



## Comcast Xfinity Retention Program Retention Customer Service



### Service Revenue

**Top Performing Service Partners Can Earn Up to**

**\$16.00 per hour\***

\$8.00 per interval

**Service Revenue\*\***

**\$13.50 per hour\***

\$6.75 per interval

### Sales Incentives Available!

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

\*\*If rolling 30-day CA is <85%, revenue will decrease to \$12.50 per hour/\$6.25 per interval



### Certification

#### Class Schedule

Phase I

1/11/2021 – 2/3/2021

Phase II

2/4/2021 - 2/15/2021

No Class: 1/18

#### Class Times Offered

Monday – Friday

8:00 a.m. – 12:00 p.m. ET

10:00 a.m. – 2:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET



### Servicing Times Available

#### Intervals Available\*

Monday - Saturday

7:00 a.m. - 9:00 p.m. ET

#### Weekend Requirements\*

**NO SUNDAY SERVICE REQUIREMENT**

12 intervals (6 hours) required on Sat & Mon, or a combination of both

Peak day is Monday

\*Subject to change based on client needs



## Comcast Xfinity Retention Program Retention Customer Service



### Systems and Equipment

#### Equipment Must Meet Platform Standards

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

#### Additional Client Program Technology Standards

- Dual Monitors are required. 17" -19". LCD monitors in non-widescreen or 19"-20" in widescreen format
- Noise cancelling headset
- 80 GB 7200 RPM SATA or above for hard drive space
- External Speakers

**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



\* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.





## Comcast Xfinity Retention Program Retention Customer Service Calls

### What to Expect When Servicing



#### What to Expect

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

- Assist customers -who want to reduce or eliminate services –in finding the package that works best for them
- Have a value-based conversation to identify the best fit products and services to support the customer’s lifestyle
- Provide excellent customer service that will help retain those customers who want to eliminate services
- Build trust and rapport with the Comcast customer through clear, respectful interaction
- Always strive to ensure First Call Resolution (FCR) and Customer Rep Satisfaction (Rep-SAT)
- Code the sale accurately and completely for the installed
- Assist callers with billing inquiries

#### Capabilities of Top Performing Service Partners for this Program



- Strive to resolve issues on the first call
- Build trust and rapport with the Comcast customer through clear, respectful interaction
- Understand “client call flow”
- Ensure every customer interaction includes a Value Conversation with the customer
- Ability to understand the customer’s needs and limitations and find the package that works best for them
- Knowledge of Comcast processes and policies
- Understand and implement client S4X quality guidelines to drive positive customer sentiment.





## **Comcast Xfinity Retention Program Retention Customer Service Calls**

### CERTIFICATION DETAILS

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

This phase is:

An overview of the tools, knowledge, resources and practice call-time necessary to use client systems. Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

- 23 days in length
- 4 hours of instructor-led content per day and up to 2 hours of self-paced content daily.

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

This phase is:

An opportunity for learners to apply all that was learned in Phase I on live calls, while earning revenue and continuing to participate in instructor-led sessions and self-paced content to expand understanding of client program.

Virtual Classroom during Live Call-Taking with Support Resources to help you earn while you learn!

- Live call handling during designated class times of up to 30 intervals (15 hours) of service per week plus 1 hour of daily call calibrations or debriefs.
- 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.

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

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





## **Comcast Xfinity Retention Program Retention Customer Service**

### **CERTIFICATION DETAILS**

#### **Certification Completion Criteria**

- 100% completion of daily self-paced modules each day as well as complete attendance of instructor-led sessions each day
- Completion of all assessments and knowledge checks with a score of greater than or equal to 80%
- Successful completion of all call simulations at 90% or better
- Successfully handle live customer calls by demonstrating proven customer service skills
- Completion of servicing time as indicated above with a 90% Commitment Adherence
- Please review the Certification SOW for additional information, including the end date
- 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.





## 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 $\frac{\text{Serviced Minutes}}{(\text{posted Minutes} + \text{Released Lockdown Minutes})} \times 100$
Average Handle Time (AHT)	> 700 seconds < 850	Talk time + Hold Time
RepSAT	$\geq 85\%$	
Transaction Sales Ratio (TSR%)	$\geq 1.3\%$	

## STAR metrics requirements vary and are subject to change.

Star metrics and corresponding Incentives are included in the Production SOW. Certification SOW does not include Star.

Metric		1 Star	2 Star	3 Star
Metric Reward	Intervals Serviced	< 60	< 60	< 60
	NPS		+ 5	+ 5
	FCR (First Call Resolution)			$\geq 90\%$
Reward	STAR Service Revenue Incentive	10%	15%	25%





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

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 business'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 them or their agent enrolling in the opportunity:**

- Have one or more SOWs that were terminated for cause.
- Dropped from "enrolled" status in a program opportunity, less than 4 weeks before
- Is currently employed by Comcast or another telecom company.
- Dropped and/or failed any certification course within the past 60 days.
- Dropped from/or contracted in a previous Comcast Program certification course

#### **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.

