Frequently Asked Questions

<u>General</u>

1. **Can I become an exclusive partner in my category?**
   a. The primary goal of the Bullhorn Marketplace is to offer our customers the choice, confidence, and customization required to deliver their own *incredible customer*

*experience*s, and choose from a suite of technologies that meet their unique business needs. As such, Bullhorn does not offer exclusivity to any vendor.

2. **Where can I find a list of Bullhorn customers?**
   a. Our teams are not permitted to share any customer lists (as per our MSA), although we have many customer case studies on our website which highlight some of our most successful customers. If you have a list of prospects that you think might be Bullhorn customers, you can always confirm with your Partner Manager.

Sales

1. **How can I set up a call with Bullhorn's sales team?**
   a. Please refer to the Partner Sales Enablement Guide in the Marketplace Program Guide.
2. **How can I increase my sales win-rate with Bullhorn customers?**
   a. Please refer to the Partner Sales Enablement Guide in the Marketplace Program Guide.

Technical

1. **Can I add seats to my sandbox?**
   a. All sandboxes come with 2 admin users, 3 standard users and 1 API user. If you need additional users, you can open a ticket with Bullhorn Marketplace Support and have up to 20 users added to your environment.
2. **Can I have another sandbox?**
   a. We limit each partner to a single sandbox which should suit all requirements. Should you want to separate your testing and development users' data from your sales team's demonstration data, our support team is able to help you set up "Private Labels" and "Departments" to isolate respective data. Please raise a ticket with Marketplace Support to set up Private Labels and Departments.

3. **My sandbox environment looks a bit different from some Bullhorn demos or customer instances I've seen. Are there multiple versions of Bullhorn?**
   a. Your sandbox will automatically be set up with Bullhorn's Novo interface, our most recent UI. However, some customers will still be on our previous UI, S-Release. An API integration will work on either interface. If you want to test your integration in this S-Release UI, open a ticket with Marketplace Support.
4. **Can I have access to a sandbox from one of the other Bullhorn solutions (eg. Bullhorn for Salesforce, Canvas, etc.)?**
   a. Our ability to set up NPE environments on other platforms varies. Please connect with your Partner Manager to discuss your needs.
5. **Can I add other Bullhorn products to my sandbox, (e.g. Onboarding, Canvas, Herefish)?**
   a. We are able to activate Bullhorn Onboarding in your sandbox. As Herefish and Canvas require Bullhorn Professional Services to activate, we generally do not

provision them in partner sandboxes. If there is an agreed upon need for one of these solutions we may be able to set it up.

6. **How do I raise a ticket with Bullhorn Marketplace Support?**
   a. To raise a ticket, please email marketplacesupport@bullhorn.com and cc in your Partner Manager. Please ensure you have reviewed all available support documentation [available online](#) before raising your ticket.

7. **How do I escalate a support ticket?**
   a. If you feel the need to escalate a high-priority, unresolved support ticket, please email supportescalations@bullhorn.com.