

Good night teams,

I would like to **thank** everyone who did their best and aimed in receiving a high score for this current week.

This is how we stand at the moment:

Supervisor Team	Average
Munoz Carlos	94.00
Scott Stacia	77.50
Quiroa Johan	85.00

The call center is at an **85%** in QA average.

The upcoming week is the last week of April which means that any person who has not been evaluated as yet will be:

Agents	Supervisor	Date	Start Time
Olivera Nicki	Scott Stacia	4/24/2017	2:45 PM
Flores Glenda	Scott Stacia	4/26/2017	5:45 PM
Diaz Giovanni	Munoz Carlos	4/26/2017	2:00 PM
Davis2 Michael	Scott Stacia	4/27/2017	6:30 PM
Martinez Wilmer	Munoz Carlos	4/29/2017	2:30 PM
Trapp2 Kashawn	Scott Stacia	4/29/2017	5:00 PM

We are depending on you to make an extra effort so that we can pass next week with excellent results; it is not difficult to reach because the areas where we lose points under are very familiar to everyone:

- Remaining in silence without a valid reason
- Asking for a minute without providing a reason
- Volunteering personal information from the account
- Idle screen
- Security Questions

If you have questions or you need help in anything, feel free to ask us, if we don't have the answers we will do our best to get them delivered to you.

Best regards.

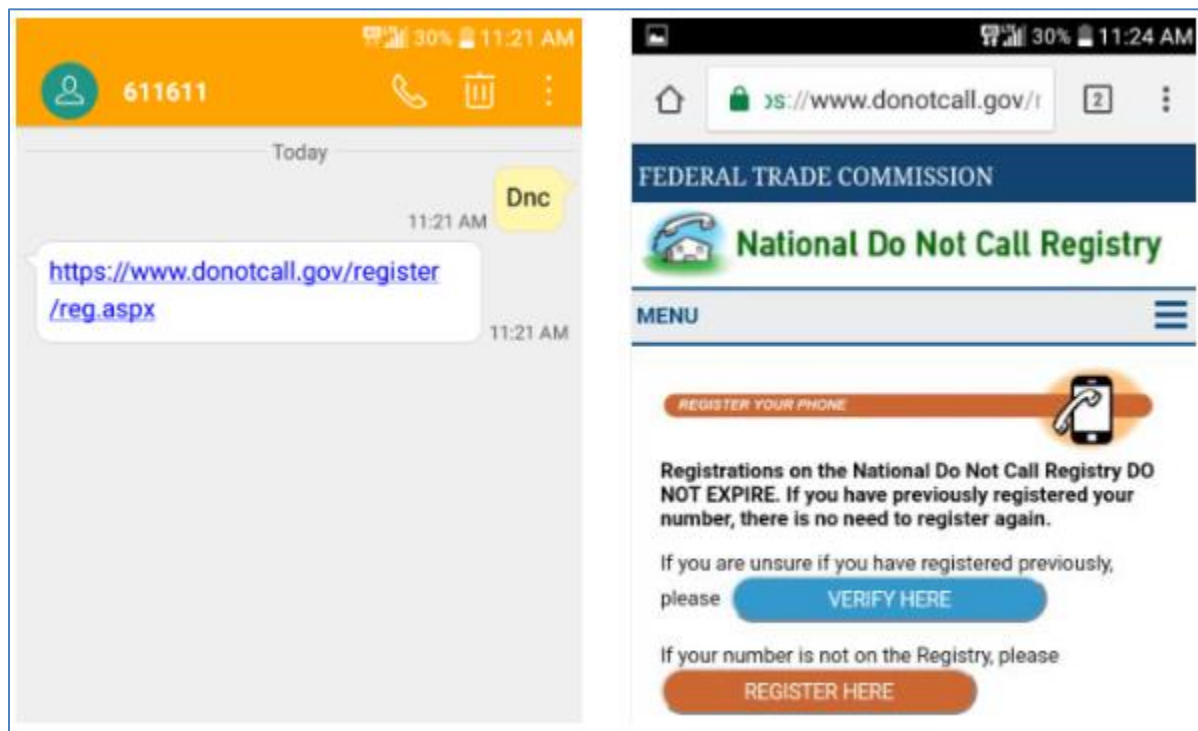
TF # 061.2017 Do Not Call Registry on 611611 Service 04 21 17 ORI

Article ID: 7376

The 611611 Service introduces a new keyword which is the DNC. This new service allows the customer to avoid unwanted and unsolicited telemarketing sales calls.

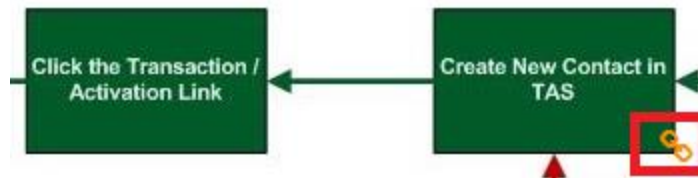
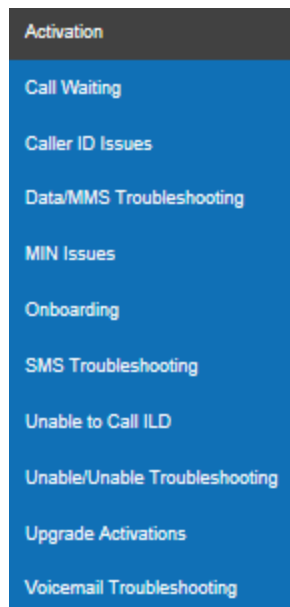
How does it work?

- Customer sends an SMS with the key word “DNC” to short code 611611.
- NOTE: SMS charges do not apply to Unlimited Plans.
- Customer will receive an SMS with a link to the National Do Not Call Registry website



NOTE: For customers who have PPE phones, they can use the link provided by 611611 and register using their personal computer or other smart phones.

Flow charts in Agent Support - [HYPERLINKS](#)



HYPERLINKS have been added to make your life easier. Please take a note that you are required to use these hyperlinks as it may cost you **20 points** under **adheres to correct process**

Have a good day!