Welcome Reference Guide

For new users of the Arise® Platform

UPDATED 08/21/24

Introduction

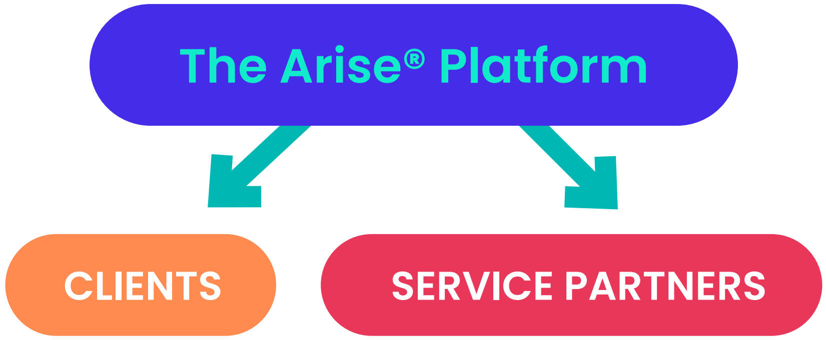
Arise Virtual Solutions is changing the way businesses think about call center services. The Arise® Platform provides a virtual telephony and technology platform to connect primarily work-at-home service professionals, like you, running small customer support businesses to Fortune 1000 and other large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

Twice a month, US Service Partners are charged $19.75 for each active agent registered to use the Arise® Platform.

Twice a month, UK Service Partners are charged £10.00 for each active agent registered to use the Arise® Platform.

This fee is a per-agent fee but is only charged when a Service Partner has executed a Statement of Work (SOW) and its agent is servicing a client program.

*Currently, Service Partners in Canada, Jamaica, and India do not incur the Platform Usage Fee.

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 programs 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 Client Programs

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 programs across an ever-growing number of industries, including retail, roadside assistance, gaming, and healthcare. There are also bilingual programs for a multitude of languages, like Spanish, French, German, and more.

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. Within the Arise® Portal you will find the tools and resources you will need to use the Arise® Platform which includes: the Opportunity Announcements, the Starmatic® Scheduling System 2.0–which is the online scheduling tool for scheduling and managing your service intervals, and the service intervals of your agents.

Here is how to get there:

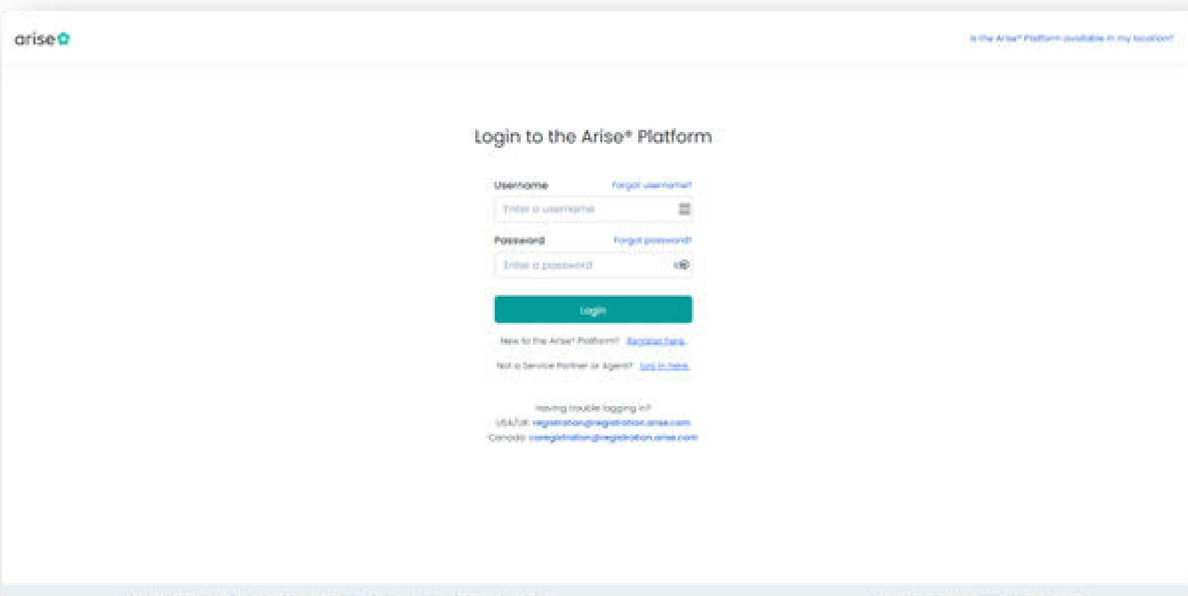
Step 1 Open your Internet browser window, (Edge or Chrome recommended).

