questico.site

Hiring & Applicant Tracking

User manual

Inside your tool it is called "Bharti".

A hiring tool where a small team posts jobs, collects applicants from every source, moves them through stages, runs interviews with scorecards and prints the offer letter.

1. Your tool at a glance

Small businesses hire from job portals, walk-ins and staff referrals, and lose track of who was called, who was interviewed and who got an offer. Bharti keeps every job and candidate in one pipeline, schedules interviews with private scorecards and prints offer letters. The owner sees time to hire and which sources bring people who actually join.

Made for: Small teams that hire regularly, such as coaching institutes, clinics, shops and offices, where an owner or HR manager runs hiring and a few staff interview candidates.

Who can do what

Your tool has 3 role profiles. Everyone signs in with their own email address and sees only what their role allows.

Role	Usually	Can	Cannot
Owner	The business owner or director	• Do everything a manager can do • Invite people, change their access or remove access from the Team screen (the only role that actually sends invitations) • Delete a job and all its applications • Add team members from the Questico owner console (Team section) by typing their email address and choosing "Can use it" (interviewer) or "Can manage it" (manager)	• Change their own access
Manager	An HR manager or the person who runs hiring	• Create and edit jobs • Add, edit and delete candidates and download the candidates CSV • Move candidates between stages • Schedule and reschedule interviews and mark no-shows • Read every scorecard • Draft, send and record offers • See Offers and Reports • Manage team details	• Send invitations (the app shows a warning) • Delete a job
Interviewer	Staff who interview candidates or refer people	• See Pipeline, Candidates (without CSV), Interviews, Jobs and Team • Add notes on candidates • Message and call candidates • Fill their own scorecards • Refer candidates, if the owner allows it • Move candidates between stages and mark them not moving forward, if the owner allows it, but never into the joined stage • See candidates' expected salary	• See offers or the pay in offers • See other interviewers' scorecards • See Reports • Download the candidates CSV

What staff can do in each list

These rules are kept by Questico's database, not only by the screens: a staff member who finds a way past a screen is still refused. They are for staff: owners and managers are not held to them.

Interview panel

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

Openings

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

Candidates

- Staff see every entry.
- Staff can add entries.
- Staff can't change entries.
- Staff can't delete entries.
- Staff may add to the notes and history, never rewrite or remove what is there.
- Turning on “Interviewers can move candidates between stages” in the admin panel gives staff more room here.

Interviews

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.
- An entry is a staff member's own when they are the interviewer.
- On their own entries only, staff may change only the scorecard and the status.
- Staff can only complete an interview: they can never schedule, cancel or mark one a no-show.

2. Getting started

Ready when you buy

- Your business name (and its short form) is set from checkout, and your contact details replace the demo's.
- The demo business is gone: its people, customers, vendors and figures are not in your copy. City and address start empty for you to fill in.
- Lists such as departments start with a common set; change them to match your business in the admin panel.

Where your tool lives

- Your tool has its own address, such as yourbusiness.questico.site. Open it on a phone or a computer.
- You can also open it from your Questico account: Your space → Paid, or your console, where the tool shows three buttons: Open the tool, Edit website (the admin panel) and Team.

Signing in: there are no passwords

- Everyone opens your tool’s address and presses Sign in, then signs in with the email you added for them, in one of two ways.
- With Google: press “Continue with Google”. For a Gmail address, or a work email that is a Google account (Google Workspace). Google looks after the password and security.
- With any other email (Outlook, Zoho, your company’s own mail): under “No Google account? Use any email”, type the address and press “Email me a code”. Questico emails a 6-digit code; type it in and you are in. The code works once and expires soon.

- Someone who signs in but has not been added sees “You’re signed in, but not invited yet” until you add their address.

Adding your team

1. One person at a time: inside the tool, open Team and add their name and email address, and choose Interviewer or Manager. Saving gives them access and puts them on the tool’s own list.
2. Everyone at once: in your Questico console, open the tool’s Team section → Add many from Excel. Download the template, fill one row per person (name, email, access, and if you like mobile, department, designation and joining date), and upload it. You see every row checked before anything is added. Uploaded people get access and appear on the tool’s own list too.
3. Your whole company, for all your tools: Your space → Your company team. Upload your staff sheet once (name, email, employee ID, department, designation, function, mobile, joining date, access, and Active or Left), then press Apply beside each business tool. New people get access and appear on the tool’s own lists. Applying never changes the access someone already has in a tool. To take someone off, mark them Left: the next Apply removes their access, and their past records stay. Someone simply missing from a new sheet is not treated as having left.

