



AAA MSC Opportunity at a Glance!



Independent Business Revenue

\$1.17 per Call when CA= or > 90% and QA = or > 85%
\$1.05 per Call when CA < 90% and/or QA < 85%

Alternate Base Rate of \$10 during hours of 12AM to 9AM

Minimum Hours Required

Service a minimum of 15 Hours
10 hours to be serviced Monday-Friday
5 hours must be serviced Sunday and/or Saturday

Year Round Opportunity

AAA Course Schedule

05/21/12 to 06/19/12

Monday - Friday

9:00am to 1:00pm OR
7:00pm to 11:00 pm (EST)

Log On Party

(first day only)

05/21/12

9AM-1PM EST OR 7PM to 11PM EST.

Requirements for AAA Opportunity

average of 85% for all quizzes and exams

Type of Service

Customer Service
Inbound calls

Equipment Needed

Windows 7 (32bit and 64bit) are now supported with this application

Systems with MAC OS or Vista are Not Supported

Cost Of AAA Course

TOTAL: \$259

\$ 259 due prior to start of the education course.

Arise Workstation Requirements

https://portal.arise.com/Localization/en-US/Workstation_Requirements.pdf



Click on any link to view that section

- I. [Opportunity Information](#)

- II. [Essential Functions & Key Responsibilities](#)

- III. [Independent Business Owner and/or Client Support Professionals Requirements](#)

- IV. [Application Details](#)

- V. [Client Course Details](#)



I. Opportunity Information

Servicing AAA MSC includes assisting customers with Emergency Roadside Assistance in a seven-day a week call-receiving environment. **AAA MSC covers the Northern California geographical area, all of Arizona, Nevada, Utah, Oklahoma, Indiana, South Dakota, Alaska, Wyoming and Montana.**

Arise is pleased to announce that we will be contracting with additional Independent Business Owners and/or Client Support Professionals to provide service for AAA MSC a minimum of 15 hours per week with 10 of those hours to be serviced Monday-Friday and the remaining 5 to be serviced Saturday and/or Sunday. Preferential placement will be provided to CSPs that are able to service during the peak hours of 6pm – 10pm EST Monday - Friday.

Client Support Professionals will not be eligible to participate in this client opportunity if they meet any of the following disqualifying criteria:

- Have 1 or more SOW terminations due to performance.
- Have a Commitment Adherence below 90%.
- Have dropped from enrolled status in a client opportunity less than 4 weeks before expressing interest in this client opportunity.
- Started, but failed to successfully complete any previous AAA Client course.
- Independent Business Owner and/ or Client Support Professionals interested in this opportunity that are currently employed by AAA, are not eligible.
- Independent Business Owner and/ or Client Support Professionals who are currently servicing AAA through any other vendor or application such as LiveOps are not eligible for this application.

II. Essential Functions and Responsibilities

Independent Business Owner and/ or Client Support Professionals will be required to:

- Deliver extraordinary member satisfaction to AAA members seeking Roadside Assistance.
- Demonstrate empathy and a pleasant and professional telephone manner
- Use effective listening skills to gather, document and process necessary information to provide timely Roadside Assistance to AAA members.
- Work with members to determine the best course of action, explaining membership benefits and what action will occur.
- Offer advice and assistance to help members cope with their situation.
- Using D2000©, a Windows based PC application; enter accurate information and comments related to member's Roadside Assistance needs.
- Use maps and/or a PC based map program to assist members in accurately determining their breakdown location and tow destination as determined by D2000©.
- Stay current on AAA membership policies and procedures.
- Service in a fast pace environment with high call volumes.
- Provide one call resolution.
- Provide confidence to our AAA members while servicing AAA MSC.
- [Arise Workstation Requirements link](#)



III. Application Details

Arise reserves the right, at its sole discretion, prior to contracting to revise the posting requirement, compensation and individual service level metrics.

A. Average Handle Time

- i. **Average Handle Time:** 245 - 280 seconds
- ii. **Average Talk Time:** 225 – 265
- iii. **Email Capture:** >40%
- iv. **Output Accuracy:** >90%
- v. **Process Adherence:** >90%

B. Independent Business Revenue

- i. \$1.17 per Call when Commitment Adherence is = or > 90% and Quality is = or > 85%.
- ii. \$1.05 per Call when Commitment Adherence is < 90% and/or Quality is < 85%.
- iii. There is a \$10 /hr minimum during the hours of 12AM-9AM.

