

B	I	N	G	O
Visited Team RM	Authenticated a customer	Helped a teammate	Visited Team CD	Sent an eCard
Drafted a response	Visited Team MG	Utilized ECMO Procedures	Called a customer	Visited Team DD
Closed a case	Took a break	FREE	Reviewed a call in NICE	Visited Team KK
Rewrote What Happened	Visited Team CW	Routed a case to SA/ORR	Validated all compliance completed	Posted in Team Chat
Participated in a team huddle	Took a Hogan screen print	Completed an intro call	Customer located in CA	Visited Team CD2

B	I	N	G	O
Received a new case	Closed a case	Reviewed a call in NICE	Visited Team MG	Called a customer
Visited Team RM	Visited Team KK	Took a break	Visited Team CD	Took a Hogan screen print
Rewrote What Happened	Sent an eCard	FREE	Drafted a response	Helped a teammate
Utilized ECMO Procedures	Visited Team RP	Visited Team CD2	Visited Team CW	Completed an intro call
Customer located in CA	Validated all compliance completed	Authenticated a customer	Routed a case to SA/ORR	Visited Team TB

B	I	N	G	O
Visited Team RP	Found a reason to smile	Closed a case	Visited Team CD2	Drafted a response
Took a break	Gave someone a compliment	Visited Team TB	Called a customer	Visited Team RM
Routed a case to SA/ORR	Customer located in CA	FREE	Visited Team CD	Reviewed a call in NICE
Helped a teammate	Received a new case	Authenticated a customer	Participated in a team huddle	Took a Hogan screen print
Validated all compliance completed	Visited Team MG	Visited Team CW	Rewrote What Happened	Visited Team DD