

OPPORTUNITY ANNOUNCEMENT



Inbound Roadside Assistance Customer Service



Earn up to \$17.00 per hour!*

**\$250
SIGN
ON
BONUS**

***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.**

**Service
Revenue**



Certification

Class Schedule

Phase I

08/31/2023 – 09/26/2023

Phase II – Start Earning Revenue!

09/27/2023 – 10/03/2023

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Start Earning Revenue on 09/27



**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

*Subject to change based on client needs
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.



Inbound Roadside Assistance Customer Service

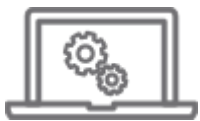


About the Client

Roadside 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 through them, and 75% of new passenger vehicles sold in the U.S. use them to provide their customers with roadside assistance.



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..



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)

Inbound Roadside Assistance Customer Service What to Expect When Servicing



What to Expect

Service Partners can expect to handle service calls from Roadside clients and customers that utilize Accident Management Programs.

On a day-to-day basis, you will:

- Make outbound calls to dispatch services for Accident Scene Management, Vehicle Release Management, and Home & Specialty Line Management events
- Handle inbound callbacks from customers clients, and Roadside Service Providers regarding services in progress
- Handle inbound calls to establish new service events



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.

Inbound Roadside Assistance Customer Service CERTIFICATION DETAILS

Instructor-Led eLearning & Self-Paced Work

In this phase:

Agents will learn to handle service calls for clients and customers that utilize Accident Management Programs.

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.

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!

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

Inbound 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
- 85% 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
- Sign USAA confirmation statement
- Success Strategies for Certification
- Success Strategies for Production
- Complete the Affidavit of Identification
- 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 highly 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 AFFIDAVIT OF IDENTIFICATION

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 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.

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.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.

Please note:

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

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 $\text{Serviced Minutes} / (\text{posted Minutes} + \text{Released Lockdown Minutes}) \times 100$
Average Handle Time (AHT)	450-550 seconds	Talk time + Hold Time+ After call work
Quality Assurance Critical Score	>80%	Quality Assurance Critical Score are the elements of clients Quality program specific to the customer's experience and compliance to clients processes and procedures.
AVAYA Not on Call Time (NOC)	<70 seconds	Not On Call (NOC) is time spent in After CallWork 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 you 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 Roadside program within our company.
- Are currently servicing the client through any other vendor, or servicing through any other Emergency Roadside Service Program
- Contact information for the Service Partner and their agent(s) must be up-to-date to be eligible for this opportunity. If Angel's Live Ops is unable to contact agents, they will be dropped from this opportunity without further notice.
- You cannot be 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.