

# AGENT COMPENSATION PROGRAM



# TABLE OF CONTENTS



Welcome to the Team!	1
Our Company Relationship Model	2
Your First 7 Days	3
Agent Levels	5
Start Leveling Up	6
Your Questions Answered	7
Agent Payment	9
Appendix A: Adherence Metrics Users Guide	11

---

**Our Mission:** To deliver superior, first-class services to our clients through our team of dedicated people. We also believe in generating flexible solutions to the job-seeking community. To fulfill this mission, we are committed to:

- Partnering with our Agents
- Taking advantage of technology
- Rewarding Agent achievement
- Remaining competitive in the client servicing arena
- Becoming the leading virtual contact center on the network

**Our Vision:** At Genesis Business Solutions, LLC, we believe that quality service requires superior business-oriented thinkers, Agents, and business partners. Together, our people focus on our clients' needs and provide outstanding service to achieve results.



# WELCOME TO THE TEAM!



## From the CEO:



*Welcome to Genesis! Genesis is an ancient Greek word that means beginning, and that's what this is for you. The beginning of work-life balance, more time with family, and greater peace of mind. You are an important addition to our team, and we look forward to a long, productive, and mutually fulfilling time together.*

*Genesis Business Solutions started in 2012 as a result of a desire to provide legitimate job opportunities with flexible options to create balance in the lives of those I hired. At that time, I serviced clients along with the handful of highly skilled Agents that were part of Team Genesis. Today, Genesis is a multi service company that not only provides call center services, but also marketing and business consultation to small businesses, to name a few. And I am pleased to say that many of our Agents that started in the call center have since moved into positions of management, continuing to help the company grow. Team Leads, Webinar Hosts, and Agent Support Specialists are a few of the promotions available to you. I take pride in the fact that as new positions become available, we look within the company first before hiring someone not affiliated with Genesis.*

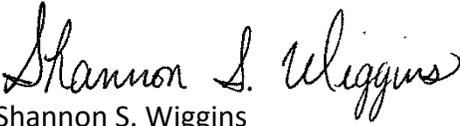
*As you learn your new role, you will discover our company's culture. We are leaders. We don't settle. We embrace success. And once we achieve our goals, we set new ones and continue to strive for excellence. And you won't be alone in your journey. Agent Support is always willing and able to help with any questions or concerns you may have.*

*In the coming weeks, you will have a lot thrown at you; selecting, enrolling and certifying with a client, while also learning the ends and outs of what it means to be a Genesis Agent. It will be challenging, but also worthwhile. We expect our Agents to be the best of the best, and I am confident that you will thrive within our fast pace and competitive company.*

*Our most important asset is our people and Genesis works daily to ensure that we provide an exciting and rewarding work environment that our colleagues can count on.*

*Welcome to the team!*

*In Success,*

  
Shannon S. Wiggins  
Founder & CEO





# Model

**Welcome to the Genesis Team!** You're on your way to becoming the *Voice of Customer Service*. As a Genesis Agent, you will provide important customer services for large companies and their operations. They will rely on you to interact with their customers by helping them resolve billing concerns, troubleshoot technical issues, coordinate assistance for flat tires on the side of the road, reserve vacation experiences that will create memories for a lifetime, and much more – all from your home-office and on your own schedule. You will be making a difference in the lives of others for the better, every single day. **Are you ready to get started?**

## Genesis Business Relationships

In order to deliver a prominent, telecommute job experience to you, and meet the customer service demands of our many clients, we operate under a series of basic business-to-business relationships. It's important that you understand these relationships in order to be successful.

