Uplive Agency SOP

Creation of agency

1. Operation team will validate everything about the agency, which will require some proofs like documents and the previous application salary sheet.
2. After verification by the operations team, they will create an agency and the dashboard for agency.
3. New agency must have 10 active anchors to start with and they must be ready to be joined.
4. The agency has to keep a ratio of 7:3, 70% of the hired anchor should be female and 30% can be male.
5. Agencies to understand all community rules of uplive and must know how to use their dashboard properly.
6. An existing anchor is not allowed to take agency.

Retention of agency

1. Agency must keep a healthy growth of ucoins every month and by the 4th month of joining their target must be 100k.
2. If any agency is in some kind of dealing with anchor, they need to have a proper consent of the same. Uplive will hold the agency responsible for any non payment to anchors.
3. The agency must maintain a healthy number of active anchors.
4. Participation rate of anchor in events and pks should be healthy.
5. It is the responsibility of the agency to acknowledge all details coming in their groups.
6. Agencies are not allowed to hire anchors from different agencies on uplive, if they are found doing this, strict actions will be taken.

Regular Routine of a month

1. Operation team would do a call with agencies and note down there feedback.
2. Calls need to be weekly for new agencies(Agencies that have been on the platform less than 3 months) for old agencies bi-weekly calls need to be made(agencies that have been on the platform more than 3 months).