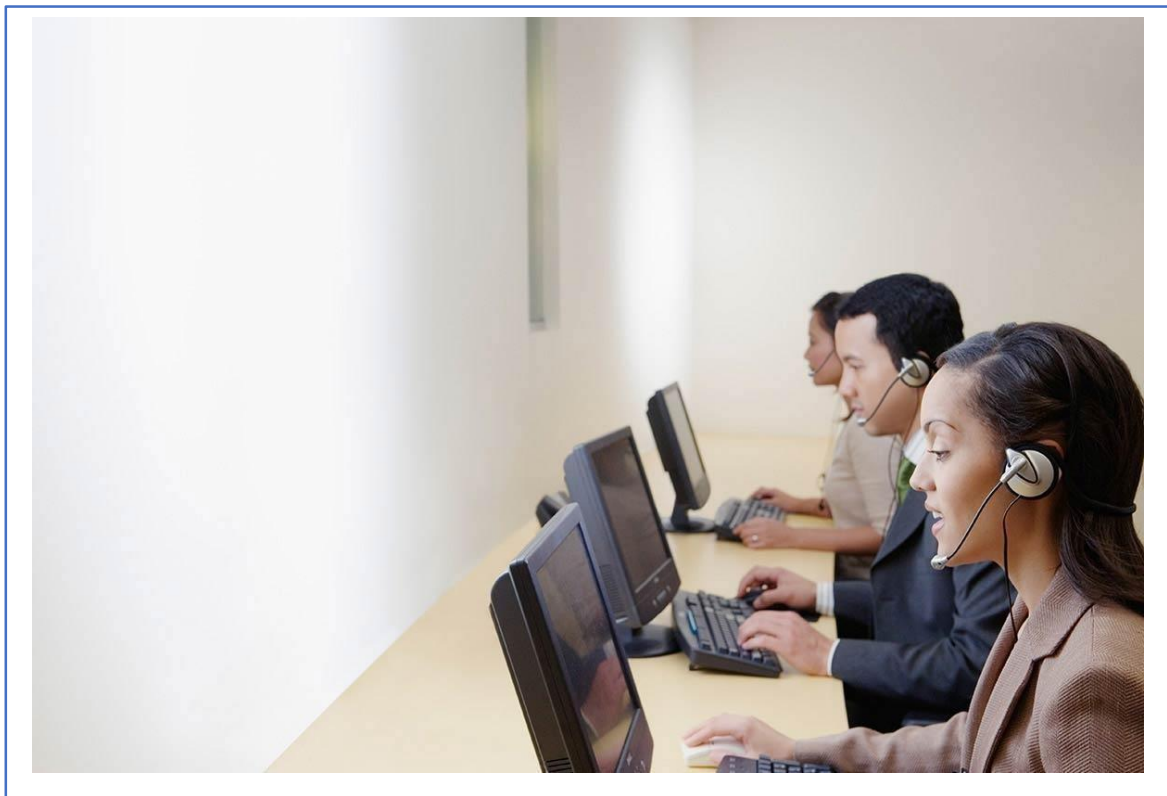




Work At Home P.B.C. Inc. Guide Handbook

USER GUIDE For At Home Remote Agents



Work At Home Professional Business Company

Company Website : www.workathomepbc.net

User Information Guide For Remote Agents

INTRODUCTION

This guide has been prepared for our **WAHPBC** Independent Contractor Agents to provide an overview of services available to our clients. It briefly addresses the variety of Inbound, outbound and office services that **WAHPBC** will perform to make our clients' everyday tasks easier.

Work At Home P.B.C. Appreciates the opportunity to work with you. Our goal is to provide you with quality products and services to assist our clients/customers to get you the best potential earnings.

We welcome your comments and suggestions so we may continue to improve our services. Please voice your comments to Human Resources.

You are paid **Commissions Base** and **Hourly** for some Projects / Campaigns

Payment Method, we use Bank account or PayPal

Services We Provide:

- ◆ Sales
- ◆ Remote work from home
- ◆ Inbound Calls at Home
- ◆ Outbound Calls at Home
- ◆ MAIL SERVICES
- ◆ Receptionist Services
- ◆ Fleet Management
- ◆ Inventory
- ◆ Scheduling Appointment Setter
- ◆ Processing Invoices / Order Supplies

For Assistance Please Email :
[**hr-1@workathomepbc.net**](mailto:hr-1@workathomepbc.net)

WAHPBC	CONTACT NUMBERS	E-MAIL
Human Resources	610-791-9353	hr-1@workathomepbc.net
Managers	267-285-7238	managers@workathomepbc.net

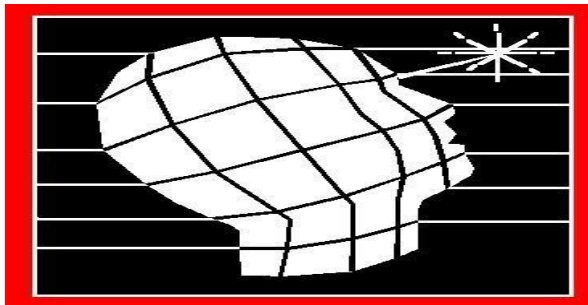
2 Nations

Understanding the 2 Nations (Determination) and (Termination)

1. *Determination is to persevere and to be determined as a hard worker.
A person that continues and accomplishes*
2. *Termination is when you are given final warning of examining behavior due to unprofessionalism. Will lead to disabling all independent work responsibilities*

!!!GO GET Those Calls!!!

