




Whitepaper

PodOne is launching the next global phase in contact center services, bringing together employers and agents through its decentralized network while optimizing staff time, reducing labor costs and elevating a new standard in training.

PodOne is the "Contact Center of the Future".

[Worker 'Idle Time' Costs U.S. Employers \\$100 Billion a Year, Wall Street Journal \(Dec. 20, 2017\)](#)



PodOne, LLC
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Abstract

Over the past three decades, there has been a transformation in the enterprise software industry that changed the way businesses acquire and utilize software. The enterprise software licensing approach pioneered by Microsoft dominated the market for over 30 years. Additionally, deployment for software purchased using traditional software licenses were initially in siloes – installing *ACT! for DOS 1.0*, for example, only allowed end users to interact with it as a stand-alone product and had no support for networking. It wasn't until *ACT! for DOS 2.0* when networking support was introduced and allowed information sharing between “workgroups” using a centralized database across multiple ACT! client installations. Subsequently, numerous providers of business software added shared networking support into their applications, leading us into the client-server software model that dominated enterprise software during the 90's. Enabled by Tim Berners Lee's World Wide Web, Salesforce.com and its customer relationship management platform led enterprise software into the cloud-based models of today, which supported multiple “workgroups” operating within a centralized, multi-tenant platform accessible to anyone with Internet access. Software vendors from all industry verticals – from healthcare, communications, and retail, to finance, non-profit and professional services – have since adopted the “cloud” as the de-facto deployment for their applications.

The demand for cloud-based services bred innovation in other disciplines of technology. Specifically in the data center where client-server applications previously resided, infrastructure-as-a-service (IaaS) providers allowed organizations of all sizes to build “virtual data centers” to run their applications at the click of a button. This largely transferred the responsibility of managing physical technology infrastructure from organizations that weren't technology service providers to vendors who specialized in IaaS. This delegation of responsibility allowed companies to focus on delivering services and solutions to solve business problems, increase their speed of innovation and find product-market fit much faster.

Despite these advancements, numerous resource sharing opportunities exist within the niche communities and ecosystems developed by vertical enterprise software solutions. We believe the next wave of enterprise software involves connecting all constituents of the specific business problem being solved to share resources amongst themselves, in a blockchain-powered business network and marketplace. In such a network, existing users of the platform becomes resources to others by offering their services to help address a business need. While today's enterprise software users benefit from the economies of scale in the cloud through the use of shared technical resources – CPU, memory, storage, security and core features – tomorrow's enterprise software users will benefit from the use of shared human resources, decentralization of the cloud, security of the blockchain and reliable financial transactions backed by cryptocurrency.

What Is PodOne

PodOne is a decentralized contact center network that connects businesses together. Through PodOne, a business can take advantage of human resources leased to it from throughout the network in order to acquire the personnel necessary to handle customer interactions.

Some of the biggest challenges faced by contact centers include exorbitant operating and capital technology expenditures; a demanding labor force with costly recruiting, training and recognition programs, yet unusually high attrition; lackluster customer experiences and low satisfaction, as measured by customer satisfaction (CSAT), customer dissatisfaction (DSAT), and net promoter scores (NPS); as well as service level challenges measured via three key industry performance indicators: first call resolution (FCR), average speed of answer (ASA), and average handle time (AHT).

The award-winning team behind PodOne has spent the last 15 years in the contact center industry working on solving some of the industry's technical challenges and ever-increasing costs, with a high degree of success. With PodOne, they are embarking on a journey to address the labor issues of the industry by creating a decentralized platform for training, resource sharing, and automatic payment distribution.

The PodOne network solves two significant labor force problems affecting contact centers today. The first problem is the issue of excess capacity (payrolled, non-billable time) in the form of agent idle time. Contact centers often pay hourly for representatives who are simply idle while waiting to handle customer interactions. According to [Aberdeen](#), agents spend approximately 25% of their time in an idle state. In a standard 8-hour shift, this results in a loss of 2 hours per work day or 10 hours per 5-day work week simply due to idle time. With an agent pay rate of \$10.50 per hour, at a 100-agent contact center, this results in approximately \$546,000 lost to idle time per year. As can be seen, this amounts to serious losses that could be better spent creating more value.

