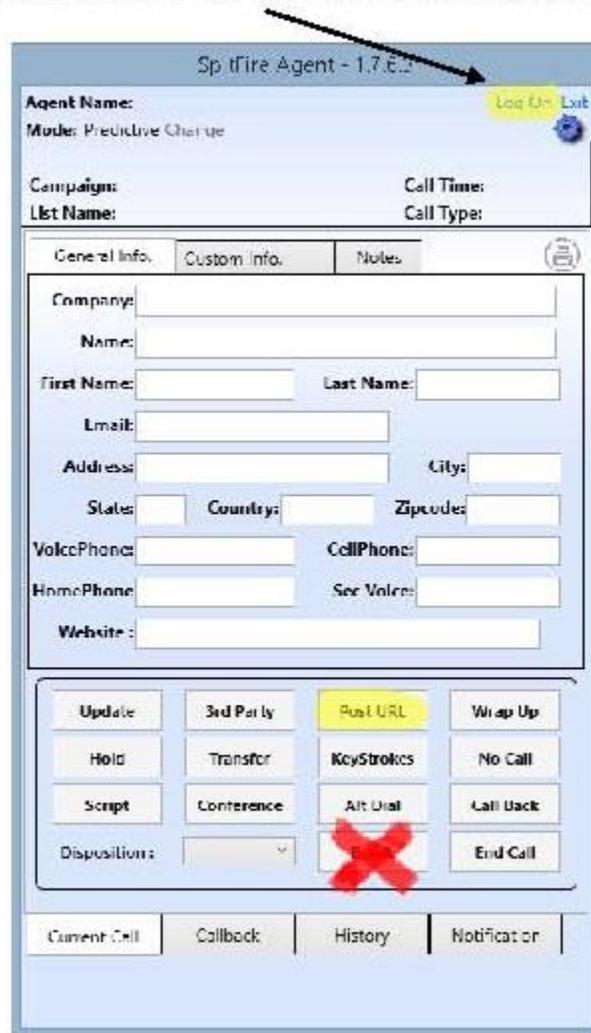# Keystone Call Center Agents - Calculation of Time Worked

All time worked for Keystone Call Center Agents is based on total minutes that the employee is logged in to the DIALER AGENT during the Hours of Operation. Time is calculated down to the minute. Each employee is allowed 15 minutes of down time per shift which includes designated breaks. Any other minutes of down time over and above 15 minutes will not be paid. You are tardy if you log in even one minute after the posted shift start time.

Spitfire Instructions

1. Open Spitfire and Zoiper by double left clicking the icons. (Zoiper should open automatically.)

2. On the agent application screen select "Log On" in the top right corner of the application.

3. A window will pop up and prompt you to select your campaign. You will left click "Call Res Cold" and left click "Ok".


4. After logging into "Call Res Cold" you will hear ringing. That is Zoiper and it needs to be answered. You will perform this step every time you come back from a meeting, break, or meal.

5. When a call comes through the URL which has all of the customer information, the customer screen will automatically pop up.

