

Customer

Service



Professional

BIBLE

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STARMATIC – CREATING YOUR SCHEDULE

1. Login the Arise Portal
2. Click on Starmatic



Home



Agents



Documents



Reference



Starmatic



Metrics

3. Set up User Profile
 - a. Set your Time Zone
 - b. Set the Time Format
 - c. Set the Language
 - d. Update your Email Notifications
 - e. If you service more than 1 client, set up the notifications for each client.
 - f. Click Submit

User Profile

Profile Settings

Timezone

Time Format 12 Hours 24 Hours

Language

Notification Subscription

Email Schedule Notifications

Program Name *

- Interval Removal from Schedule
- Interval Waiver is issued
- Interval Waiver is processed
- Interval Waiver is reversed
- New Schedule is posted
- Schedule Email
- Schedule is removed
- Schedule is uncheduled
- Schedule's Release Date is changed
- Swap is Successful
- Swap is Unsuccessful

4. Choosing your schedule

Quick Post | Wishlist Template | CSP Dashboard | Reports

Schedule Releases | Schedule Distribution

Home > Quick Post > Schedule Releases

Schedule Releases

Schedule Status: All

Program Name: Select all displayed programs
Customer Service

Retrieve

Schedule Summary User Time 12/09/2020 02:11:43 PM View Distribution Released Scheduled

Program Name	↓	Week Of	Schedule Distribution	Release Date/Time	Init Cap	CapLift Date/Time	Max Cap
DSG Customer Service	▶	Dec 06, 2020	▶	Nov 24, 2020 07:00 PM	5	Nov 25, 2020 07:00 PM	10
DSG Customer Service	▶	Dec 13, 2020	▶	Dec 01, 2020 07:00 PM	5	Dec 02, 2020 07:00 PM	10
DSG Customer Service	▶	Dec 20, 2020	▶	Dec 08, 2020 07:00 PM	5	Dec 09, 2020 07:00 PM	10

Refresh

Date and time the cap on the hours will be lifted to allow you to schedule more hours.

Click on the blue arrows for each week to open the schedule and select your hours for the week.

Date and time Schedule will be available to choose intervals

Number of intervals available to first schedule

Maximum number of intervals able to schedule for the week.

6. Schedule Legend

Manage My Schedule

Program Acme Widgets A	Week Of 04/24/2016 B	Lkdn 48.0 C	Hrs Sel 36.5 D	Init Cap 40 E	CapLift Date/Time 04/22/2016 12:00 PM F	Max Cap 50 G	<table border="1"> <tr> <td></td> <td>Sun</td> <td>Mon</td> <td>Tue</td> <td>Wed</td> <td>Thu</td> <td>Fri</td> <td>Sat</td> <td>Wknd</td> <td>Total</td> </tr> <tr> <td>Posted</td> <td>5</td> <td>5</td> <td>5</td> <td>5.5</td> <td>5.5</td> <td>5</td> <td>5.5</td> <td>10.5</td> <td>36.5</td> </tr> </table> H								Sun	Mon	Tue	Wed	Thu	Fri	Sat	Wknd	Total	Posted	5	5	5	5.5	5.5	5	5.5	10.5	36.5
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Wknd	Total																								
Posted	5	5	5	5.5	5.5	5	5.5	10.5	36.5																								

	AM												PM													
	12:00	12:30	01:00	01:30	02:00	02:30	03:00	03:30	04:00	04:30	05:00	05:30	06:00	06:30	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30
Sun 24	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								
Mon 25	<input type="checkbox"/>	<input checked="" type="checkbox"/>																								
Tue 26	<input type="checkbox"/>	<input checked="" type="checkbox"/>																								
Wed 27	<input type="checkbox"/>	<input checked="" type="checkbox"/>																								
Thu 28	<input type="checkbox"/>	<input checked="" type="checkbox"/>																								
Fri 29	<input type="checkbox"/>	<input checked="" type="checkbox"/>																								
Sat 30	<input type="checkbox"/>	<input checked="" type="checkbox"/>																								

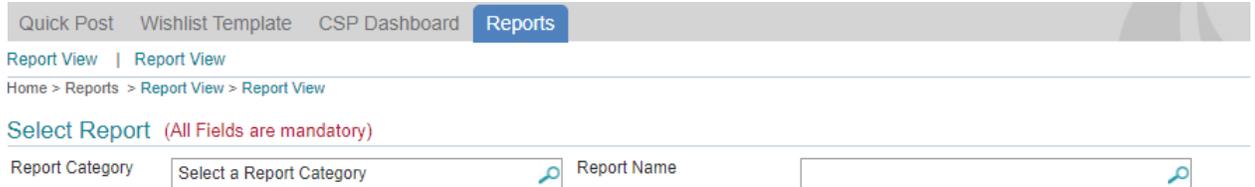
- You will check each interval box that you are able to work. **Click fast and hit Submit, for the intervals go fast...**
- Blue Box** – Available intervals (in 30-minute increments) to choose
- Grey Box** – Interval already chosen, not available
- Red Box** – This is an urgent interval that is available and need to be filled immediately for the que is full of calls for this time frame.
- Purple Box** – If the calls are low in the queue for a particular time frame, then the client will offer interval exception. You will only receive the option for interval exception if you already chosen this interval to work. You will login Starmatic and choose the week of scheduling and uncheck the highlighted purple box to not work this particular interval. **You will not be penalized for not servicing this increment.**
Important Note: If you have not serviced the minimum number of hours for the week, which is 15, you will need to make-up the intervals that you accepted the interval exception.
- Yellow Box** – When you put your interval up for swap, to allow another agent to pick up the interval and work it. **Important Note:** Always make sure that you place your intervals up for swap and not released them. In addition, you can place the interval up to swap the day before it is to be serviced and make sure that you place the interval up for swap hours before the two-hour deadline before the interval. *Ex: If you are to work from 12:00 p.m. – 1:00 p.m., you will need to have the interval up for swap before 10:00 a.m.. Any intervals put up to swap within the two-hour deadline will not be placed for the swapping option.*
- Green Box** – If you have placed an interval up for swap and another agent has chosen it to service, the interval will turn green and you are no longer responsible to service this interval. **Important:** *If the box is still yellow or back to the blue, then you are responsible to service the interval. If you are not able to service, you will have to release the interval.*

COMMITMENT ADHERENCE – CA SCORE

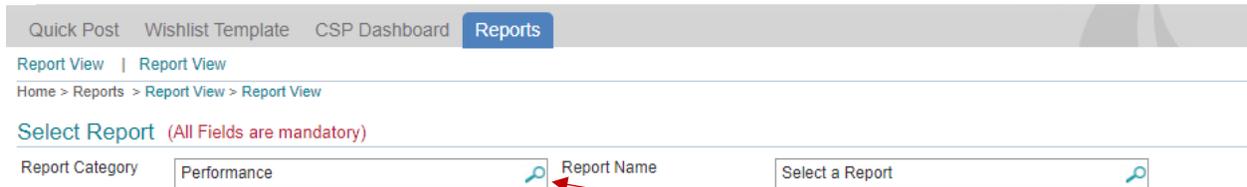
The CA score is your performance metric score that you will have to keep above 90% at all times. If you are a no show, login late or logout early, have a higher AHT (average handle time) or ATT (average talk time), or not meet the client performance metrics, your CA score will decrease. The more intervals you schedule and perform well, the higher your CA score will stay.

