

Work from Home CSP

Qualifications:

- Must pass a Background Check
- Must pass a Drug Test
- Must be 18 yrs. & US Citizen
- Excellent Communication Skills
- With or without experience
- Fast learner, result oriented, assertive
- Must possess clear and good speaking voice
- Must be typing and computer savvy

Description:

- Assist customers with billing or video technical repair issues.
- Review, analyze and respond to customers open issues or questions.
- Follow troubleshooting guide to troubleshoot technical issues.
- Determine business offerings that the customer does not currently have and make the appropriate sales offer to upgrade or add on to their service.
- Correctly code the sale accurately and completely for installer.

Training:

Training will consist of 4-6 weeks Monday- Friday 4 hours a day of an online course that will prepare you to take calls, billing, repair issues, troubleshooting issues, offer services and more. You must follow your Instructors directions and complete any assessments given. You must attend class every day in order to be a certified Customer Service Professional. Failure to do so will result in termination.

Benefits:

- Training is conducted online from the comfort of your home.
- Set your own hours
- Work around YOUR schedule!
- No commute. No drive to work

The Equipment & Computer Systems Needed to Use the LILA/Arise Platform

Computers

A desktop/tower computer with a separate monitor is recommended.

Note: all in-in-one computers and Apple Mac computers may not be compatible with some client programs. Please refer to the opportunity announcement for additional requirements, Dual boot machines, Netbooks, and tablets are prohibited from use.

Accessories

Each of the below accessories are required:

1. **USB headset with microphone (required for Certification)**
Logitech, Plantronics, Microsoft, or similar brands recommended.
2. **Hard-wired Telephone and headset (required for production)**
Plantronics T 10 or similar recommended

Software

1. **Internet Browsers**
Internet Explorer 8.0 or 11 or edge on windows 7, 8 and 10 Mozilla (Firefox 14 to 42) both windows and Mac safari 8 or 9 (Apple Mac only) **please not that google chrome browsers are not compatible with the Arise platform**
2. **Microsoft Security Essentials for Windows**
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.

Note: your company is responsible for maintaining the security and reliability of its 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:

- Malware infected software
- Virtualized Operating Systems (i.e.: VMWare Parallels, etc.)
- Non-Arise Provided VPN software or proxy settings
- TOR or other privacy software

3. Client Program Specific Requirements

Please note that Client Programs may have additional or increased system requirements. Please refer to the opportunity announcement for additional information once the registration process has been completed.

Internet and Phone Service Providers

1. Hard-Wired broadband Internet service via DSL, Cable, or Fiber Optic connection.

Note: the use of wireless connections to access any Arise System at any time is prohibited, even if the connection is encrypted. Connectivity to the Arise platform through an unauthorized proxy service or unauthorized VPN service is strictly prohibited. Additionally, Satellite, Microwave, and Cellular Hotspot Internet Services are not permitted. USB connected modems are not supported.

2. Hard-wired land line telephone service

Note: unless stated otherwise in the opportunity announcement, most client programs are compatible with the following type of services: POTS (plain old telephone service), cable telephony, digital service, or business class VoIP. The service should be connected directly from the wall to your telephone. Softphones and cellphones are not permitted. The servicing telephone line should not have voicemail, fax, or other features on the line (other than long distance, if necessary).

OS and Browser System Requirements

Operating System

- Windows 7, windows 8/8.1, NEW Windows 10
- MAC OS X 10.10 Yosemite

Standard Connection and speed

- Hard-wired connection. No wireless

Software

- Internet Explorer 8.0 or 11 or Edge on Windows 7, 8 and 10 (pop-up blocker turned off, allowed pop-ups)
- Mozilla (Firefox 14 to 42) both windows and Mac
- Safari 8 or 9 (Apple Mac Only)
- Please note that **Google Chrome Browser is not compatible with the Arise Platform.**

Full System Requirements for MAC and PC

In order to use the Arise Platform, below are the minimum system requirements your equipment must meet:

CPU Speed: 1 GHz Dual core processor or better 1 GHz dual core processor or better

Memory: 2 GB of RAM or better 2 GB of RAM or better

Operating System: windows 7, Windows 8/8.1 and 10

Standard Connection and Speed:

Hard-wired connection (no wireless)

Minimum 3.0 mbps download

Minimum 1.5mbps upload

Minimum Latency

Threshold: 150 Millisecond (MS)

PLEASE NOTE THAT THESE REQUIREMENTS ARE MINIMUM REQUIREMENTS FOR THE 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

Workstation Requirements Guide

Welcome to the Independent Business Owner Workstation Requirements Guide! In order to help insure your company's success, you and your Client Support Professionals must have a strong working knowledge of computers including – but not limited to:

- Being able to use a mouse and computer keyboard
- Being able to shut down and turn on the computer properly
- Understanding how to navigate the computer's files and desktop environment
- Knowing how to create, name, save and delete a folder
- Functional knowledge of programs including how to launch and close a computer program
- Understanding how to use an e-mail including sending and opening email
- Knowing how to use the Internet including navigating to a site and using search engines like google
- Ability to navigate through multiple screens
- Maintain an optimal workstation setup is key to providing the good quality and service to the client programs that your Independent Business supports.

