



February 20, 2017

**Gladden, Randy
545274
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Randy,

This notification is to inform you that you are receiving a Warning for not completing your scheduled 45 hours for the week Feb 13-19, 2017.

As seen below, you had 15:30:16 minutes missing due to being absent on Feb 13th and Feb 19th, 2017. You were given an approved leave on Feb 17th, but did not deliver the scheduled hours for the other scheduled days.

Agent	Login	Hours Planned	Hours Delivered	Missing Hours
Gladden Randy	545274	45:00:00	29:29:44	15:30:16

**Angelique Frazer
Training Manager**