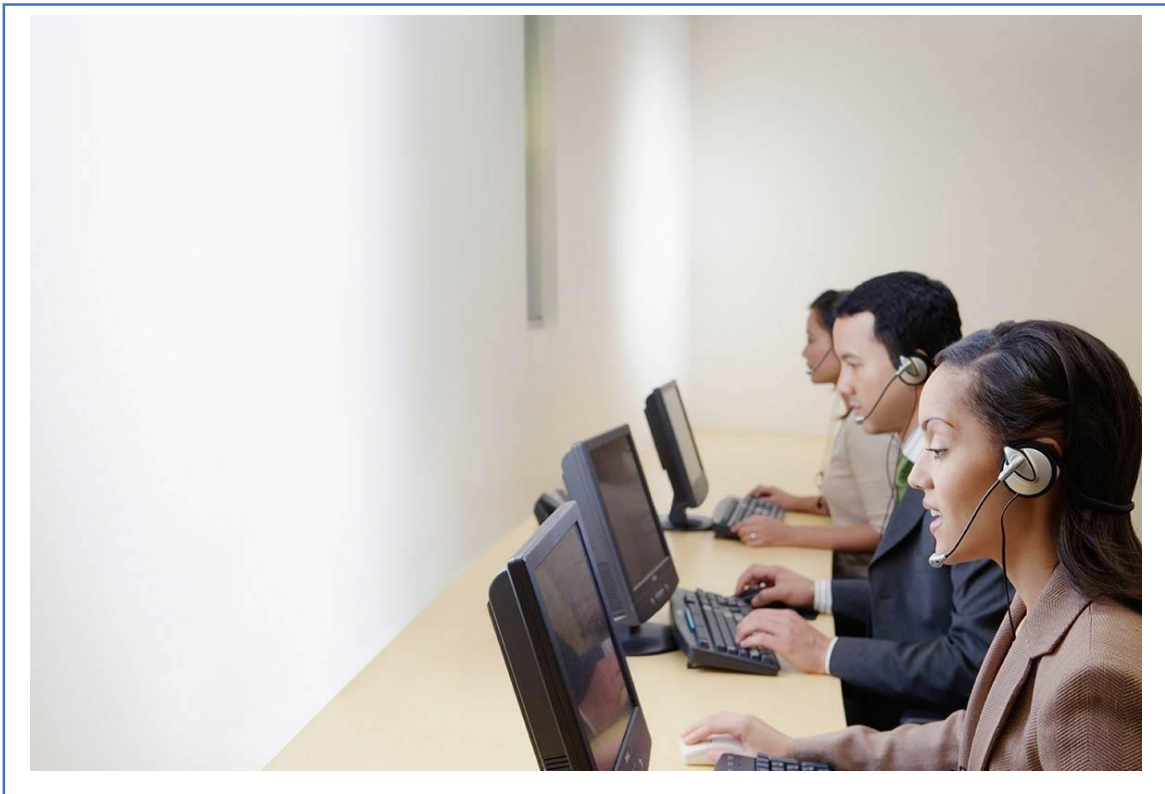




**Work At Home P.B.C Inc. Guide Hand Book**  
**USER GUIDE For At Home Agents**



Company Website : [www.workathomepbc.net](http://www.workathomepbc.net)

## User Information Guide For :

### INTRODUCTION

This guide has been prepared for our WAHPBC Independent Contractors 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 in order 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 customers.

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

Make sure you sign up for a Paypal or NetSpend card for direct deposit at: [www.netspend.com](http://www.netspend.com)

- ◆ Inbound Calls At Home
- ◆ Outbound Calls At Home
- ◆ MAIL SERVICES
- ◆ RECEPTION SERVICES
- ◆ FLEET MANAGEMENT
- ◆ KITCHEN RESTOCKING
- ◆ CONFERENCE ROOM SCHEDULING
- ◆ Processing Invoices / Order Supplies

**YOUR WAHPBC STAFF IS ALWAYS AT  
YOUR SERVICE !!!!**

**For Assistance Please Email:**

[hr-1@workathomepbc.net](mailto:hr-1@workathomepbc.net)

[hr@workathomepbc.net](mailto:hr@workathomepbc.net)

# Starting your work flow

Make sure you are logged into all chat Platforms such as Yammer, Slack, Business Email Account and other systems that you are assigned. Check and read all messages and emails responding back or reply in a timely matter.

All Agents / Staff needs to be prompt respond quickly to most replies

Go to company website click on News and Reports Tab to read any messages to keep updates with information

Before beginning your shift make sure all equipment is working properly. Secondly look over all Calls, Numbers, Scripts. Thirdly log into the appropriate clocking in and out systems that is refer to you by The C.E.O., Manager or Supervisor.

