								The info	rmation The i	provide nformat view the an	d in the ion is a o Opport d curren	Client Posummary tunity An	NT PROGR rogram Op; and for int nounceme about the	AM OPPOR fortunity Ma formational p formational progra	TUNITY MATE trix is confide ourposes only mpanying stat im in which ye	ntial and may no ement of wo	ny not be sh if be up-to- ork for the c sted.	nared or copi date. complete	ed.				
Client				Type of Service				Type of S	anica II			jmay	Linited Engagement, On-Demand or	s Available client requirement	1		(may ch	Enrollment Requi	emects it requirements)			Certif	cation
Name	Country	Inbound Calls	Chat	Enail	Data Entry	Other	Customer Service	Soft Sales	Hard Sales	Technical Support	Weekdays	Weekends	Standard?	Weekends or Special Requirements?	Peak Interval Times	Background Check	Drug Screening	AGD andlor AVG	Phone Heroward USB	Equipment Refer to the Opportunity	MAC Supported Program	Antrage Certification Duration	During Certification Yes, beginning in
ADT	us	x					×	×			*	×	Standard	×	Barn 2 am. 6T	x		AND MID AND	quality audio required Handwined USB	For Details Refer to the Opportunity	781	2 weeks/fr.class 5 days/Classroom Call Yaking/Cart. SOW 4 weeks/fr.class	Yes, beginning in Phase 2 of the certification class Yes, beginning in
Ageno	us	×					×				×	×	Standard	×	the anning the second s	x		ASD	quality audio required Hardwined USB	for Details	Ni.	d weeks/in class days/Classroom Call Taking d weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Agero Spanish	us	×					×				×	×	Standard	x		x		ASD	POTS Line or Business Class	Refer to the Opportunity Announcement for Details	Ni	d weeks/in class days/Classcoon Call Taking ill weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Noble.com	us	x					×				×	×	Standard	×	Minday & Tuesday	x		ASD BAVS	Business Class VOP with Long- distance calling plan	Refer to the Opportunity Announcement for Details	Yes	-0 weeks/ticles -0 weeks/Cert SOW	Yes, during Phase 2 of the certification class.
Starnes & Noble Specially Services	us	×		×			×				×	×	Standard	x	Daily 10 a.m 3 p.m. ST	x			Business Class VOP wth Long- distance calling plan	Refer to the Opportunity Announcement for Details	Ni	d weeks/trictass zweeks/Cassroom Call Taking 6 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
ar .	us	×					×				Only in the event of an energency	Only in the event of an emergency	On-Demand			×			Handwind USB headed with phone quality audio required	Refer to the Opportunity Announcement for Details	Ni	2 hour self paced	No
Customer Service	us	x					×				×	×	Standard	х	Monday - Thursday	x	×		Handweed USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	No.	4 weeks/in class 2weeks/Carercon Call Taking 1 week/Cart SOW	Yes, beginning in Phase 2 of the certification class
Carnival Customer Sales	us	×					×		×		×	×	Standard	×	Saturday, Sunday & Monday	×	×		Handwed USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Ni	- 5 weeks/in class - 5-15 days/Cwt. SOW	Yes, during Phase 2 of the certification class.
Careival Travel Agent Support	us	×					×				×	×	Standard	×	Monday - Thursday	x	x		Hardwind USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	No	- 6 weeks/tr.class - 2 weeks/Chesroom Call Taking - 1 week/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Cinch Home Services	us	×					×				×	×	Standard	×	Manday - Saturday 10 a.m S p.m. ET	x			POTS way:	Windows 13 Only Windows 8/8.1 is NOT supported Refer to the Opportunity Announcement for Details	No.	29 days/triclass 2 days/Cassroon Call Taking 45 days/Cast SOW	Yes, beginning in Phase 2 of the certification class
Concast Repair	us	х					×	х		×	×	×	Standard	×	Monday - Friday 6 p.m 12 p.m. 6T	x	×	ASD BAVS	Platform supported Internet/Phone Senice Providers & Long-distance cating plan*	Refer to the Opportunity Announcement for Details	Yes	4 weeks/in class 1 day/Classroom Call Taking 10 days/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Concast Billing	us	x					×	х			×	×	Standard	×	Monday	x	×	ASD BAVG	Platform supported internet/Phone Senice Providers & Long-distance catino stan*	Refer to the Opportunity Announcement for Details	Yes	d weeks/tr-class 1 day/Classroom Call Yaking 10 days/Cwt. SOW	Yes, beginning in Phase 2 of the certification class
Concast West Retection	us	×					×	×			×	×	Standard	x	Monday	x	x	ASD BAVG	Platform supported internet/Phone Senice Providers & Long-distance	Refer to the Opportunity Announcement for Details	Yes	- 6 weeks/in class - 5 days/Classroom Call Taking/Cert. SOW	Yes, beginning in Phase 2 of the certification class
DICK'S Sporting Goods	us	х					×	×			×	×	Standard	×		×		ASIO	Handwind USB headest with phone quality audio	Refer to the Opportunity Announcement for Details	Yes	- 3 weeks/in class - 1 week/Cart. SOW	Nes, during Phase 2 of the certification class.
