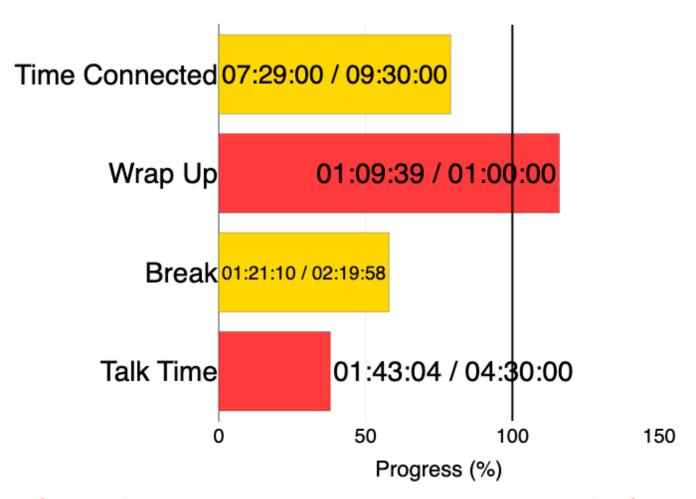
Agent: e nasr | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:33:25 (limit is 01:12:00)
 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**

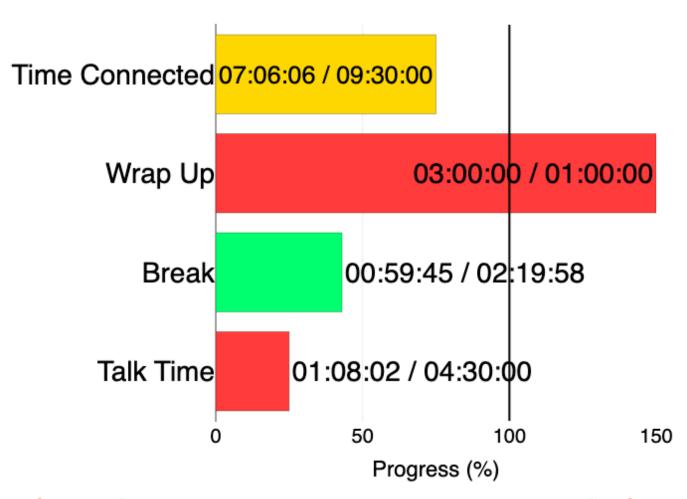


Agent: e emma | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 03:18:00 (limit is 01:12:00)
 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**



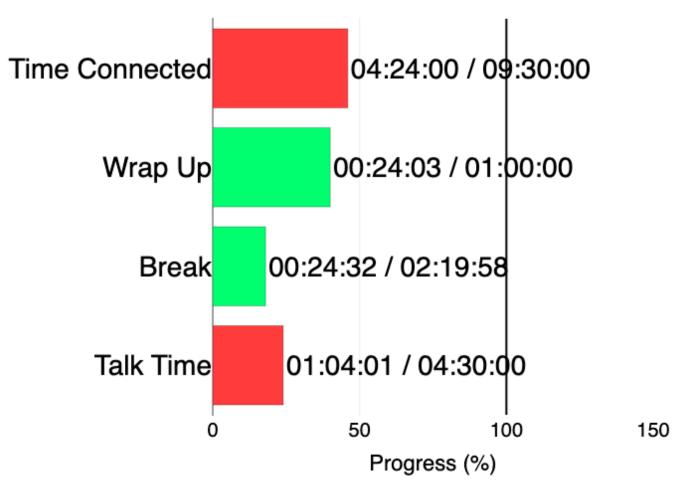
### Agent: e amconz | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, short on time connected — has 04:24:00 when expected is at least 08:33:00

### 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**

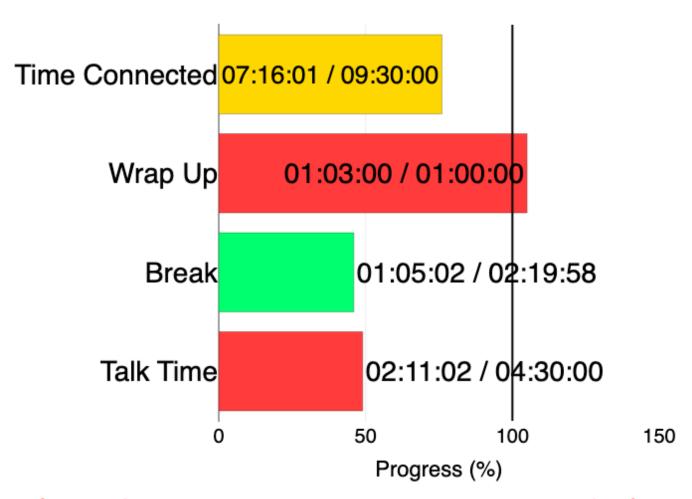


### Agent: e bakhet | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:27:00 (limit is 01:12:00)
 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**



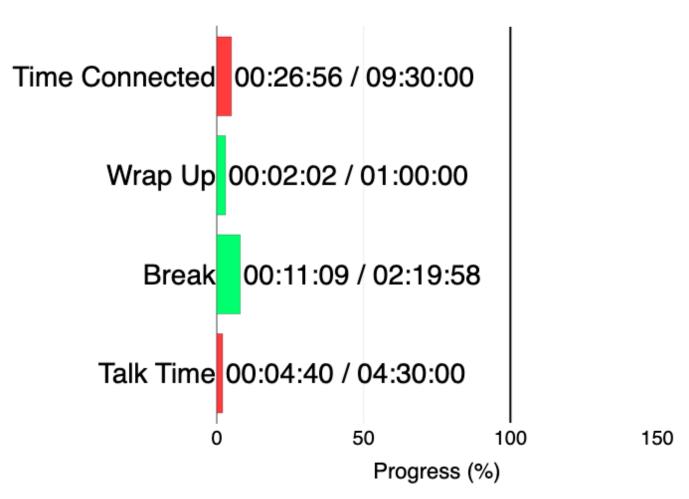
Agent: e elnour | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, short on time connected — has 00:26:56 when expected is at least 08:33:00