CA Report

1. Login Starmatic
2. Click Reports



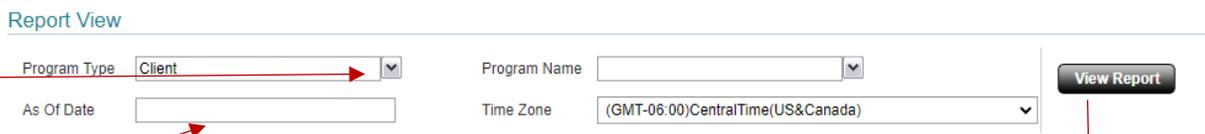
3. Click the magnifying glass on Report Category and select Performance



4. Click the magnifying glass on Report Name and select Commitment Adherence



5. Choose the drop down to select the

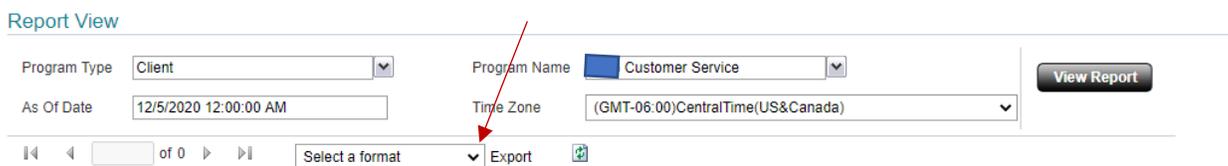


Type in a date 4 days from today's date.

6.

7. Click View Report

8. Select the version on how you would like to receive the results. Based on your selection, look at the bottom left corner of your computer monitor to see the downloaded file (if any).



9. Click Export once the format version is selected.

10. Now you are able to view the report (this is a .pdf report) the CA score for each day you serviced, and the average score located at the end of the report.

Program Name	IB ID	IB Name	IBO Email	Date	CSP ID	CSP Name	CSP E-mail	CA%	Posted Interval Login Mins	Excused No Show Mins	Selected Mins
				11/14/2020				NA	0	0	0
				11/16/2020				NA	0	0	0
				11/20/2020				NA	0	0	0
				11/21/2020				NA	0	0	0
				11/22/2020				NA	0	0	0
				11/23/2020				NA	0	0	0
				11/24/2020				NA	0	0	0
				11/25/2020				NA	0	0	0
				11/26/2020				NA	0	0	0
				11/27/2020				NA	0	0	0
				11/28/2020				NA	0	0	0
				11/29/2020				0.00%	0	0	120

CLIENT OPPORTUNITY ANNOUNCEMENT - OA

[View All Opportunities](#)
[Update Preferences](#)

Customer Service/Tech by Phone

Servicing Hours [View Detail](#)
[Redacted]

Deadline Dec 11, 2020
Only 2 Days Left

Course Start Dec 27, 2020
Start Earning Jan 22, 2021

+ Incentives!

Learn More

To find out more about the client and see what it is required to service this client, view the opportunity announcement in its entirety.

SUPPORT SPECIALISTS

Technical Support

1. Click on this icon in the lower right corner of the screen



A

Have a Question?

CrowdHub Error Self-Service

Outage Self Service

Click here for help on using the Virtual Assistant (AVA)

Affidavit Form Link

Type "cannot login"

Type your question here

B

Have a Question?

cannot login

VPN/Pulse

Arise Portal

Client Application

Other

Click Other

Type your question here

C

Other

Are you servicing for

Yes

No

Click No

Type your question here

D

Have a Question?

No

What type of issue are you experiencing? Please click the corresponding button below.

Please note: You will not be able to reach technical support from a mobile or tablet device.*

Password/Credentials

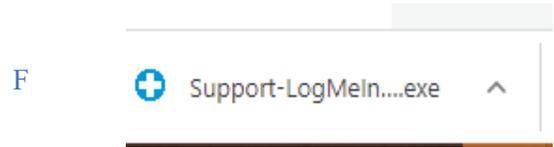
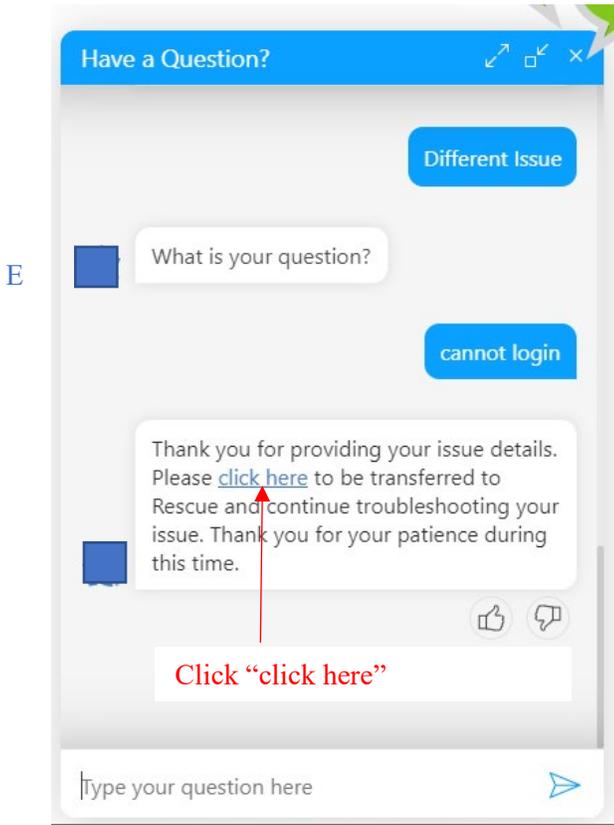
ASD

