

# OPPORTUNITY ANNOUNCEMENT



## Outbound\* Customer Care



*\*Outbound calls will be made using a cloud-based, calling software system. 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.*

*Service Partners WILL NOT incur any long-distance charges. 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 Monday -Friday**  
6/5/2023- 6/13/2023

**Phase II**

**Start Earning Revenue on Day 8!**  
6/14/2023 -6/16/2023

### Class Times Offered

9:00 a.m. -1:00 p.m. ET

**Start Earning Revenue on 06/14**

**You will be speaking to patients who have been discharged from a hospital to set them up with a free, healthy meal service.**



**Servicing  
Times  
Available**

### Hours Available\*

**Monday -Friday**  
9:00 a.m. -6:00 p.m. ET

### Most Hours Available\*\*

**Monday -Friday**  
1:00 p.m. -5:00 p.m. ET

### Special Servicing Requirements\*

4 hours required on a Mondays and/or Fridays

\*Subject to change based on client needs  
\*\*To start, hours may be limited to 10 hours per week  
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## Outbound Customer Care

### About the Client

Founded in 1973 in Florida. Food service serves food to Seniors and school children in Florida, Alabama and Georgia. They also serve frozen meals to seniors and US Military and help in natural disasters across 40 states.

They are focused on two things: nourishing those in need and delivering assistance where and when it is needed. Their mission, simply stated, is Nourishment. Delivered.



### 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
- Minimum 8 GB RAM required
- Service Partners MUST maintain the most recent version of Windows10 or 11 (fully patched with no pending updates) on their computer
- USB VoIP Headset is required in certification and while servicing
- Dual monitors are strongly recommended



## Outbound Customer Care What to Expect When Servicing

### What to Expect



Service Partners will perform the following for the program:

- Agents will place outbound calls to patients who have been discharged from a hospital to offer healthy, post-discharge meals.
- Cost of meal delivery service is covered by their insurance company.
- Agents will need to strictly adhere to the required call flow in order to ensure correct meal types and quantities are sent to the verified address of the recipient.

**You will be speaking to patients who have been discharged from a hospital to set them up with a free, healthy meal service.**



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

- Display patience, empathy, an ability to manage stress and the ability to work under pressure
- Skilled and efficient in writing and verbal communications
- Provide knowledgeable, friendly and eloquent customer service

## Outbound Customer Care CERTIFICATION DETAILS

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

#### Phase I:

Registrants will learn about the client, how to navigate systems, and how to arrange post-hospitalization food plan delivery.

Requires strong attention to detail and a great deal of learner involvement and class participation

**7 days:** 4 hours of instructor-led content per day and up to 2 hours of self-paced content

### Start Earning Revenue! Outbound Calls & Self-Paced Work

#### Phase II:

**3 days:** Scheduled live outbound calls for certification proficiency

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 Time**

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

## Outbound Customer Care CERTIFICATION DETAILS



### Certification Completion Criteria

- 100% completion of self-paced work by the end of Phase I
- 85% or better on final assessment
- Successful completion of mock call certifications
- 85% or better on live certification call-taking
- 85% minimum conversion through Phase II
- Complete 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



**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

## SECURITY VERIFICATION WITH CLIENT

### THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

**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 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.

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:**

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

# OPPORTUNITY ANNOUNCEMENT

## 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: [(Serviced Minutes + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]x100
Conversion	≥90%	Conversion rate for an outbound call center gives a daily snapshot of the number of meals scheduled for delivery on a given day. To determine the rate, we divide the number of agreed to meal by the total number of calls connected. For example, 88 meals scheduled for delivery / 100 calls connected = a conversion rate of 88%.
Calls Per Hour	20 per hour	Number of calls agent handles/hours serviced
Call Quality	≥85%	% of evaluated calls receiving a Quality score of 85% or higher / total calls evaluated
Documentation & Delivery Accuracy	100%	% of evaluated deliveries scheduled receiving a score of 100% / total calls evaluated

# OPPORTUNITY ANNOUNCEMENT

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

- All agent's 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 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.