



Agero[®]

Agero | Roadside Assistance Bilingual – English/Spanish Customer Service



Service Revenue

Base Rate

\$5.00 - \$7.50/Interval
(\$10.00 - \$15.00 per hour)

Pay per Productive Interval

\$5.00/Interval
(\$10.00 per hour)

Service Partners on this bilingual program can earn up to \$7.50 per interval by meeting the 3 STAR requirements and having a CA of >91%. Details in the SOW.



Certification

Course Schedule

Phase I

09/03/2020 – 10/05/2020

Phase II - Earn While You Learn!

Live Call-Taking

10/06/2020 – 10/15/2020

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*

365 Days a year
7 days a week
24 hours a day

Special Servicing Requirements*

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

**Subject to change based on client needs*





Agero | Roadside Assistance Bilingual Customer Service



About the Client | Agero

Agero provides emergency roadside assistance to customers that have emergency roadside benefits as part of their automotive insurance policy or their new vehicle owner's package. 11 out of 15 top insurance carriers support their customers through Agero, and 75% of new passenger vehicles sold in the U.S. use Agero to provide their customers with roadside assistance.

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



Systems and Equipment

Equipment Must Meet Platform Standards

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





Agero | Roadside Assistance Bilingual What to Expect When Servicing

What to Expect



On a day-to-day basis, Service Partner can expect to participate in the following activities:

- 24/7 service of inbound **bilingual (English/Spanish)** calls for roadside assistance and other service requests from client's customers and/or client account representatives for assistance with items such as:
 - a vehicle that won't start
 - flat tire(s)
 - keys locked inside a car
 - vehicle out of gas
 - vehicle in an accident
- Place outbound calls to list of client's service providers to secure appropriate towing assistance to resolve the customer's needs
- Possible outbound calls to client, client's customers and/or client account representatives for status and clarification purposes.
- Transfer inbound calls or outbound calls to other client-designated internal support departments or client account representatives
- Outbound coordination to client's service providers & possible follow up calls for clarification and/or additional calls for secondary services
- Probe to identify the need of the customer based on vehicle inoperable situation
- Identify the customer's location using Google Maps and other client tools
- Provide policy coverage details based on the specific client program
- Secure a Service Provider to assist the customer, based on the parameters of the policy's program
- Provide status updates to customers calling after the initial request for assistance was processed



Capabilities of Top Performing Service Partners for this Program

- This is a best fit Opportunity for an agent wanting to service from 8:00 AM – Noon EST and/or 4:00 PM -8:00 PM EST as 50% of intervals offered fall in these drive time windows.
- A working knowledge of google maps and other mapping resources.





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CERTIFICATION DETAILS

See Page 1 For Course Dates and Class Times Available

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Phase I

**Instructor-Led
eLearning &
Self-Paced Work**

This phase is:

Course registrants will learn about the client, how to successfully map and locate customers and how to navigate the system.

- 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
- 2 hours of Self-paced work

2

Phase II

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

This phase is:

A combination of instructor-led class time and call-taking. Additional details will be provided during class.

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Phase III

**Certification SOW
continues
Earn While You Learn!**

This phase:

Service Partners are required to service a minimum of 30 intervals (15 hours) per week as outlined in the certification SOW

See Page 1 For Course Dates and Class Times Available

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





Agero | Roadside Assistance Bilingual CERTIFICATION DETAILS

Certification Completion Criteria

- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass live certification call-taking days (if applicable)
- 100% completion of daily self-paced work
- 80% or greater on assessments, mid-term and final assessments
- Participate in all call taking days as indicated above
- Achieve an 85%+ QA Score on scored live certification calls
- Success Strategies for Certification
- Success Strategies for Production
- Complete the Affidavit of Identification
- 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](#)



SECURITY VERIFICATION ON THE ARISE PLATFORM

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

Step One: A background check will be prompted once you pay for the course. Details on the type of background check and the requirements to pass it will be provided **before** payment is made.

- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible **before** payment is made.
- If a course is paid for with a voucher, a voucher would be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.



OPPORTUNITY ANNOUNCEMENT

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 DRUG SCREENING DURING COVID-19 PANDEMIC

To ensure the safety and well-being of all Service Partners and do our part to help mitigate the spread of COVID-19, all drug screenings will be postponed until further notice. Agents enrolling in this opportunity should keep in mind that this DOES NOT mean Service Partners will never be required to complete the drug screen. Once the determination is made that drug screenings can resume, Service Partners will receive notification and have 30 days to complete the drug screen. You will potentially be able to complete enrollment in a course, certify and begin servicing before fulfilling the drug screen requirement. Please note that failure to timely initiate the drug screen (once it is reinitiated), or failure to pass the drug screen, will result in the termination of a business's Statement of Work without further notice.

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.

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment prerequisites 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.

AFFIDVAT 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
 - 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.





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 $\text{Serviced Minutes} / (\text{posted Minutes} + \text{Released Lockdown Minutes}) \times 100$
CSI Top Box	$\geq 87\%$	CSI Top Box are survey responses from Agero's customers indicating Excellent level of service provided.
Average Handle Time (AHT)	> 300 – 700 seconds	Talk time + Hold Time+ After call work
Quality Assurance Critical Score	$\geq 85\%$	Quality Assurance Critical Score are the elements of Agero's Quality program specific to the customer's experience and compliance to Agero's processes and procedures.
AVAYA Not on Call Time	< 70 seconds	Not On Call (NOC) is time spent in After Call Work or Auxiliary phone statuses in Avaya. Not On Call Time is a component of overall Average Handle Time, and should be kept to a minimum, in order to help your company achieve the Average Handle Time goal



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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, free from any background noise, 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. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic[®].

[See Sample Statement of Work](#)

A Service Partner 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 a program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Currently enrolled in any Agero program
- Has a Commitment Adherence below 90%
- Currently residing in one of the following states: CA,CT,HI,MD,MA,NH,NJ,OR,VT and WI
- Currently servicing Agero through any other vendor or Arise application, or servicing through any other Emergency Roadside Service Program
- Contact information for the business and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the company or their agents, they will be dropped from this opportunity without further notice.

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.

