

# OPPORTUNITY ANNOUNCEMENT



## Cinch Home Services Customer Service



### Service Revenue

#### Base Rate

\$5.40 per interval  
(\$10.80 per hour)



### Certification

#### Class Duration

Phase I – Instructor-led  
08/31/20– 09/13/20\*

Phase II – Earn While You Learn!\*\*  
09/14/20 – 10/14/20

#### Class Times Offered

Monday - Friday

9:00 a.m. – 1:00 p.m. ET  
10:00 a.m. – 2:00 p.m. ET  
2:00 p.m. – 6:00 p.m. ET

\*No class on 09/07 in observance of Labor Day

[\\*\\*See page 4 for details](#)



### Servicing Times Available

#### Intervals Available\*

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

#### Special Servicing Requirements

6 intervals (3 hours)  
required on Mondays

#### Most Intervals Available\*

9:00 a.m. – 7:00 p.m. ET

\* Subject to change based on client needs.





## About the Client | Cinch Home Services



With more than 40 years of home industry experience, providing a variety of home warranty, repair and maintenance services Cinch Home Services is dedicated to providing straightforward solutions that make home repairs easier.

They take pride in providing superior customer service 24/7/365 and are equally proud of their nationwide network of more than 40,000 independent skilled service technicians who help our customers solve their problems every day.



For more information about about Cinch Home Services at [cinchhomeservices.com](http://cinchhomeservices.com)

## Systems and Equipment



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

### Additional Requirements

- Dual monitors are strongly recommended.
- A 19" monitor or larger is recommended to best view client system.
- **Windows 8 and 8.1 are NOT supported by this program.**
- **A dedicated landline telephone with noise reduction headset (for servicing calls)**





## **Cinch Home Services** Customer Service What to Expect When Servicing



### **What to Expect**

- Receive inbound calls from existing contract holders (customers) on an item that is covered under their contract agreement to initiate a claim or follow up on an existing claim.
- Respond to general inquiries.
- Describe the services, plans, and requirements.
- Process change of address requests.
- Accept and process requests for information materials.
- Research and resolving customer complaints. Performing callbacks as a customer resolution
- Responding to billing clarification as well as claim status questions and inquiries
- Transfer calls to Cinch Customer Service when required.
- Facilitate three-way conferencing and scheduling between customers and service providers.



### **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





## **Cinch Home Services** Customer Service CERTIFICATION DETAILS

### **eLearning & Self-Paced Work**

#### **This phase is :**

An overview of tools, knowledge, resources and practice call-time necessary to use client systems and provide quality service.

A combination of self-paced and instructor-led

- 4 hours of instructor-led classroom
- 2 hours of self-paced work

### **Certification Call-Taking Earn While You Learn!**

#### **This phase is:**

A combination of classroom learning, self-paced work and live call taking of billing skill calls.

- 3 hours per day call-taking and 1-hour instructor-led sessions every Monday and Tuesday (from 9/14 – 10/14)
- 4 hours instructor-led sessions per day every Wednesday, Thursday and Friday
- 2 hours self-paced course work daily
- 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.

**See Page 1 For Class Dates and Times Available**

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





## **Cinch Home Services** Customer Service CERTIFICATION DETAILS

### **Certification Completion Criteria**

- Successful completion of the self-paced modules and assessments with an 80% or higher.
- Successfully pass all tests, quizzes and certification calls.
- Participate in all call taking days.
- 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.

### **Pre-Course Work**

- To be completed before the first day of class:
- Success Strategies for Certification
- Success Strategies for Production

### **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**

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 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 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 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.

### **AFFIDAVIT 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](mailto: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.



# OPPORTUNITY ANNOUNCEMENT



## 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 $\frac{\text{Serviced Minutes}}{(\text{posted Minutes} + \text{Released Lockdown Minutes})} \times 100$
QA	> 80%	Adherence to the client's QA guidelines (reviewed during certification course).
Average Handle Time (AHT)	< 575 seconds	Average Talk Time + Average After Call Work + Average Hold Time
Escalation	< 2.5%	Total Number of Calls Escalated/Total Number of Calls Taken

## STAR metrics requirements vary and are subject to change

Certification SOWs do not include Star metrics.

1 Star		2 Star		3 Star	
Metric	Min Requirements	Metric	Min Requirements	Metric	Min Requirements
Average Handle Time	400 – 550 seconds	Average Handle Time	400 – 550 seconds	Average Handle Time	400 – 550 seconds
		Intervals Serviced	≥ 60	Intervals Serviced	≥ 60
				Quality Assurance	85%



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**Log-in codes are confidential, user specific and will only be generated for confirmed course attendee**

**All Service Partners 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 businesses 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:**

- Currently servicing Cinch Home Services through any other vendor or Arise application.
- Contact information for the Service Partner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the Service Partner and/or agent, they will be dropped from this opportunity without further notice.
- SOW was terminated for cause from the Cinch Program

**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.

