CLIENT PROGRAM OPPORTUNITY MATRIX

The information provided in the Client Program Opportunity Matrix is confidential and may not be shared or copied.
The information is a summary and for informational purposes only and may not be up-to-date.
Please review the Opportunity Announcement and accompanying statement of work for the complete and current details about the client program in which you are interested.

Clients		Type of Service I					Type of Service II				Service Times Available (may change based on client requirements)					Enrollment Requirements (may change based on client requirements)						Certification	
Opportunity Name	Country	Inbound Calls	Chat	Email	Data Entry	Other	Customer Service	Soft Sales	Hard Sales	Technical Support	Weekdays	Weekends	Limited Engagement, On-Demand or Standard?	Weekends or Special Requirements?	Peak Interval Times	Background Check	Drug Screening	ASD and/or AVG	Phone	Equipment	MAC Supported Program	Average Certification Duration	Earn Revenue During Certification
ADT	US	X					X	X			X	X	Standard	X	Daily 8 a.m. - 2 a.m. ET	X		ASD and AVG	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 2 weeks/in class ~3.5 days/Classroom Call Taking/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Agero	US	X					X				X	X	Standard	X	Daily 8 a.m.-12 p.m. ET & 4 p.m.-8 p.m. ET	X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~5 days/Classroom Call Taking, ~10 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Agero Spanish	US	X					X				X	X	Standard	X		X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~5 days/Classroom Call Taking, ~8 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Barnes & Noble.com	US	X					X				X	X	Standard	X	Monday & Tuesday	X		ASD & AVG	PC/TS Line or Business Class VOIP with Long-distance calling plan	Refer to the Opportunity Announcement for Details	Yes	~3 weeks/in class ~5 weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Barnes & Noble Specialty Services	US	X		X			X				X	X	Standard	X	Daily 10 a.m. - 3 p.m. ET	X			PC/TS Line or Business Class VOIP with Long-distance calling plan	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~5days/Classroom Call Taking ~8 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
BT	US	X					X				Only in the event of an emergency	Only in the event of an emergency	On-Demand			X			Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	2 hour self paced	No
Carnival Customer Service	US	X					X				X	X	Standard	X	Monday - Thursday	X	X		Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~2 weeks/Classroom Call Taking ~1 week/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Carnival Customer Sales	US	X					X		X		X	X	Standard	X	Saturday, Sunday & Monday	X	X		Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 5 weeks/in class ~ 5 - 15 days/Cert. SOW	Yes, during Phase 2 of the certification class
Carnival Travel Agent Support	US	X					X				X	X	Standard	X	Monday - Thursday	X	X		Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~2 weeks/Classroom Call Taking ~1 week/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Cinch Home Services	US	X					X				X	X	Standard	X	Monday - Saturday 10 a.m. - 5 p.m. ET	X			PC/TS only*	**Windows 10 Only** Windows 8/8.1 is NOT supported Refer to the Opportunity Announcement for Details	No	~ 29 days/in class ~2 days/Classroom Call Taking ~60 days/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Comcast Repair	US	X					X	X		X	X	X	Standard	X	Monday - Friday 8 p.m. - 10 p.m. ET	X	X	ASD & AVG	Platform supported Internet/Phone Service Providers & Long-distance calling 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
Comcast Billing	US	X					X	X			X	X	Standard	X	Monday	X	X	ASD & AVG	Platform supported Internet/Phone Service Providers & Long-distance calling 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
Comcast Word Retention	US	X					X	X			X	X	Standard	X	Monday	X	X	ASD & AVG	Platform supported Internet/Phone Service Providers & Long-distance calling plan*	Refer to the Opportunity Announcement for Details	Yes	~ 4 weeks/in class ~3.5 days/Classroom Call Taking/Cert. SOW	Yes, beginning in Phase 2 of the certification class
