

# Gig Manager FAQ: Gig Eagle

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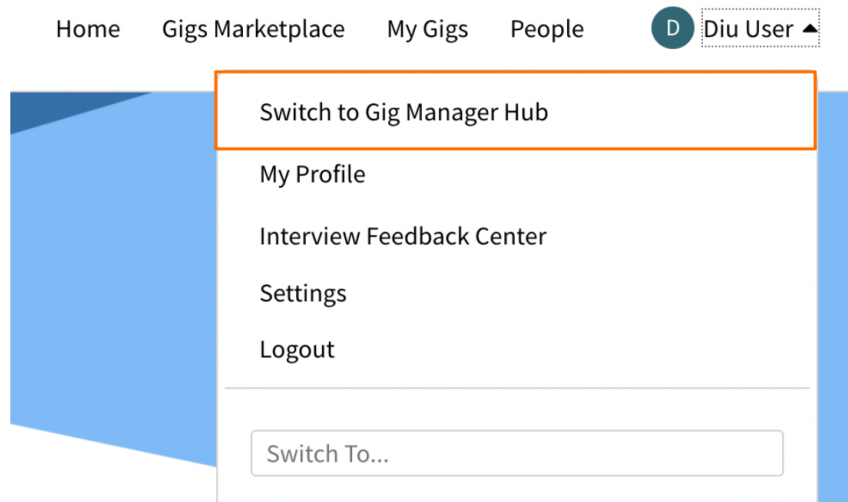
## Purpose

This document is intended to address frequently asked questions that Gig Managers may have on the functionality of Gig Eagle in order to become more comfortable with the user interface and administration capacities.

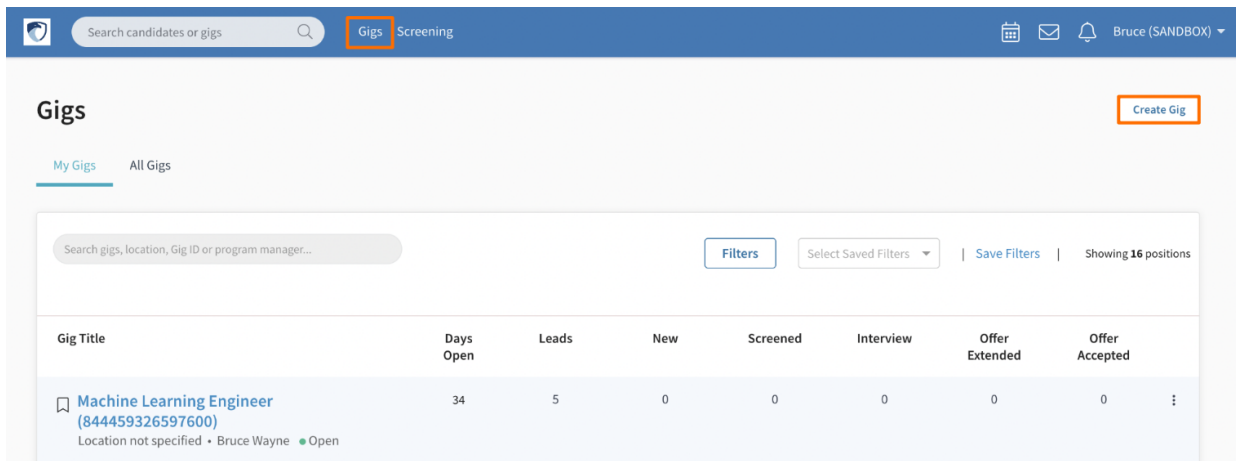
## Getting Started

### How do I create a Gig?

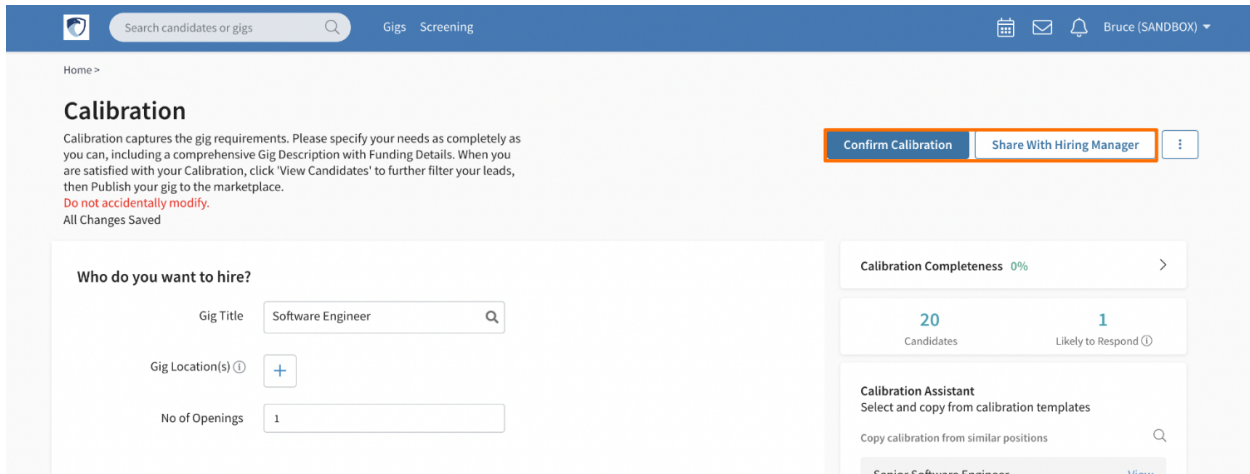
- 1) Access your Gig Eagle account, then select the drop down menu from the upper right corner of your browser to switch to Gig Manager Hub. You will have done this correctly if you can now see a dark blue Navigation Bar and the arrow next to your name will now have a drop down that says Switch to Gig Worker Hub. This is the most crucial step and is the answer to many questions. Gig Managers should make sure that they are in the Gig Manager Hub while creating a Gig, Sourcing, Screening, Interviewing, Communicating with Candidates, and Progressing the Gig.