VPN/PulseSecure

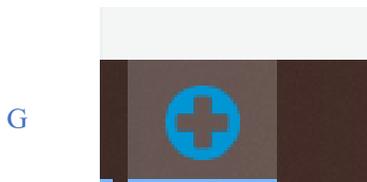
Different Issue

Click Different Issue

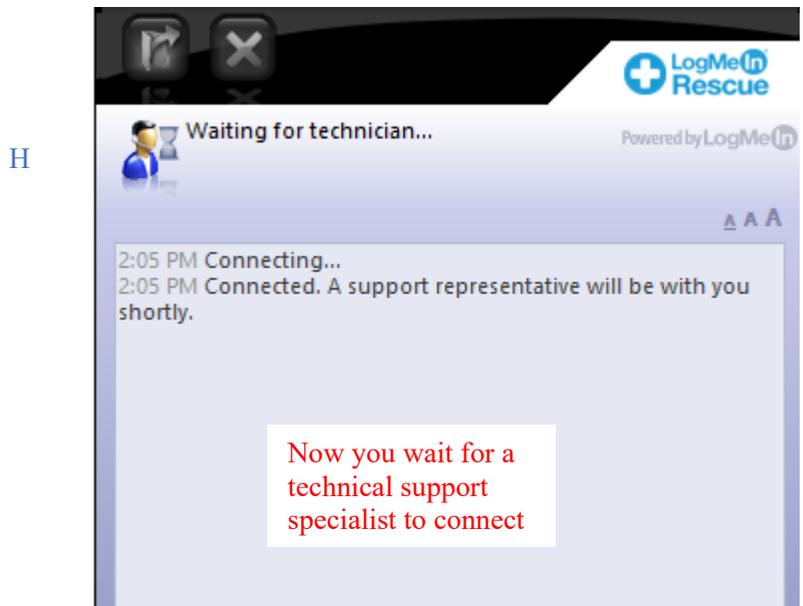
Type your question here



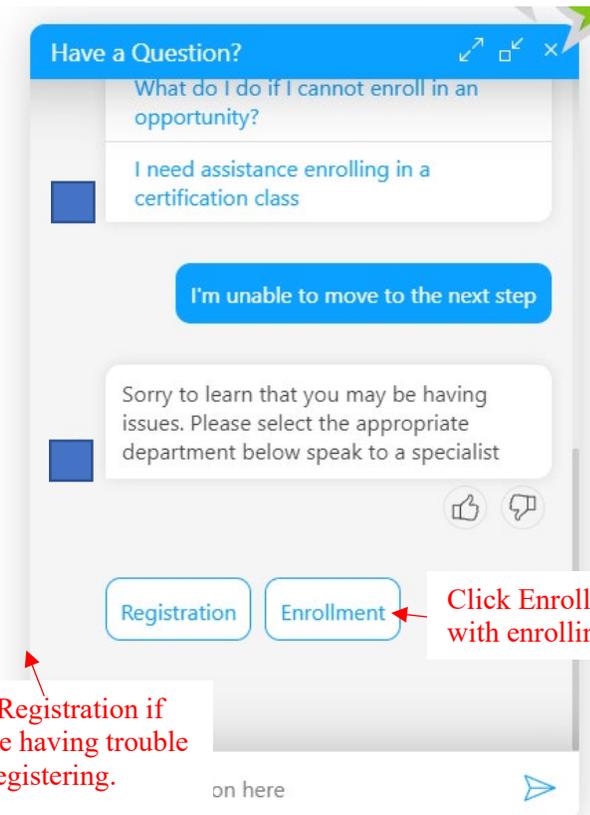
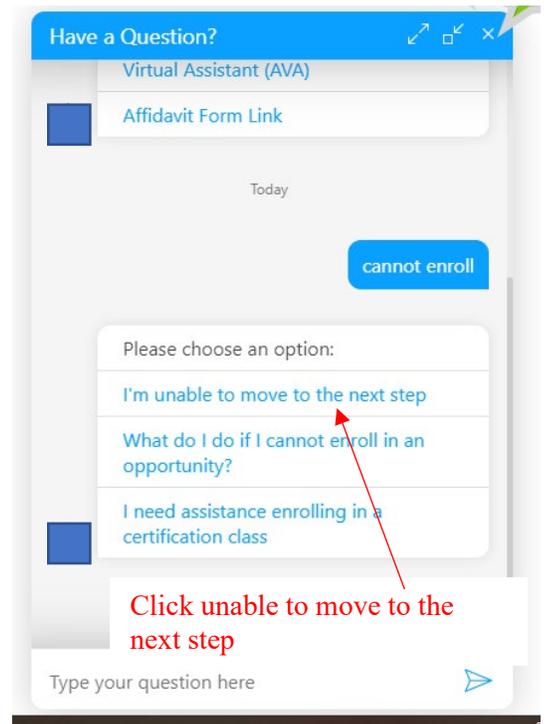
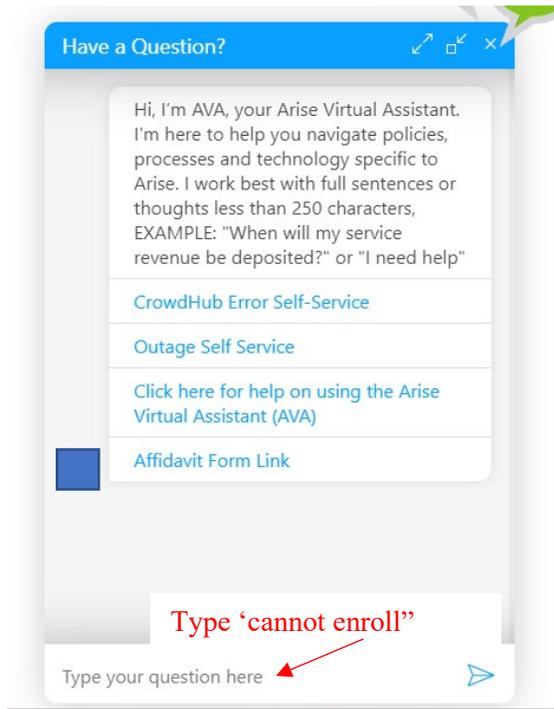
Look at the bottom left of your screen for the downloaded button to click on.



Click on the Blue cross icon to open up technical support



Registration or Enrollment Support



ENROLLING WITH A CLIENT

1. Login Arise Portal
2. Review the available opportunities
3. Click on Learn More to review the information regarding the client and to enroll



Customer Service by Phone



4.

