



# Arise Platform Quick Reference Guide

## The Arise Platform

### Introduction

Arise Virtual Solutions is changing the way companies think about call center services. Arise provides a virtual telephony and technology platform to connect primarily work-at-home service professionals, like you, running small call center businesses to Fortune 500 and other large companies.

This guide provides a quick summary of the information that you need to use the Arise platform. Once you've successfully completed the Registration Process, use this guide to learn how to:

- Access and use the Arise Platform
- Select client program opportunities
- Enroll in a certification course

Arise secures contracts with Clients interested in outsourcing their customer service, inbound sales call and tech support needs to the small call center companies that use the Arise platform.



- Major corporations contract with Arise to help them connect with small call center businesses that deliver high quality customer service, tech support and inbound sales support.
- Arise enters into separate contracts with call center companies, which are required to register to use the Arise Platform.
- Each Client has unique performance requirements that are passed to the call centers through contracts with Arise.

To use the Arise Platform, a good working knowledge of this information is essential.

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### Basics

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*Please Note: This information is provided for business owners and their agents who are registered to use the Arise Platform. If you have not registered yet, go to [AriseWorkFromHome.com](https://AriseWorkFromHome.com) and click the [Register Now](#) button.*

## About the Platform

### Platform Usage Fee

Twice a month, companies are charged \$19.75 for each active agent currently using the Arise Platform to service a client program.

This fee is a per agent fee but is only charged if an agent is actively servicing a client program.

### Platform Basics

The Arise Platform connects your business, or the one you work for, to Fortune 500 and other prestigious clients that need contact center services.

#### ***The Arise Platform offers:***

- Telephony and data infrastructure to connect you and your agents to clients needing services.
- Systems that help you keep track of performance, hours and quality metrics for yourself, your agents and your company.
- Access to certification courses that prepare you and your agents for working on specific client programs.
- Servicing opportunities offered by a long list of prestigious clients, including many Fortune 500 companies.
- Help and support to answer your questions via automated FAQ HELP (available on the portal 24/7), live chat support (during business hours on the portal) and the “Partner Support” desk.
- Support resources that can provide enhancement and/or technique sessions and informational sessions regarding the client program you choose.

## Service Types

Small call center companies register to use the Arise Platform to connect with and to serve world-class companies that are in need of customer service, inbound sales and technical support. These services are delivered via voice, email and chat. There are client program opportunities across an ever growing number of industries, including retail, roadside assistance, and healthcare. There are also bi-lingual service opportunities available for a multitude of languages, including French and Spanish.



Customer Service



Inbound Sales



Technical Support

**Provided through a combination of via phone, chat and/or email.**



## The Portal

### Accessing the Portal

Once you've completed the Registration Process, you'll gain access to the Arise Portal, where you'll find the tools and resources you'll need to use the Arise platform, including Opportunity Announcements and Starmatic 2.0, the online scheduling tool for scheduling and managing your servicing intervals, and the servicing intervals of your agents.

Here's how to get there:

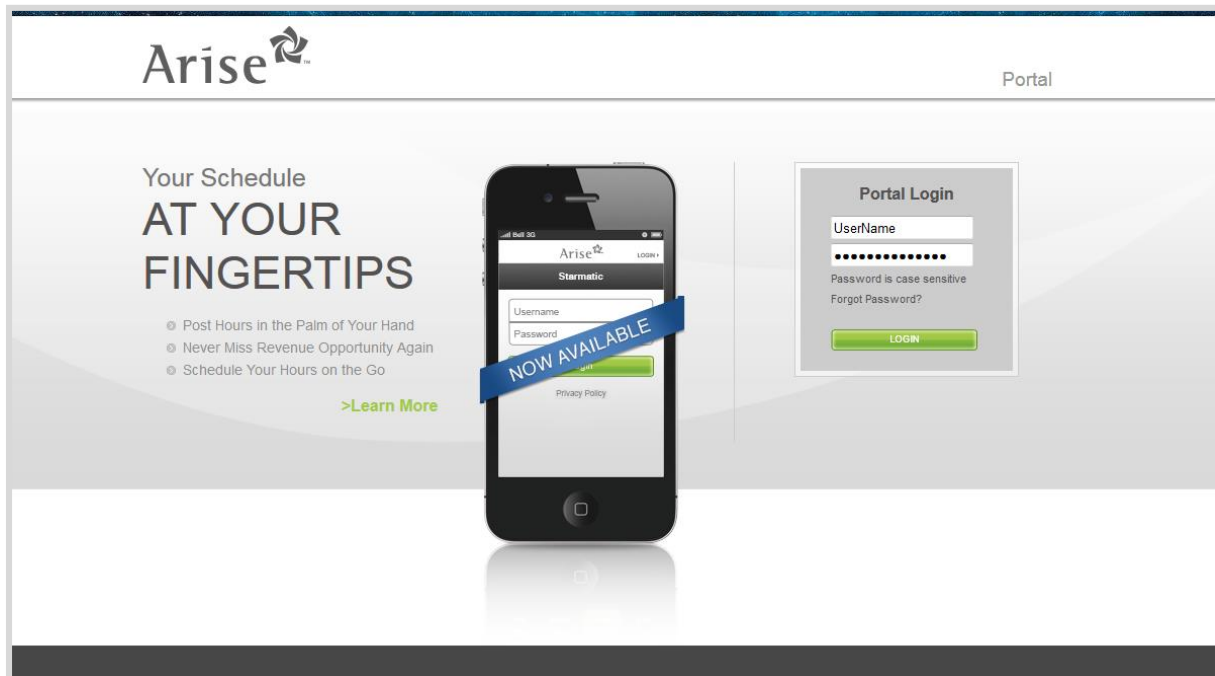
**Step 1 :** Open your Internet browser window.

**Step 2 :** Copy this link: <https://portal.arise.com/Portal/Default.aspx>

**Step 3 :** Paste the link into the URL address bar on your Internet browser

**Step 4 :** Press **Enter** and you'll be brought to the Arise Portal

**Step 5 :** Bookmark for easy reference



## Portal Features

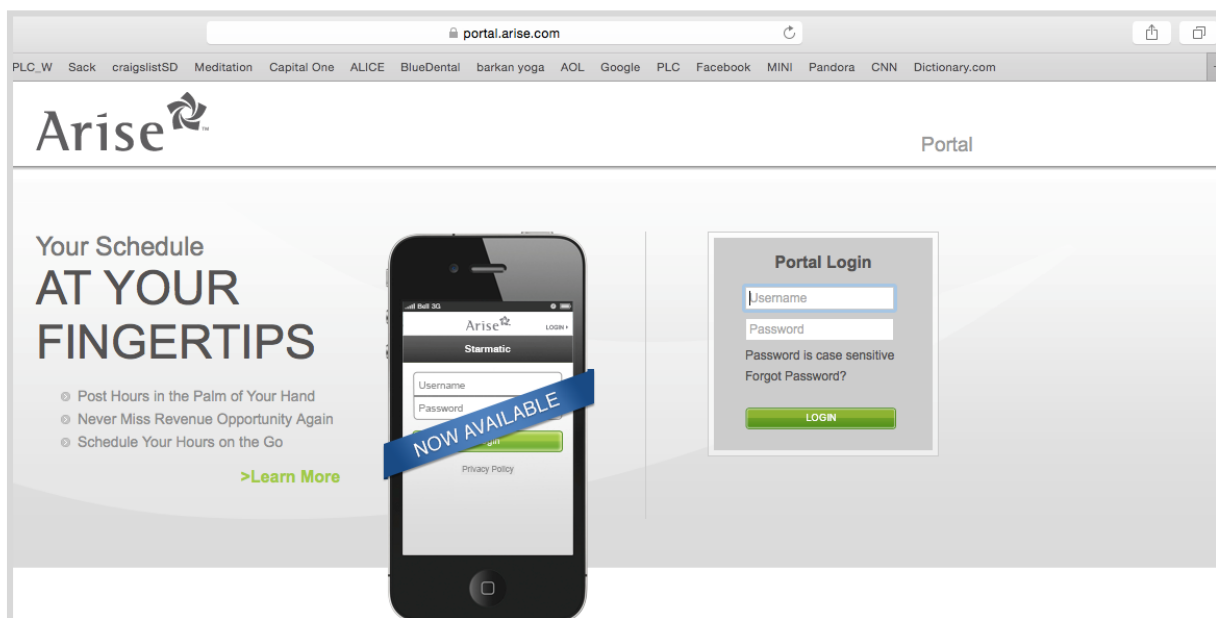
This section provides a high level overview of how to:

- Access support, help tools and reference tools and materials
- Update profile information
- Access and manage agent information and track metrics and performance measures for each applicable Client Program.
- Access documents and agreements (MSAs, NDAs, SOWs, etc.)
- Access **Starmatic® 2.0** the tool to schedule and manage service hours.