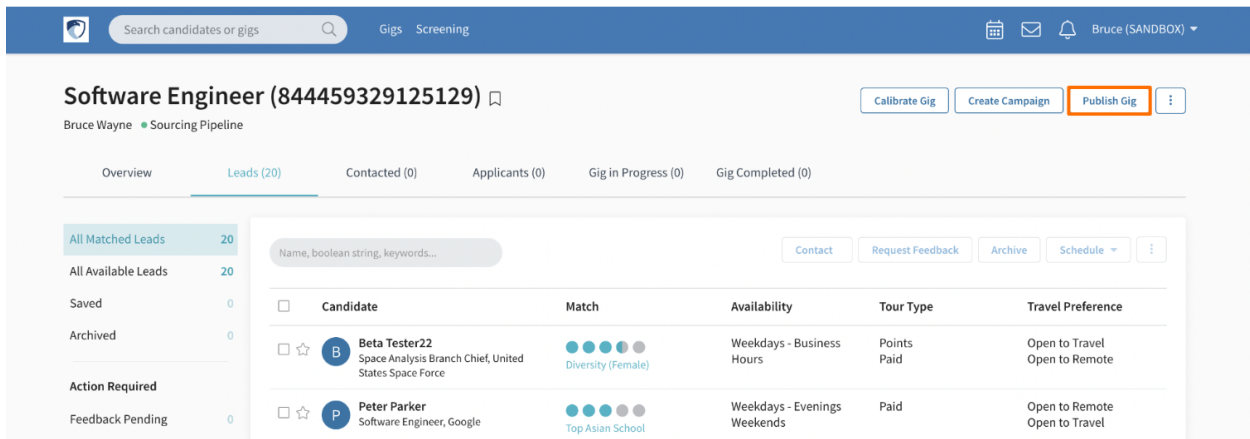
- 2) In the Navigation Bar, select Gigs, then once the page has loaded, select Create Gig in the upper right corner.



- 3) Calibrating your Gig by establishing your candidate requirements will lead to the best possible Gig Worker matches. Please refer to the questions under Calibration in this FAQ for additional best practices.
- 4) Once you are done calibrating your Gig, you can return to the top of the page. Select Confirm Calibration. You will be able to edit Calibrations later on.



- 5) This will lead you into your Leads Pipeline. Explore your candidates and recalibrate your Gig accordingly by selecting Calibrate Gig in the upper right. Once you are satisfied with your Gig and are ready for Gig Workers to see the Gig opening, select Publish Gig.



- 6) You can now wait for applications to flow into the Applicants Pipeline and manage the various pipelines by communicating and scheduling candidates..

## Calibration

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### Why is Calibration necessary?

Calibration captures the Gig requirements which will enhance your match scores to get more accurate matches between Gig Workers and open Gigs. Every calibration including relevant skills, job titles, similar candidates, and experience are all encompassed into a candidate's overall match score. This allows Gig Managers to quickly and effectively evaluate whether candidates are a good match for a Gig. In other words, calibration is the basis to sourcing the right candidates by using your guidelines and leveraging them with our deep learning AI algorithms.

### What are Calibration best practices?

Eightfold's Best Practice for Calibration:

- Location(s) of Job
- Between 3-5 ideal candidates
- Between 3-15 preferred skills & no more than 1 required skill
- At least 3 alternate job titles
- Add years of experience range
- Avoid too many must haves or must not haves to ensure you have the best talent pool possible. We recommend using the Preferred option when possible, which will stack-rank your candidates, but not exclude any candidates entirely.
- After completing the calibration components, return to Ideal Candidates and confirm your entries for Skills, Titles and Experience are still aligned.
- Verify the calibration against some of the Leads at the both highest and lowest matches to see if they align to the requirements. If not, revisit your calibration in the specific areas of concern and make adjustments accordingly.

