# Frequently Asked Questions

## What tools do you use to find the candidates and their contact information?

We access a database of over 300 million professionals, and we use a variety of recruiting tools, without relying too heavily on one, to maximize our ability to find the best candidates and the most options for contacting them. If a person has a digital presence, we will find them and evaluate their relevance for your role.

## How reliable is the information provided? (e.g., contact information, current titles, current company, etc.)

Our information is as reliable (if not more so) than any other contact information tool on the market. Given our variety of resources, you will have multiple ways to contact a candidate, increasing the probability that you'll have a viable point of contact.

## Explain your "Proprietary Diamond Candidate Ranking" and how IQTX determines each candidate's rank.

Our research experts review your criteria and individually assign scores to each candidate profile based on how well each candidate matches your request according to the information available. Candidates scored with 5 diamonds are the clearest fit for your role. One diamond candidates may be high-quality candidates as well, but they simply may not have as much information available and will require some additional vetting on your end. Your CSM will work with you during your kickoff call to determine the best way to structure the ranking according to your needs.

## How do I know that these candidates will be interested in the role?

**Research Projects:** You don't! That's up to you to figure out. We find the top passive candidates that match your job description and provide their contact data. You take over the outreach from there.

If you'd like to know a candidate's interest before getting your list, you can upgrade to a 30-day sourcing project.

**Sourcing Projects:** We ensure that each candidate who is submitted for your role has explicitly expressed their interest and is looking forward to hearing from you. You take over the recruiting from this point. During the 30-day project, you may log-in at any time to see the progress and seamlessly begin your own outreach to the interested candidates. We have excellent candidate outreach resources on our blog.

## What should I do if I want to input specific industries vs. companies?

You can do that! Our input form allows you to input custom data, so you can either include that information in the job description text or simply type the industries into the “companies” field.


## What if I have a target list of companies already generated?

Enter the target companies in the same field shown above. Additionally, you will receive a confirmation email once your role is submitted — please reply to that email and include the companies you’d like to target. Our team will take it from there.

## Can I meet with your team to discuss more details about the role?

Absolutely. This is a standard part of our process. You will receive an email after you have submitted your job description requesting you to schedule a call with your Customer Success Manager.

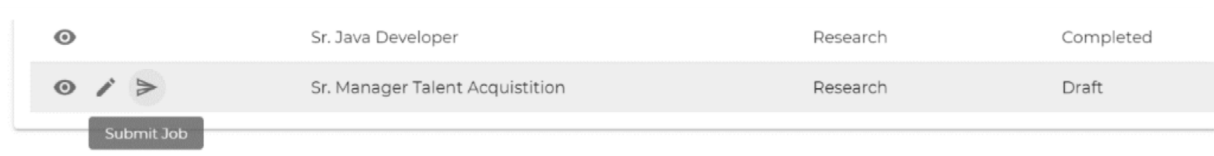
## What if I need to go back and edit something about the role?

Once you have submitted the role, you will no longer be able to edit it yourself. However, as soon as you submit the role, you will receive an email. Simply reply to that email, and we will add it from our end. You may also edit the role during your kickoff call with your CSM.

After the role is “Active,” we can still edit your role. Reply to the email that you will have received when the role was moved to Active, and let us know what changes need to be made. You can also hit the “Email Us” button on your dashboard. We’ll work with you to update the job description and other details. However, the amount of work that’s already been done on your project will determine if we need more time to complete the project.

## What if I have created a role, but I am not ready to start my project yet?

No problem! We will save it as a draft for you, and you can submit it to us whenever you are ready. Payment is not due until the job is submitted.



## How will I know when my research is delivered?

You will receive an email immediately after your research is delivered, and the link provided will take you directly to your role in the platform. You will also see on your dashboard that the role will be reflected as "Completed." You can click on the View icon to see your results at any time.

> Good news! Your IQTalent Xchange Front End Engineer research project is delivered, and your results are now available to view and download from within the IQTX platform.
>
> Please review your project and be sure to accept the results on your dashboard!
>
> Review My Research Project Results

## Can I export the results into my own system?

Yes, this is your data now. Click the "export" button on the role's page, and initiate a CSV download with all of the candidate information.