### 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**



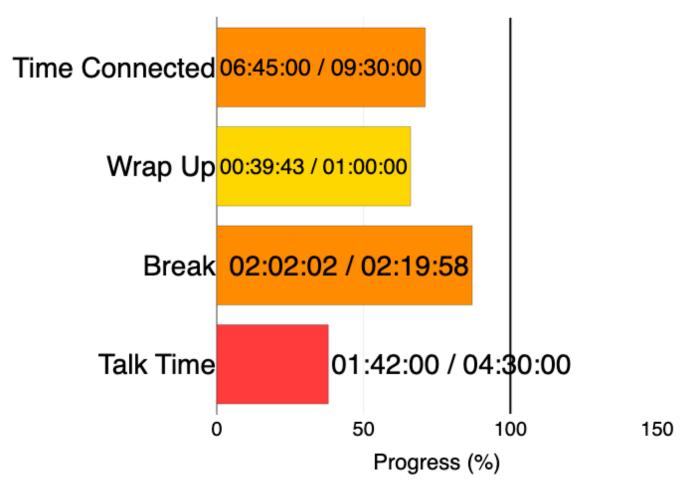
Agent: e saad | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, short on time connected — has 06:45:00 when expected is at least 08:33:00

### 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**

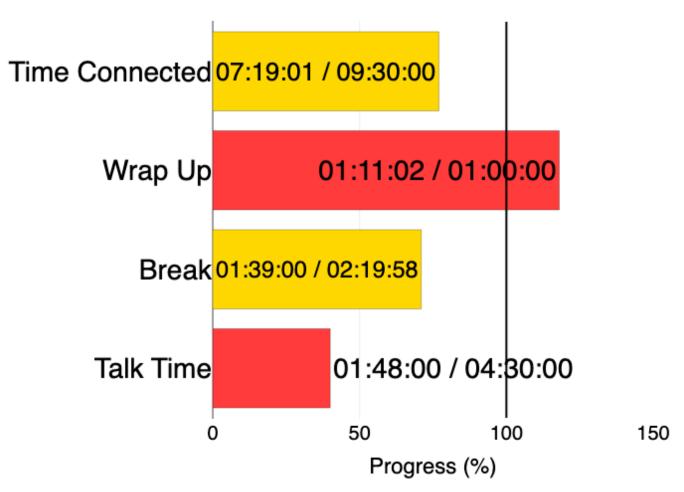


Agent: e said | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:39:00 (limit is 01:12:00)
 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**



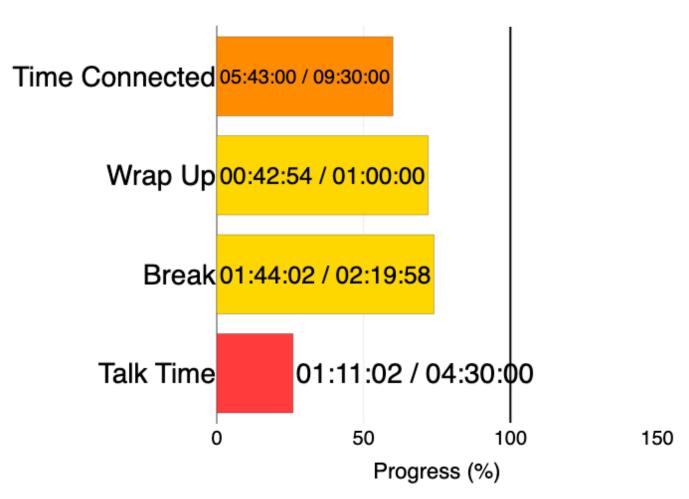
### Agent: e tommy | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, short on time connected — has 07:23:02 when expected is at least 08:33:00

### 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**

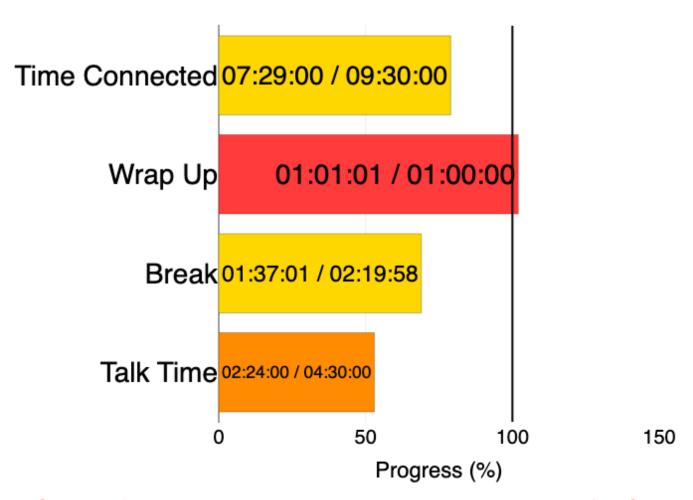


### Agent: e abozaiod | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:15:00 (limit is 01:12:00)
 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**

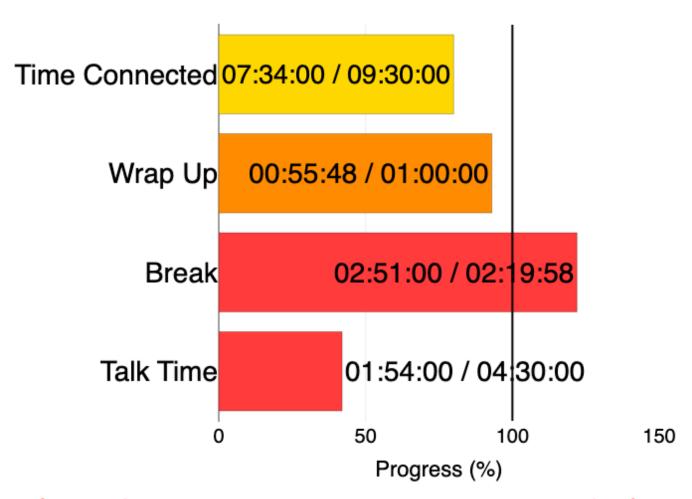


### Agent: e almohsen | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 03:21:00 (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**

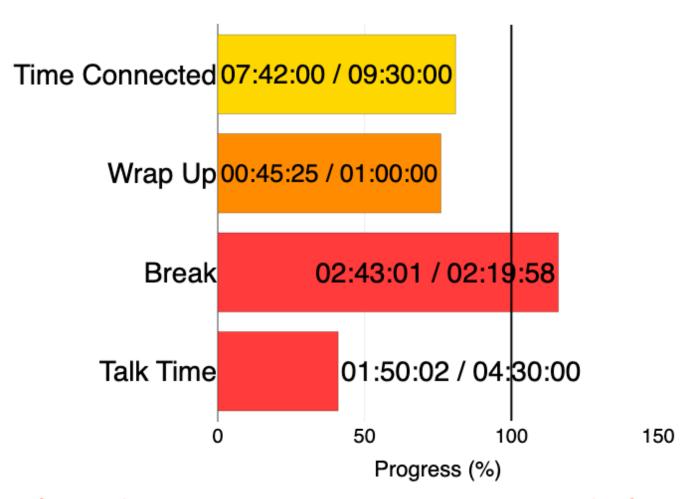


### Agent: e andrew | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 02:57:00 (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**

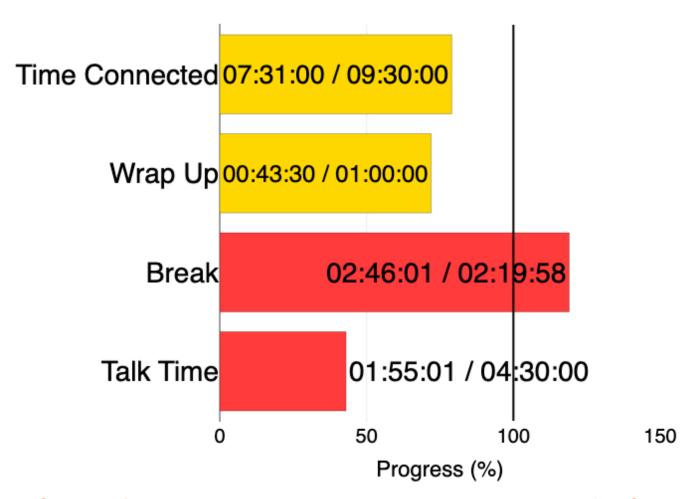


### Agent: e ashasam | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 03:06:00 (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**



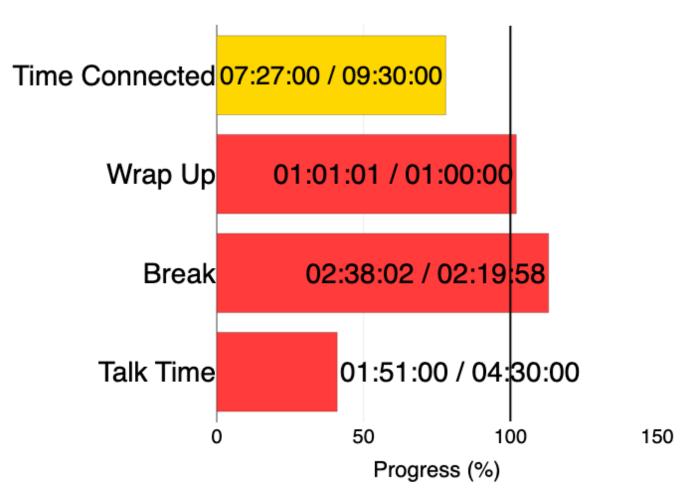
Agent: e copper | Office: Egypt | Date: August 04, 2025

- 09:33:56 into shift, high break time took 02:58:01 (limit is 02:47:58)
- 09:33:56 into shift, high wrap-up time used 01:15:00 (limit is 01:12:00)

### 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**

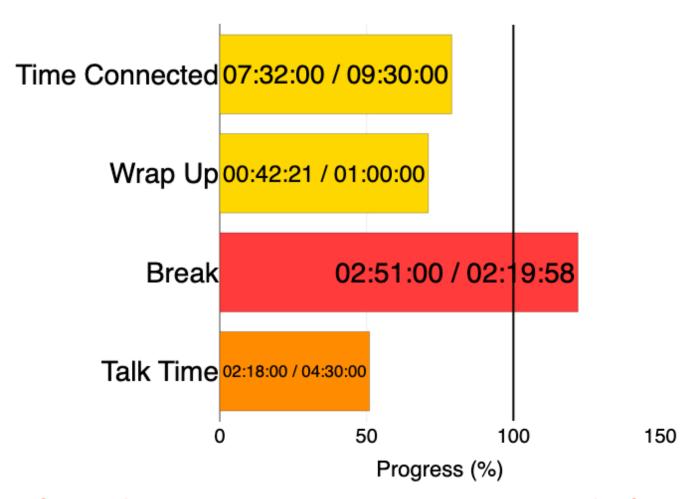


Agent: e elena | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 03:11:02 (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**

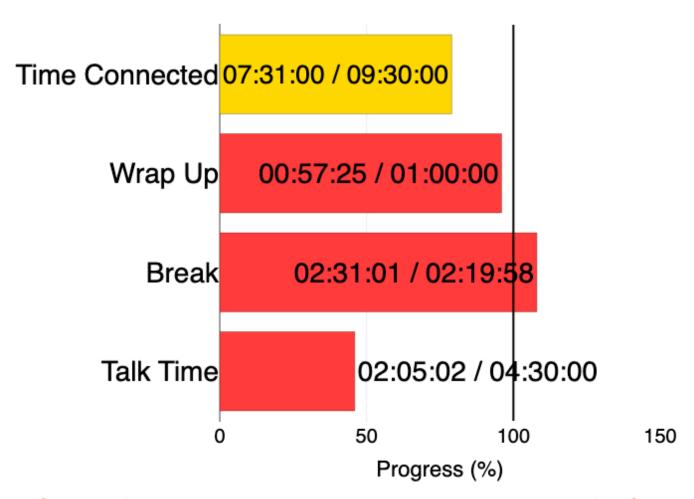


Agent: e elijah | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:15:00 (limit is 01:12:00)
 This is your opportunity to get back on track

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### **Your Current Metrics**

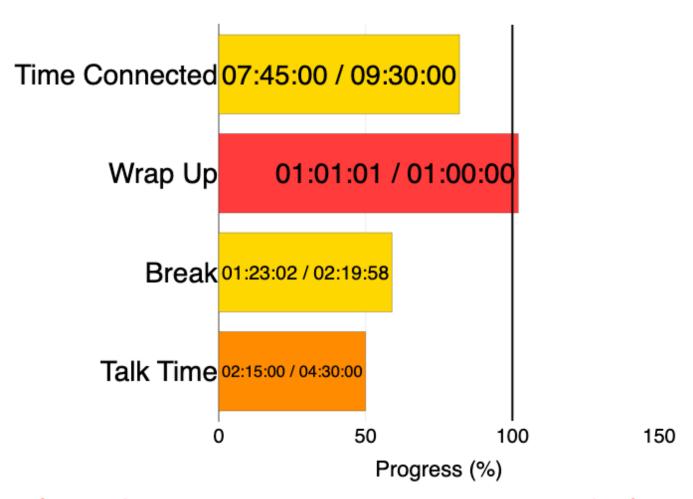


### Agent: e esabrahim | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:14:02 (limit is 01:12:00)
 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**