As an Independent Business Owner, you must ensure that each of your CSP (s) obtain, configure, and maintain their workstations. This guide is here to help you do just that.

Computer Specifications

A desktop/tower computer with a separate monitor is recommended

Note: All-in-one computers may not be compatible with some client programs. Please refer to the opportunity announcement for additional requirements. Dual boot machines, Netbooks, and Tablets are prohibited from use.

	Minimum Requirements
CPU	1 GHz Dual Core Processor
Operating System	Windows XP, Windows 7 and Windows 8/8.1* *Windows 8 and Windows 8/8.1 will only be supported for client Programs using Arise Secure Desktop. Windows Vista (UK only) and Mac OSX may be supported for a limited set of opportunities Please refer to the opportunities announcement for additional requirements.
Memory	Windows XP: 1GB of RAM Windows 7: 2GB of RAM Windows 8/8.1: 2GB of RAM
Monitor	1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p) is recommended.

Workstation Requirements Guide

Accessories

Each of the below accessories are needed:

1. **USB headset with microphone** (needed for Certification)
Logitech, Plantronics, Microsoft, or similar brands recommended.
2. **Hard-wired Telephone and Headset** (needed for Production)
Plantronics T10 or similar recommended.

Software

Client programs may have varying requirements for additional software compatibility. Please refer to the opportunity announcement for additional requirements.

1. **Internet Explorer 8.0 or 9.0**
2. **Microsoft Security Essentials**

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 Arise systems or determined to cause incompatibilities with required servicing software.

Note: *Your Independent Business is responsible for maintaining the security and reliability of its equipment. The following items are considered security risks to the Arise network and, upon detection, may subject your company to the suspension or termination of its MSA or SOW:*

- *Unlicensed or pirated software*
- *Malware infected software*
- *Virtualized operating systems (i.e.: VMWare Parallels, etc.)*
- *Non-Arise provided VPN software or proxy settings*
- *TOR or other Privacy software*

Internet and Phone Service Providers

1. Hard-wired 3.0 Mbps download/ 1.5 Mbps upload broadband Internet service via DSL, Cable, or Fiber Optic connection.

Note: *the use of wireless connections to access any Arise system at any time is prohibited, even if the connection is encrypted. Additionally, satellite, Microwave, and cellular hotspot internet services are not permitted.*

Note: *USB connected modems are not supported.*

2. Hard-wired land line telephone service

Note: *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 VoIP. The service should be connected directly from the wall to your telephone line should not interface at any point with the computer.

Workstation Requirements Guide

The servicing telephone line should not have voicemail, fax or other features on the line (other than long distance, if necessary). **Please review the client opportunity announcement for full details.**

Security Requirements

To ensure high level security for confidential information, it is recommended that IBs prohibit their CSPs from undertaking the following activities while severing a client program unless such activity is part of a process that the IB is specifically authorized to perform:

- Utilization of any external device (including but not limited to CD/DVD drives, printers, external drives, scanners, etc.)
- Copying/printing/reproduction in any form, including but not limited to local hard drive, email, chat/instant message, screenshots, handwritten or electronic notes, or pictures of any client data;
- Connecting to any network other than Arise network while connected to any client network (bridging networks, peer-to-peer/workgroup, etc.);
- Use of public applications including but not limited to social media sites, email, instant message/chat (other than with Arise or client represented), and video/audio conferencing solutions not specifically approved in writing as necessary in performing a specific client's tasks; or
- Desktop sharing or remote control of a desktop with anyone other than an authorized technical support representative.

System Requirements Policy

In order to use the Arise Platform, below are minimum system requirements your equipment must meet:

Requirements	PC:	MAC:
CPU Speed	1GHz Dual Core Processor or better	1GHz dual core processor or better
Memory:	2 GB of RAM or better	2GB of RAM or better
Operating system:	Windows 7, Windows 8/8.1 and Windows 10	MAC OS X10.10
Standard Connection and Speed	Hard-wired connection (no wireless) Minimum 3.0 mbps download Minimum 1.0 mbps upload	
Minimum Latency Threshold:	150 Milliseconds (MS)	

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