### What does it mean when under the “Gig Title”, it says Needs Calibration?

Needs Calibration refers to the need to calibrate your gig in order to get the best matches possible. Once you select the button Calibrate Gig, you will be able to specify details about the Gig Worker that you are looking for. These include why you want to hire a Gig Worker, who your ideal candidate is, refining your requirements for the position, including a gig description, and adding calibration notes.

### What is the Calibration Assistant?

After you have written the Gig Title of the Gig you are creating, you may refer to the right panel called Calibration Assistant. This tool finds what other Gig Managers within the platform have calibrated for in similar Gigs.

**Calibration Assistant**  
Select and copy from calibration templates

Copy calibration from similar positions 🔍

- Maintenance Officer- Deputy Commander [View](#)  
(844459325767256)  
Robins AFB, GA • beta\_tester\_1 • Eightfold • Open
- Deputy Chief for Operations, Office of Space & Counterspace (DIU0047) [View](#)  
Charlottesville, VA • amandadelancey1+test02 • Eightfold • Open
- Deputy Program Manager, DaaS (DIU0006) [View](#)  
ckubik+test02 • Eightfold • Open

You may select View to get ideas or decide to use those calibrations by then selecting Copy Calibration. Add to Existing Calibration will add it to the calibrations you may have already made, otherwise Replace Existing Calibrations will remove and substitute any previous calibrations then Confirm.

**Copy Calibration**
×

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How do you want to copy the calibration?

Add to existing calibration  
All the changes made till now will be retained. New calibration will be added on top of it.

Replace existing calibration  
New calibration will replace all the changes made till now.

---

Cancel
Confirm

### Are Job Titles and Skills I list required by my candidate pool?

You can set parameters for Skills and Job Titles as Required, Preferred, or Excluded in your candidate search. In order to do this, you must be in your Gig's configurations. Click on the Skill or Job Title that you have already listed or write a new one into the bar next to Skills or Job Titles. This will open a drop down menu that allows you to set a requirement for the Skill or Job Title. If one is not selected, it will automatically be listed as preferred.

Experience 5

Job Titles ⓘ

Companies ⓘ

Industries ⓘ

Set Requirements for "Testing".

Preferred
  Required
  Exclude

**Related Skills**

- + Test Planning
- + Test Automation
- + Engineering
- [See More](#)

**Top Companies**

- + IBM
- + Hewlett Packard
- + Accenture
- [See More](#)

### **Can candidates see my calibrated Gig?**

After calibrating a Gig, Gig Managers may select Confirm Calibrations in the upper right corner which will lead them to a view of their different candidate pipelines. At this point, the Gig is not yet visible to candidates and only becomes public once you select Publish Gig. Refer to steps four and five of How do I create a Gig (p.3-4).

### **Why has no one applied to my Gig?**

Begin by confirming that the Gig has been published. You can do this by selecting Gigs in the Navigation Bar, then locate your specific Gig by manually scrolling, searching by Job Title or ID. If there is a button in the upper right that says Unpublish Gig, that means that it is actively published. If the problem persists, please review your calibrations to make sure the parameters are correct and not too narrow.

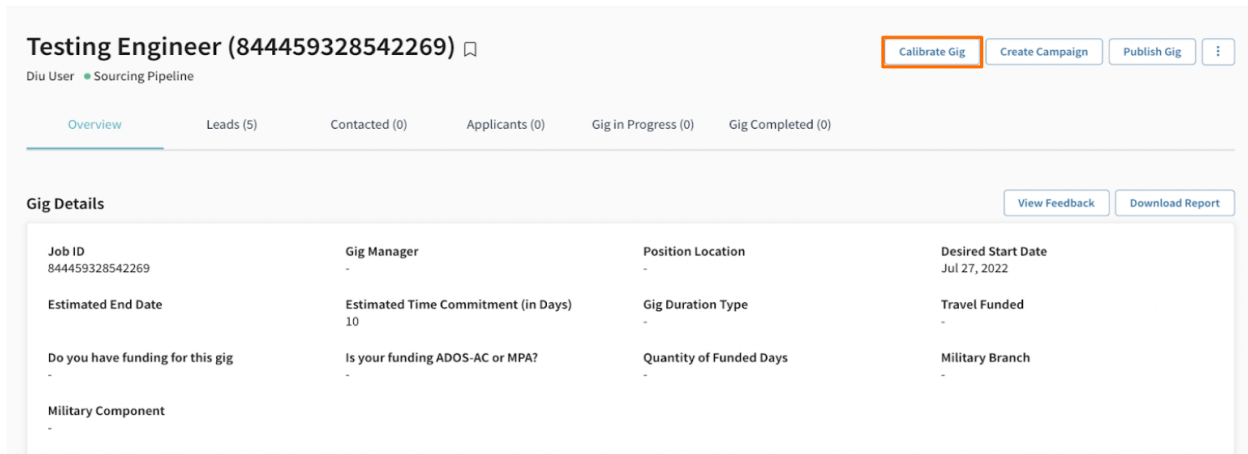
### **What is an Ideal Candidate?**

An Ideal Candidate is someone that you have worked with in the past or someone in your organization that is a good example of what you are looking for in this Gig Worker. For instance, Jennifer may have done an excellent job on a similar Gig, but she is not available. By including her as an Ideal Candidate, match scores will take into consideration Jennifer's background and skills that made her such a great match and look for similar backgrounds and skills in other candidates.



