



February 28, 2017

**Baiza, Benny
545162
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Benny,

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 20th – 26th, 2017.

As seen below, the exceeded the allotted ACW time by 0:21:30 minutes

		2/20/2017	2/21/2017	2/22/2017	2/23/2017	2/24/2017	2/25/2017	2/26/2017	
Agent's Name	Logi n	Monday ACW	Tuesday ACW	Wednesday ACW	Thursday ACW	Friday ACW	Saturday ACW	Sunday ACW	TOTAL ACW
Baiza Benny	545162	0:00:00	0:00:38	0:02:24	0:13:35	0:00:00	0:02:06	0:02:47	0:21:30

Please make all efforts to avoid using ACW excessively.

**Angelique Frazer
Training Manager**