Partners as owners

- If you run the business with partners, make them owners too: in your console, the tool’s overview has an Owners card. Type a partner’s email and press Add an owner. Up to five owners in all.
- They become owners the next time they sign in to Questico with that email, and can then do everything you can: the admin panel, the team, and asking for changes. The tool shows in their own Your space under Sites you co-own.
- Any owner can remove a co-owner, and a co-owner can leave. The person who bought the tool always stays an owner.

Sending the invitation, and seeing who has joined

- Questico emails each person an invitation as soon as you add them, however you add them: one at a time, from Excel, or from your company team. It tells them your tool’s address and how to sign in, with Google or with a code.
- In the console’s Team section, “Remind the N not signed in” emails everyone who has not joined yet. Under “Send the invitation” you can also copy the ready message for your team’s WhatsApp group.
- The same page counts who has joined and who has not signed in yet, lists everyone with the date they were invited and the date they joined, and downloads the list for Excel.
- To change someone’s access or remove them, use the tool’s Team screen or the console’s Team section. Their past records stay.

The emails Questico sends your team

Questico tells people when something needs them, by email from notices@questico.site, so nobody has to keep the tool open to find out.

Within a few minutes

- The interviewer: “You are interviewing [name] on [date] at [time].”

Every morning at 8

- The interviewer: “N interviews today”

Several things at once come as one email, never a flood. Each email says what happened and links to your tool. Anyone can stop them: the link at the foot of each email stops that business's notices for that person, and the same link turns them back on. Invitations and sign-in codes still arrive.

Changing your settings

In your console, press Edit website to open your tool's admin panel. Change the name, logo, colours, words, pictures, lists and rules; every change shows in a live preview first. Records (the day-to-day entries) are made inside the tool itself.

Everyday features

- On a phone the menu moves to a bar at the bottom, and tables turn into cards.
- Anything printable opens your browser's print window, where you can also choose "Save as PDF".
- Lists and reports download as CSV files that open in Excel.
- WhatsApp messages open ready-written; you press send. Nothing is sent automatically.

3. Your first day

1. Try the demo first: switch "View as" between owner, manager and interviewer to see what each person will see
2. Open the admin panel from "Edit website" in the Questico console and set the brand, the address and the contact details printed on letters
3. Define your hiring stages and decide whether interviewers may move candidates and refer people
4. Replace the sample departments, locations, job types and team roles
5. Set your candidate sources, tags and reasons for not moving forward
6. Set interview rounds, ways of meeting, usual length and start time, and the scorecard points
7. Set the offer reference prefix, validity, probation and signatory, then write the letter text and other terms
8. Write or check the message templates
9. Add team members from the Team section of the Questico console (email address plus "Can use it" or "Can manage it"), or from the Team screen inside the tool, where the owner's save sends the invitation
10. Ask each person to sign in with that email address (with Google, or a code Questico emails them)
11. Open your first job and start adding candidates

4. Everything it does

Home (owner and managers)

- See today's interviews and offers waiting for an answer in the greeting
- Jump to "Add a candidate" (or "New job" when there are none) or "Open the pipeline"
- See open positions (openings minus hires across open jobs)
- See active candidates with an 8-week applications trend line
- See interviews this week
- See offers out and the per cent accepted in the last 6 months
- See interviews today and tomorrow
- See a bar chart of candidates by stage
- See candidates waiting too long in one stage on open jobs
- See where applicants came from in the last 90 days in a donut chart

Home (interviewers)

- See today's interviews and scorecards due in the greeting
- Jump to "My interviews" or "Refer someone" (if allowed)
- See interviews today, coming up, scorecards due, and their referrals with how many joined
- See their own interviews (scorecards due first), open jobs and their referrals

Pipeline (everyone)

- See a board with one column per hiring stage
- Drag cards between and within columns on a computer, or use the left and right arrows on each card
- Pick one stage at a time on a phone
- Filter by job (or all open jobs), source and name
- See on each card: experience, notice period (amber when long), referral or source, next interview and days in this stage (amber when waiting too long)
- Keep people who joined in the last 30 days in the last column
- Open the list of candidates who are not moving forward

Candidates (everyone; called People on the phone)

- Switch between In the running, Joined, Not moving forward and All
- Filter by job, stage and source, and search by name
- Download a CSV file (owner and managers): name, job, stage, reason, source, referred by, mobile, email, city, experience, working as, notice, expected pay, applied, joined and tags
- Add a candidate (owner and managers) or refer someone (interviewers)

