

Commitment Adherence FAQs

When are the servicing schedules released?

The service intervals for each client are released about 2 weeks in advance. You will be notified when your service intervals have been released and when you are available to select.

Your selection time is based on your performance and your Star Rating.

How do I request waivers for time I could not service?

Individual waivers for technical issues diagnosed by Arise Technical Support that prevent an agent from servicing will be automatically applied within 2 business days of the technical support visit.

What should I do if I'm having technical problems and cannot service my service intervals?

If you are having technical Issues and cannot service your service intervals, you should contact Technical Support to help fix your technical issue.

Individual waivers for technical issues diagnosed by Arise Technical Support that prevent an agent from servicing will be automatically applied within 2 business days of the technical support visit.

How do I request time away?

You do not need to notify Arise of time taken away from servicing a client program. The Starmatic® Scheduling System is used to document all of your time servicing using the Arise platform. Please make sure to keep your Starmatic® schedule up-to-date and drop any intervals you are unable to service as soon as possible. Partner Support does not document, nor do they have any ability to document, your time not servicing so there is no need to visit Partner Support for this matter.

Please do not attempt to circumvent this self-service option as NO tickets will be created for "time away". There will be no exceptions.

It is important to note that for security purposes, if you have not serviced for a period of two consecutive weeks and have not posted any intervals for the next two weeks, Arise may suspend your access to client systems

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What is the maximum amount of time I can take off without affecting my Statement of Work (SOW)?

In most cases you can be away from servicing a client for a maximum of 4 weeks.

Please note, if you are away for more than 4 consecutive weeks, your Call Center Company's Statement of Work (SOW) could be terminated from the client application.

Not servicing a client is a business decision. Not servicing within the term of an active SOW may negatively affect your company's contractual relationship with Arise.

How do I contact Central Operations?

The best way to contact Central Operations is via the phone at (877) 276-6458.

Please note: this phone number is for assistance with releasing service intervals.

How do I accept Interval Exceptions?

To accept an Interval Exception, simply click on the purple interval in the **My Schedule** tab in Starmatic. Once the box is unchecked, click **Submit**.

What is an Interval Exception?

An interval exception is offered when the client no longer needs the intervals serviced during a specific time as the result of a reduction in call volume.

An Interval Exception allows you to release intervals within the 48-hour lock-down period at no penalty to you and will not affect your Commitment Adherence.

Interval exceptions do not have any effect on your metrics.

How do I swap service intervals?

To swap an interval in Starmatic, simply select the interval you want to swap, click on the **Submit** button and then select the **Swap** option.

If I swap service intervals, will my metrics be affected?

Swapped service intervals are **NOT** considered released time and do not count against your metrics, as long as the service intervals are picked up.

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What happens if my swapped service intervals are not picked up?

Your Commitment Adherence will both be negatively impacted if you do not service any that were not picked up after a swap request.

What is the difference between swapping and releasing?

Releasing before the 48 hour lockdown period **will not** negatively impact your commitment adherence (CA%). Releasing after the 48 hour lockdown period **will** negatively impact CA%. If you put your intervals up for swap; and it gets picked up, you are no longer responsible for servicing those intervals and therefore your company's CA% will not be affected.

How are my metrics affected when I release time?

Your Commitment Adherence will be negatively impacted if you release time within the 48 hour lock down period.

Consider using the swap option when it is offered on Starmatic instead of choosing to release intervals.

Can I only service intervals that I have scheduled in Starmatic?

You can only service the service intervals (periods of 30 minutes) that you have selected in Starmatic.

If you want to pick up extra service intervals, please check Starmatic regularly as other agents may release their service intervals.

There are not enough service intervals available to schedule to meet my Statement of Work requirement.

When there are limited available service intervals to schedule, it is recommended that you monitor Starmatic for service intervals which could become available.

During weeks when all service intervals are filled, you will not be negatively impacted for scheduling less than the Statement of Work (SOW) requirement. The CRM will waive the requirement for the week and no further action is required.

Make your best effort to come as close as possible to fulfilling the (SOW) service intervals requirement.

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What is Starmatic Mobile?

Starmatic Mobile is a new system which allows mobile access to Starmatic. It gives Agents and Service Partners access to view and schedule service intervals from anywhere, without having to log into their PCs.

Starmatic Mobile is accessible from any iOS, Android, or Windows mobile device. There is no software to download or install.

Why am I receiving internal waivers for days or service intervals that I have worked?

The interval waiver was issued to protect your metrics regarding Commitment Adherence in Starmatic. If you were able to service during the impacted time frame this will not affect your service revenue.

Time that is waived for commitment adherence purposes is not considered serviced time under the Statement of Work (SOW).