Note: The first time you use the machine the URL may be small and need to be expanded. If this happens grab the bottom and right corner with your mouse by left clicking and expand the window to fit your screen.
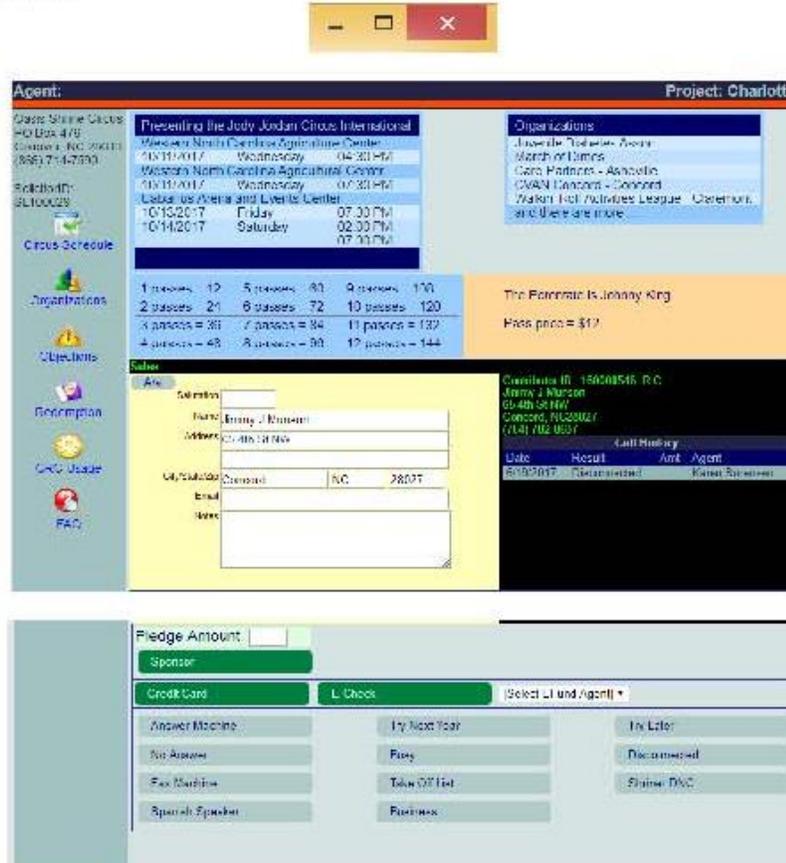

6. **Button Description**

- **Sponsor** – Select this option along with an amount to send out a pledge envelope that the customer committed to sending back within two weeks.

- **Answering Machine** – Select this option for answering machines and voicemails only.

- **Try Next Year** – Select this option for customers who have told you no. If there is a comprehension issue that is not "Spanish Speaker" select this option.

- **Try Later** - Select this option if the customer cannot help right now and would like to be called back during this campaign. This option may also be used if someone is not 18 years of age or for any other reason where we would need to call them this number back. This option should be used for immediate hang ups.

- **No Answer** – Select this option if there is dead air on the line or the phone continually rings.

- **Busy** – Select this option if you hear a busy tone. Do NOT select this if someone says they are too busy to talk.

- **Disconnected** – Select this option if the operator tells you the number is disconnected.

- **Fax Machine** – Select this option if there is a fax machine.

- **Take Off List** – Select this option only if they ask to be taken of the list. Do NOT offer this option.

- **Shriner DNC** – Select this option if the customer or their spouse is Shriner from the project we are calling and they do not want to help.

- **Spanish Speaker** – Select this option if the customer only speaks Spanish.

- **Business** – Select this option if you contact a business and we are currently not able to sell businesses. Management will inform you when selling a business is acceptable.

7. **After selection a call result there will be four options on the next screen.**

- **Return to Page –** Select this option if you made an error on the previous screen. (Ex – incorrect amount, missing notes for verification, etc.) This will return you to the pledge screen.

- **Hang Up and Pull Next Call –** Select this option to pull your next call.

- **Hang Up and Go to Break –** Select this option if you are going to your scheduled break during the shift. You must also use this option for any other time off the phone during the shift that is not work related.

