

OPPORTUNITY ANNOUNCEMENT



Energy Customer Support Inbound Collection & Sales



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.

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.

**\$250
SIGN
ON
BONUS**



Certification

Class Schedule

Phase I

10/09/2024 – 10/28/2024

Phase II

10/29/2024 – 11/04/2024

Class Times Offered

Monday –Friday

9:00 a.m. –1:00 p.m. ET

Start Earning Revenue on 07/10



Servicing Times Available

Hours Available*

Sunday -Saturday

8:00 a.m. –11:00 p.m. ET

Special Servicing Requirements*

3 hours are required to be serviced on Mondays

**Subject to change based on client needs*

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Energy Customer Support Inbound Collection & Sales



About the Client | Energy

is a market-leading, competitive, retail electricity provider, powering the lives of more Texans than any other retailer. Energy offers a variety of innovative products and solutions, allowing both its residential and business customers to choose options that best meet their needs, including exceptional customer service, competitively priced electricity service plans, innovative energy efficiency options, renewable energy programs and other electricity-related products and services.



System and Equipment

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

Additional Client Program Technology Standards

- This program uses **the AVG 1.6** to connect to the client systems.
- USB Hardwired Headset with phone quality audio required.
- **MUST** maintain the most recent version of Windows 10 or 11 (fully patched with no pending updates).
- Dual monitors are strongly recommended. Each monitor should be 22 inches or larger.

Energy Customer Support Inbound Collection & Sales What to Expect When Servicing



What to Expect

On a day-to-day basis, businesses can expect to participate in the following activities:

- Review, analyze and respond to customer billing inquiries
- Upsell eligible customers home warranty solutions
- Resolve customer issues or questions
- Processing payment deferrals and installment plans
- Attempt to save customers who may be moving, unhappy with the plan or current rate
- Quickly identify customer needs in the first few minutes of the call to offer the appropriate plan
- Accurately enroll the customer in the correct plan
- Strive to resolve the customer issues on the first call
- Demonstrate knowledge of Energy processes and policies
- Build trust and rapport with the customer through clear, respectful interaction
- Always strive to ensure that overall customer satisfaction remains high, while resolving issues
 - Understand 'client call flow' and Texas Utility regulation
 - Ensure no Public Utilities Commission Complaints are filed
 - Ensure that no customer has a Lights Turned Out In Error (LOIE) situation



Capabilities of Top Performing Service Partners for this Program

- Complete weekly certification courses to maintain knowledge in client products and services

Energy Customer Support Inbound Collection & Sales CERTIFICATION DETAILS

eLearning & Self-Paced Content

Phase I:

Registrants will learn about the client, how to navigate systems, and how to address customer concerns

13 days Instructor led 4 hours of instructor-led class daily 2 –3hours of self-paced content daily. Daily office hours offered by instructor for additional 1:1 time as needed.

Certification Call-Taking Earn While You Learn

Phase II:

- Continue eLearning while generating revenue taking your first calls!
- Two hours per day instructor-led classroom sessions
- Two hours per day taking calls at a specified time (Mandatory to service during blended learning)
- 10 hours per week of service time within designated timeframes
- Opportunities to service more during this phase as needed

Certification SOW Continues Earn While You Learn

This Phase is:

- Apply what you have learned in Phase I and Phase II.
- During this phase, Service Partners are required to service a minimum of (15 hours) per week as outlined in the certification SOW

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

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

Energy Customer Support Inbound Collection & Sales CERTIFICATION DETAILS



Certification Completion Criteria

- Pre-course work to be completed before the first day of class including "Virtual Clean Up" systems check
 - Attend Virtual Clean Up course if the check is not passed
 - Learners will need to complete an assessment before enrolling in the course
 - Attend all instructor led sessions as scheduled
 - 100% completion of self-paced modules and assessments should be completed daily
 - Must pass quality observation and complete all client learnings prior to foot in water
 - Final exam must meet 90% in order to pass class
 - Must upsell a minimum of 1 home warranty solution while in Phase II
 - Pass all quizzes and exams with 80% or higher
 - 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
- Complete Photo ID Verification



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.

SECURITY VERIFICATION ON THE CLIENT PLATFORM

A background check, including drug screening, will be prompted once you pay for the course

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage (FADVReports-NoReply@fadv.com).

- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within FIVE business days. If this is not done, the learner will not be able to gain access to client systems

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.

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.

Please note:

The 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: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Scheduled Payment	$\geq 25\%$	% of Scheduled Payment compared to the number of Payment Extension (PE) scheduled
Home Warranty Solution	$\geq 1\%$	Total Solutions/Total Calls
Change Alerts Completions	$\geq 100\%$	Complete all weekly change alerts via myworkday
Transfer to ASG	$\leq 1.55\%$	Total Transfers to ASG/Total Calls

OPPORTUNITY ANNOUNCEMENT

STAR metrics requirements vary and are subject to change

Star metrics and corresponding incentives are included in the Production SOW.
Certification SOWs do not include Star metrics.

1 Star		2 Star		3 Star	
Metric	Min Requirements	Metric	Min Requirements	Metric	Min Requirements
Collection Percentage	$\geq 35\%$	Collection Percentage	$\geq 35\%$	Collection Percentage	$\geq 35\%$
		Loss Rate	$\leq 1.65\%$	Loss Rate	$\leq 1.65\%$
				Intervals Serviced Per Invoicing Period	≥ 68
Silver		Gold		Platinum	

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

- Please be sure to have a professional work environment, free from any background noise, when in class and when servicing.
- Commitment Adherence is critical to this program. You are responsible for ensuring that you service all hours that have been selected.

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

- Has dropped from “enrolled” status in any program opportunity less than 4 weeks before expressing interest in this program opportunity.
- 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.