

# OPPORTUNITY ANNOUNCEMENT



# Carnival

## Carnival Cruise Line

### Travel Agent Support

#### The World's Most Popular Cruise

Have fun earning great revenue with inbound calls from Travel Agents!



### Service Revenue

The rate of \$1.20 per call multiplied by the total number of calls serviced under the SOW during the Invoice Period.

### Service Revenue

A "Call" is defined as a call with the Clients customer and includes all talk time, hold, transfer time and extension out time.

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

OR\*

### Alternate Service Revenue

**\$11.50 per hour\***

\$5.75 per interval



### Class Schedule

#### Phase I

3/7/2022 – 4/6/2022

#### Phase II

4/7/2022 – 4/14/2022

### Certification

### Class Time Offered

#### Monday – Friday

9:00 a.m. – 1:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET



### Servicing Times Available

### Intervals Available\*

#### Monday – Sunday

9:00 a.m. – 10:00 p.m. ET

#### Saturday & Sunday

10:00 a.m. – 6:00 p.m. ET

### Weekend Requirements

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

### Peak Days

Saturday, Sunday & Monday

*\*Subject to change based on client needs*



## About the Client | Carnival Cruise Line

Carnival is The World's Most Popular Cruise Line® with 25 ships operating 3 to 16-day voyages to The Bahamas, Caribbean, Europe, Mexican Riviera, Alaska, Hawaii, Canada, New England, Bermuda, Australia, New Zealand and the Pacific Islands.



For more information about Carnival review the client's website <https://www.carnival.com/>



## System and Equipment

**Equipment Must Meet Platform Standards**

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

## Additional Client Program Technology Standards

Minimal 1280 x 1024 monitor resolution

This program requires dual monitor configuration to connect to client systems, call center companies that do not have dual monitors will not be able to successfully service the client.

## System Requirements for Live Calls

### Headset

- USB headset only
- Noise cancelling is optimal



### Dual Monitors (highly recommended—to meet metrics)

- 1280x1024 (SXGA) screen resolution
- 1920x1080 (full HD or 1080p)



### Computer

- Dual Core 2.8 GHz or better or Intel I class or AMD Phenom X2 class or better, 20 GB or more available space, 60 GB or more of total space, 4 GB or RAM or better, Windows 10
  - No all in one computers
  - No Atom, Celeron, Pentium and Opteron Processors are permitted
  - Can be a Mac, but needs to run Windows Bootcamp

In the classroom-led certification portion, you will also need a USB style headset to connect to your PC.



### Wired Internet

- Wi-Fi is not acceptable
- Min. 10mbps download speed
  - Min 3mbps upload speed
- Max. latency threshold of 120 milliseconds



## Carnival Cruise Line Travel Agent Sales What to Expect When Servicing



### What to Expect

Here is the scope of services and the kinds of tasks one can expect to handle on a daily basis for Carnival Travel Agent Support Program:

- Inbound calls for assistance with bookings from client's travel agent partners.
- Possible outbound calls to client-designated internal support departments, client's travel agent partners for status and clarification purposes.
- Transferring of inbound calls or outbound calls to other client-designated internal support departments or client account representatives.



### Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Displays patience, empathy, an ability to manage stress, the ability to work under pressure
- Skilled and efficient in writing and verbal communication
- Provides knowledgeable, friendly and eloquent Travel Agent Support.



## Carnival Cruise Line Travel Agent Sales CERTIFICATION DETAILS

### Instructor-Led eLearning & Self-Paced Work

#### This phase:

An overview of tools, knowledge, resources, and practice call-time necessary to use Client systems and provide quality service to client customers with sales, booking and cruising information.

- A combination of self-paced and instructor-led
- 4 hours of instructor-led classroom
- 2 hours of self-paced work

### Classroom Live Call-Taking Earn While You Learn!

#### This phase is:

A combination of support sessions and live call-taking.

- 1-2 hours per day live call-taking during class times (Mon – Fri) between the hours of 9:00 a.m. -10:00 pm. ET

Note: MLK day occurs during the Phase II period, agents will not be penalized for not servicing that day.

### Certification Live Call-Taking Earn While You Learn!

#### This phase:

Applying what you've learned in phases I and II to live call taking and generate revenue.

During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week, including 10 intervals on Sunday and/or Saturday, during times posted in Starmatic and as outlined in the SOW.

\*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



## Carnival Cruise Line Travel Agent Sales CERTIFICATION DETAILS



### Certification Completion Criteria

- No more than 2 Auto Fail Scores during one or more of the 3 weeks of post instructor led
- Complete pre-course work prior to day 1 of class (if applicable)
- Successfully pass mock call scenarios with the instructor
- Successfully pass live certification call-taking days (if applicable)
- 100% completion of daily self-paced work
- 90% or greater on assessments, mid-term and final assessments
- Select and service a minimum of 20 intervals per week/4 intervals 0 per week day during first three weeks post instructor led certification
- Successfully attain 80% average or higher on the 4 audits completed during week 3
- Attend certification preparedness session day 1 post instructor led certification
- Must service in a noise free environment
- 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



**PLEASE NOTE – FOR SECURITY PURPOSES  
LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM  
LOGIN CODES.**

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class. Please ensure your agents attend. Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.

Read complete course policies [here](#)

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**A background check will be prompted once you pay for the course. Details on the type of background check and the requirements to pass it will be provided before payment is made.**

- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

## **IMPORTANT INFORMATION REGARDING BACKGROUND CHECK DURING COVID-19 PANDEMIC**

**Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified, and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.**

## **IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS**

Please note a credit freeze will delay the process. If you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

## **AFFIDAVIT OF ID**

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

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to [AriseAffidavits@arise.com](mailto:AriseAffidavits@arise.com)

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment prerequisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps, no refunds will be provided.

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## 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 $\text{Serviced Minutes} / (\text{posted Minutes} + \text{Released Lockdown Minutes}) \times 100$
Low Quality Score	> 90%	No more than three quality scores below 90% within the term of the SOW
Average Handle Time (AHT)	≤ 500 seconds	Average duration of calls handled, measured from the call initiation, including any hold time, talk time and related tasks that follow the call.
Internal Extension Out	< 30%	

## STAR metrics requirements vary and are subject to change\*

Star metrics and corresponding Incentives as well as bookings incentives are included in the Production SOW. Certification SOWs do not include Star metrics or bookings incentives.

Star Tier Scale	*	**	***
	Minimum Requirements	Minimum Requirements	Minimum Requirements
AUX%	≤ 5%	≤ 5%	≤ 5%
Intervals Serviced		≥ 30	≥ 30
AHT			≤ 450
Incentive (Revenue)	5%	10%	15%





## 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.

- To confirm a Service Partners intent to attend, Arise may be contacting the Service Partner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure to confirm your intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

### A business DOES NOT QUALIFY to participate in this program if any of the following applies to the business or their agent enrolling in the opportunity

- Was servicing one or more SOWs that were terminated for cause
- Dropped from "enrolled" status in program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Has a Commitment Adherence below 90%
- Currently servicing any Carnival or Princess programs through any other vendor or Arise application.
- Are working directly or provide contracted services to any travel agency or any other cruise line other then Carnival or its affiliates while providing services under the SOW.
- Contact information for the call center's owner and their agent(s) must be up-to-date to be eligible for this opportunity. If Arise is unable to contact the call center owner or any of the call center's agents, they will be dropped from this opportunity without further notice.
- Hold a star rating of 2 or more stars for the past 2 SOW periods.

### 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.