



**February 28, 2017**

**Gallego, Ashly**  
**545108**  
**Customer Service Representative**  
**Ready Call Center**  
**Burrell Boom**

**Dear Ashly,**

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 0:36:33 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 |
| Gallego Ashly | 545108 | 0:04:05    | 0:06:57     | 0:10:05       | 0:11:09      | 0:04:17    | 0:00:00      | 0:00:00    | 0:36:33   |

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

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