

Welcome Reference Guide

For new users of the
Arise® Platform



Introduction

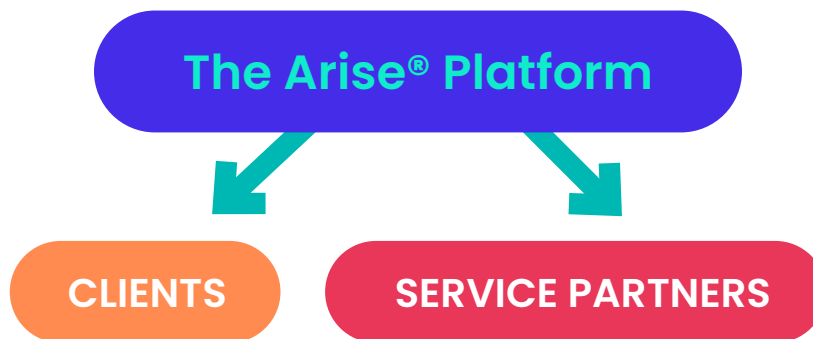
Arise Virtual Solutions is changing the way businesses think about call center services. The Arise® Platform provides a virtual telephony and technology platform to connect primarily work-at-home service professionals, like you, running small customer support businesses to Fortune 1000 and other large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

This guide provides a significant portion of the information needed to use the Arise® Platform. Once you have 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 Service Partners, which are required to register to use the Arise® Platform.
- Each client has unique performance requirements that are passed to the Service Partner through Arise.

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

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 and click the **Register Now** button.*

About the Platform

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 an extensive 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

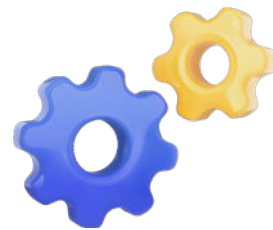
Small customer support businesses register to use the Arise® Platform to connect with and to serve world-class companies that need customer service, inbound sales, and technical support. These services are delivered via voice, email and/or chat. There are client program opportunities across an ever-growing 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.



