

## Luxury Jewelry Client Customer Service Calls



### Service Revenue

## Service Revenue



### Certification

#### Class Schedule

##### Phase I

##### Monday – Friday

09/05/2023 – 09/15/2023

##### Phase II – **Earn While You Learn\***

##### Start earning revenue on day 11

09/18/2023 – 09/20/2023

##### Phase III

##### **Continue earning outside of class time**

09/21/2023 – 09/28/2023

##### Phase IV – **Continue Earning Revenue**

09/29/2023

#### Class Times Offered

9:00 a.m. – 1:00 p.m. ET

3:00 p.m. – 7:00 p.m. ET

#### Hours Available\*

##### Monday – Friday

9:00 a.m. – 10:00 p.m. ET

##### Saturday

10:00 a.m. – 10:00 p.m. ET

##### Sunday

12:00 p.m. – 9:00 p.m. ET

#### Special Servicing Requirements\*

4 hours required on Saturdays and/or Sundays

#### Most Hours Available

##### Monday - Friday

12:00 p.m. – 6:00 p.m. ET



### Servicing Times Available

\*Subject to change based on client needs

## Luxury Jewelry Client Customer Service Calls

### About the Client |

Luxury Jewelry Client is the world's largest retailer of diamond jewelry. Luxury Jewelry Client operates over 3,300 stores.

Luxury Jewelry Client is committed to delivering increasing value to our stakeholders while seeking to uphold our social, ethical and environmental principles, defined by the brand attributes of global leadership, innovation and sustainability.



### System and Equipment

#### Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)

- Dual Monitors required
- Webcam (needed during class)
- USB VoIP Headset is required in certification and while servicing
- MUST maintain the most recent version of Windows10 or 11 (fully patched with no pending updates)

## Luxury Jewelry Client Customer Service Calls What to Expect When Servicing



### What to Expect

Here is the scope of services and the kinds of tasks one can expect to handle on a daily basis for the Luxury Jewelry Client Program:

- Responsible for managing both incoming and outgoing calls
- De-escalate upset customers
- Help customers track orders and answer questions about Signet products
- Process new orders quickly and efficiently and manage returns and replacements
- Provide store-specific support, track shipments accurately and assist customers with gift card and loyalty card inquiries
- Ensure calls are handled appropriately and strive to resolve issues on the first-call and always with white glove service

MUST be technologically savvy as you will use multiple tools and credentials simultaneously.



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

- Ability to interact with customers utilizing strong written and verbal communication skills as well as deep customer empathy
- Excellent probing and listening skills
- Agents that deliver white glove customer service on every customer interaction
- Demonstration of impeccable attention to detail and focus
- Demonstrated capabilities on programs requiring navigation of multiple systems during a call to gather information and assist the customer

## Luxury Jewelry Client Customer Service Calls CERTIFICATION DETAILS

### Instructor-Led Learning

#### Phases I and III:

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

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

Learners must be prepared to go on camera and screen share while in class.

- 4 hours of instructor led content and up to 2 hours of self-paced content

### Instructor-Led Learning & Live Call-Taking Earn While You Learn!

#### Phases II and IV:

Agents will start taking calls and have the instructor to reinforce policy procedure.

- Opportunity for learners to apply all that was learned in Phase I and apply it to live calls.

From 05/01 – 05/03 (Monday-Friday, excluding Saturday & Sunday)

learners will be required to take 2.5 hours of live calls in class. The phone calls you take during this time will be used to determine (in part) if you certify on this program .

- Time to earn revenue!

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

## Luxury Jewelry Client Customer Service Calls CERTIFICATION DETAILS



### Certification Completion Criteria

- Timely completion of all pre-work
- Must pass all modules and assessments with a 90% or higher
- Complete 11.5 hours of live call-taking
- All learners and the Service Partner they work for 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 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.

## THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK

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 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.

Client uses a background check vendor to complete the background checks. Under certain circumstances, the background check vendor may reach out to you to clarify your information. Your prompt response to the background check vendor 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.
- Make sure to follow all instructions and once completed, submit the form

---

#### **Please note:**

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

## 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>Quality Assurance</b>	> 90%	Adherence to the client's QA guidelines
<b>Average Handle Time (AHT)</b>	450-900 seconds	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>After Call Work (AUX)</b>	< 60 seconds	The time spent in follow-up status in the Five9 system

## 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. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.
- All agents must be prepared to go on camera or screen share when called upon by the instructor during class.
- All agents must be logged in to the Client Chat tool when servicing, so they can receive real time communication and support from Chat Support Resources.

## 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%.

### 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.