

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

|  |
| --- |
| 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 |
|  |

**Improving the workplace together!**



Meet & Confer

Listening Session

**MAY 5th**

**At NOON**