



AGENT MANUAL

Project Webpage

Version 1.0
Updated: April 27, 2022



INTRODUCTION

This manual provides you with steps and instructions how to register and create the applicant profile and resume on the Satelliteteams agent webpage.

CONTENT OF THIS WEBSITE

This website offers a user friendly interface that makes it easy to create a application account and profile.

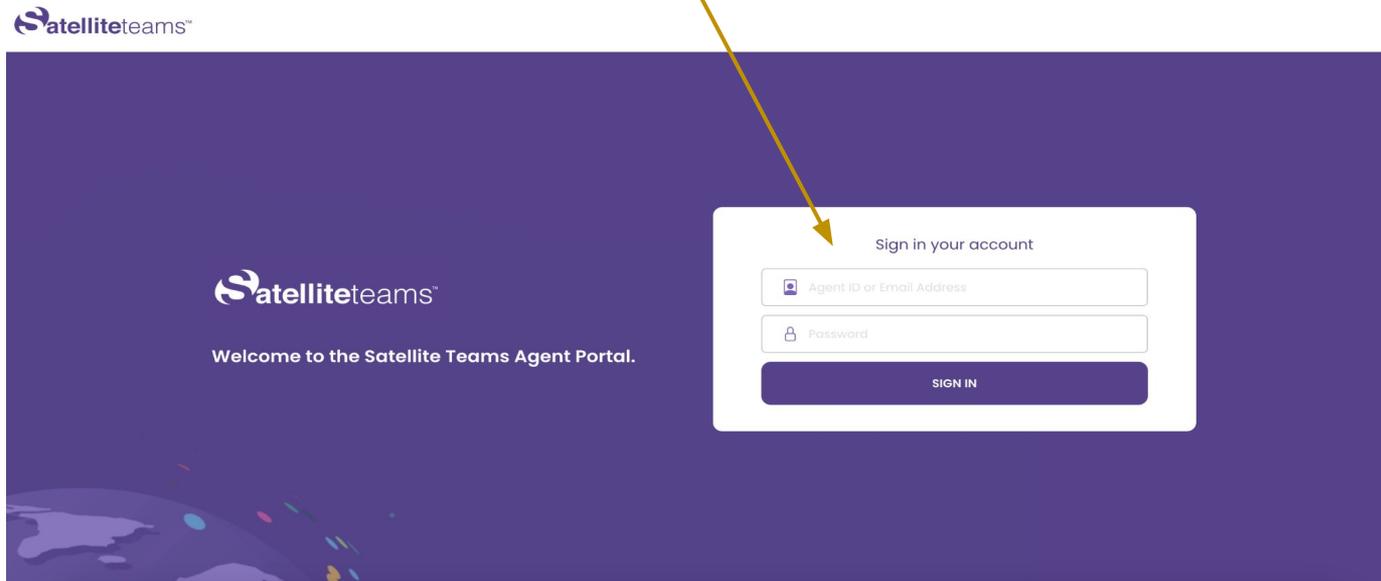
Check out our main website for more information at <https://www.satelliteteams.com/>



- **HOW TO LOGIN ?**

Step 1: Go to <http://agent.satelliteteams.com/login>

Step 2: Enter the provided agent username and password.





- **HOW TO USE THE AGENT PAGE ?**

Step 1: As soon as the agent logged in it will be redirected to Registration page with Candidate Contact information.

A screenshot of a registration form on a dark purple background. The form is divided into two main sections: 'Candidate Details' and 'Call Status'. The 'Candidate Details' section contains four input fields: 'Last Name', 'First Name', 'Email Address', and 'Phone Number'. The 'Phone Number' field includes a dropdown menu for country codes, currently showing '+63'. The 'Call Status' section contains seven radio button options: 'Connected', 'No Answer', 'Busy', 'Requested for Call Back', 'Not Interested', 'Invalid Number', and 'Wrong Number'. A 'Continue' button is located at the bottom right of the form.

atellite teams™

Welcome to the Satellite Teams Agent Portal.

Candidate Details

Last Name

First Name

Email Address

Phone Number

Call Status

Connected

No Answer

Busy

Requested for Call Back

Not Interested

Invalid Number

Do Not Call

Wrong Number

Continue



Step 2: This page will provide you with the contact information of the candidate.

- Last Name
- First Name
- Email Address
- Phone Number
- Call Status : Connected, No Answer, Busy, Call Back, Not Interested and Invalid Number

The screenshot shows the 'Candidate Details' form in the Satellite Teams Agent Portal. The form is divided into two main sections: 'Candidate Details' and 'Call Status'. The 'Candidate Details' section contains four input fields: Last Name, First Name, Email Address, and Phone Number. The 'Call Status' section contains six radio button options: Connected, No Answer, Busy, Requested for Call Back, Not Interested, Invalid Number, Do Not Call, and Wrong Number. A yellow arrow points from the 'Call Status' section of the list above to the 'Call Status' section of the form.

Candidate Details

Last Name

First Name

Email Address

Phone Number

Call Status

Connected
 No Answer
 Busy
 Requested for Call Back
 Not Interested
 Invalid Number
 Do Not Call
 Wrong Number

Continue

- **CALL STATUS**

Connected : If agent was able to connect thru candidate phone number, and agreed to continue the registration process.