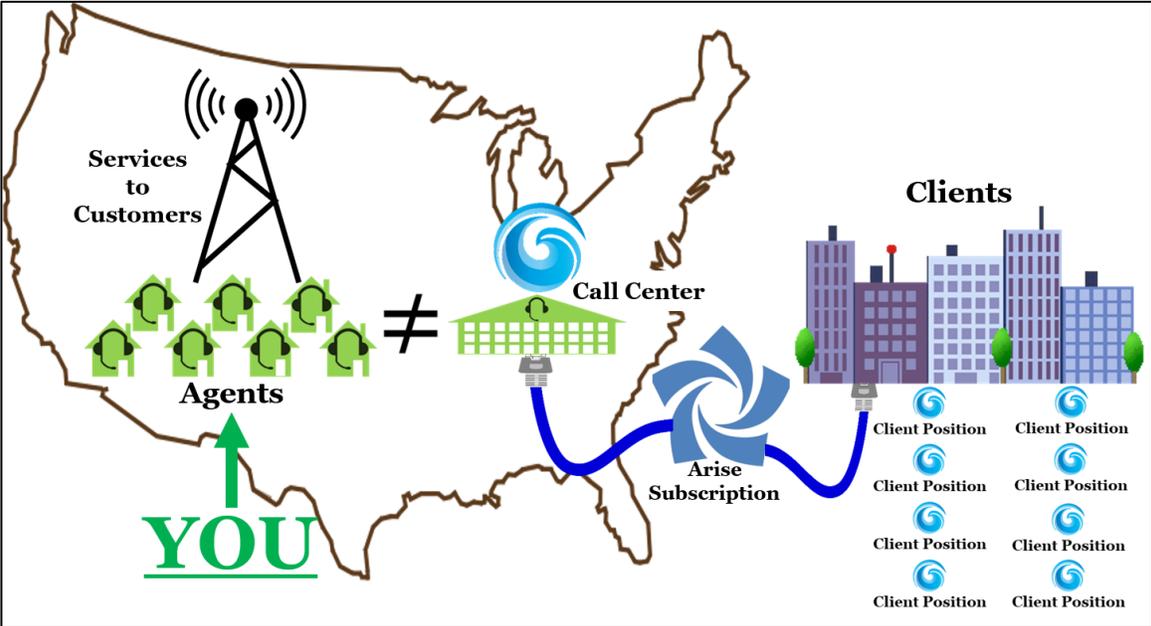
**Genesis** recruits, hires, and manages specific Agents to provide customer care solutions to various clients through our **subscription service** with the Arise Virtual Solutions Platform.

**Arise** coordinates with our clients, defines their demands, and provides various technological tools for our Agents to perform customer care.

**Our Clients** utilize the Arise platform in order to request and receive customer care based on the needs of their consumer base.

**See Figure 1 below for a visual breakdown and understanding of specific responsibilities between Genesis and our business affiliates.**

**Figure 1: The Genesis-Client Business Relationship Model**



# YOUR FIRST 7 DAYS



**Getting started is easy, but how you perform determines what incentives you qualify for!** You were hired based on your motivation to provide customer care from home, and based on our vetting process that determined that you could handle the requirements of being a Genesis Agent. The demand of our client's needs are increasing every day, magnifying the importance of getting you started and delivering quality customer care services. That's why we sponsor your certification process based on your ability to accomplish certain tasks. **Here's how it works.**

## 1 SETUP AGENT PROFILE & LINK TO THE GENESIS CALL CENTER

In order to start making a difference for our clients and their consumers, becoming the voice of customer service, making money from home, and contributing to the Genesis Team, you need to an **Agent Profile**. This enables you to select & certify with an available client, begin servicing, and start the process of moving up the Genesis ladder. You must complete the following to setup your **Agent Profile**:

- Register an account on the **Arise Platform**
- Link to the **Genesis Call Center**
- Verify your email address

During the Genesis Info & Hiring Webinar, you were guided through the process of setting up your Agent Profile. If you were able to complete link your profile to the Genesis Call Center, congratulations, your **Agent Profile** is complete and you can begin viewing available clients and their **Opportunity Announcements (OA)**. If you are still pending a registration requirement, continue to follow any instructions provided to you. Periodically check your profile to proceed in the process.

**Opportunity Announcement (OA):** A document containing all the info you need to determine if you would like to provide services for a particular client. Details about call types, additional equipment requirements, certification course schedules and certification requirements are in this document. It is critical that you read them thoroughly before enrolling in a client program.

## 2 SELECT A CLIENT & EXPRESS INTEREST

Once you are in the Genesis Network and can view clients, it's time to **Select, Express Interest, and Enroll** into the client of your choice. When you log into the Agent Portal, you will see a listing of available clients, their type (i.e. sales, customer service, etc.), their **OA** link (click the green "Info" button to view), and a "Select" tab. To begin, always review the **OA** of the client you are considering carefully. When doing so, consider the following:

- **Course Dates:** your availability throughout the course.
- **Intervals Available:** windows of hrs for your schedule.
- **Suggested Intervals:** min. hrs/wk you want to service.

Your selection into the network is based on your motivation to quickly provide services on behalf of Genesis, and to meet the demand of our clients. **Therefore, you will have 7 days from when you're admitted and can view clients to enroll in a client course before your profile is unlinked.**

**Express Interest:** Expressing Interest is the first step to enrolling in a client. To do so, simply click "Select" next to the client of your choice. You will have the option to choose a class time, and then click "Enroll Now." At this time, you've indicated your interest, but it does NOT mean that you have enrolled or been selected to certify.

