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### **This document contains some guidelines and FAQs which can be used by Partner Acquisition Team while connecting and communicating with prospect partners**

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### **Use following message while sending while sending connection request to the prospects**

Hi First name,

I am\_\_, I am a Technology enthusiast at Workfall. I’m keen to learn by connecting with technology enthusiasts in the industry and found your profile impressive. It would be great to get connected with you. Cheers!

**Send following message when they accept connection request**

Thank you for connecting.

Let me take this opportunity to introduce you to Workfall. We're a Premium-Talent tech platform that connects software developers with top-paying tech companies for remote and on-demand work. If you want to earn upto $60 per hour (based on your profile and experience), feel free to explore our page for more details. <https://www.linkedin.com/company/workfall>

**Exclusive for C/C++ candidates**

**Thank you for connecting.**

**Let me take this opportunity to introduce you to Workfall. We're a Premium-Talent tech platform that connects software developers with top-paying tech companies for remote and on-demand work. We are urgently looking for senior C/C++ developers for our Europe based client (Long term contract / either full-time or 4 hours per day) and your profile seems to be apt for this requirement. You can expect a minimum pay of $5,000 per month. It can be higher depending on your calibre and skill-set. If you are interested, you can sign up on our portal. Please feel free to ask for more information. Also explore our page for more details.** [**https://www.linkedin.com/company/workfall**](https://www.linkedin.com/company/workfall)

**Send following message as follow up message**

*At Workfall* we're committed to connecting the best software developers with global, top-paying opportunities. We're also playing a spirited role in building and serving a community of talented and kick-ass software professionals. If you want to be part of it, you can sign up with us. <https://www.workfall.com/partner/signup>

**FAQs**

Use following FAQs as guidelines to reply to queries of prospects. For more details, you can always contact your respective team lead to get an updated answer.

**1. What is the Workfall platform?**

Workfall is a platform which connects highly-qualified software developers with companies looking to hire them remotely and on-demand.

**2. How is Workfall different?**

We’re not another online hiring platform. There are tons of them. We’re different as we’re a platform by the developers for the developers. Our founders and management team are software architects/developers themselves and run Workfall with the objective of providing the best career opportunities to the software developers in the IT ecosystem. We are directly connecting our partners with clients where they can earn as much they deserve. We charge a nominal margin to cover for screening, facilitation and payment transaction costs etc.

**3. What is the criteria to become a Workfall partner?**

Anyone who is:

* Frontend Developer
* Backend Developer
* Data Engineer
* DevOps Engineer
* AI/ML Engineer
* Mobile App Developer

And having 5+ years of experience in their relevant fields can signup to become partner

After Successful signup, you will be attending two technical interviews and one final personal assessment to become a Partner.

**4. How much can I earn?**

For those between 5-10 years of experience and role in software development, you can expect anything between US$5k to 10k per month. Software Architects with more than 10-15 years of experience can expect even more.

**5. How to register or sign up with us?**

You can go to our website and signup with us http://www.workfall.com/partner/signup

**6. Is there any interview process to become a Partner?**

Yes, there will be 2 technical rounds. In both interviews, you will be asked technical questions and given coding assignments based on tech skills which you have chosen (Node, React, Angular, Java, Python, PHP, DevOps, etc.)

Interview pattern as follow:

Interview Type: Knowledge check followed by coding assignment

Duration of Interview - 1 Hour

Checklist: Subject knowledge, Application Development Algorithm, Problem Solving Ability, Coding Standards, Coding Assignments/Code Snippets

If you clear both tech rounds, then you have to record and upload an introductory video of at least 90 seconds. (we will share sample video with you for your reference)

At last you will be attending Personal Interview

**7. Is there any fee involved to register as a Partner?**

Absolute Zero :)

We’re a platform exclusively for developers and believe in providing our partners with the best opportunities where they can earn what they truly deserve.

We are building a developers community of highly-skilled coders and won’t charge anything from them to become part of community (Workfall Partner)

We charge a nominal margin to cover for screening, facilitation and payment transaction costs etc when partner start working with clients (Based on their earning)

**8. Why is it asking me to submit a national ID while registering?**

This is also a mandatory requirement from banks before we can make any payouts to you for any work rendered. You can rest assured we don’t share your personal details with any 3rd party except for your background/identity verification and to banks while making payments.

**10. Does Workfall charge any transaction charges while remitting/transfering/paying my earnings?**

In most cases, transaction charges for sending money are 1 to 2%. In some extreme cases where it’s expensive to remit funds to a particular country, we charge about 3%.

For partners in India, it’s 1%

For partners in Peru, it’s 1%

For partners in Egypt, it’s 1%

For partners in Indonesia, it’s 1%

For partners in Malaysia, it’s 1%

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For partners in Bangladesh, it’s 2.5%

**Some common messages which we will be using for communications with candidates and interviewers**

PA team member who is responsible to make sure scheduled interviews will happen on time, will be sending these messages to candidates & interviewers

1. **Message for candidates - to remind them for interview ( TECH 1 & 2) - at the beginning of the day**

Hi <CANDIDATE\_NAME>

I am <WORKFALL PA TEAM MEMBER NAME> from Workfall. Your interview has been scheduled at <TIME - with AM/PM and local timezone>. Kindly be available 5 minutes before.

(Example - For Indian candidate - 4 PM IST, For Peru candidate 4 PM PET).

1. **Message for candidates - to remind them for interview ( TECH 1 & 2) - 10 minutes before interview**

Hi <CANDIDATE\_NAME>

I am <WORKFALL PA TEAM MEMBER NAME> from Workfall. You have an interview after 10 minutes. Please join it 5 minutes before time.

1. **Message for interviewers - to remind them for interview - at the beginning of the day**

Hi <INTERVIEWER\_NAME>

I am <WORKFALL PA TEAM MEMBER NAME> from Workfall. Your interview has been scheduled at <TIME - with AM/PM and local timezone> Kindly be available 5 minutes before.

(Example - For Indian interviewer - 4 PM IST, For Peru interviewer 4 PM PET).

1. **Message for interviewers - to remind them for interview - 10 minutes before interview**

Hi <INTERVIEWER\_NAME>

I am <WORKFALL PA TEAM MEMBER NAME> from Workfall. You have an interview after 10 minutes. Please join it 5 minutes before time.

**Guidelines to interact with candidates/prospects on Live Chat**

1. START
   1. Always start with a greeting!
      1. Hi, Thank you for reaching us!
2. COMMUNICATE
   1. Based on questions they have asked, use any of the followings as your reply
      1. If question is about interview schedule/reschedule, your reply -
         1. Start with “Kindly let me know your name/email so I can assist you better”
      2. If question is about some issues in signups, your reply -
         1. Start with “Kindly share screenshot and your contact number so our team can reach out to provide more information”
      3. If question is about where to sign up/how to signup, your reply -
         1. Start with “workfall.com/partner/signup”
      4. If question is about all common points which we have mentioned in our standard FAQs documentation, use those answers to reply
         1. In Standard FAQs documentation, we have 10 common questions and detailed answers.
3. CLOSE
   1. If conversation is successfully completed and candidate is happy with all answers, end your conversation with -
      1. Hope you have got answers to all your queries. If any more queries are there, please feel free to reach us anytime. We will be happy to help. Thanks.
         1. Wait for the candidate's response and based on that close the conversation.
            1. Means, you have to close the conversation thread in our Live Chat application. (This is very iMP)

**Common Questions asked in Live Chat**

1. **Do you have any job openings?**

**Ans: Thank you for reaching out. Please check our current job openings here:**

[**https://www.linkedin.com/company/workfall/jobs**](https://www.linkedin.com/company/workfall/jobs)

**Guidelines to follow up with candidates who are in ON HOLD stage (Means who have to resubmit application due to some incomplete data/wrong data) and not responding**

1. You can use any communication medium (Call/whatsapp/LinkedIn message to reach out candidates). Here is the sample message which you can use to send written communication to the candidate

Hi <CANDIDATE\_NAME>. I am <YOUR\_NAME> from Workfall. You have signed up at Workfall and submitted an application. Due to some missing information your application is on hold. I tried to reach you to give you an update, so you can resubmit your application again. Kindly call back/message back.

1. If candidate is not responding calls/message after many follow ups, send following message before rejecting candidate form the portal

Hi <candidate name>, after doing follow up for many days, we have not heard back from you, so assuming that you are not interested in the further process. So rejecting your application from our portal.

Action Plan:

1. If candidate is responding and confirming that he/she is not interested further - REJECT THE CANDIDATE from the portal
2. If candidate is not responding calls/messages for 5 days - REJECT THE CANDIDATE from the portal

**Guidelines to follow up with candidates who are in INTERVIEW stage (Means who have to select slot for either T1 or T2) and not responding**

1. You can use any communication medium (Call/whatsapp/LinkedIn message to reach out candidates). Here is the sample message which you can use to send written communication to the candidate

Hi <CANDIDATE\_NAME>. I am <YOUR\_NAME> from Workfall. You have successfully submitted your profile to become a Workfall partner. I have noticed that you have not selected your slot for Technical Round 1 (or Technical Round 2). Interview slots are assigned to you, please select any slots based on your availability. I tried to reach you to give you an update, so I can help you in slot selection. Kindly call back/message back.

1. If candidate is not responding calls/message after many follow ups, send following message before rejecting candidate form the portal

Hi <candidate name>, after doing follow up for many days, we have not heard back from you, so assuming that you are not interested in the further process. So rejecting your application from our portal.

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By RM

Hi I am \_\_\_\_\_\_\_ from Workfall. Let me take this opportunity to introduce you to Workfall. We're a Premium-Talent tech platform that connects software developers with top-paying tech companies for remote and on-demand work. We're also playing a spirited role in building and serving a community of talented and kick-ass software professionals. If you want to earn upto $60 per hour (based on your profile and experience), you can sign up with us <https://www.workfall.com/partner/signup> to get more information.

When some signed up as client but want to signup as partner with e-mail?

Ans :- Kindly use another mail ID to signup as partner.