



# How does it work?

## About the platform

So. What IS the Arise® Platform?

It's really very simple...You want to work in customer support on your own terms and the Arise® Platform provides the way to make that happen.

How? By connecting you with the technology and support that allows you to do the work you want to do – on your terms. No office, no boss, your schedule.

### HOW IT WORKS

First, you register to use the Arise® Platform.

- Fill out an on-line form with basic info.
- Validate your mobile and email contact info.

Then, decide *how* you want to use the platform.

- You can work for yourself, running a home-based business (there's more information about these options as you continue through registration).
- Or you can work for a business already on the platform (if you haven't already identified the company you will be working for, you'll have access to a list of some of the companies hiring agents to their business later on in the registration process).

After completing registration, you'll have access to dozens of projects for clients and brands looking for customer support services – these are called Client Opportunities.

When you pick a Client Opportunity, you will also enroll in a certification course that will prepare you to support the client project you selected.

- Certification Courses are online learning experiences that prepare you for success in servicing the client you choose. Before you can enroll in a course, you must pass a series of assessments, including a background check. Courses can be as short as two weeks, or as long as five weeks, depending on the complexity



of the client opportunity you're interested in. There is a cost involved – each course generally costs between \$19 - \$99.

- Upon successful completion of the certification course, a Statement of Work (SOW) for the client opportunity is issued. This is a contract, typically 90 days in length, that outlines the terms of that project, including revenue and performance metrics, as well as other expectations for supporting that client.

When using the platform, you are your own boss. This is not a job and you are not an employee of Arise or of the clients you service. You provide customer support services as an independent contractor from the comfort of your home – creating your own schedule and having the freedom and flexibility to spend more time with your family, work outside of your home – or whatever makes you happy.

### What equipment do I need?

At a minimum, you'll need these basics



A computer



A noise-cancelling USB headset



A high-speed internet connection



A keypad/headset phone

Please download and read the [System & Equipment Policy](#). This policy provides details on the computer, headset, phone, Internet and equipment that is required to use, and compatible with, the Arise® Platform.

Certain client programs may have additional equipment requirements. Prior to selecting a client program, you will have access to the Opportunity Announcement which details any additional requirements above and beyond the ones listed in the System & Equipment Policy.

**Below are links to examples of basic equipment**

Equipment purchase suggestions*		
Store	Item	Approximate Cost*
<b>Desktop/Laptop** Computer (New and Refurbished Options)</b>		
Amazon	<a href="#">HP refurbished with 2 monitor option</a>	\$260
Amazon	<a href="#">HP Laptop</a>	\$550
<b>USB Headset (Used during certification)</b>		



Amazon	<u>Logitech USB Headset H390</u>	\$25
Amazon	<u>Logitech H540 Headset</u>	\$29
Amazon	<u>Plantronics (Model 79730-01)</u>	\$60
<b>Keypad/Headset Phone (Used to take calls)</b>		
Amazon	<u>WFH Office Telephone Dial Phone</u>	\$26
Amazon	<u>Plantronics S12</u>	\$70

\*This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience, it is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. The retailers on this list are in no way affiliated with or controlled by Arise and the prices are estimates and in no way guaranteed. Arise encourages you to do your due diligence before you chose any particular equipment or retailer. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.

## What kind of support is available?

### The Arise® Platform is virtual

The most frequent question we get is – *how can I call Arise?* Part of what makes Arise, and the Arise® Platform, unique – is that it is truly virtual. Currently, there is no phone number to call in the U.S. or Canada for general questions about the platform or support. Instead we provide a robust set of interactive, virtual support channels.

### The Arise virtual agent (AVA)

"AVA" is a chat bot that's programmed to answer the questions most frequently asked by users of the Arise® Platform. When you are registering, or after registration when you're logged in to the Arise Portal, just click "Need Help?" located at the bottom right in the Portal.

If AVA is unable to resolve your issue, you may be connected to a live chat specialist - resolution times will vary.

### Registration support

Registration support is available Monday – Friday from 8:00 a.m. to Midnight Eastern Time in the U.S. and Canada and, 9:00 a.m. to 4:00 p.m. in the UK. If you are stuck or confused when signing up for the platform, you can get registration support two ways:

#### VIA EMAIL

- US Email: [registration@registration.arise.com](mailto:registration@registration.arise.com)
- Canada Email: [CAregistration@registration.arise.com](mailto:CAregistration@registration.arise.com)
- UK Email: [ariseukadmissions@arise.com](mailto:ariseukadmissions@arise.com)



## VIA CHAT

- You can ask your registration questions by clicking on the AVA chat bot. If AVA cannot answer your questions, and it is during open Registration support hours, you will be transferred to a live chat agent. Registration support hours are Monday – Friday from 8:00 a.m. to Midnight Eastern Time in the U.S. and Canada, and 9:00 a.m. to 4:00 p.m. in the UK.

## Certification and servicing support

- As you progress to certification and servicing, you'll start to come into contact with instructors and other support resources that will communicate with you directly through chat, email, and sometimes even phone.

## How soon can I start working?

### Start earning in 2 to 5 weeks

How soon you start working and earning money depends on how quickly you register, and what Client Opportunity you select.

Once you've registered and set-up your user account, your next step is to enroll in a client opportunity. As part of the opportunity, you will have to take a certification course which will give you the details about the client and project you have selected, as well as the client's systems which you will be using during servicing.

Certification courses may take as little as two weeks or as long as five weeks to complete depending on the opportunity selected. Some opportunities provide an "earn while you learn" element to certification, where you will be taking calls while learning and earning revenue during the certification period.

After registering, download and read the Opportunity Announcement (a brochure with all the details) for the clients you are most interested in for details about a project. You'll find important information about servicing hours, revenue, certification length and servicing expectations in the Opportunity Announcements.

