

Opportunity at a Glance

Service Type: Inbound Collection and Sales

Contents

[Opportunity at a Glance](#)

[Client Overview](#)

[What to Expect](#)

[Certification Course Details](#)

[Enrollment Prerequisites](#)

[Additional Equipment Requirements](#)

[Service Level Requirements](#)

[Additional Information](#)



Service Revenue

Base Rate

\$5.75 per interval
(\$11.50 per hour)

Average Rate

\$5.75 - \$6.75 per interval
(\$11.50 - \$13.50 per hour)



Certification

Course Duration

Phase I
1/24/2019 - 2/15/2019

Phase II
2/18/2019 - 2/22/2019

Class Times Offered

Monday – Friday

9:00 AM – 1:00 PM ET
6:00 PM – 10:00 PM ET



Service Intervals

Suggested 30 interval
(15 hour) SOW

Intervals Available*
7 days per week, 365 days per year

Monday through Friday:
10:00 AM – 10:00 PM EST

Saturday & Sunday: Service times vary, please see SOW for additional detail

Weekend Requirements*

10 intervals (5 hours) are required to be serviced on a Saturday and/or Sunday each week.

Most Intervals Available*
11:00 AM – 3:00 PM EST Daily

**Subject to change based on client needs.*



Equipment

Equipment Must Meet Platform Standards
[Click Here for System & Equipment Policy](#)

Additional Equipment Required for This Program

Please see the [Additional equipment Section](#) of this opportunity announcement for detail.

- This program uses the **AVG 1.5 (Arise Virtual Gateway)** to connect to client systems
- **Arise Secure Desktop (ASD) Drive** – Instructions will be emailed upon enrolment
- USB VoIP Headset is required.



TXU Energy Customer Support



Client Overview

Service Type: Inbound Collection and Sales

TXU Energy is a market-leading, competitive, retail electricity provider, powering the lives of more Texans than any other retailer. TXU Energy offers a variety of innovative products and solutions, allowing both its residential and business customers to choose options that best meet their needs, including exceptional customer service, competitively priced electricity service plans, innovative energy efficiency options, renewable energy programs and other electricity-related products and services.



What to Expect

Service Type: Inbound Collection and Sales

- Review, analyze and respond to customer billing inquiries
- Upsell eligible customers home warranty solutions
- Resolve customer issues or questions
- Processing payment deferrals and installment plans
- Attempt to save customers who may be moving, unhappy with the plan or current rate
- Quickly identify customer needs in first few minutes of the call to offer the appropriate plan
- Accurately enroll the customer in the correct plan
- Strive to resolve the customer issues on the first call
- Demonstrate knowledge of TXU Energy processes and policies
- Build trust and rapport with the TXU Customer through clear, respectful interaction
- Always strive to ensure that overall customer satisfaction remains high, while resolving issues
- Understand “client call flow” and Texas Utility regulation
- Ensure no Public Utilities Commission Complaints are filed
- Ensuring that no TXU customer has a Lights Turned Out In Error (LOIE) situation

Keys to Success:

- Complete weekly certification courses to maintain knowledge in Client products and services

Certification Course Details

Service Type: Inbound Collection and Sales

Class Times Offered

Monday - Friday

9:00 AM – 1:00 PM
ET

OR

6:00 PM – 10:00 PM
ET

100% attendance in instructor lead sessions is highly encouraged for success!

Read complete course policies [here](#)



Phase I

Instructor Led eLearning & Self-Paced Work

1/24/2019 - 2/15/2019

This course is:

- Four hours per day instructor-led classroom sessions
- Two to Three hours of self-paced curriculum
- Daily office hours offered by instructor for additional 1:1 time as needed

Phase II

Earn While You Learn!
Instructor Led Learning & Classroom Call Taking -

2/18/2019 - 2/22/2019

This course is:

- Continue eLearning while generating revenue taking your first calls!
- Two hours per day instructor-led classroom sessions
- Two hours per day taking calls at specified time (Mandatory to service during blended)
- 10 hours per week of service time within designated timeframes
- Opportunities to service more during this phase as needed!

Phase III

Earn While You Learn!
Certification SOW

2/18/2019 - 2/22/2019

Apply what you have learned in Phase I and Phase II .

