

PERFORMANCE ALERT

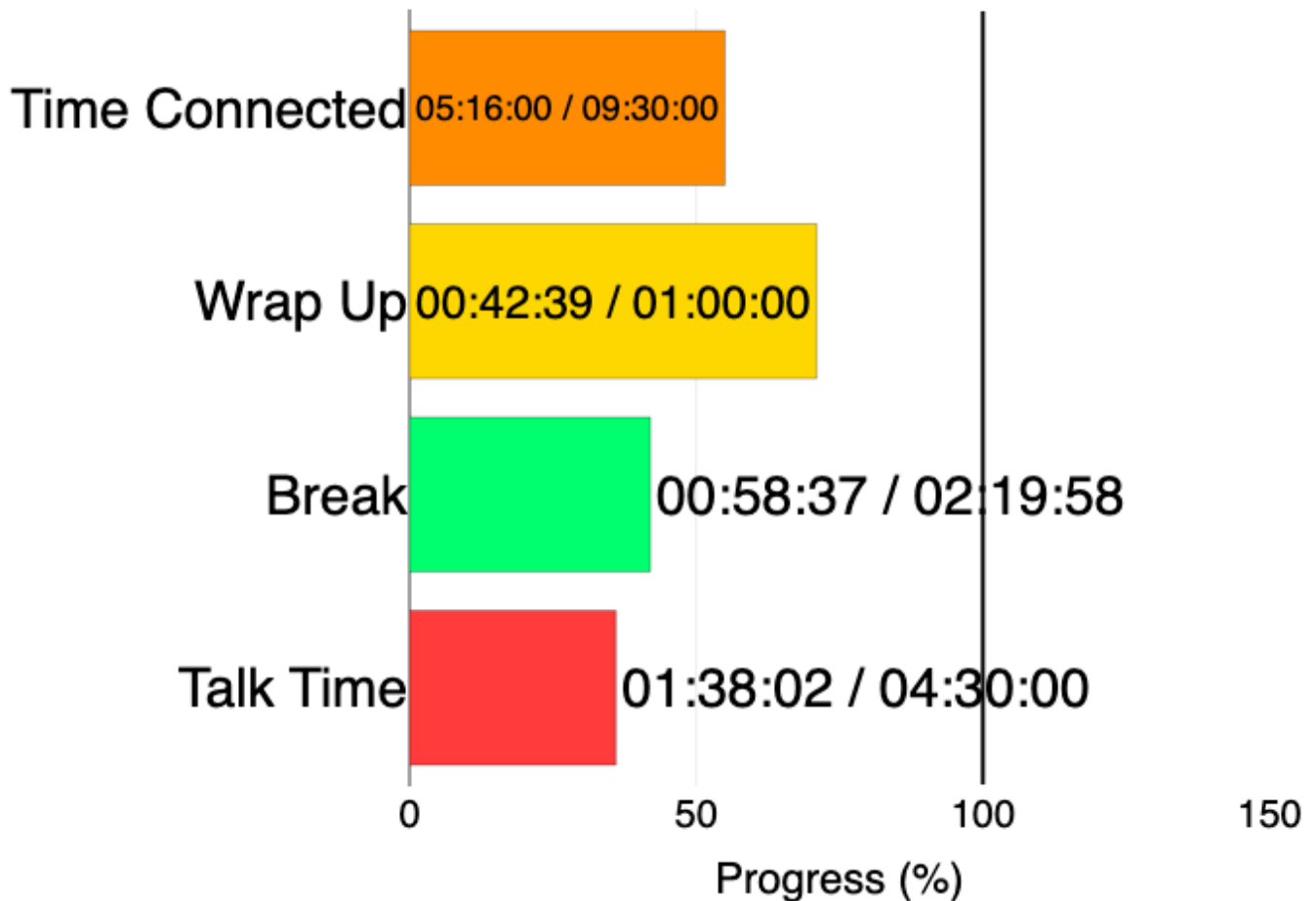
Agent: a castano | Office: Army | Date: August 04, 2025

- 07:26:58 into shift, short on time connected — has 05:59:02 when expected is at least 06:42:16

This is your opportunity to get back on track

At this point in your shift, your metrics are falling behind. Good metrics are essential in our pursuit of success, and every minute on the phones counts. The good news is that there's still time to turn this around. By staying logged in, limiting breaks, and keeping wrap-up time short, you can finish your shift strong and push your performance back on track. Remember, consistency and focus now not only help you meet today's goals but also set you up for greater success moving forward.

Your Current Metrics



Send a quick message to your manager to catch up on your metrics. Stay focused, minimize downtime, and make sure you finish the day strong!