The second problem solved by the PodOne network is the problem of insufficient staffing for peak seasons. During peak seasons, the volume of interactions spikes and it becomes a hassle for a contact center to procure the necessary staff to handle the increased volume effectively. According to [emarketer.com](#), US retail ecommerce sales increased by 17.8% during the 2016 holiday shopping season. An increase in sales typically means an increase in call volumes at contact centers as customers reach support for various purchase-related issues. This leaves contact centers with the challenge of efficient hiring and scheduling for a busy season, while attempting to minimize their customer abandonment rate.

Below, we describe how PodOne solves both these problems.



Idle Time Resource Pool

At a contact center, oftentimes a representative is idle while he or she is waiting to handle customer interactions, typically due to lower-than-expected call volumes rather than a fault of their own. The employer pays for this lapse in productivity, especially if the representative is paid by the hour. With PodOne, an employer can auction its employees' idle time to other businesses and individuals on the network in need of additional human resources to complete tasks. An employer leasing out its own surplus human resources to other businesses is paid for doing so, thus keeping its workforce productive while generating additional value even during moments of idleness, solving the first problem discussed earlier. This system creates a pool of available representatives and a marketplace for their idle time for use by businesses in need of additional staffing.

Elastic Staffing

During a business's peak seasons, contact centers are faced with the task and challenges of building an efficiently-sized staff necessary to handle the increase in interaction volume. A contact center typically begins a lengthy process to acquire the necessary staff. First, the contact center must analyze past years and predict the number of representatives needed during the peak season. For sophisticated contact center operations, this process is typically performed using advanced workforce management software while less sophisticated centers rely on manual entries from old Excel spreadsheets. Then, the contact center recruits staff utilizing either its own human resources department, or a recruiting/staffing agency. Should the contact center decide to hire a recruiting agency to meet its staffing needs, it would need to provide supporting information including the total number of representatives required, language proficiency requirements, skillsets, experience requirements, background check requirements, a budget per representative, and a desired schedule. After a cumbersome negotiation period, the staffing agency then sends potential recruits to the contact center, which then vets and trains the potential recruits according to its own practices.

It is the PodOne network's pool of human resources which solves the problem of short-staffing during peak seasons. Contact centers are able to access the network of representatives whose idle times have been marked as available, and make a request for personnel which includes all the requirements for the position. Payment, vetting, and training are all performed automatically by different aspects of the system, requiring the contact center manager only to listen to the provided voice samples of potential recruits and to select which recruits shall be hired. This cuts out the recruiting agency middle-man completely, saving the contact center time and money.

The PodOne network creates a decentralized market of talent and a shared pool of human resources allowing for greater productivity and an increase in value produced by businesses.

Workforce Management API

Proper workforce management is critical to the efficient planning, allocating, and utilizing of human resources within most critical contact center operations. Intra-day planning and forecasting for staffing purposes requires key metrics from contact center software platforms. These include call volumes by interval (by half hour, by hour, etc), busy hour statistics, average call times, average speed of answer, and more. When analyzed, these metrics assist workforce management analysts in determining the staffing requirements needed to achieve their contact center's customer service goals and overall business objectives.

As the creators of PodOne are the developers of the award-winning Fenero cloud-based contact center software, key performance indicators on interaction traffic and usage patterns for users of Fenero are automatically integrated into PodOne. This aides in providing automated volume forecasts and suggestions on right-sized resource requirements to help contact centers deliver exceptional customer service.