Began your first call professionally with a greeting and follow all call flow procedures Be very calm and polite with all Businesses, Customers and Irate Customers

Have any questions first refer to Questions And Answer Tab on the Website

If your laptop / Desktop is running slow please reach out to us for Screen Share Remote

If you run out of leads please reach out to us to implement more leads

Please operate as this is your own Business and not a regular 9 to 5 Job

Schedule your own hours you can find in the Self Service under 1099

WAHPBC	CONTACT NUMBERS	E-MAIL
Human Resources	267	<a href="mailto:hr@workathomepbc.net">hr@workathomepbc.net</a>
C.E.O.	0	<a href="mailto:hr-1@workathomepbc.net">hr-1@workathomepbc.net</a>

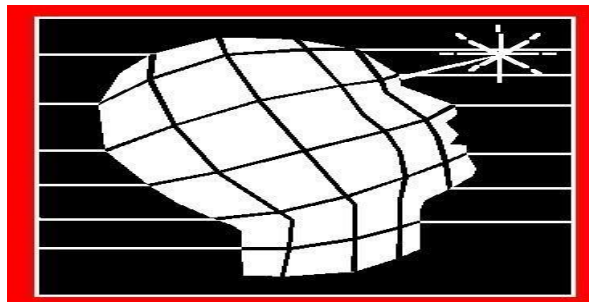
## 2 Nations

*Understanding the 2 Nations (Determination ) and ( Termination )*

1. *Determination is to perservere and to be determined a hard worker . A person that continues and accomplishes*
1. *Termination is when you are given the final result of examining behavior do to unprofessionalism and work conduct this lead to letting one go and disabling all active work responsibilities*

**!!! GO GET THOSE CALLS!!!**

**Seeing the needs through the customers eyes**



# WAHPBC SERVICES

## Hours of Operations:

<p><b>Inbound Calls, Outbound Calls MAIL, RECEPTION &amp; FLEET SERVICES</b></p> <p><b>Monday – Saturday</b></p>	<p><b>WCSS 2041 Rep</b> <b>8:00 AM – 7:00 pm</b></p> <p><b>12 Hours a day</b></p>
<p><b>View Opportunities</b></p>	<p><a href="https://www.workathomepbc.net/opportunities/">https://www.workathomepbc.net/opportunities/</a></p>

## Services

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

### \*\* Before Servicing \*\*

#### Tips

- ◆ Check all emails
  - Respond promptly through email messages
- ◆ View the company website
  - Read News and any updates in the call center
- ◆ View Agent Portal
  - Check your Self 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 website please follow instructions
  - If you have any questions please email HR or message the Recruiter chat box, Self Service, Skype and we will be happy to help you!!!

## WAHPBC Inbound Pay Guide Some Projects

- If you take 2 to 20 calls you will earn \$2.00 to \$5.00 or more some projects
- If you take 20 to 30 calls you will earn \$15.00 maybe \$5.00 per hour or more
- If you take 31 to 38 calls you earn \$20.00 maybe \$5.00 per hour or more
- If you take 40 calls you earn \$30.00 that's \$3.77 per hour = \$150 weekly Pay
- If you take 60 calls you earn \$40.00 that's \$5 per hour = \$200 weekly Pay
- If you take 90 calls you earn \$60.00 that's \$7.40 per hour = \$300 weekly Pay
- If you take 115 calls you earn \$80.00 that's \$10 per hour = \$400 weekly Pay
- If you earn 200 calls you earn \$140.00 that's \$17.40 per hour = \$700 weekly Pay

## WAHPBC Outbound Pay Guide Some Projects

**For any other outbound opportunity will pay from \$8 to \$15.00 a sale**

Residual is paid to the agent \$3.00 to \$10.00 per customer every month

Bonuses is paid to the agent \$20.00 and up do to production!!!

Company Funds is sent to pay pal or nets pend for working the program with our company

You can earn commissions from \$500 to \$1000 per week equals \$2000 weekly or bi/weekly and more

You can earn residual income from \$400 to \$5000 per month

How it works is this \$4.00 x 100 customer pay their bill equals \$400

\$4.00 x 200 is \$800 and so on

\$8.00 x 200 is \$1600 a month and so on

**Bonuses**

You earn bonuses do to productivity meaning keep a good work ethic

Bonuses can range from \$10.00 to \$100

# Will Receive Certification After Training

WHPBC CERTIFICATE BLANK.pdf - Adobe Reader

File Edit View Window Help

Tools Sign Comment

Sign In

Export PDF

Adobe ExportPDF

Convert PDF files to Word or Excel online.

Select PDF File:

WHPBC CERTIFICATE BLANK.pdf

1 file / 703 KB

Convert To:

Microsoft Word (\*.docx)

Recognize Text in English(U.S.)

Change

Convert

Create PDF

Send Files

Store Files

11:32 AM  
2/12/2014

WHPBC Inc. Virtual Service

Work At Home P.B.C. Virtual Service Corp. Inc.

" GO GET THOSE CALLS "

## OUTSTANDING OUTBOUND SELLS

### Customer Service CERTIFICATE

*This Award Goes To :*

\_\_\_\_\_

This Award was given on 00/00/0013 . Goes to Recipient above is deemed hereby receiving this Award for innovative Customer service , Sells , Telemarketing outbound skills . This Certificate is active through Work At Home P.B.C. Inc . This Certificate can be shown to employers around the USA . And does not expire . Employers call for verification at 610-205-9000 regarding this certificate .

This Certificate has been Authorized and Signed by C.E.O and Staff Witnesses below :

_____	_____
Chief Executive Officer	Chair Person
_____	_____
Senior Management	Recruiter