- **Hang Up and Go to Meeting –** Select this option only when prompted by management to do so or if you need assistance of some kind from management. It is used only for work related issues.
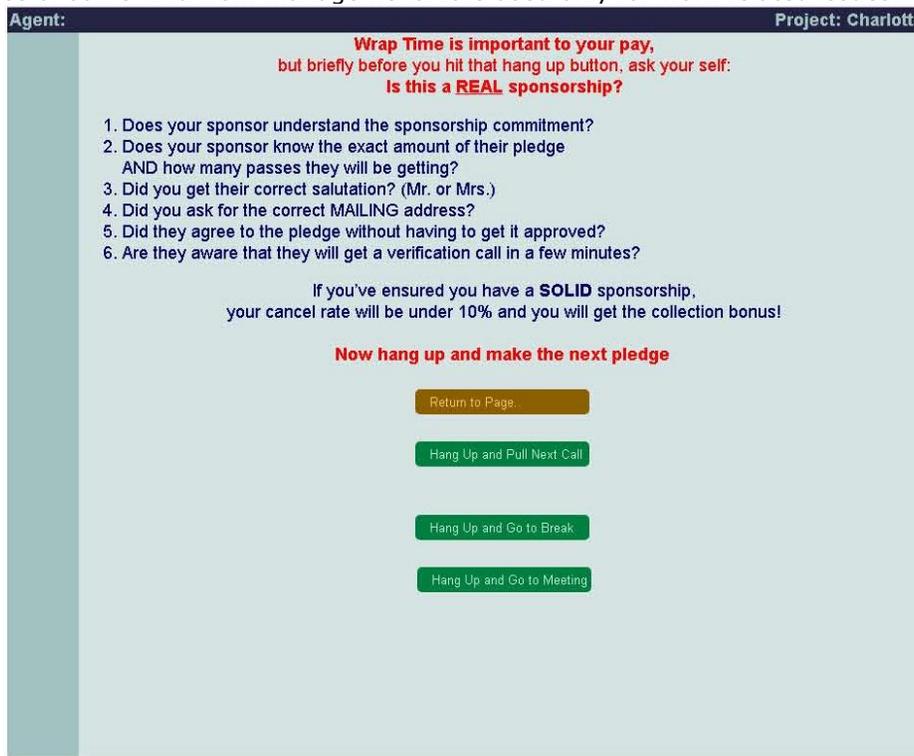
NOTE DO NOT use any of the dispositions in the Spitfire Application. ALL call results and ALL break statuses are to be done on the call page ONLY.

8. You will need to complete a call anytime you log out.

Note: Remember that you will need to answer Zoiper again after logging back on.

9. When logging out at the end of the shift go to "Log Out" where you selected "Log In" on the Spitfire Application at the beginning of the shift.

- Do not switch out any equipment if it isn't working properly. All equipment has been labeled and must stay at its designated cubicle. If you experience problems with hearing, mouse sticking, frequent computer freezes, etc., inform the manager immediately. They will correct the problem or replace equipment as needed.

- Use the Zoiper application dial pad to enter the required number proving we are not a robo-caller.

- Do not use the mute button when taking calls. Customers come on the line immediately and must be responded to instantly. Mute only if putting customer on hold to ask your manager a question.

- Do not sit on "Wrap It Up" status while you are logged in. (This is the status between Ready and Break/Meeting). Being in the "Wrap It Up" status causes the dialing system to drop calls, and drop call rates above 3% is a violation of federal law.

- Make sure to mark sales properly as trained. (Example: Mark "Try Next Year" for someone who says they're not interested, mark "Answering Machine" for answering machines only.) This is important for when these calls may be reloaded and recalled later.

- If you hear ringing, static, echoing or dead air on a call, mark as "No Answer" and inform management right away.

Keystone Call Center Agent Pay Structure

Hourly pay for Sales Agents is based on a non-biased system that provides all Keystone Agents an equal opportunity to achieve higher pay. Each Keystone Agents' hourly pay rate is determined using the Pay Scale based on individual collections, cancel rate and attendance. Agents are paid on a bi-weekly basis.

How Attendance affects Pay Scale for ALL Keystone Agents

On days that you have an unexcused absence from your regularly scheduled shift(s) or for unexcused absences over 5 days in a calendar year, it is a requirement that the time be made up within three (3) business days. If those hours are not made up, your missing shift hours will be included in your total number of hours worked for that two (2) week pay period and calculated against your actual production. **IT IS IMPERATIVE YOU MAKE UP ANY MISSING SHIFTS WITHIN THREE (3) WORKING DAYS TO RECAPTURE THE MISSING PLEDGE DOLLARS FOR YOUR BI-WEEKLY PAY EVALUATION.**

Production Scale for Keystone SALES AGENTS

There are three (3) parts to the pay scale: 1) Collected dollars per hour 2) Cancel Rate 3) Attendance

1) Collected dollars per hour :

Collected Dollars Per Hour	Pay Rate Per Hour for Pay Period
$45.01 or more	$16.00
$43.01 - $45.00	$15.00
$38.01 - $43.00	$14.00
$35.01 - $38.00	$13.00
$32.01 - $35.00	$12.00
$28.01 - $32.00	$11.50
$27.01 - $28.00	$11.00
$23.01 - $27.00	$10.50
$21.51 - $23.00	$10.00
$19.01 - $21.50	$ 9.00

Examples: In order to easily make $9.00/hr, pledge $38/hr with 50% paid by credit card
In order to easily make $10.00/hr, pledge $43/hr with 50% paid by credit card
(This is basically making only 1 or 2 pledges per hour with one of those paid by credit card)

2) Cancel Rate: If your cancel rate is 10% or worse for a pay period, $1.00 per hour will be deducted from the pay rate achieved for that pay period.

3) Attendance

NOTE: $19.00 is the minimum required collected dollars per hour average. If you do not meet the minimums for the pay period, you will be paid minimum wage. If you achieve two (2) consecutive pay periods below the minimum, you will be placed on a 2- week probationary period during which you can restore your collected dollars per hour back above the minimum requirement. If minimum collected dollars per hour remains below the minimum requirement after the probationary period, you will be subject to disciplinary action up to and including oral warning, written warning, additional probation, suspension and termination.

Production Scale for Keystone VERIFICATION AGENTS

There are five (5) five parts to the pay scale: 1) Verifications per hour 2) Total efunds taken for pay period 3) Collection percentage 4) Cancel percentage 5) Attendance. New verification agents with 30 days or less on the job will be paid $8.00 per hour no matter your production. Verification agents who have worked between 30 and 60 days will be paid no more than $9.00 per hour. This allows management time to evaluate the collections of new employees. Your collection rate will not affect your bonus during this time unless they are extremely low.

Verification agents must maintain a collection rate of 30% or more and must maintain an average of 60 calls per hour during the pay period. Employees with a collection rate below 30% or who have averaged less than 60 calls per hour during the pay period will be paid minimum wage unless you have been employed 30 days or less.

Verification Agent Pay Scale

Cancel %age	# Verified Per Hour	Verification % of Total	# of Efund Payms for Pay Period	Pay Rate Per Hour Per Pay Period
< 8%	25 +	95%	10%	$14.00
< 9%	23 - 24	95%	9%	$13.00
< 10%	20 - 22	94%	8%	$12.00
< 10%	16 - 19	93%	7%	$11.00
< 10%	14 - 15	92%	6%	$10.00
< 11%	12 - 13	91%	5%	$9.00
< 12%	Up to 11	90%	Up to 4%	$8.00

If percentage of credit cards is one full percentage point higher than the guideline for a level then add $0.50 per hour per full percentage point.

Example:

Cancel %age	# Verified Per Hour	Verification % of Total	# of Efund Payms for Pay Period	Pay Rate Per Hour Per Pay Period
< 10%	22	93%	9%	$11.00 + $1.00 for addt'l efund level = $12.00 / hour

** If you are evaluated two (2) consecutive pay periods below the minimum of 16 (fourteen) verifications per hour, you will be subject to disciplinary action up to and including loss of bonuses, written warning and termination.

Measurements will NOT be rounded up to the closest whole number. I.E. If verifications per hour are 18.9 you will be paid for the 18 range, because 18.9 is less than 19.

Production Scale for Keystone RESET AGENTS

There are four (4) parts to the pay scale: 1) Contacts per hour 2) Combination of Will Sends and Send Agains Per Hour 3) Efund payments per pay period 4) Attendance. New reset agents with 30 days or less on the job will be paid no more than $8.00 per hour no matter your production. New reset agents who've worked between 30 and 60 days will be paid no more than $9.00 per hour. This allows the company time to evaluate the collections of the new employees. Your collection rates will not affect your bonus during this time unless they are extremely low.

Reset agents must maintain a collection rate of 30% or more and must maintain an average of 60 calls per hour during the pay period. Employees with a collection rate under 30% or who have averaged less than 60 calls per hour during the pay period will be paid minimum wage unless you have been employed 30 days or less.

Reset Agent Pay Scale

Contacts Per Hour	Will Sends / Send Agains Per Hour (<40% of total)	# of Efund Payms for Pay Period	Pay Rate Per Hour Per Pay Period
85	7	13%	$14.00
85	6	12.5%	$13.00
85	5	12%	$12.00
85	4	11%	$11.00
80	4	10%	$10.00
75	3	9%	$9.00
70	2	8%	$8.00

If percentage of credit cards is one full percentage point higher than the guideline for a level then add $0.50 per hour per full percentage point.

Example:

Contacts Per Hour	Will Sends / Send Agains Per Hour	# of Efund Payms for Pay Period	Pay Rate Per Hour Per Pay Period
70	2 (<40% of total)	9%	$8.00 + $0.50 for addt'l efund level = $8.50 / hour
85	5	14%	$12.00 + $1.00 for addt'l efund level = $13.00 / hour

** If you are evaluated two (2) consecutive pay periods below the minimum of two (2) will send/send agains per hour, you will be subject to disciplinary action up to and including loss of bonuses, written warning and termination.

Measurements will not be rounded up to the closest whole number. I.E. If WS/SA per hour are 6.9 you will be paid for the 6 range, because 6.9 is less than 7.

Calculation of Pay rate for Keystone Agents who call both Verifications and Resets
For Agents who work in both Verifications and Resets during the pay period, the pay rate will be averaged based on the number of hours worked in each department and the pay rate earned in each.

Examples:

1.
Verification hours:	22.45 hrs x $11.00	= $ 246.95
Reset hours:	54.30 hrs x $12.00	= $ 651.60
Total:	76.75 hrs	$ 898.55

   Total $ 898.55 divided by total hours 76.75 = $ 11.71 / hr

2.
Verification hours:	49.80 hrs x $10.00	= $ 498.00
Reset hours:	12.51 hrs x $11.00	= $ 137.61
Total:	62.31 hrs	$ 635.61

   Total $ 635.61 divided by total hours 62.31 = $ 10.20 / hr

Verification Finals Criteria

Verification Finals are examined and computed for one week every week. (from Monday to Monday) They are determined based on the following criteria:

1) **Collection rate needs to increase steadily and incrementally**

For new employees, the collection rate must increase by 2% each week. By the end of the 30-day probationary period, the collection rate needs to be at 8%. Each employee must continue increasing by 2% thereafter until they reach at least 30%. Once this goal is met, pledges by the particular agent will qualify to be mailed. These employees still need to be increasing in collections thereafter. (See Bonus Chart for Higher Collections)
Example – Week1 – 2%, Week 2 – 4%, etc. Cancellation rate needs to be no more than 8%.

2) Cancels are ciphered between real cancels (customers who are spoken to but back out for various reasons) and final cancels (sales that verifiers do not speak with and do not meet the criteria to be sent out).

Only real cancels are calculated into the percentage, not the final cancels. The following are sample reasons:

Examples: **Never Talked to Anyone** (Real Cancel – will be counted)
                   Final –Didn't Meet minimum requirements (Final Cancel -- will not be counted)

3) Cancels will be shown on the Agent Cancels report that is posted every pay period for all the agents to view and make necessary adjustments. The Agent Collections Report will reflect all cancels combined regardless of whether they are finals or not. Other reasons for an automatic cancel in Verification Finals include:

- If the salutation, name, or any part of the address is incomplete, the pledge will be cancelled as **Address Incomplete – unable to reach**.