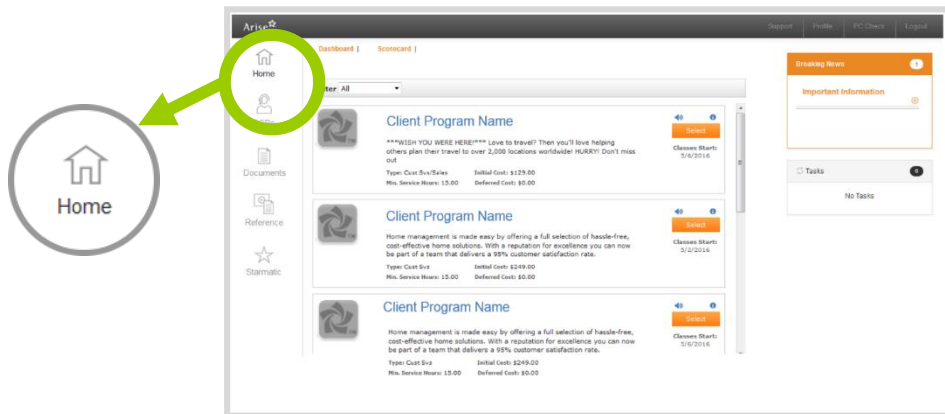
There are minor variations in using (and viewing items in) the Arise Portal, depending on whether you are an agent or a business owner.

Business owners have access to additional information (such as program and performance details of each agent working for his or her business), as well as exclusive access to revenue rates.

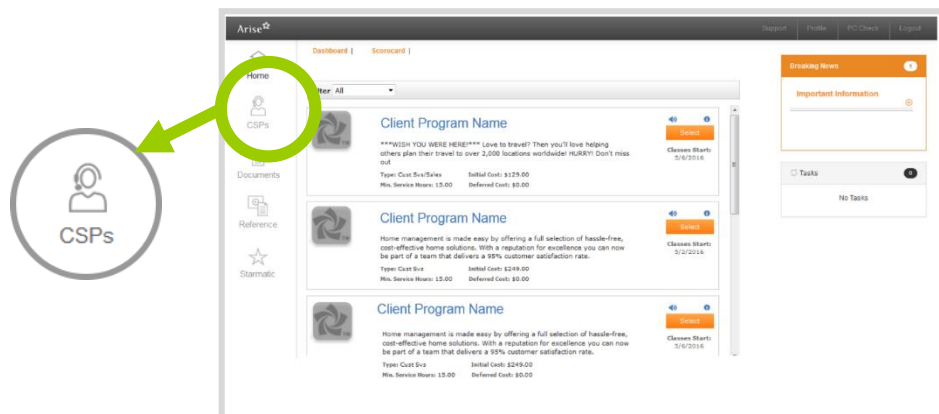
To access the Portal, log in at <https://portal.arise.com> and your dashboard will display.



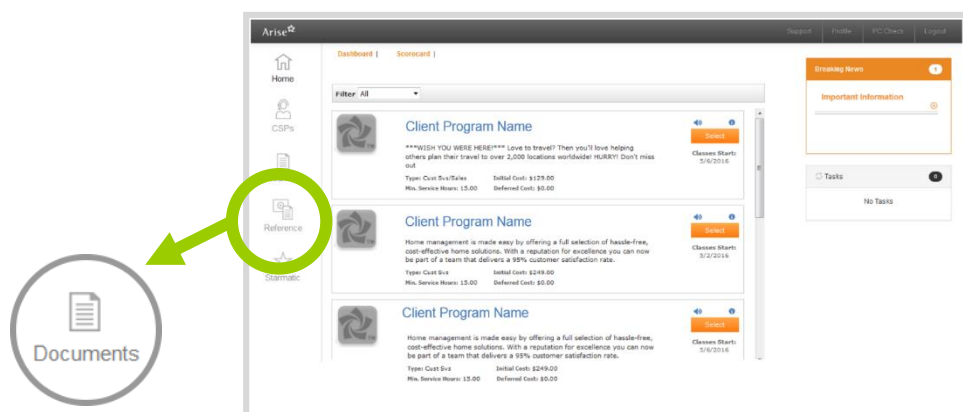
The **HOME** icon takes you back to the main page.



