



## The Arise® Platform

### Introduction

Arise Virtual Solutions is changing the way businesses think about call center services. Arise provides a virtual telephony and technology platform to connect primarily work-at-home service professionals, like you, running small customer support businesses to Fortune 1000 and other large companies.

This guide provides a significant portion of the information needed to use the Arise® Platform. Once you've successfully completed the registration process, use this guide to learn how to:

- Access and use the Arise® Platform
- Select client opportunities
- Enroll in a certification course

### How It Works

Arise secures contracts with clients interested in outsourcing their customer service, inbound sales call and tech support needs to the customer support businesses that use the Arise® Platform.



Major corporations' contract with Arise to help them connect with customer support businesses that deliver high-quality customer service, tech support, and inbound sales support.

- Arise enters into separate contracts with the customer support businesses, which are required to register to use the Arise® Platform
- Each client has unique performance requirements that are passed to the customer support business through Arise.

# To use the Arise® Platform, a good working knowledge of this information is essential.

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### Basics

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*Please Note: This information is provided for Service Partners and their agents who are registered to use the Arise® Platform. If you have not registered yet, go to [AriseWorkFromHome.com](https://AriseWorkFromHome.com) and click the **Register Now** button.*

# About the Platform

## Platform Usage Fee

Twice a month, customer support businesses are charged \$19.75 for each active agent registered to use the Arise® Platform.

This fee is a per agent fee but is only charged when a customer support business has executed an SOW (Statement of Work) and its agent is servicing a client program.

## Platform Basics

The Arise® Platform connects Service Partners and their agents to Fortune 1000 and other prestigious clients that need contact center services.

### *The Arise® Platform offers:*

- Telephony and data infrastructure to connect you and your agents to clients needing services.
- Systems that help you keep track of performance, hours and quality metrics for you, your agents, and your customer support business.
- Access to certification courses that provide details on client systems and performance expectations for specific client programs.
- Servicing opportunities for a long list of prestigious clients, including many Fortune 1000 companies.
- Help and support to answer your questions via an automated system, the Arise Virtual Assistant (AVA) (available on the portal 24/7), live chat support (during business hours on the portal) and the “Partner Support” desk.
- Support resources that can provide enhancement, technique and/or information sessions regarding client programs.

### Types of Opportunities

Small customer support businesses register to use the Arise® Platform to connect with and to serve world-class companies that are in need of customer service, inbound sales, and technical support. These services are delivered via voice, email and/or chat. There are client program opportunities across an ever-growing number of industries, including retail, roadside assistance, and healthcare. There are also bi-lingual service opportunities for a multitude of languages, like French and Spanish.



Customer Service



Inbound Sales



Technical Support

**Provided through a combination of via phone, chat and/or email.**



# The Portal

## Accessing the Portal

Once you've completed the registration process, you'll gain access to the Arise portal, where you'll find the tools and resources you'll need to use the Arise® Platform, including Opportunity Announcements and the Starmatic® Scheduling System 2.0, the online scheduling tool for scheduling and managing your service intervals, and the service intervals of your agents.

Here's how to get there:

**Step 1:** Open your Internet browser window.

**Step 2:** Copy this link: <https://link.arise.com/>

**Step 3:** Paste the link into the URL address bar on your Internet browser

**Step 4:** Press **Enter** and you'll be brought to the Arise Portal

**Step 5:** Bookmark for easy reference



## Portal Features

This section provides a high-level overview of how to:

- Access support, helpful tools, and reference tools and materials
- Update profile information
- Access and manage agent information and track metrics and performance measures for each applicable client program.
- Access documents and agreements (MSAs, NDAs, SOWs, etc.)
- Access the Starmatic® Scheduling System 2.0, the tool to schedule and manage service hours