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 Arise® Portal Features

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

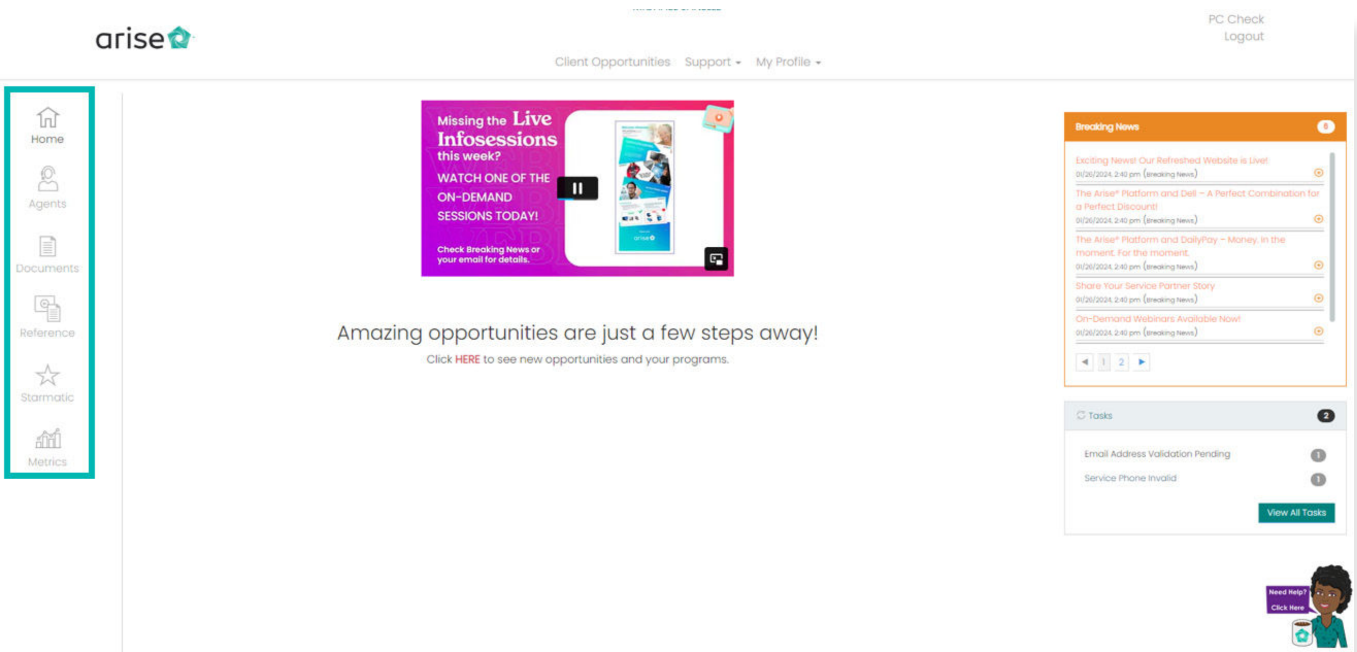
- Access support, helpful tools, and reference tools and materials
- Update profile information
- Access and manage agent information and track metrics and performance measures for each applicable client program
- Access documents and agreements (MSAs, NDAs, SOWs, etc.)
- Access the Starmatic® Scheduling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

The Arise® Portal will provide 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 program. Agents do not have access to revenue rates.

Service Partners can learn more about growing their business while using the Arise® Platform by watching the How to Use The Arise® Platform & Grow Your Customer Support Business On-Demand Session. Ask AVA for the registration link to this session.

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. If you are a Business Owner, you will also see such information for each AGENT working for your business.

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.