Seeing the needs through the customers' eyes



WAHPBC SERVICES

Hours of Operations:

Remote, Sales, Inbound Calls, Outbound Calls Mail, Receptionist Office Duties Monday – Saturday	8am – 7pm Est Lunch not included 10 Hours a day
View Opportunities	www.workathomepbc.net

Services

The WAHPBC Staff will service and maintain all Clients services throughout the WAHPBC Company.

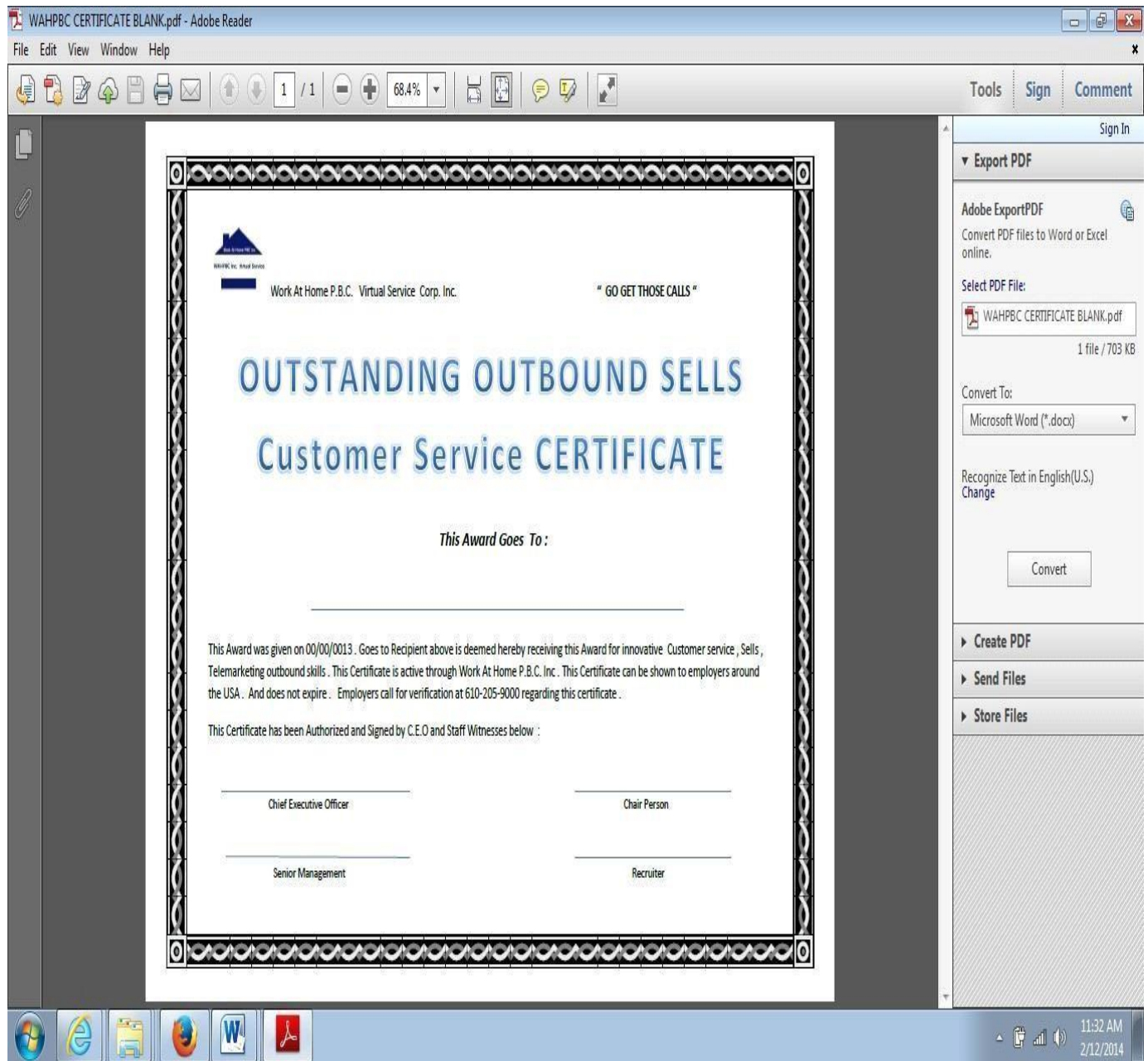
**** Before Servicing Clients ****

Tips

- ◆ Check all emails
 - Respond through email messages promptly
- ◆ View the company website
 - Read News and any updates on the company website and call center in Microsoft Teams
- ◆ View Agent Portal Platform Microsoft Teams
 - Check your service portal for payment status and updates
- ◆ Do not send HR same messages when sending issues
 - The WAHPBC Staff will help resolve your issue
- ◆ When checking emails or websites please follow instructions
- ◆ Have any Questions please email HR or message the Recruiter chat box, Self Service, Question and Answer Tab

We are here to help you succeed!

Will Receive Certification for Certain Projects



WELCOME TO THE TEAM