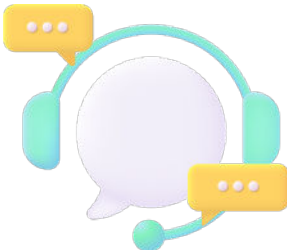
**Customer
Service**



**Inbound
Sales**



**Technical
Support**



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

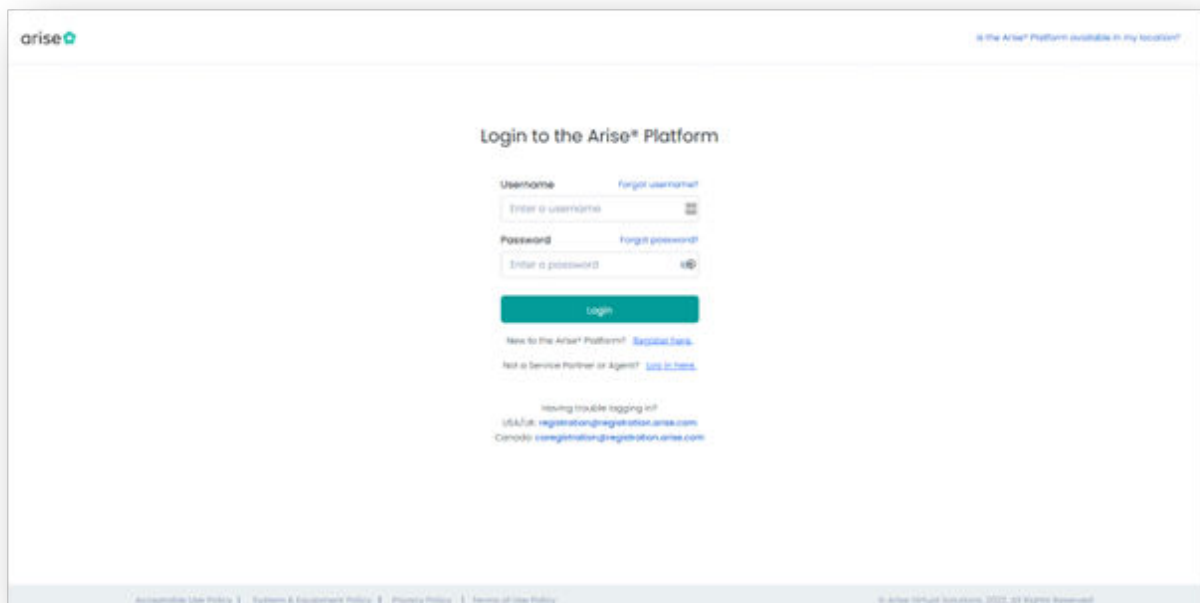
The Arise® Portal

Accessing the Arise® Portal

Once you have completed the registration process, you will gain access to the Arise® Portal, where you will find the tools and resources, you will 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.

Here is how to get there:

- Step 1** Open your Internet browser window, (Edge or Chrome recommended).
- 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 will be brought to the Arise® Portal
- Step 5** Bookmark for easy reference



The screenshot shows the login page for the Arise® Platform. At the top left is the Arise logo, and at the top right is a link: "Is the Arise® Platform available in my location?". The main heading is "Login to the Arise® Platform". Below this are two input fields: "Username" with a "Forgot username?" link and "Password" with a "Forgot password?" link. Each field has a placeholder text "Enter a username" or "Enter a password" and a small icon (eye for password). Below the fields is a green "Login" button. Under the button are two links: "New to the Arise® Platform? Register here." and "Not a Service Partner or Agent? Log in here." At the bottom, there is a section for "Having trouble logging in?" with email addresses for USA, UK, and Canada. The footer contains links for "Acceptable Use Policy", "System & Equipment Policy", "Privacy Policy", and "Terms of Use Policy", followed by "© Arise Virtual Solutions, 2022. All Rights Reserved."

The Arise® Portal Features

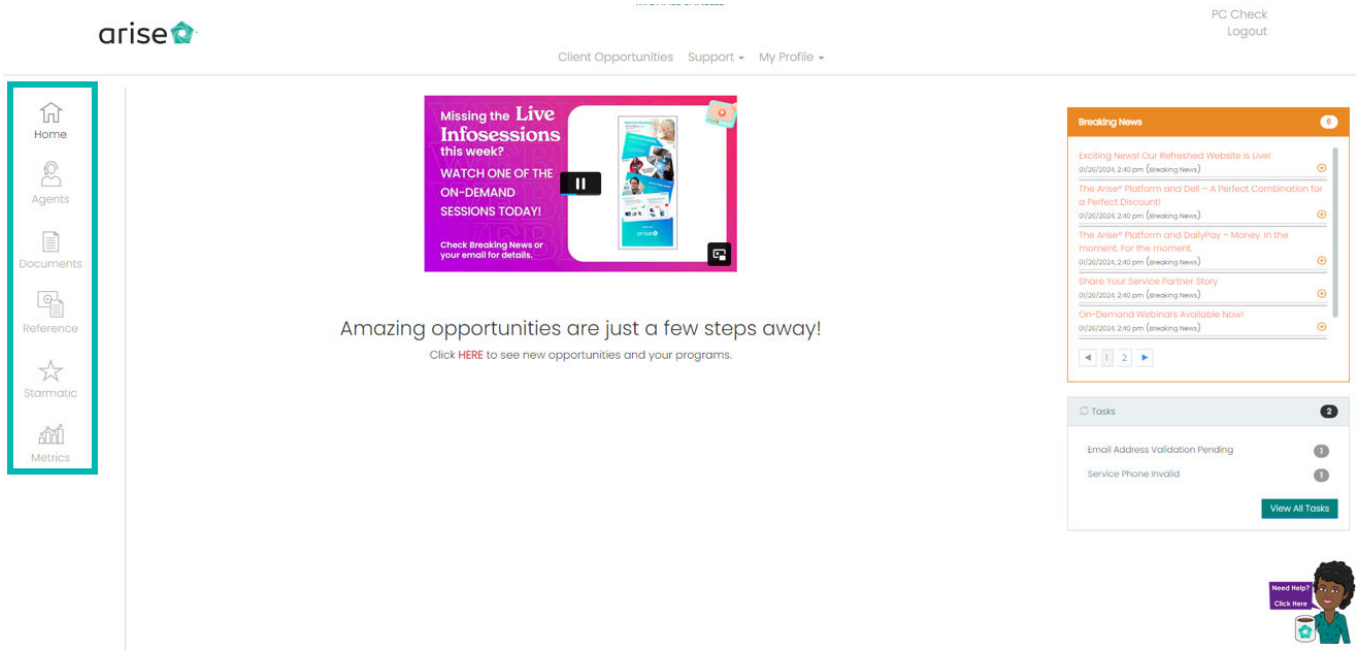
This section provides a high-level overview of how to:

- 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 access to additional information, such as program and performance details, as well as exclusive access to revenue rates for each opportunity.