Components of PodOne


Blockchain

The PodOne network is built on *blockchain* technology. A blockchain functions as a secure, public ledger of all transactions on a peer-to-peer network that cannot be tampered with except through the use of an impractically large amount of computing power. A complete copy of the ledger is stored on each node in the network, allowing for such security. Specifically, PodOne will be built on the Ethereum blockchain in order to achieve a completely decentralized system.

The benefits of a decentralized system are numerous. Firstly, on a decentralized system, there is less likely to be a single point of failure on the network. In a centralized system, if the central node in the network fails, the whole network fails with it. However, in a decentralized system, the network's data and computational power is distributed among many nodes, requiring a larger number of nodes to fail before the network is seriously impacted by the failures. Secondly, by distributing computing resources across a decentralized system, as the network grows, so too does the computational power of the network. Finally, in conjunction with blockchain technology, a decentralized network allows transactions to be independently verified by any node in the network, eliminating the need for trust in a central institution to verify transactions for everyone. As the benefits of a decentralized network become more apparent, it is clear that the future of the web (sometimes called *Web 3.0*) is a decentralized one.

Qubicle Token

The blockchain is used to verify and keep track of all PodOne transactions and employs a crypto token, called *Qubicle*, to facilitate payments amongst resources within the network. It will also be



used to reward customer service agents for being top performers, further incentivizing them to deliver high quality experiences to their customers.

A crypto token is an incentive-based concept which employs cryptography in order to maintain security and is exchanged over a decentralized, peer-to-peer network, such as PodOne. Units of a crypto token and the transactions involving them are tracked via the blockchain, allowing any node in the network to validate their authenticity. Typically, there is a finite amount of any given crypto token. Thus, as the crypto token network grows, there are more people circulating the crypto token, and the market forces of supply and demand cause the value of the crypto token to rise. Tokens typically can be exchanged for fiat currencies, such as the US dollar, or for other cryptocurrencies. A token such as Qubicle provides a mechanism for financial incentive to drive the PodOne network. Qubicles will also provide PodOne with secure, easily-validated transactions without the need for third-party validation, such as through a bank.

Members of the network use Qubicles as the sole form of payment for activities and transactions. They are also rewarded with Qubicles for being top performers according to network statistics via a QBE-generating reward points system. Furthermore, each member of the network possesses a *digital wallet* which stores its Qubicle balance. A digital wallet functions much as a traditional bank account would. It can be used to withdraw, deposit, or make payments in Qubicles. Qubicles possess value and can be exchanged for either fiat currencies (EUR, USD, etc) or for other cryptocurrencies such as bitcoin or ether.

Ownership of Qubicles grants holders the right to the PodOne network's transaction protocol solely for the purposes of accumulating rewards and utilizing the platform. It does not represent or confer any ownership stake, share or security rights, intellectual property rights or any other form of participation relating to PodOne capitalization.

PodOne Wallet

PodOne provides a mechanism for mediating payment and work disputes using Qubicles. PodOne supports an optional *multi-signature escrow system*. Using this optional system, an Employer and Agent can enter into an agreement with a neutral third-party *Arbitrator*. Essentially, under the multi-signature system, an amount to be paid is held in escrow, requiring two signatures in order for the final transfer of funds to occur. If the Employer and Agent agree on the funds to be transferred, they both sign the transaction and the funds are moved out of escrow to the party being paid. Should there be a dispute regarding the payment between the Employer and the Agent, the neutral Arbitrator steps in and makes the decision whether or not to provide his or her signature as the second signature necessary for the transaction to occur. This system allows for mediation of disputes without the need of a regulatory body or any additional overhead.



Members of the Network


There are two principal actors on the PodOne network. We refer to the first of these actors as the *Employer*. The Employer has a need for human resources and places a request on the PodOne network for a task or a role it would like to see fulfilled, along with a set of qualifications for that job or role.

