

SAMSUNG

Samsung

**Inbound Customer Service & Support
Home Appliances**



**Service
Revenue**

Service Revenue

\$7.25 per interval
(\$14.50 per hour)

**Earn up to \$8.00 per interval (\$16.00 per hour)
with Star incentives!**



Certification

Class Schedule

Phase I
10/12/2020 – 11/03/2020

Phase II – Start Earning Revenue!
11/04/2020 – 11/10/2020

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET
OR
6:00 p.m. – 10:00 p.m. ET



**Servicing
Times
Available**

Intervals Available*

Monday – Friday
8:00 a.m. – 12:00 a.m. ET

Saturday – Sunday
8:00 a.m. – 6:00 p.m. ET

Special Servicing Requirements*

There may be special servicing requirements, but they have not yet been finalized. Please refer to the SOW for details.

**Subject to change during launch of program and based on client needs*



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About the Client | Samsung

Samsung is one of the world's largest producers of electronic devices. Samsung specializes in the production of a wide variety of consumer and industry electronics, including appliances, digital media devices, semiconductors, memory chips, and integrated systems.



For more information about Samsung, review the client's website: <https://www.samsung.com/us/>



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Systems and Equipment

Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards:

- Noise Cancelling Headset
- i5 (or equivalent), i7 recommended
- Win 8.1 (64bit) accepted, Win 10 (64bit) recommended & preferred
- Anti-malware solution with current definitions (15 days)
- Active firewall

Arise Secure Desktop (ASD) The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.

The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own flash drive to download the ASD onto, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

Arise Secure Desktop (ASD) Purchase Suggestions*

Amazon [SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive](#) \$8.99

Best Buy [PNY - Elite Turbo Attache 4 32GB USB 3.0](#) \$12.99

Walgreens [Infinitive USB Flash Drive 16GB](#) \$16.99



* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.



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What to Expect

- Assist customers in basic troubleshooting of their Samsung brand refrigerators, laundry machines and small appliances via phone
- Assist customers in self-service using Samsung.com for Service and Support questions
- Create positive customer experiences using successful call flows
- Probing and getting customers to a resolution
- Escalating for additional support when necessary
- Asking questions to figure out the source of customer's appliance issue



Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Display patience, empathy, an ability to manage stress, the ability to work under pressure
- Skilled and efficient in writing and verbal communication
- Outstanding listening skills
- Providing knowledgeable, friendly and eloquent customer service
- Understanding how to navigate and efficiently use tools



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Instructor-Led Learning & Self-Paced Work

In this phase:

Service Partners will learn about the client, how to navigate systems, and how to address customer inquiries related to Samsung Home Appliances.

An overview of tools, knowledge, resources and practice call time necessary to use client systems and provide quality service to client customers. This course requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation 17 days in length: Four hours of instructor led content per day and up to two hours of self paced content daily.

Certification Call-Taking Earn While You Learn!

In this phase:

Time to earn revenue!

Learners apply all that was learned in Phase I to live calls during designated class times of approximately 30 intervals (15 hours) of service across 5 days

During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week, during times posted in Starmatic and as outlined in the SOW.

[See Page 1 For Class Dates and Times](#)

100% attendance in instructor-led sessions is highly encouraged for success



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Certification Completion Criteria

- Due to the fact that this is a new client program, and some certification specifics are still being finalized, certification completion criteria will be provided at the start of class.
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified.

**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.

Read complete course policies [here](#)



OPPORTUNITY ANNOUNCEMENT

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THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK, INCLUDING A DRUG SCREENING, AND AFFIDAVIT OF IDENTIFICATION

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Arise® Portal.

The background check will be required to be completed **either** before or after payment for the course is made - depending on the client program.

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 this e-mail within 24 hours of submission of your background check, please notify the Customer Opportunity Specialist: mwalsh@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there.
- Service Partners who do not pass the background check will receive a refund of the certification course fee, minus a processing fee, the amount of which will be displayed on the *Enrollment* screen (on the portal) prior to before payment is made.
 - If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECK DURING COVID-19 PANDEMIC

Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified, and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note a credit freeze will delay the process. 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.

Please note:

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

AFFIDAVIT OF ID

- This step can be skipped If you have already submitted a valid Affidavit of ID on a previous opportunity (within the past 6 months)
- Click on the link to access the Affidavit of Identification: [Affidavit of Identification](#)
- Once completed, submit this form to AriseAffidavitOfIdentification@arise.com
 - Please make sure to include User ID/CSP ID in the subject line, along with the name of the client program you are enrolling in.



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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%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100}{}$
Customer Satisfaction Survey (CSS)	90 points	The measurement of the customers' level of satisfaction
Average Handle Time	< 12 minutes	The average amount of time spent servicing a single call; talk time + hold time
Customer Effort Score (CES)	80 points	Customer Effort (How much effort did the customer have to spend to complete the call or transaction?)

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.

Service Level Requirements	*	**	***
TBD Will be provided during certification			
TBD Will be provided during certification			
INCENTIVE (Pre-Select)	\$0.50	\$1.00	\$1.50



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

All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

- To confirm a business's intent to attend, Arise may be contacting the business 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 business's intent to attend will result in a delay of codes and may result removal from the course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

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

- A Service Partner CANNOT enroll its agent in this opportunity if the agent is currently servicing 3 or more programs.
 - If an agent is servicing 2 programs, they can enroll in this course.
- Was servicing one or more SOWs that were terminated for cause
- Dropped from "enrolled" status in program opportunity less than 4 weeks before expressing interest in this program 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.

