ACT

CUSTOMER SUPPORT

ONBOARDING

Welcome to The A.C.T. Agency! We're thrilled to have you join our team of dedicated professionals in our remote virtual call center. As a leading provider of business support solutions, we pride ourselves on delivering exceptional service to our clients while fostering a supportive and collaborative work environment for our employees. Get ready to embark on a journey where your skills will shine, your growth will be nurtured, and your impact will be felt by businesses worldwide. Let's make every call count together!

www.theactagency.net

POSITION OVERVIEW

We are currently seeking motivated individuals to join our team as Remote Customer Service and Technical Support Representatives. In this role, you will be responsible for handling client accounts, providing excellent customer service, conducting sales activities, processing billing inquiries, and offering technical support to our clients' customers.

RESPONSIBILITIES

- Handle incoming calls, emails, and chats from customers of various client accounts.
- Provide timely and accurate assistance to customers regarding product inquiries, order status, account issues, and technical troubleshooting.
- Utilize effective sales techniques to promote additional products or services to customers when appropriate.
- Process billing inquiries, refunds, and account adjustments according to company policies.
- Troubleshoot technical issues related to products, services, or online platforms.
- Document all customer interactions and maintain detailed records of customer inquiries and resolutions.
- Collaborate with team members and supervisors to ensure customer satisfaction and meet performance goals.

REQUIREMENTS

• Previous experience in customer service, sales, billing, and technical support roles preferred.

• Excellent communication skills, both verbal and written.

• Strong problem-solving abilities and attention to detail.

• Ability to multitask and work efficiently in a fast-paced environment.

• Proficiency in computer and internet usage.

• Must provide your own equipment, including a computer, mouse, keyboard, monitors, headsets, etc.

• Flexible schedule availability with a minimum commitment of 15-20 hours per week.

• Must be willing to work as a 1099 self-contractor.

SYSTEM REQUIREMENTS

PC Requirements

MINIMUM / RECOMMENDED

INTEL Core processors: I3-9000, I5-7000, I7-5000, I9 series or better
PENTIUM G5400/N6400 series or better
XEON E CLASS series or better
CELERON J4000/N5000 series or better
AMD RYZEN 3 series or better
ATHLON 3000 series or better

NOTE:
ARM based processors are not supported.
Examples: Microsoft Surface and Chrome OS based PCs.

CPU Speed

Computer costs range between $380-$1500

SYSTEM REQUIREMENTS

	MINIMUM	RECOMMENDED
Hard Drive	20 GB or more of available space 60 GB or more of total space	30 GB or more of available space 60 GB or more of total space
Memory	4 GB of RAM	8 GB of RAM
Operating System **Windows needs to be a Genuine Licensed Copy with all updates and patches installed. (Beta and Developer versions will not be supported.)**	Windows 10	Windows 11
Standard Connection and Speed **PC MUST be hard-wired via Ethernet connection and cannot be connected to Wi-Fi.**	Hard-wired connection (Not wireless) Minimum 10 mbps download Minimum 3 mbps upload	Hard-wired connection (Not wireless) Minimum 30 mbps download Minimum 10 mbps upload
Maximum Latency Threshold	120 milliseconds (ms)	50 milliseconds (ms)

SYSTEM REQUIREMENTS

Monitor Recommendations *Starting from $77+*	1280 x 1024 (SXGA) screen resolutions	1920 x 1080 (Full HD or 1080p)
Dual Monitor Capability	May be required for some programs	Recommended
USB 3.0 Port	Required to for use with USB headsets and flash drives	
UNSUPPORTED ITEMS	Netbooks, Chromebooks, tablets and other mobile devices	
NO LONGER SUPPORTED	macOS (Mac OS X)	

Please note: These are the basic requirements (both minimum and recommended) for use of the Arise® Platform ONLY. Certain customer systems may necessitate higher or additional requirements. Please review all Opportunity Announcements carefully for details regarding such requirements prior to enrollment.

Service Partners must service on the computer they use to perform the PC Scan at the time of enrollment. If it is determined your computer is different than the one you used at the time of enrollment and it is incompatible with the customer program, you will not be permitted to service.