No Answer:

Busy:

Requested for Call Back : Format: MM/DD/YY HH:MM AM/PM

For example:

Requested for Call Back

04/21/22 7:01 AM

Not Interested :

Invalid Number :

Do Not Call:

Wrong Number:

Call Status

Connected

No Answer

Busy

Requested for Call Back

Not Interested

Invalid Number

Do Not Call

Wrong Number

Continue



● HOW TO REGISTER ?

Step 1: If agent was able to connect on the candidate phone number, tick the call status ● Connected, and click the button Continue

Step 2: It will be redirected to the Terms & Conditions and Data Privacy Policy. Make sure to read it carefully and use the Scroll button.

Terms and Conditions

Please read the following Terms and Conditions carefully as these provisions govern the submission of your resume to the principal, use of the job search service on our website and your application in respect of any jobs advertised on our website and to third party job portals under our Satellite Teams account or any of our affiliates.

If you are below 18 years old, please obtain written consent from your parents or legal guardian before submitting an application.

1. Parties

1.1 This Agreement is made by and between:

(a) **Spectrum Solutions BPO Inc.**, a company organized and existing under and by virtue of the laws of the Philippines and with principal place of business at 30F Salcedo Village, RCBC Plaza, H.V. Dela Costa, Ayala Avenue, Bel-Air, Makati City, Philippines 1209, operating under the name and trade name of **"Satellite Teams;"**

(b) The individual whose details are set out in the Candidate Registration Form,

Scroll to continue

By checking this box and clicking the continue button, I confirm that I have read and agree to be bound by SatelliteTeams LLC, Terms & Conditions and Data Privacy Policy.

Personal Data Privacy Policy

I. DEFINITIONS

A. Data Privacy Act or DPA refers to Republic Act No. 10173 or the Data Privacy Act of 2012 and its implementing rules and regulations.

B. Data Subject refers to an individual whose Personal Information, Sensitive Personal Information, or Privileged Information is processed.

C. Company refers to Spectrum Solutions BPO Inc. operating under the mark Satellite Teams globally.

D. Personal Data collectively refers to Personal Information, Sensitive Personal Information, and Privileged Information.

E. Personal Information refers to any information, whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained, or which together with other information, or when put together with other information would directly and certainly identify an individual, including:

Scroll to continue

Continue

● HOW TO REGISTER ?

Step 3: If the candidate agreed, just tick the box and click continue

warranties, representations, liabilities and obligations, whether express or implied, under this Agreement or under any other communications between the parties;

(d) the Candidate has agreed to enter into this Agreement based on its own judgment and discretion, and expressly disclaims any reliance upon any statements or representations made by Satellite Teams;

(e) There is no pending or threatened actions or proceedings before any court or administrative agency that could have a material adverse effect on performance of the Candidate's obligations under this Agreement, nor is the Candidate in default under any material loan, lease or purchase obligation; and

(f) All information furnished, and to be furnished by the Candidate, shall be true, correct and complete.

Agreement In consideration of the mutual obligations set out in this agreement you accept and agree to these terms, which you acknowledge you have fully read and understood.

By checking this box and clicking the continue button, I confirm that I have read and agree to be bound by SatelliteTeams LLC, Terms & Conditions and Data Privacy Policy.

Continue

F. assist the Company, by appropriate technical and organizational measures, and to the extent possible, fulfill the obligation to respond to requests by Data Subjects relative to the exercise of their rights;

G. assist the Company in ensuring compliance with the Data Privacy Act and other issuances of the National Privacy Commission, taking into account the nature of Processing and the information available to the external party who acts as a Personal Information Processor as defined under the Data Privacy Act;

H. at the choice of the Company, delete or return all Personal Data to it after the end of the provision of services relating to the Processing: Provided, that this includes deleting existing copies unless storage is authorized by the Data Privacy Act or other applicable laws or regulations;

I. make available to the Company all information necessary to demonstrate compliance with the obligations laid down in the Data Privacy Act, and allow for and contribute to audits, including inspections, conducted by the Company or another auditor mandated by the latter; and

- **HOW TO REGISTER ?**

Step 4: Fill out all the necessary information on the Resume Page.

- On the top right side of the screen is the Candidate/Applicant Complete Name and Created Applicant ID.

● HOW TO REGISTER ?

- Complete the Candidate Profile, fill out the following:

Job/Role : (multiple jobs is allowed just click the [Add Role](#)

Career level: Career level on the specific job/role.

Role Accomplishments: Accomplishment on the specific job/role.

A screenshot of the "Create Candidate Profile" form. The form is titled "Create Candidate Profile" and has a sub-header "Let's create the candidate profile by filling in the online resume." Below this, there is a section "1. What Role are you looking for? *". Under this section, there are two input fields: "Primary Job Role" and "Level: - lowest and 5 - highest". The "Primary Job Role" field is a text input box with a vertical cursor. The "Level" field is a dropdown menu. Below these fields, there is a section "Role Accomplishments:" with a plus sign icon and a text input box. At the bottom of the form, there is a question "Applying for multiple roles?" with an "Add Role" button. Three yellow arrows point from the text above to the form: one from "Job/Role" to the "Primary Job Role" field, one from "Career level" to the "Level" dropdown, and one from "Role Accomplishments" to the "Role Accomplishments" text input box.