DICK'S Sporting Goods	US	X					X	X			X	X	Standard	X		X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 3 weeks/in class ~1 week/Cert. SOW	Yes, during Phase 2 of the certification class
Disney Dining	US	X					X	X			X	X	Standard	X	Friday, Saturday & Sunday	X			Hardwired USB headset with phone quality audio required	**Windows 10 Only** Windows 8/8.1 is NOT supported Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~3 weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Disney Maintine	US	X					X	X			X	X	Standard	X	Friday, Saturday & Sunday	x			Hardwired USB headset with phone quality audio required	**Windows 10 Only** Windows 8/8.1 is NOT supported Refer to the Opportunity Announcement for Details	No	~ 3 weeks/in class ~3 weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Disney Resorts Reservations	US	X					X	X			X	X	Standard	X	Friday, Saturday & Sunday	X			Hardwired USB headset with phone quality audio required	**Windows 10 Only** Windows 8/8.1 is NOT supported Refer to the Opportunity Announcement for Details	No	~ 6 weeks/in class ~3 days/Cert. SOW	Yes, during Phase 2 of the certification class
Dynegy	US	X					X				X	X	Standard	X	Monday & Friday, Saturday & Sunday	X	X	ASD & AVG	Hardwired USB headset with phone quality audio required	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	US (Training Center Business Hours only)	X					X				X	X	Standard			X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 8 days/in class ~2 days/Cert. SOW	No
Holland America Line	US	X					X	X			X	X	Standard	X	Saturday & Monday	X	X	AVG	Hardwired USB headset with phone quality audio required	**Windows 10 Only** Windows 8/8.1 is NOT supported Refer to the Opportunity Announcement for Details	No	~ 20 days/in class ~5 days/Cert. SOW	Yes, during Phase 2 of the certification class
Instacart	US	X Primary	X as needed	X as needed			X				X	X	Standard			X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 8 Sk/hour class days in class ~ 1 Sk/hour day/Cert. SOW	Yes, during Phase 2 of the certification class
Interactions	US				X		X				X	X	Standard	X	Monday - Friday 1 p.m. - 9 p.m. ET	X	X		Hardwired USB headset	**Windows 10 Only** Windows 8/8.1 is NOT supported Refer to the Opportunity Announcement for Details	No	~ 12 days/in class ~5weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Interval Exchange	US	X					X		X		X	X	Standard	X	Monday - Friday 2 p.m. - 8 p.m. ET	X			PC/TS Line or Business Class VOIP with Long-distance calling plan	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~1 week/Classroom Call Taking ~2 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Interval French	US	X					X		X		X	X	Standard	X	Monday - Friday 2 p.m. - 8 p.m. ET	X			PC/TS Line or Business Class VOIP with Long-distance calling plan	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~1 week/Classroom Call Taking ~2 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Interval Spanish	US	X					X		X		X	X	Standard	X	Monday - Friday 2 p.m. - 8 p.m. ET	X			PC/TS Line or Business Class VOIP with Long-distance calling plan	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~1 week/Classroom Call Taking ~2 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Intuit Turbotax Phone & Video	US	X				Video Support	X			X	X	X	Limited Engagement	X	Refer to the OA for seasonal peak-time details	X			Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~1 day/in class ~2 weeks/In Class	No
Intuit Laverte Customer Service	US	X					X	X			X	In-Season Only	Standard	X	Monday - Friday 11 a.m. - 6 p.m. ET	X			Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 3 weeks/in class ~ 2 weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Intuit Pro Series	US	X					X			X	X	In-Season Only	Standard	X	Monday - Friday 11 a.m. - 6 p.m. ET	X			Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 3 weeks/in class ~ 2 weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Intuit Pro Series Concierge	US	X					X				X	In-Season Only	Standard		Monday - Friday 11 a.m. - 6 p.m. ET	X			Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	2 days	No