## Can I recalibrate my gig?

Yes, calibration is not a “one and done”. You may recalibrate your Gig as many times as you wish. After defining the calibration criteria, it is best practice to then review some Leads that are the highest and the lowest ranked to validate the overall direction of the calibration. The Calibration should be adjusted when you disagree with the results. You can recalibrate by accessing the Gig you would like to recalibrate, and then selecting Calibrate Gig in the upper right corner. Note that your display may look different depending on whether you are in a different pipeline, such as Leads, Contacted, or Applicants.



**Testing Engineer (844459328542269)** 🔔

Diu User • Sourcing Pipeline

[Calibrate Gig](#) [Create Campaign](#) [Publish Gig](#) [⋮](#)

[Overview](#) [Leads \(5\)](#) [Contacted \(0\)](#) [Applicants \(0\)](#) [Gig in Progress \(0\)](#) [Gig Completed \(0\)](#)

**Gig Details** [View Feedback](#) [Download Report](#)

Job ID 844459328542269	Gig Manager -	Position Location -	Desired Start Date Jul 27, 2022
Estimated End Date	Estimated Time Commitment (in Days) 10	Gig Duration Type -	Travel Funded -
Do you have funding for this gig -	Is your funding ADOS-AC or MPA? -	Quantity of Funded Days -	Military Branch -
Military Component -			

## Why should I leave Calibration Notes and who can see these?

Calibration Notes allow others helping you in hiring for this Gig to see why you chose those specific skills, education, experience, and other criterias.

## How do I calibrate specific military experience?

Specific military education can be added in the Schools section under education. Specific industries and companies are located under the Experience section. In addition, you can also specify the military branch of the unit hosting the Gig and the military component of the unit hosting the Gig under Additional Requirements.

## Match Score

### What match score qualifies as a good match? Great match?

Match scores are based on the defined criteria and talent pool background and skillsets. You can view how closely a candidate matches your Gig based on Skills, Title, Similar Candidates, and Experience relevance. “Good Match” calibrations may not always result in 5-Star matches. A candidate’s match score for a position may change as candidate profiles are updated and/or more candidates are added to your talent pool. Refer to the image below to see what a match score looks like and how match scores can be dissected based on specific skills or experiences the Gig was looking for.

The screenshot shows a search interface with a search bar and buttons for 'Contact', 'Request Feedback', 'Archive', and 'Schedule'. Below is a table of candidates with columns for Candidate, Match, Availability, Tour Type, and Travel Preference. A detailed match score breakdown is shown for 'Gig Worker3' (Software Engineer, Google):

Match	Availability	Tour Type	Travel Preference
<ul style="list-style-type: none"> <li>8 years Relevant Experience</li> <li>3 Relevant Skills</li> <li>40% Ideal Candidate</li> <li>Skill Relevance: SQL, Testing, Java</li> <li>Title Relevance: Senior Software Engineer, Solutions...</li> <li>Similar Candidates Relevance: Bruce Wayne, Captain Snuffy, Eli Brooks</li> <li>Experience Relevance: 9 years, Masters degree</li> </ul>	Weekdays - Business Hours Weekdays - Evenings	Points	Open to Travel Open to Remote
<ul style="list-style-type: none"> <li>Flexible</li> <li>Weekdays - Evenings</li> <li>Paid Points</li> </ul>			Open to Remote
			Open to Travel Open to Remote
			Open to Remote Open to Travel
			Open to Remote Open to Travel

### What if I am not getting any matches for a Gig?

This may be an indication to review and /or broaden calibration parameters. Where applicable, review that Skills and Job Titles that are not required are accurately listed as preferred or excluded.

### What if I am not getting the right candidates for my Gig?

This may be an indication to review and / or narrow calibration parameters. Make sure that Skills and Job Titles that are automatically listed as preferred are accurately listed as required where applicable. Another consideration to take is confirming that the job description accurately reflects the Gig to attract the right talent.

## Screening, Scheduling, and Accepting Candidates

### What are Pipelines? What are Leads?

Pipelines are generated based on your calibrations to create a candidate pool for an open Gig. There are different pipelines to manage different candidates, applicants, and Gig Workers on this Gig. Pipelines include: Leads, Contacted, Applicants, Gig in Progress, and Gig Completed. The Leads pipeline consists of Gig Workers that have a profile on Gig Eagle who would be a good match for the Gig, but have not applied to the Gig. Applicants are Gig Workers who have applied to the Gig. Gig in Progress shows the Gig Workers that are currently on the Gig. Gig Completed shows which Gig Workers have completed the Gig.

### How do I advance a candidate?

Once you have decided a candidate is ready after interviewing them, you may advance them by selecting the Candidate and selecting the Advance Stage on your upper right hand side.

