



February 22, 2017

**Chan, Sergio
545041
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Sergio,

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 1:16:11 minutes.

Agent's Name	Login	Monday ACW	Tuesday ACW	Wednesday ACW	Thursday ACW	Friday ACW	Saturday ACW	Sunday ACW	TOTAL ACW
Chan Sergio	545041	0:00:00	0:00:00	0:08:53	0:17:51	0:18:58	0:10:10	0:20:19	1:16:11

Please make all efforts to avoid using ACW excessively.

**Angelique Frazer
Training Manager**