The second actor on the network consists of *Agents*, workers who either make up businesses such as call and contact center business process outsourcers (BPO) or individuals, including independent contractors (1099) specializing in providing customer service, sales, or support. Whether they are BPO or 1099 Agents, they bring value to the PodOne network by providing the human resources talent necessary to make the ecosystem operate. PodOne will be automatically fed real time worker utilization data - such as time spent on a call, billable unproductive time, and after call work time - from the Fenero contact center platform (and eventually from Fenero competitors supporting the PodOne Workforce Management API). They respond to the requests put out by Employers and are paid in Qubicles for their services. Each worker possesses qualifications and Employers seek certain qualifications for particular roles. Workers can acquire qualifications and certifications of skills through PodOne University. Additionally, each actor in PodOne will be assigned a unique PodOne ID hash that will be used to verify all their activity on the network.

Employers and Agents interact through *smart contracts*, scripts which are created by an Employer and accepted by an Agent. A smart contract is a protocol used to enforce the provisions of a contract utilizing some degree of automation. Many aspects of traditional contracts can be automated by smart contracts. For example, using a smart contract, it is possible for a system to check whether or not a required task has been performed in accordance with the agreed-upon provisions in the smart contract, and automatically send payments to the necessary parties. In PodOne, Employers create smart contracts to act as automated employment agreements between themselves and the Agents they hire. Upon fulfilling the terms of the agreement, an Agent is automatically paid by the Employer in Qubicles, in accordance with the rules of the smart contract. Employers will also award points to Agents based on their overall performance, which will translate into QBE rewards for higher performing agents. Employers will create smart contracts on PodOne using a simple, menu-based, drag-and-drop user interface, making the process more accessible.

PodOne University

Employers want to make sure that the Agents they are leasing for a job are up to their standard of quality and are trained for the particular campaigns they are assigned to. PodOne University is PodOne's way of ensuring that the pool of human resources on the network possess verifiable core skills expected of contact center personnel (such as customer service, outbound sales, etc) but also program-specific requirements delivered with a high degree of quality.



Various courses, created by members of the PodOne network, are available in PodOne University on a myriad of essential skills. Examples can include free or paid user-generated courses in customer service, knowledge of specific campaigns or products, and language proficiency. A worker may take a course, which will cost the worker some Qubicles to be paid to the creator of the course, and receive certification in that course's skill upon passing it. All work certifications will be tied to their unique PodOne ID and made publicly available and verifiable via the PodOne blockchain.

Furthermore, when an Employer chooses to post a request on the network, among its desired qualifications for the request, the Employer may select certain courses from PodOne University it wishes all workers applying for the role to have passed. The creator of the course will receive Qubicles for each instance this occurs. Thus, users are provided with a financial incentive to create course content for PodOne University.

It follows that course creators are competing in an open marketplace. As an example, a Spanish professor at a college or a university who has a desire to earn some extra money can simply create a Spanish Language course on PodOne University after paying a fee in Qubicles. However, if the professor wants his or her course to be successful on the platform, he or she must ensure that the created Spanish Language course is of high enough quality to be able to compete with already existing Spanish Language courses on the platform. If it is a good enough course, it will be chosen by more Employers and taken by more Agents, and the creator will be paid for each instance of its use.

Through a competitive e-learning marketplace, the creation of high-quality learning materials is incentivized, continuously improving, in turn, the quality of the human-resource pool on the network.

Qubicle Ratings Engine

To help increase the quality of work performed in PodOne, members will be given numerous opportunities to earn QBE via our Qubicle Ratings Engine. Upon job completion, Employers must rate Agents based on their job performance to help the Qubicle Ratings Engine determine an appropriate distribution percentage for QBE rewards or performance penalties. Additional metrics such as average handle time, quality assurance scores, conversion percentages and more will be used to determine agent reward eligibility. Agents will also rate their experience working with Employers and attending courses from specific publishers, which will result in the Qubicle Ratings Engine determining a rewards assignment for the employer or course publisher.

Sample Scenarios

Employer Use Cases

In order to illustrate the essential features of the PodOne network, we will walk through an example scenario.