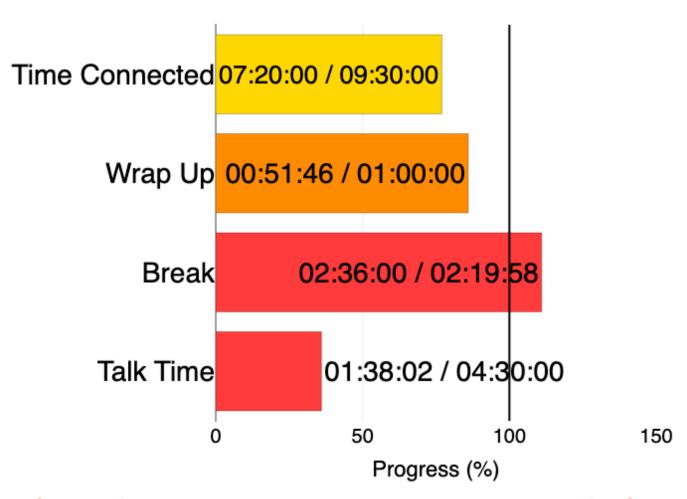


### Agent: e famohamed | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 03:15:00 (limit is 02:47:58)
 This is your opportunity to get back on track

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### **Your Current Metrics**

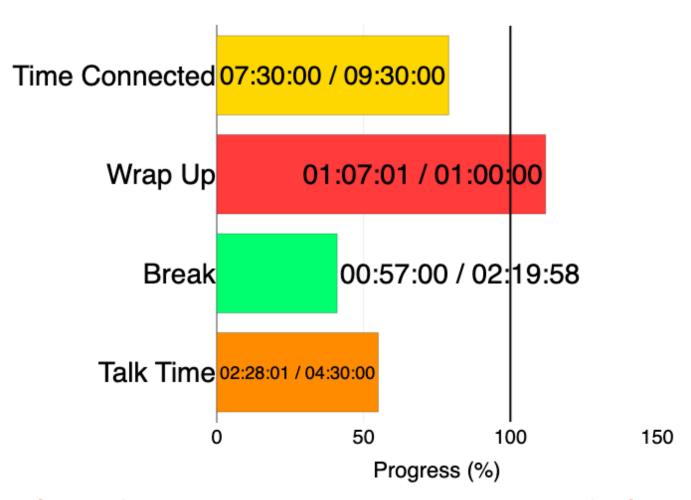


Agent: e gamal | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:26:02 (limit is 01:12:00)
 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**

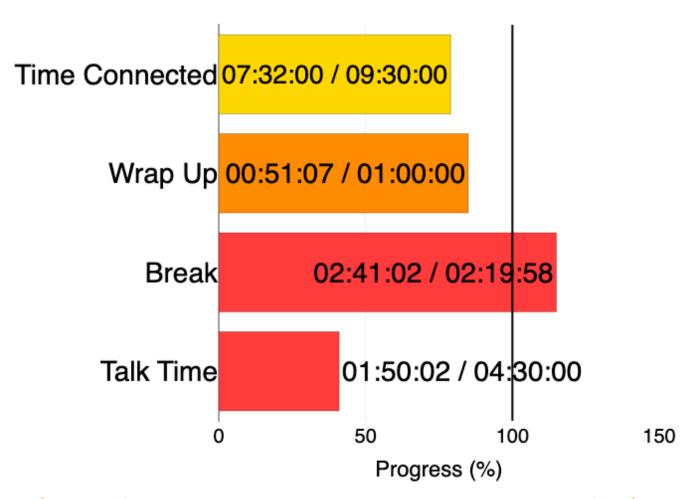


### Agent: e hamad | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 03:15:00 (limit is 02:47:58)
 This is your opportunity to get back on track

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#### **Your Current Metrics**

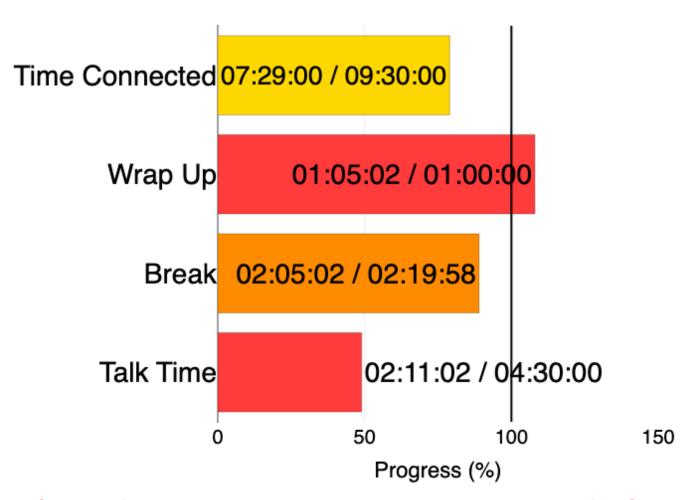


### Agent: e hammed | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:20:02 (limit is 01:12:00)
 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**

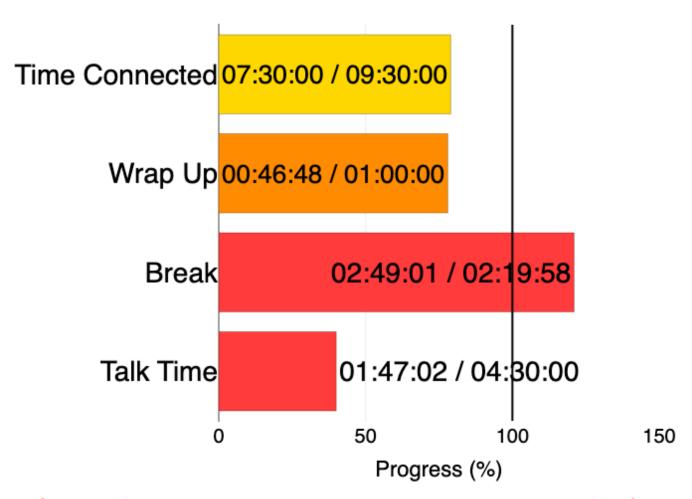


Agent: e hazel | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 02:49:01 (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**

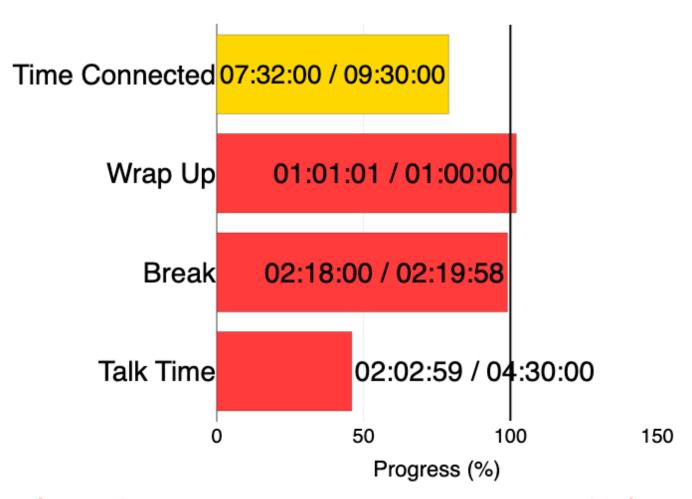


Agent: e hima | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:22:01 (limit is 01:12:00)
 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**

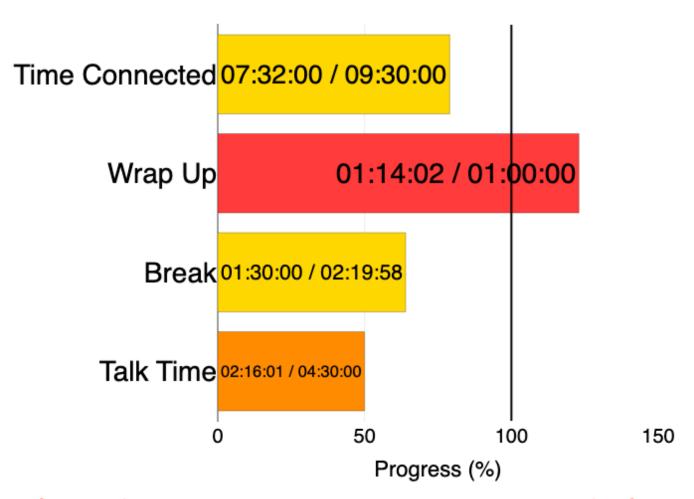


Agent: e jaden | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:37:01 (limit is 01:12:00)
 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**

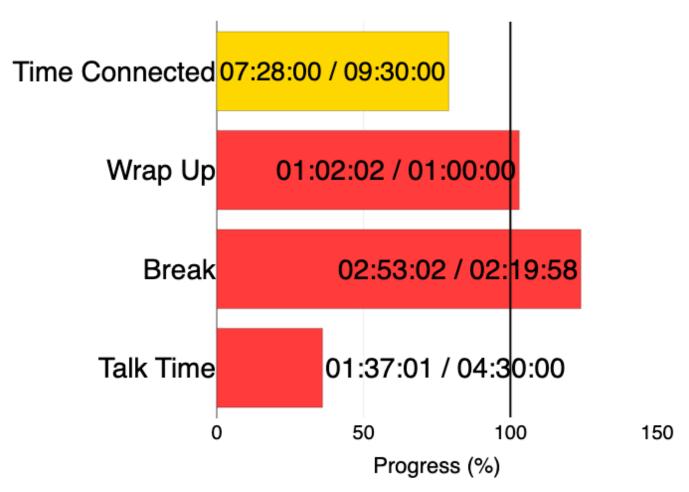


Agent: e james | Office: Egypt | Date: August 04, 2025

- 09:33:56 into shift, high break time took 03:13:01 (limit is 02:47:58)
- 09:33:56 into shift, high wrap-up time used 01:16:01 (limit is 01:12:00)
  This is your opportunity to get back on track

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#### **Your Current Metrics**

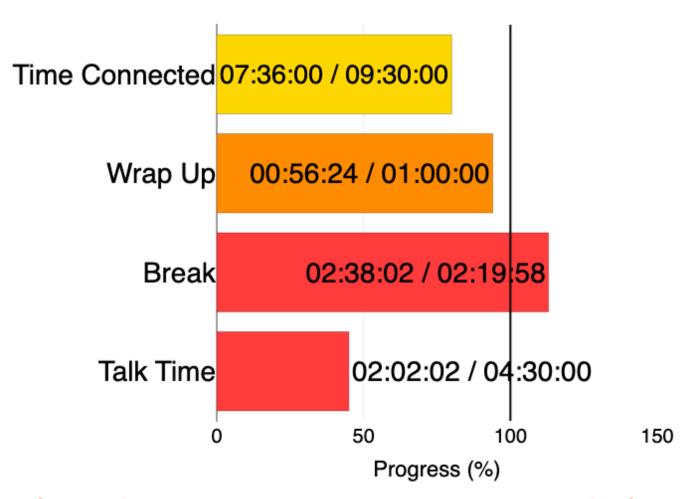


Agent: e jane | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:13:01 (limit is 01:12:00)
 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**

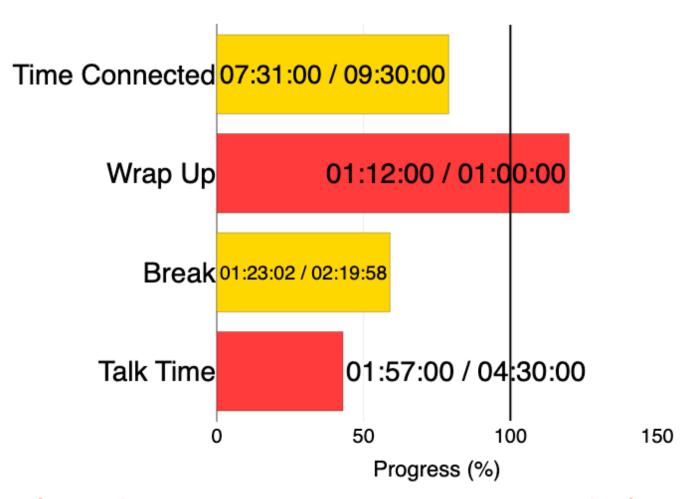


Agent: e leina | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:26:02 (limit is 01:12:00)
 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**

