Good day team!

I would like to thank everyone who has received a high score from Miami for the past weeks:

AGENT	SCORE	TRANSACTION TYPE
Underwood, Darina	97	Balance Inquiry
Conorquie, Lisa	98	General Questions – SafeLink
Armstrong, Andrea	98	SafeLink Re-enrollment
Clarke, Carrisia	97	New SafeLink Enrollment
Lucas, Shemmon	98	Redemption
Belisle, Jeremy	97	General Questions – SafeLink
Trapp, Kashawn	98	Redemption
Davis, Michael	97	Redemption
Flores, Glenda	98	Port In Internal
Chiac, Estephan	88	Compensation/ Replacement Minutes
Flores, Glenda	97	Monthly Minutes Not Received
Jenkins, Vanessa	90	General Questions – SafeLink
Scott, Carmelina	98	Unable to Make and Receive Calls

This is how we stand at the moment as a team:

Full Name	Apr10-Apr16		Apr17-Apr23		Apr24-Apr30		May1-May7		
	Evals	Score	Evals	Score	Evals	Score	Evals	Score	Total Ave
Munoz Carlos	7	94.29	5	94.00	1	**70.00**	2	95.00	88.32
Scott Stacia	7	95.71	5	**82.00**	3	100.00	2	95.00	93.18
Quiroa Johan	13	92.31	11	**86.36**	4	92.50	5	90.00	90.29

As an incentive for you hard work we are planning to make ceviche or cheese dips on Monday May 22nd 2017. In an effort to help cover costs, we would like to ask you for a small contribution of $1. Please get in contact with your supervisor or myself so that we can know which of the two you would prefer.

Thank you so much for your time and efforts,

**Below are important updates/notices

VMBC:

Every time you access any account in the VMBC tools, you MUST document the account with proper documentations.

This will be evaluated as an auto fail.

All:

Flowchart ▾

Please remember to follow the flow charts the way they are designed. If the customer is calling from the phone, then there are certain steps you can follow before educating the customer that she/he needs to call back from a different time.

You must follow all available troubleshooting flows loaded in Agent Support exactly as designed. Coverage confirmation and troubleshooting with the carrier should be done on one call resolution.

Try to avoid unexplained silence and idle screen, if you have any questions, don't hesitate to ask us.