

# OPPORTUNITY ANNOUNCEMENT



## Designer Handbags | Tapestry

Inbound Customer Sales  
& Customer Service



Service  
Revenue



Service Revenue  
**\$12.00 per hour\***



See [page 3](#) for additional information



Certification



### Class Schedule\*

#### Phase I

10/15/2024 – 11/5/2024

#### Phase II

**Start Earning Revenue!**

11/6/2024 – 11/14/2024

### Class Times Offered

**Monday – Friday | 6-hour class\***

9:00 a.m. – 3:00 p.m. ET

4:00 p.m. – 10:00 p.m. ET

**\*Six hours in length which includes both instructor-led and self-paced content. Please see [page 4](#) for important details about certification requirements.**

### Hours Available\*

7 days a week 24 hours a day

### Most Hours Available\*

**7 days a week** 8:00 a.m. to  
10:00 p.m. ET

### Special Servicing Requirements\*

4 hours required on Saturdays, Sundays,  
and/or Mondays



Servicing  
Times  
Available

\*Subject to change based on client needs.

The opportunity could move to overnight hours of service (inclusive of Chat and Email).



## Designer Handbag | Tapestry

**Inbound Customer Sales  
& Customer Service**



### About the Client | Designer Handbag | Tapestry

Tapestry is a leading global house of brands. They build on their world-class capabilities, deliver boldly on their corporate responsibility goals, and leverage their strengths, from financial power to digital expertise. All of this is in the service of developing their people, growing their brands, and better serving their customers and communities.



### System and Equipment

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

### Additional Client Program Technology Standards:

- A USB VoIP Headset is required in certification and while servicing
- Minimum 8 GB RAM required
- MUST maintain the most recent version of Windows 10 or 11 (fully patched with no pending updates)



## Designer Handbag | Tapestry Inbound Customer Sales & Customer Service What to Expect When Servicing

### What to Expect



- Delivering an elevated, modern luxury experience on incoming calls from Client Customers.
  - Responsibilities include supporting customers who contact the Client for reasons such as:
    - Placing an order
    - Checking an order status
    - Inquiring about a repair
    - Seeking product information/recommendations
    - Resolving an issue
    - Soft sales are required
  - Continuing Certification for Returned Cases will be held sometime after Service Partners have successfully completed this certification course and are servicing the Client Program. Additional information will be sent via email.

**This program has the potential to move to a digital customer response channel - email, chats, and SMS - with the potential for greater service revenue.**

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



- Respond to incoming contacts from customers in a professional and efficient manner.
- Maintain knowledge and ability to articulate the Client brand, products, policies, and procedures effectively. Drive sales by offering to place orders and suggest complementary items based on customer needs and preferences. Mitigate customer escalations through effective decision-making and problem-solving skills. Leverage multiple systems and tools to handle customer contacts effectively. Simultaneously handle multiple tasks including contact handling and data processing. Passion for working within a group environment that delivers exceptional customer experiences. Demonstrated customer service skills, preferably in a retail and/or contact center environment. Effective decision-making, problem-solving, and follow-up skills. Excellent verbal and written business communication skills. Ability to multi-task in a fast-paced environment and handle shifting priorities. Strong attention to detail. Intermediate computer skills, including proficiency in Windows navigation and MS Office. Luxury retail sales experience
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## Designer Handbag | Tapestry

### Inbound Customer Sales & Customer Service CERTIFICATION DETAILS

#### Phase I

#### Instructor-Led Learning & Self-Paced Work

#### In this phase:

You will learn about the client, how to navigate systems, and how to provide order support and recommendations.

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation. 16 days: 6 hours of instructor-led and self-paced content per day during certification **Learners must pass the Verbal Assessment to move on to Phase II.**

#### Phase II

#### Certification Call-Taking Earn While You Learn

#### In this phase:

Start earning revenue!

- Learners will apply all that was learned in Phase I to live calls.
- There will be a required debrief session that all learners must attend.
- Agents will complete a minimum of 18 hours of servicing time during class times. During the Certification SOW, Service Partners are required to
- service a minimum of 15 hours per week, during times posted and as outlined in the SOW.

