

Having the right equipment is a critical component of a successful call center.

We have put this policy together to help ensure call centers and their agents are set up to effectively service one, or more, of the great client programs in our roster.

To use the Arise Platform, the system and equipment requirements on the following pages must be met. It is important to remember these are the minimum requirements needed to use the Arise Platform only.

Certain client programs may have additional requirements above and beyond the ones listed in this policy. All agents should review the Opportunity Announcement for the client program they are interested in servicing - in addition to this policy - prior to enrolling in a certification course.

PC requirements	Page 2
<i>Details the minimum requirements a PC must meet</i>	
Mac requirements	Page 3
<i>Details the minimum requirements a Mac must meet</i>	
Accessories, Software and Internet/Phone Service Providers	Page 4
<i>Lists the Dos and Don'ts for items such as headsets, security software and more</i>	
ASD (the Arise Secure Desktop)	Page 6
<i>Overview of a tool designed to temporarily convert a PC into a "servicing station" for the client program a call center will be servicing</i>	
AVG (the Arise Virtual Gateway)	Page 7
<i>Overview of a call routing system that helps improve consistency and efficiency for client programs</i>	

PC Requirements

- A desktop/tower computer with a separate monitor is recommended.
- Dual boot machines, Netbooks, and Tablets are prohibited from use.
- All-in-One computers are not currently compatible with any client programs.
- Depending on what client program a call center chooses to service, the use of the Arise Secure Desktop (ASD) may be required. Additional details on the ASD can be found on page 6 of this guide.

PC REQUIREMENTS	
CPU Speed	Dual-core 2.8 GHz or better or Intel i class or AMD Phenom X2 class or better Atom, Celeron, Pentium and Opteron processors are not permitted
Hard Drive	20 GB or more of available space 60 GB or more of total space
Memory	4 GB of RAM or better
Operating System	Windows 7 or Windows 10 Windows 8/8.1 not supported by some clients
Standard Connection and Speed	Hard-wired connection (no wireless) Minimum 10 mbps download / Minimum 3 mbps upload
Maximum Latency Threshold	120 milliseconds (ms)
Monitor Recommendations	1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p) Dual monitors may be required on some client programs Dual monitors are not supported on programs that use the Arise Secure Desktop (ASD) device

Please note: These requirements are minimum requirements for use of the Arise Platform only. Certain client programs may have increased, or additional, requirements. Please review all opportunity announcements carefully for details regarding such requirements.

Agents must service on the computer they use to perform the PC Scan at time of enrollment. If it is determined the computer is different than the one used at time of enrollment, and it is incompatible with the client program, neither a refund nor a voucher will be issued.

Mac Requirements

- Macs must have an Ethernet port
- MacBook Air and Mac USB-C ports will not be supported
- Boot Camp and a licensed version of Windows (please see page 2 for acceptable Windows operating systems) **MUST** be installed. Please note that Arise Technical Support **WILL NOT** be able to provide assistance with the installation of Boot Camp and/or Windows or any questions related to it.

MAC REQUIREMENTS	
CPU Speed	Intel Core i5 2.7 GHz processor or better
Hard Drive	20 GB or more of available space 60 GB or more of total space
Memory	4 GB of RAM or better
Operating System	MAC OS X 10.10 Yosemite or higher See page 2 for acceptable Windows operating systems
Standard Connection and Speed	Hard-wired connection (no wireless) Minimum 10 mbps download / Minimum 3 mbps upload
Maximum Latency Threshold	120 milliseconds (ms)
Monitor Recommendations	1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p) Dual monitors may be required on some client programs Dual monitors are not supported on programs that use the Arise Secure Desktop (ASD) device

Please note: These requirements are minimum requirements for use of the Arise Platform only. Certain client programs may have increased, or additional, requirements. Please review all opportunity announcements carefully for details regarding such requirements.

Agents must service on the computer they use to perform the PC Scan at time of enrollment. If it is determined the computer is different than the one used at time of enrollment, and it is incompatible with the client program, neither a refund nor a voucher will be issued.

