

# PERFORMANCE ALERT

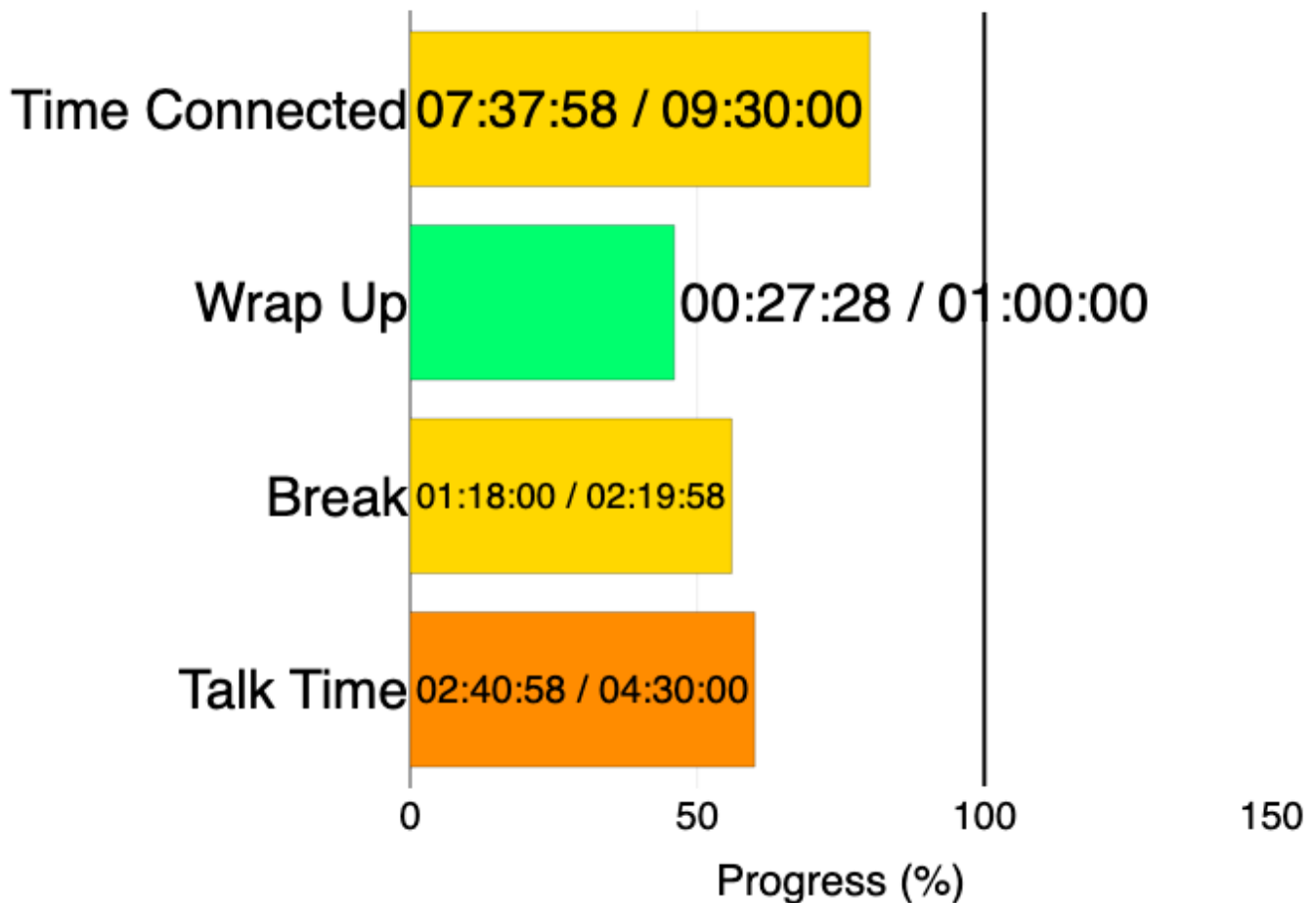
Agent: w castaneda | Office: West | Date: August 04, 2025

- 09:22:53 into shift, short on time connected — has 07:37:58 when expected is at least 08:26:36

**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!**