



February 2, 2017

**Jones, Shannon**  
**545275**  
**Customer Service Representative**  
**Ready Call Center**  
**Burrell Boom**

**Dear Shannon,**

This is to inform you that you are receiving a Written Warning for Idle Screen behavior. On Jan 26<sup>th</sup>, 2017 you were evaluated externally as per file number 9128603639840000301 and you were penalized as displayed below:

*Shannon, you opened the call in a timely manner and addressed the reason of the call. Keep doing that. try to sound enthusiastic while interacting with the customer (00:01) (02:01) (03:28) also at (00:22) you did not follow the correct procedure by asking for the complete phone number since TAS was already displaying the account also **at (00:34) you advised the customer that you was going to open the account; however, from (00:46) to (01:10) , from (02:29) to (03:04) no actions were taken.** In addition at (03:36) you did not offer the Auto Refill program.*  
*Also you were polite during the call and helped the customer with the issue.*

Please take this warning seriously as a 3<sup>rd</sup> offense is a Suspension from Human Resources.

**Angelique Frazer**  
**Training Manager**