The Arise® Portal Icons



HOME Icon



Takes you back to the main page. From the home page you can access/update your profile, access the support channels, and review Breaking News.

AGENT Icon



Displays your ID number, client program(s), schedule, and metrics.

DOCUMENTS Icon



Where you'll find a copy of your businesses MSA, SOW(s), and other agreements and important documents.

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.

STARMATIC® Icon



Will bring you to the Starmatic® Scheduling System 2.0 scheduling tool, which is where you will schedule service intervals.

METRICS Icon



Displays your metrics.

Client Opportunities Tab

arise

Portal Client Opportunities Support My Profile

Getting Started PC Check Log Out

BEST MATCH

Here are the available opportunities that are a best match based on the preferences you selected and your assessment scores.

Customer Service/Sales by Phone

Servicing Hours [View Detail](#)

Course cost \$0

Deadline Feb 02, 2024

Course Start Feb 12, 2024

Start Earning Dec 31, 0000

Learn more

[Info](#) [Video](#) [Get Started](#)

Get Started

Customer Service/Tech by Phone

Servicing Hours [View Detail](#)

Course cost \$0

Deadline Feb 26, 2024

Course Start Mar 04, 2024

Start Earning Mar 27, 2024

Learn more

[Info](#) [Video](#) [Get Started](#)

Get Started

Customer Service by Phone

Servicing Hours [View Detail](#)

Course cost \$0

Deadline Feb 12, 2024

Course Start Feb 19, 2024

Start Earning Mar 06, 2024

Learn more

[Info](#) [Video](#) [Get Started](#)

Get Started

Need Help? Click here

The Client Opportunities features 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. Service Partners will see additional details regarding service 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.

INFO Button



Click on the INFO button to display the Opportunity Announcement.

VIDEO Button



Click on the VIDEO button to watch the Opportunity Announcement video.

GET STARTED Button

Click on **'Get Started'** to display course schedule class dates, times and to **'Enroll Now.'**

Please note: Opportunities are posted based on the needs of the client programs and from time to time there may not be an opportunity available. Watch the portal regularly for opportunity postings.

Selecting Client Programs

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

You will 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, see page 15 for details

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

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

Opportunities include:



Sales

Do you have a proven track record in sales or enjoy selling? Are you friendly, outgoing and have a cheerful outlook? 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? Do you 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.

- To service clients using the Arise® Platform, you must pass the course.
- Courses can run anywhere from two to five weeks depending on the complexity of the client program.
- Service Partners do not receive revenue for the time their agents spend in Instructor-led eLearning.

Read the Opportunity Announcements carefully before committing to a client program.

The Basics

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 list of the minimum requirements needed while using the Arise® Platform [Click Here](#).

This document will provide you with:

- Computer hardware requirements
- Internet requirements
- Computer software requirements
- Computer security requirements
- Telephone/Headset 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.
- Additional equipment may be needed for some client programs. Please review the Opportunity Announcement for the program you are interested in for details.
- **Remember:** Cell phones, softphones, select VoIP (voice over IP) **and/or wireless services are not permitted at any time.**

The Basics

Service Intervals and Service Revenue

How to Schedule Service Intervals

You can set your own schedule working on the Arise® Platform.



- Servicing intervals are available on a “first-come, first-served” 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.

The Basics

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.

- **Service Revenue Models**

Service revenue is generated per interval serviced. An interval is equal to 30 minutes. The Opportunity Announcement will show the hourly revenue rate, which is generated by multiplying the intervals serviced by two.





For additional information about using the Arise® Platform, go to

ariseworkfromhome.com

which features a wealth of resources and blogs geared towards
small call center business owners.

Follow us on social media more updates:

