

# OPPORTUNITY ANNOUNCEMENT



## The Home Improvement -MAX

Inbound Sales & Customer Service

Providing an Effortless Customer Experience to The Home Improvement Customers

**AND Service MAX Hours to Earn MAX Revenue!**

\*See page 8 for details

**Service Revenue**  
**\$15.00 per hour\*\***



**Service Revenue**

\*\*\*Service Partners servicing The Home Improvement MAX program are expected to service 50 hours per invoice period. Agents who do not service 50 hours or more will receive (\$12.50 per hour) and will not be eligible for the MAX program going forward.



**Certification**

### Class Schedule

**Phase I -Instructor-Led Class\***

10/21/24 -11/12/24

**Phase II -Earn While You Learn!**

**A mix of Instructor-Led & Live Call-Taking 11/13/24 -11/22/24**

### Class Time Offered

**Monday -Friday | 6-hour class**

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

6:00 p.m. -10:00 p.m. ET

### Hours Available\*

**Sunday -Saturday**

6:00 a.m.-2:00 a.m. ET

7 days a week

### Weekend Servicing Requirement

5 hours required on a Saturday or Sunday or a combination of both

### Most Hours Available\*

**Sunday, Monday, Friday & Saturday**

10:00 a.m. -8:00 p.m. ET

\*Subject to change based on client needs



**Servicing Times Available**



## The Home Improvement -MAX

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Providing an Effortless Customer Experience to The Home Improvement Customers

## THE HOME IMPROVEMENT VALUES



The Home Improvement has eight core values that consistently guide their beliefs and actions. Agents on the Home Improvement program can use these values to help guide them through every customer interaction. Because every customer is important –and the focus should be on respecting the customer, doing the right thing, and providing excellent customer service. The Home Improvement’s mission is to make it easy for the customer to do business with Home Improvement so that they will shop with Home Improvement for all their needs!



## The Home Improvement -MAX

**Inbound Sales & Customer Service**  
**Providing an Effortless Customer Experience**  
**to The Home Improvement Customers**



### About the Client |

The Home Improvement is the world's largest home improvement retailer with nearly 400,000 orange-blooded associates and more than 2,200 stores in the U.S., Canada and Mexico.

The typical store today averages 105,000 square feet of indoor retail space, interconnected with an e-commerce business that offers more than one million products for the DIY customer, professional contractors, and the industry's largest installation business for the Do-It-For-Me customer.



### System and Equipment

**Equipment Must Meet the Platform Standards**

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

### Additional Client Program Technology Standards:

- Smartphone Required for secondary code verification
- 64 GB total Hard Drive or higher
- USB VoIP Headset
- Windows 11 Supported
- Dual monitors required**

## The Home Improvement-MAX

### Inbound Sales & Customer Service

#### What to Expect When Servicing



#### What to Expect

##### Use the Effortless Call Flow to Provide an Excellent Experience on Every Call

- Inbound sales, customer service and store support
- Assisting customers with product questions
- Placing new orders
- Handling existing orders -returns/ replacements
- Provide store-specific support
- Contacting vendors for shipping information

**During the term of this SOW, Agents servicing The Home Improvement MAX program are expected to service 50 hours per invoice and will earn a service revenue incentive of \$15.00 per hour. Agents who do not service more than 50 hours per invoice will receive \$12.50 per hour and will not be eligible for the MAX program going forward.**



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

- Displays patience, empathy, a unique ability to manage stress, the ability to work under pressure and adapt to adverse situations
- Provides knowledgeable, friendly and eloquent customer service
- Experience working with users to identify the best solution
- Ability to use multiple resources to provide an Effortless Customer Experience

## The Home Improvement -MAX Inbound Sales & Customer Service CERTIFICATION DETAILS

### Phase I: Instructor-Led & Self-Paced eLearning

#### In this phase:

- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation
- Registrants will learn about Home Improvement and how to service General Merchandise.
- 4 hours of instructor-led content per day

### Phase II: Instructor-Led Learning & Certification Call-Taking Earn While You Learn!

#### In this phase:

- A mix of Instructor-led content and live calls for General Merchandise calls, and daily debrief in the classroom with the instructor.
- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation  
During this phase, Agents are required to attend class during normal classroom hours as scheduled. Some of that classroom time will be designated as call-taking time. A minimum of 10 hours per week as outlined in the certification SOW are required to be serviced during this time.

**See Page 1 For Class Dates and Times**

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

## The Home Improvement -MAX Inbound Sales & Customer Service CERTIFICATION DETAILS



### Certification Completion Criteria

- Agent must meet an ASAT (Agent Satisfaction) of  $\geq 82\%$  to certify
- Agent must meet a CES% (Customer Effort Score)  $\geq 65\%$  to certify
- Agent must meet a LTSA% (Likelihood to Shop Again)  $\geq 68\%$  to certify
- Agent must attend Phase II and service a minimum of 10 hours (20 intervals) during Phase II
- Agent must complete the self-paced content in a timely manner and must achieve an  $\geq 80\%$  on the final exam
- 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 in order to be certified



**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.

# OPPORTUNITY ANNOUNCEMENT

## THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK & AFFIDAVIT OF ID

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.

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.
- Make sure to follow all instructions.

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#### **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 to Client.

Failure to complete the background check within three business days may result in an agent being dropped from the course.

## 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: [(Posted Interval Login Minutes + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]
<b>ASAT (Agent Satisfaction)</b>	≥ 90%	Agent Satisfaction (How satisfied are you with the agent who assisted you?)
<b>CES% (Customer Effort Score)</b>	≥ 74%	Provide an effortless customer experience on every call by using the Effortless Customer Flow and the tools and resources provided. Represent
<b>LTSA (Likelihood to Shop Again)</b>	≥ 75%	Represent the Home Improvement Values and the Home Improvement brand on every call.
<b>AHT</b>	≥ 400 to ≤ 700 seconds	Talk Time + Hold Time + After Call Work Time





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

- All agents must ensure 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 all hours selected.

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

- Are a current, or former (within the last year), Home Improvement employee.
- Have a pre-assessment score of 70% or lower.
- Due to the codes credentialing process, agents that have formerly serviced the Home Improvement program or have been formerly enrolled in the Home Improvement Certification cannot enroll again.
- 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.