aur agar nahi kiya hain to I request ki ap pehle employer Dashboard login karle aur phir upar diye gaye link par click karke Communication prefrence

Candidates se calls ya WhatsApp messages na paane ke liye, aap apni job post ke communication preferences ko edit kar sakte hain:
(Share the page link XXX) and say,

Agar apne already logged in kar liya hain to ap upar diye gaye link par click karke Communication prefrence section ke under **"No, I will contact candidates first"** select karein aur phir ""Continue"" par click kar de. ye karne se apna communication preference successfully edit ho jayega

Aur agar apne login nahi kiya hain to kripya login kare baad upar diye gaye link par click karke Communication prefrence section ke under **"No, I will contact candidates first"** select karein aur phir ""Continue"" par click kar de. ye karne se apna communication preference successfully edit ho jayega

Adhik details ke liye, yahan click karein:-
https://apna.co/employer-help-center/614/how-can-i-avoid-candidates-calling-me-on-my-job-post?mid=

In future, Candidates se calls ya WhatsApp messages na paane ke liye, aap apni job post ke communication preferences ko neeche diye gaye steps follow karke edit kar sakte hain:

1. Apne registered mobile number se employer.apna.co par log in karein.
2. Apni job list se woh job select karein jise aap edit karna chahte hain.

1. Kripya apne Whatsapp ko latest version se update kare
2. Apne WhatsApp Settings par click kare > Privacy > Blocked or Blocked contacts > Search kare apna and apna ke numbers ko unblock kijiye

Apni job par applications download karne ke liye kripya is link(XXX) par click kijiye
apne Right- Hand side par "Download excel" par click kijiye
uske baad apna prefrence select kijiye aur download kar lijiye

Agar ap ne dashboard par login nahi kiya hai to kripya login kare baad link par click karke download kare

In future agar apko Excel download karni hain to please ye steps follow kare:

1. employer.apna.co par login kare
2. Jis job ke applications ko download karna hain usse select kijiye
3. Right-hand side, par"Download Excel." par click kare
4.Apni preference select karke "Download" par click kare

Share the link(xxx)
Please note ki ap last 7 days ke applications ko
download kar sakte hain.Agar ap download karna
chahte hain to please upar diye gar link par click kare
aur phir View Report. par click kare or uske baad
download now option par click kare.

Agar ap dashboard par logged in nahi hain to kripya
pehle login kare aur phir upar diye gaye link par click
karke steps follow kare.
In future if , agar ap download karna chae to ap ye
steps follow kare:

1. employer.apna.co par login kare

2. Left hand- menu se "Reports par click kare

3. View Report. par click kare
4. Download Now par click kare

Ye karne se apni application details ki file download
ho jayegi

Please note kijiye ki jab apki job expire ho jati hai to
ap sirf wahi candidate details access kar peynge jo 60
days ke under apply kiye hain. Apko 60 days ke pehle
wale applications ki details nahi mil payegi.

Apni job par applications download karne ke liye
kripya is link(XXX) par click kijiye
apne Right- Hand side par "Download excel" par click
kijiye
uske baad apna prefrence select kijiye aur download
kar lijiye

Agar ap ne dashboard par login nahi kiya hai to kripya
login kare baad link par click karke download kare

In future agar apko Excel download karni hain to
please ye steps follow kare:

1. employer.apna.co par login kare
2. Jis job ke applications ko download karna hain usse
select kijiye
3. Right-hand side, par"Download Excel." par click
kare
4.Apni preference select karke "Download" par click
kare
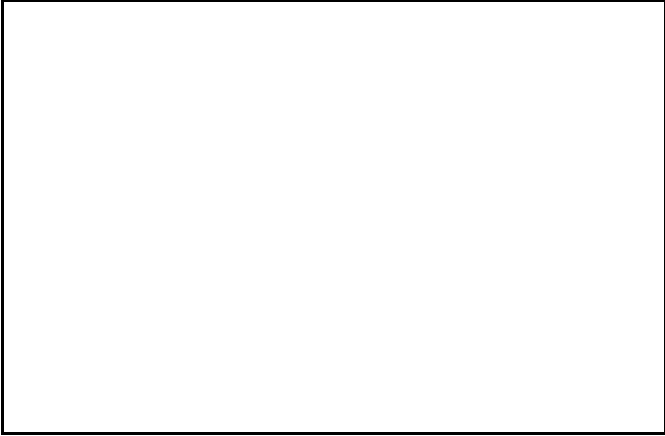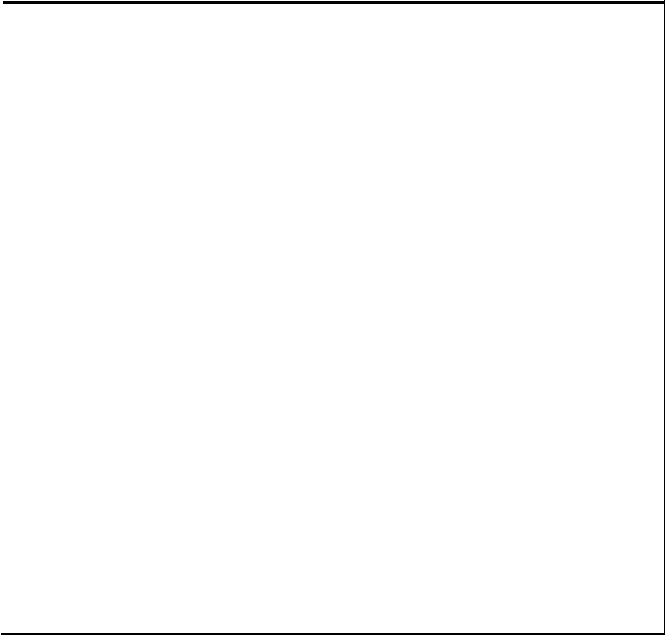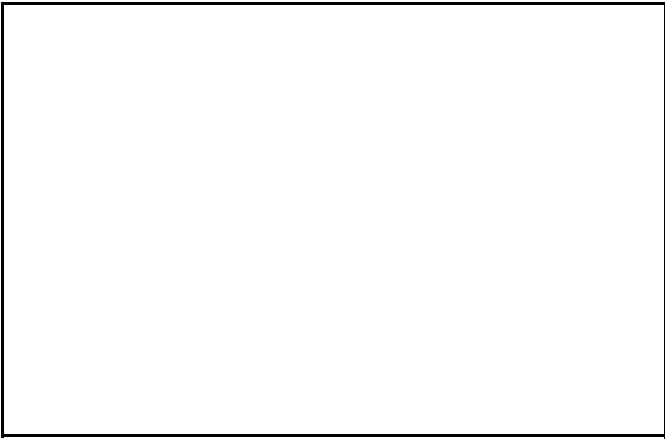
Share the link(XXX)

Agar apne dashboard par login kiya hain to kripya upar diye gaye link par clivk karye or "All candidates tab se check kijiye ki apki job post konse candidates ne apply kiya hain (Share SS with the customer)

Aur agar apne Dashboard par login nahi kiya hain to kripya pehle login kijiye aur phir link par click kare

In future agar apko applied candidates list check karni hain to ap ye steps follow kar sakte hain:
  1. employer.apna.co par login kare apne registered number se
  2. Jis job ke application check karni hain wo job ko select kare aur "All candidates" tab par applications ko check kare

Share first page Link of job posting with the customer(XXX)

In future agar apko naye job post karne ke liye ap ye steps follow kar sakte hain:

  1. employer.apna.co pe log in kareinin apne registered number ke saath aur "Post a job par click karein"
  2. Apni Basic details, Candidate Requirement, Interviewer Information ek ek karke fill karein aur phir ek plan ko select karein

  3. Terms of Services checkbox par click karke post Job button par click karein
  aur plan ke anusaar credits khareedein.

Jaise hi aapka job activate hoga, candidate aapke job apply karna start karenge.

Kindly note that your job is not activated because you have not selected any plan yet. Please follow the below steps to proceed further.