**Software Developer (844459325035491)** Calibrate Gig Create Campaign Unpublish Gig ⋮

Santa Clara, CA • Bruce Wayne • Open

Overview Leads (2) Contacted (1) **Applicants (2)** Gig in Progress (0) Gig Completed (0)

All Active 2  
 Saved 0  
 New Applicants 1  
 Screened 0  
 Interview 0  
 Offer Extended 1  
 Offer Accepted 0  
 Withdrawn 0  
 Not Selected 0

Name, boolean string, keywords... Advance Stage Contact Request Feedback Reject Schedule ⋮

1 selected

<input type="checkbox"/>	Candidate	Match	Current Stage	Latest Activity	Availability	Tour Type	Travel Preference
<input checked="" type="checkbox"/>	<b>Tony Stark</b> Data & Insights Project Manager, Netflix	Top Indian College	Offer Extended employee...	Email Sent Jul 12th 2022 12:41	Weekdays - Business Hours Flexible	Points Paid	Open to Travel Open to Relocation
<input type="checkbox"/>	<b>Beta Tester5</b> Systems Engineer, Staff, System Performance		New employee...	Advanced to New Stage Jun 6th 2022 22:04	Weekends Flexible	Paid	Open to Remote

### How do I compare candidates?

To compare two or more candidates who you are considering for the same gig, select the number of candidates you want to compare. Then, go to the kabob menu and select Compare Candidates. This will pull up a data sheet comparing each candidate's overall rating skills, as well as interviewer info and a link to detailed feedback.

Software Developer (844459325035491) Calibrate Gig Create Campaign Unpublish Gig ⋮

Santa Clara, CA • Bruce Wayne • Open

Overview Leads (2) Contacted (1) **Applicants (2)** Gig in Progress (0) Gig Completed (0)

All Active 2  
Saved 0  
New Applicants 1  
Screened 0  
Interview 0  
Offer Extended 1  
Offer Accepted 0

Name, boolean string, keywords... Advance Stage Contact Request Feedback Reject Schedule ⋮

2 selected

<input checked="" type="checkbox"/>	Candidate	Match $\downarrow$ $\uparrow$ F	Current Stage	Latest Activity	Availability	Tou Typ
<input checked="" type="checkbox"/>	<b>Tony Stark</b> Data & Insights Project Manager, Netflix	<span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: grey;">●</span> <span style="color: grey;">●</span> Top Indian College	Offer Extended employee...	Email Sent Jul 12th 2022 11:41	Weekdays - Business Hours Flexible	Poi Paic
<input checked="" type="checkbox"/>	<b>Beta Tester5</b> Systems Engineer, Staff, System Performance	<span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: grey;">●</span> <span style="color: grey;">●</span>	New employee...	Advanced to New Stage Jun 6th 2022 21:04	Weekends Flexible	Paic

- Add as Ideal Candidate
- Save to Another Pipeline
- Add Tags
- Contact
- Provide Feedback
- Compare candidates**

### How do I schedule an interview with a candidate?

To schedule an interview with a candidate, first click on the Gig and the candidate that you would like to conduct an interview with. Please proceed by locating the Applicants pipeline. From there, select the candidate you want to interview and select Schedule. You may select Request to Schedule which requests for the Coordinator to schedule a meeting, alternatively, Schedule a Meeting allows you to directly schedule a meeting with the candidate. Once you select one of the two, your browser will open a right side-panel that will allow you to coordinate the interview.

Software Developer (844459325035491) Calibrate Gig Create Campaign Unpublish Gig ⋮

Santa Clara, CA • Bruce Wayne • Open

Overview Leads (2) Contacted (1) **Applicants (2)** Gig in Progress (0) Gig Completed (0)

All Active 2  
Saved 0  
New Applicants 1  
Screened 0  
Interview 0  
Offer Extended 1  
Offer Accepted 0  
Withdrawn 0  
Not Selected 0

Name, boolean string, keywords... Advance Stage Contact Request Feedback Reject Schedule ⋮

1 selected

<input type="checkbox"/>	Candidate	Match $\downarrow$ $\uparrow$ F	Current Stage	Latest Activity	Availability	Points Paid	Open to Travel Open to Relocation
<input checked="" type="checkbox"/>	<b>Tony Stark</b> Data & Insights Project Manager, Netflix	<span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: grey;">●</span> <span style="color: grey;">●</span> Top Indian College	Offer Extended employee...	Email Sent Jul 12th 2022 12:41	Weekdays - Business Hours Flexible	Paid	Open to Travel Open to Relocation
<input type="checkbox"/>	<b>Beta Tester5</b> Systems Engineer, Staff, System Performance	<span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: blue;">●</span> <span style="color: grey;">●</span> <span style="color: grey;">●</span>	New employee...	Advanced to New Stage Jun 6th 2022 22:04	Weekends Flexible	Paid	Open to Remote

- Request To Schedule
- Schedule A Meeting

## How can I see if a candidate has already been contacted?

Begin by accessing the Contacted pipeline within the Gig. Here you can see which candidate was contacted, what day they were contacted, their outreach status, as well as any feedback.