Certification Completion Criteria

- Learners will need to complete an assessment before enrolling in the course
- Pre-course work to be completed before the first day of class including "TXU Virtual Clean Up" systems check
 - Attend Virtual Clean Up course if check is not passed
- Attend all instructor led sessions as scheduled
- 100% completion of self-paced modules and assessments should be completed daily
- Complete all quizzes and exams scoring 80% or higher
- Pass all quizzes and exams with 80% or higher
- Must upsell a minimum of 1 home warranty solution while in phase 2
- Must maintain a minimum of 80% or higher Customer Effort while in phase 2

PLEASE NOTE - FOR SECURITY PURPOSES

LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM LOGIN CODES,

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class. Please ensure your agents attend. Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.



TXU Energy Customer Support

Enrollment Prerequisites

Service Type: Inbound Collection and Sales

**THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK,
DRUG SCREEN & AFFIDAVIT OF ID**

Step One: A background check which includes a drug screening, will be prompted once you start the enrollment process.

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage (FADVReports-NoReply@fadv.com).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify the enrollment specialist: Skhersonsky@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

The background check will include, but not be limited to, a check of disqualifying criminal convictions for at least the immediately preceding 10 year period

Step Two: Notarized Affidavit of ID

A completed, notarized affidavit of identification with photo ID must be on file.

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- Click on the link to access the Affidavit of Identification: [Affidavit of Identification](#)
- Once completed, submit this form to AriseAffidavitOfIdentification@arise.com. When submitting the form, the Subject line must include the Client Program name and the CSP ID

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps listed above, no refunds will be provided.



TXU Energy Customer Support

Systems and Equipment

Service Type: Inbound Collection and Sales

All Equipment Must Meet Platform Standards [Click Here for System & Equipment Policy](#)

CALL CENTER COMPANIES WILL BE SERVICING THIS CLIENT PROGRAM USING THE ARISE SECURE DESKTOP (ASD) DEVICE

To service this client program, call center companies will be required to use an ASD device. The company will be required to buy and build the ASD. To create an ASD USB Flash Drive, call center companies will need to obtain an 8 – 32GB USB 3.0 Flash Drive. It is possible to use a larger drive if unable to locate an 8 GB Flash Drive. The USB Flash Drive should have a minimum read speed of at least 60 megabytes per second.

Building Your Arise Secure Desktop for TXU – Instructions will be emailed separately once enrolled.

This program uses **the AVG 1.5 (Arise Virtual Gateway)** to connect to client systems.

USB VoIP Headset is required.

80 GB 7200 RPM SATA or above for hard drive space.



TXU Energy Customer Support

Service Level Requirements

Service Type: Inbound Collection and Sales

Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	90% or higher	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as $\frac{\text{Posted Interval Login Minutes} + \text{Excused No Show Minutes}}{\text{Selected Minutes} + \text{Released Lockdown Minutes}} \times 100$
Customer Effort	≥ 95%	Using any number between 1 and 5 where 5 is very satisfied and 1 is very dissatisfied, how would you rate TXU Energy on making it easy to complete your request? The PCS Effort Score for agents are derived from the customer's responding to the Effort question of the survey at the end of the call. Calculation for the score = $\frac{\text{Number of calls rated 4 \& 5}}{\text{Total Number of Surveys}}$
PCS Overall Satisfaction	≥ 91%	Using any number between 1 and 5, how would you rate your overall satisfaction with your experience today? $\frac{\text{Number of Surveys Marked Either 'Satisfied' Or 'Very Satisfied'}}{\text{Total Number Of Surveys Answered For Satisfaction Question}}$
Disposition Rate	≥ 85%	% of service calls to have been dispositioned. The outcome of the call divided by number of calls taken.

STAR metrics requirements vary and are subject to change

Star metrics and corresponding Incentives are included in the Production SOW. Certification SOWs do not include Star metrics

Metric	*	**	***
Intervals Serviced *	30 - 33	34 - 40	> 41
PCS Overall Customer Satisfaction	85% - 91.99%	92% - 94.99%	> 95%
Collection Rate	>74%-75.99%	76% - 77.99%	>78%
Incentive (Pre-select)	Silver	Gold	Platinum



TXU Energy Customer Support

Additional Information

Service Type: Inbound Collection and Sales

Log-in codes are confidential, user specific and will only be generated for confirmed course attendees

- To confirm a company's intent to attend, Arise may be contacting the call center owner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure to confirm your company's intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

A company DOES NOT QUALIFY to participate in this program if any of the following applies to the company or their agent enrolling in the opportunity:

- Has one or more SOW terminations on file due to performance.
- Has dropped from enrolled status in a client opportunity less than four weeks before expressing interest in this client opportunity.
- Has a Commitment Adherence below 90%

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.