

Date: April 30<sup>th</sup>, 2017

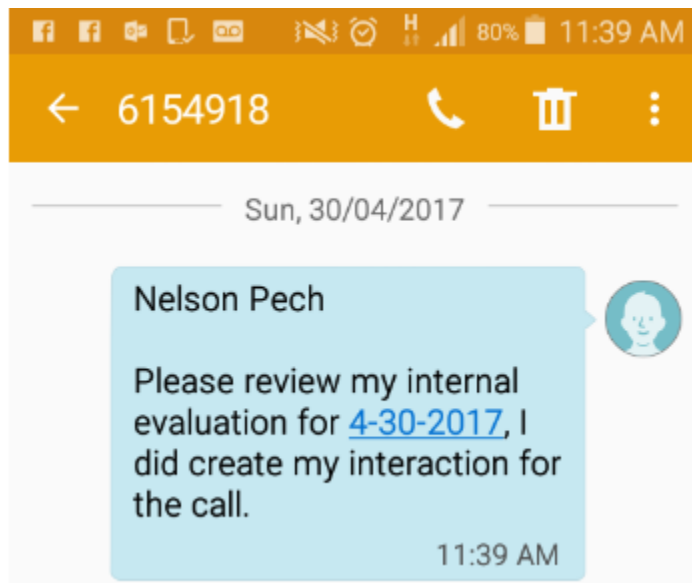
To All: Customer Care Representative

Please be advised:

All agents can now send a **text or whats app message** to **615-4918** for

- Internal/External Disputes
- Requesting additional assistance/coaching ( you can select the QA of your choice when requesting additional coaching)
- Questions
- Suggestions to improve QA Performance
- Complain if you are not receiving coaching (QAR or Supervisor)

Example:



Regards,  
Marcos Vasquez  
Training/Quality Manager