

Opportunity at a Glance

Service Type: Customer Service

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Service Revenue

Base Rate

The rate of \$1.00 per call multiplied by the total number of calls serviced under the SOW during the Invoice Period. A "Call" is defined as a call with the Clients customer and includes all talk time, hold, transfer time and extension out time

OR

Alt Base Rate

\$4.50 per interval
\$9.00 per hour



Certification

Course Duration

Phase I
12/17/2018 – 1/18/2019

Phase II
1/19/2019 - 02/08/2019

Class Times Offered

Monday – Friday

9:00 AM – 1:00 PM ET
1:30 PM – 5:30 PM ET
6:00 PM – 10:00 PM ET



Service Intervals

Suggested 30 Interval (15 hour) SOW

Intervals Available*

8AM – 6AM
365 days per year
7 days per week

Weekend Requirements*

10 intervals (5 hours) required on a Saturday or Sunday, or a combination of both.

Peak Days

Saturday, Sunday & Monday

**Subject to change based on client needs.*



Equipment

Equipment Must Meet Platform Standards

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

Additional Client Program Technology Standards

Minimal 1280 x 1024 monitor resolution

This program requires dual monitor configuration to connect to client systems, call center companies that do not have dual monitors will not be able to successfully service the client.



Carnival Cruise Line



Client Overview

Service Type: Customer Service

Carnival is The World's Most Popular Cruise Line® with 25 ships operating 3 to 16-day voyages to The Bahamas, Caribbean, Europe, Mexican Riviera, Alaska, Hawaii, Canada, New England, Bermuda, Australia, New Zealand and the Pacific Islands. **Friends and Family" discounts immediately following certification and upon the start of live service**

Learn more at <https://www.carnival.com/>

What to Expect

Service Type: Customer Service

Here is the scope of services and the kinds of tasks one can expect to handle on a daily basis for Carnival Customer Service Program:

- Inbound calls for assistance with bookings from client's travel agent partners.
- Possible outbound calls to client-designated internal support departments, client's travel agent partners for status and clarification purposes.
- Transferring of inbound calls or outbound calls to other client-designated internal support departments or client account representatives.



Certification Course Details

Service Type: Customer Service

Class Times Offered

Monday - Friday

9:00 AM – 1:00 PM
ET

1:30 PM – 5:30 PM
ET

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

12/17/2018 - 1/18/2019

This course provides: An overview of tools, knowledge, resources, and practice call-time necessary to use Client systems and provide quality service to client customers with service, tax support and technology issues.

This course is:

- A combination of self-paced
- and instructor-led
- 4 hours of instructor-led classroom
- 2 hours of self-paced work

Phase II Earn While You Learn! Classroom Call Taking

1/19/2019 - 02/08/2019

This course is:

- A combination of QA Support sessions and live call taking
- 2 hours per day live call taking during class times (Mon – Fri)

Phase III Earn While You Learn! Perform to Production SOW

02/09/2019 -

Apply what you've learned in phase I and II to live call taking, and generate revenue.

Certification Completion Criteria

- No more than 2 Auto Fail Scores during one or more of the 3 weeks of post instructor led"
- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass mock call scenarios with the instructor
- Successfully pass live certification call-taking days (if applicable)
- 100% completion of daily self-paced work
- 90% or greater on assessments, mid-term and final assessments
- Select and service a minimum of 20 intervals per week/4 intervals 0 per week day during first three weeks post instructor led certification
- Successfully attain 80% average or higher on the 4 audits completed during week 3
- Attend certification preparedness session day 1 post instructor led certification

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.

All pre-course work must be completed before the first day of class.



Carnival Cruise Line

Enrollment Prerequisites

Service Type: Customer Service

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: Lcubas@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

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.



Carnival Cruise Line

Service Level Requirements

Service Type: Customer Service

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 $\frac{\text{Serviced Minutes}}{(\text{posted Minutes} + \text{Released Lockdown Minutes})} \times 100$
Low Quality Score	< 80%	No more than three quality scores below 90% within the term of the SOW
Average Handle Time (AHT)	≤ 400 seconds	Average duration of calls handled, measured from the call initiation, including any hold time, talk time and related tasks that follow the call.

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

Star Tier Scale	*	**	***
	Minimum Requirements	Minimum Requirements	Minimum Requirements
Quality (QA)	≥ 85%	≥ 85%	≥ 85%
Intervals Serviced		≥ 40	≥ 40
AUX %			≤ 5%

Additional Information

Service Type: Customer Service

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:

- Was designated servicing one or more SOWs who 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%
- Currently servicing Carnival Direct Sales, Customer Service, Groups Service or Customer Service through any other vendor or Arise application.
- Are working directly or provide contracted services to any travel agency or any other cruise line other than Carnival or its affiliate while provided services under the SOW.
- Contact information for the call center's owner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the call center owner or any of the call center's agents, they will be dropped from this opportunity without further notice.

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.

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.