Accessories, Software and Internet/Phone Service Providers

REQUIRED ACCESSORIES	
<p>USB headset with microphone (required for Certification)</p>	<p>Logitech, Plantronics, Microsoft, or similar brands recommended.</p> <p>Suggestions:</p> <ul style="list-style-type: none"> • Plantronics PLNAUDIO478 USB • Logitech USB H570e • Jabra UC VOICE 150
<p>Hard-wired Telephone and headset (required for Production/Service)</p>	<p>Plantronics S12 or similar recommended</p>

SOFTWARE	
<p>Internet Explorer 8, 9, 10, or 11 on Windows 7, 8 or 10</p>	<p>Certain client programs may require specific versions of Windows. Windows 8/8.1 not supported by some clients. Please see the Client Opportunity Announcement for details.</p> <p>(Optional) Mozilla Firefox or Chrome for Windows</p>
<p>Microsoft Security Essentials for Windows 7; Windows Defender for Windows 8 or 10</p>	<p>Other security software may be incompatible and should be avoided. Technical support may be refused if your company's software configuration is not compatible with the Arise Platform or is determined to cause incompatibilities with client required servicing software.</p> <p>Call Centers and their agents are responsible for maintaining the security and reliability of their equipment. The following items are considered security risks to the Arise Platform and, upon detection, may subject your company to the suspension or termination of its MSA or SOW:</p> <ul style="list-style-type: none"> ▪ Malware infected software ▪ Virtualized Operating Systems (i.e.: VMWare, Parallels, etc.) ▪ Non-Arise provided VPN software or Proxy settings ▪ TOR or other privacy software

Accessories, Software and Internet/Phone Service Providers (continued)

INTERNET AND PHONE SERVICE PROVIDERS	
<p>Hard-wired broadband Internet service via DSL, Cable, or Fiber Optic connection</p>	<p>The use of wireless connections to access any Arise system at any time is prohibited, even if the connection is encrypted.</p> <p>Connectivity to the Arise Platform through an unauthorized Proxy Service or unauthorized VPN Service is strictly prohibited.</p> <p>Additionally, Satellite, Microwave, and Cellular Hotspot Internet Services are not permitted.</p> <p>USB connected modems are not supported.</p>
<p>Hard-wired land line telephone service</p>	<p>Unless stated otherwise in the opportunity announcement, most client programs are compatible with the following types of services: POTS (plain old telephone service), cable telephony, digital service, or business class VoIP.</p> <p>The service should be connected directly from the wall to your telephone.</p> <p>Softphones and cell phones are not permitted.</p> <p>The servicing telephone line should not interface at any point with the computer.</p> <p>All servicing telephone lines should not have voicemail, fax, or other features on the line (other than unlimited long distance, if necessary – please see page 7 for details).</p>

ASD (Arise Secure Desktop)

The Arise Secure Desktop (ASD) is a tool designed to temporarily convert a PC into a “servicing station” for the client program a call center will be servicing. The ASD provides a secure and streamlined environment which is optimized to successfully access the Arise Platform to service a client program.

Not all client programs require the use of an ASD so it is recommended that an agent review the Opportunity Announcement in detail to see if an ASD will be needed.

- If the client program selected uses the ASD, all the information required for its use is contained within a USB flash drive and instructions that will be provided to the enrolled agent
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to install the ASD.

The ASD is an additional operating system on a computer. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

AVG (Arise Virtual Gateway)

AVG, the Arise Virtual Gateway, is a system that helps improve consistency and efficiency while centrally and seamlessly managing call routing.

Call centers and agents have the option to use either a POTS line (plain old telephone service) or VoIP (aka digital telephone or cable telephony) to service a client program. However, call centers and agents servicing client programs that route calls through the AVG system will need to be able to dial into the AVG (786) number.

- Call Centers and agents who do not have Miami area code phone numbers (305 or 786) will need to be able to dial long distance on their service lines which may result in long distance charges. For that reason, bulk or unlimited long-distance service plans are recommended and available from most carriers to avoid per-minute charges.
- A small number of client programs currently prohibit the use of VoIP while servicing and a POTS line will be required to service those programs. If the client program does not currently allow VoIP, agents will not be servicing on AVG.

Please be sure to review the opportunity announcement in detail to see if AVG is required on the client program you select.