- If there are notes from previous verification calls made indicating the customer is evading us or giving us the runaround. (Ex – verification note indicating customer hung up on us)

IMPORTANT *If any of the Verification Finals Criteria is not met, an agent's pledges will not be mailed unless the customer talks to a verifier and commits to the sponsorship.*

Checking the Address

Address Line 1: must always be the main street address

Address Line 2: use only for apartment, unit, floor or lot numbers

CORRECT example
Address Line 1: 7861 Brogan Ln
Address Line 2: Apt B12

INCORRECT example
Address Line 1: 7861 Brogan Ln Apt B12
Address Line 2:

INCORRECT example
Address Line 1: Apt B12
Address Line 2: 7861 Brogan Ln

If contributor's mailing address is a PO Box, delete the street address information and place the PO Box address on Address Line 1.

CORRECT example
Address Line 1: PO Box 992
Address Line 2:

INCORRECT example
Address Line 1: 905 Weave Blvd
Address Line 2: PO Box 992

Always SPELL out the city name on the screen.

CORRECT example   **Green Cove Springs**

INCORRECT example   **Green Cv Sprgs**

DO NOT use any punctuation or special characters (no periods, commas, slashes, dashes, # sign, etc.) when entering an address on the screen. If you do, you will get a "Page Cannot Be Displayed" error on the screen and the computer will NOT send the pledge through.

Keystone Script

Hello my name is _____ and I'm (use applicable disclosure) calling on behalf of the _____ Shrine Center in _____. I'm sure you heard about all the great work the Shriners do for children haven't you?

Great! I work with _____ and _____ to sponsor special needs children to attend the Shrine Circus to take their minds off their troubles, and more importantly, to show them that the community cares. That's a great cause isn't it?

I'm glad you see the importance of helping these children (sir/ma'am). We only call once a year asking for your pledge to help these kids. Everyone helps in their own way. Some give $_____ and some give $_____, but most are doing a donation of $_____. How about I put you down for $_____?

What is your first and last name?

What is your MAILING address?

(DO NOT read the address to them / Spell out anything unclear)

CLOSE: Great! We really appreciate your support. We accept Visa, MasterCard, Discover and American Express credit or debit cards. It really helps cut the cost of the campaign and we can go ahead and make that promise we made to the children a reality. Which one works best for you?

(If no credit card) We can also take a check by phone. It will save even more money to allocate toward the kids and the Shriners can instantly let some of the kids know they've been sponsored. Fair enough?

(If no e-funds) I'll get these passes out to you in the mail. Are you 100% comfortable sending your ____ pass level at a generous $ _____ amount within 1-2 days of customer pay date) with a check or money order? (Wait for Ok / address any concerns)

(DO NOT give customer more than 2 weeks to send. If need more time, we'll call them back later).

Mr. / Mrs. _____, I want to thank you on behalf of these children. If it weren't for people with a good heart like yourself, so many of these children would be left out this year. In the next few minutes, you're going to get a one minute verification call, and they're going to go over your name, your mailing address and your commitment of $_____ for these children before we put it in the mail. Please don't forget about us! The Shriners and the kids are counting on you to make this happen.

If a customer says they don't do anything over the phone:
Yes Ma'am/Sir, we don't require that you do anything over the phone. If we send this to you in the mail and you have it in front of you to where you can check it out, can you commit to at least $_____ for these children? We really need the help.

If they say YES, proceed to CLOSE.

If they say NO, proceed to appropriate REBUTTAL in Objection Handling/Rebuttal section of Employee Handbook.

Positive Reinforcement Rebuttal
Surely you could help us with a one time sponsorship of $_____. We really need the help for the Shriners local fraternity and for the deserving children who really want to get free passes to the circus.
I understand. How about I put you down for just $_____? It's only a one time pledge and would go a long way in helping us reach our goal.

Sponsorship Levels *(Varies by project, below is example at $15/each)*

$ Amount	# of Passes	$ Amount	# of Passes
$30	2 passes	$75	5 passes
$45	3 passes	$90	6 passes
$60	4 passes	$105	7 passes