Disney Dining	us	x					×	x			x	x	Standard	×	Friday, Saturday & Sunday	x			Handward USB headest with phone quality audio	Windows 12 Only Mindows SIS.1 Is NOT supported Refer to the Opportunity	Ni Ni	- 4 weeks/in class - 5 weeks/Cert. SOW	Nes, during Phase 2 of the certification class.
Disney Mainline	us	v					Ţ	×			Ţ	Ţ	Standard	Ţ	Friday, Saturday & Sunday				required USB beadest with phone	Announcement for Details Windows 13 Cinty Windows 818.1 is NOT supported Refer to the Opportunity		- 3 weeks/in class - 5 weeks/Cert. SOW	Yes, during Phase 2 of the certification class.
													Standard						required Handwined USB headest with phone	Refer to the Opportunity Announcement for Details Windows 13 Only Windows 5/8.1 in WVT announced		- 6 weeks/tr-class - 6 days/Cert SOW	
Dissey Records Reservations	us	×					×	×			×	x		x	Friday, Saturday & Sunday	×			quality audio required Handwired USB	Refer to the Opportunity Announcement for Details	Ni		Yes harizonals
Dynagy	US (Serving	х					×				×	×	Standard	×	Monday & Friday, Sanurday & Sunday	x	×	ASD BAVS	headest with phone quality audio required Handwind USB	Refer to the Opportunity Announcement for Details	Yes	2 weeks/in class 1 week/Classroom Call Taking 2 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
FIS	(Servicing State Featrolisms May Apply)	×					×				×	×	Standard			x		ASS	headest with phone quality audio required	Refer to the Opportunity Announcement for Details Windows 12 Only	Yes	- 8 days/for dass - 2 days/Cert SOW	No.
Hotand America Line	us	х					×	х			×	×	Standard	×	Saturday & Monday	x	×	AVG	Hardwist USB headest with phone quality audio required	Windows 12 Only 180-dows ERL1 is NOT supported Refer to the Opportunity Announcement for Details	Ni	- 20 days/in-class - 10 days/Cert. SOW	Yes, during Phase 2 of the certification class.
Instacart	us	×	X	X			×				×	×	Standard			x		ASO	Handwind USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	4 Sixhour class days /its class 1 Sixhour day/Cers. SOW	Yes, during Phase 2 of the certification class.
Interactions	us				×		×				×	×	Standard	×	Monday - Friday 1 p.m 8 p.m. ET	×	×		Hardwined USB headest	Windows 12 Only Windows 818.1 is NOT supported Refer to the Opportunity Announcement for Details	Ni	- 12 days/in-class - Sweeks/Cert SOW	Yes, during Phase 2 of the certification class
Interval Exchange	us.	×					×		×		×	×	Standard	×	Monday - Friday 2 p.m 8 p.m. ET	x			POTS Line or Business Class VOP with Long- distance calling plan	Refer to the Opportunity Announcement for Details	Ni	4 weeks/in class 1 weeks/Classroom Call Taking 8 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Interval Franch	9	x					×		×		×	x	Standard	x	Monday - Friday 2 p.m 8 p.m. ST	×			POTS Line or Business Class VOP with Long- distance calling plan	Refer to the Opportunity Announcement for Details	Ni	d week/In class 1 week/Classroom Call Taking R week/Cert. SOW	Yes, beginning in Phase 2 of the certification class
interval Spanish	us	х					×		×		×	×	Standard	×	Monday - Friday 2 p.m 8 p.m. ET	×			POTS Line or Suriness Class VOP with Long- distance calling plan	Refer to the Opportunity Announcement for Details	No.	4 weeks/in class 1 week/Classroom Call Taking 8 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Intuit TurboTax Phone & Video	us	×				Video Support	×			×	×	×	Limited Engagement	×	Refer to the CA for seasonal peak-time details	x			Hardwined USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Ni	-1 day'in dass -2 weeks to Class	No
Intuit Lacerta Customer Service	9	×					×	×			x	In-disason Only	Standard	×	Monday - Friday 11 a.m 6 p.m. ET	×			Handwined USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Ni	- 3 weeks/in class - 7 weeks/Cert. SOW	Nes, during Phase 2 of the certification class.
Intuit Pro Series	us	×					×			×	×	In-Season Chily	Standard	×	Monday - Friday 11 a.m 6 p.m. ET	x			Handwined USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Ni	- 3 weeks/in class - 7 weeks/Cert. SOW	Nes, during Phase 2 of the certification class
Intuit Pro Series Conderge	us	×					×				×	In-decasors Only	Standard		Monday - Friday 11 a.m 6 p.m. ET	×			Handwined USB headest with phone quality audio	Refer to the Opportunity Announcement for Details	No.	2 days	No
letted Mint	us		x				×			×	×	×	Standard	×	Monday - Friday 10 a.m 7 p.m. ET	x			Stainess VoP needed on occasion	Refer to the Opportunity Announcement for Details	Ni	- 13 days/in-class - 3 mess/Cert. SOW	Yes, during Phase 2 of the certification class.