C. Service Hours (hours of operation might vary slightly to adjust to Client/Market requirements)

- i. 12AM-11:59PM Sunday – Saturday

D. SOW Information

- i. The Client Support Professional will be required to select a minimum of 15 hours per week per the following guidelines:
 - a. 10 Hours must be serviced Monday thru Friday.
 - b. 5 hours serviced Saturday and/or Sunday.

E. Quick Post Schedule

- i. Hours for this client are typically posted on Thursdays at 3PM EST.

IV. Client Course Details-Learn how to do business with Arise for AAA:

A. Course Schedule:

- i. Course Times Available: 9AM – 1PM EST
7PM-11PM EST
- ii. Total Length of Course: 21 Days
- iii. Daily Webcast Sessions: 05/21/12 through 06/19/12 Monday-Friday
No course scheduled on 05/28/12 in observance of Memorial Day
- iv. Self Paced Hours: 42 hours of self paced work

B. Client Course Requirements:

Certification in this application will be dependent on:

- Successfully complete AAA MSC self paced courses (AAA MSC ERS and Module Quizzes).



- Instructions for completing the voice assessment will be sent via e-mail once interest has been expressed the Client Support Professional has passed preliminary evaluation. ***Please be sure to check your SPAM folder***
- Maintain 100% attendance throughout opportunity, up to and including certification.
- Score 85% or better on AAA MSC Final Exam. Max of one attempt at passing score is allowed.
- Successfully pass all tests and quizzes.
- Must pass the cross certification self paced learning module with a 85% as well to be certified completely.

I. Client Course Attendance Policy:

No client course absences will be permitted. If the Client Support Professional misses a day of the client course, then they will be required to re-take the entire course again in order to obtain certification. No credit or refund shall be issued to any Independent Business Owner whose Client Support Professional must retake the course. The Independent Business Owner will be responsible for payment of the second client course.

If the Client Support Professional is more than 15 minutes late to a scheduled course meeting they will be marked as tardy. Being tardy twice will equal one absence and the Client Support Professional shall be removed from the course. The tardy Client Support Professional may re-take the entire course again in order to obtain certification. No credit or refund shall be issued to any Independent Business Owner whose Client Support Professional must retake the course. The Client Support Professional will be responsible for payment of the second client course.

II. Refund Policy:

The following schedule applies for all cancellations:

- ❖ No refund requests will be honored after the Client Support Professional has "ENROLLED" in a client course. Once enrolled, fees paid cannot be transferred between opportunities for sponsorship of another Client Support Professional affiliated with the same Independent Business. All Independent Business Owners should be aware and conscious of their obligations before one of their affiliated Client Support Professionals enrolls in a client course.
- ❖ No refunds will be given if the Client Support Professional is not able to complete the client course or fails to certify.

III. Cancellation Policy:

Arise reserves the right to cancel any client course for any reason at any time. For courses cancelled for insufficient enrollment, all client fees shall be refunded to the Independent Business. In the event of weather emergencies, or other corresponding emergencies, every effort will be made to re-schedule the course meeting.

IV. Misrepresentation Policy:

There is an expectation that Client Support Professional enrolled in a Client Course will attend as scheduled, perform their own work on all assignments and take exams with honor, integrity and professionalism. Arise has a "zero tolerance" for misrepresentation and unethical behavior.

Misrepresentation includes but is not limited to (1) someone other than the registered Client Support Professional attending a Client Course on behalf of the Independent Business registered, (2) publishing in any manner, whether written or oral, course work, assignments, projects, exam questions or results, and (3) the performance or submission of assignments or exams that is not the work of the registered Client Support Professional. The decision as to whether a Client Support Professional has engaged in misrepresentation is at the sole discretion of Arise. Upon determination of misrepresentation, Arise shall immediately expel the Client Support Professional from the Client Course and terminate any and all SOWs between Arise and the Independent Business, involving such Client Support Professional. Any acts of misrepresentation are deemed grounds for permanent removal from the Arise network.