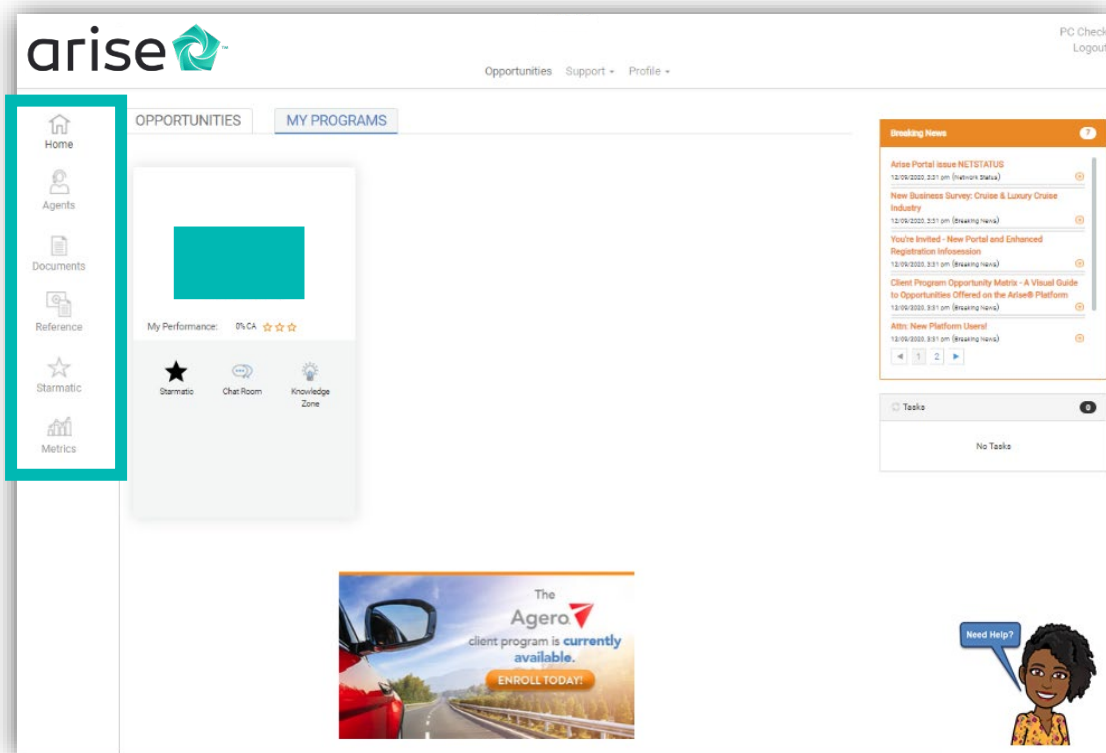
The Arise portal will provide different views and information, depending on whether you are an agent or a business owner.

Business owners have access to additional information, such as program and performance details of each agent working for their business, as well as exclusive access to revenue rates for each opportunity. Agents do not have access to revenue rates.

The **HOME icon** takes you back to the main page.

The **AGENT icon** displays your ID number, client program(s), schedule, and metrics. If you are a Business Owner, you will also see such information for each AGENT working for your business.

The **DOCUMENTS icon** is where you'll find a copy of your businesses MSA, SOW(s), and other agreements and important documents.

