

# OPPORTUNITY ANNOUNCEMENT



## The Home Depot – General Information Center

Inbound General Information Center Calls



[Watch an On Demand Infossession Now!](#)



### Service Revenue

### Service Revenue

\$5.00 per interval  
(\$10.00 per hour)



### Certification

### Course Duration

Phase I  
05/26/2020 – 06/01/2020

Phase II  
06/02/2020 – 06/08/2020

### Class Times Offered

Monday – Friday

9:00 a.m. – 3:00 p.m. ET

2:00 p.m. – 8:00 p.m. ET

Note: Agents must attend 1 “Log-in Party” on one of these dates: 5/22, 5/23 & 5/24

More information on [page 4](#)



### Servicing Times Available

### Intervals Available

Sunday - Monday  
8:00 a.m.– 8:00 p.m. ET  
7 days a week

### Most Intervals Available

Sunday – Monday  
11:00 a.m. – 6:00 p.m. ET

### Weekend Servicing Requirement

8 intervals (4 hours)  
required on a Saturday  
or Sunday or a  
combination of both.





## **The Home Depot – General Information Center** Inbound General Information Center Calls

### **About the Client | The Home Depot**

The Home Depot is the world's largest home improvement retailer with nearly 400,000 orange-blooded associates and more than 2,200 stores in the U.S., Canada and Mexico.

The typical store today averages 105,000 square feet of indoor retail space, interconnected with an e-commerce business that offers more than one million products for the DIY customer, professional contractors, and the industry's largest installation business for the Do-It-For-Me customer.

For more information about The Home Depot please visit their website at <http://www.homedepot.com>



### **Systems and Equipment**

#### **Equipment Must Meet Platform Standards**

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

#### **Additional Client Program Technology Standards**

- Smartphone or tablet that can download an app for a security token
- VOIP headset required for class and servicing - A wired headset (wireless NOT allowed)
- Dual Monitors
- Windows 10
- The operating system must be in English





## **The Home Depot – General Information Center** Inbound General Information Center Calls What to Expect When Servicing

### **What to Expect**



- Home Depot - General Information Center (GIC) serves as the transfer hub and information line primary for Home Depot customers needing information or needs a call transferred to another department for assistance.
- Calls vary from needing a copy of a receipt, confirming hours of operation, does the store have an item in stock, etc.
- All agents servicing must have a professional work environment free of background noise.



### **Capabilities of Top Performing Service Partners for this Program**

- Outstanding problem-solving skills
- Displays patience, empathy, and ability to manage stress, the ability to work under pressure
- Skilled and efficient in writing and verbal communication
- Provides knowledgeable, friendly and eloquent customer service





## **The Home Depot – General Information Center** Inbound General Information Center Calls CERTIFICATION DETAILS

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

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### **Phase I**

#### **Instructor-Led & eLearning**

##### **This phase provides:**

An overview of the tools, knowledge and resources necessary to use client systems and provide quality service to client's customers.

Agents must attend 1 "Log-In Party" on one of these days:

- 05/22/2020
  - 05/23/2020
  - 05/24/2020
- A combination of e-learning and instructor-led work
  - 6 hours per day of instructor-led sessions
  - Daily self-paced modules and assessments to be completed during class.

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### **Phase II**

#### **Certification Live Call-Taking** **Earn While You Learn!**

##### **During this phase:**

An opportunity to apply what you've learned in Phase I to live calls, while earning revenue!

During this phase, Service Partners are required to service a minimum of 30 intervals (15 hours) per week including 8 intervals (4 hours) on Sunday and/or Saturday.

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

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





## **The Home Depot – General Information Center**

### **Inbound General Information Center Calls CERTIFICATION DETAILS**

#### **Certification Completion Criteria**

- Cumulative average of 90% for all knowledge checks and assessments.
- Achieve  $\geq 90\%$  Interaction Creation Percentage (ICP) during blended delivery call taking.
- Must complete 100% of all Torch coursework and class role play as assigned by the instructor.
- 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](#)

#### **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](mailto:FADVReports-NoReply@fadv.com)).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify the Customer Opportunity specialist: [mwalsh@arise.com](mailto:mwalsh@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



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## 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 DRUG SCREENING DURING COVID-19 PANDEMIC

To ensure the safety and well-being of all Service Partners and do our part to help mitigate the spread of COVID-19, all drug screenings will be postponed until further notice. Agents enrolling in this opportunity should keep in mind that this DOES NOT mean Service Partners will never be required to complete the drug screen. Once the determination is made that drug screenings can resume, Service Partners will receive notification and have 30 days to complete the drug screen. You will potentially be able to complete enrollment in a course, certify and begin servicing before fulfilling the drug screen requirement. Please note that failure to timely initiate the drug screen (once it is reinitiated), or failure to pass the drug screen, will result in the termination of a business's Statement of Work without further notice.

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.

### 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.

### AFFIDVAT OF ID

### 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](mailto:AriseAffidavitOfIdentification@arise.com). When submitting the form, the Subject line must include the Client Program name and the CSP ID



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## STAR metrics requirements vary and are subject to change.

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

Service Level Requirements		Metrics Definition
<b>Commitment Adherence</b>	≥ 90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: [(Posted Interval Login Minutes + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]
<b>Average Handle Time (AHT)</b>	320 seconds	The average length of a call. Includes Talk Time, Hold Time and ACW Time.
<b>Interaction Creation Percentages (ICP)</b>	≥ 95%	Case creation and documentation. It is the amount of total cases created divided by the number of calls handled.

## 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.

Metric	*	**	***
Intervals Serviced	≥ 64	≥ 64	≥ 64
Average Handle Time (AHT)		≤ 320 seconds	≤ 320 seconds
Interaction Creation Percentage (ICP)			≥ 95 %





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

- To confirm a business's intent to attend, Arise may be contacting the Service Partner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure of agent to confirm their 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. Service Partners are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

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

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

- Has a termination on file from any Home Depot Program
- Has dropped from enrolled status in a client opportunity less than 4 weeks before expressing interest in this client opportunity
- Are currently enrolled in or are servicing in a Home Depot Program course. Due to system conflicts you can not service more than one Home Depot program.
- Must have at least 30 days elapsed since last Home Depot SOW or enrollment in Home Depot class.

### **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.