The **AGENT** icon displays your ID number, Client Programs, schedule, and metrics. If you are a Business Owner, you will additionally see that information for each AGENT working for your company.

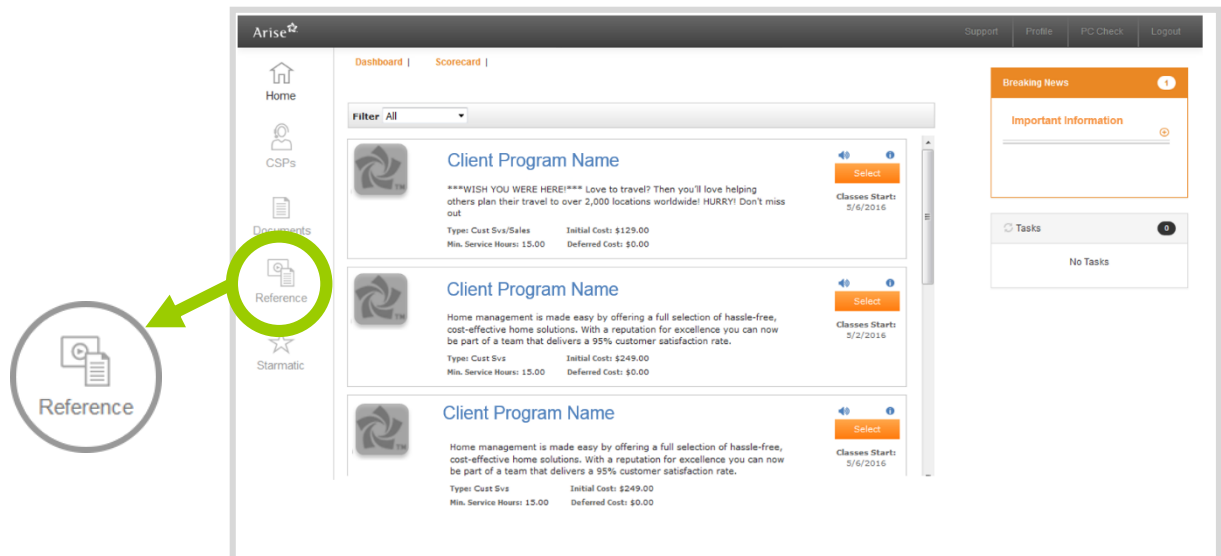


The **DOCUMENTS** icon is where you go to locate a copy of your company's MSA, SOWs, and other agreements and important documents.