It is the holiday season and call volume is high at the Holiday Decorations Company (HDC) contact center. The contact center manager is realizing that she is going to need more personnel in order to provide the high-quality customer service HDC is known for. In light of this realization, the manager decides to place a request for personnel on the PodOne network.

The manager begins the request by describing the kind of work she needs to be done: “provide friendly and helpful customer service relating to a variety of holiday decoration items”. Then, the manager starts going through the skills she needs an applicant to possess. She types the words “Customer Service Experience” and then she selects and pays for (in Qubicles) a course from PodOne University on customer service that she knows produces friendly workers. Anyone who applies to this position will have to take and pass the courses the manager has selected, if they haven’t already done so. After selecting the customer service course, the manager repeats this process by specifying the additional skills she needs: “knowledge of decorative goods”, and “bilingual in English and Spanish” (she selects the appropriate Bilingual Spanish course in PodOne University and pays Qubicles to the course’s creator). A course on Decorative Goods did not exist in the PodOne University, so she uses the network’s eLearning module to create her own Decorative Goods course, along with its associated lesson plans, quizzes, and assessment tests (and pays Qubicles to the network to publish this custom course for use by other users in the ecosystem).


After selecting the skills or creating her own campaign-specific courses, the manager starts preparing the smart contract that will specify the terms of employment. She needs someone to be available on Tuesdays and Thursdays from 8 AM to 1 PM until February 1. She is willing to pay \$10.50 USD (to be paid in Qubicles) an hour. Lastly, she needs the worker to handle chat support, as well as both inbound and outbound calls.

Agent Use Cases

Bob is an aspiring call center entrepreneur who lives in a city far away from any Holiday Decorations Company call center. He is ready to start his career in the customer service industry and selects two friends, Alice and John, to join him in forming ABC Contact Center, Inc.

For each representative (including himself), Bob fills out a *Resource Definition*. Each Resource Definition includes a unique identifier, a list of skills and certifications of courses passed on PodOne University, availability and schedule, price per unit (per minute, per hour, etc), and the type of customer service that representative is experienced in (chat, email, inbound/outbound calls, and such).

Alice’s Resource Definition shows that she has customer service skills (in fact, she has taken the course specified by the HDC call center manager), that she is available on Tuesdays, Wednesdays, and Thursdays from 8 AM to 1 PM, that she is willing to work for at least \$10.25 USD per hour, and that she is experienced in chat, email, inbound/outbound calls, and SMS.



Because Alice matches up very well with the HDC manager's request for personnel, the PodOne network recommends that request to her. The only qualification Alice is missing in order to take the request is Spanish language proficiency, so she pays for and passes the required Spanish language course. After passing the Spanish language course, Alice records a voice sample and applies for the position. An automated background check from a respected third-party provider is also performed. There is no issue found and Alice is ready to get to work.

Back at the HDC contact center, the manager receives Alice's application. She listens to the voice sample and finds it satisfactory and decides to hire Alice, along with many other good applicants automatically suggested by the PodOne network.

Alice does her job well for the required period of time, and is automatically paid according to the terms of the smart contract. She is given a top rating by the HDC manager and earns an additional 0.01% QBE rewards bonus for her awesome performance. Bob is happy to see revenue coming into his brand-new contact center and HDC is now able to provide a much higher quality of service.

PodOne Team

The team behind PodOne has a combined 50 years of experience in the contact center industry and are the leaders behind Fenero, a disruptive and award-winning cloud based contact center platform used by over 2,200 call and customer service organizations worldwide.

History

Fenero was born out of necessity, when our founder led the information technology department for a prominent business process outsourcer based in Miami, FL. This outsourcer handles blended sales, customer service, and support campaigns on behalf of its Fortune 500 customers. Since inception, this organization used a beta version of CellIT Technologies' CCPRO product and was a common site for visits showcasing CellIT's new product. After successfully growing CCPRO, CellIT Technologies was purchased by Concerto Software and later merged with Aspect Communications to form Aspect Software. CCPRO was rebranded EnsemblePro and provided an on-premise deployment of inbound, outbound, and IVR software for this outsourcer.

