

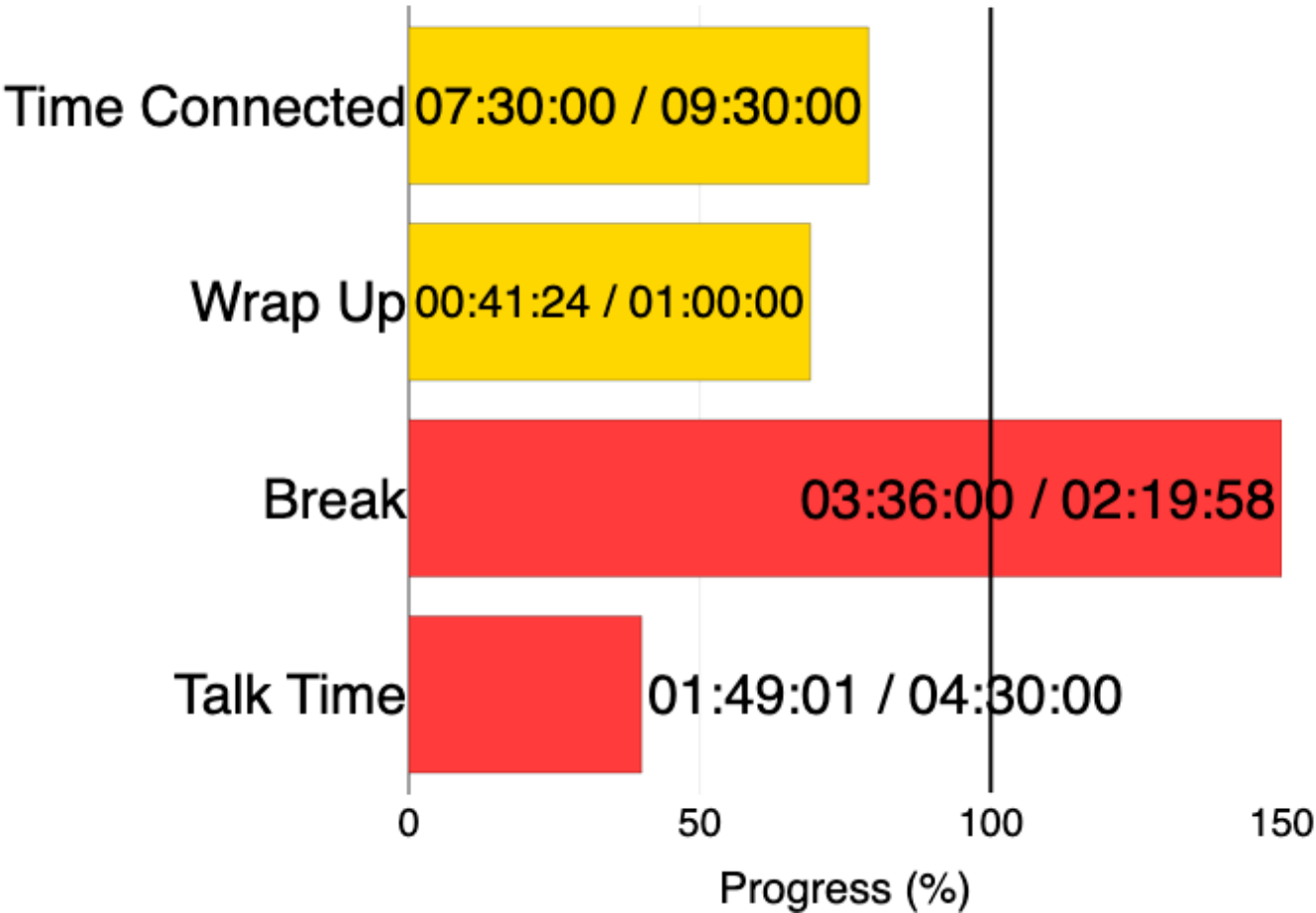
PERFORMANCE ALERT

Agent: a bernal | Office: Army | Date: August 04, 2025

- 09:33:56 into shift, high break time — took 04:26:02 (limit is 02:47:58)
This is your opportunity to get back on track

Your metrics are slipping, but this is your chance to flip the script. Good metrics aren't just numbers — they're the key to winning in our pursuit of success. Every minute on the phones matters, and you've still got time to make it count. Stay logged in, keep breaks short, and cut down wrap-up time. Lock in now, and you can finish your shift strong and prove what you're capable of.

Your Current Metrics



Send a quick message to your manager to catch up on your metrics. Stay focused and finish strong!