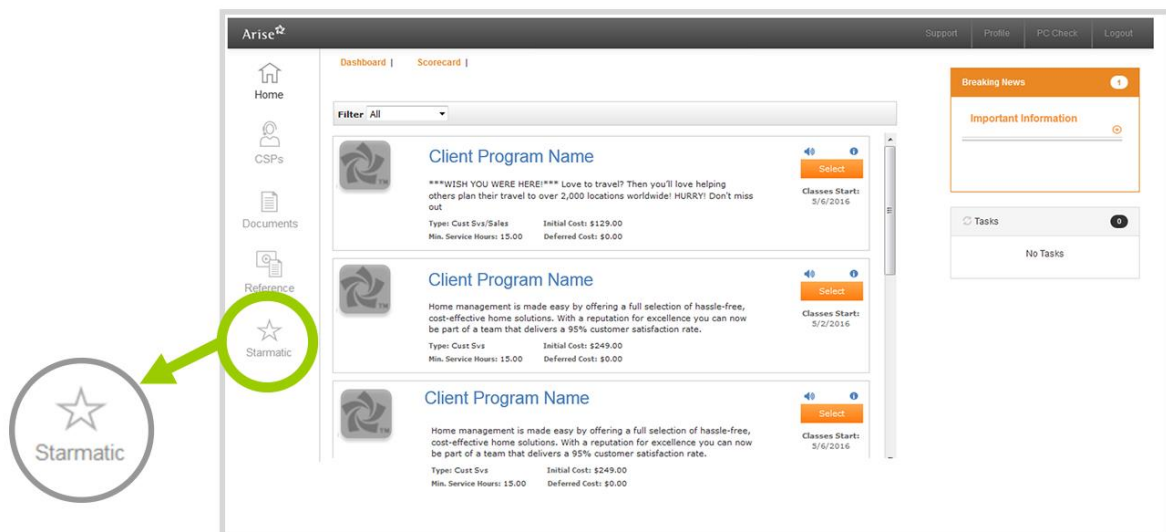




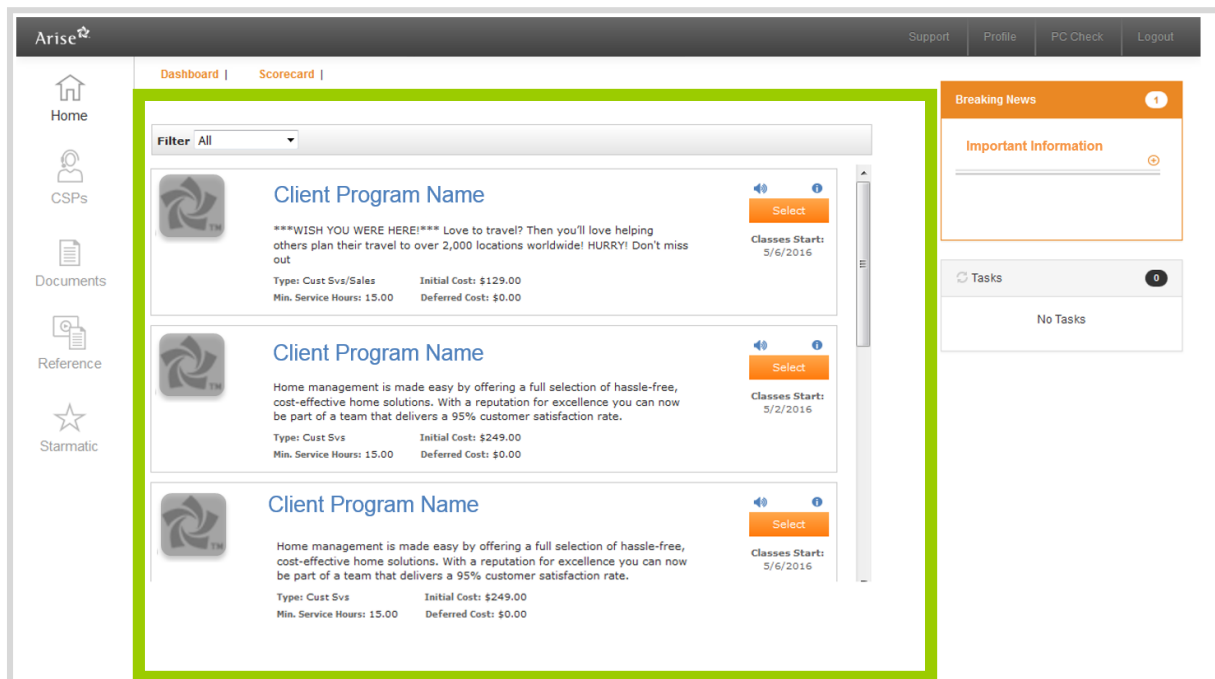
The **REFERENCE** icon will bring you to client resources that you may need to refer to during the course of your servicing a client program.



The **STARMATIC** icon will bring you to the Starmatic scheduling tool, which is where you and your agents will schedule service intervals.



The **CENTER AREA** features Client Programs and Servicing Opportunities. Scroll down to review the full list of opportunities and click each to review details—including course requirements and a description of the program. Business owners will see additional details regarding revenue rates.



