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Peloton

Peloton Inbound Member Support Program
Order Experience Multi-Channel Support

Receive a FREE Peloton Digital Membership while you service the Peloton Program, and access thousands of live and recorded workout classes!
Join the Arise group on Peloton…#AriseOX

Service Revenue

Service Revenue
$12.00 per hour*
($6.00 per interval)

*Hourly rate shown assumes the servicing of two, 30-minute intervals.

Certification

Class Schedule
Phase I*
05/06/2021

Phase II
05/07/2021 – 05/19/2021

Phase III
05/20/2021 – 05/28/2021

Class Times Offered
Monday – Friday

9:00 a.m. - 1:00 p.m. ET

OR

3:00 p.m. – 7:00 p.m. ET

Servicing Times Available

Intervals Available*
Mostly Phone, with occasional chat & email
Monday – Sunday
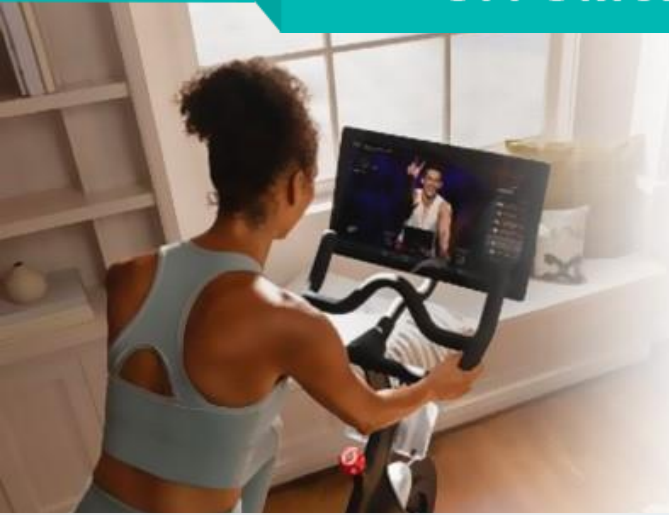9:00 a.m. - 9:00 p.m. ET

Weekend Requirements
8 Intervals (4 hours) required on Saturday or Sunday or combination of both.

Most Intervals Available
Monday- Friday
9:00 a.m. – 5:00 p.m. ET

*Subject to change based on client needs

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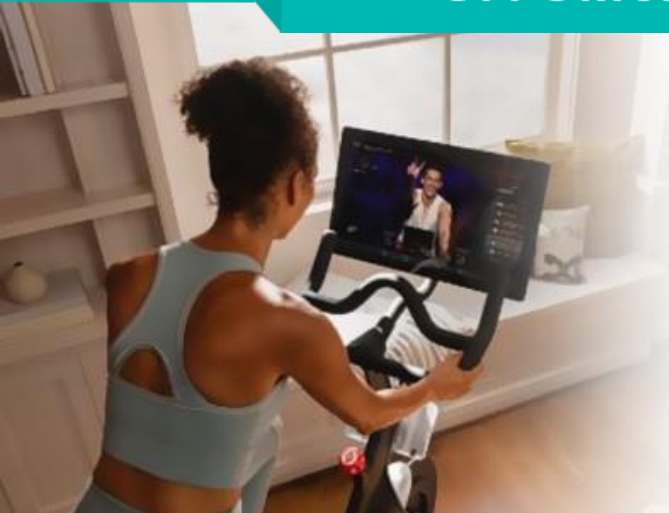**Order Experience Multi-Channel Support**

About the Client | Peloton

Peloton is the largest interactive fitness platform in the world, with a loyal community of more than 2.0 million members, pioneering connected, technology-enabled fitness and the streaming of immersive, instructor-led boutique classes to members anytime, anywhere. Peloton makes fitness entertaining, approachable, effective, and convenient, while fostering social connections that encourage members to be the best versions of themselves. The world-class instructors teach classes across a variety of fitness and wellness disciplines, including indoor cycling, indoor/outdoor running and walking, bootcamp, yoga, strength training, stretching, and meditation.

For more information about Peloton, review the client's website https://www.onepeloton.com/

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

Additional Client Program Technology Standards

Arise Secure Desktop (ASD) The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.

The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own flash drive to download the ASD onto, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.

- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

Arise Secure Desktop (ASD) Purchase Suggestions*

Amazon SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive $8.99

Best Buy PNY - Elite Turbo Attache 4 32GB USB 3.0 $12.99

Walgreens Infinitive USB Flash Drive 16GB $16.99

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What to Expect When Servicing

What to Expect

This is not an email only opportunity. Service Partners must service phone only or majority phone and some email.

Ensure a seamless, on-brand experience throughout the end-to-end Peloton member journey. Providing personalized and elevated support for Peloton's members whenever they need assistance.

Essential functions & duties:

- Provide exceptional customer service via phone, email and occasional chat.
- Earn the trust of the customers
- Educate customers on the product for optimal understanding and ease of use & accessibility
- Offer solutions quickly and be conscious of their time as well as your own

*Subject to change based on client needs

Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Application of soft skills
- Display patience, empathy, an ability to manage stress, the ability to work under pressure
- Skilled and efficient in written and verbal communication
- Provide knowledgeable, friendly and eloquent customer service

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CERTIFICATION DETAILS

1

"Log In Party"

Agents who enrolled in the 9:00 a.m. class will attend a session from 9:00 a.m. – 1:00 p.m. ET and agents who enroll in the 3:00 p.m. class will attend a session from 3:00 p.m. – 7:00 p.m. ET.

Instructor-Led Learning & Self Paced Work

This phase provides

Registrants will learn about the client, how to navigate systems, how to address customer inquiries related to order experience/management and how to deliver exceptional customer experiences.

This phase requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

- 4 hours of instructor-led content per day and up to 2 hours of self-paced content
- It is imperative all self-paced assignments are completed prior to instructor-led sessions in order to participate in instructor- led activities.

Instructor-Led Learning & Live Call-Taking
Earn While You Learn!

In this phase:
Live Call Taking and instructor led debrief sessions. Purpose is to gain experience on the phones while having additional support in a classroom setting.

3 hours of call-taking, 1 hour of instructor-led sessions Real-Time Quality Evaluations completed by Performance Facilitator.
Agents must successfully pass Quality Evaluations during this phase.

During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week, during times posted in Starmatic and as outlined in the SOW.

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

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Certification Completion Criteria

- Complete 100% of pre-course work prior to day 1 of class
- Attend a log-on party on day 1 of class
- Successfully pass all quizzes and exams scoring 85% or higher (2 attempt MAX)
- 100% completion of daily self-paced work (Learners who are not complete with all self paced and classroom work up to day 6 by day 6 could be dropped from class)
- Participate in all live call taking days outlined as Phase 2 and Phase 3 in the course duration section
- Achieve a 75%+ QA score on every scored in live certification call taking
- Meet all service level and performance metric requirements as outlined in the Certification SOW
- 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
- During Phase III, and in order to certify, learner must service a minimum of 20 intervals (10 hours) (this includes the following Talkdesk aux states: On a call, Email, Chat) – and at least 12 of those intervals (6 hours) must be on phone (including: on a call, available).

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

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THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK
AND AFFIDAVIT OF IDENTIFICATION

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Arise® Portal.

- The background check will be required to be completed either before or after payment for the course is made - depending on the client program.

- Service Partners who do not pass the background check will receive a refund of the certification course fee, minus a processing fee, the amount of which will be displayed on the Enrollment screen (on the portal) prior to before payment is made.

- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.

- Refunds will not be provided if the background check is not completed in a timely manner.

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 a credit freeze will delay the process. 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 compete 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.

AFFIDAVIT OF ID

A completed, 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
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com

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, no refunds will be provided.

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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: [(Serviced Minutes + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]x100
Quality Score	≥ 85%	% of evaluated calls receiving a Quality score of 85% or higher / total calls evaluated
CSAT	85%	Level of happiness expressed by the customer at the end of the call
Average Speed to Answer ASA	< 60 seconds	

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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, when in class and when servicing.

- To confirm a Service Partners 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 to confirm your 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. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

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

- Was servicing one or more SOWs that were terminated for cause
- Dropped from "enrolled" status in program opportunity less than 4 weeks before expressing interest in this opportunity.
- Has a Commitment Adherence below 90%
- Holds a Star rating of 2 or more stars for the past 2 SOW periods.

See Sample Statement of Work

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.

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