**Intervals:** As you make your own schedule (Woohoo!), you will do so in 30-minute increments called "Intervals" and post them in the Agent portal.

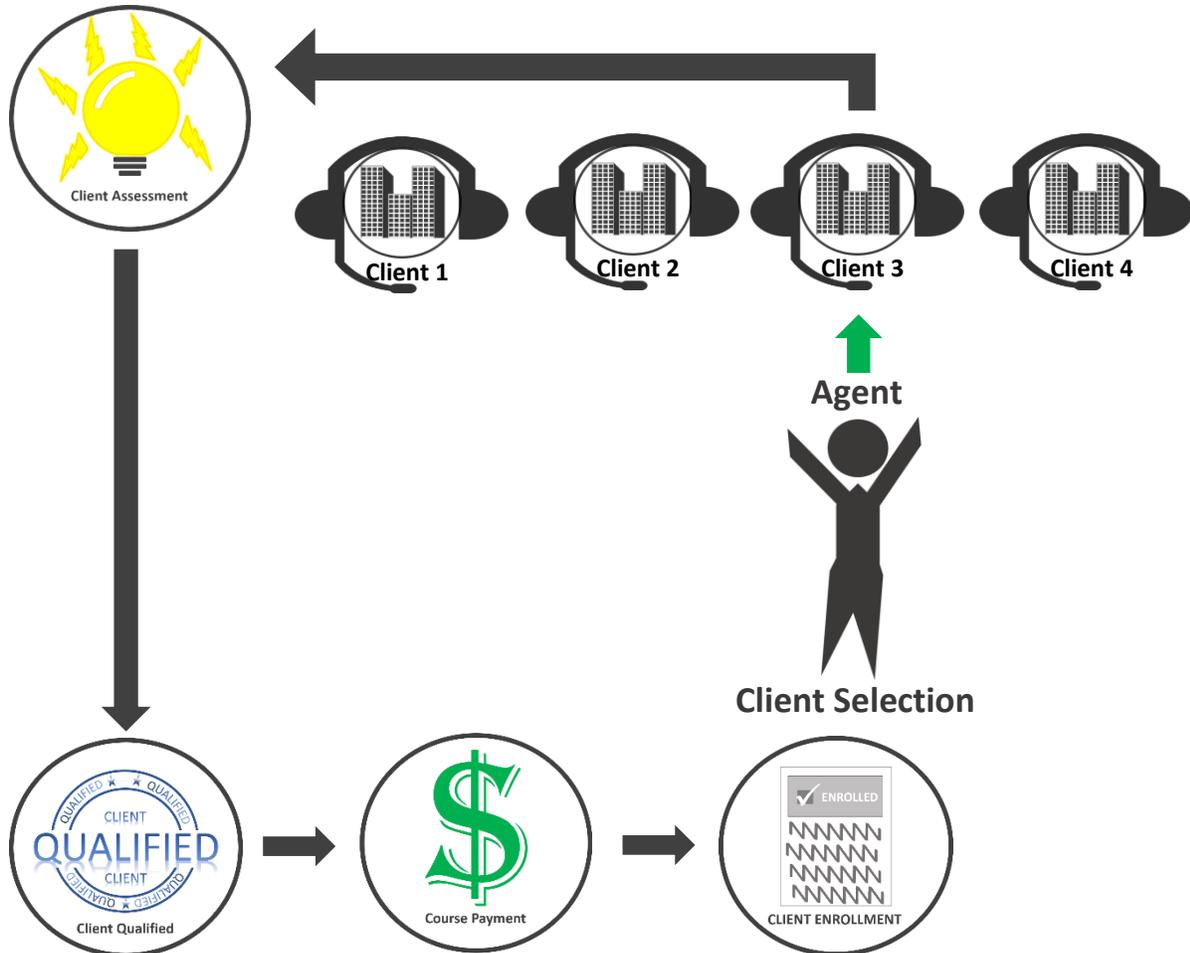


# YOUR FIRST 7 DAYS



## 3 ENROLL IN A CLIENT

After **Selecting** a client, **Expressing Interest**, and becoming **Client Qualified**, you are ready to **Enroll**. **Enrolling** means you have **Completed** all assessments and completed payment for the course, securing your slot. As an investment in our Team, Genesis offers course funding. The details for course funding requests are located on the [Genesis Welcome Page](#); use the email password provided to you to access it.



