

**From:** [Cheryke Humphrey](#)  
**To:** [Donald Green](#)  
**Subject:** Nichelle Sims call timeliness report  
**Date:** Monday, February 26, 2024 12:39:35 PM

---

Hi Don,

Here is Nichelle's call timeliness report from last week:

Nichelle met expectations **60%** of the time. I've noticed that she is calling the first call of the hour late consistently, and that is causing the remainder of the calls in that hour block to be called late.

Thanks,

Cheryke Humphrey  
Operations Associate  
26711 Northwestern Hwy., Ste 350, Southfield, MI 48033  
[chumphrey@huronlawgroup.com](mailto:chumphrey@huronlawgroup.com) | Office: 248-313-4038