Opportunity Announcement (pdf)

Enroll Now

Click Enroll NOW

Servicing (ET)

Servicing Hours 7:00 AM - 6:00 PM
Peak Demand 10:00 AM - 6:00 PM
Servicing Days Mon - Fri
Language English

Course

Cost \$9.99
Schedule Jan 11, 2021 - Feb 02, 2021
Deadline Jan 05, 2021

6 Prerequisites

- Voice Assessment
- Technical Check
- Program Assessment
- Program Assessment
- Pay For Class
- Background Check

Equipment

- ASD

5

Enroll in Class

-
- 01/11/2021 - 02/04/2021
- Registration Closes 12/31/2020

Select Class

- Mon, Tue, Wed, Thu, Fri 6:00 PM - 10:00 PM (ET)
- FULL - Mon, Tue, Wed, Thu, Fri 9:00 AM - 1:00 PM (ET)

Continue

Cancel

Here you will begin the enrollment process.

To move forward, choose the class time

Each section of this enrollment process must be COMPLETED and PASSED to move forward.

Enrollment Prerequisites in Progress!
Deadline by Jan 06, 2021
[Cancel Enrollment](#)

0% Progress

Voice Assessment [?](#)

The Voice Assessment is a short vocal test that you can take from the comfort of your home.

[Start](#)

Technical Check [?](#)

Program Assessment [?](#)

Identity Verification [?](#)

Pay For Class [?](#)

Background Check [?](#)

Get prepared before you begin
To complete these assessments, you will need

- Personal Computer
- Headset
- Driver License

[Learn More](#)

6. Voice Assessment ×

- Time Limit: 30 mins
- Average Time to Complete: 5 Mins
- Average Waiting Time: None

Requirements

- Personal Computer

When you click the start button, a new window will launch, where you will see the instructions to begin the assessment. You need access to a telephone, and we highly recommend that you are in a quiet environment to prevent failure due to loud background noise. Upon completing the assessment, the result will be sent back to Arise to update your portal.

[Start Prerequisite](#)

- This pre-requisite will vary per each client.
- If you have already completed a voice assessment recently for a previous client, then it will be shown checked off.

What you need to know about this voice assessment:

- It is critical that you pass this assessment in order to move forward in the process.
- It will only take about 5 minutes.
- You will be graded based on the quality and accuracy of your response.
- Please ensure you have a quiet area to listen, concentrate, and respond to questions.
- You will be prompted to respond to 10 questions.
- Pay careful attention to the phone prompts to record, review, or save your answers.

IMPORTANT....READ

Get Started

Voice Assessment In Progress

Refresh to View Results

Once you have completed the voice assessment, click on the “Refresh to View Results.” Sometimes the results may not be made available quickly.

a. Partial Voice Assessment

If you need to exit the Voice Assessment before you are able to finish, upon your return, the system will resume where you left off. You will not need to restart the process from the beginning.

b. Voice Assessment Results

The Voice Assessment results are typically posted within 5 minutes of completion. If your results have not been updated, please refresh your browser window, or sign out and sign back in. If the results still have not posted, please contact Enrollment.

c. Fail Voice Assessment

If you fail the Voice Assessment, you will not be able to enroll in that client program at this time, or in any program for 90 days. After 90 days, you will again be able to express interest and take any of the required assessments for available client programs.

7. Technical Check

17% Progress

Enrollment Prerequisites in Progress!
Deadline by Dec 31, 2020
Only 3 Days Left!
Cancel Enrollment

Voice Assessment

Technical Check
This technical check will be used to ensure you have the right computer hardware and internet speed required to service this client program.
Start Click Start to begin

Program Assessment

Program Assessment

Pay For Class

Background Check

Get prepared before you begin
To complete these assessments, you will need

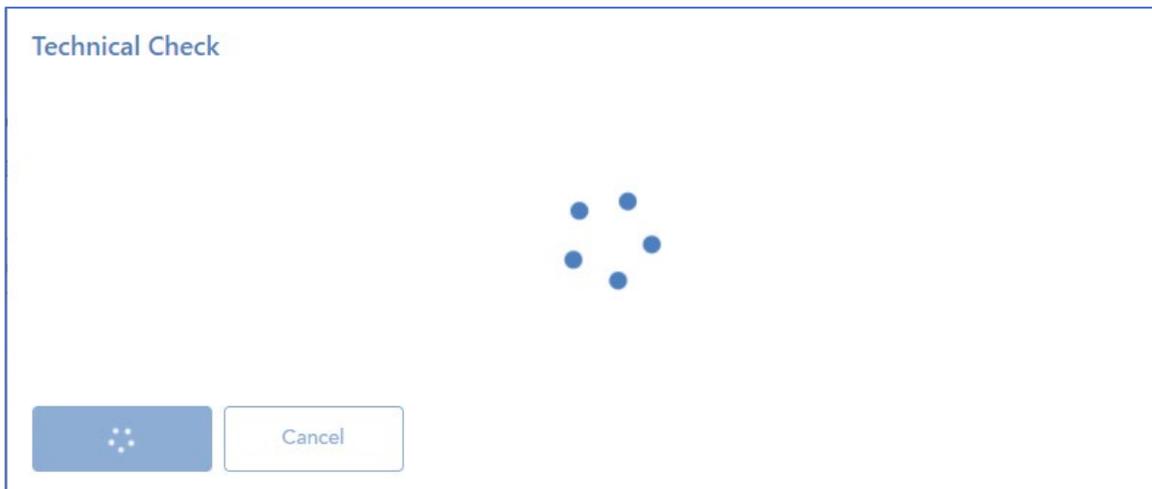
- Personal Computer
- Headset
- Driver License