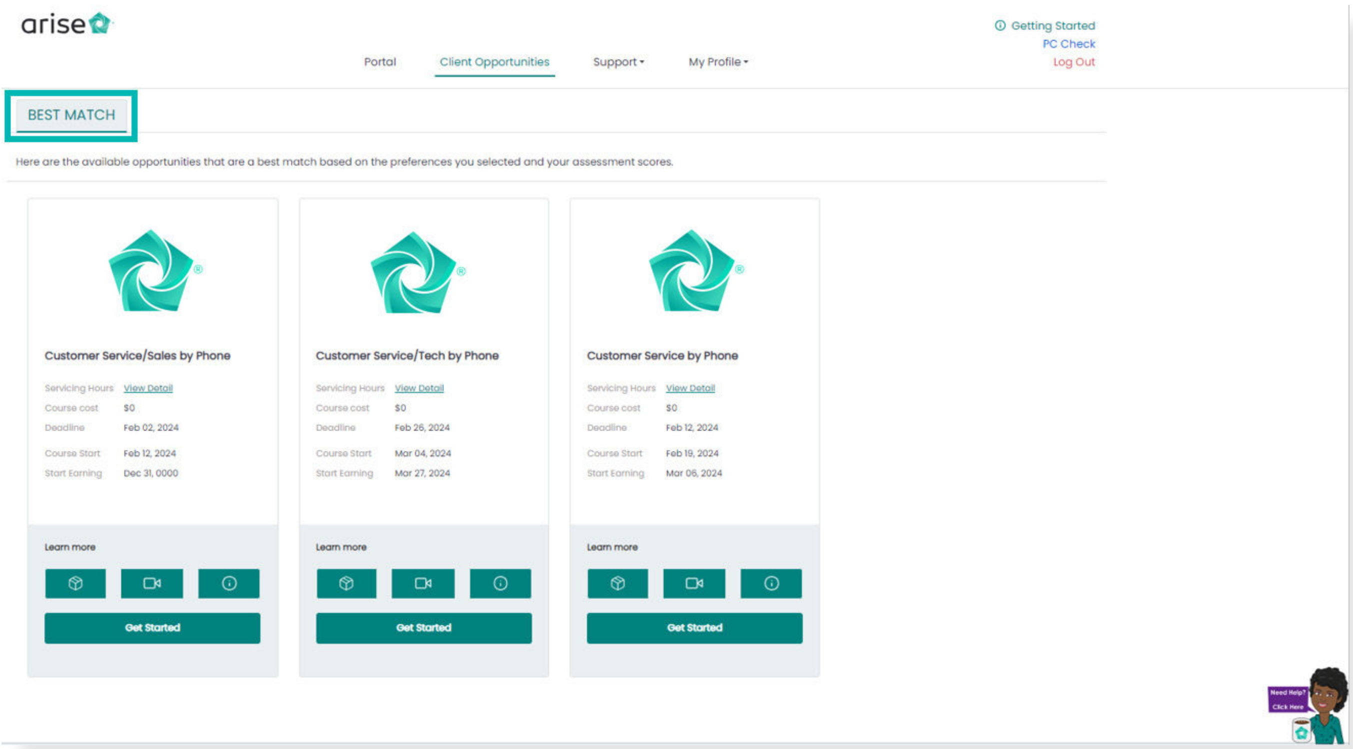
STARMATIC® Icon

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

METRICS Icon

Displays your metrics. If you are a Business Owner, you will also see such information for each agent working for your business.

Client Opportunities Tab



The Client Opportunities features the Client Programs Opportunity Board. Scroll down to review the full list of programs and click the 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 program 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: Programs are posted based on the needs of the client programs and from time to time there may not be one available. Watch the portal regularly for program 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.

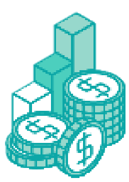
You will learn about programs to service a Client Program in one of three ways:

- 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.

Client programs include:

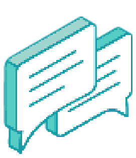


Sales

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:

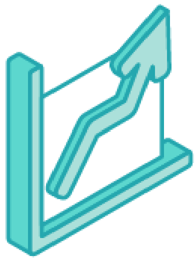
- Computer hardware requirements
- Internet requirements
- Computer software requirements
- Computer security requirements
- Telephone/Headset requirements
- Prohibited technology

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 details information about each client program, 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 a program.
- 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.

- ### Agents

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

- ### Service Revenue Models

  Below is an example of how service revenue is earned:

  - Per Hour:
    Revenue generated by multiplying the number of intervals serviced by two

  - Per Interval:
    Revenue generated for each interval serviced. An interval is equal to 30 minutes.

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 and their agents.

Follow us on social media more updates: