Recruitment Portal Knowledge Base (Demo)

1. Job Application Overview
   Candidates can apply for open positions through the company recruitment portal. The system allows users to create accounts, manage profiles, upload resumes, and answer job-specific questionnaires.

2. Application Steps
   To apply for a job, candidates must follow these steps:

3. Visit the Careers page

4. Create an account or log in

5. Complete the candidate profile

6. Upload a resume

7. Fill job-specific questions

8. Submit the application

9. Resume Upload Guidelines
   Supported file formats include PDF, DOC, and DOCX.
   The maximum allowed file size is 5 MB.
   If the resume upload fails, candidates should verify the file size and format.

10. Interview Process Overview
    The interview process consists of multiple stages:

11. Application Review

12. HR Screening

13. Technical Interview

14. Managerial Interview

15. Final HR Round

16. Offer Decision

The overall hiring process usually takes between 7 and 14 days, depending on the role.

5. Interview Rescheduling Policy
   Candidates are allowed to reschedule an interview once.
   Rescheduling requests must be made at least 24 hours before the interview.
   Emergency cases are reviewed individually by the recruitment team.

6. Required Interview Documents
   Candidates are required to carry a government-issued ID and an updated resume.
   A portfolio is required only if applicable to the role.

7. Virtual Interview Guidelines
   For virtual interviews, candidates must ensure they have a stable internet connection and a quiet environment.

A working camera is mandatory.
Candidates should join the interview meeting at least 5 minutes early.

8. Candidate Frequently Asked Questions

How can I check my application status?
Candidates can log in to the portal, go to the dashboard, and select "My Applications".

How long does the hiring process take?
The hiring process typically takes 7 to 14 days.

Can I apply for multiple roles?
Yes, candidates may apply for multiple roles, but only relevant positions are recommended.

How can I withdraw my application?
Candidates can go to "My Applications", select the job, and click "Withdraw".

Can I update my resume after applying?
Candidates may update their resume until the application status changes to "In Review".

9. Technical Troubleshooting

Login Issues
If login fails, candidates should reset their password, verify their email spelling, and clear their browser cache.

OTP Not Received
If OTP is not received, candidates should check the spam folder, wait for 2 to 3 minutes, or request a new OTP.

Assessment Not Loading
Candidates should use Google Chrome, disable VPN services, allow pop-ups, and ensure system requirements are met.

File Upload Errors
Candidates should ensure the file size is below 5 MB, use PDF or DOCX format, and avoid special characters in file names.

10. HR Policies and Eligibility
The minimum education requirement is a Bachelor's degree.
Experience requirements depend on the role applied for.
Background verification is mandatory for all selected candidates.

Candidates who were previously rejected may re-apply after 90 days.
Offer letters are issued within 3 to 5 business days after final selection.

11. Background Verification
Background verification includes employment history verification, education verification, and identity checks.

12. Internal Recruiter Standard Operating Procedures
Recruiters must maintain a polite, clear, and professional tone in all communications.

Standard Response Templates
Acknowledgment response:
Thank you for reaching out. We have received your query and will get back shortly.

Delay response:
We apologize for the delay. Your request is being reviewed.

Escalation Rules
Technical issues should be escalated to Tech Support.
Policy-related questions should be escalated to the HR Manager.
Complaints should be escalated to the Senior Recruiter.

13. Company Information
    The company is a global recruitment solutions provider offering AI-powered hiring tools, assessments, and applicant tracking systems.

Office locations include Hyderabad, Bangalore, Pune, and remote teams across the globe.

Working hours are Monday to Friday, 9:00 AM to 6:00 PM IST.

14. Support Channels
    Email support is available at support@company.com.
    Phone support is available at +91-XXXX-XXXXXX.

15. Onboarding Requirements
    Selected candidates must submit government ID, PAN card, Aadhaar card, educational certificates, and previous employment documents.

Joining formalities include completing digital onboarding, submitting documents, and attending an orientation session.

IT setup includes a company-provided laptop on Day 1 and email credentials shared before joining.