



## BARNES & NOBLE

### Barnes & Noble Customer Support (.COM)



#### Service Revenue

#### Base Rate

\$1.45 per call  
multiplied by the total number of  
calls serviced

#### Alternate Base Service Revenue

\$4.00 per interval  
serviced multiplied by the total  
number of intervals serviced

### Exciting Opportunity- Post .COM Certification!!

Service Partners that successfully service the Barnes & Noble Customer Support program – and meet or exceed all metrics – will be chosen to also certify on the Barnes & Noble Specialty Services program. Details on page 4.



#### Certification

#### Course Duration

Phase I  
09/28/2020 – 10/23/2020

Phase II  
10/24/2020 – 12/01/2020

#### Class Times Offered

Monday – Friday  
9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET



#### Servicing Times Available

#### Intervals Available\*

8:00 a.m. – 11:00 p.m. ET  
(Monday through Friday)

9:00 a.m. – 11:00 p.m. ET  
(Sunday and Saturday)

365 days per year/7 days a week

#### Peak Days

Monday and Tuesday

#### Special Servicing Requirement

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

*\*Subject to change based on client needs*



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#### About the Client Barnes & Noble

Barnes & Noble, Inc. is a Fortune 500 company, the nation's largest retail bookseller and a leading retailer of content, digital media and educational products. The Company operates 640 Barnes & Noble bookstores in 50 states, and one of the Web's premier e-commerce sites, BN.com. Nook Digital business offers a lineup of popular NOOK® tablets and eReaders and an expansive collection of digital reading content through the NOOK Store®.



#### Systems and Equipment

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



##### Additional Requirements

This program uses the AVG (Arise Virtual Gateway) to connect to client systems, agents that do not have Miami area code phone numbers (305 or 786), will need to be able to dial long distance on their service lines which may result in long distance charges.

**Please see the System and Equipment Section of this opportunity announcement for detail.**

This program also requires use of the Arise Secured Desktop (ASD). The ASD is a piece of computer hardware that securely connects your computer system to the client's system.

**\*All learners are expected to have the ASD set up prior to the first day of class**



## BARNES & NOBLE

### Barnes & Noble Customer Support (.COM)

#### **SERVICE PARTNERS WILL BE SERVICING THIS CLIENT PROGRAM USING THE ARISE BUY & BUILD SECURE DESKTOP (ASD)**

- To service this client program, agents 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, agents will need to obtain an 8 GB 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.
- Detailed instructions on how to build your Arise Secure Desktop will be sent upon enrollment in the certification course.

\*All learners are expected to have the ASD set up prior to the first day of class.



# BARNES & NOBLE

## Barnes & Noble Customer Support (.COM)

### Exciting Opportunity for the Specialty Services Program (30 Days Post .COM Certification)!

Service Partners that successfully service the Barnes & Noble Customer Support (.COM) program – and meet or exceed all metrics (for at least the first 30 days) – will have an opportunity to also Cross-Certify (15 class days) to the Barnes & Noble Specialty Services program.\*

#### **What is the Specialty Services program?**

Agents servicing the Specialty Services program will take Retail, Escalations and Sales Audit (fraud) calls

- Over half the volume on this program is Retail and Sales Audit (SAG)

#### **Examples of retail calls include:**

- An employee of the store calling to get help for a customer with a gift card or another matter
- A customer who ordered a book in the store, because it wasn't in stock, and they are following up on that order status

#### **Example of an audit call:**

- A customer purchased a gift card which was lost or stolen and they need help getting it replaced

#### **Advantages of servicing the Specialty Services program:**

- The initial caps in Starmatic™ are almost DOUBLE than those of the Barnes & Noble Customer Support program
- Opportunity to earn a HIGHER service revenue rate (up to \$1.50 per interval/\$3.00 per hour more than .COM)
- Agents servicing the Specialty Services program may have first access to additional opportunities on the Barnes & Noble program





## **Barnes & Noble Customer Support (.COM) What to Expect When Servicing**



### **What to Expect**

The scope of services and the kinds of tasks one can expect to handle on a daily basis for the Barnes & Noble Program:

- Handle customer inquiries regarding order status, membership, and/or marketplace order.
- Create a case in client system for every interaction
- Research customer's account to accurately identify best solution/answer for customer inquiry
- Use client knowledge base to provide customer with accurate and complete information
- Utilize Chat and QA PF resources when necessary
- Consistently achieve a minimum of 90% CA
- Follow all log in requirements (AVG, ASD, and all client systems)
- Future Barnes and Noble program eligibility once your business is efficient with .COM call type.