1. Select the particular job you want to post and click on select plan.
2. Now please select any plan from Classic/ Premium/Super Premium according to your requirements on the dashboard.
3. Please Click on- Post job with 'xxx' coins.

Now your job will go under review for the verification process. Once the verification process is completed,

I can see you have already received the committed number of applications. Did you contact all of the applicants who applied?

I are sorry you have not received enough applications. Let me see if we can help you to optimize your job to attract more applications.
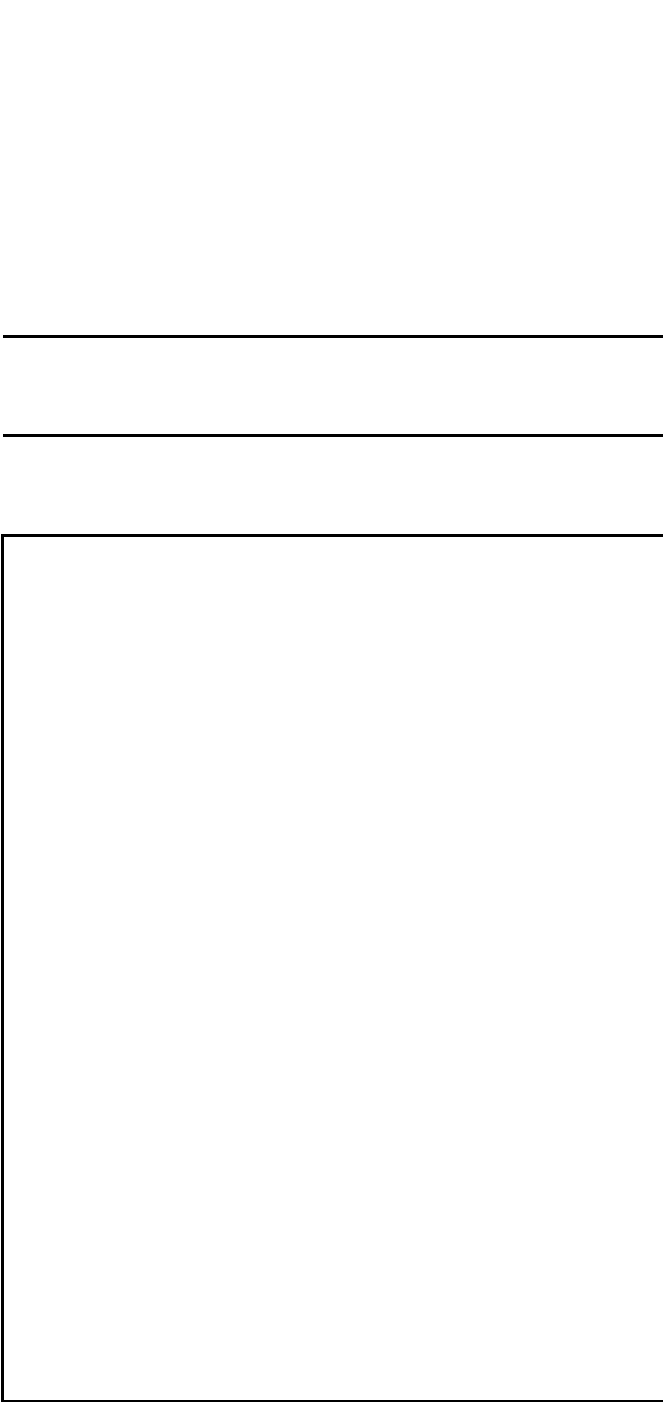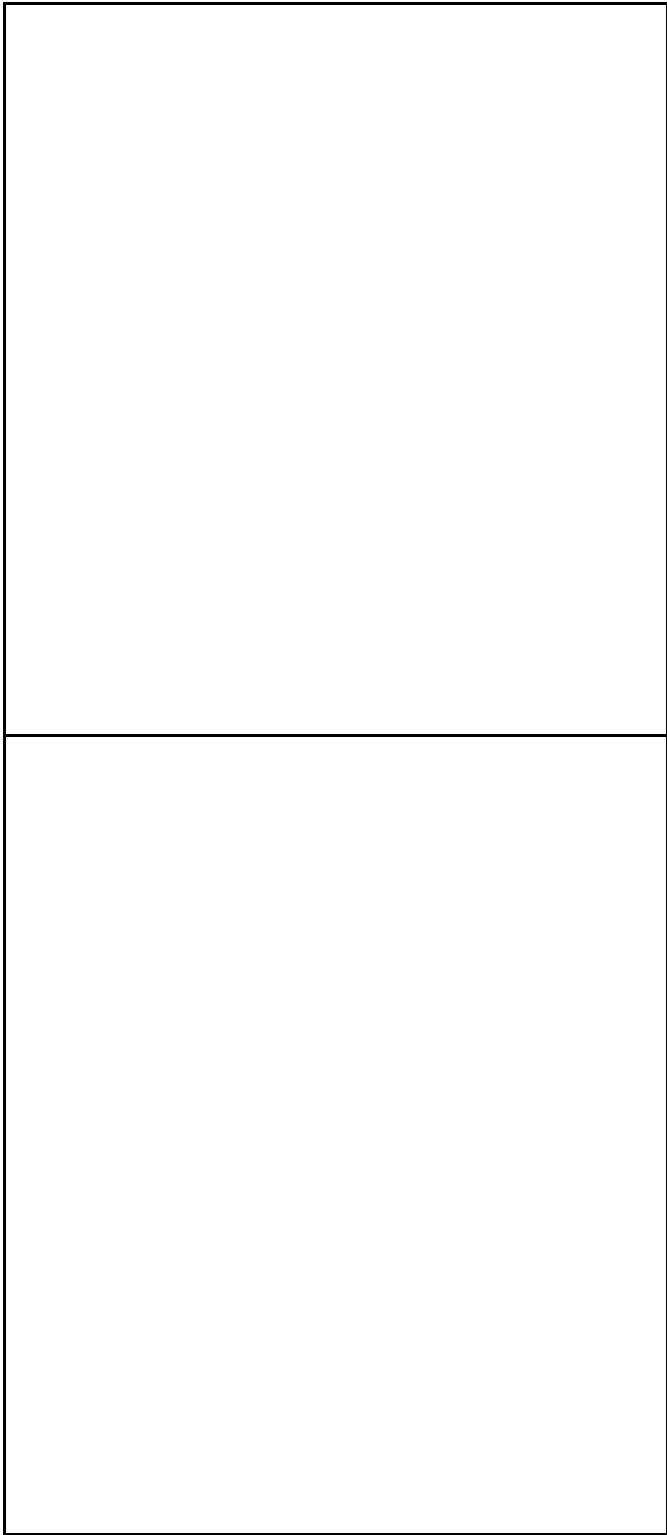
Credit System - Download Invoice

