

OPPORTUNITY ANNOUNCEMENT



The Home Depot | Canada
Inbound Sales & Customer Service



Watch an On Demand Infessionion Now!



Service Revenue

Service Revenue
\$16.60 CAD per hour*
(\$8.30 CAD per interval)

**Hourly rate shown assumes the servicing of two, 30-minute intervals.*



Certification

Class Schedule*

Phase I - Instructor-Led Class**
12/01/2022 – 12/19/2022

Phase II - Earn While You Learn!
A mix of Instructor-Led & Live Call-Taking
12/20/2022 – 01/05/2023

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

7:00 p.m. – 11:00 p.m. ET

**No class on 12/26/22 and 01/02/23*

***Agents must attend 1 "Log-in Party" on ONE of these dates: 12/03/2022 or 12/04/2022*

Intervals Available*

Sunday - Saturday
6:00 a.m.– 2:00 a.m. ET
7 days a week
*subject to change

Weekend Servicing Requirement

5 hours (10 intervals) required on a Saturday or Sunday or a combination of both

Most Intervals Available*

Sunday - Saturday
10:00 a.m. –8:00 p.m. ET

**Subject to change based on client needs*



**[Click Here](#) to Check out
The Home Depot's
Value Wheel!**



Servicing Times Available

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The Home Depot | Canada
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**Providing an Effortless Customer
Experience to The Home Depot Customers**

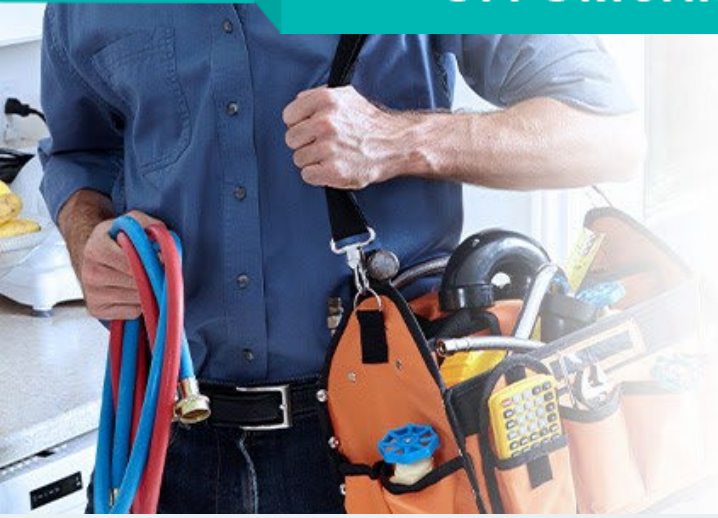
THE HOME DEPOT VALUES



The Home Depot has eight core values that consistently guide their beliefs and actions. Service Partners on the Home Depot program can use these values to help guide them through every customer interaction. Because every customer is important – and the focus should be on respecting the customer, doing the right thing, and providing excellent customer service. The Home Depot's mission is to make it easy for the customer to do business with Home Depot so that they will shop with Home Depot for all their needs!

For more about The Home Depot's Values, [click here](#)
#bleedorange

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About the Client | The Home Depot

The Home Depot is the world's largest home improvement retailer with nearly 400,000 orange-blooded associates and more than 2,200 stores in the U.S., Canada and Mexico.

The typical store today averages 105,000 square feet of indoor retail space, interconnected with an e-commerce business that offers more than one million products for the DIY customer, professional contractors, and the industry's largest installation business for the Do-It-For-Me customer.

For more information about The Home Depot please visit their website at <http://www.homedepot.com>



System and Equipment

Equipment Must Meet the Platform Standards

[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards

- Smartphone Required for secondary code verification
- Sierra for Macs or higher (Boot Camp is not required, Macs supported natively)
- 64 GB total Hard Drive or higher
- USB VoIP Headset
- **Dual monitors required**



The Home Depot | Canada Inbound Sales & Customer Service What to Expect When Servicing



What to Expect

On a day-to-day basis, businesses can expect to participate in the following activities:

- Inbound sales, customer service and store support
- Assisting customers with product questions
- Placing new orders
- Handling existing orders - returns/ replacements
- Provide store-specific support
- Contacting vendors for shipping information



Capabilities of Top Performing Service Partners for this Program

- Displays patience, empathy, a unique ability to manage stress, the ability to work under pressure and adapt to adverse situations
- Provides knowledgeable, friendly and eloquent customer service
- Experience working with users to identify the best solution
- Ability to use multiple resources to provide an Effortless Customer Experience



The Home Depot | Canada Inbound Sales & Customer Service

CERTIFICATION DETAILS

Instructor-Led & Self-Paced eLearning

In this phase:

Agent must attend one RSA Log on Party outside of class time (multiple times will be available)

Registrants will learn about Home Depot and how to service General Merchandise calls.

- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation
- 4 hours of instructor-led content per day plus approximately 2 hours of self-paced learning per day.

Certification Live Call-Taking Earn While You Learn!

This phase:

- A mix of Instructor led content and live calls for General Merchandise and daily debrief in the classroom with the instructor.
- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

During this phase, Service Partners are required to attend class during normal classroom hours as scheduled. Some of that classroom time will be designated as call-taking time. A minimum of 10 hours (20 intervals) per week as outlined in the certification SOW are required to be serviced during this time.

**Subject to change based on client needs*

See Page 1 For Class Dates and Times

100% attendance in instructor-led sessions is highly encouraged for success



The Home Depot | Canada Inbound Sales & Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

- Agent must achieve an $\geq 80\%$ on the final exam
- Refer to the Certification SOW for servicing requirements
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified
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We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.

Important: If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of \$20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

Read complete course policies [here](#)



THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Arise® Portal.

The background check will include, but not be limited to, a check of disqualifying criminal convictions for at least the immediately preceding 10-year period.

Please note:

Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right, select Affidavit Form and click on Affidavit Instructions and Requirement Canada
- Make sure to follow all instructions and once completed, submit the form to: AriseAffidavits@arise.com

Please note:

Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.



Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	> 90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Posted Interval Login Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})]}{1}$
ASAT (Agent Satisfaction)	≥ 86%	Agent Satisfaction (How satisfied are you with the agent who assisted you?)
CES% (Customer Effort Score)	≥ 70%	Provide an effortless customer experience on every call by using the Effortless Customer Flow and the tools and resources provided.
LTSA (Likelihood to Shop Again)	≥ 72%	Represent the Home Depot Values and the Home Depot brand on every call.
AHT	≥ 400 to ≤ 700 seconds	Talk Time + Hold Time + After Call Work Time



Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

- All business's must ensure that their agents have a professional work environment, when in class and when servicing.
- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are a current, or former (within the last year), Home Depot employee.
- Have a pre-assessment score of 70% or lower.
- Due to the codes credentialing process, agents that have formerly serviced the Home Depot program or have been formerly enrolled in the Home Depot Certification cannot enroll again.
- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.