Once you have **enrolled** into a client course, you are eligible to receive **100% Reimbursement** of any course fees you paid. 100% Reimbursement is a Genesis startup incentive to assist in your transition into our Telecommute Call Center environment. **100% Reimbursement Eligible** Agents receive a credit to their paycheck for the entire amount of any registration fees paid. Here are the steps:

- Enroll into a client course. Complete a Sponsorship Request Form between 15 - 45 days of taking live calls. You must certify to receive the **100% Reimbursement**.
- Meet any minimum Commitment Adherence and Interval Servicing requirements throughout the certification course.

**Note: Metrics such as Commitment Adherence and Intervals Serviced are explained later in this packet.**



# AGENT LEVELS



All new enrolling Agents will start with the title of Agent Enrollee once they become **Certification Qualified**. During certification, you are classified as a **Novice Agent**. In order to **Service** and earn revenue, you must pass a client certification course, making you a **Client Qualified Agent**. To become eligible for higher pay rates, additional company incentives, loyalty gifts, and leadership opportunities, you will need to elevate to a higher **Agent Level**. The following pages provide the qualifications that must be met to elevate and obtain incentives at each rank along with what incentives and opportunities you will receive at those ranks. These requirements are primarily based on your management of some basic metrics.

---

## Client Service Agreement (CSA):

The **Client Service Agreement (CSA)** is the legally binding contract between you and Genesis. It is virtually delivered and signed with a digital signature. The **CSA** outlines the program specific contractual servicing obligations to you and includes, but is not limited to, performance expectations, hours of service, pay rates, and service level metrics of the client opportunity that you agree to undertake. The **CSA** is typically effective for 3-4 months and automatically terminates at its expiration date. Additionally, Genesis can terminate the **CSA** for the following:

- (1) Breach of the terms
- (2) Engagement of unprofessional business practices
- (3) The underlying agreement between Genesis and the client is terminated

## Genesis Referral Bonus:

The **Genesis Referral Bonus** is a cash incentive you can earn for spreading the Genesis Brand. The amount is applied to your pay invoice based on your **Agent Level**. Referrals must become **Bronze Agents** to qualify for the bonus.

## Commitment Adherence Percentage (CA%):

**Commitment Adherence Percentage (CA%)** is a measurement of servicing reliability. It is the time you actually **Serviced** when compared to the amount of time you selected to **Service**. For example, if you schedule 10 intervals in a week, but only **Service** 9 of those intervals, missing 1 interval without **Releasing/Swapping** it, then your **CA%** for that week drops to 90%. If you schedule intervals, you must either (1) **Service** them, (2) **Release** them before the **Lockdown Period**, or (3) **Swap** them during the **Lockdown Period**. If you do not, your **CA%** will drop. Your **CA%** is measured on a 30-day rolling cycle.

## Minimum Interval Requirement:

As a servicing Agent, you will make your own schedule based on minimum interval requirements, also called **Priority Commitment Percentage (PC%)**. Prior to becoming a servicing Agent, you will receive and sign a **CSA**. The **CSA** will outline the minimum amount of intervals, **PC%**, you are required to **Service** per week, typically about 30 intervals (15 hours), but you can **Service** more as you like.

## Scheduling:

You build your schedule by selecting intervals in the Agent Portal. When you schedule intervals, you must either **Service**, **Release**, or **Swap** them or your **CA%** will drop. **Releasing** intervals is the act of removing a time-slot from your schedule before the **Lockdown Period**. The **Lockdown Period** is any 48-hour period prior to an interval being **Serviced**. Once you are inside the **Lockdown Period**, you can attempt to **Swap** an interval if you cannot **Service**. **Swapping** an interval is the act of “releasing” the interval to another Agent to **Service**. Placing the interval up for **Swap** allows other Agents to select that time-slot. But if no one claims the interval, you are still responsible for servicing it.



# START

# LEVELING UP



## NOVICE/QUALIFIED AGENT

You become a **Novice Agent** once you enroll into a client course and you become **Client Qualified** once certify. **Novice/Qualified Agents** are primarily focused on their transition to servicing by certifying, gathering all necessary equipment, and completing their home-offices. The **Genesis Referral Bonus** at this rank is \$5/qualified referral.

## BRONZE AGENT

You elevate to **Bronze Agent** once you certify on a client, begin Servicing, and complete 1 x post-certification (PtC) CSA at minimum CA% and interval metric requirements. As a **Bronze Agent**, you are gaining experience and beginning to take advantage of true Work-Life-Balance. You're making your own schedule and answering the call of customer service – helping customers in roadside distress, providing technical support, or booking memorable vacation packages, and more.

