

We all are given the freedom to choose the hours we wish to work. This freedom comes with rules however. If you break the rules there are consequences. If you continue to break the Servicing Rules there are even greater consequences and you need to avoid doing this. Virtual Employment Solutions, LLC is responsible for making sure you live up to your side of the commitment you made to service the Client. This includes total number of intervals, hours you service and their expectations (metrics). You picked the Client and you accepted the amount of hours required to work per week.

Scheduling Rules:

Each week, Client communicates to Arise the amount of hours needed from the servicing CSP's. Arise in turn, populates Starmatic with intervals for the CSP's to choose. The Client, Arise and our company expect you honor your commitment. What happens after not meeting your commitment? Usually you're warned twice, mess up a third time and Arise cancels the Statement of Work contract signed by VES regarding your servicing the Client. Arise cancels the SOW with cause. What does this mean when this happens? Starmatic closes, instantly, your ability to service ceases immediately and any access to the Arise Portal is shut down for 6 months if you're lucky.

Commitment Adherence, Interval Adherence, 48 hour Lockdown Period, Work Avoidance are all things you agree to when you begin your client training.

What is Commitment Adherence?

Arise sets the minimum per week Commitment Adherence at 90%. After you've chosen your intervals, you must be logged in and ready to service, on time and for the duration of each interval chosen. CA% of 90% is simple to maintain, if you can't maintain 90% weekly then you don't belong in this business and we need to have a discussion with you. We both service a Client and keep our CA% above 95%. Why? Pre-Select which is a perk that allows me to get the hours we want, prior to the other CSP's who maintain just the base CA% requirement. Every Client has specific guidelines for Pre-Select. I'll get into that later.

You're probably wondering what do you do if something comes up? What if I'm sick? What if I lose power, or my cable dies? This happens to everyone. You can release hours from Starmatic before the lockdown without being penalized 48 hours prior to servicing. So, if you're scheduled to work at 9:00am on Monday morning, you can release that 9:00am interval on preceding Saturday, prior to 9:00am. Simple.

What is Lockdown?

Lockdown begins within 48 hour period prior to servicing. Here is what you can do if you have a problem. It's Sunday morning and you are set to work on Monday morning at 9:00 am and something has come up. Select the Interval and uncheck it for 9:00am on Monday, and 3 choices will appear. Release... Swap... Cancel. PICK SWAP!!! The square for Monday, 9:00am will turn orange. That interval will show as available to all the other CSP's servicing the Client. If one of them selects that interval, basically working it instead of you, the 9:00am interval on your Starmatic will turn Green. This means you're no longer responsible for that interval. (I make it a point to let everyone in chat know I've put time up for swap and ask if can anyone work that time for me.) Also you can send emails to CSP's and buddies you know that like working extra time.

If no one picks that open interval and it's now 90 minutes prior to 9:00 am Monday interval, the interval turns Blue again with the check mark in it, and you're are responsible for working that time slot. If you can't work it, then your CA% will suffer. Email your PF (Performance Facilitator) why you couldn't service and VES. Life happens, we understand this but we've noticed on our current roster that we have a lot of CSP's dropping intervals during Lockdown. If this is done often enough there will be serious consequences. Remember, the Client has allotted minutes to be serviced and expects a specific number of CSP's servicing for a given interval. When you don't work it, the Client's customers have to wait on hold or they can't get through to talk about their issue, or desire and Arise will hear from them about it. At that point you put our relationship with Arise in jeopardy. Arise's relationship with the Client in jeopardy.

If you loose power or internet, and have a cell phone call Arise Central Operations and they can release your intervals so hopefully another CSP can service for you or you can log into the Arise portal on your cell phone and release the hours.
 Arise Central Operations @ 877-276-6458 (Release Intervals Posted)

What is Priority Adherence?

You committed to this when you decided to apply for and enrolled in a class for a Client. It's spelled out in great detail in the original offering. Client's usually expect 15 hours per week minimum (30 intervals), 6 of which are worked Saturday and/or Sunday. Be sure to read the entire offering prior to picking a Client (click the green Info button on the Initial Offering you're interested in. Every Client has a level of expectation. All of this information should be read and taken very seriously. This is part of your job responsibility and what they expect. When you Enroll, you're agreeing to the Client's expectations. It's that simple.