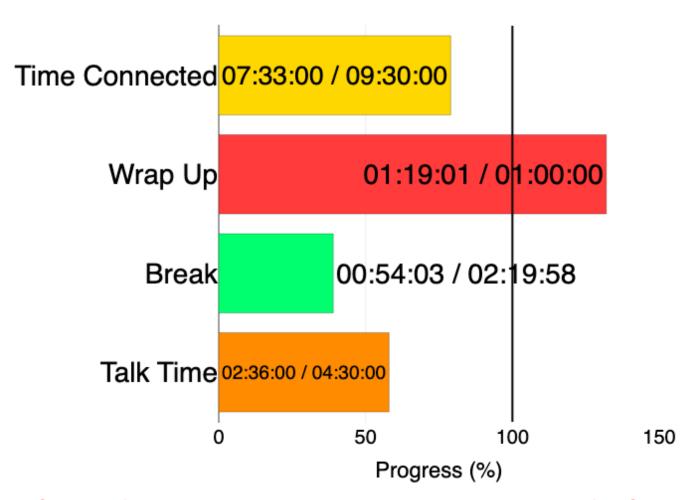


### Agent: e mabuelfadl | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:40:01 (limit is 01:12:00)
 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**



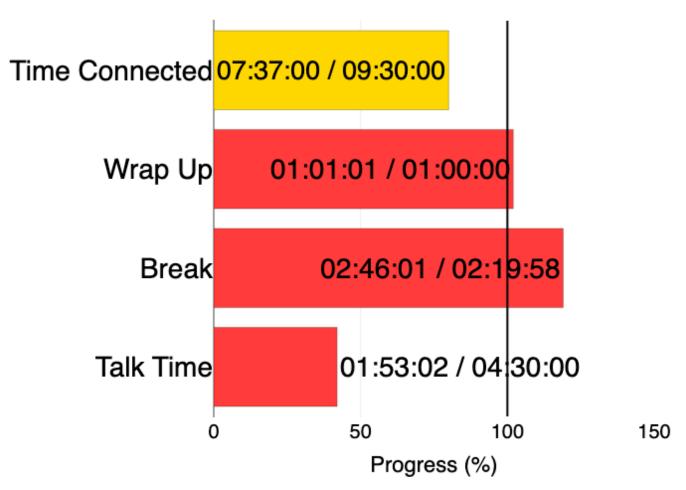
Agent: e mason | Office: Egypt | Date: August 04, 2025

- 09:33:56 into shift, high break time took 03:18:00 (limit is 02:47:58)
- 09:33:56 into shift, high wrap-up time used 01:15:00 (limit is 01:12:00)

### This is your opportunity to get back on track

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#### **Your Current Metrics**

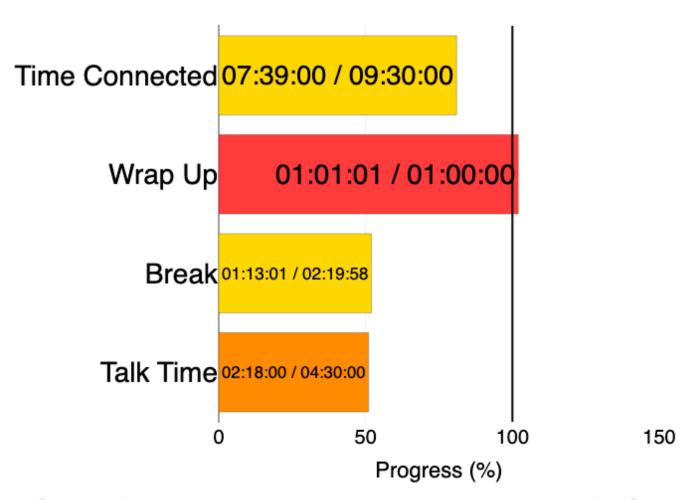


Agent: e matta | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:16:01 (limit is 01:12:00)
 This is your opportunity to get back on track

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#### **Your Current Metrics**

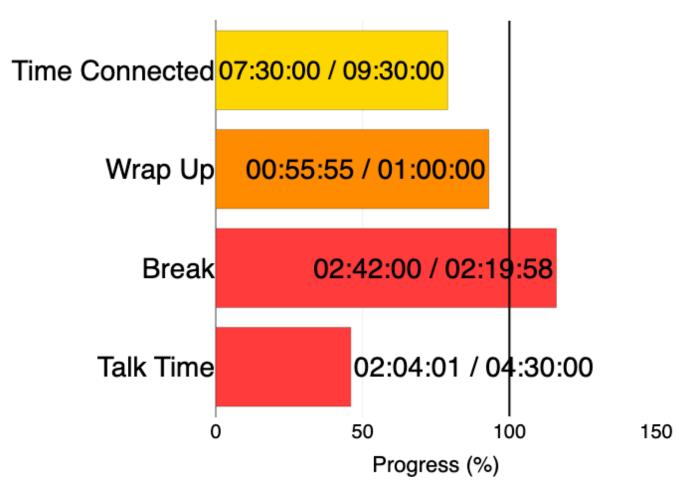


### Agent: e morgan | Office: Egypt | Date: August 04, 2025

- 09:33:56 into shift, high break time took 03:02:02 (limit is 02:47:58)
- 09:33:56 into shift, high wrap-up time used 01:13:01 (limit is 01:12:00)
  This is your opportunity to get back on track

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#### **Your Current Metrics**

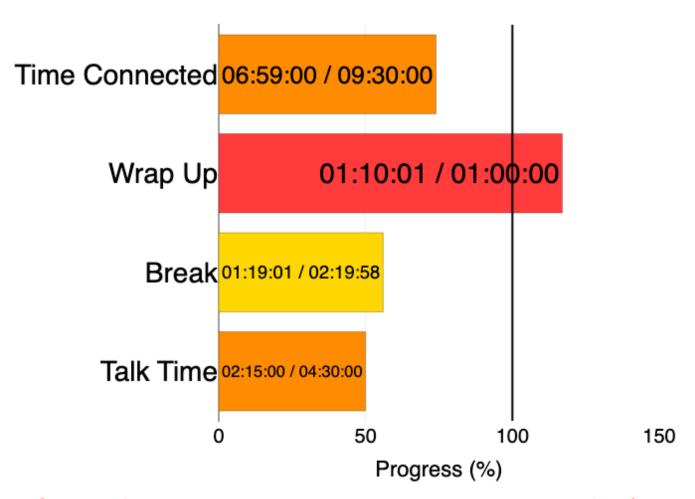


### Agent: e munour | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:22:01 (limit is 01:12:00)
 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**

