



Creative Resources Connections
"Connecting People & Resources"

Arise Terminology

****To further assist you with questions regarding Service Level Metrics, please see below for some very important terminology that may help bring clarity to your business.****

Priority Commitment

A specific amount of select service intervals necessary to meet the required hour minimum as defined in the Statement of work.

Example: If the SOW requires 20 hours serviced, an Independent Business is compliant by posting/selecting the initial 20 hours to service.

If the service intervals are available and an Independent Business selects below the SOW required hours, that Independent Business is not in compliance of the SOW.

NOTE: Priority Commitment is ONLY enforced when service intervals are available for selection:

"If Arise is unable to provide Independent Business with enough Service Intervals to allow Company to meet the Service Requirement during any week, Company shall service the number of Service Intervals that are made available by Arise. In such circumstances, the Servicing Requirement shall be waived by Arise"

Commitment Adherence

The percentage of time the Independent Business actually serviced the scheduled (Committed) intervals.

Example: If an Independent Business selects 10 service intervals and only services 5 of those 10 service intervals, the Independent Business employee is not in compliance of Commitment Adherence

**Notice, Commitment Adherence does not have anything to do with available hours – it is only the number of hours you serviced out of the total hours scheduled. You schedule 10 hours and service 5. Your CA is 50%.

Schedule Adherence

A general term that refers to how well an Independent Business adheres to the posted schedule.

Example: An Independent Business is scheduled to service 20 hours between Monday, Tuesday and Wednesday. The Independent Business services 20 hours instead on Thursday, Friday and Saturday.

The Independent Business will be meeting the Commitment Adherence as the 20 hours were serviced, but has not met Schedule Adherence because the 20 hours were not serviced during the specified dates/times.

Serviced Minutes

Serviced Minutes are the total number of minutes of each Accepted Interval that were actually serviced/worked by the Independent Business

Released Lockdown Minutes

Released Lockdown Minutes are intervals that were released within 48 hours of the start of an Accepted Interval.

NOTE: Lockdown Period – releasing intervals within the 48 hour lockdown period will have a negative impact on your adherence.

Interval Exception

Special allowance to drop an accepted service shift based on a request (usually provided by the client) with no consequences to metrics. It normally occurs when the Client reduces the number of available hours.

Your Independent Business can accept Interval Exceptions through StarMatic 2.0.

Urgent Service

An Urgent Service interval occurs when there is an urgent need for more IBs to man the phones. Available service intervals that appear in red in StarMatic 2.0 for urgent pick-up.

Urgent Service may be requested at any time.

Swap Intervals

The Swap Option is available in StarMatic to allow selected service intervals to be put up for other Independent Business to select if you cannot service those shifts.

If an interval is placed for Swap and is selected by another Independent Business, the original service interval is now released and holds no contractual penalty.

If an interval is placed for Swap and is not selected by another Independent Business and has not been released, it will be considered a "No Show" for the selected intervals.

No Show

A selected service interval that has not been serviced, swapped or released. It has a negative consequence to your adherence.

Interval Waiver

An interval Waiver is typically issued when you experience a technical issues and work with Arise Technical Support to resolve the issue. You must be working with Tech to resolve the issue so that an INCIDENT (INC) number is issued. With the INC number, it will remove the penalty of a release or No Show.

Unposted Servicing

Unposted Servicing is any time or intervals that an Independent Business may service without selecting the corresponding times in StarMatic 2.0.

Any unposted servicing that has not been approved is considered pirated time and is a direct violation of the SOW and may lead to termination.