Technical Check

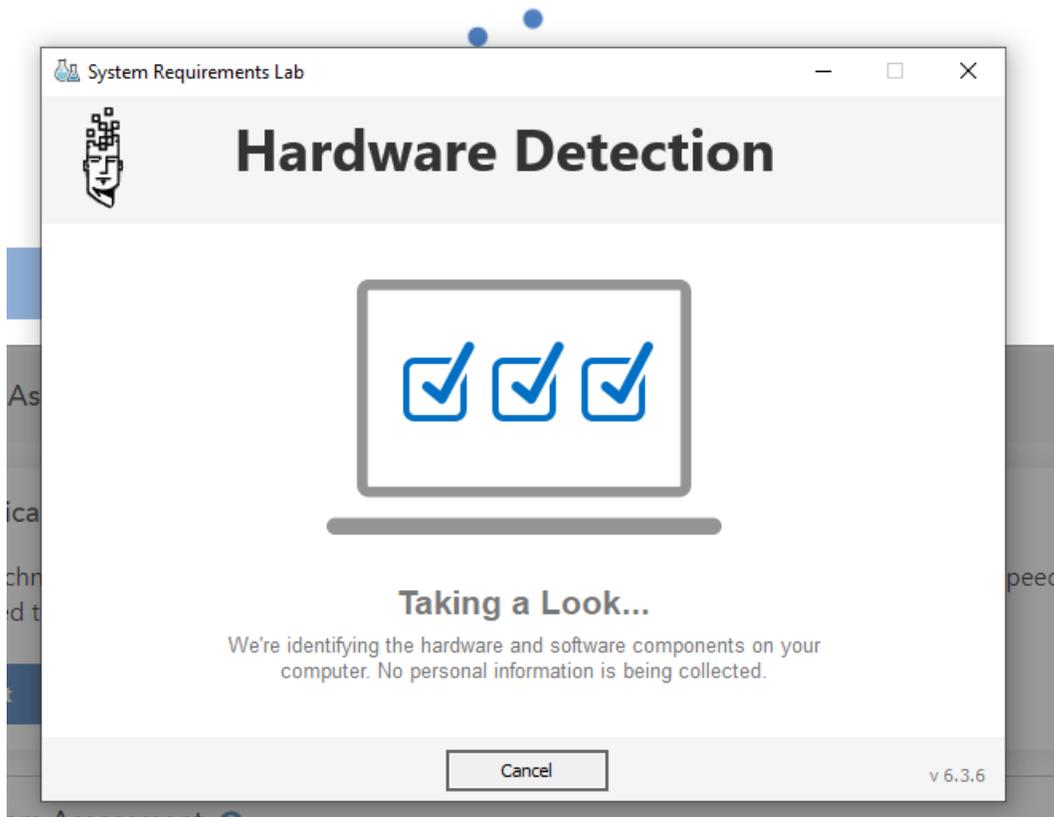
- Average Time to Complete: 3 Mins
- Average Waiting Time: None

When you begin the technical check, a file will download in the taskbar on your computer. Please open the Hardware Detection file to complete the system check.

- a. Click Start Assessment



- b. As the system begins, look at the bottom left corner of your screen and click the Detection Button to complete the Technical Check



- c. If you passed the assessment, you would receive all three checkmarks.
 - a. If you do not pass the technical check, speak with a technical support to identify the problem to fix.

Voice Assessment ?

Technical Check ?

Program Assessment ?

Please note that the assessment must be completed by the Service Partners that will be servicing this client program. You will be directed to a new browser. Upon completing the assessment, the result will be sent back to Arise to update your portal.

Start

Program Assessment ?

Pay For Class ?

Background Check ?

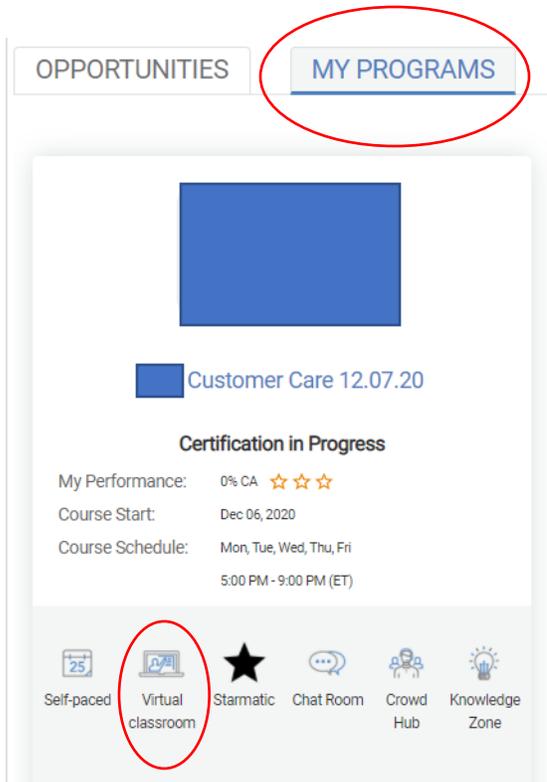
7. Program Assessment
- a. Each Program Assessment is different for each client.
 - b. *It is important that you read each question thoroughly and answer accordingly. A little note: tell them the answer they want to hear. If they ask if you have been to work on time, then you state you have been to work on time all the time...LOL*
 - c. If you do not know the answer to a question, GOOGLE IT!!!
 - d. If you have a canceled status due to Failed Program Assessment this is generally the result of not meeting the requirements for the SHL assessment. Once there is a Failed Program Assessment status on file you will need to allow 30 full days to pass before you can re-take another one. If you failed a program assessment for a customer service opportunity, you can enroll with a client that has either a sales, technical support or chat opportunity available. You are not allowed for 30 days to enroll with a client that has a customer service opportunity, or the system will automatically fail you for the program assessment.

Voice Assessment ?	<input checked="" type="checkbox"/>
Technical Check ?	<input checked="" type="checkbox"/>
Program Assessment ? Please note that the assessment must be completed by the Service Partners that will be servicing this client program. You will be directed to a new browser. Upon completing the assessment, the result will be sent back to Arise to update your portal. <input type="button" value="Start"/>	<input checked="" type="radio"/>
Program Assessment ?	<input type="radio"/>
Pay For Class ?	<input type="radio"/>
Background Check ?	<input type="radio"/>

Once you have completed and passed the Client Program Assessments:

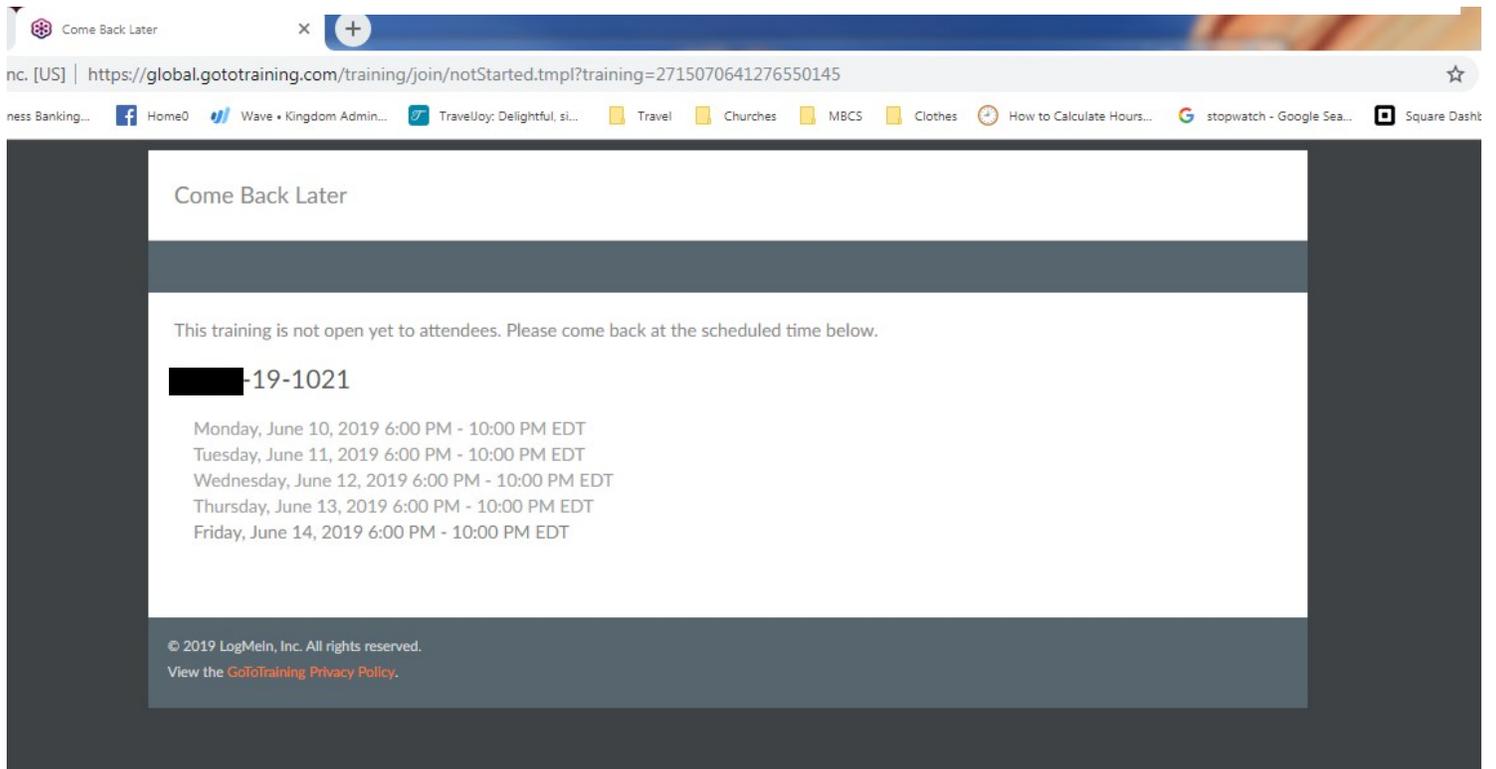
- a. After you have passed, you will be provided instructions on submitting the payment for the certification course via email or via the portal.
- b. You have 24 hours to process and complete payment or you will be cancelled from the client course and you will have to repeat the enrollment process. *Certification Courses are filled on a first come, first-served basis and will fill at any time. Your seat is not filled until certification course fee is fully paid.*
- c. Once payment has processed, in your Arise opportunity dashboard, will display your enrollment.
- d. Once payment is submitted, then you will then log back in to complete the background check from a third-party company. This must be completed to be officially enrolled.

VIRTUAL CERTIFICATION CLASSROOM



1. Login the Portal
2. Click on My Programs
3. Click the Virtual Classroom Icon to access your virtual classroom

If you click on the Access Virtual Classroom early and the room is not open, you will see this pop-up window...



VIRTUAL CERTIFICATION CLASSROOM LAYOUT

This is the main screen. This screen is the screen the instructor will share their screen to teach the class...



CERTIFICATION MODULES

To access the certification self-paced class modules:

1. Login to the portal
2. Click the My Program tabs to access the client
3. Click on the Self-Paced Module

The screenshot displays a user interface with two tabs at the top: 'OPPORTUNITIES' and 'MY PROGRAMS'. The 'MY PROGRAMS' tab is active. Below the tabs is a large blue rectangular placeholder. Underneath is a course card for 'Customer Care 12.07.20'. The card includes the text 'Certification in Progress' and a performance summary: 'My Performance: 0% CA ☆☆☆'. Below this, it lists 'Course Start: Dec 06, 2020' and 'Course Schedule: Mon, Tue, Wed, Thu, Fri 5:00 PM - 9:00 PM (ET)'. At the bottom of the card is a navigation bar with six icons and labels: 'Self-paced' (circled in red), 'Virtual classroom', 'Starmatic', 'Chat Room', 'Crowd Hub', and 'Knowledge Zone'.



My Courses is the section where you go to access your self-paced modules for the client that you are completing the certification class for. Here it will show a list of all of your client certification classes that you have taken.

Once you have begin your self-paced modules, you will resume the modules here to complete.

Once you have completed your modules, this is the section to view the grade.

MY COURSES

Date Enrolled

Course Name	Type	Rating
[Redacted]	Curriculum	Resume
[Redacted]	Curriculum	Resume
[Redacted]	Curriculum	Resume
[Redacted]	Agero-20-1943	View
[Redacted]	Curriculum	Resume
[Redacted]	Curriculum	Resume
[Redacted]	Online Course	Start
[Redacted]	Online Course	Start
[Redacted]	COM-20-1224	View
[Redacted]	RDA-20-0168	View
[Redacted]	IACT-19-1799	View

To begin and open up the self-paced courses, find the name of the client that you are taking the class for and click Start

Below, you will see where you access the courses, click Start to begin the module and see the final grade.

Courses

Course Title	Status	Score	Enrollment Date	Completion Date	Credits
AC Manual ->AC Manual (includes the following):	Complete		October 28, 2019	October 28, 2019	0
Accessing and Using Chatrooms Video	Complete		March 27, 2019	March 27, 2019	0
ACE Self-paced Tools	Complete		April 23, 2020	April 23, 2020	0
ACE Virtual Classroom	Complete		May 13, 2020	May 13, 2020	0
ACSR	Complete	100%	May 14, 2020	May 18, 2020	0
Adding Parts and Services	Complete		May 30, 2019	May 30, 2019	0
T Billing Call Flow	Complete		December 3, 2020	December 4, 2020	
T Billing Mock Call Simulation	Complete	90%	December 3, 2020	December 17, 2020	

List of your modules to complete

Certification Class Checklist

1. Complete the Arise Affidavit of Identification and email it to ariseaffidavitofidentification@arise.com. This forms needs to be completed before you start your certification class.
2. Purchase your phone headset by the second week of your certification class.
3. Complete any additional requirements, per the Client, such as:
 - a. Drug Test – you will receive an email from the third-party client (check your spam).
 - b. Pre-Assessment work – Generally, all clients require you to review modules located within your class dashboard/portal. (See How to Access Class Portal pgs 20-22)
4. Class Instructor will send you an email introducing themselves and providing you very important information. Please review and follow accordingly.