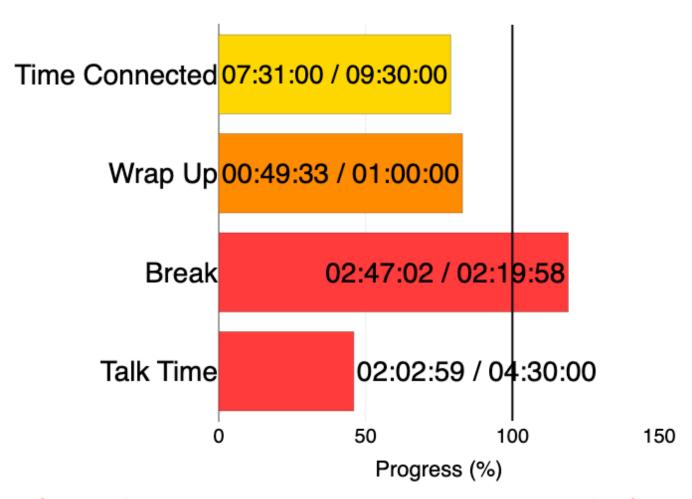


### Agent: e phoneix | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 03:36:00 (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**

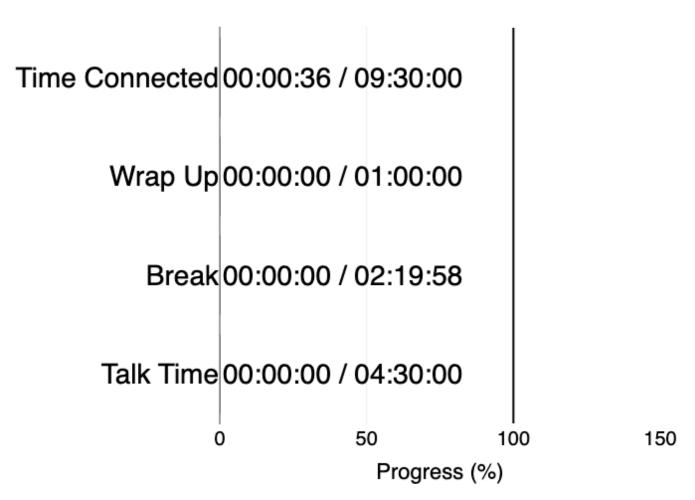


Agent: e qutub | Office: Egypt | Date: August 04, 2025

- 09:33:56 into shift, short on time connected has 00:00:36 when expected is at least 08:33:00
- 09:33:56 into shift, flagged for late login very little time connected
  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**

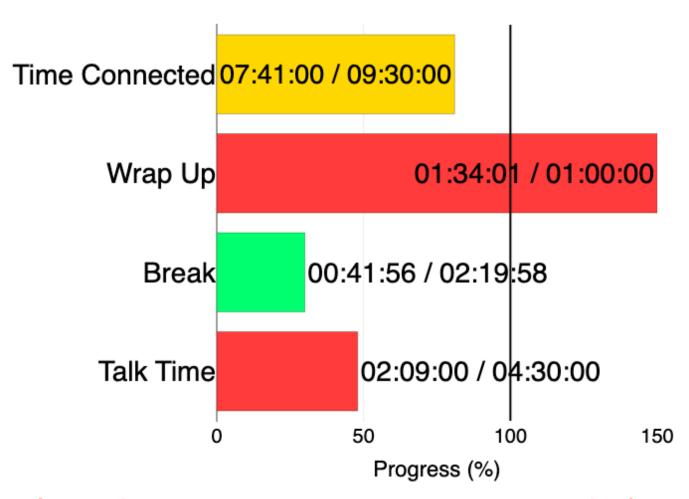


Agent: e samah | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:55:01 (limit is 01:12:00)
 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**



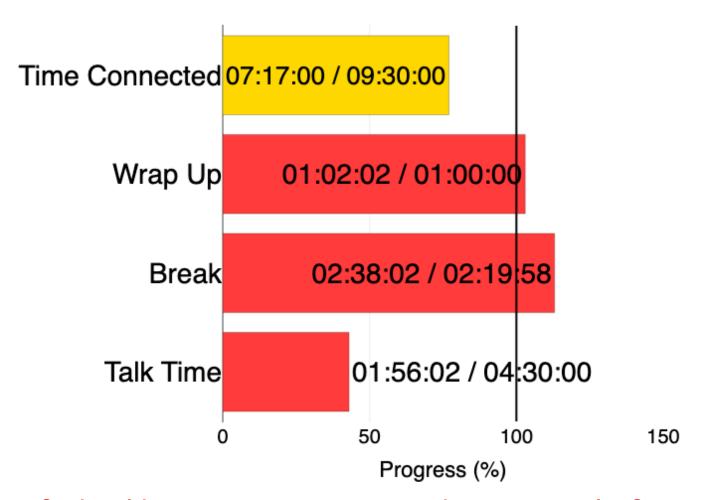
Agent: e scott | Office: Egypt | Date: August 04, 2025

- 09:33:56 into shift, high break time took 03:04:01 (limit is 02:47:58)
- 09:33:56 into shift, high wrap-up time used 01:14:02 (limit is 01:12:00)

### 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**

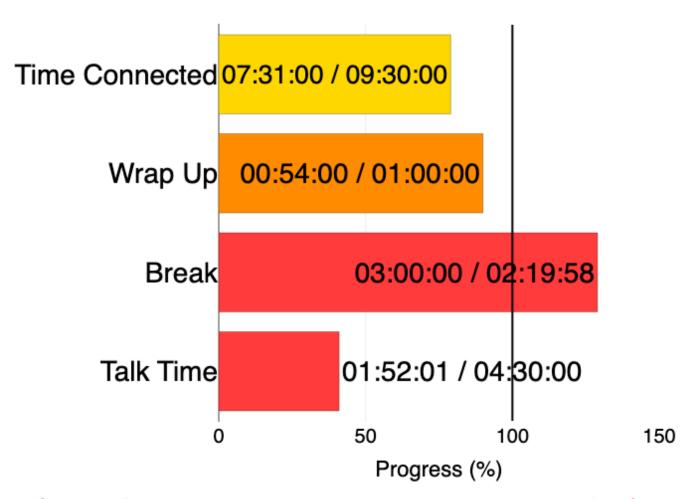


Agent: e sediq | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high break time — took 03:15:00 (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**

