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| <b>B</b>                                                                        | <b>I</b>                                                                                         | <b>N</b>                                                    | <b>G</b>                                                        | <b>O</b>                                                     |
| Turn a Frown Upside Down - Make an Irate Customer Happy                         | Advise the customer of the Customer Satisfaction Survey when ending a phone call                 | Close a 120 dispute                                         | Receive a Rave Review                                           | No RDS's over 5 days on your Worklist (Assigned and Claimed) |
| Call a customer to acknowledge receipt of their dispute                         | Share a Best Practice in your team huddle                                                        | Obtain a 98% adherence (not including days off)             | Ask a customer if they are Very Satisfied with your Service     | Send an External Rave Review (other org)                     |
| Ask a customer on a phone call "Is there is anything else I can help you with?" | Obtain via phone call valid information or supporting documentation to move forward on a dispute | Manager's Special                                           | Learn something new (work related) to share in your team huddle | Send an Internal Rave Review                                 |
| Negotiate an Efficiency with a customer                                         | Send an ECard                                                                                    | No Blank Resolvers on your Worklist                         | Participate in a Customer Service Week Activity                 | Complete a Qualified Ready Now RDS                           |
| Close a 90 dispute                                                              | Note RDS/DTS that customer was contacted and expectations were set                               | Assist With or Take Ownership of an Absent Peer's Work Item | Call a customer and CDWC a Sustain                              | SME a Peer                                                   |

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| <b>B</b>                                                | <b>I</b>                                                                        | <b>N</b>                                                                                         | <b>G</b>                                                | <b>O</b>                                                           |
| Have No Triage Underway Resolvers on your Worklist      | Ask a customer on a phone call "Is there is anything else I can help you with?" | Learn something new (work related) to share in your team huddle                                  | Share a Best Practice in your team huddle               | Ask a customer if they are Very Satisfied with your Service        |
| Turn a Frown Upside Down - Make an Irate Customer Happy | Send an Internal Rave Review                                                    | Obtain via phone call valid information or supporting documentation to move forward on a dispute | Receive a Rave Review                                   | Note RDS/DTS that customer was contacted and expectations were set |
| Negotiate an Efficiency with a customer                 | No RDS's over 5 days on your Worklist (Assigned and Claimed)                    | Manager's Special                                                                                | Call a customer to acknowledge receipt of their dispute | Close a 120 dispute                                                |
| Obtain a 98% adherence (not including days off)         | Use the Cube to get a Question Answered                                         | SME a Peer                                                                                       | Send an ECard                                           | Assist With or Take Ownership of an Absent Peer's Work Item        |
| Call a customer and CDWC a Sustain                      | Participate in a Customer Service Week Activity                                 | Advise the customer of the Customer Satisfaction Survey when ending a phone call                 | No Blank Resolvers on your Worklist                     | Warm Transfer a Customer                                           |

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| <b>B</b>                                                                                         | <b>I</b>                                                         | <b>N</b>                                                                         | <b>G</b>                                                    | <b>O</b>                                                           |
| Use the Cube to get a Question Answered                                                          | Call a customer to close a billing inquiry                       | Ask a customer on a phone call "Is there is anything else I can help you with?"  | SME a Peer                                                  | Call a customer to acknowledge receipt of their dispute            |
| Obtain via phone call valid information or supporting documentation to move forward on a dispute | Claim all RDS's in Assigned within 30 minutes of your tour start | Warm Transfer a Customer                                                         | Ask a customer if they are Very Satisfied with your Service | Turn a Frown Upside Down - Make an Irate Customer Happy            |
| No Blank Resolvers on your Worklist                                                              | Call a customer and CDWC a Sustain                               | Manager's Special                                                                | Receive a Rave Review                                       | Learn something new (work related) to share in your team huddle    |
| Close a 120 dispute                                                                              | Have No Triage Underway Resolvers on your Worklist               | Advise the customer of the Customer Satisfaction Survey when ending a phone call | Close a 90 dispute                                          | Note RDS/DTS that customer was contacted and expectations were set |
| Participate in a Customer Service Week Activity                                                  | Share a Best Practice in your team huddle                        | Send an ECard                                                                    | Negotiate an Efficiency with a customer                     | Send an External Rave Review (other org)                           |