Team, please see below.

From: Donna Stubbs
Sent: Thursday, November 17, 2016 9:09 AM
**Subject:** Annotating Calls Reviewed Calls

Good morning team,

Please remind your QARs that they need to add an annotation to show that the call they have reviewed has been evaluated. We have noticed that some QARs are not annotating their calls.

Below are the instructions that were provided previously on how to complete this task.

<u>Instructions</u>

- Select the call
- Select the **Add Annotation** icon
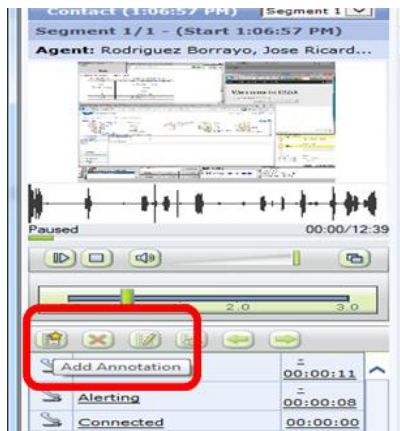
- In the popup box, type "Evaluated" as the **Name**, make the annotation **Public**, then select **Ok**.

Below is the information everyone will see when they open the call and select the 'Evaluated" option.

Please let me know if you have any questions.

Donna Stubbs
Sr. Manager, Agent Quality/Customer Experience
TracFone Wireless, Inc.
Office: 305-715-3625 | Cell: 305-877-9634