## Selecting Client Programs

Once you complete the Registration Process, you're ready to select a Client Program. This is what it's all about — serving clients and generating revenue.

**You'll learn about Client Program Opportunities in one of three ways:**

- By accessing the Arise Portal and viewing Opportunity Announcements
- By email
- Via social media by following Facebook.com/ThinkOutsideTheOffice

You are encouraged to select a Client Program that best suits your strengths and interests. Review the opportunity details carefully to see if it is a good match.

**Download a step-by-step guide to selecting a client program [HERE](#)**

## Opportunities include:



### **Sales**

Have a proven track in sales or enjoy selling? Are you friendly, outgoing and have a generally positive attitude? Do you have a knack for influencing and persuading others? If so, sales may be the path for you.



### **Customer Service**

If you enjoy helping people solve problems and get a charge out of turning any situation into a positive experience, you may want to consider customer service.



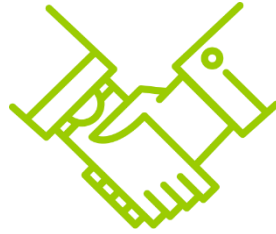
### **Technical Support**

Are you the go-to-person when friends or family need help with their computer, phone and/or other electronic devices? Have any experience with hardware and software installation and troubleshooting, technology consultation? If you have the savvy to solve technical computer and telephone problems, you may enjoy technical support.



### **Mix of Interests**

If you have more than one interest or strength then select Client Programs that require a combination of two or more of the skills listed above.



## Client Certification Courses

Prior to servicing a client program, you'll need to take a course that provides information about the Client's systems, the program, the Client's quality requirements and other information. This ensures that you'll be up to speed, prepared and confident to serve.

- There is a fee associated with taking a certification course.
- In order to service clients using the Arise Platform, you must pass the applicable client certification course.
- Courses can run anywhere from two to eight weeks depending on the complexity of Client program.
- Companies are not paid for time its agents spend in class or taking courses.

***Read the opportunity announcements carefully before committing to a client program.***



## System & Equipment Requirements

The following equipment is needed to service client programs – a computer, headset, telephone, backup battery, etc.

For the most up to date and complete requirements [Click Here](#)

This page will provide you with:

- Computer hardware requirements
- Internet requirements
- Computer software requirements
- Computer security requirements
- Telephone requirements
- Email requirements
- Prohibited technology

### Here are some important tips to ensure success:

- Make sure your equipment and systems are compliant with Arise technology requirements. If not, you may not be able to complete your course assignments or service using the Arise platform.
- **Remember:** Cell phones, softphones and select **VoIP (voice over IP) using USB or wireless services are not permitted at any time**, including but not limited to:
  - Google Voice
  - Magic Jack
  - Ooma
  - Skype

## Service Hours and Service Revenue



### How to Schedule Service Intervals

You can set your own schedule using the Arise platform, working on the days and hours you want to work and working as much as you want to work.

- Servicing intervals are available on a “first come, first serve” basis so it is beneficial to select servicing intervals (which are in half-hour increments) as soon as possible when they become available.
- There are more plentiful servicing intervals available during a client’s peak demand period. Please be sure to review the Opportunity Announcement (OA) for the client program you are interested in servicing.
- The OA provides detailed information about each client program opportunity, the hours of servicing and the peak demand hours for the client. Be sure that the hours align with your desired schedule before you express interest in an opportunity.
- Certain client programs have specific servicing hour requirements which will be detailed in the OA. For example, some client programs require weekend servicing or servicing on certain holidays. Therefore, be sure to thoroughly review the OA and Statement of Work to ensure that you have selected the right client program for you and your company.
- Note that for certain client programs, if your company is a top performing business, you and your agents may receive the first choice of hours. This benefit is only open to top performing companies and is a good reason to strive to be a top performer.

