

**Collections Division Listen Session May 5, 2021:**

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| This session will focus on your thoughts and continue the discussion on:   * Re-Scoring of zero Qualify Scores and issues with other Quality   Scores – Supervisors allowing you to dispute   * Collector discretion * 8 min wrap time on phone calls * Increased monitoring (Having to Log into Finesse at start of day) * Issues with mistakes in Finesse: getting kicked out after   2 hours, forgetting to change your status etc…   * How accurate do you think it is of the work you do? * Other types of monitoring * ACD hours, sign up, prorating issues * Did you complete the survey CD sent out? * Morale, has it improved any?   *We hope to hear from you!*  Thank you,  Meet & Confer Team |
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**Improving the workplace together!**



Meet & Confer

Listening Session

**MAY 5th**

**At NOON**