After purchasing the assets of another outsourcer, which used Avaya as their contact center platform, our founder and his team spearheaded a company-wide initiative to replace the EnsemblePro product with the acquired Avaya solution. With major plans for growth, license restrictions for the Avaya system and a very costly upgrade path to Avaya's latest solutions, our founder was tasked yet again with finding the next technology platform for this organization. Oracle's Contact Center Anywhere, Interactive Intelligence, InContact, and several other incumbent vendor solutions were evaluated, but all required either a significant up-front capital expenditure or a costly per-seat license – or they simply did not meet the organization's requirements.

Identifying this as a major opportunity to make an impact on the industry, and with some prior experience using the Asterisk open source telephony framework, our founder set out to build a 100% cloud based and licensing-free pay per use solution geared towards managing customer interactions for contact centers of all sizes.

Industry Awards



Key Members

Marlon Williams, Founder and CEO


Marlon manages our day-to-day operations and has been developing applications since the age of 15 when he studied courses in software development using Java and Visual Basic. Upon completion of these programs, Marlon also completed certification programs in the areas of business management, accounting, sales and marketing, and business law. He started his career as a software developer, building healthcare applications for an Internet-based company in Sunrise, FL, while simultaneously pursuing a degree in Computer Information Systems from Miami Dade College. At 21, Marlon started a cloud-based health information technology company offering medical transcription, electronic medical records, and practice management software to physician practices primarily in South Florida, with several customers across the US.

His expertise in contact center technology began during his tenure as a Software Developer for a large contact center based out of Miami, FL, where he was eventually tapped to lead all of the organization's technology initiatives. This included application development, network and systems administration, and telecommunications.

Marlon has served as Treasurer for the Miami-Dade County Public Schools S.T.E.M. Advisory Board; President of the South Florida Chapter of the Society for Information Management; and is a current Board Member for the South Florida Digital Alliance.

Colin Stansfield, Chief Software Architect

Colin is responsible for overseeing the design and development of software products for the company and holds Bachelors' degrees in Computer Science and English and History as well as a Master's degree in Information Technology.



Colin started in the contact center industry in Professional Services installing and integrating more than 50 contact centers in 3 continents. After a brief stint in the software support organization, Colin subsequently spent 10 years as a Software Engineer for several contact center technology organizations architecting, implementing, deploying and supporting several interactive voice response and customer relationship management products.

Most recently, Colin served as the Director of Software Engineering and leader of a small agile team involved in all phases of software architecture, design, implementation, deployment and support, delivering a highly available, sustainable and supportable infrastructure for the industry leader of a cloud based restaurant retail organization.

Charles Callari, Chief Operating Officer

Charles is a business executive with over 25 years' experience in marketing, sales and technology. He holds a Bachelor of Science degree from Manhattan College in Management Information Systems and Computer Science. He has worked for companies such as IBM, Remedy, SYKES Enterprises and is currently our Chief Operating Officer. Callari joined the company as VP of Customer Development after eight years developing customer engagement solutions as the Global VP at Sykes Enterprises, a \$1.6 billion global leader in customer contact management solutions and services. At Sykes Enterprises, Callari focused on developing innovative contact center technology solutions for clients in the financial services, healthcare, technology, communications and public sector industries helping them achieve their growth objectives, and generating new revenue streams and new clients.

Callari is currently an active board member for Happiness is Camping, a summer camp for children with cancer. He also is an active member of the Board for Covenant House in Asbury Park, NJ in support of homeless youth.

Judson Noel, Customer Success Chief

Judson started his career at the age of 18, working as the Call Center Supervisor for a Miami-based contact center while studying network and systems administration. A quick learner, he was eventually moved to the IT Department and promoted to Helpdesk Technician within this organization, and was responsible for managing both Windows- and Linux-based environments. Judson outperformed his peers by accepting challenging tasks outside his area of expertise and continued his rise to the top of his group. This experience made him the primary point of contact for all network and systems-related activities for his company.

