

December BIRTHDAYS



Damini Ovhal (17th)

Ram Pawar (17th)

Emmanuel Jacquez
(25th)

HAPPY BIRTHDAY!
WISHING YOU MANY
MORE!!

December Anniversaries

Abdullah Alakashi (1st)
(1st year)

Guadalupe Martinez
(1st) (3rd
year)

Shaffat Sadeque (6th)
(3rd year)

Ankur Patel (27th) (2nd
year)

Joshua Young (27th)
(2nd year)



iDocket Newsletter

Employees of the Month!

We would like to recognize and congratulate our employees of the month for November! From the Development Team, **Arun Belavi**, the QA Team, **Victor Fernandez**, and Support, **Brittany Wertz**! Congratulations and thank you all for your hard work and dedication!





Team Successes!



Development Team:

Team,

Thank you for your hard work this past month, especially in resolving tickets and helping to stabilize the system. Your efforts are crucial, and they don't go unnoticed! As we wrap up the year, let's keep pushing forward.

Remember to: Document everything: Add comments, questions, and updates to the relevant Jira issues. Focus on stabilization: Let's tighten our processes and ensure the system is running smoothly. Plan for improvement: Think about what we can do better as we prepare for a strong start next year.

Keep up the great work, and let's finish the year strong!

QA Team: This past month, we faced numerous challenges, none more demanding than submitting the OCA Yearly Reports at the beginning of the month. Despite the obstacles, we came out victorious, and for that, I am incredibly grateful to each of you.

As we move forward, it's important to reflect on our processes, identify the challenges we encountered, and find ways to improve our overall performance as a team. Growth is a continuous journey, and every step we take to get better brings us closer to excellence.

That said, improvement doesn't come from intentions alone. Don't just tell yourself you're going to get better—make it happen. Start taking steps today, no matter how small, to elevate yourself and the team. Every action counts and brings us closer to the standards we strive for.

Let's finish the year strong, striving to set the standard in our industry through the quality of our products and our unwavering dedication. Together, we can achieve great things.

Support Team: Great job, team! Here's a snapshot of what we've accomplished recently:



426 Total Tickets Handled – Outstanding effort in managing a high volume of customer queries!



✅ 339 Resolved Tickets – That’s an impressive resolution rate of nearly 80%. Your dedication to providing timely and effective solutions shines through.

💬 9 Customer Complaints Addressed – Tackling these challenges head-on, we achieved a 60% resolution rate, showcasing our commitment to turning tough situations around.

📋 SOPs and Guidelines Followed – Your adaptability to new processes and consistent adherence to standards have been key to maintaining high-quality service.

Thank you for your hard work, collaboration, and focus on delivering great results. Let’s keep up the momentum! 💪 ✨





Good Eats!



Peppermint Bark (From Brittany)



Cook Time: Prep Time: 10 Mins Cook Time: 5 Mins
Chill Time: 30 Mins

Serving Size: 16

Ingredients:

- 12 ounces semisweet chocolate chips or chopped semi-sweet chocolate
- 16 ounces white chocolate chips or chopped white chocolate
- 1/2 teaspoon peppermint extract
- 3/4 cup crushed candy canes

1. Place the semisweet chocolate chips in a medium bowl and microwave for 30 second increments until melted. Stir until smooth.



2. Spread the chocolate into a roughly 9"x13" rectangle on a piece of parchment paper. Place the chocolate in the fridge for 10 minutes to partially set. Do NOT go past 10 minutes in the fridge. The chocolate should be just set around the edges but still partially melted in the middle. If you let the semisweet layer harden completely, the white chocolate may not stick to it.

3. Place the white chocolate chips in a medium bowl and microwave for 30 second increments until melted. Add the peppermint extract and stir until smooth.

4. Spread the white chocolate over the semisweet chocolate layer. Top with candy canes. Let harden in the fridge for about 20 minutes or until the chocolate is completely set.

5. Remove from the fridge and let the bark sit at room temperature for about 20 minutes. Use a straight edge chef's knife to cut the bark into pieces by cutting straight down through the layers of the bark. Serve and enjoy.

Notes

1. I find that the easiest way to crush the candy is to place it in a resealable bag, then use a meat mallet or rolling pin to break it into small pieces.

2. This recipe only has 4 ingredients which means quality really counts. Use the highest quality chocolate you can find and look for white chocolate that contains real cocoa butter and not just palm oil. My favorite brand is Guittard.

3. For the best results, chill the bark completely to let the layers fuse together, then bring it back to room temperature for cutting. I find using a knife produces nicer results than breaking the bark apart with your hands.

Other Sports News

Motor Racing

- Dec. 1st is the Qatar Grand Prix
- Dec. 8th is the Abu Dhabi Grand Prix
- Dec 8th is the Hong Kong International



American Football

Dec 14th-Final Week Of NCAA Football Regular Season

Dec 20th- NCAA Football Playoffs Begin



Sports

NFL Christmas Day Game Schedule

Kansas City Chiefs vs. Pittsburgh Steelers - 1 p.m. ET



Baltimore Ravens vs. Houston Texans - 4:30 p.m ET





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Fun Facts



A fun fact about Amarillo, Texas, is that it's home to the Cadillac Ranch, an iconic public art installation that features a row of 10 half-buried, brightly painted Cadillacs. Originally created in 1974 by a group of artists called Ant Farm, the installation is a popular roadside attraction and has become a canvas for visitors who often add their own graffiti to the cars, making it an ever-evolving piece of art. The site has also been a subject in music, with the song "Cadillac Ranch" by Bruce Springsteen paying homage to it.



What did the beaver say to the
Christmas tree?



Nice gnawing you!

LearnFunnyJokes.com

Holiday Fun!



What do you call Santa
when he falls in the fireplace?



Krisp Kringle!

LearnFunnyJokes.com



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Core Values

We are problem solvers. Think outside the box.

We are grinders. 110% is the expectation.

Transparency is the key to trust – we have nothing to hide.

Embrace chaos, stay calm, learn as you go, and be patient.

The customer isn't always right, but we treat them with love and kindness. Give grace.

We aren't stopping here; we are starting here. Always growing

Fun is non-negotiable, and smiling is our favorite.

We are all equally important pieces of the puzzle. Everyone is significant. Invite feedback. Rely on open and honest communication. Push each other towards greatness.

We respect others by respecting their time. Honor.

Culture

The culture inside the organization supports all day/every day. We are taking care of employees and investing in the people. iDocket wants to be nationally known for our community impact through the technology we provide. We want to grow the business, our employees, and our community impact.

Mission

To provide automation technology with predictive analysis in the judicial arena to prevent mass violence and treat mental illness.

iDocket's mission is to break down data silos and connect judicial information in school, medical, and the justice systems.

iDocket appreciates all its team members!
Let's make this a great year team!
