



PLEDGE DRIVE PRE WORK GUIDE

What's Next

Building Bridges Forming Futures

By Willease Maybin



This is a guide to assist you with preparing for pre-registration for our Pledge Drive client.

You will need to provide a vocal demo which should take less than 120 seconds to complete. Below you will see techniques to implement ensuring you provide a great demonstration.

You will need to provide a screenshot of your system properties showing what type of computer you will use to service our clients.

Again, this is contract work which means you are responsible for the equipment you will be using to service.

Reminder: Once you start your registration process, you will have 14 days to complete the certification process.

Please see the following instructions to get started on your new venture!

Here is Vocal Assessment script; you'll want to start practicing it today.

My name is {Insert Your Full First and Last Name}, and the phone contact as listed on my Questionnaire is {Insert Phone Number You Are Calling From}.

I am seeking approval as a Self Employed Remote Independent Business Owner to work inbound call projects on behalf of ACD Direct's clients. I will provide and maintain my own office, equipment and financial records and bear any costs associated with my work-at-home business.

If I am approved by ACD Direct as a potential IBO to work from home, I understand that I must pay a fee to cover the cost of contract processing, criminal background check and online certification.

Once certified to take calls, I am responsible for maintaining an active and engaged presence by scheduling and maintaining my own commitment to working.

I am responsible for submitting invoices for my work via ACD Direct's semi-monthly tracking system. I understand that I am responsible for any applicable income taxes and any licenses and/ or insurance that may be required by local, state or federal agencies for my self-employment.

ACD Direct's impressive client list includes many Public Broadcasting Stations (PBS), National Public Radio (NPR) Stations, non-profit organizations and many other successful companies. I represent that I am an honest individual and that I will provide professional customer service, a friendly voice, efficient data entry and am capable of following the script mandated on all projects in order to meet ACD Direct expectations.

Equipment needed to begin working from home



USB Headset needed for class Dial pad Headset needed to take calls

USB Noise Cancelling Headset can be purchased for under \$20.00 from Walmart, Best Buy, Amazon or most retailers for computer accessories.

You will need this headset before you start your webinar sessions.

Call Center Dialpad Headset Telephone with Tone Dial Key Pad & REDIAL can be purchased for under \$30.00 from Amazon.

You will need this headset before you complete certification in order to take your test call.

What are we looking for with the Vocal Assessment?

We would like to invite you to complete a vocal demonstration and provide screenshots of your computer system properties so that we can further consider you for any openings we may have. Please read the entire document before you submit your vocal demonstration.

We will review only 1 sample provided. Multiple submissions will result in us randomly choosing one sample for review. It is imperative that you prepare by practicing the script before you begin your call. Your vocal demonstration must be a “live” read, meaning that we will not accept any pre-recorded submissions.

To be considered for project opportunities with ACD Direct, we are looking for the following vocal qualities:

1. Professional and Pleasant Tone.
2. Smile, Enthusiasm, and Personality.
3. Clear and Concise Articulation, Elocution, and Intonation.
4. Conversational Reading Pace with a Natural Flow.
5. Reading the script Verbatim (Word for Word).
6. Location Neutral Dialect and Diction.
7. Confident Vocal Presence (Volume, Tone, Preparation, and Presentation).
8. Clearly Spoken First and Last Name so that we can associate your vocal demonstration with your Registration.

Instructions	You will want to make sure that the submission you provide is your absolute best because we will only review ONE complete sample. Multiple submissions may result in disqualification. We will be watching for all key factors mentioned above when reviewing your voice sample, as well as the ability to project a friendly and “happy to assist” tone. Please prepare BEFORE you initiate your call. Pre-recorded or “taped” submissions will not be accepted! It is extremely important that there are no distractions, interruptions and background noise (not only on your voice sample, but on all phone calls)! Background noise of any kind is unacceptable and will result in your voice sample being removed from consideration.
Dial In Number	When you are ready, dial 1-888-316-3578 ext 106 This is a toll free number. After the greeting plays begin reading your voice sample format. Please state your full first name, last name and phone number when prompted in the script. If we are unable to associate your vocal demonstration with your registration, both submissions may not be reviewed