To download your invoice, please follow these steps:
1. Log in to your account on employer.apna.co.
2. Navigate to the 'Billing' section.
3. Browse through the displayed transactions and select the desired invoice.
4. You will find the 'Download' option.
5. Click on the 'Download Invoice' option for the corresponding transaction.
6. The invoice will be downloaded in PDF format.

By following these steps, you will be able to successfully download your invoice/invoices.

Main aapki baat samajh raha hoon. Humari nayi update ke anusar, matched candidates jo aapki job ki requirement ke liye sabse acche match hain, wahi aapko directly call kar sakte hain. Yadi aapne apne preferred mode of communication "Yes, to myself" select kiya hai. Agar aap matched candidates se kisi bhi tarah ke calls nahi lena chahte hain, toh aap hamesha apne mode of communication ko "No, I will contact candidates first" kar sakte hain.

Apka Apna par jobs post karne ka interest ke liye dhanyavaad! Filhal, Apna sirf India ke andar ki job postings ke liye support karta hai, aur international job postings abhi allowed nahi hai.

Hum apni services ko expand karne ke liye kaam kar rahe hain,Agar aapke paas India mein job opportunities hain, toh hum unhe Apna par post karne mein aapki madad karne ke liye tayar hain!"

Kya aap please job ID ya title confirm kar sakte hain jahan aapko relevancy ke problem aa rahi hai?
Kya aap please confirm kar sakte hain ki aapne sabhi applications ko review kiya hai? Agar nahi kiya hai, toh kripya sabhi applications ko review karein aur sabhi candidates ke liye feedback mark karein.
Details share karne ke liye dhanyavaad. Mujhe pata chal raha hai ki aapne kuch aise filter ka use kiya hai jo aapki requirement ke hisab se sahi nahi hai. Main aapko suggest karuga ki kripya (**Mention the filters**) filters ka use karein, jisse aapki requirement ke anusar sahi match mil sake.

Aapki Job posting ka review karne ke baad, mujhe dikh raha hai ki aapki job posting per apply karne wale candidates aapke dvara diye gaye requirement ko poora karte hain. Halaanki, agar aap ab bhi candidates ke liye kisi specific reqirement ki talash kar rahe hain, toh main aapko suggest karuga ki aap apne dashboard par uplabdh filters ka istemal karein.

Hum aapka concern samajh rahe hain. Aapki job posting ko review karne ke baad humein dikh raha hai ki aapne job posting karte samay "Fresher" ko select kiya hai. Hum aapko suggest karenge ki kripya apne requirement ke liye sahi candidates ko select karne ke liye hamare "Title/Department" ke filter option ka istemal karein.

Ab aap apni requirement ke anusar application ko apne employer dashboard se filter kar sakte hain aur candidates ke saath connect hone ki priority ke anusar select kar sakte hain. Aapko ab leads ke liye koi charges nahi lagenge aur jab tak job active hai, aapko candidates milte rahenge. Kripya un candidates ko reject karein jo aapki requirement ke liye sahi nahi hain.

Maine aapki requirement ke anusar aapke job posting par question add kar diya hai jismein candidates ko pehle jawab dena hoga, tabhi woh apply kar payenge. Yeh sawaal useful hoga, lekin agar phir bhi aapko candidates milte hain jo is criteria main nahi milte, unhe reject karein, aapko koi charges nahi lagenge.

Main aapka concern samajh raha hoon. Aapki job posting ko review karne ke baad mujhe dikh raha hai ki aapne job posting karte samay "Fresher" ko select kiya hai. Hum aapko suggestion dena chahte hain ki kripya isko "Experienced" mein badal dein aur saath hi sahi industry ki preferrence ko bhi add kare, jisse aapki job posting ke liye relevant experienced candidate mil sake.

Ab aap apni requirement ke anusar application ko apne employer dashboard se filter kar sakte hain aur candidates ke saath connect hone ki priority ke anusar select kar sakte hain. Aapko ab leads ke liye koi charges nahi lagenge aur jab tak job active hai, aapko candidates milte rahege. Kripya un candidates ko reject karein jo aapki requirement ke liye sahi nahi hain.

Aapko hui pareshani ke liye khed hai. Mujhe dikh raha hai ki aapne apni job posting mein relevant skills tags nahi lagaye hain. Mainne avashyak relevant skills tags add kar diya hain jisse relevant candidates apply kar sakein. Kripya kuch samay tak intezaar karein taki candidates aapki job posting par apply kar sakein.

Mujhe dikh raha hai ki aapne job posting karte samay "Fresher" ko select kiya hai. Main aapko suggestion doonga ki kripya isko "Experienced" mein badal dein. Isse yeh sambhavna hai ki candidates mein aapki job posting ke liye zaroori skills wale log aavedan karenge, lekin lead flow kam ho sakta hai.

Ab aap apni requirement ke anusar application ko apne employer dashboard per "Location" filter use karke candidates ke saath connect kar sakte hain. Aapko ab leads ke liye koi charges nahi lagenge aur jab tak job active hai, aapko candidates milte rahege. Kripya un candidates ko reject karein jo aapki requirement ke liye sahi nahi hain.