As a **Bronze Agent**, you also become an authorized representative of Genesis and receive an official set of company business cards bearing the **Bronze Agent Seal**, your name, and your Agent Referral ID to enhance your professional image, credibility, and first impressions. The **Referral Bonus** at this rank is \$10/qualified referral.

## SILVER AGENT

You elevate to **Silver Agent** after completing **2-PtC CSAs** at min. metrics. **Silver Agents** and higher are eligible to receive an invitation to **Support Info & Hiring Webinars** as experienced representatives for additional revenue and receive a set of company business cards bearing the **Silver Agent Seal**. The **Referral Bonus** at this rank is \$20/qualified referral.

## GOLD AGENT

You elevate to **Gold Agent** after completing **3-PtC CSAs** consecutively at min. metrics. **Gold Agents** and ↑ are eligible for selection to **Agent Support Specialist**. **Specialists** are assigned multiple Agents, serving as liaisons to monitor and coach metrics, resolve issues, and escalate problems through a direct line to our corporate office. **Gold Agents** receive a set of company business cards bearing the **Gold Agent Seal** and the **Referral Bonus** at this rank is \$30/qualified referral.

## PLATINUM AGENT

You elevate to **Platinum Agent** after completing **4-PtC CSAs** consecutively while meeting at min. metrics. **Platinum Agents** and ↑ are considered “Seasoned Agents” and become eligible to **Host Info & Hiring Webinars**. **Platinum Agents** receive a set of company business cards bearing the **Platinum Agent Seal**, and the **Referral Bonus** at this rank is \$40/qualified referral.

## DIAMOND AGENT

You elevate to a **Diamond Agent** after completing **5-PtC CSAs** consecutively while meeting the min. metric requirements. This is the highest **Agent Level** and reserved for the most experienced and reliable Agents. As a **Diamond Agent**, you are eligible for direct **Team Lead** hire to oversee two Agent Support Specialists and a **Letter of Recommendation** that will amplify your leadership attributes, reliability, and good work ethics, **signed by the CEO** – for your efforts, we will vouch for you! **Diamond Agents** also receive a clear set of company business cards bearing the **Diamond Agent Seal**. The **Genesis Referral Bonus** at this rank is \$50 per qualified referral.



# YOUR QUESTIONS ANSWERED



## What else do I need to know about Commitment Adherence Percentage (CA%)?

As mentioned, **CA%** is a measurement of reliability. It measures the amount of time you scheduled into the Agent Portal schedule and how much of that time you actually serviced. An Agent's **CA%** is only negatively affected by scheduling intervals and not **Servicing** them, **Releasing** them before the **Lock Down Period**, or **Swapping** them during the **Lock Down Period** (48-hours prior to the scheduled interval).

### RELEASING

### AND

### SWAPPING

As an Agent, you can only **Release** intervals prior to the **Lock Down Period**. **Releasing** intervals does not affect your **CA%**, but will impact your **PC%** if your scheduled intervals drop below the minimum required for that week/pay cycle, in accordance with your respective **CSA**.

As an Agent, you can only **Swap** intervals during the **Lock Down Period**. **Swapping** intervals does not affect your **CA%**. However, if you cannot **Swap** your intervals, you are still obligated to **Service** them. Otherwise, those intervals will be marked as "No Show Minutes" if they are not **Serviced**, greatly reducing your **CA%**.

### CERTIFICATION & SERVICING

**All Things Certification:** Once you are enrolled in a certification course, you are on your way to becoming a **Novice Agent**, certified to service your selected client. You may not enroll in multiple courses for the same client. However, you may enroll in multiple clients of different names as long as the schedules do not conflict.

If you drop from a client certification after being enrolled, you will not be able to **Express Interest** or switch to another course for 30 days. **Also, all dropped courses are non-refundable and non-reimbursable.**

Sometime during certification, you will need to have a dedicated telephone line installed based on the requirements posted in the **OA**.

**Will I be paid during Certification?** **Yes.** As a Genesis Agent, we offer all of our Agents Paid Certification – it's our investment in the Team. It's paid upon completion of certification in a lump sum for the total classroom time spent up to 40 hours at \$8 per hour (or \$320 lump sum). Certification Pay compensates for the classroom portion when conditions are met. [\\*Policy Details.](#)

**All Things Servicing:** Once you are certified and **Servicing**, you will also be responsible for building your servicing schedule from service intervals. Service intervals for each client are released about 2-weeks in advance. We advise that you log into the Agent Portal at least five minutes before these intervals are scheduled to be released. Your selection time is based on your performance and your **Star Rating**. Essentially, the higher your rating, the better interval options you will receive.

