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| **Let’s begin the journey of challenges and fun**  ***Change to:****Let’s begin a new employment journey* (need krishna’s help) done    **Hello, welcome aboard / Here’s your access card**  ***Change to:***  *Hello, welcome to HGS/to the HGS Family!*  *We are excited that you are joining us! Here’s your employee badge.* (need krishna’s help) done    ***A few weeks later (just add ‘A’)*** (need vendor’s help) done    Why is my internet connection so slow? I don’t pay you for such crappy service  ***Change to: My internet connection is really slow. Why is this?*** (no dependency) done    **Customer service is all about helping customers and creating moments of delight, one call at a time!**  ***Change to:****Customer Service is all about helping customers in a fast and professional manner – one caller at a time.* (need krishna’s help) done    **--Transition –**  Going straight to: “***Let’s wind down a bit/it’s time to have some fun****”* from the previous screen makes it look like they’re on their cellphone on the call floor. (need clarification)  -          ***Change to: It’s break time! Let’s wind down and have some fun!*** (need vendor’s help)      ***“Customer Delight” bar graph –*Change to Customer Satisfaction** (need vendor’s help) done    **Change Awards Night to: *Rewards & Recognition – make this change only for US and Canada. For India and Jamaica, retain as is.*** (need vendor’s help) done      **Congratulations! Your stellar performance has earned you this year’s top award!**  ***Change to:****Congratulations! Your stellar performance will have you winning awards!* (need vendor’s help) done    **Change statement to:**  **Time flies when your work becomes your passion. And upskilling paves the path to growth. Congratulations on being promoted!** (need vendor’s help)    **There’s a tack board in the background – make it neater/organized** (need krishna’s and vendor’s help)    **Great job fulfilling your duties and achieving financial goals. It’s now time to treat yourself a little!**  ***Change to:****Take a moment to reflect on your accomplishments.**It’s now time to treat yourself!* (need vendor’s help)    **Wasn’t that a fantastic experience?**  ***Change to:****Did you enjoy seeing what your future could look like?* (need krishna’s help) done    **Are you excited to begin the journey as the contact center executive?**  ***Change to:****Are you excited to start your new journey as a Customer Service Agent? Apply now and refer your friends!* (need krishna’s help) done |

This should be changed only for US Canada (need vendor’s help)

**Great job fulfilling your duties and achieving financial goals. It’s now time to treat yourself a little!**

***Change to:****Take a moment to reflect on your accomplishments.**It’s now time to treat yourself!*

Also no HGS reference anywhere please I see it in the first few lines - welcome to HGS family।।plz remove that (need clarification)