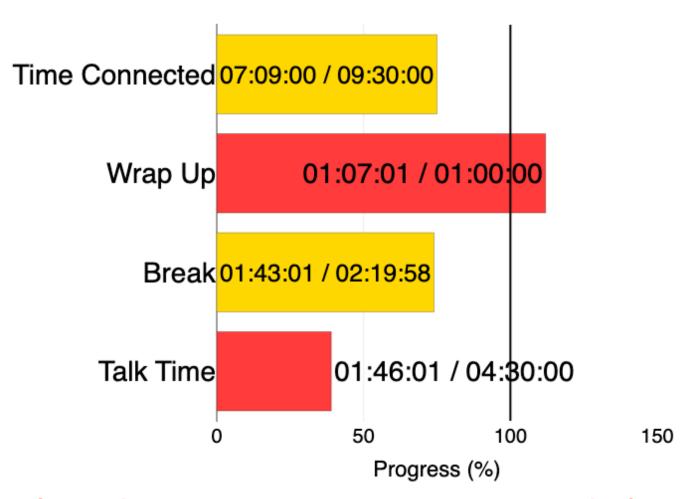


### Agent: e shabban | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:28:01 (limit is 01:12:00)
 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**

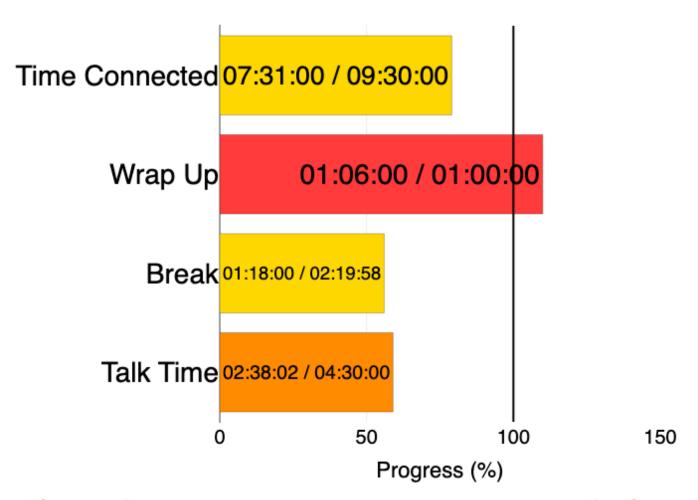


Agent: e tag | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:19:01 (limit is 01:12:00)
 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**

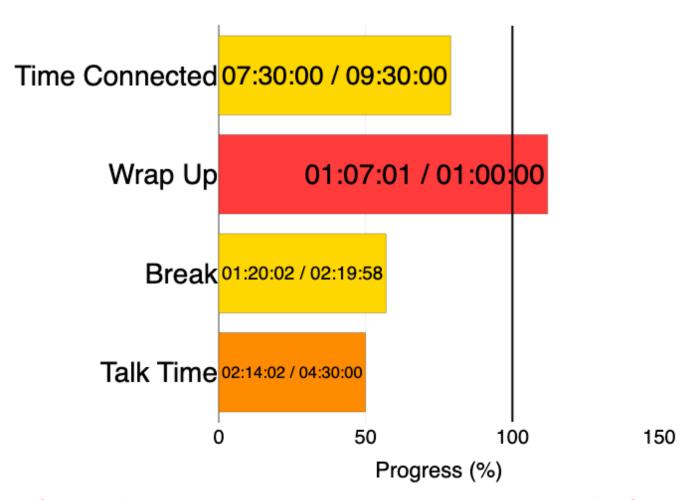


Agent: e tawel | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:23:02 (limit is 01:12:00)
 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**

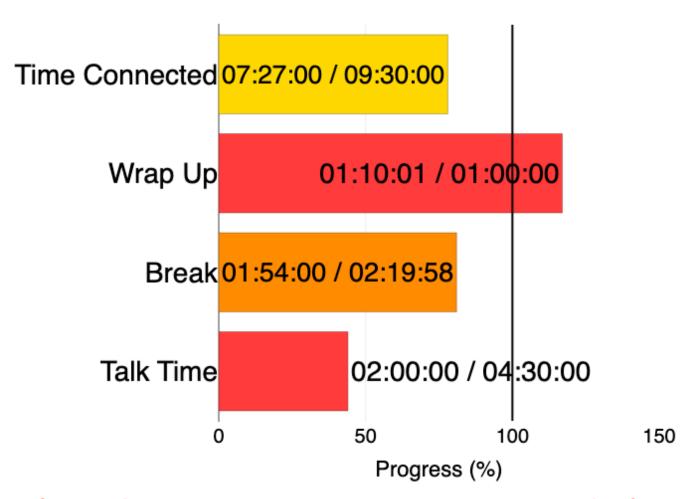


Agent: e wagdy | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:25:01 (limit is 01:12:00)
 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**

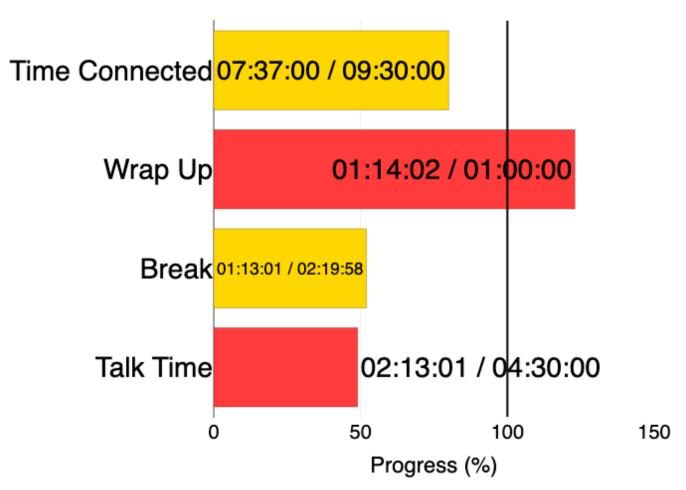


### Agent: e yamr | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, high wrap-up time — used 01:28:01 (limit is 01:12:00)
 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**



### Agent: e mazony | Office: Egypt | Date: August 04, 2025

09:33:56 into shift, short on time connected — has 08:06:00 when expected is at least 08:33:00

### 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**

