

February 21, 2017



Zuniga, Alfonso
545080
Customer Service Representative
Ready Call Center
Burrell Boom

Dear Alfonso,

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 13th -19th, 2017.

As seen below, you exceeded the allotted ACW time by 1:01:07 minutes.

		2/13/2017	2/14/2017	2/15/2017	2/16/2017	2/17/2017	2/18/2017	2/19/2017	
		7	7		7	17	7	17	
Agent's Name	Login	Monday ACW	Tuesday ACW	Wednesday ACW	Thursday ACW	Friday ACW	Saturday ACW	Sunday ACW	TOTAL ACW
Zuniga Alfonso	545080	0:26:33	0:19:21	0:15:13	0:00:00	0:00:00	0:00:00	0:00:00	1:01:07

Please make all efforts to avoid using ACW excessively.

Angelique Frazer
Training Manager