Overall performance is measured through **Star Rating**. The **Star Program** standardizes performance measurement processes by using an easy to understand rating system and a star scorecard, tied to key metrics on each client program. Your **CSA** will outline the metric standards required to earn 1-3 **Stars** based on your performance. To be awarded 1-3 **Stars**, you must meet or exceed the standard set to that number of **Stars** in the **CSA**.

**Reminder:** You can service as many intervals as you like, as long as you meet your minimum **CSA** obligations.



# YOUR QUESTIONS ANSWERED



## STAR AGENTS

As an Agent, you and the rest of the Team do great work for our company, clients, and the consumer community. So we highlight Agent performance through an announcement of “Star Agents.” Star Agents are acknowledged by being awarded one of the following four awards based on the previous month’s metrics:

### “Wish Upon A Star”

This award recognizes the Agent that scores the **highest Average Star Rating**, demonstrating outstanding service performance.

### “I’m Your Huckleberry.”

This award recognizes the Agent that scores the **highest Commitment Adherence Percentage (CA%)**, demonstrating superior servicing reliability.

### “Lean On Me”

This award recognizes the Agent that scores the **second highest Commitment Adherence Percentage (CA%)**, also demonstrating superior servicing reliability.

### “Show Me The Money!”

This award recognizes the Agent that services the **most amount of intervals**, demonstrating the utmost dedication and hard-working spirit!





# PAYMENT

## Payment Overview

Genesis provides different pay rates for different clients. Prior to enrolling into a client course, it is important that you review the **Client Job Catalog OAs** for projected pay rates. As you transition to an **Advanced Position**, you will receive raises above the **Base Rate** of your program. The **Client Job Catalog** provides estimated **Base Rates** that are standard for all Servicing Agents and applied pay invoices. Your pay rate is solidified in the **CSA**.

### Base & Alternate Pay Rates

Your **CSA** will specify your **Base Rate**, which may be a per-call rate or per-interval rate, depending on the client. Some **Base Rates** are performance based to allow you an opportunity to earn more revenue. For example, if you service under a per-call rate and are able to reduce your **Average Handle Time** (the typical amount of time you are able to resolve each call), you will earn more revenue by taking more calls in the same amount of time.

However, every **Performance Base Rate** will also include an **Alternate Rate** to ensure you are compensated a minimum amount regardless of your adjustment to **Servicing**. The **Alternate Rate** will always be a per-interval rate. In this case, you will be compensated the greater of the **Performance Base Rate** or **Alternate Rate**. All pay rates will be solidified in your **CSA**.

Your **Base** and **Alternate Rates** increase collectively in conjunction with your **Agent Level** as outlined below in the **Agent Professional Growth Model**:

Agent Professional Growth Model					
Agent Level	Description	Eligibility	Referral	Incentive	Seal
Novice/ Certified	Certification / Client Certified	Service Client	\$5 per	Dialpad w/Headset	
Bronze	1 x CSA (post-cert.) Min. Metrics	Referral Cards	\$10 per	Genesis Mousepad	
Silver	2 x CSAs (post-cert.) Min. Metrics	Previous + Webinar SPT	\$20 per	Genesis Mug	
Gold	3 x CSAs (post-cert.) Min. Metrics	Previous + SPT Specialist	\$30 per	Genesis Travel Mug	
Platinum	4 x CSAs (post-cert.) Min. Metrics	Previous + Webinar Host	\$40 per	Genesis Stainless Steel Bottle	
Diamond	5 x CSAs (post-cert.) Min. Metrics	Previous + Team Lead CEO Letter	\$50 per	Free Westgate Vacation Coupon	

### Adjusted Pay Rates & Metrics Service Fines

Your **Base Rate** is applied when you service the minimum number of intervals, or more, per week as outlined in your **CSA**. The minimum weekly interval requirement for most **CSAs** is 30-40 intervals (15-20 hours). When you service less than the minimum amount, your pay rate becomes based on a sliding scale called an **Adjusted Pay Rate**. The **Adjusted Rate** slides downward in relation to each interval you service below your minimum interval requirement, **PC%**. To avoid an **Adjusted Rate**, simply service your minimum **CSA** obligation. The **Adjusted Rate** is waived when intervals are not available due to the client.