**Software Developer (844459325035491)**  
Santa Clara, CA • Bruce Wayne • Open

Overview Leads (2) **Contacted (1)** Applicants (2) Gig in Progress (0) Gig Completed (0)

**All Contacted** 1

1 selected

Candidate	Match	Contacted	Outreach Status	Feedback
<input checked="" type="checkbox"/> <input checked="" type="star"/> <input checked="" type="starburst"/> <b>Tony Stark</b> Data & Insights Project Manager, Netflix Top Indian College	●●●●●	Jul 12th, 2022 demo	SMS Sent	

## Can I save a candidate?

Candidates can be saved by selecting the star next to their name. If you want to see all of the candidates you have saved, select the Saved tab on the left side panel.

**Testing Engineer (844459328542269)**  
Diu User • Sourcing Pipeline

Overview **Leads (5)** Contacted (0) Applicants (0) Gig in Progress (0) Gig Completed (0)

**All Matched Leads** 5

Candidate	Match	Availability	Tour Type	Travel Preference
<input type="checkbox"/> <input checked="" type="star"/> <b>Bruce Wayne</b> UX Designer, Honey	●●●●● Top Asian School	Weekdays - Business Hours Weekdays - Evenings	Points	Open to Travel Open to Remote
<input type="checkbox"/> <input checked="" type="star"/> <b>Captain America</b> Senior Software Engineer, Rivian	●●●●● Top Management Information Systems School	Flexible Weekdays - Evenings	Paid Points	Open to Remote

## Why are candidates not getting back to me?

If a candidate is not reaching back to you, consider making sure that your gig is published. You may also want to contact candidates again through email, SMS, or make sure that your previous message was in fact sent.

**How do I contact a Gig Worker I want to work with again or a Gig Worker that was a strong contender from a previous Gig?**

You can do this by searching a Gig Worker's name in the main search bar.

## Archived Gigs

### How do I archive a Gig?

Once in Gigs, select the skewer button (the three dots), then select Archive. You can also do this once you are in the Gig overview, by selecting the identical settings icon in the upper right corner. This action will remove the Gig from your Pipeline, and from the Gig Worker view.

The screenshot shows a table of gigs with columns: Gig Title, Days Open, Leads, New, Screened, Interview, Offer Extended, and Offer Accepted. Two gigs are listed: 'Untitled (844459328863470)' and 'Deputy (844459328863467)'. A dropdown menu is open for the 'Deputy' gig, showing options: 'Mark as Priority', 'Archive Gig' (highlighted), and 'Calibration History'.

### How do I make available a previously archived candidate?

Begin by selecting the Gig in which you have archived a candidate. Under the Leads pipeline, find Archived on the left panel. Select the candidate by checking the box next to their name, then select Unarchive.

The screenshot shows the gig overview for 'Deputy (844459328863467)'. The left sidebar has a list of categories: 'All Matched Leads' (12), 'All Available Leads' (13), 'Saved' (0), 'Archived' (1, highlighted), 'Action Required', and 'Feedback' (0). The main content area shows a search bar and buttons: 'Request Feedback', 'Contact', 'Unarchive' (highlighted), and a skewer icon. Below, a table shows 1 selected candidate: 'Beta Tester1' with a 'No Match Score' and 'Diversity (Female)' tag. The candidate's availability is 'Weekdays - Business Hours', tour type is 'Paid Points', and travel preference is 'Open to Remote'.

## How do I make available a previously archived Gig?

Archiving a Gig will hide it from the gig marketplace, however, you can always look up the Gig by searching for the name or the job ID within the search bar underneath Gigs. Once you find the archived gig, click the three dots on your right hand side. Choose “Unarchive Gig”.

- 1) Search up the name of the job that you archived

- 2) Select Unarchive Gig



## Feedback

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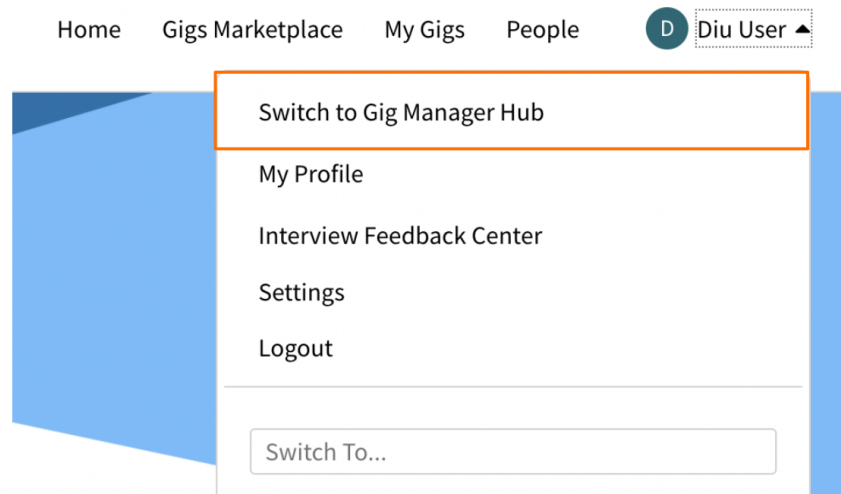
### Why can't I see previous Gig feedback about a candidate?