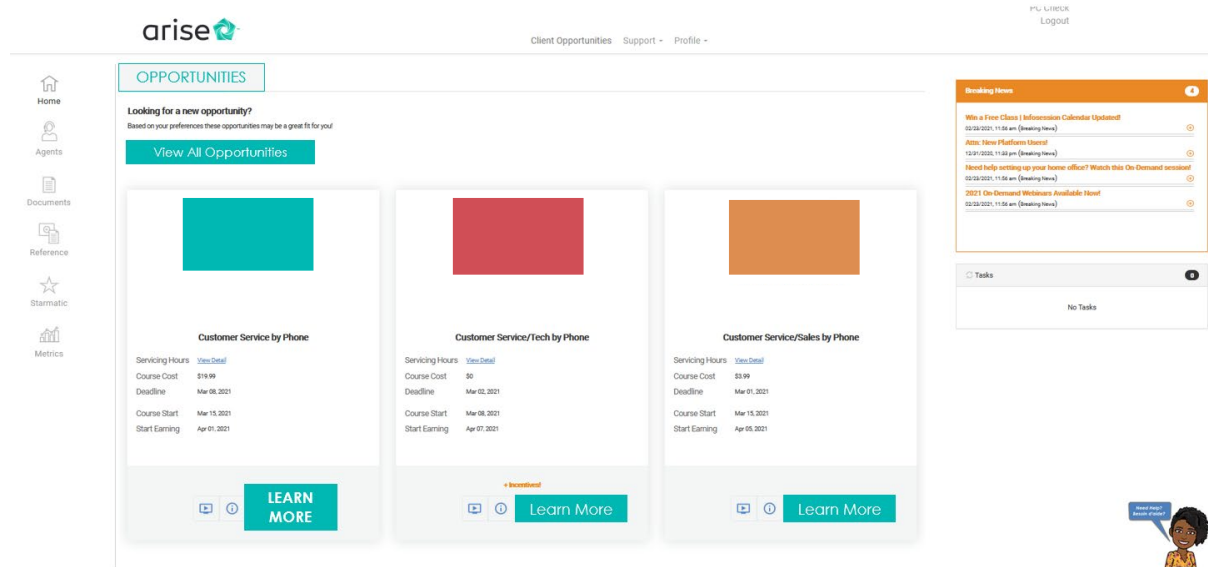



The **REFERENCE icon** will bring you to resources specific to a client program that you may need to refer to during the course, or when servicing the program.


The **STARMATIC® Scheduling System 2.0 icon** will bring you to the Starmatic® Scheduling System 2.0 scheduling tool, which is where you and your agents will schedule service intervals.

The **METRICS icon** displays your metrics. If you are a Business Owner, you will also see such information for each AGENT working for your business.

The **CLIENT OPPORTUNITIES** feature the Client Programs Opportunity Board. Scroll down to review the full list of opportunities and click each green info button to review details- including course requirements and a description of the program. Business owners will see additional details regarding revenue rates. It is important to thoroughly review the information provided for each opportunity prior to making any decision about which client program to select.



Click on the INFO  button to display the opportunity announcement.

Click on the VIDEO  button to watch the opportunity announcement video

Click on 'Learn More' to display course schedule class dates, times and to 'Enroll Now'.



## Selecting Client Programs

Once you complete the Registration Process, you're ready to select a client program. This is what this is all about— servicing clients and generating revenue.

**You'll learn about opportunities to service a Client Program in one of three ways:**

- Accessing the Arise Portal and viewing Opportunity Announcements
- By email
- Via social media by following [Facebook.com/ThinkOutsideTheOffice](https://www.facebook.com/ThinkOutsideTheOffice)

You are encouraged to select a client program that best suits the strengths and interests of your business and agents. Review the opportunity details carefully to see if it is a good match.

**Download a step-by-step guide to selecting a client program [HERE](#).**

### Opportunities include:



#### Sales

Have a proven track in sales or enjoy selling? Are you friendly, outgoing and have a generally positive attitude? Do you have a knack for influencing and persuading others? If so, sales may be the path for you.



#### Customer Service

If you enjoy helping people solve problems and get a charge out of turning any situation into a positive experience, you may want to consider customer service.



#### Technical Support

Are you the go-to person when friends or family need help with their computer, phone and/or other electronic devices? Have any experience with hardware and software installation and troubleshooting, technology consultation? If you have the savvy to solve technical computer and telephone problems, you may enjoy technical support.



#### Mix of Interests

If you have more than one interest or strength, then select client programs that require a combination of two or more of the skills listed above.



## Certification Courses

Prior to servicing a client program, you'll need to take a course that provides information about the client's systems, the program, the quality requirements, and other information. This ensures that you'll be up to speed, prepared and confident to serve.

- There is a fee for each certification course.
- To service clients using the Arise® Platform, you must pass the course.
- Courses can run anywhere from two to eight weeks depending on the complexity of the client program.
- Call centers are not paid for the time their agents spend in class or taking courses.

