



SDS Solutions LLC
FREQUENTLY ASKED QUESTIONS

Will I automatically be selected for the opportunity?

Opportunities are on a first come, first serve basis. Additionally, agents may have to take a series of assessments, including a voice assessment for phone support programs. Finally, you must pass the course.

How long before I can start servicing Arise clients?

Once you've completed all the registration steps, your next step will be to enroll in a client certification course of your choice.

Client courses may take between two to eight weeks, depending on the client selected.

Please read the Opportunity Announcements for more details.

How do I get my service revenue?

Depending on the client, service revenue is paid out in one of three ways:

- Per call
- Per productive service minute
- Per staffed hour

Service revenue details can be found in the Statement of Work (SOW) of clients being actively serviced and are listed in the Opportunity Announcements. Service revenue is **deposited twice monthly** into your business checking account.

May I service more than one client?

To maintain proficiency agents service each of their clients for no fewer than 15 hours each week as specified in the Statement of Work (SOW). However, each client's minimum weekly hour requirement varies. Many agents work at least 25 hours a week.



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Can I change my schedule at short notice?

You can release hours at short notice if necessary. We ask all agents to release hours no less than 48 hours in advance. If hours need to be released at shorter notice, this is possible, however it may negatively affect your metrics. Additionally, we provide all agents with the ability to “swap” shifts – if a successful swap occurs then there is no negative impact on your metrics.

It is also possible to pick up extra hours at short notice.

What if I something comes up during the certification course?

Note: You have 24 hours to process and complete payment or you will be canceled from the client course and the opportunity and will have to repeat the enrollment process once again. Please note that certification courses are filled on a first-come, first-served basis and will fill at any given time. Your seat is not secure until you have fully paid for the course.

CLIENT CERTIFICATION: Enroll in a certification course that works with your schedule. These are highly specialized, instructor-led online courses. Most come with a fee that ranges from \$50 to \$250. These courses are required by clients and provide details about the client’s systems and the requirements of the particular program.

Am I under contract?

You will receive and sign a Statement of Work (SOW) for each client program you choose to service. SOWs are generally three months in duration.