



## Memorandum

Date: December 13th, 2017

To: CCS Team

From: Quality Control

Topic: Spanish Speakers

Team,

In the event we have Spanish customers that there is a need to interact with, these are the agents who are allowed to seek assistance:

**AM shift:**

1. Natalie Requena
2. Sandra Guity
3. Michelle Leiva

**MID shift:**

4. Ruby Mendez

**PM shift**

5. Shanika August
6. Hector Leiva
7. Bryan Tillman

Please ensure these agents are available when asking their help with Spanish calls. We do not want to affect these agents if they have an ongoing call.