

Opportunity at a Glance

Service Type: Customer Support Data Entry

Contents

[Opportunity at a Glance](#)

[Client Overview](#)

[What to Expect](#)

[Certification Course Details](#)

[Enrollment Prerequisites](#)

[Additional Equipment](#)

[Service Level Requirements](#)

[Additional Information](#)



Service Revenue

Base Rate

\$4.50 per interval
\$9.00 per hour

Average Revenue (based on performance)

\$4.50 - \$5.00 per interval
\$9.00 - \$10.00 per hour



Certification

Course Duration

Phase I
1/7/2019 - 1/18/2019

Phase II
1/19/2019 - 2/28/2019

Class Times Offered

9:00 AM – 11 AM ET
Or
7 PM – 9 PM ET



Service Intervals

Suggested 30 Interval (15 hour) SOW

Intervals Available*
24 hours a day
7 days a week

Most Intervals Available*
1:00 PM – 8:00 PM EST Daily

Weekend Requirements*

4 intervals (2 hours) required on Saturday or Sunday, or a combination of both

* Subject to change based on client needs.



Equipment

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

Additional Client Program Technology Standards

- PC with Windows 7 or Windows 10
- Stable high - speed Internet connection with minimum of 25 MBPS download speed. Faster speeds are highly recommended.
- WIFI not allowed; must be hard wired into the modem
- Screen resolution between 1440 x 900 & 1600 x 900

Client Overview

Service Type: Customer Support Data Entry



Interactions LLC is a leading provider of speech and natural language technology that enables businesses and consumers to engage in productive conversations. With flexible products and solutions designed to meet the growing demand for unified, multichannel customer care, Interactions is delivering significant cost savings and unprecedented customer experience for some of the largest brands in the world. Interactions uses a blend of artificial intelligence (AI) and human understanding which enables customers to talk or type in their own words to easily get things done.

For more information about Interactions LLC, please visit their website at <https://www.interactions.com/>.

What to Expect

Service Type: Customer Support Data Entry

Call centers will provide real-time interactive voice response (IVR) correction by listening to customer voice clips (“utterances”) of live calls and capturing the appropriate concept or data and entering the information into an innovative system. The call center will support a variety of Interaction’s clients and the Interactions program is not specific to one particular client of Interactions. Interaction’s clients may be removed or added to the program. The nature of the service is moving live calls along that are in a set pattern or a “call flow process” in which the IVR could not recognize certain words (gets stuck). The IVR system needs your assistance to move the call on in less than a second to avoid customer dissatisfaction.

There is no interaction with customers. This is a real-time data entry only program.

Call centers will be required to follow strict quality standards to ensure contacts have been coded correctly and are completed efficiently.

Capabilities of Top Performing Call Centers for this Program

- Strong customer service skills
- Excellent listening skills
- Impeccable attention to detail and focus
- Ability to quickly move from utterance to utterance with little to no down time

Certification Course Details

Service Type: Customer Support Data Entry

Class Times Offered

Monday – Friday

9 – 11 AM or 7 – 9 PM ET

1/7/2019 – 1/18/2019

Attend 2 hour daily instructor led session plus additional one hour of self-paced daily activities as required and posted to class document.



Phase I
2 hour daily classroom required plus 2 hours of daily self-paced activities

1/7/2019 - 1/18/2019

This course provides:

The course will prepare Call Center to be successful in meeting the required $\geq 90\%$ accuracy metric and < 6 second average response time metric needed to certify on the final assessment

Phase II
Certification Utterance Taking

1/19/2019 - 2/28/2019

This course is:

Live data entry support helping call centers ramp to proficiency in service.

- Completing 500 weekly practice utterances in the Practice Intent Analyst Desktop (IAD). The IAD is an exact replica of what is used in the real world and what a call center's agent will receive when they move into production.
- Completing two 15-minute hybrid huddles weekly. These virtual huddles are conducted at the agents' own pace and include specific information bites that need to be shared. Each session is 10 – 15 min max where an abundance of information is provided.
- Daily viewing of CrowdHub posts before production servicing and viewing Dashboard feedback at the end of all service intervals.
- Interval cap at 4 hours weekly until meeting performance metrics as required for preselect.

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.

Certification Completion Criteria

Phase I

- Attend daily two-hour instructor led session and two hours of self-paced work to be completed daily with a minimum of 200 practice utterances each day.
- Complete LMS Modules with $\geq 85\%$
- Complete Mock Utterance assessment by scoring 90% or higher Accuracy and < 6 Second Average Response Time completing between 100 -150 utterances each for the applications as designated by the client within the designated timeframe. There will be one retake opportunity.

Phase II

- 500 practice utterances per week on the Practice IAD & One weekly Huddle
- Must certify all additional client upskills according to the glide path within a four week period following successfully completing Phase I.

Enrollment Prerequisites

Service Type: Customer Support Data Entry

**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.

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

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).

- 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

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

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.

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.

Service Level Requirements

Service Type: Customer Support Data Entry

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: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Time Out %	<0.25%	When a production utterance is routed to an agent and the agent fails to respond within 25 seconds of delivery leaving the caller without receiving a response.
Production Accuracy	>95%	Score of accuracy dispositioning for utterance
Response Rate	<2.0 second	Time taken to submit utterance relative to total length of utterance

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	*	**	***
Production Accuracy	≥97%	≥97%	≥97%
Response Time		≤1.0	≤1.0
30 Minute Intervals Serviced Per Invoice Period			≥60

Additional Information

Service Type: Customer Support Data Entry

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%
- ~~Has ever been enrolled in an Interactions course~~
- Is contracted on any Interactions program

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.