SYSTEM REQUIREMENTS

	REQUIREMENT	**RECOMMENDED**
Mobile Devices	A smartphone or other mobile devices used for multifactor authentication and other security verification processes only, with a working camera Note: Mobile phones CANNOT be used to attend class or to service	Any iOS or Android-based mobile device (e.g. smartphone or tablet)
Headset Cost ranges between $24-$55 *Accessories may vary by Customer Program. Please review the applicable Opportunity Announcement for additional details	A hardwired USB headset with phone quality audio (required for class and to service most programs)	Logitech, Plantronics, Microsoft, or similar brands are popular with Service Partners • Plantronics Blackwire 3320 • Logitech USB H570e • Jabra UC VOICE

Software Requirements

- Windows Firewall must be enabled.
- Updated Web Browser: Edge, Mozilla Firefox, or Chrome for Windows.
  - Most recent update must be installed in order to maintain the security of your device and your data.
- Windows Security Real-Time Protection MUST be enabled and up to date.
  - Other security software may be incompatible and should be avoided. Technical support may not be available if your software configuration is not compatible with the Arise® Platform or customer-required servicing software.
  - Service Partners and their agents are responsible for maintaining the security and reliability of their equipment.

COMPENSATION

Compensation varies within a competitive range of **$10 to $17** per hour, depending on the specific client and their requirements. Once you express interest in an opportunity, your dedicated ACT representative will discuss the compensation details relevant to that client.

Agents at The A.C.T. Agency are paid twice a month on the 15th and 30th, providing regular and reliable income.

Its important to note that as independent contractors, no tax is deducted from your paycheck. Agents are responsible for handling their own taxes at the end of the year when filing.

Additionally, each pay period the agents are charged $60. This includes the Arise platform fee ($19.75) and the ACT Agency fee ($40.25). This will apply for each agent active and **servicing** the Arise Platform.

TRAINING

CETIFICATION COURSES

- While courses are free, it's important to note that you will have to pay a refundable class confirmation deposit of $20 to hold your spot.

- The class confirmation deposit will be fully refunded by Arise after you attend the first day of class.

- Courses are 100% Virtual

- Certification courses can range anywhere from 10 days to 4 weeks in length—but it's always best to consult the Opportunity Announcement for the specific program you are interested in to understand the course details for that program.

- Most courses are a combination of self-paced learning and instructor led time.

BACKGROUND CHECK

- **All agents are required to pass a company background check.**
- **Background checks are valid for 36 months.**
- **The cost to initiate a background check is $30 and is only paid once the agent has selected a client and starts the client registration.**
- **Background checks are not required for an agent to join the platform, they are only required once the agent takes an opportunity.**
- **The ACT agency will reimburse the $30 background check fee on the agents second paycheck (after 30 days of servicing).**

NEXT STEPS

NEW AGENTS

1. Go to <u>ariseworkfromhome.com</u> > select register now in the top right corner.
2. Start your profile.
3. Enter referral code **5998182**
4. Finish creating your account.
5. Validate your account with a code to your phone.
6. Close the pop-up window > select Finish Registering.
7. Go to the next screen (do not enter your SS yet) > select the second option on the right that says Join a Service Partner. (Green Tab)
8. Enter your Social Security number
9. On the next screen, > enter the Service Partner ID **1136044**
10. Click search > **ACT AGENCY, LLC** > will populate > submit a request.
11. Wait to be accepted.

EXISTING AGENTS

***Please do not create a duplicate profile.

Log in to the Arise Portal at portal.arise.com.

**READ CAREFULLY

Once you can access your Arise account, select ONE of the options below that apply to your account and follow the steps to register with ACT AGENCY.

 OPTION 1: When you log into Arise, you see the name of a call center at the top of your Arise dashboard.
This means you had previously registered with a call center. You must submit a release request to your existing IBO. You can locate the IBO's Information by clicking profile>information. Once released from the call center, enter Service Partner ID **1136044** to register with us.

OPTION 2: When you log into Arise, your name appears at the top of your Arise dashboard. This means you had previously selected Sole Proprietor. You will need to cancel your Master Agreement.
Go to portal>documents>master agreement>terminate. Wait 12 hours, then enter our Service Partner ID **1136044** to submit a request.

OPTION 3: When you log into Arise, you are on the registration page.
Select join a call center, then enter Service Partner ID **1136044** to submit a request.

GET STARTED WITH US

404-618-1775

theactagencymanagement@gmail.com

Service Partner ID: 1136044

www.theactagency.net