Your **CSA** will also include a **Service Metrics Fine** provision that is applied when your **CA%** drops below the minimum standard, which is typically 90% but may vary. The **Metrics Fine** is applied at a rate per one percentage point below the **Overall CA% Service Requirement** of the respective **CSA** during an **Invoice Period** (which is every two weeks).

The Genesis pay schedule is every 1<sup>st</sup> and 15<sup>th</sup> of each month. When on a holiday/weekend, the pay cycle is the last weekday before. You will receive an invoice 2-3 days before receiving pay via direct deposit for the month before. For example, a pay invoice for the 1<sup>st</sup> of June is compensation for May 1<sup>st</sup> through 15<sup>th</sup> services.

### What is an SOW and do I need to worry about that?

The term **SOW** refers to a **Statement of Work**, which is a legally binding contract between Genesis and the client only. Genesis utilizes the **SOW** to identify and assign an Agent to the client and provide client services on behalf of the company. Genesis Agents do not receive, own, sign, authorize, approve, or need to worry about an **SOW**. The Corporate Office receives, signs, and maintains all **SOWs**.





The parties have caused this Genesis Agent Compensation Program to be executed by their duly authorized officers as of the date set forth above.

AGENT:

\_\_\_\_\_

Agent Signature

Title: Agent

GENESIS:

GENESIS BUSINESS SOLUTIONS LLC

\_\_\_\_\_

Genesis Officer Signature

Name: Shannon S. Wiggins

Title: CEO

Date:





# Adherence Metrics User Guide





Contents

Definitions..... 3

Expectations..... 4

StarMatic® ..... 5

Best Practices ..... 6





## Appendix A: Adherence Metrics User Guide

### Definitions

This section describes adherence ratios, what they mean and how they are calculated.

#### Schedule Adherence

- **What is it:** The time logged in by an Agent during accepted intervals as a percentage of the posted intervals. (“showing up for work”)
- **How is it calculated:** 
$$\frac{\textit{Login Minutes}}{\textit{Posted Minutes}}$$

#### Release Ratio

- **What is it:** The time released by an Agent within the 48 hour lockdown period as a percentage of the posted intervals.
- **How is it calculated:** 
$$\frac{\textit{Released minutes}}{\textit{Posted+Released Minutes}}$$

#### Commitment Adherence (CA)

- **What is it:** Combines Schedule Adherence and Release Ratio into a holistic measurement. It’s the time logged in by Agents as a percentage of the posted intervals, taking into account the intervals released within the 48-hour lockdown period.
- **How is it calculated:** 
$$\frac{\textit{Login Minutes}}{\textit{Posted minutes+Released minutes}}$$

Measurement	Definition
<b>Posted Minute</b>	Posted time selected through StarMatic® in 30 minute intervals including accepted urgent service minutes.
<b>Log in Minute</b>	Avaya log in minutes during a posted interval
<b>Non Posted Minute</b>	Avaya log in minutes outside of a posted interval
<b>Released Minute</b>	Time of each accepted Interval released within the 48 hours of the commencement of that particular accepted Interval.
<b>Swapped Minutes</b>	Time put up for swap and accepted by another Agent
<b>No Show Minute</b>	Time not logged in during a posted interval

\*Log in minutes include AUX, ACW and Available States. Log in minutes are not the same as service revenue minutes.

\* Swapped minutes are not deemed as release lockdown minutes.



## Appendix A: Adherence Metrics User Guide

### Expectations

Adherence performance is extremely important to your success as an Agent, Genesis and the client program you service.

#### Service Level Requirements:

- **Schedule Adherence Ratio:** Greater than or equal to **90%**
  - It is imperative that you actually service the accepted posted intervals.
- **Release Lockdown Ratio:** Less than or equal to **10%**
  - We understand that unexpected situations sometimes occur. You should carefully monitor your adherence metrics and stay below a 10% Release Lockdown Ratio.

#### Why it matters:

- To you (the Genesis Agent):
  - As a Genesis Agent, you demonstrate your competency and ability to continue providing services by consistently adhering to intervals for which you posted.
  - Meeting and exceeding service level targets strengthens your standings with Genesis and our clients.
- To Genesis:
  - Through our contractual relationship, Genesis counts on you to deliver services during the intervals you selected.
  - When you service posted intervals, Genesis is able to successfully handle the client's calls and deliver outstanding service to their customers.
  - If you don't service your posted intervals, it impacts Genesis' ability to successfully service the volume of calls provided by the client, which in turn impacts Genesis' standing with the client.
- To the Client:
  - It is imperative for the Client to have the reassurance that the needs of its customers will be handled in a timely, white glove manner.