Irouit RPS	us	x					×			×	×	×	Limited Engagement			x			No phone needed	Refer to the Opportunity Announcement	No.	1 day	No
lonait QuickBooks	us	×					×			x	×	x	Standard	x	Monday - Friday 9 a.m 2 p.m. ET	x			USB headest with phose quality audio required	Refer to the Opportunity Announcement for Details	No.	4 weeks/in class 3 weeks/Classroom Call Yaking 3 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Kay Joweters &	us	x				×	×	×			×	×	Standard	×	Manday 9 a.m 1 p.m. ET A Tuesday - Friday 11 a.m 7 p.m. ET	x		ASD	Hardwind USB headest with phone quality audio required	Ferfer to the Opportunity Announcement for Details	Yes	- 3 messacces. SOW - 14 days in class - 4 days Cest. SOW	Yes, beginning in Phase 2 of the certification class
MDLive	us	x					×				×	×	Standard	×	11 a.m 7 p.m. ET Cody 10 a.m 6 p.m. ET	×	×		required Hendwined USBs beadlest	For Details Refer to the Opportunity Announcement for Details	Ni Ni	10 days/in class 3 days/ort SOW	certification class Yes, during Phase 2 of the certification class
MMC MMC Modern Marketing & Commerce	us us	x				Outbound calls	×				x		OnOwnerd	Ad hoolper project	wast-1pit-Ef	x			Hardwed USB headest with prone quality audio required	Refer to the Opportunity Announcement for Details	Ni Ni	- 3 days/Cert SCW 2 days/in dass	the certification class.
						cate							Standard		Manday - Friday	x	x			Announcement for Details Refer to the Opportunity Announcement for Details			
ModivCare	us	х					×				×			×	Monday - Friday 11 a.m 6 p.m. ET		*	ASS	Herowind USB headest with phone quality audio required. Herowind USB headest with phone in the		Yes		Nec during Phase 2 of the certification class.
MSC Cruises	us	×					×	×			×	×	Standard	×	Daily 12 p.m 5 p.m. ET	x			Hardwine USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details Refer to the Opportunity	Ni	- 4 weeks/in class - 2 weeks/Cert. SOW	
Neiman Marcus	us	×					×				×	×	Standard	×		×			Pottam supported internet/Hone Service Providers* POTS Line or	Refer to the Opportunity Announcement for Details	No.	- 2 weeks/tr.class - 1 week/Cert. SOW	
Nespresso Inquiries	us	x					×				×	×	Standard			x		ASD	POTS Line or Digital connection (VolP Not Supported)	Refer to the Oppostunity Announcement for Details	Yes	2 seeks/tricks 1 seek/Classroom Call Taking & Cert. SOW	
Paloton	us	×					×	×			×	x	Standard	×		x		ASO	Handwind USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	Log In Party Ridays/In class 2 days/Cert S/OW	Yes, during Phase 2 of the certification class.
Princess Cruises	us	x					×	×			×	×	Standard	×	Sonarday, Sunday & Monday	x	×		Handwind USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	No.	- 20 days/or class -10 days/Cert SOW	Nes, during Phase 2 of the certification class.
The Home Deput	us	x					×	×			×	×	Standard	x	Monday - Friday 12 a.m2 p.m. ET & 5 p.m8 p.m. ET	×	×		Handwind USB headest with phone quality audio required	Refer to the Opportunity Anti-ouncement for Details	Yes	16 days/in-class 20 days/Chassroom Call Taking 2 seeks/Cell. S/OW	Yes, beginning in Phase 2 of the certification class
TXU Sinengy	us	×					×	×	×		×	×	Standard	×	Monday - Friday 11 a.m 3 p.m. ET	x	×	ASD BAVS	Handwined USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	20 days/in class 5 days/Cossroom Call Taking 1 week/Cost SOW	Yes, beginning in Phase 2 of the certification class
Watgroom	us	×					×				×	×	Standard	×	Minday - Saturday 11 a.m 8 p.m. ET	x		AVG	Ptations supported Internet/Phone Senice Providers & Long-distance cating plan*	Refer to the Opportunity Announcement for Details	No	7 days	No
Watgreens Vaccine	9	×					×				×	×	Standard	×	Minday - Saturday 11 a.m 8 p.m. ET	×		ASD EAVS	Platform supported Internet/Hone Senice Providers & Long-distance cating plan*	Refer to the Opportunity Announcement for Details	Yes	7 days	No
Zales	us	×					×				×	×	Standard	×	Monday 9 a.m 1 p.m. ET & Tuesday - Friday 11 a.m 7 p.m. ET	x		ASS	Handwined USB headest with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	16 days/tr-class 5 days/Cert SOW	Yes, beginning in Phase 2 of the certification class
											"See the	Eculoment	Policy for Plai	form Susperfee	internetThone	Service Provide	rs						-