



**February 20, 2017**

**Cayetano, Indira**  
**545271**  
**Customer Service Representative**  
**Ready Call Center**  
**Burrell Boom**

**Dear Indira,**

This is to inform you that you are receiving a Warning for the excessive use of After Call work mode (ACW) for the week Feb 13<sup>th</sup> -19<sup>th</sup>, 2017.

As seen below, the exceeded the allotted ACW time by 0:27:06 minutes

Agent's Name	Login	Monday ACW	Tuesday ACW	Wednesday ACW	Thursday ACW	Friday ACW	Saturday ACW	Sunday ACW	TOTAL ACW
Cayetano Indira	545271	0:00:00	0:02:14	0:04:27	0:00:00	0:00:00	0:20:25	0:00:00	0:27:06

*Please make all efforts to avoid using ACW excessively.*

**Angelique Frazer**  
**Training Manager**