Candidate page (everyone; some actions for managers)

- See a stage stepper with the date each stage was reached
- Call or message the candidate
- Edit details, schedule an interview, draft or see the offer and mark as joined (owner and managers)
- Mark as not moving forward with a reason, move to the next stage, or bring a candidate back
- Add notes and see the full activity log: stage moves, notes, interviews, scorecards, offers and messages (last 60 entries)
- See interviews; managers click a scheduled one to reschedule or cancel it
- See scorecard averages per point, an overall score out of 5 and each interviewer's recommendation (owner and managers)
- See only their own scorecard (interviewers)
- See the details card: mobile, email, city, experience, working as, notice, expected pay, source and referrer, applied date, résumé link and tags

Add a candidate (owner and managers; interviewers refer)

- Enter name, job, source, mobile, email, years of experience, notice period, working as, expected pay, lives in, résumé link, tags and a first note
- Let interviewers choose only "Referral by you" as the source, with a first note required
- Block duplicates by phone or email within the same job
- Accept only a résumé link that starts with https

Messages to candidates (everyone who can see the candidate)

- Pick a message template, filled with candidate, job, next interview date, time and mode, offer joining date and validity
- Edit the text, then open WhatsApp or email instead
- Log every message on the candidate's timeline

Interviews (everyone)

- See a week view and move to the previous or next week
- Filter by only mine, everyone or a named panel member
- See interviews this week, today, scorecards due and no-shows in the last 2 months
- See a "Needs your update" list: finished interviews without a scorecard and past ones still marked scheduled
- Mark a no-show (owner and managers)
- Schedule an interview with round, interviewer from the panel, date, time, length, mode and place or call link (owner and managers)
- Get a warning when the interviewer is already booked at an overlapping time
- Move the candidate up to the interview stage automatically when scheduled
- Open the interview invite or demo class invite message after scheduling
- Fill a scorecard: 1 to 5 for each point, a recommendation (Strong no, No, Yes, Strong yes) and notes
- Let only the assigned interviewer fill a scorecard; interviewers never see each other's scorecards
- Mark the interview done when the scorecard is submitted
- See the number of your interviews today and scorecards due on the menu

Jobs (everyone; editing for owner and managers)

- Switch between Open, Paused, Closed and All jobs
- See on each job: a stage bar, active candidates, new this week, filled out of openings, hiring manager and days open
- Share the job on WhatsApp with a ready post: title, location, type, pay, about the role, requirements and "reply with your résumé"
- Print the job description
- Open the job's pipeline, add a candidate or refer someone
- See applicants, still in the running, filled and days open for each job
- See the job's applicants table, how far people get, and sources
- Get a note when every opening is filled
- Create or edit a job: title, department, location, type, openings, status, hiring manager, pay shown in the post, about the role, requirements and interview panel (owner and managers)
- Delete a job with all its applications (owner only)

Offers (owner and managers)

- See offers waiting for an answer (and how many are past their date), acceptance rate over 6 months, people joining soon and offered CTC across open offers
- Switch between Draft and sent, Accepted, Declined and All
- See a table of candidate, reference number, role, CTC, joining date, valid till and status
- Fill the offer: designation, department, place of work, joining date, fixed pay per year, variable pay per year, reports to, probation months and valid till
- See annual CTC, monthly fixed pay and the amount in words as you type
- Get a reference number made automatically from your prefix, the financial year and a running number

- Move the candidate to the offer stage when a draft is saved
- Open the offer form automatically when a candidate is moved into the offer stage without one
- Mark an offer as sent (opens the "Offer sent" message), accepted, declined (then prompts "not moving forward") or joined

Reports (owner and managers)

- Pick a period: 90 days, 6 months or a year
- See people hired, average days from application to joining, per cent of offers accepted and interviews per hire
- See where candidates drop off, with count and per cent reaching each stage
- See which sources bring applicants, interviews and hires
- See a jobs table: applied, interviewed, active, filled and days to hire
- See time to hire by month for 6 months

Team (everyone sees the list)

- See each person, whether they sit on interview panels, interviews done and coming up, scorecards due, referrals and how many joined, and their access
- Add or edit a person: name, email address, role in the team, access (Interviewer or Manager), on interview panels, and active (owner and managers)
- Send the invitation on save, remove access, or remove access by unticking Active (owner only)