## Understanding Service Revenue

- **Business Owners**

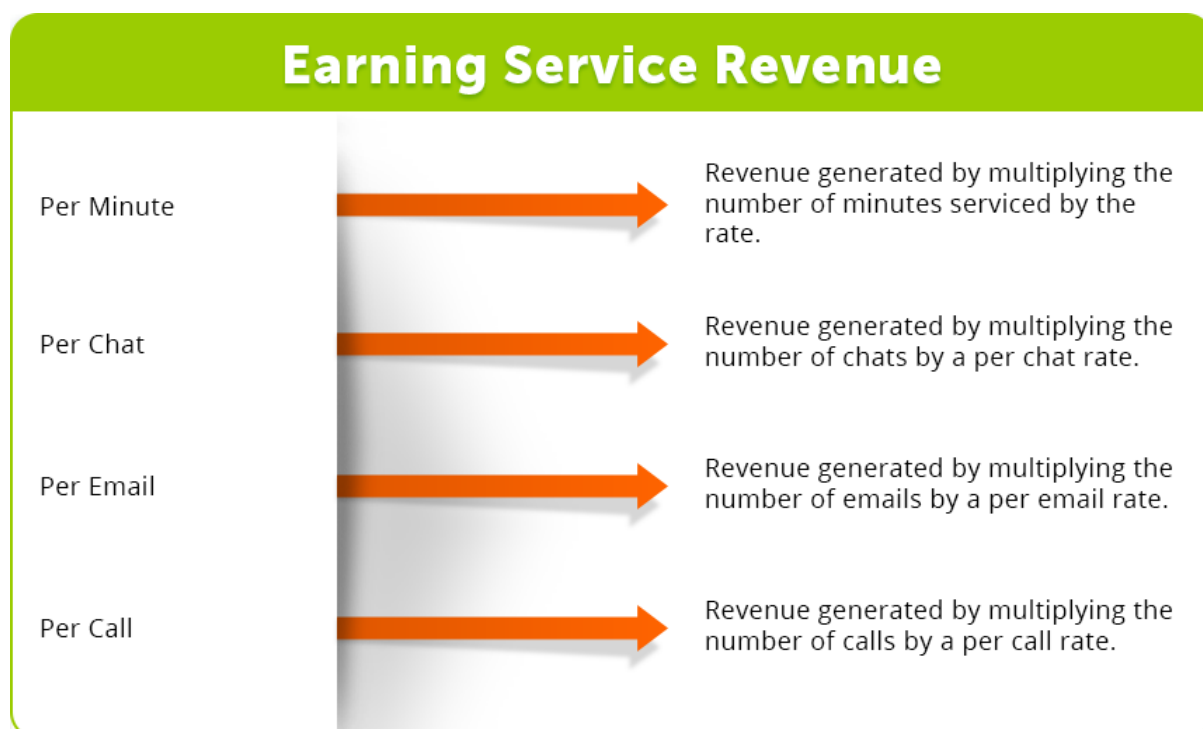
If you are the owner or an officer of a small call center company in the Arise network, you will have access to service revenue rate details in the Opportunity Announcement. Service revenue rates vary based on client program complexity.

- **Agents**

As the agent of a call center company using the Arise platform, the revenue rates, payment methods and amount of information provided to you is at the discretion of the owner of the company you work for. You will be unable to see any information regarding the service fees paid for any client programs.

- **Service Revenue Models**

Service revenue models vary by client program. Below are examples of some of the models:



## Accessing the Arise Virtual Gateway (AVG)

The Arise Virtual Gateway (AVG) is the call routing system that call center companies and their agents, use to connect to many client systems. The AVG telephony infrastructure improves consistency and efficiency of service across client programs, while centrally and seamlessly managing call routing.

- The AVG can be accessed through POTS (plain old telephone system) and VoIP (Voice Over Internet Protocol) phone systems.
- In order to service on AVG, you must dial in to an Arise number with a (786) area code for servicing. This number will be provided during the certification process, prior to beginning service on a client program.
- This number will not be toll-free and may result in long distance charges for those companies and their agents who are not located in Miami, Florida (unless you have an unlimited or bulk long distance plan).
- You should not have any features which will interfere with your provision of quality services, except long distance (i.e. voicemail or caller ID). If your servicing phone has any of these features, you are encouraged to disable them. Please contact your service provider for instructions on how to do so.





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For additional information about using the Arise Platform, [visit www.AriseWorkFromHome.com](http://www.AriseWorkFromHome.com) which features a wealth of resources and blog geared towards small call center business owners and their agents.

Also, like our Facebook page at:

<https://www.Facebook.com/ThinkOutsideTheOffice>

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