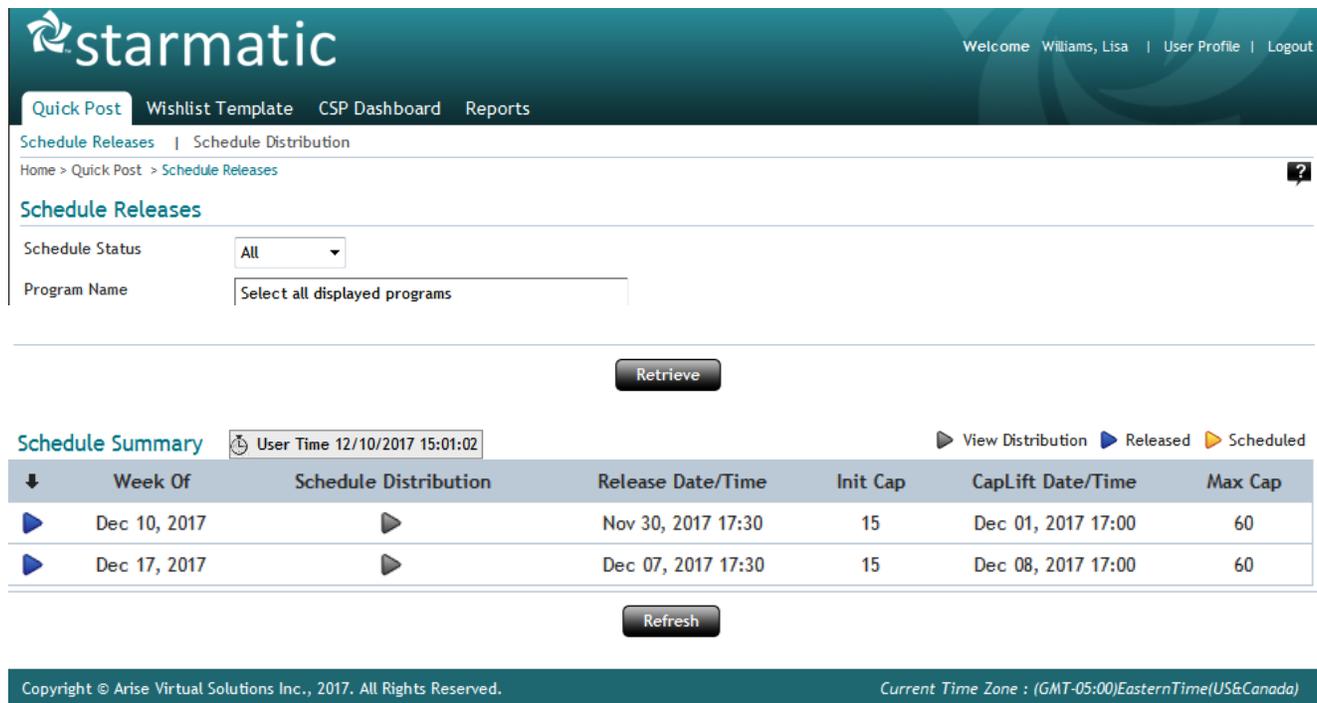
Starmatic-

Below is a copy of my Starmatic.

Init Cap? Initial Cap if the amount of hours I'm allowed to choose (15 hours/30 Intervals) on the Release Date/Time of Nov 30, 2017 @ 17:30 hours (5:30pm EST), there was a little yellow arrow which turned blue at 17:30 hours on Nov 30th (hit Refresh if arrow doesn't automatically turn blue). I clicked the blue arrow and a window opened for me to select my initial 15 hours/30 intervals to work the week of Dec 10, 2017.

On Dec 1, 2017 @ 17:00 hours (5:00pm EST) the 15 hour **Cap was Lifted** and I was allowed to pick up to 60 total hours for the week of Dec 10, 2017.

***When you begin servicing under a Certification SOW (which we sign), the amount of hours you're allowed to service is much lower. The purpose of this is for you to not get overwhelmed. Don't worry, the Maximum Cap will increase over a very short period of time.



starmatic

Welcome Williams, Lisa | User Profile | Logout

Quick Post | Wishlist Template | CSP Dashboard | Reports

Schedule Releases | Schedule Distribution

Home > Quick Post > Schedule Releases

Schedule Releases

Schedule Status: All

Program Name: Select all displayed programs

Retrieve

Schedule Summary User Time 12/10/2017 15:01:02 View Distribution Released Scheduled

Week Of	Schedule Distribution	Release Date/Time	Init Cap	CapLift Date/Time	Max Cap
Dec 10, 2017		Nov 30, 2017 17:30	15	Dec 01, 2017 17:00	60
Dec 17, 2017		Dec 07, 2017 17:30	15	Dec 08, 2017 17:00	60

Refresh

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Red Squares mean Urgent Hours, please work if you can. This gives you an idea of what a full week looks like. Notice SOW.... 15 and Posted 35.5 (expect at least 15 hours per week and I worked 35.5 hours) ***Never Purposefully work hours you haven't selected*** Calls can go long and sometimes ruin your break, that can't be helped and you're expected to work the next interval if selected. Yes, I've had my breaks eaten many times. You DO