***Read the opportunity announcements carefully before committing to a client program.***

## System & Equipment Policy



The following equipment is needed to service client programs – your computer, headset, telephone, backup battery, etc.

**For the most up-to-date and complete requirements** [Click Here](#).

This document will provide you with:

- Computer hardware requirements
- Internet requirements
- Computer software requirements
- Computer security requirements
- Telephone requirements
- Email requirements
- Prohibited technology

### Here are some important tips to ensure success:

- To use the Arise® Platform, the system, and equipment policy must be met. It is important to remember these are only the minimum requirements needed to use the Arise® Platform.
- **Remember:** Cell phones, softphones, and select **VoIP (voice over IP) using USB or wireless services are not permitted at any time**, including but not limited to:
  - Google Voice
  - Magic Jack
  - Ooma
  - Skype

## Service Hours and Service Revenue



### How to Schedule Service Intervals

You can set your own schedule using the Arise® Platform, working on the days and hours you want to work and working as much as you want to work.

- Servicing intervals are available on a “first come, first serve” basis so it is beneficial to select servicing intervals (which are in half-hour increments) as soon as possible.
- There are more plentiful servicing intervals available during a client’s peak demand period. Please be sure to review the Opportunity Announcement (OA) for the client program you are interested in servicing, for information about peak servicing times.
- The OA provides detailed information about each client program opportunity, the hours of service, and the peak demand hours for the client. Be sure that the hours align with your desired schedule before you express interest in an opportunity.
- Certain client programs have specific servicing hour requirements which will be detailed in the OA. For example, some client programs require weekend servicing or servicing on certain holidays. Therefore, be sure to thoroughly review the OA and Statement of Work to ensure that you have selected the right client program for you and your business.
- Note that for certain client programs, if your business is a top-performing business, you and your agents may receive the first choice of hours. This benefit is only open to top-performing businesses and is a good reason to strive to be a top performer.

## Understanding Service Revenue

- **Business Owners**

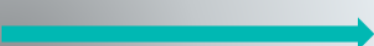
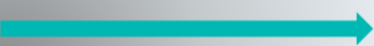
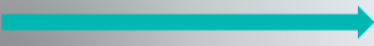
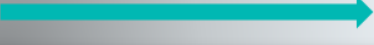
If you are the business owner, you have access to service revenue rate details in the Opportunity Announcement. Service revenue rates vary based on client program complexity.

- **Agents**

Agents do not have access to the fees paid to call centers. Compensation paid to agents is solely determined by the business for which they are working.

- **Service Revenue Models**

Service revenue models vary by the client program. Below are examples of some of the models:

Earning Service Revenue		
Per Minute		Revenue generated by multiplying the number of minutes serviced by the rate
Per Chat		Revenue generated by multiplying the number of chats by the per chat rate.
Per Email		Revenue generated by multiplying the number of emails by the per email rate.
Per Call		Revenue generated by multiplying the number of calls by the per call rate.

## Accessing the Arise Virtual Gateway (AVG)

The Arise Virtual Gateway (AVG) is the call routing system that call centers, and their agents, use to connect to many client systems. The AVG telephony infrastructure improves consistency and efficiency of service across client programs, while centrally and seamlessly managing call routing.

- The AVG can be accessed through POTS (plain old telephone system) and VoIP (Voice Over Internet Protocol) phone systems.
- To service on AVG, you must dial into an Arise number with a (786) area code for servicing. This number is provided during the certification process, prior to beginning service.
- **This number will not be toll-free and may result in long-distance charges for those businesses, (and their agents), who are not located in Miami (unless you have an unlimited or bulk long-distance plan).**
- Your telephone equipment should not have any features which will interfere with your provision of quality services, except long-distance (i.e. no voicemail or call waiting). If your servicing phone has any features that could interfere with your call talking, please disable them. Please contact your service provider for instructions on how to do so.



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For additional information about using the Arise® Platform,

go to

<http://www.ariseworkfromhome.com>

which features a wealth of resources and blog geared towards small call center business owners and their agents.

Also, like our Facebook page at:

<https://www.Facebook.com/ThinkOutsideTheOffice>

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