

# OPPORTUNITY ANNOUNCEMENT



## Road America Roadside Assistance Customer Service



### Service Revenue

#### Base Rate

\$0.224 per service minute

#### Minimum ALT Base Rate

\$5.00 per interval  
(\$10.00 per hour)



### Certification

#### Course Schedule

Phase I

7.6.20 – 8.6.20

Phase II

8.6.20 – 8.7.20

Phase III

8.8.20

#### Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. EST

6:00 p.m. – 10:00 p.m. EST

Please review [page 4](#) for important certification requirements in each phase



### Servicing Times Available

#### Intervals Available\*

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

#### Most Intervals Available\*

8:00 a.m. – 12:00 p.m. ET

4:00 p.m. – 8:00 p.m. ET

*\*Subject to change based on client needs*

#### Special Servicing Requirements\*

8 Intervals (4 hours)  
required on Mondays





## Road America Roadside Assistance Customer Service



### About the Client | Road America



Road America is a leading business-to-business provider of roadside assistance solutions, serving customers of client companies with everything from directions and fuel to towing and tire changes. Road America works with a network of service providers to cover a range of vehicles, including automobiles, motorcycles, recreational vehicles and commercial trucks.



### Systems and Equipment



#### Equipment Must Meet Platform Standards

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

#### Additional Client Program Technology Standards

- A second monitor is found to be beneficial for this program.
- Blue Tooth wireless keyboard or mouse are NOT compatible with the client systems.





## Roadside Assistance What to Expect When Servicing



### What to Expect

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

- Inbound calls for roadside assistance and other service requests from client's customers and/or client account representatives.
- Possible outbound calls to client, client's customers and/or client account representatives for status and clarification purposes.
- Transferring of inbound calls or outbound calls to other client designated internal support departments or client account representatives.
- Outbound coordination to client's independent service providers, such as tow trucks.
- Possible follow up calls to independent service providers for clarification and/or additional calls for secondary services.
- Service Partners who certify on the Road America Roadside Assistance program, and meet Certification SOW requirements, will be required to cross-certify on a new client program "Good Sam Club," which services auto and RV roadside members. Additional information will be sent at a later date.



### 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





## Roadside Assistance CERTIFICATION DETAILS

[See Page 1 For Course Dates and Class Times Available](#)

1

### Phase I

**Instructor-Led &  
Self-paced  
learning**

**This phase:**

Consists of 4 hours of instructor-led learning & 2 hours of self-paced work per day.

**Important!**

Failure to complete self-paced work will result in the agent failing certification with no refund.

2

### Phase II

**Instructor-Led  
Mock Calls!**

**This phase is:**

Consists of a minimum of 2 to a max of 4 Mock Calls.

**Important!**

Failure to successfully pass the Mock Calls will result in the agent failing certification with no refund.

3

### Phase III

**Certification SOW  
(Live Call-Taking)**

**This phase is:**

Live Call Taking under the Certification SOW  
**START EARNING REVENUE!**

Failure to successfully meet the minimum requirements outlined in the Certification SOW will result in the business not being offered a Production SOW.

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!





## Roadside Assistance CERTIFICATION DETAILS

### Certification Completion Criteria

#### Phase I

- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass mock call scenarios with the instructor (3 out of 4 calls minimum)
- 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
- Successfully pass mock call scenarios

#### Pre-Course Work

To be completed before the first day of class:

- Success Strategies for Certification
- Success Strategies for Production
- Complete the Affidavit of Identification

**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

A background check may 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.

- The background check 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
- 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.

### 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.**

#### 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.

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### 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). When submitting the form, the Subject line must include the Client Program name and the CSP ID along with the name of the client program you are enrolling in.
- Unqualified submissions, partial submissions or no submission at all will result in the call center company's agent being immediately removed from the opportunity. No refunds will be granted and the call center company's agent will not be considered for any future Road America program.





## 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	95%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Dispatch (%)	65%	The percent of PO's dispatched to a service provider calculated as: # of transactions x 100/no of transactions handled
Quality Assurance	90%	
Average Handle Time (AHT)	350 – 600 seconds	$(\text{ACD Time} + \text{ACW Time} + \text{Hold Time}) / \text{Total Calls Handled}$





## **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 company's 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:**

- Were 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 program opportunity.
- Has a Commitment Adherence below 90%
- Currently servicing Road America through any other vendor or Arise application

## **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.
- Contact information for the Service Partner and their agent(s) must be up-to-date. If Arise is unable to contact the Service Partner or their agent(s), 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.