Genesis provides resources and support to help you meet these expectations. ***Please be aware that failure to meet the Service Level Requirements may result in termination of the CSA.***



# Appendix A: Adherence Metrics User Guide

## StarMatic®

You have the ability to see your Adherence metrics at any time through StarMatic®:

- Go to StarMatic®
- Select the Reports Tab
- Select Report Category “Performance”
- Select Report Name “Commitment Adherence”
- Select Program Type “Client”
- Select the desired Program Name
- Select the desired Start Date and End Date of the report. You can select any range such as daily, weekly, by service revenue period or month to date.
- Select the desired Time Zone
- Hit View Report
- The report can also be exported to a Microsoft Excel file.

The screenshot shows the StarMatic Reports interface. At the top, there is a navigation bar with the StarMatic logo and user information. Below this, there are tabs for 'Quick Post', 'Wishlist Template', and 'Reports'. The 'Reports' tab is active, and the 'Report View' page is displayed. The breadcrumb trail is 'Home > Reports > Report View'. The 'Select Report' section shows 'Performance' as the Report Category and 'Commitment Adherence' as the Report Name. The 'Report View' section shows 'Client' as the Program Type and 'Comcast GB-WNE Billing Repair' as the Program Name. The 'As Of Date' is '5/6/2018 12:00:00 AM' and the 'Time Zone' is '(GMT-05:00)EasternTime(US&Canada)'. A 'View Report' button is visible. Below the filters, there is a pagination bar showing '1 of 1' and an 'Export' button. The main data table has the following columns: CSP Name, CSP E-mail, CA%, Posted Interval Login Mins, Excused No Show Mins, and Selected Mins. A yellow arrow points to the CA% column. The table contains 7 rows of data.

CSP Name	CSP E-mail	CA%	Posted Interval Login Mins	Excused No Show Mins	Selected Mins
Agent Name	Agent Email	100.00%	120	0	120
Agent Name	Agent Email	100.00%	390	0	390
Agent Name	Agent Email	100.00%	90	0	90
Agent Name	Agent Email	100.00%	168	0	168
Agent Name	Agent Email	99.58%	204	35	240
Agent Name	Agent Email	NA	0	0	0
Agent Name	Agent Email	NA	0	0	0

Copyright © Arise Virtual Solutions Inc., 2018. All Rights Reserved. Current Time Zone : (GMT-05:00)EasternTime(US&Canada)



## Appendix A: Adherence Metrics User Guide

### Best Practices

Here are some tips and best practices that have assisted many Agents to meet and exceed Adherence metrics, some of these come directly from them!

- Be aware of the time and date of schedule release, and be prepared to post for the intervals at that moment.
- You have the ability to post for hours through your mobile device. Set an alarm before the scheduled release time. Google Calendar is a great resource to manage your schedule.
- Only post for intervals you are certain you can service. Over posting for hours and then releasing them or not servicing only hurts your service level metrics.
- When you post an interval, the interval lasts from that start time through 30 minutes later, including your last interval. For example, if you schedule intervals from 9:00 AM - 11:00 AM, you are responsible for servicing from 9:00 AM - 11:30 AM.
- Any deviation from your original posted intervals should be evaluated closely. Remember, Genesis and the client are counting on your commitment to the time for which you have posted.
- In the event of an unexpected or emergency situation occurs where you cannot service an interval, use the “Swap” function to find someone who can service your original interval. **Do not “no show”**
  - If you put an interval for “Swap”, it is your responsibility to ensure that another Agent has accepted it. ***If the “Swap” is not selected by another Agent, you are still responsible for the interval.***
  - If you “no show”, this will affect your Schedule Adherence ratio
  - If you “no show”, another Agent cannot pick up that service interval, permanently impacting Genesis’ ability to successfully handle the volume of calls.
- Releasing should only be done in cases in which you are unable to find a Swap.
  - Releasing intervals within the 48 hour lockdown period will impact your Release Lockdown ratio.
  - In the extreme event that you cannot release hours on your end, please contact central operations at 877-276-6458
- In the event of global issues which hinder your ability to provide services, Arise will issue a notification and depending on the situation provides global waivers.

**Remember, Never No Show! Genesis expects you to professionally deliver services during the times for which you have posted. This only hurts your standings with Genesis, and Genesis’ standings with the client.**