This will only be available after a candidate is advanced to the interviewing stage. Once a candidate has been interviewed, you will be able to access previous supervisor's reviews on the Gig Worker. Once in the Interview stage, you may view previous feedback by clicking on that candidate on the Pipeline, scrolling down to view the Gigs section, and selecting View Feedback.

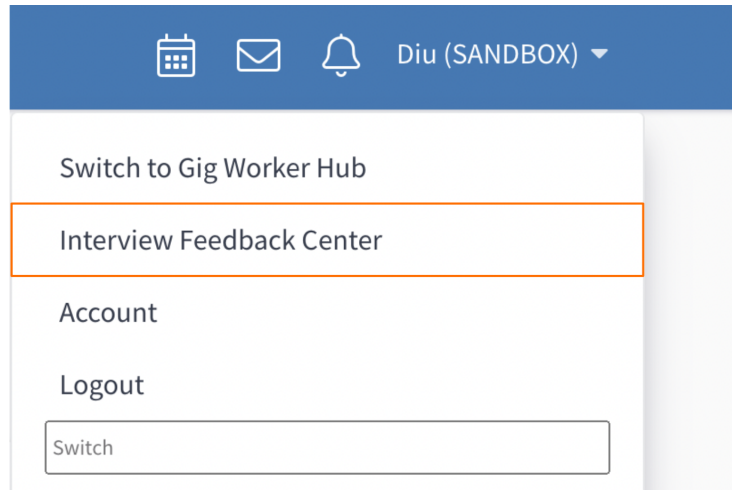
### Where can I leave Post-Interview feedback?

Post-Interview Feedback is available to you and anyone else following your particular Gig. This will appear on the Interview Feedback Center.

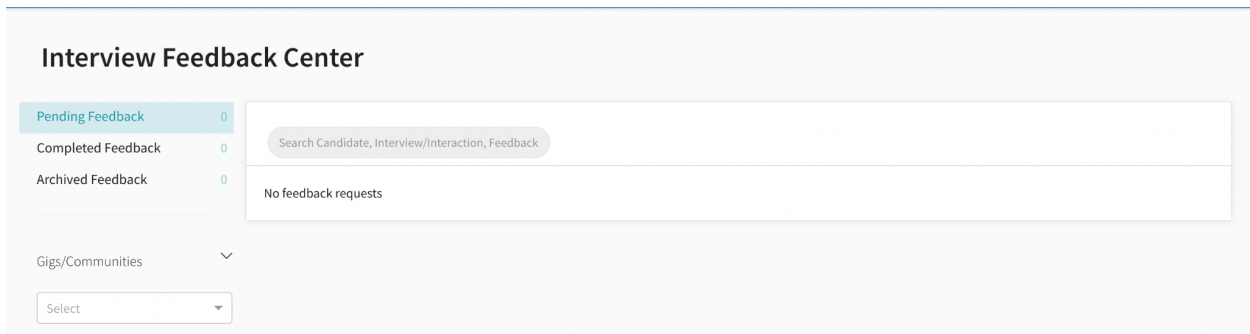
- 1) If you are not already on the Gig Manager Hub, select the down arrow from the upper right dropdown and select Switch to Gig Manager Hub. You are on the Gig Manager Hub when the dropdown says Switch to Gig Worker Hub instead of Switch to Gig Manager Hub.



- 2) Select the upper right corner arrow again. Select the second setting from the top, named Interview Feedback Center.



3) Leave new feedback, review completed feedback, and archive feedback



### Where can I see feedback on a Gig?

Post-gig feedback for a Gig is only available after that Gig is closed, and the Gig Worker has had the opportunity to post feedback about their Gig experience.

1) Select the Gig that you want to see Post-Gig feedback for, then select View Feedback.

**Software Engineer (844459329125129)** Calibrate Gig Create Campaign Publish Gig ⋮

Bruce Wayne ● Sourcing Pipeline

[Overview](#) [Leads \(20\)](#) [Contacted \(0\)](#) [Applicants \(0\)](#) [Gig in Progress \(0\)](#) [Gig Completed \(0\)](#)

**Gig Details** View Feedback Download Report

<b>Job ID</b> 844459329125129	<b>Gig Manager</b> -	<b>Position Location</b> -	<b>Desired Start Date</b> -
<b>Estimated End Date</b> -	<b>Estimated Time Commitment (in Days)</b> -	<b>Gig Duration Type</b> -	<b>Travel Funded</b> -
<b>Do you have funding for this gig</b> -	<b>Is your funding ADOS-AC or MPA?</b> -	<b>Quantity of Funded Days</b> -	<b>Military Branch</b> -
<b>Military Component</b> -			