Intuit Mint	US		X				X			X	X	X	Standard	X	Monday - Friday 10 a.m. - 7 p.m. ET	X			Business VoIP needed on occasion	Refer to the Opportunity Announcement for Details	No	~ 13 days/in class ~3 weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Intuit RPS	US	X					X			X	X	X	Limited Engagement			X			No phone needed	Refer to the Opportunity Announcement for Details	No	1 day	No
Intuit QuickBooks	US	X					X			X	X	X	Standard	X	Monday - Friday 8 a.m. - 3 p.m. ET	X			USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~3 weeks/Classroom Call Taking ~3 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Kay Jewelers & Jared	US	X				X	X	X			X	X	Standard	X	Monday 9 a.m. - 1 p.m. ET Tuesday - Friday 11 a.m. - 7 p.m. ET	X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 14 days/in class ~ 4 days/Cert. SOW	Yes, beginning in Phase 2 of the certification class
MD Live	US	X					X				X	X	Standard	X	Daily 10 a.m. - 5 p.m. ET	X	X		Hardwired USB headset	Refer to the Opportunity Announcement for Details	No	~ 10 days/in class ~3 days/Cert. SOW	Yes, during Phase 2 of the certification class
MMC Modern Marketing & Commerce	US	X				Outbound calls	X				X		On-Demand	Ad hoc/per project basis		X			Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	2 days/in class	No
ModivCare	US	X					X				X		Standard	X	Monday - Friday 11 a.m. - 6 p.m. ET	X	X	ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 13 days/in class ~3 days/Cert. SOW	Yes, during Phase 2 of the certification class
MSC Cruises	US	X					X	X			X	X	Standard	X	Daily 12 p.m. - 8 p.m. ET	X			Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 4 weeks/in class ~2 weeks/Cert. SOW	Yes, during Phase 2 of the certification class
Neiman Marcus	US	X					X				X	X	Standard	X		X			Platform supported Internet/Phone Service Providers*	Refer to the Opportunity Announcement for Details	No	~ 3 weeks/in class ~1 week/Cert. SOW	Yes, during Phase 2 of the certification class
Nespresso Inquiries	US	X					X				X	X	Standard			X		ASD	PC/TS Line or Business Class (**VoIP Not Supported**)	Refer to the Opportunity Announcement for Details	Yes	~ 2 weeks/in class ~ 1 week/Classroom Call Taking & Cert. SOW	Yes, beginning in Phase 2 of the certification class
Peloton	US	X					X	X			X	X	Standard	X		X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ Log In Party ~ 8 days/in class ~5 days/Cert. SOW	Yes, during Phase 2 of the certification class
Princess Cruises	US	X					X	X			X	X	Standard	X	Saturday, Sunday & Monday	X	X		Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	No	~ 20 days/in class ~10 days/Cert. SOW	Yes, during Phase 2 of the certification class
The Home Depot	US	X					X	X			X	X	Standard	X	Monday - Friday 10 a.m.-2 p.m. ET & 5 p.m.-8 p.m. ET	X	X		Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 14 days/in class ~ 05 days/Classroom Call Taking ~ 2 weeks/Cert. SOW	Yes, beginning in Phase 2 of the certification class
TXU Energy	US	X					X	X	X		X	X	Standard	X	Monday - Friday 11 a.m. - 7 p.m. ET	X	X	ASD & AVG	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 20 days/in class ~5 days/Classroom Call Taking ~1 week/Cert. SOW	Yes, beginning in Phase 2 of the certification class
Walgreens	US	X					X				X	X	Standard	X	Monday - Saturday 11 a.m. - 6 p.m. ET	X		AVG	Platform supported Internet/Phone Service Providers & Long-distance calling plan*	Refer to the Opportunity Announcement for Details	No	7 days	No
Walgreens Vaccine	US	X					X				X	X	Standard	X	Monday - Saturday 11 a.m. - 6 p.m. ET	X		ASD & AVG	Platform supported Internet/Phone Service Providers & Long-distance calling plan*	Refer to the Opportunity Announcement for Details	Yes	7 days	No
Zales	US	X					X				X	X	Standard	X	Monday 9 a.m. - 1 p.m. ET Tuesday - Friday 11 a.m. - 7 p.m. ET	X		ASD	Hardwired USB headset with phone quality audio required	Refer to the Opportunity Announcement for Details	Yes	~ 16 days/in class ~ 5 days/Cert. SOW	Yes, beginning in Phase 2 of the certification class

*See the Equipment Policy for Platform Supported Internet/Phone Service Providers