Locating your Computer System Properties	https://support.alienskin.com/hc/en-us/articles/200144455-Locating-system-properties-in-Windows
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Capturing a Screenshot	<p>We must be able to see the version of Windows installed on your System and the Total Memory (RAM) available on your system in the screenshot you provide.</p> <p>Once your computer system properties are open you can capture your screenshot.</p> <ol style="list-style-type: none">1. Open your snipping tool included in your Windows Accessories Folder2. Click on the Down Arrow by the NEW button on the snipping tool and Select Window Snip3. Move your cursor over your system properties window and click4. A new window will appear. <p>On the new Window click on file and select save as and save your screenshot to your computer</p>
Sending Screenshot	<p>Send your screenshot to acd@lpmvirtual.com with your First Name, Last Name and phone number you used when completing your vocal demonstration in the body of the email. Don't forget to attach your screenshot to your email.</p>

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Examples of System Properties Screenshot

Acceptable
Screenshot



Inspiron 11-3168

PC name DESKTOP-4D51QGF

Rename PC

Organization WORKGROUP

Connect to work or school

Edition Windows 10 Home

Version 1607

OS Build 14393.693

Product ID 00325-90012-20276-AAQEM

Processor Intel(R) Pentium(R) CPU N3710 @ 1.60GHz 1.60 GHz

Installed RAM 4.00 GB (3.90 GB usable)

System type 64-bit operating system, x64-based processor

Pen and touch Touch support with 10 touch points

Change product key or upgrade your edition of Windows

[Read the Privacy Statement for Windows and Microsoft services](#)

File Edit View Help

System Summary

Item	Value
OS Name	Microsoft Windows 10 Home
Version	10.0.14393 Build 14393
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	DESKTOP-4D51QGF
System Manufacturer	Dell Inc.
System Model	Inspiron 11-3168
System Type	x64-based PC
System SKU	074D
Processor	Intel(R) Pentium(R) CPU N3710 @ 1.60GHz, 1801 Mhz, 4 Cores, 4 Logical Pr...
BIOS Version/Date	Dell Inc. 1.07, 8/18/2016
SMBIOS Version	3.0
Embedded Controller Version	255.255
BIOS Mode	UEFI
BaseBoard Manufacturer	Dell Inc.
BaseBoard Model	Not Available
BaseBoard Name	Base Board
Platform Role	Mobile
Secure Boot State	On
PCR2 Configuration	Binding Possible
Windows Directory	C:\WINDOWS
System Directory	C:\WINDOWS\system32
Boot Device	\Device\HarddiskVolume1
Locale	United States
Hardware Abstraction Layer	Version = "10.0.14393.206"
User Name	DESKTOP-4D51QGF\K18a
Time Zone	Central Standard Time
Installed Physical Memory (RAM)	4.00 GB

Acceptable
Screenshot



Unacceptable
Screenshot

Screenshots
must include
Version of Windows
And RAM (Total Physical Memory)



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Version	10.0.14393 Build 14393
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	DESKTOP-4D51QGF
System Manufacturer	Dell Inc.
System Model	Inspiron 11-3168
System Type	x64-based PC
System SKU	074D
Processor	Intel(R) Pentium(R) CPU N3710 @ 1
BIOS Version/Date	Dell Inc. 1.07, 8/18/2016
SMBIOS Version	3.0
Embedded Controller Version	255.255
BIOS Mode	UEFI
BaseBoard Manufacturer	Dell Inc.
BaseBoard Model	Not Available
BaseBoard Name	Base Board
Platform Role	Mobile
Secure Boot State	On
PCR2 Configuration	Binding Possible
Windows Directory	C:\WINDOWS
System Directory	C:\WINDOWS\system32
Boot Device	\Device\HarddiskVolume1
Locale	United States
Hardware Abstraction Layer	Version = "10.0.14393.206"
User Name	DESKTOP-4D51QGF\K18a
Time Zone	Central Standard Time
Installed Physical Memory (RAM)	4.00 GB

What's next?

You have completed the vocal demo and waiting for notification to proceed to pre-register.

Begin setting up your home office for work.

Be prepared to provide the following at some time during the process. This is needed to show proof of your location, experience and identity.

- State Issued Photo ID with your current address, Utility bill with your address, bank logo/letter head with your current address or DMV Registration.
- Antivirus and Spyware/Malware Protection
- Ten (10) year work history
- Seven (7) year address history
- Three (3) business references

Get a calendar and start looking at any events you have coming up. Begin to plan for this opportunity. Allot so many hours a day for "servicing".

Contact your internet provider to ensure what your upload and download speed is.

Contact your phone provider to see what options you have to make sure features can be removed from your phone (call waiting, forwarding, remote, voice mail etc).

You will be contacted when to attend your first information session once your vocal demo has been approved for LPM Virtual Services.

Connect with us on Facebook and Twitter

Contact us at www.lpmvirtual.com

Email us at admissions@lpmvirtual.com

Call us at 1-888-316-3578

Notes

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