Candidate List

EXPORT

| Name | Ranking | Current Position | Current Company | Location | LinkedIn Profile | Primary Email | Other Email | Primary Phone | Other |
|---|---|---|---|---|---|---|---|---|---|

## How do I know that I will get high-quality results?

Our team has over 100 years of combined experience. We know that we do this better than anyone else and can prove it. We use cutting edge tools and nuanced expertise to deliver top tier results across all industries and functions. If you're not happy, we'll make it right.

## How long can I access my results?

Your results belong to you forever. The role and results never deactivate. If you ever have trouble accessing the platform, reach out, and we'll take care of it.

## How do I know that the results returned by IQTX will not be redundant to the research that I've already done?

If you want to make sure we do not duplicate any work you've already finished, please send us your research list (by replying directly to your confirmation email), and we'll make sure not to include any of those people in your results. We won't do anything with your research list, and we will delete it once your project is returned. We can only guarantee that we'll be able to identify new candidates for your project if you provide us your current research.

However, we've also found that the results can be valuable to teams that think they may have exhausted a search and want to validate that they have mapped the entire market. We'll back you up to your hiring manager and provide a "double-check!"

## What if I want to map out a population? (e.g., Find all CFOs at top SaaS companies)

Reach out to us at iqtx@iqtalentpartners.com to see which option would be best for you. General research project results are capped at 250 candidates. A standard research project may not be sufficient for your needs. We'd be happy to work with you to find the best fit.

## When do my credits expire?

Credits expire in 12 months. For example, if you purchase the discounted 3 Research Project Bundle, you have 3 credits of research. You will need to use those credits for 3 different candidate research projects within the next 12 months. Remember, we deliver the results within 3 to 5 business days, so you will be able to use the credits quickly.

## How do I ask for details not available to me with a standard research or sourcing project? (e.g., I want more information returned than email/phone number, such as a company website; I want to share a spreadsheet)?

Simply reply directly to your confirmation email or send us a message from your dashboard ('email us' button). We will figure out how to best serve your request. Your Customer Success Manager is always available to assist you with special requests.

EMAIL US

## How do I reach out to candidates identified by the IQTX team?

That's up to you! We provide at least one way (and usually more!) to reach out to each candidate, whether through a website (such as LinkedIn or GitHub), email, or phone number. We also have some great resources on our website that can help you with candidate outreach.

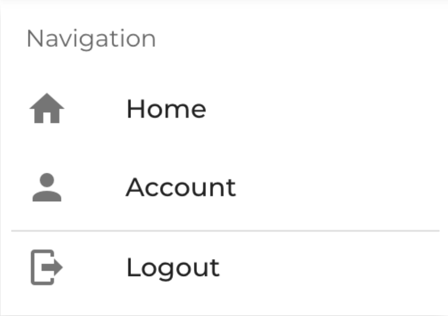
## When is the best time to use your services?

We can help your search at any point in the process. The ideal times are either:

- When you are just starting a role, have a strong idea of what you're looking for, and need a quick boost in your sourcing efforts.
- When you're stuck on a search that needs to be revived.

## How can I edit my account information?

Simply click on the "hamburger icon" in the top left of the page, and click "Account." Click on the pencil icon in the top right corner.




## Can I transfer credits to someone else in my company?

Yes, but we must handle this internally. Reach out to us via the "email us" option on the home menu, or email directly to iqtx@iqtalentpartners.com.

## How do I reach out to your team to send feedback or ask a question?

We'd love to hear from you. Reach out to us via the Email Us option on the home menu, or email directly to iqtx@iqtalentpartners.com.

## How do I know that the information that I share will be kept confidential?

We guarantee that any information you share with us about a role, a company, or candidates will only be used to create the most useful set of candidates for your position. After we use it to match candidates to your role, we'll safely destroy it. Please see our Terms of Service and our Privacy Policy for further information.