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

- Outstanding problem-solving skills
- Displays patience, empathy, an 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





## **Barnes & Noble Customer Support (.COM) CERTIFICATION DETAILS**

### **eLearning & Self-Paced Work**

#### **This phase is:**

Agents will learn about Barnes & Noble, how to use and navigate the systems and how to use these tools to resolve customer inquiries.

- IN-DEPTH: Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.
- Four hours of instructor-led content per day and up to two hours of self-paced content.

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

#### **This phase is:**

- Opportunity for learners to apply all that was learned in Phase I on live calls.
- Time to earn revenue!

Time to earn revenue!

During the Certification SOW, Service Partners are required to service a minimum of 24 intervals (12 hours) per week during times posted in Starmatic and as outlined in the SOW.





## **Barnes & Noble Customer Support (.COM) CERTIFICATION DETAILS**

### **Certification Completion Criteria**

- All Homework assignments must be completed
- Complete and pass a pre-enrollment assessment
- Pass all quizzes and exams with a score of 80% or higher
- Provide a notarized Affidavit of Identification with Photo ID
- 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](#)



## BARNES & NOBLE

### **THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION**

Step One: A background check will be prompted once you start the enrollment process if you have never enrolled in a client program through the Arise Platform before, or if you haven't had one in the past six months.

#### **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 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

#### **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.

#### **AFFIDAVIT 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)
  - 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.





# BARNES & NOBLE

## 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
<b>Commitment Adherence</b>	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as $\text{Serviced Minutes} / (\text{posted Minutes} + \text{Released Lockdown Minutes}) \times 100$
<b>Short Call Percentage</b>	< 1.0 %	
<b>ASAT</b>	> 4.5	This is the measurement of the customer's satisfaction with an agent regarding a customer support contact. This is based on the answer to the question in a CSAT survey performed by asking the customer to rate their satisfaction with the agent. Responses are 0 (not at all satisfied) through 5 (extremely satisfied). Calculation of Agent Satisfaction: $\text{percentage (\%)} = \frac{\text{percentage (\%)} \text{ of Top boxes (4 and 5) in a said calendar month}}{\text{Total number of Agent Satisfaction Responders in a said for a defined period}}$
<b>Average Handle Call</b>	350 – 399 seconds	

## Star Metrics

*		**		***	
Metrics	Min Requirements	Metrics	Min Requirements	Metrics	Min Requirements
Intervals Serviced per Invoice Period	> 48	Intervals Serviced per Invoice Period	> 48	Intervals Serviced per Invoice Period	> 48
		Quality Assurance (QA)	≥ 93 %	Quality Assurance (QA)	≥ 93 %
				Average Handle Time (AHT)	300 - 350 seconds



## BARNES & NOBLE

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

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

- To confirm a Service Partners intent to attend, Arise may be contacting the agents 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 Service Partners DOES NOT QUALIFY to participate in this program if any of the following applies to the company or their agent enrolling in the opportunity:**

- Have one or more SOWs who were terminated for cause
- Dropped from "enrolled" status in a program opportunity less than 4 weeks before expressing interest in this program opportunity
- Contact information for the call center companies and their agents must be up-to-date to be eligible for this opportunity. If Arise is unable to contact a business owner or agent, they will be dropped from this opportunity without further notice.
- Doesn't provide a completed Notarized Affidavit of Identification and Photo ID. Please note, failure to provide the completed affidavit will delay final certification and will prevent Arise from offering your company a Statement of Work to service the program.
- The background and drug screening must be successfully completed immediately once the step is made available on your portal. Failure to execute the background check will result in missing out on this opportunity. \*A credit freeze will delay the process. The credit freeze should be temporarily lifted for a minimum of 10 days in order for the third-party vendor to process your background check.

### **A company must meet all of the following criteria to be considered for this opportunity**

- Hold a star rating of 2 or more stars for the past 2 SOW periods
- Excellent customer service and technical skills
- Strives to be personal and professional and show they care.

### **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.