Certification Class Attendance

100% Attendance – NO EXCUSE!!! – Please make the necessary arrangements to adhere to the certification class schedule. This includes logging in class on time and not leaving class early. PLEASE inform your instructor of any issues that may arise that will cause you to miss class. Based on the client and the instructor, they will be able to advise you on what to do or what will happen if you miss class. In addition, if any problems arise that hinders you from attending class, also contact your IBO immediately.

Certification Class Grading Criteria

You will be graded on the following:

1. Self-Paced Work
2. Assessments & Final Assessment (Open Book) – Use all of your resources, notes and guidelines from the instructor to pass the assessments
3. Mock Calls – role playing
4. Participation

Reasons to Contact Your IBO

Your IBO is to be notified immediately if the following things happen and will affect you servicing, so that they may guide you on how to handle the situation:

1. Computer breakdown
2. Internet Problems
3. Cannot login into the Client systems
4. Issue with a QAPF, Chat PF or had a very bad customer call
5. Power Outage
6. Bad Weather (Natural Disasters)
7. Family Emergencies (Death in the family, You or immediate family member in the hospital, in an accident)
8. You cannot finish your certification class
9. You have to stop servicing in the middle of servicing
10. Other matters that will hinder you servicing and affect your CA% score...

Tools

To better help you to understand and learn the material being taught, please note the following tools to use:

1. Snippet – to screen shot the presentation being provided for you to copy and save to review.
2. Print Screen – button located on your keyboard, to copy the information on your screen
3. Class Resources – print or save all of the resources that are located in the resource section in your class dashboard/portal. This information is provided by the client for you to use for class, taking tests and to use to help you complete the customer request when you start your live calls.
4. Class breakout sessions or groups – sometimes the instructor will break the class out in various sessions to practice. In addition, participate in the groups that are created in class by your colleagues to continue practicing outside of class.

After you complete your certification class and pass, you will begin your live call taking. You are now in what they call certification mode. You will receive a Certification Statement of Work (SOW) from your IBO. The Certification SOW will last for 2-3 months, depending on the Client. During the live call certification period,

you will be assigned a Quality Assessment Performance Facilitator (QAPF), who will be your go to person for advice, practice sessions and receiving additional information or resources to help you better perform as a customer service professional (CSP). Your calls will be monitored during your certification period and you will be provided evaluations from the QAPF of your performance.

Performance Metrics

Please note the following performance metrics that you will need to obtain to continue your Statement of Work, whether it is Certification or Production.

Commitment Adherence (CA) – The commitment adherence scores needs to stay above 90% at all times.

Average Handle Time (AHT) or Average Talk Time (ATT) – AHT or ATT is the range of seconds that you have to complete the call. Each AHT or ATT vary between clients. ***Example: AHT or ATT of < 375 seconds is 6.25 minutes (all calls need to be completed under 6.25 minutes).***

Quality Assurance (QA) – The quality assurance is the grade that you receive from the evaluation of your call. All QA scores are to be above 90%.

Customer Surveys

The acronyms listed below are some of the acronyms used by the client for customer surveys. Majority of the clients expect for you to receive an Excellent or a grading greater than 85% from a customer survey.

CSAT Customer Satisfaction
VOC Voice of Customer
Survey
GSM Guest Satisfaction Measurement

Star Level

Star levels are the performance metrics to meet to receive the star level according to the number of intervals you work for that week. Some clients award incentives for 3-star level CSPs.

	*	**	***
Intervals Serviced	20-30	31-60	>60
Quality (QA)	90% - 94.99%	95% - 98.99%	99% - 100%
Average Talk Time (ATT)	500 - 420	419.99 – 330.01	150 - 330

Pre-Select Program

The Pre-Select Program is a program that all CSPs participate in. When you maintain the required performance metric scores, your performance metric scores will determine your level of pre-selecting your intervals. Each client varies, but you can be categorized in the Platinum, Gold, Silver, Bronze or General. Based on the client and the category that you are in, you can select your intervals as early as the day before the set date and time for everyone to pick their intervals or you can select your hours as early as 11:30 a.m. **KEEP YOUR PERFORMANCE METRIC SCORES UP!!!!**

Live Servicing

It is very important that you know when you are paid and the certain things that affect your CA% score. Please note the following when you are servicing:

1. You **are only paid** for the intervals that you worked.
2. You **are only paid** for the intervals that you are showing active (ready status) in the system and receiving/completing calls.
3. If you go over the time that your interval ends and you are still on a call, you **are paid** until the time you end the call and you should immediately logout after completing the call and completing the final notes (if required).
4. You **are paid** even if you are not answering any calls, but show active (ready status) in the client system.

5. You **are not** paid if you are not logged into the system.
6. You **are not paid** if there is a client system problem and it is preventing you from working your scheduled interval. *If this is the case, inform the Chat PF and wait to be instructed on what to do next. Generally, the Chat PF will advise you on what to do and if it does not work, immediately go to technical support to inform them of the problem and to see if they can fix it. If this issue takes the full time that you were to be servicing and the problem was not able to be fixed, write down the INC# provided to you by technical support. A waiver will be automatic created, covering the service intervals 2 hours before and 2 hours after. **PLEASE NOTE THAT YOUR CA%SCORE WILL NOT BE AFFECTED.** If the client system is a global issue, you and the other agents that were affected will receive a global waiver.*
7. Your CA% performance score is affected by the following:
 - a. No Show – not servicing the scheduled interval
 - b. Logging in Late
 - c. Logging out Early
 - d. Longer AHT or ATT

Important Nuggets to Remember

1. Login 45 minutes early before servicing. This will allow you to login in the client systems to make sure that they are working properly and login in the chat room. If the client systems or you are not able to login in the chat room, starting 45 minutes early will provide you enough time to set everything up on time and notify any contact people regarding any issues that you are experiencing.
2. From the time that you wake up, boot up your computer to make sure that it is working properly, if you are scheduled to service that day. If there are any computer or internet problems and you do not foresee the problem being resolved before you start servicing (after you have troubleshooted the problem to get it working), place your intervals up for swap ASAP. This will allow enough time for another agent to pick up the swapped intervals, so that your Commitment Adherence score will not be penalize and you will not be labeled as a “No Show.”

