

# PERFORMANCE ALERT

Agent: w mike | Office: West | Date: August 04, 2025

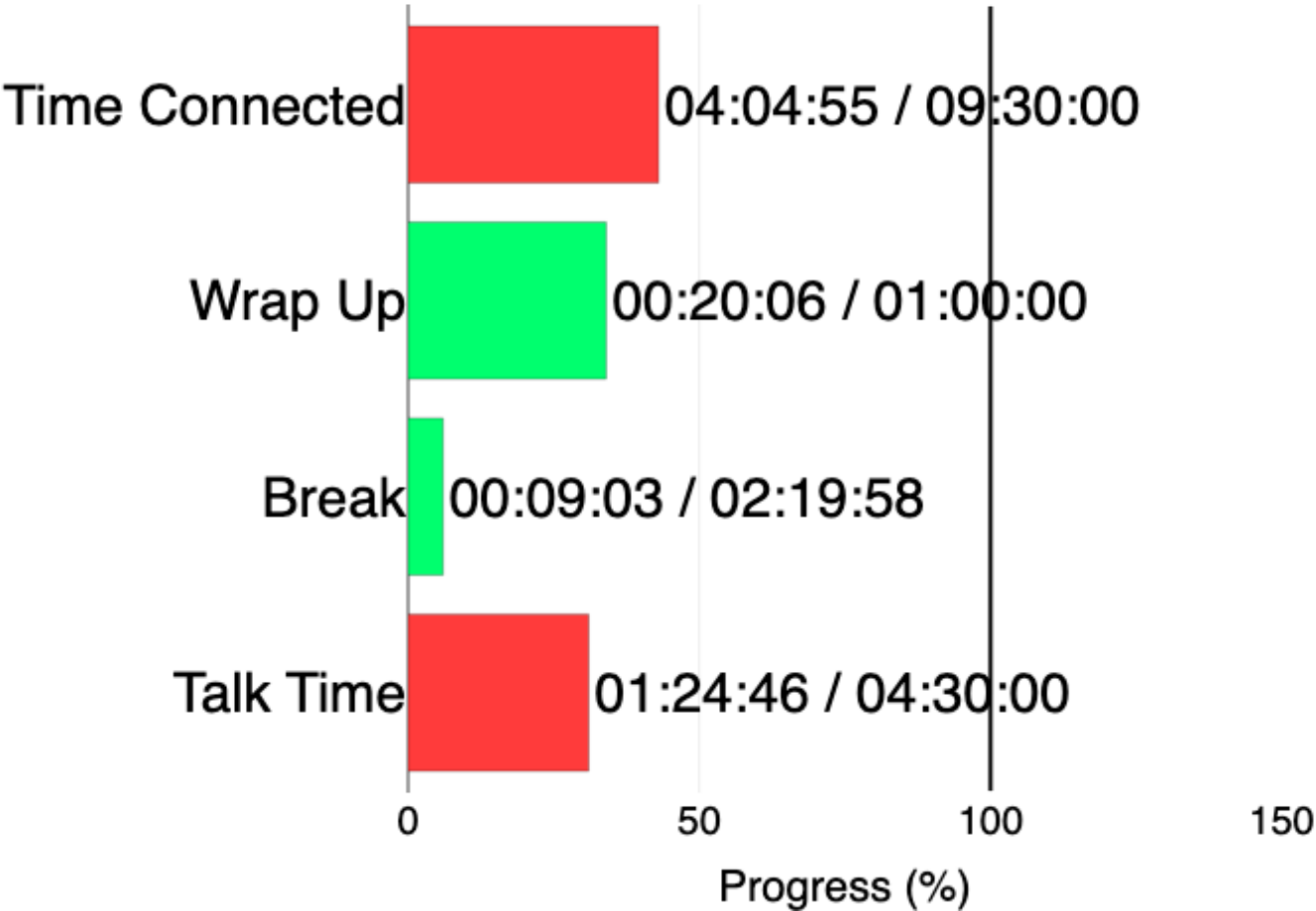
## Opportunity to Get Back on Track

At this point in your shift, your metrics are falling behind. More time connected means more chances to succeed. Here's what triggered this flag:

- 04:44:16 into shift, short on time connected — has 04:04:55 when expected is at least 04:15:50

You still have time to turn this around. Stay logged in, limit breaks, and focus on calls to finish your shift strong.

### Your Current Metrics



Stay focused, reduce downtime, and finish strong.