

# OPPORTUNITY ANNOUNCEMENT



## Roadside Assistance Bilingual English/ Spanish Customer Service



### Service Revenue

**Earn up to \$17.00 per hour!**

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

*You may be wondering who this client is. Well...due to client confidentiality,  
we cannot use the client's name or logo here -or throughout the platform -  
but take a look at the About the Client section on page 2 for specifics.*

**\$250  
SIGN  
ON  
BONUS**



### Certification

#### Class Schedule

**Phase I Monday –Friday**

**8/17/2023 –8/30/2023**

**Phase II –Start Earning Revenue!**

**8/31/2023 –9/15/2023**

#### Class Times Offered

9:00 a.m. –1:00 p.m. ET

6:00 p.m. –10:00 p.m. ET

**Start Earning Revenue on 8/31**



### Servicing Times Available

#### Hours Available\*

365 Days a year

7 days a week

24 hours a day

#### Special Servicing Requirements\*

5 hours on Mondays & Fridays or a  
combination of both

*Sign on bonus will be added to next paycheck after successfully servicing  
for 90 days working 30 hours a week with a CA of 93%. Must enroll with a  
client within 10 days of admissions in order to be eligible.*

\*Subject to change based on client needs



## Roadside Assistance Customer Service



### About the Client

Client 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 and 75% of new passenger vehicles sold in the U.S. use the client to provide their customers with roadside assistance.



### System and Equipment

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

### Additional Client Program Technology Standards

- USB Hardwired Headset with phone quality audio required
- Must maintain most recent version of Windows 10 or 11 (fully patched with no pending updates)

## Roadside Assistance Customer Service 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 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 hours offered fall in these drive time windows.
- A working knowledge of google maps and other mapping resources.

## Roadside Assistance Customer Service CERTIFICATION DETAILS

### PHASE I Instructor-Led eLearning & Self-Paced Work

#### In this phase:

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.

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

#### In this phase:

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 5 hours 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 15 hours per week during times selected 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 in instructor-led sessions is highly encouraged for success

## Roadside Assistance Customer Service 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 strongly suggested
- 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
- 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



**We strongly suggest that you attend class every day -as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.**

**Important:** If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of \$20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

# OPPORTUNITY ANNOUNCEMENT

## THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND NEW! PHOTO ID VERIFICATION (BEING PILOTED ON THIS OPPORTUNITY ONLY)

A background check will be prompted once you enroll in the course. Details on the type of background check and the requirements to pass it will be provided once enrolled.

### IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note a credit freeze will delay the process. 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 your full and correct legal name is included in your profile and provided in the background check step. Also, please ensure that Experian is aware of your name change. Angel's Live Ops 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.

## PHOTO ID VERIFICATION

A new photo ID verification process is being piloted on this opportunity only.

You will be prompted to complete the Photo ID Verification using your mobile device during the enrollment process on the portal. Just make sure to follow the steps as indicated.

You will need to have your driver's license/ID card handy and be ready to take a selfie (example of the steps you will need to follow below)!



### Please note:

Client will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed.



## 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
<b>Commitment Adherence</b>	> 90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as $\frac{\text{Serviced Minutes}}{(\text{posted Minutes} + \text{Released Lockdown Minutes})} \times 100$
<b>Net Promoter Score (NPS)</b>	≥ 87%	NPS survey responses from customers indicating Excellent level of service provided.
<b>Average Handle Time (AHT)</b>	300 -450 Seconds	Talk time + Hold Time+ After call work
<b>Quality Assurance Critical Score</b>	> 85%	Quality Assurance Critical Score are the elements of Quality program specific to the customer's experience and compliance to Agero's processes and procedures.
<b>AVAYA Not on Call Time</b>	< 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 agents must ensure that they have a professional work environment, when in class and when servicing.
- Commitment Adherence is critical to this program. Agents are responsible for ensuring that they service all hours that have been selected.

### You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are currently enrolled in any program specifically to this client.
- Are currently servicing client through any other vendor or servicing through any other Emergency Roadside Service Program.
- Do not have your contact information up-to-date. If Cleint is unable to contact you, you will be dropped from this opportunity without further notice.
- Are located in Hawaii, New Hampshire, New Jersey or Vermont.
- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

### 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. Angel's Live Ops recommends a thorough review of all policies prior to enrolling in the certification course.