



**February 28, 2017**

**Mariano, Shemar  
545280  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Shemar,**

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 20<sup>th</sup> – 26<sup>th</sup>, 2017.

As seen below, the exceeded the allotted ACW time by 0:15:54 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
Mariano Shemar	545280	0:00:00	0:09:16	0:00:00	0:06:38	0:00:00	0:00:00	0:00:00	0:15:54

*Please make all efforts to avoid using ACW excessively.*

**Angelique Frazer  
Training Manager**