Agero®

Agero NGP | Roadside Assistance
Customer Service

Earn up to $17.00 per hour!

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

The longer you service, the more you earn!
Earn between $13.00-$17.00 per hour after successful
completion of the first Statement of Work (SOW).
More details to follow!

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

Service Revenue

Class Schedule
Phase I
02/11/2021 – 02/23/2021

Phase II - Start Earning Revenue!
02/24/2021 – 03/08/2021

Certification

Class Times Offered
Monday – Friday

9:00 a.m. – 1:00 p.m. ET

1:30 p.m. – 5:30 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Intervals Available*
365 Days a year
7 days a week
24 hours a day

Servicing Times Available

Special Servicing Requirements*
10 intervals (5 hours) on Mondays and
Fridays or a combination of both

*Subject to change based on client needs

Agero NGP | Roadside Assistance
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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

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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

On a day-to-day basis, Service Partners can expect to participate in the following activities using the new and exciting Agero Next Generation Platform (NGP):

- 24/7 service of inbound 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 Service Partners who want to service from 8:00 a.m. – 12:00 p.m. ET and/or 4:00 p.m. - 8:00 p.m. ET - 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

Instructor-Led eLearning & Self-Paced Work

Agents 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 per day and 2-hours of self-paced course work.

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

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

- An opportunity to apply what you've learned in Phase I, while earning revenue!

Service Partners will service at least 10 intervals per week outside of scheduled class time from Day 1 of Phase II until completion of the certification course. Please see page 1 for Day 1/Phase II date.

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. Please review the Certification SOW for additional information, including the end date.

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

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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

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SECURITY VERIFICATION ON THE ARISE PLATFORM

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 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 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.

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
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.

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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/(posted Minutes + Released Lockdown Minutes)] x 100
CSI Top Box	≥ 87%	CSI Top Box are survey responses from Agero's customers indicating Excellent level of service provided.
Average Handle Time (AHT)	300 – 450 Seconds	Talk time + Hold Time+ After call work
Quality Assurance Critical Score	≥ 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

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:

- Currently enrolled in any Agero program

- Currently servicing Agero through any other vendor or Arise application, or servicing through any other Emergency Roadside Service Program

- Contact information for the call center's owner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the call center owner or any of the call center's 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.