Today, Judson plays a critical role in the onboarding, demoing, and ongoing support for our customers.

Anthony Rossello, Junior Software Developer

Anthony is a student at the University of Florida pursuing a Bachelor of Science degree in Computer Science from the Herbert Wertheim College of Engineering, with a minor in Innovation.

He has been developing software since the age of 16, when he began learning Python in his spare time. Since then, Anthony has been devoting his time to sharpening his skills, solving problems, and acquiring proficiencies in multiple programming languages including C++, C#, Java, and Swift.

In addition to being a student at the University of Florida, Anthony is currently an officer of the UF Open Source Software Club, where he works on software in collaboration with other students.

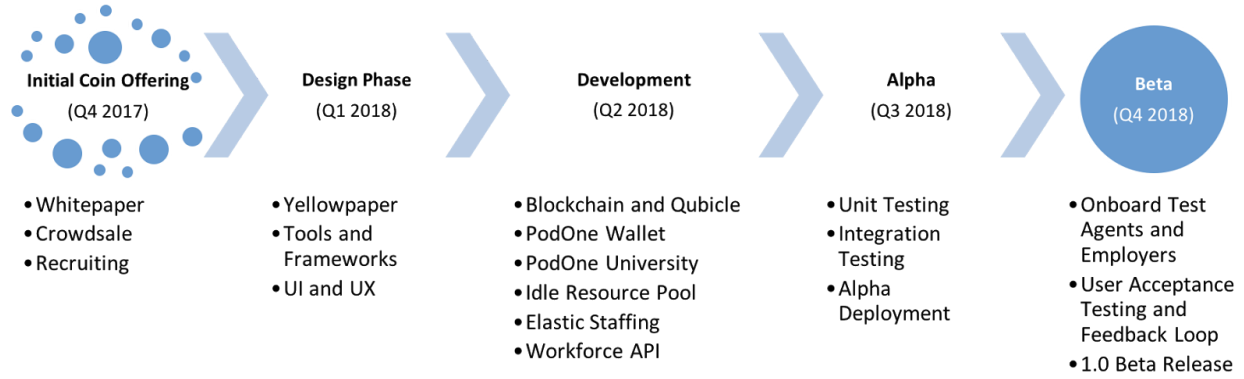
Initial Coin Offering

In order to fund its development, PodOne will host a public crowdsale by offering Qubicles for sale to holders of ethereum. The proceeds of the crowdsale will be used to recruit software developers to execute on the vision of PodOne and to hire growth marketers to promote PodOne to the contact center and freelancing industries.

