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- These requirements are minimum requirements for 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
- Agents must service on the computer they use to perform the PC Scan at time of enrollment
- If it is determined that the computer is different than the one used at the time of enrollment, and it is incompatible with the client program, neither a refund nor a voucher will be issued

## IF USING A WINDOWS PC

- A desktop/tower computer with a separate monitor is recommended.
- Dual boot machines, Netbooks, and Tablets are prohibited from use.
- All-in-One computers are not currently compatible with any client programs.
- Depending on what client program an agent chooses to service, the use of the Arise Secure Desktop (ASD) may be required.
- Additional details on the ASD can be found on page 6 of this guide.

### CPU Speed

- Dual-core 2.8 GHz or better or Intel i class or AMD Phenom X2 class or better
- Atom, Celeron, Pentium and Opteron processors are not permitted

### Hard Drive

- 20 GB or more of available space 60 GB or more of total space

### Memory

- 4 GB of RAM or better

### Operating System

- Windows 10.
- Windows 8/8.1 is allowed but not supported by some clients

### Standard Connection and Speed

- Hard-wired connection (no wireless)
- Minimum 10 mbps download / Minimum 3 mbps upload

### Maximum Latency Threshold

- 120 milliseconds (ms)



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## Monitor Recommendations

- 1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p)
- Dual monitors may be required on some client programs

## **IF USING A MAC DEVICE**

- Macs must have an Ethernet port
- MacBook Air and Mac USB-C ports will not be supported
- Boot Camp and a licensed version of Windows (please see page 1 for acceptable Windows operating systems) MUST be installed
- Please note that Arise Technical Support WILL NOT be able to provide assistance with the installation of Boot Camp and/or Windows or any questions related to it

## CPU Speed

- Intel Core i5 2.7 GHz processor or better

## Hard Drive

- 20 GB or more of available space 60 GB or more of total space

## Memory

- 4 GB of RAM or better

## Operating System

- MAC OS X 10.10 Yosemite or higher
- See page 1 for acceptable Windows operating systems Standard

## Standard Connection and Speed

- Hard-wired connection (no wireless)
- Minimum 10 mbps download / Minimum 3 mbps upload

## Maximum Latency Threshold

- 120 milliseconds (ms)

## Monitor Recommendations

- 1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p)
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## REQUIRED ACCESSORIES

### USB headset with microphone (required for Certification)

- Logitech, Plantronics, Microsoft, or similar brands recommended
- Suggestions:
  - Plantronics PLNAUDIO478 USB
  - Logitech USB H570e
  - Jabra UC VOICE 150

### Hard-wired Telephone and headset (required for Production/Service)

- Plantronics S12 or similar recommended

## SOFTWARE

### Internet Explorer 11 on Windows 8 or 10

- (Optional) Mozilla Firefox or Chrome for Windows
- Certain client programs may require specific versions of Windows
- Windows 8/8.1 are not supported by some clients
- Please see the Client Opportunity Announcement for details

### Windows Defender for Windows 8 or 10

- Other security software may be incompatible and should be avoided
- Technical support may be refused if your software configuration is not compatible with the Arise Platform or is determined to cause incompatibilities with client required servicing software
- Agents are responsible for maintaining the security and reliability of their equipment
- The following items are considered security risks to the Arise Platform and, upon detection, may subject your business to the suspension or termination of its Master Service Agreement or Statement Of Work:
  - Malware infected software
  - Virtualized Operating Systems (i.e.: VMWare, Parallels, etc.)
  - Non-Arise provided VPN software or Proxy settings
  - TOR or other privacy software



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## INTERNET AND PHONE SERVICE PROVIDERS

### Hard-wired broadband Internet service via DSL, Cable, or Fiber Optic connection

- The use of wireless internet 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

### Hard-wired landline telephone service

- 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 through a physical hard phone, i.e. a tangible device that sits on your desktop. The service should be connected directly from the wall to your telephone. Softphones (an application that is installed on your computer) and cell phones are not permitted.
- The servicing telephone line should not interface at any point with the computer.
- All servicing telephone lines should not have voicemail, fax, or other features on the line (other than unlimited long distance, if necessary – please see page 5 for details)

### **ASD (Arise Secure Desktop)**

- The Arise Secure Desktop (ASD) is a tool designed to temporarily convert a PC into a “servicing station” for the client program a business will be servicing
- The ASD provides a secure and streamlined environment which is optimized to successfully access the Arise Platform to service a client program
- Not all client programs require the use of an ASD so it is recommended that an agent review the Opportunity Announcement in detail to see if an ASD will be needed
- If the client program selected uses the ASD, all the information required for its use is contained within a USB flash drive and instructions that will be provided to the enrolled agent
- Agents are responsible for providing their own USB device to download the ASD software



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- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to install the ASD
- The ASD is an additional operating system on a computer
- It does not interact with an existing windows operating system
- It is launched from a USB flash drive and does not install on a computer
- Once the ASD is removed, no trace of it is left on the PC

## **AVG (Arise Virtual Gateway)**

- AVG, the Arise Virtual Gateway, is a system that helps improve consistency and efficiency while centrally and seamlessly managing call routing
- Service Partners and agents have the option to use either a POTS line (plain old telephone service) or VoIP (aka digital telephone or cable telephony – please see page 4 for details) to service a client program
- However, call centers and agents servicing client programs that route calls through the AVG system will need to be able to dial into the AVG (786) number
- Service Partners and agents who do not have Miami area code phone numbers (305 or 786) will need to be able to dial long distance on their service lines which may result in long distance charges
- For that reason, bulk or unlimited long-distance service plans are recommended and available from most carriers to avoid per-minute charges
- A small number of client programs currently prohibit the use of VoIP while servicing and a POTS line will be required to service those programs
- If the client program does not currently allow VoIP, agents will not be servicing on AVG
- Please be sure to review the Opportunity Announcement in detail to see if AVG is required on the client program you select