

Employee Name: Akram Mohammed

Employee OHR: 703311910

Date of Issue: 19/4/2022

Hi Akram,

You have been found violating the guidelines of the company as evidenced by compliance Team in the month March'19 where you were found disconnecting the calls without disclaimer, even though customer was talking to you on the call. You are having 6 invalid disconnects for the month of March'22. Please consider this as the feedback and do not repeat this again as disconnecting the calls from your end without giving disclaimer may lead to CAP as per policy.

Please find the below data regarding the same any single instance going forward may lead to CAP.

Connect Date	AHT(00:00:00)	Agent Name	Supervisor	Valid/Invalid Disconnection	Invalid Disconnections - Remarks
3/19/22 12:35 PM	00:00:38	Akram Mohammed	Ravindra Kamble	Invalid	No conversation on call, agent disconnected the call without giving disclaimer
3/19/22 12:11 PM	00:00:44	Akram Mohammed	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/17/22 12:51 PM	00:00:19	Akram Mohammed	Ravindra Kamble	Invalid	Agent disconnected the call during the conversation
3/17/22 12:35 PM	00:00:07	Akram Mohammed	Ravindra Kamble	Invalid	Agent disconnected the call without speaking
3/17/22 7:02 AM	00:00:11	Akram Mohammed	Ravindra Kamble	Invalid	Agent did not respond to the customer and disconnected the call
3/16/22 10:55 AM	00:00:16	Akram Mohammed	Ravindra Kamble	Invalid	Agent did not respond to the customer and disconnected the call

Thanks,
 Ravindra Kamble