Create Candidate Profile
Let's create the candidate profile by filling in the online resume.

1. What Role are you looking for? *

Primary Job Role

Level: - lowest and 5 - highest

Role Accomplishments:

+

Applying for multiple roles? [Add Role](#)

● HOW TO REGISTER ?

- If the job role that they are applying for is not listed, you can add the Role by clicking the **CLICK HERE**

Create Candidate Profile

Let's create the candidate profile by filling in the online resume.

1. What Role are you looking for? *

Primary Job Role

Level: 1 - lowest and 5 - highest

NOC



NOC is not on our role list.

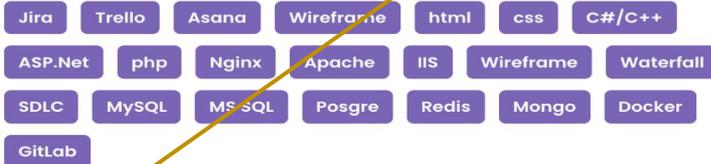
CLICK HERE if this is your preferred role.

- Agent needs to complete all the required filled.

> For SKILLS: Hard Skills (Technical Skills) and Soft Skills (Characters or interpersonal skills): You can select and drag it on the left side then select the proficiency level.

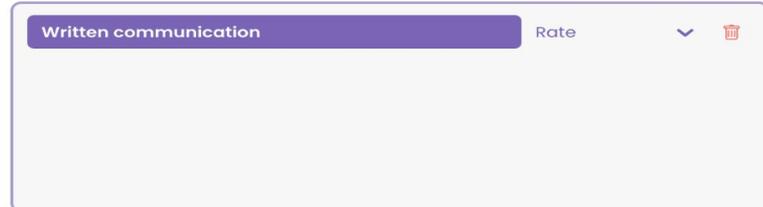
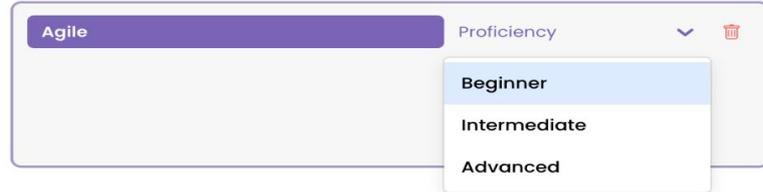
Hard Skills: Proficiency

If you can't find a certain skill, you can [Click Here](#) to add to the list.



Soft Skills: Proficiency Level: 1 – Poor and 5 – Excellent

If you can't find a certain skill, you can [Click Here](#) to add to the list.



- Please take note that the hard skills depends on the selected job role , if it is not listed and you can manually add by clicking the [Click Here](#)

Then input the skills then click “Add Skill”, it will be added on the list of selected skills. (This is same with the soft skills)

Hard Skills: Proficiency

If you can't find a certain skill, you can [Click Here](#) to add to the list.

Windows Server | Proficiency | Add Skill

Jira Trello Asana Wireframe html css C#/C++

ASP.Net php Nginx Apache IIS Wireframe Waterfall

SDLC MySQL MS SQL Posgre Redis Mongo Docker

GitLab

Agile | Proficiency | [trash icon]

- Click “**DONE**” once completed, (in case it didn't forward to another page you need to double check if all required field has been filled.

Done

- To confirm that the profile or resume was created it will pop-up this message.
- To get another next candidate click this button.

The screenshot displays the Satelliteteams user interface. At the top right, it shows 'Applicant Name: Garnet Hartmann' and 'Applicant Id: APL-190'. The main area contains a grid of skill tags such as 'Jira', 'Trello', 'Asana', 'Wireframe', 'html', 'css', 'C#/C++', 'ASP.Net', 'php', 'Nginx', 'Apache', 'IIS', 'Wireframe', 'Waterfall', 'SDLC', 'MySQL', 'MS SQL', 'Postgre', 'Redis', 'Mongo', 'Docker', and 'GitLab'. Below these are sections for 'Soft Skills' and 'Hard Skills' with various proficiency levels and skill categories. A white modal box is centered on the screen, featuring a green checkmark icon and the text 'Candidate resume successfully created.' Below the message is a purple button labeled 'Next Candidate'. Two yellow arrows point from the text in the list above to the modal box and the 'Next Candidate' button. A 'Done' button is visible in the bottom right corner of the interface.

- **NOTICE PERIOD:** The length of time that the applicant will continue working between delivering his/her resignation letter until his/her final day of work.
- **HIGHLIGHTS:** Applicant highlights during phone conversation.
- **GENERAL ASSESSMENT:** Additional information or assessment for the applicant.
- **RED FLAG**

*

Notice Period

days

Highlights

+

General Assessment

General Assessment

Red Flag

Done