

**From:** [Allie Kempf](#)  
**To:** [Donald Green](#)  
**Subject:** Emily Bonds: 5 Missed Consults 9/17/24  
**Date:** Tuesday, September 17, 2024 2:31:46 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
**Importance:** High

Hey Don!

Emily Bonds has missed 5 of her consultation calls today:

<input type="checkbox"/>	BRP-758520		NO SHARPEN RECORD E. Bonds 9/17 9:00am (TM)	Sep 17, 2024	
<input type="checkbox"/>	BRP-758878		NO SHARPEN RECORD E. Bonds 9/17 9:45am (TM)	Sep 17, 2024	
<input type="checkbox"/>	BRP-759211		NO SHARPEN RECORD E. Bonds 9/17 10:30 am (TM)	Sep 17, 2024	
<input type="checkbox"/>	BRP-757460		NO SHARPEN RECORD E. Bonds 9/17 12:15 pm (MR)	Sep 17, 2024	
<input checked="" type="checkbox"/>	BRP-759562		NO SHARPEN RECORD E. Bonds 9/17 12:45 pm (MR)	Sep 17, 2024	

She has contacted 3 of the 8 clients that were on her schedule today:

6) Attorney Interaction Last Week Excluding calls with no talk time.						
Date range: 2024-09-17 00:00:00 - 2024-09-17 23:59:59						
	Start Time	End Time	Queue Name	Communication Type	Reason for Hangup	Source Number
	2024-09-17 09:15:22	2024-09-17 09:29:19	F-Emily Bonds	phoneCall	HANGUP:CALLER	+14044141606
	2024-09-17 09:30:22	2024-09-17 09:31:00	F-Emily Bonds	phoneCall	HANGUP:AGENT	+16059399283
	2024-09-17 09:31:11	2024-09-17 09:37:23	F-Emily Bonds	phoneCall	HANGUP:CALLER	+16059399283
	2024-09-17 12:00:22	2024-09-17 12:01:11	F-Emily Bonds	phoneCall	HANGUP:AGENT	+12035191550
	2024-09-17 12:01:19	2024-09-17 12:02:15	F-Emily Bonds	phoneCall	HANGUP:CALLER	+12035191550

I didn't see anything from Urgent Chat if she was having any sort of connectivity issues, can you please connect with her and find out what may have happened today?

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