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| Share a Best Practice in your team room                                         | Advise the customer of the Customer Satisfaction Survey when ending a phone call | Close a 120 dispute                                                                              | Participate in a Customer Service Week Activity             | No Blank Resolvers on your Worklist      |
| Call a customer to acknowledge receipt of their dispute                         | Sent an ECard                                                                    | Obtain via phone call valid information or supporting documentation to move forward on a dispute | Ask a customer if they are Very Satisfied with your Service | SME a Peer                               |
| Ask a customer on a phone call "Is there is anything else I can help you with?" | Note RDS/DTS that customer was contacted and expectations were set               | Manager's Special                                                                                | I2R                                                         | Send an External Rave Review (other org) |
| Learn something new (work related) to share in your team huddle                 | Receive a Rave Review                                                            | Negotiate an Efficiency with a customer                                                          | Obtain a 98% adherence (not including days off)             | Complete a Qualified Ready Now RDS       |
| Close a 90 dispute                                                              | No RDS's over 5 days on your Worklist (Assigned and Claimed)                     | Assist With or Take Ownership of an Absent Peer's Work Item                                      | Call a customer and CDWC a Sustain                          | Read Frontline Focus                     |

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| 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?" | I2R                                                                              | Sent an ECard                                           | Ask a customer if they are Very Satisfied with your Service  |
| Share a Best Practice in your team room                                                          | Send an External Rave Review (other org)                                        | Note RDS/DTS that customer was contacted and expectations were set               | Participate in a Customer Service Week Activity         | No RDS's over 5 days on your Worklist (Assigned and Claimed) |
| Learn something new (work related) to share in your team huddle                                  | No Blank Resolvers on your Worklist                                             | Manager's Special                                                                | Call a customer to acknowledge receipt of their dispute | Close a 120 dispute                                          |
| Obtain via phone call valid information or supporting documentation to move forward on a dispute | Turn a Frown Upside Down - Make an Irate Customer Happy                         | Read Frontline Focus                                                             | Receive a Rave Review                                   | Assist With or Take Ownership of an Absent Peer's Work Item  |
| Call a customer and CDWC a Sustain                                                               | Obtain a 98% adherence (not including days off)                                 | Advise the customer of the Customer Satisfaction Survey when ending a phone call | Negotiate an Efficiency with a customer                 | Warm Transfer a Customer                                     |

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| Turn a Frown<br>Upside Down -<br>Make an Irate<br>Customer<br>Happy               | Call a<br>customer to<br>close a<br>billing inquiry                             | Ask a customer<br>on a phone call<br>"Is there is<br>anything else I<br>can help you<br>with?"     | <b>Read<br/>Frontline<br/>Focus</b>                                            | Call a<br>customer to<br>acknowledge<br>receipt of<br>their dispute      |
| Note RDS/DTS<br>that customer<br>was contacted<br>and<br>expectations<br>were set | Claim all<br>RDS's in<br>Assigned<br>within 30<br>minutes of your<br>tour start | <b>Warm<br/>Transfer a<br/>Customer</b>                                                            | Ask a<br>customer if<br>they are Very<br>Satisfied with<br>your Service        | Share a Best<br>Practice in<br>your team<br>room                         |
| Negotiate an<br>Efficiency<br>with a<br>customer                                  | Call a<br>customer<br>and CDWC<br>a Sustain                                     | <b>Manager's<br/>Special</b>                                                                       | Participate in<br>a Customer<br>Service<br>Week<br>Activity                    | <b>I2R</b>                                                               |
| <b>Close a<br/>120<br/>dispute</b>                                                | Have No<br>Triage<br>Underway<br>Resolvers on<br>your Worklist                  | Advise the<br>customer of the<br>Customer<br>Satisfaction<br>Survey when<br>ending a phone<br>call | <b>Close a<br/>90<br/>dispute</b>                                              | No RDS's over<br>5 days on your<br>Worklist<br>(Assigned and<br>Claimed) |
| Obtain a 98%<br>adherence<br>(not including<br>days off)                          | <b>Sent an<br/>ECard</b>                                                        | <b>Receive<br/>a Rave<br/>Review</b>                                                               | Learn<br>something new<br>(work related)<br>to share in<br>your team<br>huddle | <b>SME a<br/>Peer</b>                                                    |