3. As you go about your day, if you are aware or come aware of an emergency or family matter that will prevent you from servicing, if it is 2 hours or more before you start servicing, place your hours up for swap as soon as possible.
4. If the intervals are not picked up, release the intervals, so that you will not be penalized as a “no show.”
5. “RELEASING” intervals is the LAST RESORT. If you are aware that you will not be able to service that day, put your intervals up for swap, but remember, you will have to make up the time that you are not able to service, to meet the weekly 15-hour minimum.
6. Make sure that you meet the required number of intervals to service every weekend, if required by your client.
7. Note that your client can tell if you are hard-wired or using wi-fi to service. Please make sure that your computer and phone headset is hardwired while servicing. If discovered that you are using wi-fi, it can result in immediate termination.
8. When enrolled in a certification class, attendance is 100%. Please make sure you make every possible arrangement to attend class every day, Monday-Friday. You can be released (dropped) from your class, with a reasonable excuse, after more than one absent. If you know you will be absent, notify your IBO and instructor immediately for directions.
9. You will be assigned a Quality Assurance Performance Facilitator when you graduate from your certification class. Make sure you schedule a 1 on 1 session to get started working from home with the client that you selected. If you have any problems completing a call, contact your QAPF. They are assigned to you to help you and to have sessions with you to practice.
10. The client always provide sessions for you to participate in to allow you the opportunity to learn the systems and know how to handle the systems and complete various types of customer calls. It will be wise for you to participate in the sessions or any orientation sessions provided by the client.

Technical Issues

Please note the following:

1. If you are having internet or computer problems before you start servicing, please do the following:
 - a. Place the scheduled intervals up for swap (as long as it is more than 2 hours before you start)
 - b. Have the internet and computer problem fixed ASAP
 - c. Contact your IBO
 - d. If it is a computer issue, place your intervals up for swap for that day. If the computer issue will proceed longer than two days, look into renting a computer, until your computer gets fixed. Download the client systems and software on the rental computer and keep moving forward.
 - e. If it is an internet issue, contact your internet provider as soon as possible to trouble shoot and resolve the problem. Place the intervals up for swap if the internet problem cannot be resolved on time.
 - f. If you experience computer and internet problems 1 hour before you are to start servicing and you are not able to have it fixed on time, contact your IBO and place your intervals up for swap....**DO NOT BE A NO SHOW!!!**
 - g. Once you have resolved your computer and internet issues, schedule for more intervals to make up the intervals that were swapped or released, to make sure that you meet the minimum number of hours to work every week.
 - h. If the internet or computer issue results for more than 1 day, please inform your IBO and QAPF (Quality Assurance Performance Facilitator) that was assigned to you and provide them with a daily update.

2. If you are having client systems problems before servicing, please do the following:
 - a. If you are not able to login the client systems, reboot your computer.
 - b. Once you reboot your computer and you are still having trouble logging in the client systems, log in the chat room and let chat PF know. Wait for a response from chat PF with the next step.
 - c. If you do not receive a next step from chat PF, contact technical support ASAP and make sure you receive a INC #.

- d. If you are on with technical support or waiting for technical support during the time that you are to service, continue waiting for technical support and inform chat PF with an update.
 - e. Upon technical support solving the problem, submit a waiver request for the intervals not serviced, while the technical support was fixing the problem. If you have intervals scheduled after the problem was resolved, **finish servicing the scheduled intervals**.
 - f. If technical support was not able to resolve the problem and the ticket was escalated, wait till you receive an email from Technical support stating that the problem has been resolved and then submit a waiver request.
 - g. A waiver request cannot be submitted until the problem is resolved and you have received the email from technical support, due to the fact that technical support will release your ticket to be able to submit a waiver request.
 - h. If you have intervals to be serviced during the client system issue, make note of the intervals and put them up for swap immediately.
 - i. Make sure that after the client system issue has been resolved, scheduled additional intervals to make up the time loss and to be able meet the minimum number of hours required.
3. If you experience client system problems while speaking with a customer, please do the following:
 - a. Notify chat PF immediately and wait for their response. Chat PF will provide you with the steps on what to do. Generally, if the call was disconnected, follow the protocol that you were taught in certification class regarding contacting a customer and make sure that you have the approval by Chat PF.

Additional Information (Definitions)

Voice Assessment

If you fail the Voice Assessment, you will not be able to enroll in that client program at this time, or in any program for 90 days. After 90 days, you will again be able to express interest and take any of the required assessments for available client programs.

Partial Voice Assessment

If you need to exit the Voice Assessment before you are able to finish, upon your return, the system will resume where you left off. You will not need to restart the process from the beginning

Voice Assessment Results

The Voice Assessment results are typically posted within 5 minutes of completion. If your results have not been updated, please refresh your browser window, or sign out and sign back in. If the results still have not posted, please contact Enrollment.

Program Assessment

If you have a canceled status due to Failed Program Assessment this is generally the result of not meeting the requirements for the SHL assessment. Once there is a Failed Program Assessment status on file you will need to allow 30 full days to pass before you can re-take another one.

Drop Course Policy

Independent Business Owners (IBOs) or their Client Support Professionals (CSPs) who drop from a client certification in which they are **enrolled**, cannot express interest or switch to another course within 30 days from the date of the course drop.

All fees and funds paid are forfeited and no refunds are given (as indicated in the opportunity announcements).

This policy applies to drops made before the actual start of the course and drops made during a certification course.

Terminating a SOW

Only the Independent Business Owner (IBO) of the company you service on behalf of can request to have a Statement of Work (SOW) terminated. If you are not the Independent Business Owner (IBO), you may not submit this request. Please reach out to the Independent Business Owner (IBO) of the company you are servicing on behalf of.

2nd Client to Service

You are eligible to express interest in another opportunity at any time as long as your Commitment Adherence Percentage (CA%) is above 90%.

If your CA% is not above 90%, you will need to wait at least 30 days before you would be eligible to express interest in another opportunity.

Average Handle Time (AHT) or Average Talk Time (ATT)

AHT or ATT is the range of seconds that you have to complete the call. Each AHT or ATT vary between clients. ***Example: AHT or ATT of < 375 seconds is 6.25 minutes (all calls need to be completed under 6.25 minutes).***

Customer Surveys

The acronyms listed below are some of the acronyms used by the client for customer surveys. Majority of the clients expect for you to receive an Excellent or a grading greater than 85% from a customer survey.

CSAT Customer Satisfaction

VOC Voice of Customer

Survey

GSM Guest Satisfaction Measurement

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ATT – Average Talk Time – the number of seconds to complete the call
AHT – Average Handle Time – the number of seconds to complete the call

QA – Quality Assurance – the grade received from the monitoring of your calls

Affidavit of Identification

A notarized, written statement of identification confirming or affirming your identity.

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