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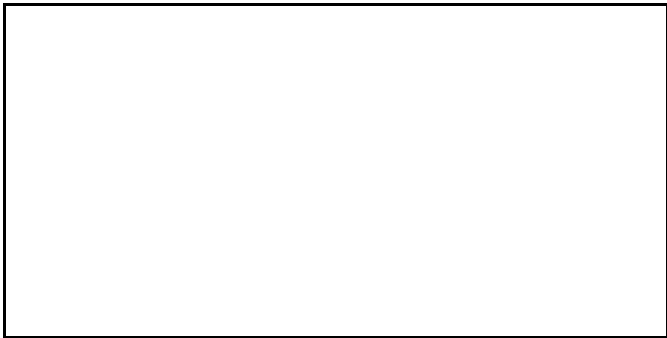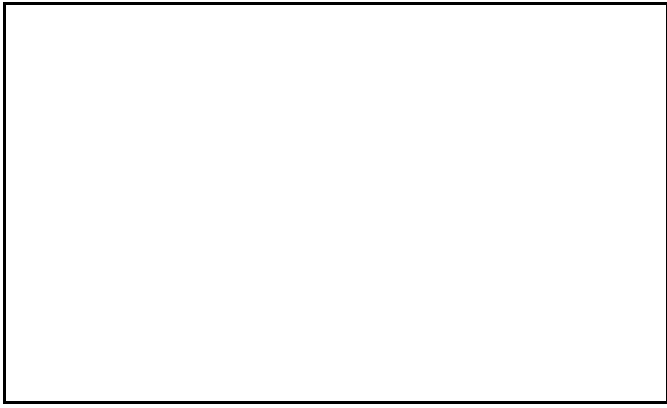
How to view Invoice if coins balance is 0 and shifted to Credits now?

To download your invoice, please follow these steps:
1. Log in to your account on employer.apna.co.
2. Navigate to the 'Credits & Usage' section.
3. Find and click on the 'Previous Coins' tab.
4. Browse through the displayed transactions and select the desired invoice.
5. Click on the 'Download Invoice' option for the corresponding transaction.
6. The invoice will be downloaded in PDF format.

By following these steps, you will be able to successfully download your invoice/invoices.
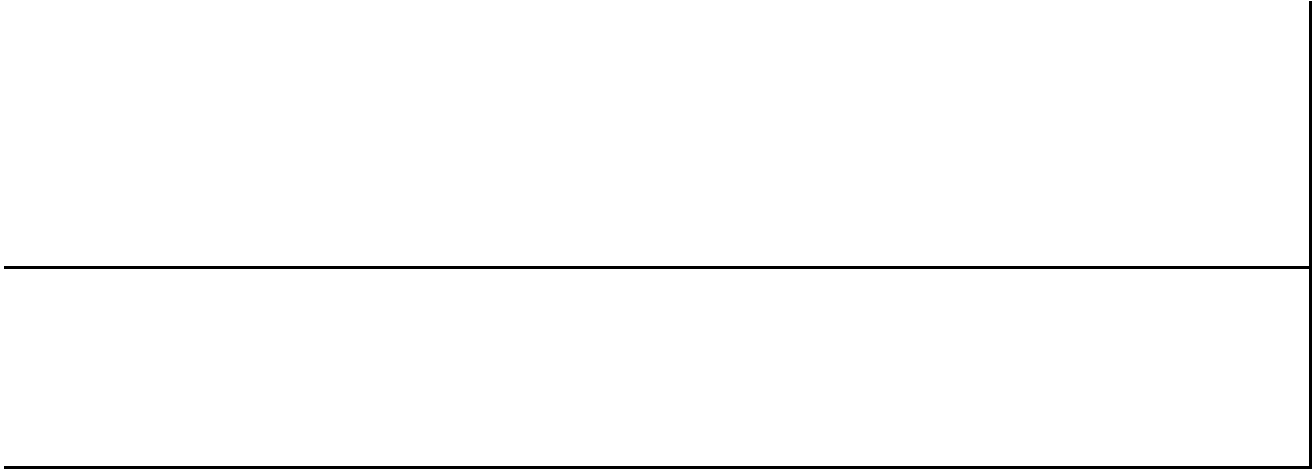
Agent Action	Last updated on	only "HI or Hello/Other issue"

Please raise the Issue in Marketplace operations Slack Channel