2) This will bring you to Post-Gig Feedback

**Post Gig Feedback** — ☰ ✕

**Software Engineer** ↓

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**Post Gig Feedback**

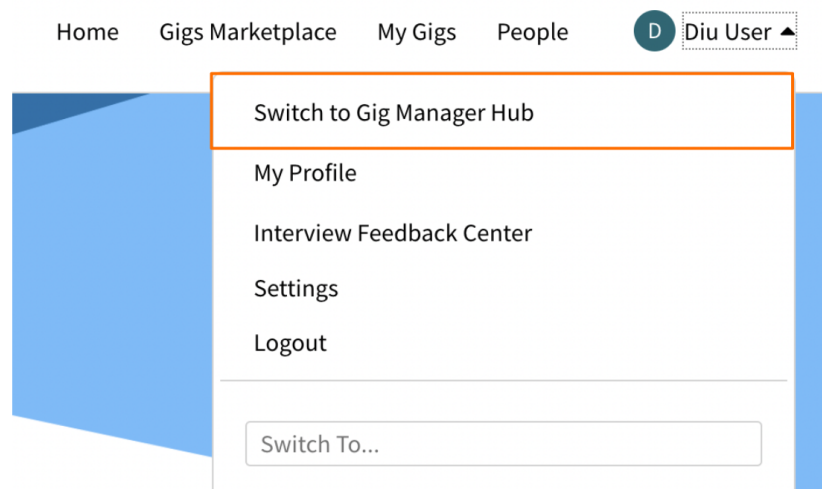
Gig Worker	Feedback Form	Feedback Status
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## Support

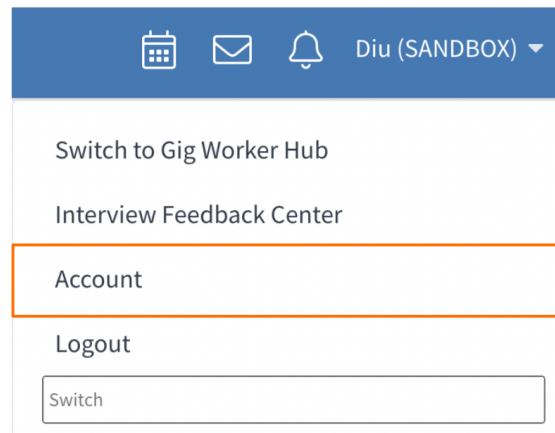
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### How can I reset my password?

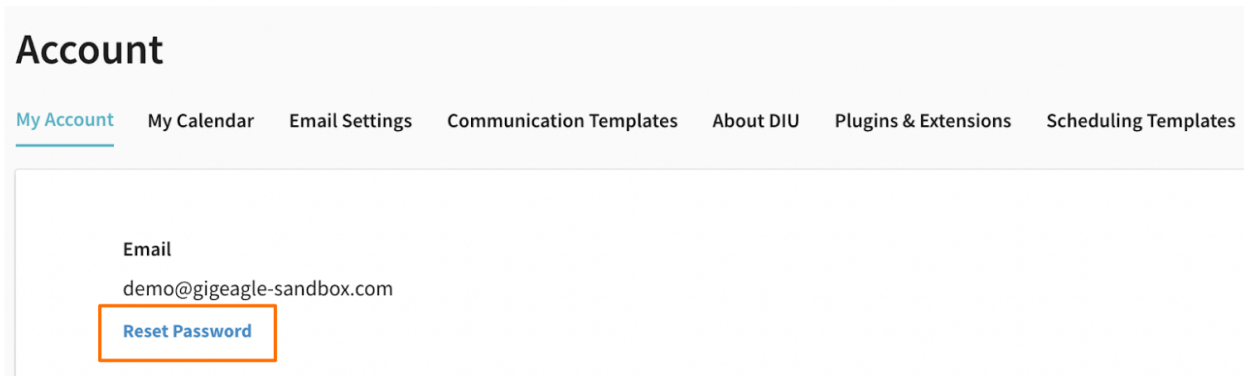
- 1) If you are not already on Gig Manager Hub, select the down arrow from the upper right dropdown and select switch to Gig Manager. You are on the Gig Manager Hub, when the drop down says Switch to Gig Worker Hub instead of Switch to Gig Manager Hub.



- 2) Select the upper right corner arrow again, next to your account name. Select the third setting from the top, named Account.



3) This will load a My Account page where you can then select Reset Password



**What if I am not seeing the same screen as the screenshots in this FAQ?**

If this is the case, please ensure that you have switched to Gig Manager Hub and refer to the question How do I create a Gig? if you have not done so already.

**How do I submit a ticket if I'm having issues with the platform, or if I have a question?**

You can access Get Help in the bottom left-hand corner of your browser. Add any details regarding your issue/question, and the Gig Eagle support team will respond as promptly as possible.