[See Page 1 For Class Dates and Times](#)

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



## Designer Handbag | Tapestry Inbound Customer Sales & Customer Service

### CERTIFICATION DETAILS



### Certification Completion Criteria

- Complete pre-course work prior to day 1
- 100% successful completion of course content
- 80% score or greater on assessments, mid-term, and final assessments, including Runway presentations
- Successfully pass live certification call-taking with a minimum of 20 calls taken during Phase II and have an Average Handle Time (AHT) of < 13 Minutes
- Complete Photo ID Verification
- 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



**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 Class Confirmation Deposit of \$20.00 will not be refunded and you will need to enroll in a new opportunity if you wish to service a client program.

## SECURITY VERIFICATION ON THE ARISE® PLATFORM



### THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND PHOTO ID VERIFICATION

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Client Portal.

### 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.

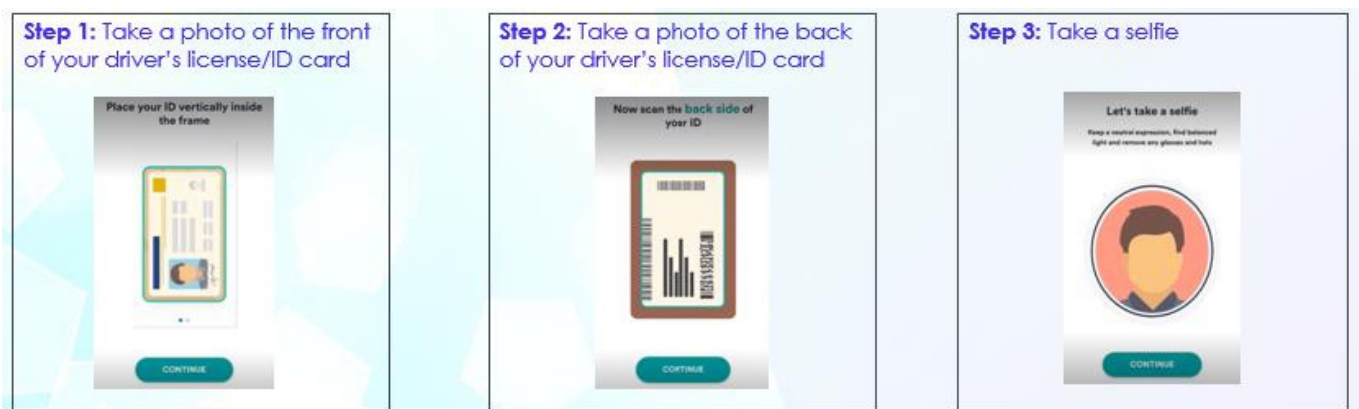
If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

The client uses a third-party vendor to complete the background checks. Under certain circumstances, the third-party vendor may reach out to you to clarify your information. Your prompt response to the third-party vendor will accelerate the process of completing your background check and enrollment.

### PHOTO ID VERIFICATION

You will be prompted to complete a 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:** •The Client will not process system access codes, required to attend the certification course, until

ALL enrollment prerequisites have been successfully completed and provided to Arise.





## 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: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
<b>CSAT</b>	≥ 4.5	Average Top Box scores for the reporting period as measured by the client's post-interaction satisfaction surveys. Client leverages a 5-point scale within the survey with 5 being the highest. Top Box means only a score of 5 "counts".
<b>Average Handle Time (AHT)</b>	$\leq 10$ minutes (Cert SOW) $\leq 9$ minutes (Prod SOW)	Talk Time + Hold Time. Average Handle Time is the average time spent resolving a customer issue, including talk time, hold time, transfer time (if applicable), and after-call work.
<b>Sales Conversion</b>	8% (Cert SOW) 9% (Prod SOW)	% of sales converted.
<b>Call Quality Average</b>	$> 82\%$ (Cert SOW) $\geq 87\%$ (Prod SOW)	Average score of quality on all calls handled.

## IMPORTANT

Statements of Work (SOWs) will be suspended if there are no hours serviced for a period of 14 days or longer. SOWs will be reinstated upon completion of a very short refresher course.



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

All agents must have a professional work environment, when in class and when servicing. Commitment Adherence is critical to this program. Agents **MUST** service all hours that have been posted

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

- 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%.
- Are located in Florida.

### 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.