Crowdsale Details

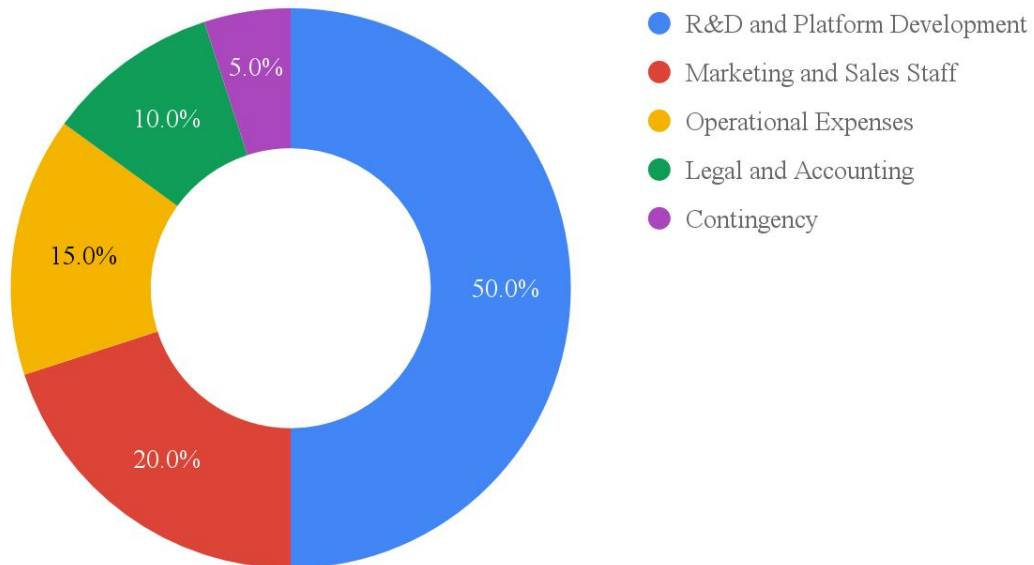
Token Description	Qubicles are used as the native token for the PodOne network's protocol and allow holders to post requests for assistance, receive payments and rewards for work performed, and create, use, or receive payment for content courses.
Ticker Symbol	QBE
Start Date	Phase 1: January 15, 2018 12:00 AM ET Phase 2: March 1, 2018 12:00 AM ET
End Date	Phase 1: February 15, 2018 12:00 AM ET Phase 2: March 31, 2018 12:00 AM ET
Exchange Rate	Phase 1: 3,000 QBE = 1 ETH (100% bonus) Phase 2: 1,500 QBE = 1 ETH
Token Percentage of Offering During Sale	70% = Token Sale participants 20% = Reserve held by company 10% = Bounties and user growth/rewards pool
Token Contract Address	TBD - Published only via website 48-72 hours before crowdsale
Fixed Supply Cap	100,000,000 QBE
Min/Max Sale Goal	1,000 ETH / 45,000 ETH
Token Type	ERC20 Compliant

Roadmap



Use of Proceeds

Budget Allocation



Frequently Asked Questions

❑ **When will the Crowdsale occur?**

We are going live with our bonus sale from January 15, 2018 at 8:00 UTC to February 15, 2018 at 8:00 UTC, where Qubicles will be available for purchase at a 100% bonus. The final token sale will begin on March 1st, 2018 at 8:00 UTC. It will end when the maximum ETH limit has been reached or on March 31st, 2018 at 8:00 UTC, whichever occurs first.

The PodOne contract will be available on the mainnet 48-72 hours before the crowdsale begins.

❑ **What crypto-currencies are accepted in the crowdsale?**

Since Qubicles are ERC20-based tokens, only ETH will be supported during this sale. In order to participate, you must have an Ethereum wallet to send ETH to the PodOne contract token that will be published 48 hours before the crowdsale start date. If you are a holder of other crypto-currencies, you can easily exchange a desired amount for ETH to participate.

❑ **What does a QBE represent? How is it different than a Qubicle?**

QBE (pronounced “Cube”) represents the short-hand symbol for Qubicle tokens in the PodOne contact center network. Qubicles are used to post requests for assistance, receive payment for work performed, and to create, use or receive payment for user-generated content created in PodOne University. Qubicles do not give rights in the company, nor do they grant promises of future performance or serve as securities.

❑ **How will the bounties and user growth pool be used?**

We are allocating ten percent (10 %) of Qubicles to bounties (5%) and user growth and rewards (5%), which will be used to reward those who aided in the promotion of the PodOne network crowdsale. Once post-sale bounties have been distributed, the balance of this pool will be used creatively to help seed PodOne by incentivizing users for engaging with the network via our Qubicle Ratings Engine.

❑ **Which wallets are compatible with Qubicles?**

Qubicles are ERC20-based tokens and are currently supported by all wallets that have adopted the ERC20 standard. Visit ethereum.org to learn more about wallet support.

❑ **Will you have a follow-on sale? What happens to unsold tokens?**

Once our crowdsale has ended, we will not host a follow-on sale. Unsold tokens will be reassigned for use in our Qubicle Ratings Engine.