Sign-in and phone use (everyone)

- Sign in with Google or a code by email; records stay private to the business
- Show a "You're signed in, but not invited yet" screen, with the person's email, to anyone not yet added
- Use it on a phone with a bottom tab bar, cards instead of tables and one-column forms
- Show a clear message when a save fails instead of losing it quietly
- Refresh a screen's data when you come back to the browser tab

5. Reports, prints and downloads

Prints

- Offer letter on letterhead: reference and date, "To" block, title, body with your wording filled in, CTC table (fixed per month and per year, variable, total), CTC in words, numbered other terms, signatory and acceptance signature lines, and footer
- Job description on letterhead: details table, the role, what we look for, and how to apply by WhatsApp and email
- Any print can be saved as a PDF from the browser's print window

Downloads

- Candidates CSV (owner and managers)

WhatsApp

- Messages to candidates from your templates (interview invite, demo class invite, offer sent, not moving forward and others), or by email instead
- Job post to share in any chat or group
- WhatsApp opens with the message filled in; you press send yourself

Worked out for you

- Time to hire (average days from application to joining)
- Per cent of candidates reaching each stage
- Source effectiveness: applied, interviewed and hired by source
- Interviews per hire
- Offer acceptance per cent
- Average scorecard per point and overall out of 5
- Open positions = openings minus hires
- Days a candidate has waited in a stage
- Interviewer double-booking check
- CTC totals, monthly fixed pay and amount in words
- Indian financial year in the offer reference number

6. What you can change in the admin panel

No coding: every change shows in a live preview, and saving updates your live tool.

Business & look

- Change the business name, short name, city and address printed on letters
- Upload the logo
- Pick the main colour; text contrast is adjusted automatically
- Choose the sidebar style (Light, Deep or Tinted), one of 8 typefaces and the corner style (Soft, Round or Sharp)

Hiring stages

- Set 3 to 9 stages, each with a name, short code, colour, and switches for "offer stage" and "joined"
- Do not change a stage's short code once it is in use
- Set after how many days in one stage a candidate is flagged as waiting too long (1 to 60)
- Turn on or off "Interviewers can move candidates between stages"

Jobs

- Edit the lists of departments, locations, job types and roles in your hiring team

Candidates

- Edit the sources (must keep "Referral"), tags and reasons for not moving forward
- Set the notice-period warning in days (0 to 180)
- Turn on or off "Team members can refer candidates"

Interviews & scorecards

- Edit interview rounds (a round with "demo" in its name sends the demo class invite)
- Edit ways of meeting, the usual length in minutes and the usual start time
- Set 1 to 8 scorecard points, each with a name and "what a 5 looks like"

Offer letter

- Set the reference prefix, validity days, probation months, signatory name and signatory title

- Write the letter body using fill-ins for name, role, department, location, joining, CTC, CTC in words, reporting to, probation, valid till, business and city
- Write up to 12 other terms and the footer small print

Messages

- Write 1 to 12 message templates, each with a name and text, using fill-ins for name, role, business, location, date, time, mode, joining and valid till
- Keep the names "Interview invite", "Demo class invite", "Offer sent" and "Not moving forward"; the app opens these at the matching moment

Words & pictures

- Write the manager and interviewer welcome lines
- Write the sign-in heading, text and quote
- Change the banner, sign-in and empty-list pictures, with alt text

Contact

- Set the email and WhatsApp number printed on letters and job descriptions

How the panel works

- Open it from "Edit website" in the Questico console; no coding needed
- See every change in a live preview, on desktop or phone, with sample data
- Get a warning before saving unless: there is exactly one joined stage and it is last, there is at most one offer stage, stage codes are unique, "Referral" is a source, and the letter body contains the CTC and joining fill-ins
- Change only the look, words, lists and rules here; jobs, candidates and offers are entered inside the tool

7. Good to know

- Has no public careers page or online application form; candidates are added by the team or referred
- Does not store résumé files, only a link to a file kept elsewhere
- Sends no WhatsApp or email automatically; the message opens filled in and you press send
- Has no calendar connection
- Offer acceptance is recorded by hand
- Pay is entered per offer inside the tool, never in the settings
- The demo class round and message work only with the names noted in the admin panel
- Jobs closed more than 180 days ago drop out of the pipeline, candidates and reports views but stay listed under Jobs
- The whole team can see candidates' expected salary
- Each candidate's activity log keeps the last 60 entries

Need help?

Write to contact@questico.site with your tool’s address and what you need.